



**DRUG TAKEBACK SOLUTIONS
FOUNDATION**

The Drug Takeback Solutions Foundation State of California Stewardship Plan for Covered Drugs 2025 Annual Report

Reporting Period: 01/01/2025 through 12/31/2025

Submitted on: 03/31/2026

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I. Officers Responsible for Overseeing the Stewardship Plan During the Reporting Period

During the Reporting Period, Chris Smith, R.Ph., stepped down as President of the Drug Takeback Solutions Foundation. Wanda Voigt, M.Jur., RN, BSN, was appointed as Interim President and oversaw the stewardship program on behalf of the Foundation.

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II. Executive Summary

The Drug Takeback Solutions Foundation ("Foundation") operates a Product Stewardship Plan for Covered Drugs under Chapter 2 (commencing with § 42030), Part 3, Division 30 of the California Public Resources Code and Title 14, Division 7, Chapter 11, Article 4 of the California Code of Regulations. CalRecycle approved the Foundation's Stewardship Plan for Covered Drugs on December 20, 2022 (the "Approved Plan"). Pursuant to PRC § 42033.2(a)(1) and 14 CCR § 18973.4, this Annual Report ("Report") summarizes the stewardship program operational activities between January 1, 2025, and December 31, 2025 ("Reporting Period"). Capitalized

terms not defined in this Report have the meanings set forth in the Approved Plan.

During the Reporting Period, the Foundation provided Ultimate Users with multiple no-cost collection options, including: (1) Secure Collection Receptacles at Authorized Collection Sites; and (2) Mail-Back Services (including Standard Mail-Back Envelopes and other approved mailer types) available for request through the neutrally branded Program website and the Foundation's toll-free call center, and distributed through participating Mail-Back Distribution Sites. Section III of this Report describes the collection system and the Foundation's efforts to establish and maintain Authorized Collection Sites, including outreach and good-faith negotiations with potential Authorized Collectors.

During the Reporting Period, the Foundation enrolled 36 new Authorized Collection Sites. In total, 550 Authorized Collection Sites were active during the Reporting Period, and 521 were active at the end of the Reporting Period after accounting for closures and disenrollments. The Foundation also enrolled 29 new Mail-Back Distribution Sites. In total, 665 Mail-Back Distribution Sites were active during the Reporting Period, and 510 were active at the end of the Reporting Period.

The Foundation evaluated performance on a county-by-county basis using the most recent publicly available California Department of Finance population estimates for the reporting year and the corresponding minimum authorized collection site requirements. Outreach summaries and documented barriers (where applicable) are provided in *Attachment A: Potential Authorized Collectors Notified*. In certain counties, as appropriate, the Foundation conducted targeted outreach and good-faith negotiations with potential Authorized Collectors and, where applicable and approved, implemented supplemental Mail-Back Services to provide disposal access while continuing efforts to establish additional Authorized Collection Sites. Authorized Collectors are not required to participate in the Program. The Foundation is not aware of any further steps it could have taken to bring additional Authorized Collection Sites into the Program.

During the Reporting Period, Authorized Collection Sites returned 3,312 Inner Liners for transport and disposal, representing 107,489.82 pounds of Unwanted Covered Drugs. During the Reporting Period, Mail-Back Services returned 20,762 Standard Mail-Back Envelopes and 834 other mailer types, representing a total of 9,792.62 pounds of Unwanted Covered Drugs. The total weight of Unwanted Covered Drugs collected through all Program collection methods during the Reporting Period was 117,282.44 pounds. Collection and destruction quantities are reported in Section III and the associated attachments, and disposal-facility weight summaries are provided in *Attachment C: Service Providers and Weights*.

The Foundation implemented education and outreach activities, including operation of the Program website and toll-free call center. Education and outreach activities and required metrics are described in Section VIII, and the survey instruments and results are provided in

Appendix C.

The Foundation continued to address operational challenges encountered during the Reporting Period—including site closures or disenrollments, and barriers affecting Authorized Collector participation (e.g., not required to participate, organizational policies, space constraints, licensing and compliance considerations, and safety/diversion concerns)—through targeted outreach and recruitment efforts, coordination and follow-up with participating sites and Service Providers, and implementation of Program controls and processes intended to support consistent service availability and accurate public-facing information.

III. Collection System

Throughout the Reporting Period, Ultimate Users had access to 550 Authorized Collection Sites for the disposal of Covered Drugs. By the end of the year, the total number of active Authorized Collection Sites had decreased to 521 due to 29 locations closing or disenrolling. The Foundation has no control over Authorized Collection Sites choosing to close or disenroll. Authorized Collection Sites are not required to participate. Similarly, Ultimate Users could obtain Mailers from 665 Mail-Back Distribution Sites, the Foundation's Program website, or the Foundation's call center at various points during the Reporting Period. These disposal options ensured Ultimate Users had no-cost access to safe disposal of their Unwanted Covered Drugs. By year's end, the number of active Mail-Back Distribution Sites had adjusted to 510 following the closure or disenrollment of 155 sites.

A. Establishing Authorized Collection Sites

During the 2025 Reporting Period, the Foundation conducted outreach to potential Authorized Collectors to support establishment of additional Authorized Collection Sites. The Foundation's outreach targeted entities eligible to serve as Authorized Collectors under applicable federal and state law, including retail pharmacies and retail pharmacy chains, law enforcement agencies, qualifying narcotic treatment programs, and consultant pharmacies servicing qualifying long-term care facilities. Outreach was conducted via letters, emails, and telephone calls. A list of potential Authorized Collectors notified during the Reporting Period is provided in *Attachment A: Potential Authorized Collectors Notified*.

When a potential Authorized Collector expressed interest in participating, the Foundation commenced good-faith negotiations within 30 days, consistent with the Approved Plan and 14 CCR § 18973.2(d)(3). Good-faith negotiations generally included:

(1) an initial eligibility and operational screening (e.g., public accessibility, DEA-related operational requirements, and any applicable licensing/registration considerations); (2) exchange of information needed to support an agreement and onboarding; (3) discussion of Collection Receptacle placement, installation, servicing, and pickup logistics, including site-specific safety, security, space, and diversion concerns; (4) provision of program procedures and training materials; and (5) execution of participation documentation and completion of onboarding steps, as applicable.

The Foundation's outreach included targeted efforts to work with retail pharmacies and retail pharmacy chains regarding participation as Authorized Collection Sites, including chain-level and store-level outreach (as applicable) and follow-up communications addressing common operational barriers (e.g., space constraints, corporate policy limitations, diversion/safety concerns, and compliance considerations).

During the Reporting Period, the Foundation received two written offers from potential Authorized Collectors expressing interest in participating in the Program. The Foundation acknowledged each offer and initiated onboarding and coordination regarding eligibility and operational requirements for establishing an Authorized Collection Site. In both instances, the potential Authorized Collectors ceased communication and did not complete onboarding requirements; therefore, the offers were not incorporated as Authorized Collection Sites during the Reporting Period. No written participation offers were rejected by the Foundation during the Reporting Period. A complete list of written participation offers and the status/outcome for each is provided in *Attachment B: Collection Information, Tab (D) Written Participation Offers*.

B. Convenience Standard

The Foundation used the most recent publicly available population estimates published by the California Department of Finance for the Reporting Period.

During the 2025 Reporting Period, the Foundation installed 36 additional Collection Receptacles and operated a network of 550 Authorized Collection Sites at some point during the Reporting Period (521 active at the end of the Reporting Period).

In ten counties, Contra Costa, El Dorado, Imperial, Kings, Madera, Merced, Monterey, Siskiyou, Sonoma, and Ventura, no supplemental mail-back services were needed.

On June 25, 2024, CalRecycle confirmed that, based on a list from the California Board of Pharmacy no retail pharmacies were available as Authorized Collection Sites in Alpine and Sierra Counties during the Reporting Period. The Foundation continues to

oversee Collection Receptacles at two law enforcement agencies in Alpine County.

During the Reporting Period, the Foundation conducted targeted outreach and good-faith efforts to establish additional Authorized Collection Sites, as documented in *Attachment A: Potential Authorized Collectors Notified*. Attachment A also summarizes the primary reasons recorded when potential Authorized Collectors declined to participate. Authorized Collectors are not required to participate.

Among contacts recorded as “Declined” (n=807), the most commonly recorded reason was lack of interest (79.6%). The next most common recorded reasons were existing participation with another program operator (recorded as “Uses Competitor”) (9.7%) and inability to reach the appropriate contact after outreach (7.8%). Other recorded reasons included space constraints (1.5%), sites closed to the public (0.7%), and limited authorization or safety/security concerns (each 0.4%). Decline patterns varied by county. For example, among declined contacts in Ventura County (n=15), 33.3% were recorded as already participating with another program operator; similar shares were recorded in Yolo County (n=13; 30.8%), Humboldt County (n=13; 30.8%), and Stanislaus County (n=29; 27.6%).

These outreach outcomes reflect persistent barriers affecting the establishment of additional Authorized Collection Sites in certain counties.

During the Reporting Period, Mail-Back Distribution Sites were active in the following counties: Alpine, Amador, Butte, Calaveras, Del Norte, Humboldt, Inyo, Kern, Lassen, Los Angeles, Mendocino, Nevada, Orange, Placer, Riverside, Sacramento, San Benito, San Bernardino, San Diego, Shasta, Solano, Stanislaus, Tehama, and Yolo.

The next most common recorded reasons for decline—existing participation with another program operator and inability to reach the appropriate contact after outreach—reflect structural constraints in the retail pharmacy sector. The Foundation understands that certain large retail pharmacy chains participate through chain-level corporate arrangements with another approved program operator, and those arrangements and/or internal policies can limit site-by-site enrollment by other program operators. This dynamic materially reduces the pool of eligible retail pharmacy locations available for enrollment.

During the Reporting Period, the Foundation operated Mail-Back Distribution Sites in 48 counties as an additional disposal access option within the Collection System. In total, 665 Mail-Back Distribution Sites were active during the Reporting Period, and 510 were active at the end of the Reporting Period. During the Reporting Period, 155 Mail-Back Distribution Sites closed or disenrolled, and 29 new Mail-Back Distribution Sites were added. A list of all Authorized Collection Sites and Mail-Back Distribution Sites is provided

in *Attachment B: Collection Information, Tabs (A) Authorized Collection Sites and (C) Mail-Back Distribution Sites*.

During the Reporting Period, the Foundation established new Authorized Collection Receptacles in these counties: Contra Costa, El Dorado, Humboldt, Kern, Kings, Madera, Mono, Nevada, Placer, Riverside, Sacramento, Sonoma, Stanislaus, Tulare, and Yuba. The Foundation also established new Mail-Back Distribution Sites in these counties: Alpine, Monterey, Sacramento, Shasta, Yolo, and Yuba.

Efforts to Enroll Additional Authorized Collection Sites

The Foundation prioritized targeted outreach and recruitment, including prospecting and outreach to eligible retail pharmacies and retail pharmacy chains, law enforcement agencies, qualifying narcotic treatment programs, and consultant pharmacies servicing qualifying long-term care facilities, along with follow-up communications to address operational, security/diversion, space, and other considerations raised by prospective sites. Outreach activity and recorded outcomes are summarized in *Attachment A: Potential Authorized Collectors Notified*.

During the Reporting Period, the Foundation also monitored Authorized Collection Site and Mail-Back Distribution Site additions and attrition. A list of all Authorized Collection Sites and Mail-Back Distribution Sites is provided in *Attachment B: Collection Information*.

The circumstances beyond the Foundation's control that affected Authorized Collection Site recruitment during the Reporting Period included the fact that participation is not required, pharmacy availability constraints and closures, site-level operational limitations (including public access, space, and safety/diversion concerns), and—where applicable—chain-level participation dynamics that limit site-by-site enrollment opportunities for other program operators.

Convenience Standard Calculation

The Foundation used the Department of Finance population estimates to conduct this calculation. *Attachment B: Collection Information* identifies the Authorized Collection Sites used for these counts.

Based on the data, the Convenience Standard has been adjusted in the following Counties:

- Contra Costa County (incorporated): Based on the State of California Department of Finance's 2025 publicly available population estimates for the portion of Contra Costa County within the Foundation's Program scope, the

minimum number of Authorized Collection Sites required under PRC § 42032.2(a)(1)(F)(i) is 19 Authorized Collection Sites.

- Los Angeles County: The population increased to 9,867,045, resulting in a calculated minimum requirement of 197 Authorized Collection Sites.
- Merced County: The population decreased to 293,741, resulting in a calculated minimum requirement of five Authorized Collection Sites.
- Tulare County: The population decreased to 486,876, resulting in a calculated minimum requirement of nine Authorized Collection Sites.

Reasonable Geographic Spread

The Foundation evaluates “reasonable geographic spread” using roadway-network travel distances and population distribution methods supported by GIS and data visualization tools (e.g., spatial mapping) to evaluate population distribution, site coverage, and siting opportunities when planning authorized collection site expansion.

Mail-back is addressed separately, for example, for counties where there is not an authorized retail pharmacy operating as an authorized collection site or as otherwise approved by CalRecycle for a supplemental approach for the Reporting Period.

C. Authorized Collection Sites

The name and physical address of each participating Authorized Collection Site, and collection data for each participating Authorized Collection Site, including the number of Inner Liners collected and corresponding weight, are provided in *Attachment B: Collection Information*. The Foundation uses the number of Inner Liners collected to calculate the number of times Unwanted Covered Drugs were picked up from each Site. The Foundation uses the average collection weight metrics from each Authorized Collection Site to determine when an Authorized Collection Site needs additional outreach efforts to increase collection utilization or if additional Collection Receptacle Collection Kits (CRCKs) are needed beyond the standard allocation.

Authorized Collectors commit to informing the Foundation in the event that a secure Collection Receptacle is not available to the public during business hours. A list of Authorized Collection Sites with the number of instances and the corresponding amount of time a secure Collection Receptacle was not available during business hours is provided in *Attachment B: Collection Information, Tab (E) Instances CR Was Unavailable*. The list is based on reports by Authorized Collectors as well as any instances where the Foundation became independently aware of events where a secure Collection Receptacle was not available to the public during business hours. Where appropriate, the Foundation coordinated with the Authorized Collector and

applicable Service Providers to support restoration of receptacle availability, including through servicing/repair or other site-specific measures.

During the Reporting Period, the Foundation initiated follow-up regarding one law enforcement Authorized Collection Site in Kings County to confirm operational status. The Foundation's contracted former DEA agent contacted the site in 2025 and was advised the receptacle remained in use; however, the Foundation's ability to verify law enforcement internal handling practices is limited to information the agency elects to share. The Foundation did not receive program liner returns from the site during the Reporting Period and continued follow-up.

D. Mail-Back Distribution Sites

The list of Mail-Back Distribution Sites is provided in *Attachment B: Collection Information, Tab (C) Mail-Back Distribution Sites*. The mechanisms of distribution for the Mail-Back Service were: Mail-Back Distribution Sites, the Foundation's toll-free call center requests, and the Foundation's Program website requests. Mail-Back Services were available upon request to all Ultimate Users, including those who are homebound, disabled, or experiencing homelessness, through the Program website and toll-free call center.

The Foundation distributed all three types of Mail-Back options—Standard Mail-Back Envelopes, Inhaler Mail-Back Envelopes, and Combination Product Mail-Back Packages (those utilized for medications with a sharps component) (jointly, "Mailers")—to Ultimate Users during the Reporting Period as follows:

- 47,230 Standard Mail-Back Envelopes provided to Mail-Back Distribution Sites
- 271 Standard Mail-Back Envelopes requested via the Foundation's toll-free call center
- 6,086 Standard Mail-Back Envelopes requested via the Foundation's Program website
- 906 Inhaler Mail-Back Envelopes requested from the Foundation's Program website
- 30 Inhaler Mail-Back Envelopes requested from the Foundation's toll-free call center
- 2,884 Combination Product Mail-Back Packages requested from the Foundation's Program website
- 154 Combination Product Mail-Back Packages requested from the Foundation's toll-free call center

During the Reporting Period, Ultimate Users returned 20,762 Standard Mail-Back Envelopes, 739 Combination Product Mail-Back Packages, and 95 Inhaler Mail-Back Envelopes. Standard Mail-Back Envelopes returned resulted in disposal of 8,718.49 pounds of Unwanted Covered Drugs. Combination Product Mail-Back Packages returned resulted in disposal of 1,033.79 pounds, and Inhaler Mail-Back Envelopes returned resulted in disposal of 40.34 pounds. Combined, returned Mailers resulted in disposal of 9,792.62 pounds of Unwanted Covered Drugs during the Reporting Period.

The difference between the total number of Mail-Back Envelopes distributed and those destroyed is due to end-of-year timing and Ultimate User behavior. Some envelopes requested during the Reporting Period may have been delivered to the destruction facility after December 31, 2025. Additionally, Ultimate Users may not return Mail-Back Envelopes immediately—or at all.

The Foundation uses Mailer return metrics to adjust the number of Mailers distributed to meet the needs of each location.

E. Alternative Forms of Collection and Disposal

The Foundation did not have any alternative forms of collection or disposal during the Reporting Period.

IV. Transporters and Disposal Facilities

The Foundation utilizes a unique serialized identification system imprinted on every Inner Liner and Mailer to track Inner Liners and Mailers from initial shipment through destruction.

Tracking of Covered Drugs from Collection Receptacles begins with the shipment of the Collection Receptacle Supply Bundle to the Authorized Collection Site and concludes with the destruction of the collected Covered Drugs at the destruction facility.

Authorized Collectors are required to maintain the Serialization Tracking Form for each CRCK received at their Authorized Collection Site. The Serialized Tracking Form documents the unique ID of the Inner Liner, as well as the Inner Liner's initiation, removal, packaging, and hand-off to the common carrier (FedEx) for transport, per DEA requirements.

To ensure compliance with safety and operating procedures, the Serialization Tracking Form is validated with the names and signatures of a minimum of two Authorized Collection Site employees.

Serialization Tracking Form data elements tracked include:

- Name and address of the Authorized Collector
- Size of Inner Liner
- Pharmacy DEA # (if applicable)
- Name and address of Reverse Distributor/Disposal Site
- Reverse Distributor/Disposal Site DEA#
- Serial Number of CRCK
- Date CRCK received (i.e., date Inner Liner acquired)
- Date Container installed in Collection Receptacle
- Date Container removed from Collection Receptacle
- Date Container transferred to storage
- FedEx tracking number
- Date Container shipped to the licensed DEA Reverse Distributor-Collector Service Provider

Collection Receptacle contents are packaged and sent by the Authorized Collector, via FedEx to the Approved Plan's licensed DEA Reverse Distributor-Collector. The Foundation instructs Authorized Collectors to retain a copy of the Serialization Tracking Form, a copy of the FedEx tracking information, and any other required documents for a minimum of three (3) years. Upon receipt of the full Inner Liner(s), the licensed DEA Reverse Distributor-Collector will record all required data, as outlined in the Approved Plan, and track the data elements for each CRCK as described in Section VIII(A)(6) of the Approved Plan.

All information recorded is transferred to the Program Operator daily. Any discrepancies observed by the licensed DEA Reverse Distributor-Collector are recorded on discrepancy reports and corrective action is taken according to Program procedures.

Tracking of Mailers containing Covered Drugs begins with the distribution of Mail-Back Starter Kits (MBSK) to the Mail-Back Distribution Sites and concludes with the destruction of the full Mailer collected at the destruction facility. The full Mail-Back solution, from the Ultimate User, is directly shipped via USPS, to the licensed DEA Reverse Distributor-Collector who records the following data elements for each Mailer as described in Section VIII(B)(2) of the Approved Plan.

All information recorded is transmitted to the Program Operator daily for tracking of the Mailers returned using the MBSK's distribution system.

Attachment C: Service Providers and Weights, identifies each Service Provider used to transport, process, and/or dispose of Covered Drugs during the Reporting Period. For those Service Providers that perform disposal services ("disposal facilities"), the weights, in pounds, are indicated.

V. Policies and Procedures

All procedures were followed to ensure the proper management of Covered Drugs from collection through final disposal. There were no instances of noncompliance with the Approved Plan policies and procedures, and therefore, no corrective actions were required or taken. There were no updates to the processes and policies for the collection, tracking, or disposal of Covered Drugs, as existing procedures continue to ensure compliance with regulatory requirements.

VI. Ordinance Repeal

There were no local stewardship program ordinances repealed in the State of California during the Reporting Period, so it was not necessary for the Foundation to expand into jurisdictions not previously included.

VII. Safety or Security Concerns

The Foundation did not identify any safety or security incidents related to the collection, transportation, or disposal of collected Covered Drugs based on information reported to the Foundation and information available through program tracking systems and field observations. Accordingly, no corrective actions were required, and the incident-specific information is not applicable for the Reporting Period.

VIII. Educational Efforts and Public Outreach

The Foundation provided educational materials to Authorized Collection Sites and Mail-Back Distribution Sites that participated in the Program. These educational materials educated Authorized Collectors and Ultimate Users on how to find Collection Receptacles and order Mailers, and to provide information on the Program, drug abuse statistics, and the dangers of improper disposal of unwanted medications.

Sample educational and promotional material can be found in Appendix A. Samples are provided in English and Spanish, but all educational and promotional documents are produced in the following languages: Spanish, Hindi, Chinese, Japanese, Khmer, Korean, Tagalog, Thai, and Vietnamese.

The Foundation implemented the following educational efforts and public outreach:

- Programmatic Advertising
 - Provides targeted display ads on browser sites on internet capable devices (smart phones, computers, tablets, etc.).

- The Foundation ran ads across a prequalified list of over 200,000 domains including a variety of retail websites, Google, and Facebook.
- Ads ran for six weeks, the first in April and the second in October.
- There were a total of 500,204 impressions from both advertisements. Impression metrics are reported directly from the individual websites on which the ads are placed and are reported on a per campaign basis. See Table 1 in Appendix A for reported metrics.
- **Influencer and Social Media Programs**
 - Influencer marketing is a content creation tactic used to drive awareness and education to a targeted audience through blogs and social media outlets. Influencers create authentic content around their everyday lives and interests while weaving the story of prescription drug take-back into their content.
 - Influencer content is converted into paid ad units across social platforms and then targeted to community members across the State of California.
 - Paid advertisements for influencer content were run on a variety of platforms including Google, Instagram and Facebook and drove towards a specified impression goal.
 - Social Media posts were run on three different social media platforms (X, Facebook, and Instagram) twice monthly for a total of 24 posts and 196 impressions.
 - Influencer campaigns ran every four weeks, totaling 13 total campaigns. Total impressions can be found in Appendix A, Table 1.
 - The dates and results of each campaign are listed in Appendix A, Table 1 and sample images are included in Appendix A, Figure(s) 10.
- **Direct Mail Campaigns**
 - The Foundation sent direct mail postcards twice, April 2025 and December 2025, directly to Ultimate Users' homes, as well as to continuum of care organizations, healthcare providers, and homeless shelters throughout the state of California. Total impressions in Appendix A, Table 1 for Direct Mail Campaign reflects the number of homes and/or businesses that received a direct mailer.
 - These campaigns were used as a means of reaching historically underserved and rural communities which may lack access to computers and the internet, as well as reported low income, racial and ethnic minorities, and other health related disparities.
 - A copy of the direct mail postcard can be found in Appendix A, Figures 8-9. The total number of direct mail postcards along with the corresponding dates can be found in Appendix A, Table 1.
- **TV Advertisements**

- The Foundation committed to making strategic marketing adjustments based on survey findings. As a means of upholding that commitment, The Foundation created a TV advertisement campaign. As discovered by the annual surveys, California residents resonate more strongly with an environmentally focused narrative.
- The advertisement was a TV-style video ad campaign, but instead of running on traditional cable, it ran on Connected TV (CTV) – meaning ads shown on streaming platforms like Hulu, YouTube TV, Sling, Roku, Samsung TV+, Peacock, DirecTV, etc.
- The Foundation conducted advertising efforts statewide, with a strategic emphasis on rural and potentially underserved counties in California. The advertisement was 30 seconds in length and encouraged safe disposal as a means of protecting the environment.
- There were 1,489,572 impressions. The video completion rate was 98%, meaning that 98% of the time, people watched the entire 30 second ad. The high video completion rate suggests that the advertisement was engaging and the placements of the advertisement were chosen well. Additionally, the frequency of the advertisement was 6.9, meaning that each household saw the advertisement about 7 times. Broadcast channels such as Lifetime, CBS, FOX, AMC, and A&E provided the highest number of impressions. Full campaign results can be found in *Appendix A, Table 1 – Outreach Activities During the Reporting Period*.

Consistent with prior survey findings and historical ordering patterns, the Foundation implemented targeted education and outreach strategies during the 2025 Reporting Period, including strategies intended to reach rural and potentially underserved communities. To evaluate education and outreach performance and to inform targeting decisions during the Reporting Period, the Foundation reviewed county-level Mailers ordering activity and summarized relevant resident survey demographics and responses.

Upon completion of the 2025 education and outreach campaigns, the Foundation reviewed county-level Mailer ordering and Liner return activity to inform education and outreach planning. This review considered ordering activity and Program awareness in relation to county population and the USDA 2023 Rural-Urban Continuum Code (“RUCC”; updated January 22, 2024) classifications, as well as other program planning inputs.

In parallel, the Foundation reviewed 2025 Unwanted Medicine Resident Survey results to better understand patterns in reported awareness of the Program across geographic areas. The Foundation used the county-level groupings of survey responses as a directional indicator to support outreach planning and interpretation of Program usage patterns.

Overall, the Foundation used county-level ordering data and relevant survey indicators to evaluate the reach of education and outreach activities during the Reporting Period and to inform targeting and message placement decisions described in this Annual Report. Taken together, these indicators reflect broad statewide utilization of the Mail-Back Program during the Reporting Period, including meaningful engagement in both metropolitan and rural counties.

Appendix A, Table 1 provides a high-level overview of the outreach activities performed.

The Foundation ensured that all education and outreach material was consistent with services offered to Ultimate Users during the Reporting Period.

Annual Survey

The Foundation conducted surveys to assess the convenience of Collection Receptacles and other collection methods, and to assess knowledge and attitudes regarding the risks of improper storage and disposal of Covered Drugs. The Foundation designed survey questions to evaluate the effectiveness of different messaging for raising awareness of the Stewardship Program and for increasing knowledge of or changing attitudes towards risks posed by improper storage or disposal of Covered Drugs.

The Foundation conducted two surveys using a digital platform to gather insights from healthcare professionals (including pharmacists) who interact with residents, as well as from residents themselves. The platform utilized a contact method that delivers surveys directly within popular mobile apps, reaching users organically while they are actively engaged rather than redirecting them to a separate survey site. This approach ensured a randomized delivery method and a mobile-optimized experience, sending in-app invitations to potential participants seamlessly.

Both surveys assessed overall awareness, convenience, accessibility, knowledge, and attitudes. However, the healthcare professionals' survey included additional questions specific to their professional practices related to the Program. To maximize participation and demographic representation, the survey leveraged a digital platform designed to facilitate immediate, unbiased responses from the targeted groups. The Resident Survey captured 1,000 completes and the Provider Survey captured 500 completes.

A double opt-in process was implemented to ensure the accuracy of the participant pool, requiring individuals to confirm their interest twice—once at the start and again before completing the survey—to prevent sampling errors. The platform also collected demographic information, such as age. Eligible participants were then placed in a designated pool and invited to complete the survey. For multiple-selection questions, the survey reports both "Respondents(%)" and "Answers(%)." Appendix C reports "Respondents(%)," meaning the

percentage of respondents who selected each option (totals may exceed 100%).

The full survey and results can be found in Appendix C.

Discussion

The survey results highlight both strengths and opportunities in medication disposal awareness and behavior among healthcare professionals and residents. Awareness of the Program is higher among healthcare professionals (81.6%) than among resident respondents (57.1%). Reported use of Program disposal options also varies by respondent group. In the Provider Survey, 66.2% reported using drop-off locations and 22.6% reported using mail-back services to dispose of expired and/or unwanted medicines (and 22.2% reported not using any of the listed disposal options). In the Resident Survey, 39.1% reported using drop-off locations and 7.1% reported using mail-back services (and 52.4% reported not using any of the listed disposal options). A thorough analysis of the 2025 survey results indicates two key areas of focus for evaluating Program education and outreach performance during the Reporting Period: (1) improving resident-facing awareness and recall of how and where to use available safe disposal options, and (2) reinforcing messages intended to discourage disposal of medicines at home (e.g., by flushing or discarding in household trash) and to communicate associated public health and environmental concerns.

Healthcare professionals, as trusted sources of health-related information, remain an important audience for Program awareness and consistent messaging. In the Provider Survey, 76.6% of healthcare professional respondents reported that the message(s) they had encountered clearly communicated how and where to dispose of expired and/or unwanted medicines. However, 58.6% reported that the messages they heard discouraged disposal at home by flushing or discarding in the trash (while 32.8% reported the messages did not, and 8.6% did not know/do not remember), indicating an opportunity to strengthen message recall and consistency around discouraging at-home disposal behaviors. Provider perceptions of Program usability and disposal method safety were generally favorable. For example, 81.0% agreed the Program is “easy to use,” 75.2% agreed it is “accessible,” and 75.4% agreed it is “convenient.” In addition, 88.4% of provider respondents indicated that using a medicine drop-off box at a pharmacy or hospital is a safe method of disposal and 71.2% indicated that mail-back envelopes or kits are safe. In the convenience matrix, 71.4% rated drop-off box locations as convenient, 69.6% rated pre-paid mail-back as convenient, and 73.2% rated the ability to request a mail-back envelope online as convenient.

Resident survey results reflect both meaningful support for safe disposal options and opportunities to improve awareness and utilization. In the Resident Survey, 50.4% reported that the message(s) clearly communicated how and where to dispose of expired and/or unwanted medicines, and 45.6% reported that the messages discouraged disposal at home by flushing or discarding in household trash (while 35.5% reported the messages did not, and 18.9% did not

know/do not remember). Resident perceptions of Program attributes were generally positive, with 71.2% agreeing the Program is “easy to use,” 66.1% agreeing it is “accessible,” and 67.2% agreeing it is “convenient.” Residents also largely identified core safe disposal options as safe, including drop-off boxes (92.7% “safe”) and one-day disposal events (88.5% “safe”), with 70.7% indicating mail-back envelopes or kits are safe. In the convenience matrix, 73.5% rated pre-paid mail-back as convenient and 70.3% rated the ability to request a mail-back envelope online as convenient, while 64.7% rated drop-off locations as convenient; one-day events were rated convenient by 38.0% of resident respondents and accessible by 40.7%. Consistent with these findings, a substantial share of residents reported they would be likely to use drop-off boxes if available near their home (87.2%), and many would be likely to use mail-back if they knew they could order it to their home (71.5%).

Disposal behavior and concern-related responses underscore why clear, accurate disposal guidance remains important. Among respondents who do not utilize the listed disposal options, 30.5% of residents reported commonly disposing of medicines in household trash and 10.7% reported flushing medicines down the toilet; 26.8% reported that they do not dispose of them. Among providers who do not utilize the listed disposal options, 27.0% reported disposing in household trash and 20.2% reported flushing medicines down the toilet. At the same time, both respondent groups expressed high levels of concern regarding environmental impacts associated with improper disposal—78.4% of providers and 81.9% of residents reported concern that medicines flushed or trashed can contaminate drinking water, and 77.4% of providers and 79.2% of residents reported concern regarding impacts to fish and other wildlife.

During the Reporting Period, the Foundation used survey findings to inform the education and outreach activities described in this Annual Report, including efforts intended to increase awareness of safe disposal options and to provide clear direction on how and where residents may access drop-off and mail-back services. In accordance with PRC § 42031.6(b), all outreach materials remained consistent with services offered to residents during the Reporting Period.

IX. Participating Covered Entities

A list of participating Covered Entities and corresponding product list can be found in *Attachment D: Covered Entities and Product List*. Unless otherwise indicated in *Attachment D*, mailing and physical addresses are the same.

A list of the Authorized Collectors and their contact information is provided in a separate attachment, *Attachment Supplement: Confidential Collection Information*. The confidential supplement contains participating Authorized Collectors (not potential Authorized Collectors) and is labeled accordingly for consistency.

X. Service Provider Selection Process

The Foundation selected Service Providers using a competitive bidding process, including issuing requests for proposals (RFPs) based on factors such as contract value, industry competition, service cost and quality, and legal risk. Service Provider agreements are periodically assessed to determine whether a competitive bidding cycle is necessary to maintain cost-effectiveness and service quality.

XI. Incentives

There were no grants, loans, sponsorships, reimbursements, or other incentives provided during the Reporting Period.

XII. Staffing Changes

During the Reporting Period, Chris Smith, R.Ph., stepped down as President of the Drug Takeback Solutions Foundation. Wanda Voigt, M.Jur., RN, BSN, was appointed as Interim President and oversaw the stewardship program on behalf of the Foundation.

XIII. Expenses

Expense amounts are presented on an accrual basis consistent with the Foundation's financial statements and reflect program costs incurred during the Reporting Period. Amounts include accrued estimates for services incurred during the Reporting Period but not yet invoiced as of December 31, 2025. Amounts recorded in 2025 that relate to services performed before the Reporting Period ("prior-period items") are excluded from Reporting Period totals and disclosed separately below.

Expenses are summarized below by budget category:

Expense Category	Total Expense
Capital Expenses	\$ 42,512.44
Operational Costs	\$ 892,117.80
Education and Outreach	\$ 319,341.20
Administrative Costs	\$ 625,638.83
Grants, Loans, Sponsorships and Other Incentives	\$ 0
Departmental Administrative Fees	\$ 365,746.54
Total Expenses for Reporting Period	\$ 2,245,356.81

Prior-period items¹ recorded in 2025 (excluded from Reporting Period totals): \$69,316.99.

XIV. Coordination Efforts

The Foundation maintained regular communication with the other Program Operator to coordinate efforts effectively.

Both Program Operators utilize a neutrally branded website that functions as a shared entry point for Ultimate Users seeking disposal information and mail-back supplies. The neutrally branded website directs Ultimate Users to the applicable program operator ordering workflow and helps reduce confusion when multiple stewardship programs operate concurrently. The Foundation describes the neutrally branded website's functionality in Appendix B and avoids characterizing the site as providing program-specific content beyond what is displayed on the neutrally branded webpages during the Reporting Period.

CalRecycle notified the Program Operators of issues affecting the coordinated call center's interactive voice response (IVR) routing. These issues included: (1) the "Other Languages" menu option not routing callers to a live agent as intended, and (2) the IVR not alternating callers between program operator information and mail-back ordering support (i.e., not maintaining the intended 50/50 split).

Upon identification of these issues, the Program Operators escalated the matters to the third-party call center vendor for urgent correction. The vendor updated the IVR so that the "Other Languages" option routes callers to an agent and confirmed the change was implemented and tested successfully. In addition, the vendor corrected the IVR logic so calls were again split 50/50 between the program operators, and the vendor confirmed the correction was implemented and tested successfully on November 4, 2025. The vendor further advised that the 50/50 split was removed unintentionally during a January 2025 IVR update request due to a miscommunication and implementation error, and the Program Operators requested additional details from the vendor regarding root cause and scope of impact.

To prevent similar lapses in coordinated call center operations, the Program Operators are implementing and/or reinforcing change-control and quality assurance steps with the call center vendor, including: (1) requiring documented change tickets and written confirmation for any IVR updates affecting California routing; (2) performing post-change validation testing (including language routing and program-operator routing) immediately after any IVR changes are deployed; (3) conducting periodic checks of call flows to confirm the intended

¹ Prior-period items include invoices received/recorded in 2025 for services performed prior to January 1, 2025, and true-ups of previously estimated accruals.

routing remains in place over time; and (4) maintaining an escalation protocol for rapid remediation if any routing or scripting issues are identified.

Both Program Operators also share a neutrally branded toll-free number, which serves as a central call center directory. This number allows Ultimate Users to inquire about Mailers, request deliveries, and access other program-related information, including educational resources. Incoming calls are intended to be distributed among approved Program Operators' call centers, and routing performance and corrective actions during the Reporting Period are described above.

The Foundation's toll-free call center provides access to live human operators and translators, while the website integrates Google Translate to accommodate required language options.

XV. State Agency Determinations

The Foundation received the following State Agency Determinations during the Reporting Period. Copies of the determinations are provided in *Attachment E: State Agency Determinations*

- February 6, 2025 – Consideration of The Drug Takeback Solutions Foundation's Revised 2025 Annual Program Budget for Covered Drugs
- April 30, 2025 – CalRecycle's Completeness Determination of Foundation's 2024 Annual Report and 2026 Annual Program Budget for Covered Drugs
- September 30, 2025 – Notice of Violation with the California Pharmaceutical and Sharps Waste Stewardship Law Regarding the 2023 Annual Report for Covered Drugs, the 2023 Revised Annual Report for Covered Drugs, and Calendar Year 2023 Field Inspections (March 2023 through December 31, 2023)
- October 30, 2025 – Notice of Violation with the California Pharmaceutical and Sharps Waste Stewardship Law Regarding Failure to Comply with: Requirements in the 2025 Covered Drugs Budget; including the Independent Financial Audit for Calendar Year 2023; and the Financial Requirements in Calendar Year 2022, per CalRecycle's Audit
- December 22, 2025 – Response Requested, California Pharmaceutical and Sharps Waste Stewardship Law Requirements Regarding the Covered Drugs Program; Drug Takeback Solutions Foundation, Winston-Salem, NC

XVI. Certification Statement

As required by 14 CCR § 18973(e), I hereby declare, under penalty of perjury, that the



information provided in this document is true and correct, to the best of my knowledge.

Wanda Voigt, M.Jur., RN, BSN

Foundation Interim President

P.O. Box 997

Winston-Salem, NC 27102

Phone Number: (832) 857-9077

Email Address: Wanda.Voigt@takebackfoundation.org

APPENDIX A – Educational Materials, Outreach, and Electronic Examples of Promotional Materials

2025					
Outreach Activity	Type of Media	Start Date	End Date	Impressions	Frequency
Social Media Posts	Digital Promotion	1/1/2025	12/31/2025	196	24
Influencer Media	Digital Promotion	1/1/2025	12/31/2025	23,464,302	13
Programmatic Media	Digital Promotion	4/7/2025	12/31/2025	500,204	2
Direct Mail Campaign	Direct Mail	4/17/2025	12/31/2025	480,500	2
TV Advertisements	Digital Media	11/10/2025	12/31/2025	1,489,572	--
Total Metrics	All	--	--	25,934,774	--

Table 1 – Outreach Activities Overview



PROTECT YOUR FAMILIES,
COMMUNITIES, AND THE ENVIRONMENT

SAFELY DISPOSE OF UNUSED MEDICINES

WHAT SHOULD YOU DO WITH YOUR EXPIRED OR UNWANTED MEDICINES

There are a number of ways to dispose of expired
or unwanted medications.

Go to medtakebackcalifornia.org to learn more.



CONVENIENT KIOSK
LOCATIONS



MAIL-BACK

For more information about the program,
go to medtakebackcalifornia.org
or call (844) 482-5322



WHY IS SAFE DRUG DISPOSAL IMPORTANT FOR PUBLIC HEALTH?

Proper disposal of unused
drugs saves lives and
protects the environment.

- Unused or expired prescription medications can lead to accidental poisoning, overdose, and abuse.
- Unused prescription drugs thrown in the trash can be retrieved and abused or illegally sold.
- Unused drugs that are flushed contaminate the water supply.

PROTECT YOUR FAMILIES,
COMMUNITIES, AND THE ENVIRONMENT

SAFELY DISPOSE OF UNUSED MEDICINES

BEFORE DISPOSAL CHECK THE PACKAGE

If there are specific instructions for disposal on the label,
package or package insert, please follow those instructions.

DISPOSAL OPTIONS



CONVENIENT KIOSK DROP OFF LOCATIONS

To find drug disposal kiosk drop-off sites
in your area, visit medtakebackcalifornia.org.



MAIL-BACK ENVELOPES

Mail-Back Services for Unwanted Medicines. Visit
the Mail-Back section of medtakebackcalifornia.org
to order a Mail-Back Package.

For more information about the program, go to
medtakebackcalifornia.org or call (844) 482-5322



WHAT CAN YOU DISPOSE OF IN A KIOSK OR MAILBACK ENVELOPE?



ACCEPTED:

Medications in any dosage
form, except for those listed
below, in their original
container or sealed.*

*If transferring medications to a
sealed bag, please be sure to recycle
all remaining packaging



NOT ACCEPTED:

Herbal remedies, vitamins,
supplements, cosmetics, other
personal care products, medical
devices, batteries, mercury-
containing thermometers,
sharps, and illicit drugs.

Figure(s) 1 – Educational Brochure



DRUG TAKEBACK SOLUTIONS FOUNDATION



Need help?
Call 1-800-350-0396 or visit
www.safemedicatedrop.com

Track your product online:
www.americanrxgroup.com/tracking

American Security Environmental Return System

In sealing this envelope, you are attesting to have read and followed the subsequent instructions and confirm that this package does not contain any unauthorized or unaccepted material.

Thank you for choosing the American Security Environmental Return System to safely dispose of your unneeded medications in an environmentally friendly way. Disposing prescription and over-the-counter medications responsibly is a great way to better your community and protect the Earth.

Instructions:

1. Place unused, legally possessed, medication into the provided envelope (if liquid, only dispose up to 3.38 fl. oz in tightly sealed original container placed into a sealed plastic bag with the enclosed absorbent pad). Remove any personal identifiable information if desired.
2. Seal the envelope carefully to ensure secure transport. Do not fill over the "Do not overfill" wording.
3. Mail sealed envelope at a U.S. Post Office, or a USPS drop box.

Please Note:

- This envelope may only be mailed within the customs territory of the United States (the 50 states, District of Columbia, and Puerto Rico).
- This envelope is only intended for disposal of over-the-counter and Schedule II-V medications.
- Only official American Security Environmental Return System envelopes will be accepted for destruction.
- You must be legally entitled to possess the medication (if prescription medication, the prescription holder or lawful descendant) to dispose of it.
- This envelope is not for disposal of Schedule I controlled substances, 'sharps' (syringes, needles, etc.), medical waste, trash, batteries, aerosol spray cans, flammable and/or radioactive materials.
- Ultimate users (the people the medication is prescribed to), or their legal descendants may dispose of controlled substances.
- Do not bring this envelope to a pharmacy.



To order another medication mail-in take back envelope, please visit www.safemedicatedrop.com and enter your zip code.

MAIL-BACK PACKAGE IS FOR

UNWANTED OR EXPIRED MEDICATIONS



ACCEPTED

Medications in any dosage form, except those listed below, in their original container or sealed bag.*

*If transferring medications to a sealed bag, please be sure to recycle all remaining packaging.

NOT ACCEPTED

Herbal remedies, vitamins, supplements, cosmetics, other personal care products, inhalers, medical devices, batteries, mercury-containing thermometers, sharps, pet medication, and illicit drugs.

To protect your privacy, consumers are reminded to remove all personally identifiable information on prescription labels or materials before using any of the disposal options listed above.



*Inmar Rx Solutions is the service provider for The Drug Takeback Solutions Foundation



To find this material in additional languages, scan this QR code.

Figure(s) 2 – Mail-Back Insert for Medication



Need help?

Call 1-800-350-0396 or visit
www.safemedicatedrop.com

**INHALER MAIL-IN TAKE
BACK INSTRUCTIONS**

Track your product online:
www.americanrxgroup.com/tracking

1. Place the first empty inhaler into the bottom of the provided bubble wrap pouch.
2. Fold over the bottom half of the bag to surround the first empty inhaler.
3. Add the second empty inhaler into the folded pouch.
4. Roll up the remainder of the pouch and seal it with the adhesive.



Step 1

Step 2

Step 3

Step 4

5. Repeat the process, fitting up to (2) sealed bags with a maximum of (4) inhalers into the provided white return envelope.
6. Once complete, place this instruction card into the envelope.
7. Seal the return envelope by applying the adhesive.
8. With the pre-paid shipping label affixed, simply drop it in your mailbox or at the local post office.



Step 5

Step 6

Step 7



To order another inhaler mail-in take back envelope, please
visit www.safemedicatedrop.com and enter your zip code.

Figure 3 – Mail-Back Insert for Inhalers



1.5QT MAIL-IN TAKE BACK INSTRUCTIONS

MAX WEIGHT: 3.3 LBS (1.5KG)

Need help?

Call 1-888-371-0717 or visit
www.safemedicinedrop.com

Track your product online:
www.americanrxgroup.com/tracking

1. Close the container by snapping on the permanent locking lid. After the lid is securely closed, apply the security tape strip across the top of the lid.
2. Place container inside the zipper bag. Remove as much air as possible.
3. Place both the container and bag assembly within the ship-back box. Compress the bag and close the inner flap.



Step 1



Step 2



Step 3

4. Close the two opposing inner flaps, secure the outer flap with the cardboard tongue, and apply the enclosed adhesive strip to secure the opening, sealing the outer box closed.
5. Locate the included shipping papers and fill out the top section and sign. Place the colored carbon copies in the shipping pouch attached to the ship-back box. **Keep the top copy for your records.**
6. Bring your filled and sealed ship-back box to your local USPS® post office to ship for proper destruction.



Step 4



Step 5



Step 6



To order another sharps or auto-injector waste container,
please visit www.safemedicinedrop.com and enter your zip code.

Figure 4 - Mail-Back Inserts for Combination Product Mail-Back Package



ACCEPTED

MEDICATIONS IN ANY DOSAGE FORM, EXCEPT FOR THOSE LISTED BELOW,
IN THEIR ORIGINAL CONTAINER OR SEALED BAG.



NOT ACCEPTED

HERBAL REMEDIES, VITAMINS, SUPPLEMENTS, COSMETICS, OTHER
PERSONAL CARE PRODUCTS, EMPTY MEDICAL DEVICES, BATTERIES,
SHARPS, MERCURY-CONTAINING THERMOMETERS, AND ILLICIT-DRUGS.

Figure 5 – Sample Collection Receptacle Signage – Chute Sticker



CONSUMER DRUG TAKE-BACK (PROGRAMA DE ELIMINACIÓN DE MEDICAMENTOS)



For more information,
scan this QR code to visit
medtakebackcalifornia.org

1 Pull to open drawer
Jale para abrir el cajón



2 Place medications inside
Coloque los medicamentos adentro



3 Close the drawer
Cierre el cajón



ACCEPTED [ACEPTADOS]

Unused or expired prescription medication
(Including Schedule II-V controlled substances)
Medicamentos con receta no consumidos o vencidos (incluidas las sustancias controladas de clasificación II a V)

Unused or expired over-the-counter medication
Medicamentos de venta libre, no consumidos o vencidos



NOT ACCEPTED [NO ACEPTADOS]



Thermometers
Termómetros



Needles
Agujas



Aerosol Cans
Latas de aerosoles

Illegal drugs
Drogas ilegales

Sharps
Los Objetos Punzocortantes

Figure 6 – Sample Collection Receptacle Signage – Top Sticker



**DRUG TAKEBACK SOLUTIONS
FOUNDATION**

**EVERY DAY IS
CONSUMER DRUG
TAKE-BACK DAY**



SAFE DRUG DISPOSAL

*ELIMINACIÓN SEGURA
DE MEDICAMENTOS*

**RETURN YOUR UNUSED
PRESCRIPTION MEDICATIONS HERE**

*DEPOSITE AQUÍ SUS MEDICAMENTOS
RECETADOS NO UTILIZADOS*

HELP PROTECT YOUR FAMILY, YOUR COMMUNITY AND OUR WATER SUPPLY

AYUDE A PROTEGER A SU FAMILIA, A SU COMUNIDAD Y A NUESTRO SUMINISTRO DE AGUA



51% OF MISUSED PRESCRIPTION
PAIN RELIEVERS ARE GIVEN BY,
BOUGHT FROM OR TAKEN FROM
A FRIEND OR RELATIVE.
(WWW.SAMHSA.GOV)

46 MILLION AMERICANS ARE
EXPOSED TO TRACE AMOUNTS
OF MEDICATIONS IN THEIR
DRINKING WATER.
(ASSOCIATED PRESS)

**SAFELY DISPOSE OF
YOUR UNUSED OR EXPIRED
MEDICATIONS HERE**

***For best practice, it is recommended to remove
personal information before using this service.**



Figure(s) 7 – Sample Collection Receptacle Signage



**DRUG TAKEBACK SOLUTIONS
FOUNDATION**



**DRUG
TAKEBACK
SOLUTIONS
FOUNDATION**

SAFE DISPOSAL OF MEDS AND SHARPS IS FREE!

**¡DESECHAR EN FORMA SEGURA
MEDICAMENTOS Y OBJETOS
PUNZOCORTANTES ES GRATUITO!**

Don't need those meds?
Neither do wildlife or our water supply!



Over 50,000 pounds

of unwanted needles have
been collected through the Drug
Takeback Solutions Foundation's
sharps mail-back program



47% OF ALL

California self-injectors throw
needles in the trash, leading
to needlestick injuries and the
spread of disease.



77% of Californians

are concerned about exposure to
pharmaceuticals in their drinking
water. Trace amounts are present
in almost all the world's rivers.

Figure(s) 8 – Direct Mail Postcard



**DRUG TAKEBACK SOLUTIONS
FOUNDATION**



**DRUG
TAKEBACK
SOLUTIONS
FOUNDATION**

**FIND A LOCAL KIOSK OR
GET A SHARPS CONTAINER!
(844)-482-5322**

Medication Disposal:



- 01 Find a local kiosk at
medtakebackcalifornia.org**
Encuentre una caseta local en
medtakebackcalifornia.org
- 02 Pull drawer open**
Abra el cajón
- 03 Place medications inside**
Coloque los medicamentos
en su interior
- 04 Close the drawer**
Cierre el cajón



For more information, or to find this material in
additional languages, scan the QR code to visit
medtakebackcalifornia.org.



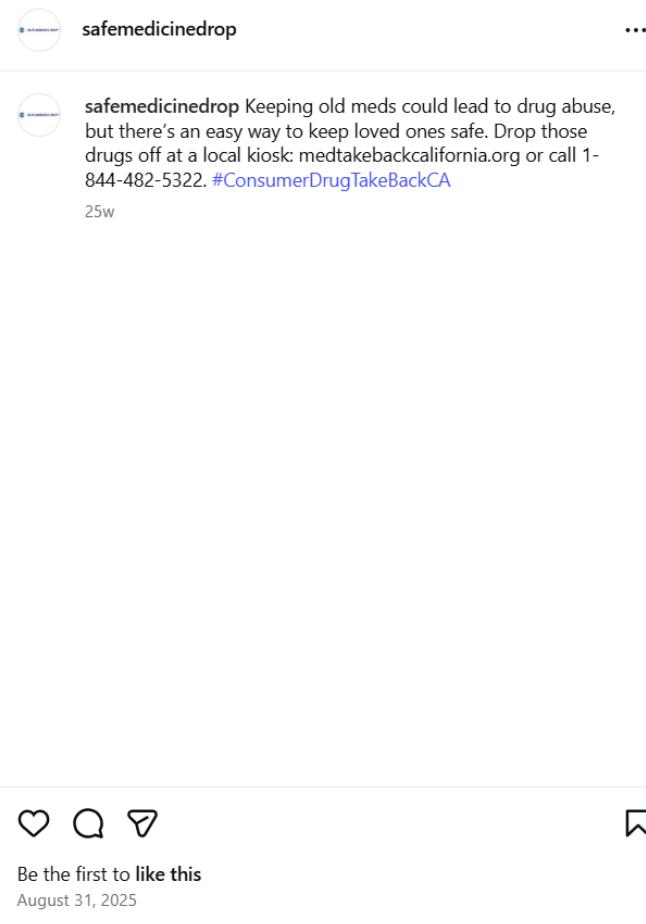
Getting a Sharps Container:

- 01 Go to
sharpstakebackcalifornia.org
or scan QR code**
Encuentre una caseta local en
sharpstakebackcalifornia.org
- 02 Click "Order A Sharps
Mail-Back Package"**
Haga clic en "Solicite un paquete
de devolución por correo de
objetos punzocortantes"
- 03 Complete the request form**
Complete el formulario de solicitud



For more information, or to find this material in
additional languages, scan the QR code to visit
sharpstakebackcalifornia.org.

Figure(s) 8 continued – Direct Mail Postcard



Figure(s) 9 – Influencer Program Media Examples



**DRUG TAKEBACK SOLUTIONS
FOUNDATION**



safemedicinedrop



safemedicinedrop Talk with your friends and family about what to do with old medications—and take part in DEA's National Prescription Take Back Day on October 25: medtakebackcalifornia.org or call 1-844-482-5322 [#ConsumerDrugTakeBackCA](https://twitter.com/ConsumerDrugTakeBackCA)

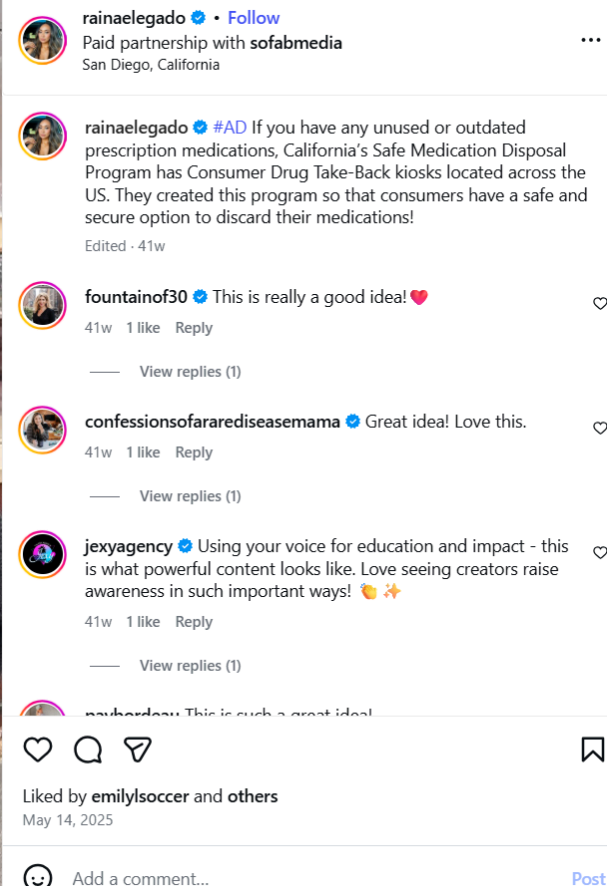
18w



1 like

October 23, 2025

Figure(s) 9 continued – Influencer Program Media Examples



Figure(s) 9 continued – Influencer Program Media Examples

* Note regarding third-party signage shown in user-generated imagery: Some outreach examples include photographs taken in public or semi-public settings where collection receptacles may display signage applied by the host location or other third parties. The Foundation's program information is provided through the Foundation's Program website and the neutrally branded website described in Appendix B, and the Foundation's outreach directs Ultimate Users to those resources. To the extent an

outreach example image incidentally depicts third-party or legacy signage that references a non-Foundation website, that depiction is not intended to represent the Foundation's Program website or direct Ultimate Users away from Foundation program resources.

APPENDIX B – Website

Safe Medication Return English

Where to safely drop off your unwanted medicine in California

Use the search function below to find convenient locations with secure disposal drop-off locations or where you can obtain mail-back supplies. Call (844) 4-TAKE-BACK or (844) 482-5322 for more information or to order mail-back supplies.

[Find a Location](#) [Order Mail-Back Supplies](#)

Approved Drug Take-Back Program

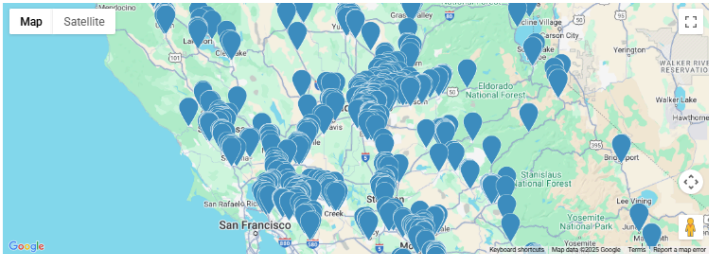
What's Accepted and What's Not?

CA Home-Generated Sharps Program
Pharmaceutical and Sharps Waste Stewardship - CalRecycle Home Page

Find Convenient Locations

Enter your address below to find convenient locations.

address, city or zip code Any Distance Search Clear Search



Filter Results By:

☒ Drop-off location ☒ Mail-Back Supply Location

Figure 1 – Neutrally Branded Website

Mail Back Request California Medicine
Home > Mail Back Request California Medicine

Choose your package type: **Medicine** How many packages do you need: **1**

Contact Information

First Name* Last Name* Email Address*

Address Line 1* Address Line 2

City* CA ZIP code

☒ Home User ☐ Call Center

Submit

General Delivery is available via USPS. Enter the customer name, GENERAL DELIVERY as Street Address and selected City, State, Zip Code

Invir provides the following different types of Mail-Back Packages at no charge to residents. All Mail-Back Packages are pre-addressed with prepaid postage. Please submit a separate request for each Mail-Back Package needed or call **1-866-482-5522** for assistance. Inhalers and injectors must be mailed in separate packages and cannot be combined with other unwanted medicines.

• MEDICINE MAIL-BACK SERVICES **• INHALER MAIL-BACK SERVICES** **• AUTO-INJECTOR MAIL-BACK SERVICES**
EDUCATIONAL MATERIALS

Back To Home

Figure 2 – The Foundation’s Program website – Landing Page



Choose your package type

Medicine

Medicine

Inhaler

Auto-Injector Package

How many packages do you need

1

First Name*

Last Name*

Email Address*

Address Line 1*

Address Line 2

City*

CA

ZIP code

☒ Home User ☐ Call Center

Submit

General Delivery is available via USPS. Enter the customer name, GENERAL DELIVERY as Street Address and selected City, State, Zip Code

Figure 3 – The Foundation’s Program website – Mail-Back Request Form Ordering Demo



DRUG TAKEBACK SOLUTIONS FOUNDATION

General Delivery is available via USPS. Enter the customer name, GENERAL DELIVERY as Street Address and selected City, State, Zip Code

Inmar provides the following different types of Mail-Back Packages at no charge to residents. All Mail-Back Packages are pre-addressed with prepaid postage.

Please submit a separate request for each Mail-Back Package needed or call **1-844-482-5322** for assistance.

Inhalers and injectors must be mailed in separate packages and cannot be combined with other unwanted medicines.

– MEDICINE MAIL-BACK SERVICES

Mail-Back Services for expired or unwanted medicines are available, free of charge, to all residents upon request. Medications in any dosage form, except for those identified as Not Accepted below, in their original container or sealed bag are accepted.

NOTE: The following items are not accepted in Standard Mail-Back Envelopes:

- herbal remedies
- vitamins
- supplements
- cosmetics
- other personal care products
- medical devices
- batteries
- mercury-containing thermometers
- inhalers
- used or empty syringes
- sharps and injectors
- illicit drugs

– INHALER MAIL-BACK SERVICES

Mail-Back Services for inhalers are available, free of charge, to all residents upon request.

NOTE: Only place undamaged inhalers in their original containers in the Inhaler Mail-Back Package. Inhaler Mail-Back Packages can only be used for inhalers and cannot accept other types of items.

– AUTO-INJECTOR MAIL-BACK SERVICES

Mail-Back Services for pre-filled injector products are available to all residents upon request.

NOTE: Auto-Injector Mail-Back Packages can only be used for pre-filled injector products and cannot be used for inhalers or other types of unwanted medicines or items

EDUCATIONAL MATERIALS

[Back To Home](#)

Figure 4 – The Foundation's Program website – Mail-Back Request Form Information (Continuation on Request Form Page)

How To Dispose of Medications:



1. FIND A KIOSK NEARBY

- Pull to open drawer
- Place Medications Inside
- Close the drawer



2. Mail-Back Envelope

- Request a mail-back envelope
- Put medications in the envelope and seal it
- Mail it back to the address on the envelope

ACCEPTED:

- Unused or expired prescription medication (Including Schedule II-V controlled substances)
- Unused or expired over-the-counter medication

NOT ACCEPTED:

- Schedule I controlled substances
- Illegal Drugs

EDUCATIONAL MATERIALS: English | Español | Tiếng Việt | 中国人 | हिंदी | 한국인 | 日本 | Tagalog | རྒྱ་སྐད་ | မြန်မာစာ |

EDUCATIONAL MATERIALS POSTCARD: English | Español | Tiếng Việt | 中国人 | हिंदी | 한국인 | 日本 | Tagalog | རྒྱ་སྐད་ | မြန်မာစာ |

MAIL BACK INSERTS MEDICINE: English | Español | Tiếng Việt | 中国人 | हिंदी | 한국인 | 日本 | Tagalog | རྒྱ་སྐད་ | မြန်မာစာ |

MAIL BACK INSERTS INHALER: English | Español | Tiếng Việt | 中国人 | हिंदी | 한국인 | 日本 | Tagalog | རྒྱ་སྐད་ | မြန်မာစာ |

MAIL BACK INSERTS AUTO-INJECTOR: English | Español | Tiếng Việt | 中国人 | हिंदी | 한국인 | 日本 | Tagalog | རྒྱ་སྐད་ | မြန်မာစာ |

[Back To Mailback](#)

Figure 5 – The Foundation’s Program website – Educational Materials



**DRUG TAKEBACK SOLUTIONS
FOUNDATION**

Contact Us

[Home](#) > [Contact Us](#)



Get In Touch

If you have any questions, or if you are a pharmacy or retailer and would like to learn more about the Consumer Drug Take-Back Program, Please write to us

at

take-back@inmar.com

If you are an authorized collector and your collection receptacle needs maintenance or servicing, please contact us at take-back@inmar.com or call

800-350-0396



Figure 6 - The Foundation's Program website - Contact Us

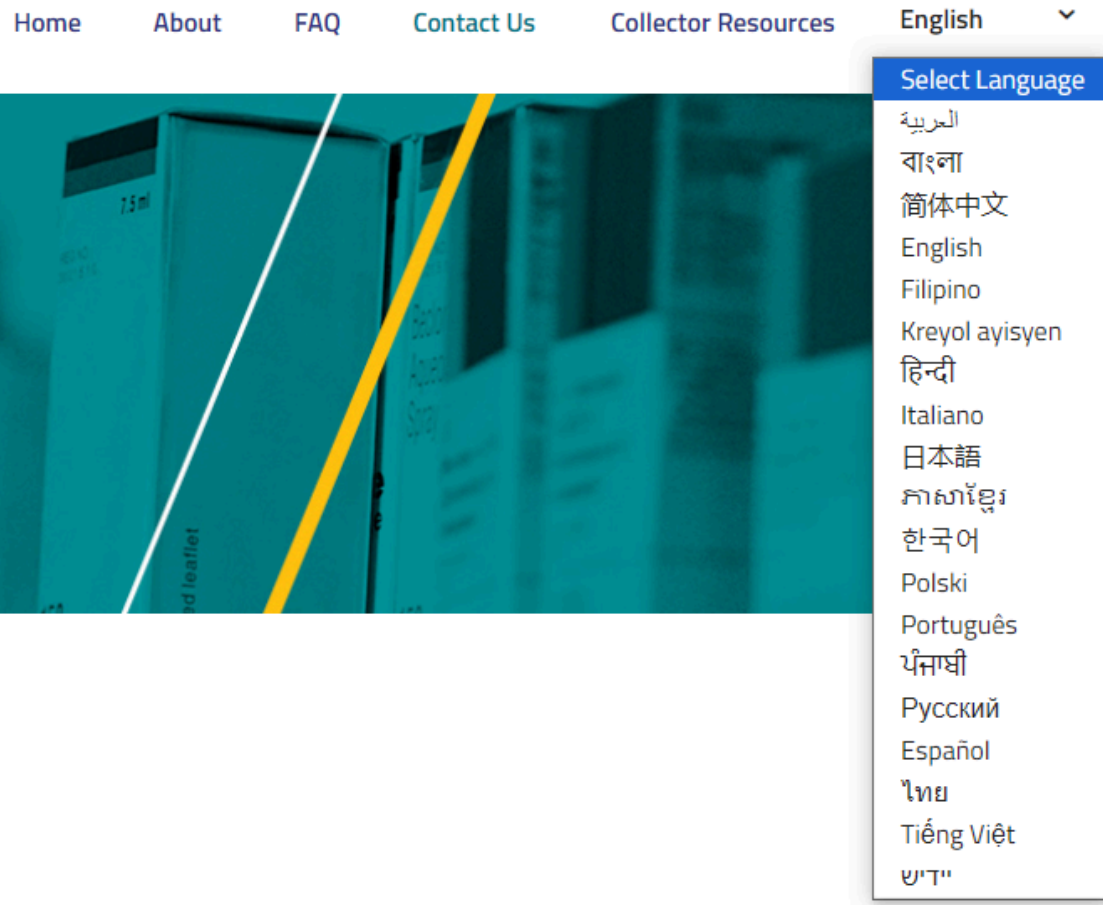


Figure 7 – The Foundation's Program website – Required Languages

Safety Info

[Home](#) > [Safety Info](#)

To protect the environment, unwanted medicines should never be flushed down the toilet, put down the sink, or thrown in the trash. Proper disposal of medication helps to reduce the risk of environmental contamination as well as reducing the chance of abuse.

When destroying medication, please make every attempt to protect your Patient Health Information (PHI) and remove any personally identifiable information on medication labels or product packaging before disposing.

For further information about safe medication storage and destruction practices, please see the U.S. Food & Drug Administration information page, Poison Control Center information page and the DEA information page.

[FDA Information](#)[Poison Control Center](#)[DEA Information](#)

Figure 8 – The Foundation's Program website – Safety Info Page



**KIOSK COLLECTOR
RESOURCES**

[Learn More](#)



**MAIL-BACK
DISTRIBUTOR
RESOURCES**

[Learn More](#)



**CALIFORNIA SHARPS
PROGRAM MAIL-BACK
ORDERING PORTAL**

[Learn More](#)

If you want to become an authorized collector, email take-back@inmar.com or call 800-350-0396



Figure 9 – The Foundation's Program website – Collector Resources Page



DRUG TAKEBACK SOLUTIONS FOUNDATION

If you have a medical emergency, contact 911.

Who can receive a sharps waste container?

What is the size of the container?

What can I put in a sharps waste container?

How many sharps waste containers can I request?

How can I contact Inmar?

I have more than one address (mailing, physical, PO Box). Which address should I list?

What do I do with a full container and how do I package the units?

Do I automatically get sent a new sharps mailback unit?

I ordered a container, when can I expect to receive it?

I lost the mailback return packaging. What should I do?

What documentation is required when handing out sharps waste containers?

BULK ORDERING SITES ONLY:

I spoke with a sales rep from Inmar. When can I expect my containers?

My business interacts with home generated sharps waste in the state of California and I would like to enroll in this program. Who do I contact?

How do I log into the portal for bulk supplies?

I never received the email from noreply.amrxgroup@amrxgroup.com what do I need to do

What is the difference between ordering on <http://www.safemedicatedrop.com> and the portal <https://portal.americanrxgroup.com/inmar/>?

What are the dimensions of bulk orders?

What is Inmar Intelligence's Consumer Drug Take-Back Program?

Why should I dispose of unwanted or expired medications in my home?

Is this service free?

Should I remove my personal information before disposing of my medication?

What does Inmar Intelligence trace about me?

Is the package I send my medication in opened after I send it?

What does Inmar Intelligence report?

Figure 10 – The Foundation's Program website – FAQ

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APPENDIX C – Surveys

Results Summary – Healthcare Professionals

- 500 healthcare professional respondents completed the Provider Survey
- 81.6% reported they are aware of the program for residents to safely dispose of expired and/or unwanted medicine in the State of California
- 76.6% reported the message(s) clearly communicated how and where to dispose of expired and/or unwanted medicines
- In the convenience matrix, 69.6% rated using a pre-paid mail-back envelope or kit as convenient and 73.2% rated the ability to request a mail-back envelope online as convenient
- 66.2% reported using drop-off locations and 22.6% reported using mail-back services to dispose of expired and/or unwanted medicines

Respondents' profession

- Doctor: 7.4%
- Physician Assistant: 7.6%
- Healthcare Provider: 23.6%
- Nurse or Nurse Practitioner: 20.2%
- Pharmacist or Pharmacy Technician: 9.8%
- Public Health Professional: 12.2%
- Healthcare Office Administrator: 19.2%

Q1: Geographic area:

- Rural: 9.8%
- City: 45.6%
- Suburban: 44.6%
- Prefer not to answer: 0%

Q2: What is your household income?

- Less than \$20,000: 5%
- \$20,000 to less than \$35,000: 9.6%
- \$35,000 to less than \$50,000: 12.6%
- \$50,000 to less than \$80,000: 24.8%
- \$80,000 to less than \$100,000: 12.8%
- \$100,000 to less than \$150,000: 15.8%
- \$150,000 or more: 17.6%
- Prefer not to answer: 1.8%

Q3: Are you aware of the program for residents to safely dispose of expired and/or unwanted medicine in California?

- Yes: 81.6%
- No: 14.2%
- Don't know / Don't remember: 4.2%

Q4: Have you read, seen, or heard anything recently or in the past about the program for residents to safely dispose of expired and/or unwanted medicine in California?

- Yes, recently: 33.6%

- Yes, but not recently: 47.8%
- No: 16%
- Don't know / Don't remember: 2.6%

Q5: Where did you read, see or hear information about the safe storage and disposal of expired and/or unwanted medicines in California? *(Note: Multiple selection; respondents could select more than one option. Percentages reflect the share of respondents selecting each option; totals may exceed 100%.)*

- Twitter: 17.4%
- Facebook: 25.8%
- Instagram: 27%
- Blog Post: 9.2%
- Online news sources (journals, newspapers, etc.): 37.6%
- Newspapers, magazines and journals: 17.8%
- Television: 27.2%
- Radio: 11%
- Printed materials (e.g., brochures, flyers, signs): 20%
- Direct mail / letter: 9.2%
- Personal Networks (e.g. family or friend, workplace): 15.4%
- Law enforcement: 4.6%
- From Pharmacies, hospitals, and other healthcare providers: 29%
- Email: 15.8%
- Billboards (Roadside or digital): 3%
- Special Events (Professional Org., County Health Department, Drug Take Back Days): 11.4%
- Streaming Platforms (Spotify, Pandora, Hulu, etc.): 9.2%

- Don't know / Don't remember: 10.2%
- Other: 0.8%

Q6: Did the message(s) clearly communicate how and where to dispose of expired and/ or unwanted medicines?

- Yes: 76.6%
- No: 8.8%
- Don't know / Don't remember: 14.6%

Q7: Did the messages you heard discourage you from disposing of expired and/or unwanted medicines at home by flushing down the toilet or throwing away in the trash?

- Yes: 58.6%
- No: 32.8%
- Don't know / Don't remember: 8.6%

Q8: Have you disposed of expired and/or unwanted medicines using any of the following methods, including as a result of the information you read or heard about? *(Note: Multiple selection; respondents could select more than one option. Percentages reflect the share of respondents selecting each option; totals may exceed 100%.)*

- Drop-off locations (i.e. bins, kiosks, pharmacies, law enforcement agencies): 66.2%
- Take-back events (i.e. festivals, fairs, hazardous waste drop-off events): 30%
- Mail-back services (i.e. envelopes): 22.6%
- I have not used any of the above: 22.2%

Q9: What is the main reason you haven't used a mail-back service, drop-off location, or drug take-back event to dispose of

medicine? *(Note: Asked of all respondents; single selection.)*

- Didn't know these options existed: 19.2%
- There are no drop-off locations or take-back events near me: 17%
- These options are not convenient or accessible for me: 27.4%
- I did not have any medications requiring disposal: 30.8%
- I do not perceive these options as safe for me: 5.6%

Q10: If you do not utilize one of the options previously mentioned, how do you commonly dispose of unwanted and/or expired medicines? *(Note: Asked of all respondents. Multiple selection; respondents could select more than one option. Percentages reflect the share of respondents selecting each option; totals may exceed 100%.)*

- Dispose in household trash: 27%
- Flush it down the toilet: 20.2%
- Store it in your home: 23.4%
- Search online for disposal instructions: 32.8%
- Contact a healthcare provider or city for guidance: 24.8%
- Don't dispose of them: 17.4%
- Other: 4%

Q11: There are many reasons someone may keep medicines that they no longer need. Please tell me if any of the following describe why you have expired and/ or unwanted medicine stored at home: Select all that apply.

- Saving them in case I need them again: 37.6%
- Waiting for a collection day where I can dispose of them safely: 31.6%
- Don't know what to do with them: 20.2%

- Haven't gotten around to it yet: 30.6%
- I do not keep unwanted and/or expired medicines in my home by way of proper disposal: 17%
- N/A, I do not have any unwanted and/or expired medicines to dispose of: 12.2%

Q12: Below is a list of potential ways to deal with unwanted or expired medicines. For each of the ways listed, please indicate if you think it is a safe way to dispose of medicines.

- Flushing it down the toilet: 23.2% Yes, safe; 68.6% No, not safe; 8.2% Not sure / don't know
- Throwing it in the trash as-is: 19% Yes, safe; 73.2% No, not safe; 7.8% Not sure / don't know
- Mixing it with something like kitty litter or coffee grounds and then throwing it in the trash: 17.4% Yes, safe; 69.8% No, not safe; 12.8% Not sure / don't know
- Taking it to a medicine drop-off box at a pharmacy or hospital: 88.4% Yes, safe; 8% No, not safe; 3.6% Not sure / don't know
- Using a mail-back envelope or kit: 71.2% Yes, safe; 17.2% No, not safe; 11.6% Not sure / don't know
- Taking it to a one-day disposal event, such as a National Drug Take-Back Day: 87.2% Yes, safe; 5.8% No, not safe; 7% Not sure / don't know
- Taking it to a police station: 49.8% Yes, safe; 18.2% No, not safe; 32% Not sure / don't know

Q13: If you knew there were drop-off boxes at a pharmacy or other location near your home where you could safely dispose of expired and/or unwanted medicines, how likely would you be to use them to dispose of your medicine?

- Likely: 89.8%
- Unlikely: 7%
- Don't Know / No opinion: 3.2%

Q14: If you knew you could order a medication disposal mail-back envelope to your home to dispose of unwanted medicines, would you be likely to use this service? (A mail-back envelope is a secure, discrete envelope that comes with pre-addressed and

pre-paid return shipping that can be placed in outgoing mail to its final destruction facility).

- Likely: 80.8%
- Unlikely: 12.8%
- Don't Know / No opinion: 6.4%

Q15: Below is a list of words or phrases that may or may not describe the drug take-back program in your state. Please indicate if you agree or disagree with each word or phrase describing the drug take-back program. If you don't know, or have no opinion, please tell me that too.

- Easy to use: 81% Agree, 8.6% Disagree, 10.4% Don't know / No opinion
- Accessible: 75.2% Agree, 15.8% Disagree, 9% Don't know / No opinion
- Convenient: 75.4% Agree, 16.4% Disagree, 8.2% Don't know / No opinion

Q16: Please read the list of safe ways to dispose of medications below, and indicate how convenient each of the disposal methods are, in your opinion.

- Taking it to a drop-off box location: 71.4% Convenient, 23.2% Not convenient, 5.4% Don't know / No opinion
- Using a pre-paid mail-back envelope or kit: 69.6% Convenient, 23.2% Not convenient, 7.2% Don't know / No opinion
- Taking it to a one-day event, such as a National Drug Take-Back Day: 48.2% Convenient, 41.2% Not convenient, 10.6% Don't know / No opinion
- Ability to request a mail-back envelope online: 73.2% Convenient, 16.2% Not convenient, 10.6% Don't know / No opinion

Q17: Please carefully read the list of statements about managing expired and/ or unwanted medicines in the home. Please indicate your level of concern regarding each statement as it relates to expired and/ or unwanted medicines in a home environment.

- Keeping unwanted medicines in the home can provide the opportunity for family members or friends to abuse them: 61.8% Concerned; 32.4% Not concerned; 5.8% Don't know / No opinion
- Medicines flushed down the toilet or put in the trash can end up contaminating our drinking water: 78.4% Concerned; 15.0% Not concerned; 6.6% Don't know / No opinion
- Medicines flushed down the toilet or put in the trash can cause mutation in fish and other wildlife who live in and around oceans, rivers, and lakes: 77.4% Concerned; 13.8% Not concerned; 8.8% Don't know / No opinion
- Keeping unwanted medicines in the home can provide the opportunity for accidental poisoning or overdose, especially with children and pets: 71.4% Concerned; 25.2% Not concerned; 3.4% Don't know / No opinion

Q18: What would be your preferred method for receiving important information about how and where to dispose of expired and/or unwanted medications? *(Note: Multiple selection; respondents could select more than one option. Percentages reflect the share of respondents selecting each option; totals may exceed 100%. Listed in descending order by percent of respondents selecting each option.)*

1. Online news sources (journals, newspapers, newsletters, etc.)
2. Television
3. Pharmacies, hospitals, and other healthcare providers
4. Direct mail / letter
5. Email
6. Facebook
7. Instagram
8. Printed materials (e.g., brochures, flyers, signs)
9. Newspapers, magazines and journals
10. County Health Department
11. Twitter

12. Radio
13. Special events (Drug Take-Back Days, County Fairs)
14. Personal networks (e.g., family/friend, workplace)
15. Billboards (roadside and digital)
16. Law enforcement
17. Streaming platforms (Spotify, Pandora, Hulu, etc.)
18. Waste facilities
19. Blog post
20. Other

Results Summary – Residents

- 1,000 resident respondents completed the Resident Survey
- 57.1% reported they are aware of the program for residents to safely dispose of expired and/or unwanted medicine in the State of California
- 50.4% reported the message(s) clearly communicated how and where to dispose of expired and/or unwanted medicines
- In the convenience matrix, 73.5% rated using a pre-paid mail-back envelope or kit as convenient and 70.3% rated the ability to request a mail-back envelope online as convenient
- 39.1% reported using drop-off locations and 7.1% reported using mail-back services to dispose of expired and/or unwanted medicines

Q1: Geographic area:

- Rural: 12.3%

- City: 34.1%
- Suburban: 53.3%
- Prefer not to answer: 0.3%

Q2: What is your household income?

- Less than \$20,000: 10.8%
- \$20,000 to less than \$35,000: 13.4%
- \$35,000 to less than \$50,000: 10.5%
- \$50,000 to less than \$80,000: 20.6%
- \$80,000 to less than \$100,000: 14.0%
- \$100,000 to less than \$150,000: 14.5%
- \$150,000 or more: 12.7%
- Prefer not to answer: 3.5%

Q3: Are you aware of the program for residents to safely dispose of expired and/or unwanted medicine in California?

- Yes: 57.1%
- No: 36.2%
- Don't know / Don't remember: 6.7%

Q4: Have you read, seen, or heard anything recently or in the past about the program for residents to safely dispose of expired and/or unwanted medicine in California?

- Yes, recently: 12.3%
- Yes, but not recently: 39.1%

- No: 43.5%
- Don't know / Don't remember: 5.1%

Q5: Where did you read, see or hear information about the safe storage and disposal of expired and/or unwanted medicines in California? (Note: Multiple selection; respondents could select more than one option. Percentages reflect the share of respondents selecting each option; totals may exceed 100%.)

- Twitter 4.7%
- Facebook 13.7%
- Instagram 10.4%
- Blog Post 2.6%
- Online news sources (journals, newspapers, etc.) 16.5%
- Newspapers, magazines and journals 8.7%
- Television 17.2%
- Radio 5.6%
- Printed materials (e.g., brochures, flyers, signs) 11.1%
- Direct mail / letter 5%
- Personal Networks (e.g. family or friend, workplace) 7.2%
- Law enforcement 3.5%
- From Pharmacies, hospitals, and other healthcare providers 20.5%
- Email 5.3%
- Billboards (Roadside or digital) 2.8%
- Special Events (Professional Org., County Health Department, Drug Take Back Days) 5.6%
- Streaming Platforms (Spotify, Pandora, Hulu, etc.) 3.6%
- Don't know / Don't remember 34.1%

- Other 3.2%

Q6: Did the message(s) clearly communicate how and where to dispose of expired and/ or unwanted medicines?

- Yes 50.4%
- No 19.0%
- Don't know / Don't remember 30.6%

Q7: Did the messages you heard discourage you from disposing of expired and/or unwanted medicines at home by flushing down the toilet or throwing away in the trash?

- Yes 45.6%
- No 35.5%
- Don't know / Don't remember 18.9%

Q8: Have you disposed of expired and/or unwanted medicines using any of the following methods, including as a result of the information you read or heard about? *(Note: Multiple selection; respondents could select more than one option. Percentages reflect the share of respondents selecting each option; totals may exceed 100%.)*

- Drop-off locations (i.e. bins, kiosks, pharmacies, law enforcement agencies) 39.1%
- Take-back events (i.e. festivals, fairs, hazardous waste drop-off events) 12.9%
- Mail-back services (i.e. envelopes) 7.1%
- I have not used any of the above 52.4%

Q9: What is the main reason you haven't used a mail-back service, drop-off location, or drug take-back event to dispose of medicine? *(Note: Asked of all respondents; single selection.)*

- Didn't know these options existed 30.5%
- There are no drop-off locations or take-back events near me 10.5%
- These options are not convenient or accessible for me 13.4%
- I did not have any medications requiring disposal 42.2%
- I do not perceive these options as safe for me 3.4%

Q10: If you do not utilize one of the options previously mentioned, how do you commonly dispose of unwanted and/or expired medicines? *(Note: Asked of all respondents. Multiple selection; respondents could select more than one option. Percentages reflect the share of respondents selecting each option; totals may exceed 100%.)*

- Dispose in household trash 30.5%
- Flush it down the toilet 10.7%
- Store it in your home 20.5%
- Search online for disposal instructions 18.3%
- Contact a healthcare provider or city for guidance 13.9%
- Don't dispose of them 26.8%
- Other 8.6%

Q11: There are many reasons someone may keep medicines that they no longer need. Please tell me if any of the following describe why you have expired and/ or unwanted medicine stored at home: Select all that apply.

- Saving them in case I need them again: 36.2%
- Waiting for a collection day where I can dispose of them safely: 20.2%
- Don't know what to do with them: 24.6%
- Haven't gotten around to it yet: 27.6%

- I do not keep unwanted and/or expired medicines in my home by way of proper disposal: 12.3%
- N/A, I do not have any unwanted and/or expired medicines to dispose of: 18.2%

Q12: Below is a list of potential ways to deal with unwanted or expired medicines. For each of the ways listed, please indicate if you think it is a safe way to dispose of medicines.

- Flushing it down the toilet: 13.5% Yes, safe; 75.2% No, not safe; 11.3% Not sure / don't know
- Throwing it in the trash as-is: 12.3% Yes, safe; 73.3% No, not safe; 14.4% Not sure / don't know
- Mixing it with something like kitty litter or coffee grounds and then throwing it in the trash: 10.6% Yes, safe; 67.9% No, not safe; 21.5% Not sure / don't know
- Taking it to a medicine drop-off box at a pharmacy or hospital: 92.7% Yes, safe; 2.9% No, not safe; 4.4% Not sure / don't know
- Using a mail-back envelope or kit: 70.7% Yes, safe; 9.6% No, not safe; 19.7% Not sure / don't know
- Taking it to a one-day disposal event, such as a National Drug Take-Back Day: 88.5% Yes, safe; 3.6% No, not safe; 7.9% Not sure / don't know
- Taking it to a police station: 43.5% Yes, safe; 10.5% No, not safe; 46.0% Not sure / don't know

Q13: If you knew there were drop-off boxes at a pharmacy or other location near your home where you could safely dispose of expired and/ or unwanted medicines, how likely would you be to use them to dispose of your medicine?

- Likely: 87.2%
- Unlikely: 5.3%
- Don't Know / No Opinion: 7.5%

Q14: If you knew you could order a medication disposal mail-back envelope to your home to dispose of unwanted medicines, would you be likely to use this service? (A mail-back envelope is a secure, discrete envelope that comes with pre-addressed and pre-paid return shipping that can be placed in outgoing mail to its final destruction facility).

- Likely: 71.5%
- Unlikely: 15.1%
- Don't Know / No Opinion: 13.4%

Q15: Below is a list of words or phrases that may or may not describe the drug take-back program in your state. Please indicate if you agree or disagree with each word or phrase describing the drug take-back program. If you don't know, or have no opinion, please tell me that too.

- Easy to use: 71.2% Agree, 7.4% Disagree, 21.4% Don't know / No opinion
- Accessible: 66.1% Agree, 13.0% Disagree, 20.9% Don't know / No opinion
- Convenient: 67.2% Agree, 14.0% Disagree, 18.8% Don't know / No opinion

Q16: Please read the list of safe ways to dispose of medications below, and indicate how convenient each of the disposal methods are, in your opinion.

- Taking it to a drop-off box location: 64.7% Convenient, 27.5% Not convenient, 7.8% Don't know / No opinion
- Using a pre-paid mail-back envelope or kit: 73.5% Convenient, 16.6% Not convenient, 9.9% Don't know / No opinion
- Taking it to a one-day event, such as a National Drug Take-Back Day: 38.0% Convenient, 46.1% Not convenient, 15.9% Don't know / No opinion
- Ability to request a mail-back envelope online: 70.3% Convenient, 14.5% Not convenient, 15.2% Don't know / No opinion

Q17: Please read the list of safe ways to dispose of medications below, and indicate how accessible each of the disposal methods are, in your opinion.

- Taking it to a drop-off box location: 65.6% Accessible, 20.7% Not accessible, 13.7% Don't know / No opinion
- Using a pre-paid mail-back envelope or kit: 71.4% Accessible, 13.1% Not accessible, 15.5% Don't know / No opinion

- Taking it to a one-day event, such as a National Drug Take-Back Day: 40.7% Accessible, 34.9% Not accessible, 24.4% Don't know / No opinion
- Ability to request a mail-back envelope online: 69.9% Accessible, 10.6% Not accessible, 19.5% Don't know / No opinion

Q18: Please carefully read the list of statements about managing expired and/ or unwanted medicines in the home. Please indicate your level of concern regarding each statement as it relates to expired and/ or unwanted medicines in a home environment.

- Keeping unwanted medicines in the home can provide the opportunity for family members or friends to abuse them: 37.2% Concerned; 56.7% Not concerned; 6.1% Don't know / No opinion
- Medicines flushed down the toilet or put in the trash can end up contaminating our drinking water: 81.9% Concerned; 9.8% Not concerned; 8.3% Don't know / No opinion
- Medicines flushed down the toilet or put in the trash can cause mutation in fish and other wildlife who live in and around oceans, rivers, and lakes: 79.2% Concerned; 9.4% Not concerned; 11.4% Don't know / No opinion
- Keeping unwanted medicines in the home can provide the opportunity for accidental poisoning or overdose, especially with children and pets: 54.5% Concerned; 39.0% Not concerned; 6.5% Don't know / No opinion

Q19: What would be your preferred method for receiving important information about how and where to dispose of expired and/or unwanted medications? *(Note: Multiple selection; respondents could select more than one option. Percentages reflect the share of respondents selecting each option; totals may exceed 100%. Listed in descending order by percent of respondents selecting each option.)*

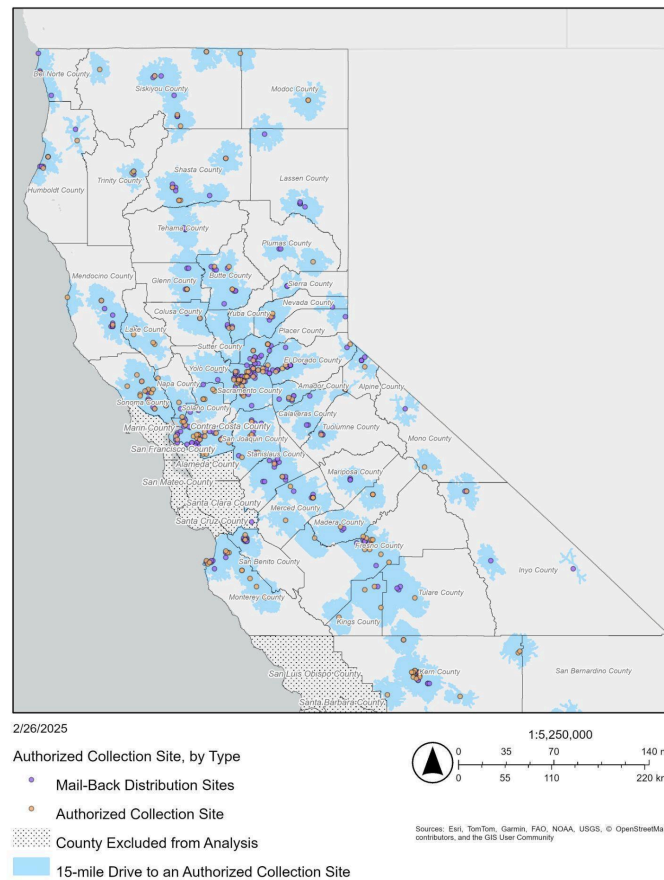
1. Pharmacies, hospitals, and other healthcare providers
2. Television
3. Email
4. Direct mail / letter



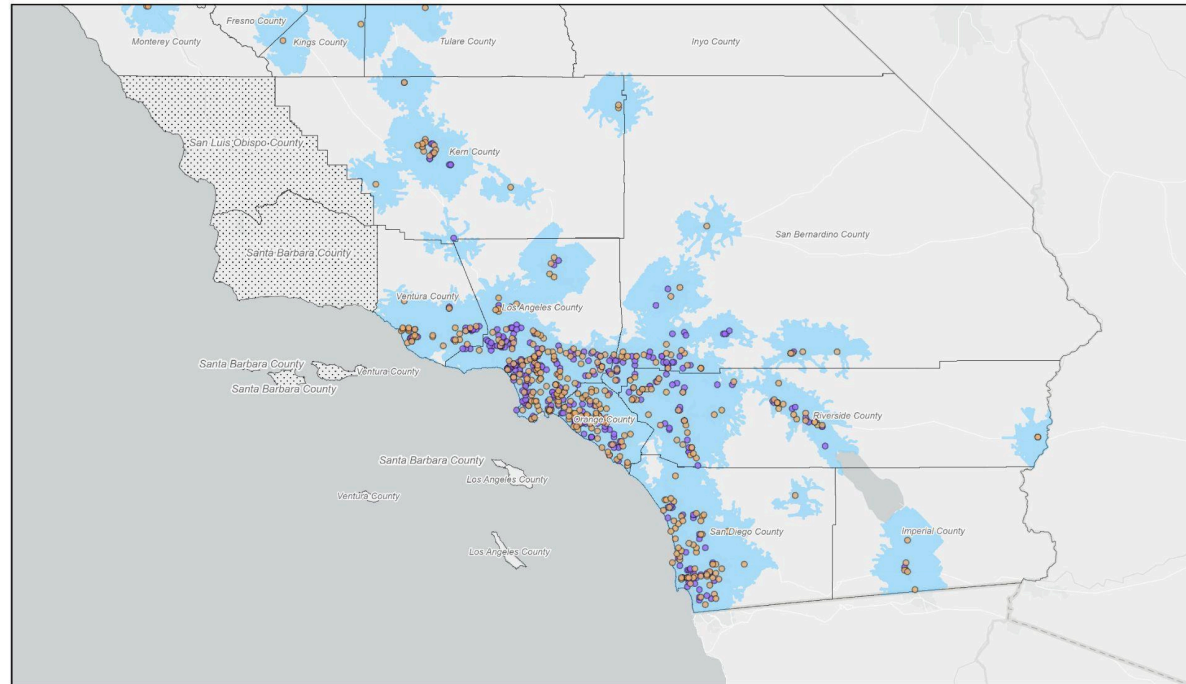
5. Online news sources (journals, newspapers, newsletters, etc.)
6. Printed materials (e.g., brochures, flyers, signs)
7. Facebook
8. Instagram
9. Newspapers, magazines and journals
10. Radio
11. County Health Department
12. Special events (Drug Take-Back Days, County Fairs)
13. Billboards (roadside and digital)
14. Waste facilities
15. Personal networks (e.g., family/friend, workplace)
16. Law enforcement
17. Streaming platforms (Spotify, Pandora, Hulu, etc.)
18. Twitter
19. Blog post
20. Other

APPENDIX D – Maps

All Authorized Collection Sites (Northern California)



All Authorized Collection Sites (Southern California)



2/26/2025

Authorized Collection Site, by Type

-  Mail-Back Distribution Sites
-  Authorized Collection Site
-  County Excluded from Analysis
-  15-mile Drive to an Authorized Collection Site

