



MED-Project 2025 Annual Report

State of California, Covered Drugs from Households
March 31, 2026

Prepared By: MED-Project USA

Submitted To: California Department of Resources Recycling and Recovery

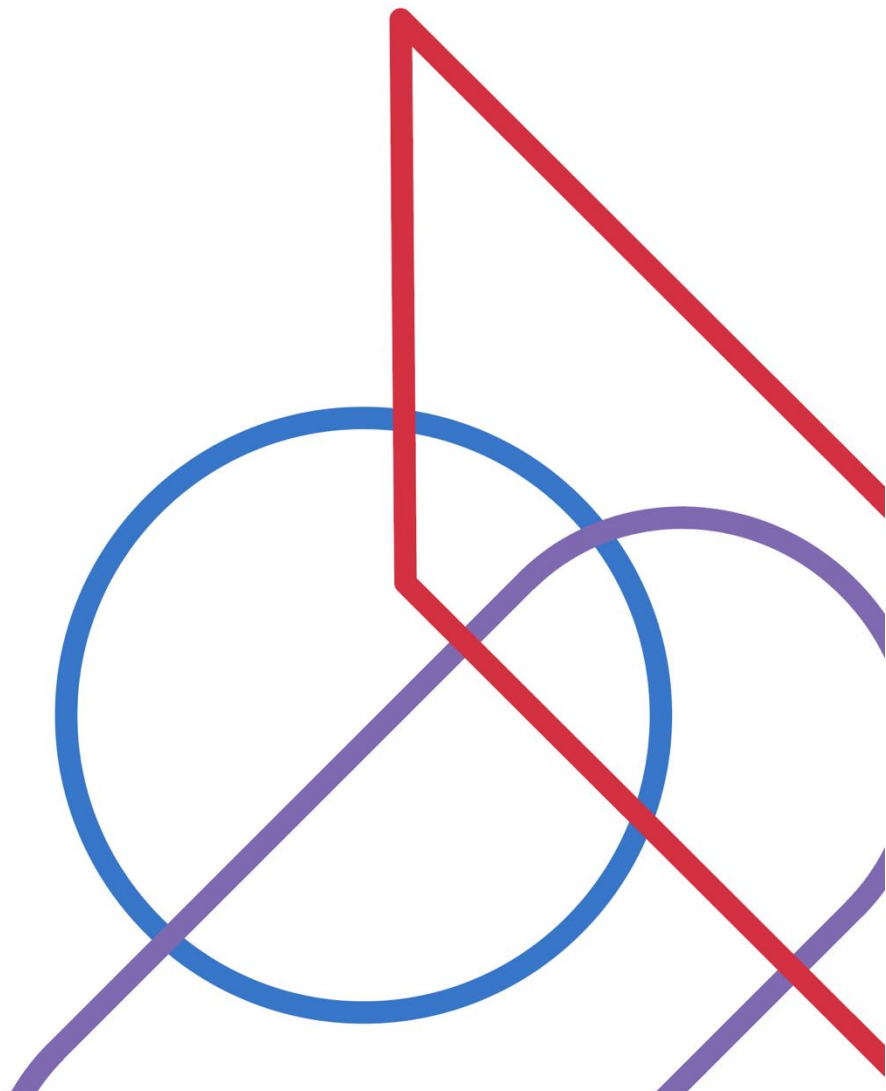


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I. Executive Summary

California Code of Regulations, Title 14, (“Regulation”) Section 18973.4(b): *“Executive Summary. A concise summary of the information contained in the report that includes, but is not limited to, the highlights, outcomes and challenges, achievement of the convenience standards pursuant to subsection (1)(F) of subdivision (a) of section 42032.2 of the Public Resources Code, education and outreach efforts, and ways in which challenges are being addressed.”*

MED-Project USA (“MED-Project”) operates a Product Stewardship Plan for Covered Drugs from Households (the “Program”) in the State of California under Chapter 2 (commencing with section 42030), Part 3, Division 30 (the “Law”) of the California Public Resources Code (the “PRC”). On June 23, 2022, the Director of the California Department of Resources Recycling and Recovery (“CalRecycle”) approved, without condition, the MED-Project Stewardship Plan for Covered Drugs from Households dated March 9, 2022 (the “Approved Plan”).

This 2025 State of California Annual Report (the “Annual Report”) describes MED-Project’s activities in the State (The State of California, except where the Law does not apply to a Drug pursuant to the PRC) between January 1, 2025, and December 31, 2025 (the “Reporting Period”). Information included in this Annual Report occurred during the Reporting Period unless otherwise stated.

CalRecycle conducted a compliance audit in 2024 covering the period from December 9, 2021, through December 31, 2023. On February 26, 2025, the CalRecycle Deputy Director of the Office of Audits issued the final audit report, which stated, “The audit revealed that MED-Project complied with the California Pharmaceutical and Sharps Waste Stewardship Program requirements within the scope of this audit.” The final audit report identified no observations or findings.

MED-Project established Authorized Collection Sites during the Reporting Period and met the convenience standards outlined in PRC Section 42032.2(a)(1)(F)(i) and (iii) and provided a reasonable geographic spread, including working with CalRecycle to establish a county-by-county geographic spread goal as discussed in this Annual Report. See Section III.B. for information about how MED-Project met the convenience standards and provided a reasonable geographic spread during the Reporting Period. 1,104 Authorized Collection Sites operated Secure Collection Receptacles, and 244 Mail-Back Distribution Locations were in operation. MED-Project installed Secure Collection Receptacles at 85 new Authorized Collection Sites. MED-Project encountered challenges meeting the convenience standards and identifying prospective sites, particularly in counties with a population of less than 100,000. MED-Project

continues to seek appropriate locations to provide service levels that meet convenience standards.

At the beginning of the year, 14 counties did not have the minimum number of Authorized Collection Sites due to circumstances beyond MED-Project's control. Rite Aid declared bankruptcy in 2025, resulting in numerous store closures that affected 259 Authorized Collection Sites. As described in Section III.A, MED-Project contacted 3,252 potential Authorized Collectors about participating as Authorized Collection Sites over 7,300 times through various methods. As a result, MED-Project recruited additional Authorized Collection Site Hosts across the State and limited the number of counties relying on Mail-Back Distribution Locations to 17 by the end of the Reporting Period, an increase of only three counties from the prior reporting period.

On July 7, 2025, CalRecycle approved MED-Project's Notification of Changes to the MED-Project Product Stewardship Plan for Covered Drugs from Households submitted on March 28, 2025, which established county-level geographic spread goals. Additional information about these efforts is provided in Section III.B.

MED-Project received feedback from CalRecycle that it inspected 313 Authorized Collection Sites in the Program from September 2024 through the end of 2025 and found that three sites did not have Secure Collection Receptacles available. MED-Project reviewed the status of the three Authorized Collection Sites and determined that one was placed under Board of Pharmacy probation, which led to the removal of the Secure Collection Receptacle; one was undergoing a remodel; and one underwent a change in ownership and requested the removal of its Secure Collection Receptacle.

MED-Project maintained the Website, operated the Call Center, continued distributing printable materials and signage to participating sites, and ran outreach campaigns across the State targeted at Ultimate Users as well as initiatives to support Authorized Collectors and encourage potential Authorized Collector participation. MED-Project continued to distribute education and outreach materials to support Authorized Collection Sites and inform Ultimate Users about available disposal options. Materials included brochures, posters, signage, and other materials explaining proper disposal of Covered Drugs in a manner that is consistent with the services offered to Ultimate Users of the Program. These materials were provided to selected participating Authorized Collection Sites, made available through the Help Desk, and distributed upon request. MED-Project also provided instructions for ordering additional materials. For more information about the education and outreach program, please see Section VIII of this Annual Report. A digital feedback survey was conducted in October 2025. Using random sampling, the survey aimed to represent various demographics and collected responses from 1,000 individuals. For more information about the feedback survey, see Section VIII: Education and Outreach and Appendix D.

The following sections of the Annual Report address the specific reporting requirements in Regulation Section 18973.4 and/or PRC Section 42033.2, as well as related activities

that occurred during the Reporting Period. Each section of the Annual Report restates the corresponding PRC section or Regulation requirement and provides the required information. Numbers regarding the pounds of collected Covered Drugs in the Annual Report have been rounded to the nearest tenth of a pound. Because Authorized Collection Sites and Mail-Back Distribution Locations may close, move, remodel, etc. within a reporting period, Authorized Collection Sites and Mail-Back Distribution Locations discussed in the Annual Report may not have been active throughout the entire Reporting Period. All capitalized terminology not defined in this summary is derived from the Approved Plan.

A. Notifications

MED-Project submitted notifications to CalRecycle. The notifications included:

- A notification of changes to the Product Stewardship Plan for Covered Drugs from Households on March 28, 2025, detailing changes to Section 7: Authorized Collection Sites of the Approved Plan to add county-by-county reasonable geographic spread goals.

II. Program Contact Information

Regulation Section 18973.4 (a): “Contact information pursuant to section 18973.2(a), including any changes or updates to this information.”

The primary contact person for MED-Project was:

Dr. Victoria Travis
National Program Director
MED-Project USA
1800 M Street, NW
Suite 400 South
Washington, DC 20036
Phone: 1 (833) 633-7765
Fax: 1 (866) 633-1812
california@med-project.org
www.med-projectusa.org

The M Street address is the mailing and physical address.

III. Collection System

Regulation Section 18973.4(c)(1): “Describe [h]ow ultimate users had an opportunity to dispose of their covered drug(s) as described in the approved stewardship plan.”

A. Establishment of Authorized Collection Sites

Regulation Section 18973.4(c)(2): “Describe [e]fforts between the program operator and potential authorized collectors to establish authorized collection sites, including, but not limited to:

- (a) Pursuant to section 18973.2(d)(2), efforts to notify potential authorized collectors of the opportunity to serve as an authorized collector for the stewardship program in the counties in which the program operated, and the list of potential authorized collectors that were notified.
- (b) Pursuant to section 18973.2(d)(3), the process by which good faith negotiations with potential authorized collectors were conducted.
- (c) Pursuant to section 18973.2(d)(4), efforts to work with retail pharmacies and retail pharmacy chains to fulfill the requirement in section 42032.2(b)(2) of the Public Resources Code, if applicable.
- (d) Pursuant to section 18973.2(d)(5), efforts to incorporate potential authorized collectors that submitted a written offer to join the stewardship program, and the list of potential authorized collectors that submitted written offers.
- (e) Pursuant to section 18973.2(d)(6), a list of potential authorized collectors that submitted a written offer to join the stewardship program and were rejected, and the reason(s) for each rejection.
- (f) Description of how the program operator complied with the requirement in section 18973.2(d)(7).”

MED-Project contacted 3,252 potential Authorized Collectors about participating as Authorized Collection Sites in the counties where the Program operated a total of over 7,300 times via multiple methods, including direct mailings, in-person visits, phone calls, and email check-ins. MED-Project is including a list of potential Authorized Collectors

contacted about participation as an Authorized Collection Site in the Program in Attachment A: List of Potential Authorized Collectors Contacted.

MED-Project received expressions of interest in Program participation from 138 potential Authorized Collectors. MED-Project began good-faith negotiations with each of these potential Authorized Collectors within 30 days of receiving an expression of interest, regardless of whether MED-Project had achieved the minimum convenience standards in PRC Section 42032.2(a)(1). As described in Approved Plan Section 4, MED-Project began good-faith negotiations by initiating a process that includes:

- Conducting an eligibility assessment.
- Providing a questionnaire to collect information required for an agreement if the potential Authorized Collector is eligible to participate in the Program.
- Providing a draft agreement based on the information provided in the returned questionnaire.
- Providing a draft written offer to participate stating that the potential Authorized Collector has reviewed MED-Project's draft agreement, identified no significant objections to the draft agreement, agreed to comply with all applicable laws, regulations, and other legal requirements, and agreed to participate in the Program without compensation.
- Receiving a signed offer to participate from the potential Authorized Collector.

When conducting an eligibility assessment, MED-Project evaluated criteria, including but not limited to the following:

- DEA-compliant Secure Collection Receptacle placement location.
- Clear and active State Board pharmacy license, as applicable.
- DEA registration status, as applicable.

On June 6, 2025, MED-Project notified Retail Pharmacy Chains of the requirement in PRC Section 42032.2(b)(2). There were 1,104 Authorized Collection Sites. Retail Pharmacy Chains accounted for 827 of the 1,104 Authorized Collection Sites.

MED-Project received 92 written offers to participate in the Program. Of those 92 potential Authorized Collectors who submitted written offers to participate, 84 entered into agreements with MED-Project before the end of the Reporting Period. MED-Project received a written offer to participate from one potential Authorized Collector prior to the Reporting Period and entered into an agreement with it during the Reporting Period. A list of potential Authorized Collectors that submitted a written offer to participate during the Reporting Period is provided in an accessible spreadsheet in Attachment B: List of Potential Authorized Collectors Submitting Written Offer to Participate.

MED-Project did not exclude any potential Authorized Collectors from the Program and did not need to notify potential Authorized Collectors of the reasons why they were excluded from the Program. In one instance, MED-Project determined after 30 days had passed that the emailed communication intended to initiate good-faith negotiations with

a potential Authorized Collector was not delivered because the Authorized Collector's email address was not included in the initial expression of interest communication. MED-Project reinitiated good-faith negotiations with the site 43 days after receiving the expression of interest.

B. Convenience Standard

Regulation Section 18973.4 (c)(3): “How the convenience standards pursuant to subsection (1)(F) of subdivision (a) of section 42032.2 of the Public Resources Code were met. Include necessary changes to calculations that account for changes in the number of authorized collection sites and most recent publicly available population calculations from the State of California Department of Finance. If the convenience standards were not met, describe efforts made to achieve compliance.”

MED-Project reviewed the most recent publicly available population calculations from the State of California Department of Finance provided in its E-1 Population Estimates for Cities, Counties, and the State pursuant to 14 CCR section 18973.4(c)(3) and determined that additional Authorized Collection Sites were required in the following Counties:

- Incorporated Contra Costa.
- Los Angeles.
- Riverside.
- Sacramento.
- San Bernardino.
- San Diego.
- San Joaquin.
- Stanislaus.

MED-Project met the convenience standards in PRC Section 42032.2(a)(1)(F)(i) and (iii) during the Reporting Period through a combination of Authorized Collection Sites and Mail-Back Distribution Locations.

Seventeen counties did not have the minimum number of Authorized Collection Sites as of the end of the Reporting Period due to circumstances beyond MED-Project's control. As described in the Approved Plan, MED-Project established at least one Mail-Back Distribution Location for each Authorized Collection Site otherwise necessary to meet the minimum number of Authorized Collection Sites in these counties as required in the Law. Within those counties, MED-Project identified 154 potential Authorized Collectors. During the Reporting Period, MED-Project conducted outreach to these potential Authorized Collectors 424 times via multiple methods, including direct mail, in-person visits, phone calls, and email check-ins. MED-Project also issued notifications to Retail

Pharmacy Chains inviting them to participate as Authorized Collection Sites in these 17 counties.

MED-Project launched an additional digital media outreach campaign to promote the availability of Mail-Back Services to Ultimate Users in the 17 counties that did not have the minimum number of Authorized Collection Sites. The digital media campaign promoted options available for Ultimate Users to safely dispose of Covered Drugs.

MED-Project is including a list of the 154 potential Authorized Collectors in the 17 counties that were contacted by MED-Project in this Annual Report submission. See Attachment C: List of Potential Authorized Collectors Contacted in 17 Counties.

The potential Authorized Collectors listed in Attachment C were not feasible as Authorized Collection Sites for several reasons beyond MED-Project's control, including:

1. Lack of interest in participating in the Program.
2. The appropriate party was not available to respond to MED-Project's outreach.
3. Lack of response to MED-Project's outreach.
4. Closure of the potential Authorized Collection Site during the Reporting Period.
5. The presence of an existing secure collection receptacle operated by another approved Program Operator.
6. Inability to meet State Board and/or DEA requirements.
7. Not open or accessible to the public.

Figure 1 gives a visual representation of the Authorized Collection Sites and Mail-Back Distribution Locations that operated during the Reporting Period.



Figure 1: Map of Authorized Collection Sites and Mail-Back Distribution Locations During the Reporting Period

MED-Project provided a reasonable geographic spread of Authorized Collection Sites so that more than 90% of Ultimate Users across the State live within a 15-mile drive of an Authorized Collection Site.

On March 28, 2025, MED-Project submitted proposed changes to the Plan for CalRecycle’s review that established a methodology for setting a target performance goal in each county based on the number of potential Authorized Collection Sites available and the percentage of the population living within a reasonable distance of a participating Authorized Collection Site (the “Proposed Changes”). CalRecycle approved the Proposed Changes on July 7, 2025.

As described in the Proposed Changes, MED-Project used geospatial analysis software and the most recent US Census block data to examine county-level population distributions relative to all potential Authorized Collection Sites and to assign each county to one of the target performance goal tiers listed in Table 1.

TABLE 1: County-Level Target Performance Goals

Tier	Number of Potential Authorized Collection Sites in the County	% of Population	Miles Driven to Secure Collection Receptacle
1	>= 150	90%	15
2	>= 100 and < 150	90%	30
3	>= 50 and < 100	90%	45
4	>= 25 and < 50	90%	60
5	>= 1 and < 25	75%	60

MED-Project provided a reasonable geographic spread of Authorized Collection Sites that met each county’s assigned target performance goal. Attachment D provides the county-level target performance goal for each county.

C. Participating Authorized Collectors

Code Section 42033.2(b)(3): *“The amount, by weight, of covered products collected from ultimate users at each authorized collection site that is part of the stewardship program.”*

Code Section 42033.2(b)(4): *“For a stewardship plan for covered drugs, the name and location of authorized collection sites at which covered drugs were collected.”*

Regulation Section 18973.4(c)(4): *“For each participating authorized collection site, include the following:*

- (a) Name and physical address;*
- (b) Amount of covered drugs collected, as required in the stewardship plan pursuant to section 18973.2(g)(4);*
- (c) Number of instances that collected covered drugs were picked up for disposal;*
- (d) Number of receptacle liners picked up for disposal;*
- (e) Number of instances and corresponding amount of time the secure collection receptacle was not available to the public during business hours. For each instance, provide a description of why the secure collection receptacle was not available.”*

There were 1,104 Authorized Collection Sites. MED-Project collected a total of 623,188.4 pounds of Covered Drugs from Authorized Collection Sites. A list of Authorized Collectors with collection data is provided in an accessible spreadsheet as part of this Annual Report submission. See Attachment E: Authorized Collector Collection Data. These data include the weight of Covered Drugs collected, the number of instances that collected Covered Drugs were picked up for transport to disposal, and the number of receptacle liners picked up for transport to disposal. Attachment E includes all Authorized Collectors that collected Covered Drugs. A full list of Authorized Collectors participating in the Program is provided in an accessible spreadsheet attached to this Annual Report submission. See Attachment F: Participating Authorized Collectors.

The number of instances in which collected Covered Drugs were picked up for transport to disposal was the same as the number of instances in which receptacle liners were picked up for transport to disposal. These numbers refer to pick-ups of Covered Drugs and receptacle liners that were destroyed at a disposal facility during the Reporting

Period. Because material collected late in the calendar year may not be destroyed until a few weeks after the close of the Reporting Period, reporting on pick-ups of Covered Drugs and receptacle liners that were destroyed at a disposal facility during the Reporting Period avoids discrepancies within each annual report between collection and destruction statistics.

Authorized Collectors commit to informing MED-Project if a Secure Collection Receptacle is not available to the public during business hours. A list of Authorized Collection Sites, including the number of instances and the corresponding amount of time a Secure Collection Receptacle was not available during business hours, is provided in an accessible spreadsheet as part of this Annual Report submission. The list is based on reports from Authorized Collectors, as well as any instances where MED-Project became independently aware of events in which a Secure Collection Receptacle was not available to the public during business hours. See Attachment G: Instances Secure Collection Receptacles Were Not Available to the Public.

D. Mail-Back Services

Regulation Section 18973.4(c)(5): *“For each type of mail-back service utilized, include the following, as applicable:*

- (a) List of distribution locations;*
- (b) Mechanism(s) of distribution;*
- (c) Amount of mail-back materials distributed, as required in the stewardship plan pursuant to section 18973.2(g)(6)(E);*
- (d) Amount of mail-back material returned, as required in the stewardship plan pursuant to section 18973.2(g)(6)(E)”*

MED-Project continued operating a service to distribute and collect Mail-Back Packages. MED-Project distributed Mail-Back Packages at 244 Mail-Back Distribution Locations. A list of Mail-Back Distribution Locations is provided in an accessible spreadsheet attached to this Annual Report. See Attachment H: Mail-Back Distribution Locations.

MED-Project maintained regular communication with Mail-Back Distribution Locations participating in the Program. MED-Project sent 722 quarterly communications to the sites, conducted outreach over 1,350 times via multiple methods, including in-person visits and phone calls, and distributed 234 countertop displays for Standard Mail-Back Packages. These efforts were focused on supporting Mail-Back Distribution Location participation in the Program.

MED-Project provided three types of Mail-Back Packages: Standard Mail-Back Packages, Inhaler Mail-Back Packages, and Injector Mail-Back Packages. All Mail-Back

Packages were available for request by all Ultimate Users, including those who are Homeless, Homebound, or disabled, via the Website and Call Center.

MED-Project distributed the following number of Mail-Back Packages directly to Ultimate Users:

- 3,720 Standard Mail-Back Packages
- 441 Inhaler Mail-Back Packages
- 1,869 Injector Mail-Back Packages

MED-Project distributed the following number of Mail-Back Packages to Mail-Back Distribution Locations:

- 6,840 Standard Mail-Back Packages
- 566 Inhaler Mail-Back Packages
- 828 Injector Mail-Back Packages

MED-Project collected and disposed of 3,117.3 pounds of Covered Drugs through the return of 3,875 Mail-Back Packages. MED-Project collected and disposed of 2,743 Standard Mail-Back Packages, 67 Inhaler Mail-Back Packages, and 1,065 Injector Mail-Back Packages.

E. Alternative Forms of Collection and Disposal

Regulation Section 18973.4(c)(6): “For each alternative form of collection and disposal, include the following, as applicable:

- (a) Method(s) of collection;
- (b) Name and address of location(s);
- (c) Number of collections;
- (d) Amount of materials distributed, as required in the stewardship plan pursuant to section 18973.2(g)(6)(E);
- (e) Amount of material collected, as required in the stewardship plan pursuant to section 18973.2(g)(6)(E)”

MED-Project did not use alternative forms of collection or disposal.

IV. Transportation and Disposal System

Regulation Section 18973.4(d): *“Transportation and Disposal System. Description of the methods used for transportation and disposal of covered drugs, including the following:*

- (1) Mechanism(s) for tracking the collection, transportation, and disposal of covered drugs*
- (2) Name and mailing address of each service provider used to transport or process covered drugs*
- (3) For each disposal facility, include the following:*
 - (a) Name of disposal facility*
 - (b) Mailing and physical address*
 - (c) Weight of covered drugs disposed”*

MED-Project operates a handling, transport, and disposal system that complies with applicable laws, regulations, and other legal requirements. Each Mail-Back Package, and inner liner and shipping box provided under the Program had a unique identifier enabling tracking.

MED-Project used the methods described in the Approved Plan, including tracking mechanisms, to transport and dispose of Covered Drugs. These methods provide that, upon Carrier pickup, packaged inner liners from Authorized Collection Sites will be tracked by the Carrier’s tracking system until they are scanned for receipt at an approved reverse distributor facility. After receipt by the reverse distributor, the packaged inner liner may be stored in accordance with all applicable laws, regulations, and other legal requirements. If applicable, the reverse distributor will transfer the packaged inner liner to an approved transporter for transport to an approved disposal facility and document destruction.

Returned Mail-Back Packages will be transported by Carrier to an approved facility and handled in compliance with all applicable laws, regulations, and other legal requirements. Each Mail-Back Package will have a unique identifier for tracking. Management of filled Standard Mail-Back Packages will comply with the applicable security requirements of DEA Rule § 1317.

MED-Project used the following service providers to transport or process Covered Drugs:

- Reworld Milwaukee, LLC; 5300 N 33rd Street, Milwaukee, WI 53209
- Stericycle, Inc.; 2355 Waukegan Road, Bannockburn, IL 60015
- United Parcel Service, Inc.; 55 Glenlake Parkway NE, Atlanta, GA 30328
- United States Postal Service; 475 L'Enfant Plaza, SW, Washington, DC, 20260

MED-Project disposed of Covered Drugs at the following disposal facilities:

1. Curtis Bay Energy, LP
 - i. Mailing Address: 3200 Hawkins Point Road, Baltimore, MD 21226
 - ii. Physical Address: 3200 Hawkins Point Road, Baltimore, MD 21226
 - iii. Pounds of Covered Drugs Disposed: 495.1
2. Reworld Indianapolis.
 - i. Mailing Address: 2320 S Harding Street, Indianapolis, IN 46221
 - ii. Physical Address: 2320 S Harding Street, Indianapolis, IN 46221
 - iii. Pounds of Covered Drugs Disposed: 668.1
3. MedSharps, LLC
 - i. Mailing Address: 17340 Bell N Drive, Schertz, TX 78154
 - ii. Physical Address: 17340 Bell N Drive, Schertz, TX 78154
 - iii. Pounds of Covered Drugs Disposed: 1,165.5
4. Stericycle, Inc. Warren, Ohio
 - i. Mailing Address: 1901 Pine Avenue, SE, Warren, OH 44483
 - ii. Physical Address: 1901 Pine Avenue, SE, Warren, OH 44483
 - iii. Pounds of Covered Drugs Disposed: 623,977.1

V. Policies and Procedures

Code Section 42033.2(b)(6): *“Whether policies and procedures for collecting, transporting, and disposing of covered products, as established in the stewardship plan, were followed during the reporting period and a description of each instance of noncompliance, if any occurred.”*

Regulation Section 18973.4(e): *“Policies and Procedures. Pursuant to subdivision (b)(6) of section 42033.2 of the Public Resources Code, provide the following:*

- (1) Description of whether policies and procedures for collecting, transporting, and disposing of covered drugs, as established in the stewardship plan, were followed during the reporting period*
- (2) Description of each instance of noncompliance from stewardship plan policies and procedures, if any occurred*
- (3) Corrective actions taken, or that will be taken, if the program operator discovered critical instances of noncompliance with stewardship plan policies and procedures”*

Regulation Section 18973.4(f): *“Description of updates, that have been made or will be made, to the processes and policies followed to safely and securely collect, track, and properly manage covered drugs from collection through final disposal.”*

Policies and procedures for collecting, transporting, and disposing of Covered Drugs, as established in the Approved Plan, were followed, except for the instances described in this Annual Report. For a discussion of Plan exceptions, see Appendix A: Plan Exception Report. MED-Project did not make or initiate updates to the Approved Plan processes and policies followed to safely and securely collect, track, and properly manage Covered Drugs from collection through final disposal.

VI. Repeal of Local Ordinances

Regulation Section 18973.4(g): *“Ordinance Repeal. Pursuant to subdivision (e) of section 42032.2 of the Public Resources Code, description of processes, logistics, and timing of implementation that will be necessary for the stewardship program to expand into jurisdictions not previously included in the stewardship plan, in the event of the repeal of a local stewardship program ordinance. The description shall include an explanation of how the stewardship program will meet the convenience standards, pursuant to subsection (1)(F) of subdivision (a) of section 42032.2 of the Public Resources Code.”*

The Santa Cruz County Safe Drug and Sharps Disposal Ordinance, codified as Chapter 7.95 of the County Code, expired on December 8, 2025. On January 6, 2026, MED-Project notified CalRecycle that the Program will expand into the unincorporated areas of Santa Cruz County within 270 days of December 8, 2025, pursuant to its approved Program. Efforts to expand the Program will be reported in the 2026 annual report.

VII. Safety and Security Incidents

Code Section 42033.2(b)(7): *“Whether any safety or security problems occurred during collection, transportation, or disposal of collected covered products during the reporting period and, if so, what changes have been or will be made to policies, procedures, or tracking mechanisms to alleviate the problem and to improve safety and security.”*

Regulation Section 18973.4(h): *“Safety and Security. Describe the general nature of any incidents with safety or security related to collection, transportation, or disposal of collected covered drugs. Explain what corrective actions were taken or will be taken to address the issue and improve safety and security. In addition, the following specific information about any incident(s) shall be made available to the department upon request, and shall include, but not be limited to:*

- (1) Location and date*
- (2) Description of specific incident*
- (3) Cause(s) of specific incident*
- (4) Parties involved*
- (5) Regulatory or law enforcement agencies involved and any litigation, arbitration, or other legal proceedings that result from each incident”*

No safety or security problems occurred during the collection, transportation, or disposal of Covered Drugs, except for the events discussed in this Annual Report. For a discussion of the reported safety and security events, see Appendix B: Safety and Security Report.

VIII. Education and Outreach

Regulation Section 18973.4(i): *“Education and Outreach. Description and evaluation of the comprehensive education and outreach activities pursuant to section 18973.2(j), including, but not limited to, the following:*

- (1) Electronic examples of promotional marketing materials*
- (2) Numerical results of the education and outreach metrics outlined in the stewardship plan, pursuant to section 18973.2(j)(5)*
- (3) A discussion of what the metrics, described above in section 18973.4(i)(2), reveal about the performance of the comprehensive education and outreach program, including, but not limited to, ultimate user awareness, program usage, and accessibility*
- (4) Description of how the requirement of section 42031.6(b) of the Public Resources Code was met.”*

A. Promotional Marketing Materials

MED-Project continued its ongoing education and outreach activities in the State, including posting organic social media content; operating the Website; completing digital display, paid social media, online video, and both out-of-home (“OOH”) and digital out-of-home (“DOOH”) advertising campaigns; conducting outreach via direct mail; and distributing promotional materials such as brochures and posters. For electronic examples of these education and outreach activities, see Appendix C: Electronic Examples of Promotional Marketing Materials. MED-Project promoted the proper disposal of Covered Drugs in a manner that is consistent with the services offered to Ultimate Users of the Program, including through messaging on its signage, its educational and outreach materials, and the Website.

B. Education and Outreach Activities

MED-Project continued implementing the education and outreach program described in Section 9 of the Approved Plan and outlined below.

Media and Promotion:

- Continued social media activity.
- Continued to broadcast PSAs and make accessible through the Website.
- Continued conducting local promotion for confirmed events.
- Continued conducting additional digital media outreach promoting the availability of Mail-Back Services in counties that do not have the minimum number of Authorized Collection Sites or do not have a Retail Pharmacy operating as an Authorized Collection Site.

Outreach Materials and Collateral:

- Continued to provide educational signage and posters to Authorized Collectors as sites were activated.
- Continued to provide educational and outreach materials to Authorized Collectors upon request via the Help Desk.
- Continued to provide educational and outreach signage for hospitals, Pharmacies, and other locations upon request and via the Help Desk.
- Continued to provide Ultimate Users access to educational and outreach materials through the Website.

Communications and the Website:

- Continued to update Website information.
- Disseminated press releases announcing annual report highlights.

Authorized Collection Site Activity:

- Continued to conduct on-site visits, phone contacts and presentations.
- Established event options for the upcoming year.

Pursuant to Regulation Section 18973.2(j), MED-Project conducted a comprehensive education and outreach campaign to raise public awareness and educate Ultimate Users as well as potential Authorized Collectors, pharmacies, pharmacists, and other individuals on Program usage. The activities were designed to:

- Inform Ultimate Users of where, why, and how to safely dispose of Covered Drugs.
- Encourage participation from a variety of private businesses and public agencies.
- Account for the diverse media consumption habits, behaviors, and motivating factors of Ultimate Users, businesses, and stakeholders across the State.
- Improve message retention.

MED-Project operated the Website to effectively communicate Program information to Ultimate Users. The Website is user-friendly, mobile responsive, and accessible by common device and browser systems. The Website provides information as follows:

- Information on collection options for Covered Drugs.
- Instructions to separate products that are not covered products from Covered Products before disposing of them through the Program.
- A list of Authorized Collection Sites, including a ZIP code-based map locator, where updates are designed to occur within one business day, provided on a publicly available, third-party platform to help Ultimate Users find the nearest disposal locations, including physical addresses, contact telephone numbers, and days and hours of operation.
- A calendar of community events.
- A web form to accept requests for Mail-Back Packages from Ultimate Users, including those who are Homeless, Homebound, or disabled. The web form allows Ultimate Users to select the type and quantity of Mail-Back Packages and enter their name and shipping address for fulfillment.
- Information to promote the Program, including instructions for safe handling and proper disposal of Covered Drugs, as well as a series of eight educational videos for Authorized Collectors and potential Authorized Collectors.
- Information about how to use USPS General Delivery services.
- User-friendly access to public service announcements used in MED-Project's media campaigns.
- Links to MED-Project's social media webpages.

The descriptions of the activities below provide additional information regarding the outreach and education elements described above.

Call Center

MED-Project operated the Call Center as another effective means of communicating Program information to Ultimate Users. The toll-free telephone number was available and provided Ultimate Users with the option to continue the automated recording in English or Spanish via an interactive voice response system or use the 711 teletype services for the hearing- and speech-impaired. The Call Center also provided translation services upon request with the assistance of a human representative.

To improve accessibility and consistency for residents contacting the Call Center, MED-Project implemented a refresh of its Interactive Voice Response (“IVR”) system in early 2025. The update streamlined the system, maintained continuity for pre-recorded options, and aligned language with current outreach and education materials. Updated prompts allow non-English-speaking callers to access translation services earlier in their call, enhancing accessibility for diverse Ultimate Users.

Website

MED-Project maintained the Website as an effective means to communicate Program information to Ultimate Users. The Website allowed Ultimate Users to order Mail-Back Packages and provided the locations of Mail-Back Distribution Locations. The Website is designed to be user-friendly, compatible with mobile devices, and accessible across different browsers and devices. Further, it provided translations into over 100 languages through the integration of a translation tool.

MED-Project continued coordinating with the other Program Operator to maintain a coordinated website, which provided a list of Authorized Collection Sites and mail-back distribution locations for both approved Program Operators. The coordinated website included a ZIP code-based map locator to help Ultimate Users find the nearest Authorized Collection Sites and mail-back distribution locations, including physical addresses, contact telephone numbers, and days and hours of operation.

Google Ad Grant Program

MED-Project continued participation in the advertising grant program for nonprofit organizations through Google Ad Grants. This program provides no-cost access to Google's paid search platform, allowing approved nonprofits to run search ads on Google's search results pages. MED-Project continued utilizing the grant to run search ads promoting the take-back services available to Ultimate Users. MED-Project will continue to pursue similar opportunities as available and appropriate.

Awareness Survey

Per the Approved Plan, an awareness survey for Ultimate Users was conducted from October 9 to October 25, 2025. The survey utilized a digital survey platform in order to maximize respondent participation and representation across various demographics. Sampling was done at random to achieve a response representative of the California population based on the State of California Department of Finance E-1 2025 Population Estimates and race and ethnicity demographics from the 2020 census. A total of 1,000 respondents completed the survey. When the survey was complete, the raw data were analyzed, and incomplete surveys were removed from the data set. The data were then analyzed at a confidence level of 95% and a margin of error of 3.1%, which means that if the same survey was conducted 100 times, MED-Project is confident that 95 out of 100 times the results would fall within what is reported, plus or minus 3.1%. Metrics from the awareness survey are reported in Section VIII.C. and the full results are included in Appendix D: California Resident Survey Results. MED-Project uses the exact terms provided to the awareness survey respondents when discussing the awareness survey in this Annual Report.

Educational and Outreach Materials

MED-Project provided educational and outreach materials to Ultimate Users and stakeholders participating in the Program, including Pharmacies, pharmacists, persons authorized to prescribe drugs, and other individuals. In addition, clinics, pharmacies, and other healthcare providers throughout California were offered the opportunity to request Program information and educational materials via a direct mail flyer.

Educational and outreach materials were translated into English and Spanish and made available in print and could be translated into over 100 languages via the Website. Educational and outreach materials included brochures, posters, and Mail-Back Package inserts. Authorized Collection Sites can also access the printable online versions of the educational and outreach materials. For examples, see Appendix C: Electronic Examples of Promotional Marketing Materials.

In addition to the educational and outreach materials available, messaging about the Program was printed over 480,000 times at dispense at select Authorized Collection Sites.

Signage and Materials

MED-Project promoted the Program to Ultimate Users by providing outreach materials that included signage and materials, free of charge, to Authorized Collectors, hospitals, Pharmacies, and other locations, upon request. These materials were translated into English and Spanish for print distribution and were available for additional translations via the Website.

Public Service Announcements

Public Service Announcements used various forms of media, including video, audio, and static images to promote the proper and safe disposal of Covered Drugs. The messaging targeted Ultimate Users aged 18 and over.

Social Media

Social media platforms were utilized to complement and expand the Program's outreach strategy. MED-Project utilized both sponsored advertising on Facebook and Instagram, as well as unique monthly organic posts on Facebook and X to promote Program information. Instagram and LinkedIn were used to supplement Program information posts as needed. MED-Project communicated Program accomplishments, including conditional and full approval of MED-Project's 2024 annual report, attendance at events, and installation of Secure Collection Receptacles in rural communities, along with other outreach and education posts featured on Facebook, Instagram, X, and LinkedIn.

Campaigns

MED-Project ran Campaign 1 statewide targeting Ultimate Users aged 18 and over. The campaign ran across both digital display and sponsored social media and utilized behavioral, interest, and search targeting to reach intended audiences researching topics including prescription drugs, drug disposal, prescription purchase data, pharmacy websites, and drug-related keywords. The campaign launched on February 18, 2025, and the results are included in Section VIII.C. below. The campaign was designed to maximize reach among the target audience. Media ran in all Designated Market Areas (“DMAs”) across the State.

Digital display media refers to traditional digital banner-based advertising, a common form of online advertising appearing across ad-supported websites. This tactic allowed for MED-Project’s creative to be served broadly across the web and targeted to specific audiences. Social media for this campaign refers to sponsored in-feed social media advertising on Facebook and Instagram. These promoted posts resembled the look and feel of a traditional post within the relevant platform.

Campaign 2, which launched on November 10, 2025, promoted the availability of Mail-Back Services in counties that did not have the minimum number of Authorized Collection Sites at the time of the campaign. The campaign ran across digital display media, sponsored social media, and online video, targeting residents in select counties. These counties included Alpine, Amador, Calaveras, Colusa, Del Norte, Fresno, Glenn, Kings, Lake, Lassen, Madera, Mariposa, Mendocino, Modoc, Mono, Plumas, San Benito, San Bernardino, Sierra, Stanislaus, Tehama, and Trinity.

Campaign 3, which launched on November 24, 2025, promoted the availability and use of Secure Collection Receptacles and Mail-Back Services. The campaign ran across direct mail, OOH, and DOOH advertising platforms. Direct mail postcards were written and designed to highlight the ease and security of Mail-Back Services and were mailed to residents in counties that did not have the minimum number of Authorized Collection Sites at the time of the campaign. These counties included Calaveras, Kings, Madera, Mendocino, and Plumas. Out-of-home (“OOH”) advertising included a billboard in Sacramento, California. Digital out-of-home (“DOOH”) advertising consisted of ad placements on digital screens in select pharmacies throughout the State to promote take-back services.

In addition to the three campaigns described above, MED-Project conducted targeted email outreach to potential Authorized Collection Sites in California. Emails were sent on October 9, 2025, and December 16, 2025, to targeted audiences of potential Authorized Collectors, providing Program information and offering the opportunity to serve as an Authorized Collector. The October 9, 2025, email was delivered to 2,288 recipients, with 1,297 recipients opening the email. The December 16, 2025 email was delivered to 2,401 recipients, with 1,554 potential Authorized Collectors opening the email.

Educational Videos

MED-Project continued to utilize a series of six educational videos for Authorized Collectors and potential Authorized Collectors to streamline communication and support Program participation. Additionally, MED-Project produced and released two additional videos for host site education covering:

- Box liner construction and installation.
- Sealing and return shipment of box liners.

Local Household Hazardous Waste Collection Events

MED-Project actively participated in three local household hazardous waste collection events, leveraging these community events to disseminate information about the Program. The events took place in Marina Del Rey, CA, on February 15, 2025; Glendora, CA, on June 7, 2025; and Pomona, CA, on July 19, 2025. By actively engaging with community members and distributing printed educational and outreach materials, MED-Project increased awareness of and access to safe disposal options available to Ultimate Users. MED-Project also shared information about how to request Mail-Back Packages.

Account Management Team

MED-Project maintained an account management team that was dedicated to building and maintaining relationships with Authorized Collection Sites and other stakeholders, such as Retail Pharmacy Chains, both at a corporate and individual site level. This team also managed in-person and virtual meetings and presentations with decision-makers at Authorized Collection Sites and other stakeholders, such as Retail Pharmacy Chains, to promote the Program. MED-Project issued notifications to Retail Pharmacy Chains inviting participation as an Authorized Collection Site in the 17 counties where the convenience standard was not met with a Secure Collection Receptacle. MED-Project issued quarterly communications containing education a total of 856 times to Authorized Collection Sites, as well as 25 times to Retail Pharmacy Chain corporate headquarters.

Events

MED-Project participated in three in-person events to educate pharmacists, retailers, and pharmacy suppliers on the Program. Social media posts about these events were shared strategically to promote local awareness of the Program. The events were:

- California Pharmacist Association (“CPhA”) Western Pharmacy Exchange: Event dedicated to California pharmacists (chain, independent, and hospital), pharmacy team members, and pharmacy vendors.
- National Association of Chain Drug Stores (“NACDS”) Total Store Expo: Yearly gathering of retailers and suppliers in the health and wellness industry.
- Chief Probation Officers of California 2025 Statewide Conference: Yearly event for law enforcement leaders from 58 California counties.

At each of the above events, MED-Project sponsored a booth to engage and educate attendees on services available for free to California residents, including the Program, and offered sign-up opportunities for potential Authorized Collectors to provide these services to residents.

MED-Project reviewed and established event options for the upcoming year that included in-person attendance at local community events to increase awareness for Ultimate Users and in-person events to educate health care providers on the Program.

Media Articles

On August 14, 2025, MED-Project distributed a press release informing the public of the full approval of the 2026 budget and the conditional approval of the 2024 Annual Report for Covered Drugs. Then on December 18, 2025, MED-Project distributed a press release announcing the full approval of the 2024 Annual Report. Each press release included information about the Program and was distributed to 12 print media outlets, four healthcare trades, ten retail trades, and six healthcare organizations throughout the State, and was posted to the Website.

MED-Project also distributed two additional press releases on December 18, 2025, informing the public about the installation of new Secure Collection Receptacles in rural areas. One press release focused on four new Secure Collection Receptacles installed in Kern County, while the second announced 15 new Secure Collection Receptacles across multiple Northern California counties. Each press release included information about the Program, the locations of the newly installed Secure Collection Receptacles, and information on available Mail-Back Services. The releases were distributed to a range of media outlets throughout the respective counties, including local and regional newspapers, online news publications, print, and television stations, in addition to being posted to the Website.

Additionally, MED-Project's services were featured in the following California publications (earned media):

- Moorpark Acorn (Moorpark), April 5, 2025 | Changes in Drop-Off Bins
- Sierra Sun (Truckee), May 19, 2025 | Tahoe Forest Health System Launches Free Medication and Sharps Disposal Programs
- 2 News Nevada (Truckee), October 3, 2025 | Upcoming Drug Roundup Events Across the Region
- Ukiah Daily Journal (Mendocino County), December 22, 2025 | New Drop Boxes in Northern California
- The Mendocino Voice (Mendocino County), December 23, 2025 | Laytonville Gets New Medication Disposal Drop Box

National Rural Health Day

MED-Project recognized National Rural Health Day on November 20, 2025, with a press release highlighting the importance of safe medication disposal and the availability of disposal options for residents in rural areas. The release included information about the 22 new Secure Collection Receptacles installed in rural areas throughout California and details about Mail-Back Services available to residents. It was distributed to over 100 media outlets, including local and regional newspapers, online news publications, print, and television outlets throughout the State on November 20, 2025, and posted to the Website. An accompanying social media post was shared on Facebook, X, Instagram, and LinkedIn, highlighting the day and utilizing the hashtag #PowerofRural.

Digital Billboard

MED-Project featured messaging on a digital billboard in Woodland, California, to raise awareness about safe disposal of Covered Drugs and promote the services available through the Program. The billboard reached a broad audience and further expanded MED-Project's outreach efforts, reinforcing the importance of proper disposal of Covered Drugs within the community.

C. Numerical Metrics

The various education and outreach metrics that MED-Project is providing in this Annual Report are quantitative tools that collectively can be an indication of the education and outreach program's performance. Ultimate User awareness, Program usage, and accessibility are measures that can reflect the implementation of the Program. MED-Project will continue to monitor and report on these metrics, evaluating performance over time. MED-Project reviewed the below metrics for evaluating the comprehensive education and outreach program performance as discussed in Section 10 of the Approved Plan.

Education and Outreach Overall Program Awareness

- Awareness: 76% of California residents were aware of disposal methods for unwanted medicines at Authorized Collection Sites at pharmacies and law enforcement agencies, along with Mail-Back Services.
- Accessibility: 53% of California residents agreed that disposal methods for unwanted medicines were available and accessible.
- Ease of use: 63% of California residents agreed that disposal methods for unwanted medicines were easy to use.

Education and Outreach Program Participation

- Number of visits to the Website: 19,015
 - 4,102 visits to the Find a Location page.
 - 8,023 visits to the Mail-Back Services page.
- Number of visits to the coordinated website: 136,598
- Number of calls to the Call Center: 1,264. Additionally, the Call Center received 224 calls where the caller did not specify whether they were inquiring specifically about the Program.

Education and Outreach Media

- Reach relative to population aged 18 and over:
 - Campaign 1 (Statewide) February 18 – March 16, 2025: 36%
 - Campaign 2 (Alpine, Amador, Calaveras, Colusa, Del Norte, Fresno, Glenn, Kings, Lake, Lassen, Madera, Mariposa, Mendocino, Modoc, Mono, Plumas, San Benito, San Bernadino, Sierra, Stanislaus, Tehama, and Trinity Counties) November 10 – December 21, 2025: 97%
 - Campaign 3 (Regional) November 24 – December 28, 2025: Provided direct mail postcard to 80% of residential addresses in Calaveras, Kings, Madera, Mendocino, and Plumas Counties.
- Per-campaign impressions:
 - Campaign 1 (Statewide):
 - Social media campaign: 10,066,536 impressions
 - Digital display campaign: 4,868,694 impressions
 - Campaign 2 (County Targets)
 - Paid social media campaign: 4,765,599 impressions
 - Digital display campaign: 1,223,291 impressions
 - Online video campaign: 1,019,570 impressions
 - Campaign 3 (Regional)
 - Direct mail campaign: 133,267 impressions
 - Digital out-of-home campaign: 540,980 impressions
 - Out-of-home campaign: 3,064,547 impressions

- Additional Media
 - Digital billboard in Woodland, CA: 280,000 impressions
 - Google Ads Grant: 33,760 impressions
- Total impressions during Reporting Period: 25,996,244 impressions
- Number of media placements:
 - Social Media Campaign 1: Ran from February 18 to March 16, 2025
 - Digital Display Campaign 1: Ran from February 18 to March 16, 2025
 - Paid Social Campaign 2: Ran from November 10 to December 7, 2025
 - Digital Display Campaign 2: Ran from November 10 to December 21, 2025
 - Online Video Campaign 2: Ran from November 10 to December 21, 2025
 - Direct Mail Campaign 3: Ran on December 19, 2025
 - Digital out-of-home Campaign 3: Ran from December 16 to December 28, 2025
 - Out-of-Home Campaign 3: Ran from November 24 to December 21, 2025
 - Digital billboard in Woodland, CA: Ran from approximately September 1 – September 30, 2025
 - Google Ad Grant: Ran from January 1 to December 31, 2025

For digital display media, media placements are considered the number of impressions. The list of daily digital display media impressions is provided in an accessible spreadsheet attached in the submission of this Annual Report. See Attachment I for the number of impressions by day. Due to variations in data collection methodologies across different digital platforms, impression counts may differ as each platform applies unique algorithms, filters for invalid traffic, and latency in data processing, leading to minor discrepancies in final reported metrics.

- Number of visits to the Website: 19,015
- Number of calls to the Call Center: 1,264.

Additionally, the Call Center received 224 calls where the caller did not specify whether they were inquiring specifically about the Program.

Education and Outreach General Statistical Data

- Number of participating locations:
 - 1,104 Authorized Collection Sites
 - 244 Mail-Back Distribution Locations
 - 183 sites that received printable materials or signage. These sites include Authorized Collection Sites and Mail-Back Distribution Locations that received printable materials or signage.
- Printable materials and signage distributed to participating locations:
 - 115 posters (Multilingual)
 - 35 posters (No Sharps in Drop Box)
 - 11,700 brochures (English and Spanish)

- Number of times outreach performed via multiple methods:
 - Conducted outreach over 22,900 times to Authorized Collectors and potential Authorized Collectors via multiple methods including email, phone calls, site inspections, and in-person visits.

D. Performance of the Education and Outreach Program

MED-Project successfully provided a comprehensive education and outreach program as evidenced in this Annual Report. As described in Section 9 of the Approved Plan, MED-Project ran media campaigns targeting Ultimate Users. Metrics from the media campaigns reported below demonstrate the reach of campaign messaging and meaningful engagement with Program resources, including the Website and Call Center.

MED-Project maintained a community feedback questionnaire on the community feedback page of the Website and promoted it through three social media posts on Facebook (06/30/2025, 08/13/2025, and 11/10/2025). MED-Project received four completed community feedback questionnaires and reviewed the responses. Based on the limited responses in the community feedback questionnaire and the high level of awareness reported in the survey, MED-Project did not make changes to the education and outreach program based on the community feedback questionnaire.

Awareness, usage, and accessibility were evaluated using survey metrics, including the percent of respondents who are aware of drug take-back options and respondents' opinions regarding accessibility and ease of use. The results of the metrics discussed in this section demonstrate that outreach efforts are positively contributing to overall Program performance.

Ultimate User Awareness

Metrics that provide information to evaluate the impact of the education and outreach program on Program awareness are the number of visits to the Website and Call Center, and media-based metrics. During Campaign 1, MED-Project measured 10,066,536 impressions from the social media campaign and 4,868,694 impressions from the digital display media campaign representing a reach of 36% of the State's aged 18 and over population (8,947,351 Ultimate Users). Campaign 2, targeting Ultimate Users aged 18 and over, measured 7,009,090 impressions (97% of the targeted population). Campaign 3 resulted in 3,738,794 impressions, with a reach of 80% with the direct mail postcard that promoted mail-back services. Unique reach for OOH and DOOH placements is not measurable due to the nature of these media channels. MED-Project also featured messaging on a digital billboard in Woodland, CA that generated 280,000 impressions and participated in the Google Ad Grant that generated 33,760 impressions to Ultimate Users aged 18 and over.

The education and outreach program demonstrated a high level of success in raising awareness about medication disposal options in California, with 76% of the population having heard of at least one disposal method for unwanted medicine. This overall awareness metric serves as a key indicator of the Program's effectiveness in reaching the public. Notably, pharmacy Secure Collection Receptacles lead with 66% awareness. The high overall awareness of medication disposal options (76%) provided as part of MED-Project's Program also signals the Program's success in promoting safe medicine disposal.

The survey demonstrated that 34% of the population received information about medicine disposal programs from pharmacies, hospitals, and other healthcare providers. Additionally, 17% of the population preferred to receive information about medicine disposal programs from pharmacies, hospitals, and other healthcare providers.

Ultimate User awareness is also developed at Authorized Collection Sites or Mail-Back Distribution Locations, where personnel can direct them toward the Program or provide more information. There were 1,104 Authorized Collection Sites and 244 Mail-Back Distribution Locations. MED-Project conducted outreach over 22,900 times to Authorized Collectors via multiple methods, including email, phone calls, site inspections, and in-person visits.

Program Usage

The survey findings on the drug take-back program use demonstrate the effectiveness of the outreach and education program. The utilization rate of 23% of pharmacy Secure Collection Receptacles indicates that a significant portion of Californians have actively used a medication disposal option, demonstrating engagement with the program. The intention to dispose of medication at Authorized Collection Sites in the future (74%) provides an indication of future potential use.

High awareness (76%) indicates a positive response to the outreach and education program, as individuals are knowledgeable about available take-back program options provided by the Program. Ultimate User awareness, Program usage, and accessibility are measures that can reflect the implementation of the Program. The connection between Ultimate User awareness and Program usage suggests that efforts to increase awareness may impact usage rates.

As a measure of engagement with the Website, MED-Project is using the number of visits to the Website, because this is a measure of a resident's potential to participate in the Program. MED-Project also evaluated the number of Website page views for the Find a Location and Mail-Back Services pages of the Website as a measure of Program usage, since this also indicates a potential to participate in the Program. MED-Project had 19,015 total visits to the Website, including 4,102 visits to the Find a Location Page and 8,023 visits to the Mail-Back Services page.

As a measure of engagement with the Call Center, MED-Project is using the number of calls to the Call Center because this is a measure of a resident's potential to participate in the Program. Program participation metrics, such as engagement with Website and Call Center, are data points that can reflect the potential usage of the Program. MED-Project received 1,264 calls to the Call Center. Additionally, the Call Center received 224 calls where the caller did not specify whether they were inquiring specifically about the Program.

The amount of Covered Drugs collected and disposed of in the State is one of the direct measures of usage of the Program by Ultimate Users. The Annual Report also discusses the collection and disposal of Covered Drugs during the Reporting Period in Section III: Collection System. Another factor in Program usage is that when Ultimate Users visit an Authorized Collection Site or Mail-Back Distribution Location, they have the opportunity to interact with sites that can provide Ultimate Users with information about the Program. There were 1,104 Authorized Collection Sites and 244 Mail-Back Distribution Locations, which represents the scale of access and potential usage of the Program.

Accessibility

The metrics of accessibility in the California State Medicine Disposal Program can be defined based on the survey findings that indicate positive perceptions of accessibility, safety, and convenience. Key metrics include the agreement percentages for easy disposal (63%), safe handling (55%), convenience (58%), and availability and accessibility to everyone (53%). These metrics reflect the perceived ease of use, safety, and convenience associated with the drug take back programs. High agreement percentages for easy disposal, safe handling, convenience, availability and accessibility are relevant as they indicate positive public sentiment.

Consistent with section 7295 of the Government Code, the Website is available to all local demographics through a third-party translation tool. The Website is also evaluated for conformance to WCAG 2.1 Level A & AA and updated as required to provide accessibility to disabled individuals in compliance with section 7405 of the Government Code and the Web Content Accessibility Guidelines 2.0.

MED-Project also made all printable materials and signage available in formats that were compatible with the above accessibility standards. These materials were available to be provided as hard copies in both English and Spanish. All printable materials also contained a universally recognized icon that directs Ultimate Users to the Website where they could view or print the translated documents in over 100 languages, consistent with the California Secretary of State's voting materials language requirements.

MED-Project operated the Call Center as an option to assist Ultimate Users with locating Authorized Collection Sites and Mail-Back Distribution Locations, requesting Mail-Back Packages, and requesting additional information about the Program. The Call

Center is available in both English and Spanish with human representatives available to provide information about Program services. Translators are also available to provide language options suited to local demographics. The 711 teletype service is available for hearing- and speech-impaired individuals. Furthermore, all MED-Project submissions to CalRecycle during the Reporting Period, that were approved by CalRecycle, conformed with the WCAG 2.1 Level A & AA accessibility standards so that these documents could be posted to the CalRecycle website.

The Program is also generally accessible to Ultimate Users. As a measure of the number of participating locations, MED-Project is using a combination of the number Authorized Collection Sites, Mail-Back Distribution Locations, and sites that received printable materials during the Reporting Period. There were 1,104 Authorized Collection Sites and 244 Mail-Back Distribution Locations during the Reporting Period. MED-Project distributed 11,700 brochures and 150 posters to selected locations. In-store outreach metrics, such as the number of participating locations and distribution of printable materials and signage, can provide information on program accessibility for Ultimate Users.

IX. Participating Covered Entities and Their Covered Products

Code Section 42033.2(b)(1): *“A list of covered entities participating in the stewardship organization.”*

Code Section 42033.2(b)(2): *“The updated and reverified list provided pursuant to paragraph (2) of subdivision (a) of Section 42031 of covered products that each covered entity subject to the stewardship plan sells or offers for sale.”*

Regulation Section 18973.4(j): *“Covered Entities, Covered Products, and Authorized Collectors. List of the following:*

(1) Participating covered entities covered by the stewardship plan and their contact information including, but not limited to, the following:

- (a) Name of covered entity*
- (b) Mailing and physical address*
- (c) Contact name and title*
- (d) Email address*

(2) A copy of the list of covered products submitted to the Board of Pharmacy pursuant to subsection (2) of subdivision (a) of section 42031 of the Public Resources Code.

(3) Authorized collectors and their contact information including, but not limited to:

- (a) Name of authorized collector*
- (b) Mailing and physical address*
- (c) Contact name and title*
- (d) Email address”*

The list of Covered Products sold or offered for sale by each participating Covered Entity is provided in an accessible spreadsheet attached to this Annual Report. This list was previously submitted to the State Board on January 14, 2025. See Attachment J: List of Covered Products.

The list of Covered Entities participating in the Program is provided in an accessible spreadsheet attached to this Annual Report. See Attachment K: List of Covered Entities.

A list of Authorized Collectors that were participating in the Program is provided in an accessible spreadsheet attached to this Annual Report. See Attachment F: Participating Authorized Collectors.

X. Selection of Service Providers

Regulation Section 18973.4(k): “Description and evaluation of the process for selecting service providers, if applicable.”

MED-Project maintained and followed policies and procedures for selecting service providers. Under these policies and procedures, MED-Project determined when to use a competitive bidding process, including issuing requests for proposals, to select service providers based on several risk factors, including:

- Annual contract value.
- Service provider field and competitive landscape.
- Existing cost and quality of service.
- Risk to fulfilling legal responsibilities.

MED-Project follows a process that includes sending a request for proposals to a qualified service provider field and reviewing the proposals in a manner designed to meet antitrust and competitive bidding process guidelines. MED-Project periodically reviews service provider agreements to determine if a competitive bidding cycle should be implemented to achieve competitive cost and quality in maintaining services. MED-Project followed these procedures for selecting service providers.

XI. Incentives Provided

Regulation Section 18973.4(l): “Description of any grants, loans, sponsorships, reimbursements, or other incentives provided, as applicable.”

MED-Project provided no grants, loans, sponsorships, reimbursements, or other incentives.

XII. Staffing Changes

Regulation Section 18973.4(m): *“Description of changes in staffing of the stewardship program.”*

MED-Project identifies two points of contact in the Approved Plan. There were no changes to the primary contact person. Please see Section II: Program Contact Information for more information.

XIII. Annual Program Expenses

Regulation Section 18973.4(n): *“A list of all actual expenses incurred during the previous reporting period. Expenses shall be summarized in accordance with the budget categories specified in section 18973.6(b).”*

The following are the actual expenses incurred during the Reporting Period:

- Capital costs: [REDACTED]
- Costs of collection, transportation, and disposal of covered products: \$4,507,107
- Administrative costs: \$2,068,048
- Education and outreach costs: \$1,262,446
- Costs related to grants, loans, sponsorships, or other incentives as part of program implementation: \$0
- Departmental administrative fee costs: \$823,170

MED-Project estimated the Department administrative fee to accrue based on Generally Accepted Accounting Principles.

XIV. Coordination

Regulation Section 18973.4(o): *“Coordination Efforts. Description of how the program operator coordinated with other program operators to avoid confusion to the public and all program participants in the event that multiple stewardship programs for covered drugs are in operation concurrently or new stewardship programs begin operating.”*

MED-Project met Approved Plan obligations to coordinate under Regulation 18973.2(k) by continuing to include the common mark on Program materials. MED-Project continued to operate a neutrally branded, unique Stewardship Program website and a neutrally branded toll-free telephone number to distribute calls to all approved Program Operators. The coordinated website provided a list of Authorized Collection Sites and mail-back distribution locations for both approved Program Operators, including a ZIP code-based map locator provided on a publicly available, third-party platform to help

Ultimate Users find the nearest disposal locations, with associated physical addresses, contact telephone numbers, and days and hours of operation. The coordinated website experienced temporary, isolated technical issues, which MED-Project worked with its vendor to resolve.

MED-Project received feedback from CalRecycle about the neutrally branded toll-free telephone number on October 31, 2025, and December 18, 2025. As communicated to CalRecycle on November 13, 2025, and December 18, 2025, MED-Project implemented additional measures to monitor call center status. MED-Project conducted IVR system testing with a third-party vendor in December 2025. The vendor actively monitors the performance of the neutrally branded toll-free telephone number, and MED-Project staff conduct monthly testing to verify proper operation. The issues and corresponding resolutions were communicated to the other approved Program Operator.

XV. Plan Compliance

Code Section 42033.2(b)(8): “How the program operator complied with all elements in its stewardship plan.”

Regulation Section 18973.4(p): “State Agency Determinations pursuant to section 42032.2(a)(1)(C) of the Public Resources Code. Submit all agency determination(s) of compliance, noncompliance, and superseding determinations of compliance, if any, for the reporting period.”

MED-Project complied with all elements in the Approved Plan described in this Annual Report. There were no state agency determinations for the Approved Plan pursuant to PRC section 42032.2(a)(1)(C) during the Reporting Period.

Appendix A

Plan Exception Report

This section describes reporting as required by PRC § 42033.2(b)(6).

Event 1: Covered Drug Collection and/or Transportation

Description:

There were two events involving a deviation from the process of collecting or transporting Covered Drugs. In the first event an Authorized Collection Site employee reported receiving Covered Drugs from Residents and placing the Covered Drugs in the Secure Collection Receptacle on their behalf. MED-Project provided guidance to the site that only Ultimate Users may deposit controlled substances in a Secure Collection Receptacle per 21 CFR 1317.75(c) and advised the Authorized Collection Site staff to stop collecting materials on behalf of Ultimate Users.

In the second event, the reverse distributor Vendor reported receiving a box which was not issued to the Authorized Collection Site by the Vendor. A shipping label from the Vendor issued box and liner appeared to have been removed and affixed to the new box during transit. The Vendor reported destroying the box according to normal protocols.

Event 2: DEA Registration

Description:

There was one event involving an Authorized Collection Site's U.S. Drug Enforcement Administration registration. MED-Project identified that the site's DEA registration did not include collector status. MED-Project contacted the Authorized Collection Site and provided instructions for updating the registration. The registration was confirmed to be updated.

Event 3: Authorized Collection Site Storage

Description:

There was one event involving a Covered Drugs box and liner stored onsite pending Carrier pick-up for longer than the State Board of Pharmacy requirement. MED-Project reminded the Authorized Collection Site to notify the MED-Project Help Desk for assistance with pick-up as needed.

Appendix B

Safety and Security Report

This section describes reporting as required by PRC § 42033.2(b)(7).

Event 1:

Description:

MED-Project was notified by its reverse distributor vendor of five apparent shipping discrepancies for Covered Drugs boxes and liners which were declared by the Carrier to be lost in transit. This amounts to approximately 0.033% of shipped boxes and liners in the State. MED-Project understands that there have been rare exceptions in which the Carrier cannot deliver a package to its destination or return the package to the shipper for reasons including, but not limited to, the loss of shipping information, such as a damaged shipping label. The Vendor has reported that the Carrier has policies and procedures for managing such packages, including destruction at a permitted medical waste incinerator.

Corrective Actions Taken:

For each shipping discrepancy, MED-Project requested the Vendor provide a detailed report of its investigation and findings including any information on the whereabouts of the box and liner. In addition, MED-Project requested the following from the Vendor: (1) any other outcomes from investigations into the apparent box and liner shipping discrepancy; (2) any reports Vendor makes regarding this apparent discrepancy to law enforcement or government agencies; (3) a description of any law enforcement or government agency involvement with this apparent discrepancy; (4) an explanation of any legal proceedings involving this apparent discrepancy; and (5) any changes in policy or procedure that Vendor has or is planning to make as a result of the apparent discrepancy. The Vendor reported no further information or changes in policy or procedures regarding the shipping discrepancies. MED-Project continues to monitor Carrier shipping discrepancies with the Vendor to determine if loss rates are within expected shipping industry norms.

Event 2:

Description:

An Authorized Collection Site employee reported being stuck by a needle while changing a Secure Collection Receptacle box and liner.

Corrective Actions Taken:

The Authorized Collection Site employee sought medical treatment. In addition, MED-Project reviewed proper overpack procedures with the Authorized Collection Site point of contact, including a reminder that the Authorized Collection Site should contact MED-Project's Help Desk in the event that sharps are observed in a Secure Collection Receptacle. In addition, MED-Project reminded the Authorized Collection Site of the proper procedures to avoid contact with deposited materials when preparing box and liners for shipment.

Appendix C

Electronic Examples of Promotional Marketing Materials

What items can I dispose of at a kiosk?

UNWANTED MEDICINE DISPOSAL



ACCEPTED:
Medication in any dosage form, except for those identified as Not Accepted below, in their original container or sealed bag.

If transferring medicine to a sealed bag, please be sure to recycle remaining packaging.

Please separate and remove any items and medication that are not accepted before disposing.



NOT ACCEPTED:
Herbal remedies, vitamins, supplements, cosmetics, other personal care products, medical devices, batteries, mercury-containing thermometers, sharps, illicit or illegal drugs, pet pesticide products, animal medicines, biologics (such as insulin).

For more information about the MED-Project Program, visit www.med-project.org or call 1-844-MED-PROJECT 1-844-633-7765 (TTY: 711)



ENGLISH USA.BR.01.111201.SCA.01.01.17.01.00

SAFELY DISPOSE OF EXPIRED OR UNWANTED MEDICINE



MEDICINE USAGE



SAFE STORAGE INFORMATION



CONVENIENT LOCATIONS



MAIL SERVICES FOR DISPOSAL



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Medication Education & Disposal
www.med-project.org



Figure 2: Example of Reporting Period Brochure (English-Front) December 2025

WHAT SHOULD YOU DO WITH YOUR EXPIRED OR UNWANTED MEDICINE?

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

Medicine helps treat diseases, manages chronic conditions, and improves health and well-being for millions of Americans. It is important that patients take their medicine as prescribed by their health care provider, and as indicated on the label or packaging. It is also important to be sure to store medicine securely to prevent accidental ingestion or misuse by others, especially children.

If you have expired or unwanted medicine, proper disposal is easy.



To protect your privacy, patients are reminded to remove all personally identifiable information on medication labels or packaging before disposing of unwanted medicine.

DISPOSAL OF HOUSEHOLD MEDICINE

1 MEDICINE USAGE

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



2 SAFE STORAGE INFORMATION

Follow storage instructions as provided on medicine labels and on the information accompanying medicine. Keep medicine in a secure location safely away from people or pets that might come in contact with it. Do not place medicine in the trash or recycling, and never flush down the toilet.



3 CONVENIENT LOCATIONS

To find kiosk sites in your area, visit the Convenient Locations section of www.med-project.org.



4 MAIL SERVICES FOR DISPOSAL

For more information about mail disposal options, visit the Mail Services for Disposal section of www.med-project.org.



Figure 3: Example of Reporting Period Brochure (English-Back) December 2025

¿Qué elementos puedo eliminar en un kiosco?

ELIMINACIÓN DE MEDICAMENTOS NO DESEADOS



ACEPTADO:

Los medicamentos en cualquier forma de dosificación, excepto aquellos identificados a continuación como No aceptados, en su envase original o bolsa sellada.

En caso de transferir medicamentos a una bolsa sellada, asegúrese de reciclar el envase restante.

Separe y elimine todos los artículos y medicamentos que no se acepten antes de desecharlos.



NO ACEPTADO:

Remedios a base de hierbas, vitaminas, suplementos, productos cosméticos, otros productos para el cuidado personal, dispositivos médicos, pilas, termómetros de mercurio, objetos punzantes, drogas ilícitas o ilegales, productos pesticidas para mascotas, medicamentos para animales y productos biológicos (como la insulina).

Si desea obtener más información acerca del programa MED-Project, visite www.med-project.org o llame al 1-844-MED-PROJECT 1-844-633-7765 (TTY: 711)



SPANISH

USA.BR.01.111201.SCA.02.01.17.01.00

ELIMINACIÓN SEGURA DE MEDICAMENTOS CADUCADOS O NO DESEADOS



USO DE MEDICAMENTOS



INFORMACIÓN DE ALMACENAMIENTO SEGURO



CENTROS DE PROXIMIDAD



SERVICIOS DE CORREO PARA ELIMINACIÓN



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Figure 4: Example of Reporting Period Brochure (Spanish-Front) December 2025

¿QUÉ SE DEBE HACER CON LOS MEDICAMENTOS CADUCADOS O NO DESEADOS?

Existen varias maneras de desechar los medicamentos caducados o no deseados.

Los medicamentos ayudan a tratar enfermedades, controlar afecciones crónicas y mejorar la salud y el bienestar de millones de estadounidenses. Es importante que los pacientes tomen sus medicamentos según lo prescrito por su proveedor de atención médica y según lo indicado en la etiqueta o el envase. También es importante asegurarse de almacenar los medicamentos de manera segura para evitar la ingestión accidental o el uso indebido por parte de otras personas, especialmente por parte de los niños.

Si tiene medicamentos caducados o no deseados, es fácil desecharlos de manera correcta.



Para proteger su privacidad, se les recuerda a los pacientes que eliminen toda la información de identificación personal de las etiquetas o los envases de los medicamentos antes de desechar los medicamentos no deseados.

ELIMINACIÓN DE MEDICAMENTOS DOMÉSTICOS

1 USO DE MEDICAMENTOS

Si hay instrucciones específicas para la eliminación en la etiqueta, el paquete o el prospecto, siga esas instrucciones.



2 INFORMACIÓN DE ALMACENAMIENTO SEGURO

Siga las instrucciones de almacenamiento provistas en las etiquetas de los medicamentos y en la información que los acompaña. Mantenga los medicamentos en un lugar protegido, alejados del alcance de las personas o las mascotas. No coloque los medicamentos en la basura ni el reciclaje y nunca los tire al inodoro.



3 CENTROS DE PROXIMIDAD

Para encontrar las ubicaciones de los kioscos en su área, consulte la sección Centros de proximidad en www.med-project.org.



4 SERVICIOS DE CORREO PARA ELIMINACIÓN

Si desea obtener más información sobre las opciones de eliminación por correo, visite la sección Servicios de correo para eliminación de www.med-project.org.



Figure 5: Example of Reporting Period Brochure (Spanish-Back) December 2025

Figure Description:

Figures showing the Brochure

Figure 2 (Front page, English); Figure 3 (Back page, English); Figure 4 (Front page, Spanish); Figure 5 (Back page, Spanish)

Description:

Front Page:

Safely Dispose of Expired or Unwanted Medicine

What items can I dispose of at a kiosk? Unwanted Medicine Disposal

Accepted:

Medication in any dosage form, except for those identified as Not Accepted below, in their original container or sealed bag.

If transferring medicine to a sealed bag, please be sure to recycle remaining packaging.

Please separate and remove any items and medication that are not accepted before disposing.

Not Accepted:

Herbal remedies, vitamins, supplements, cosmetics, other personal care products, medical devices, batteries, mercury-containing thermometers, sharps, illicit or illegal drugs, pet pesticide products, animal medicines, biologics (such as insulin).

For more information about the MED-Project Program, visit www.med-project.org or call 1-844-MED-PROJECT1-844-633-7765 (TTY: 711)

Back Page:

What should you do with your expired or Unwanted Medicine?

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

Medicine helps treat diseases, manages chronic conditions, and improves health and well-being for millions of Americans. It is important that patients take their medicine as prescribed by their health care provider, and as indicated on the label or packaging. It is also important to be sure to store medicine securely to prevent accidental ingestion or misuse by others, especially children.

If you have expired or unwanted medicine, proper disposal is easy.

To protect your privacy, patients are reminded to remove all personally identifiable information on medication labels or packaging before disposing of unwanted medicine.

Disposal Of Household Medicine

1. **Medicine Usage:** If there are specific instructions on the label, package or package insert, please follow those instructions.
2. **Safe Storage Information:** Follow storage instructions as provided on medicine labels and on the information accompanying medicine. Keep medicine in a secure location safely away from people or pets that might come in contact with it. Do not place medicine in the trash or recycling, and never flush down the toilet.
3. **Convenient Locations:** To find kiosk sites in your area, visit the Convenient Locations section of www.med-project.org.
4. **Mail Services For Disposal:** For more information about mail disposal options, visit the Mail Services for Disposal section of www.med-project.org.

MAIL-BACK PACKAGE IS FOR
MEDICINE



Please separate and remove any items and medication that are not accepted before disposing.

The following items are not accepted in Medicine Mail-Back Envelopes: herbal remedies, vitamins, supplements, cosmetics, other personal care products, medical devices, batteries, mercury-containing thermometers, sharps, illicit or illegal drugs, pet pesticide products, animal medicines, biologics (such as insulin), and inhalers.

If transferring medication to a sealed bag, please be sure to recycle remaining packaging.

To protect your privacy, patients are reminded to remove all personally identifiable information on medication labels or packaging before disposing of unwanted medicine.



Approved
Drug Take-Back
Program

DISPOSAL OF HOUSEHOLD MEDICINE:

- MEDICINE USAGE**
If there are specific instructions on the label, package or package insert, please follow those instructions.
- SAFE STORAGE INFORMATION**
Follow storage instructions as provided on medicine labels and on the information accompanying medicine. Keep medicine in a secure location safely away from people or pets that might come in contact with it. Do not place medicine in the trash or recycling, and never flush down the toilet.
- CONVENIENT LOCATIONS**
To find kiosk sites in your area, visit the Convenient Locations section of www.med-project.org.
- MAIL SERVICES FOR DISPOSAL**
For more information about mail disposal options, visit the Mail Services for Disposal section of www.med-project.org.

For more information about the MED-Project program, please visit www.med-project.org or call 1-844-MED-PROJECT 1-844-633-7765 (TTY: 711)




*Figure 6: Example of Reporting Period Standard Mail-Back Package Insert (English)
December 2025*

**EL PAQUETE DE DEVOLUCIÓN
POR CORREO SE UTILIZA PARA
MEDICAMENTO**



**SEpare y elimine todos los artículos
y medicamentos que no se acepten
antes de desecharlos.**

Los siguientes elementos no se aceptan en los sobres de devolución por correo de medicamentos: remedios a base de hierbas, vitaminas, suplementos, productos cosméticos, otros productos para el cuidado personal, dispositivos médicos, pilas, termómetros de mercurio, objetos punzantes, drogas ilegales o ilícitas, insecticidas para animales domésticos, medicinas para animales, productos biológicos (como la insulina) e inhaladores.

Si traslada los medicamentos a una bolsa sellada, asegúrese de reciclar el envase restante.

Para proteger su privacidad, se les recuerda a los pacientes que eliminen toda la información de identificación personal de las etiquetas o los envases de los medicamentos antes de desechar los medicamentos no deseados.

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Medication Education & Disposal



ELIMINACIÓN DE MEDICAMENTOS DOMÉSTICOS:

- 1 USO DE MEDICAMENTOS**

Si hay instrucciones específicas para la eliminación en la etiqueta, el paquete o el prospecto, siga esas instrucciones.
- 2 INFORMACIÓN DE ALMACENAMIENTO SEGURO**

Siga las instrucciones de almacenamiento provistas en las etiquetas de los medicamentos y en la información que los acompaña. Mantenga los medicamentos en un lugar protegido, alejados del alcance de las personas o las mascotas. No coloque los medicamentos en la basura ni el reciclaje y nunca los tire al inodoro.
- 3 CENTROS DE PROXIMIDAD**

Para encontrar las ubicaciones de los kioscos en su área, consulte la sección Centros de proximidad en www.med-project.org.
- 4 SERVICIOS DE CORREO PARA ELIMINACIÓN**

Si desea obtener más información sobre las opciones de eliminación de correo, visite la sección Servicios de correo para eliminación de www.med-project.org.

Si desea obtener más información acerca del programa MED-Project, visite www.med-project.org o llame al 1-844-MED-PROJECT 1-844-633-7765 (TTY: 711)




USA:IN.01.111301.SCA.51.01.05.01.00

*Figure 7: Example of Reporting Period Standard Mail-Back Package Insert (Spanish)
December 2025*

Figure Description:

Figures showing the Standard Mail-Back Package Insert

Figure 6 (English); Figure 7 (Spanish)

Description:

Mail-Back Package Is for Medicine

Please separate and remove any items and medication that are not accepted before disposing.

The following items are not accepted in Medicine Mail-Back Envelopes: herbal remedies, vitamins, supplements, cosmetics, other personal care products, medical devices, batteries, mercury-containing thermometers, sharps, illicit or illegal drugs, pet pesticide products, animal medicines, biologics (such as insulin), and inhalers.

If transferring medication to a sealed bag, please be sure to recycle remaining packaging.

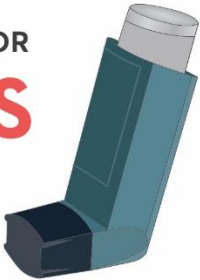
To protect your privacy, patients are reminded to remove all personally identifiable information on medication labels or packaging before disposing of unwanted medicine.

Disposal of Household Medicine:

1. **Medicine Usage:** If there are specific instructions on the label, package or package insert, please follow those instructions.
2. **Safe Storage Information:** Follow storage instructions as provided on medicine labels and on the information accompanying medicine. Keep medicine in a secure location safely away from people or pets that might come in contact with it. Do not place medicine in the trash or recycling, and never flush down the toilet.
3. **Convenient Locations:** To find kiosk sites in your area, visit the Convenient Locations section of www.med-project.org.
4. **Mail Services For Disposal:** For more information about mail disposal options, visit the Mail Services for Disposal section of www.med-project.org.

For more information about the MED-Project Program, visit www.med-project.org or call 1-844-MED-PROJECT/1-844-633-7765 (TTY: 711)

MAIL-BACK PACKAGE IS FOR
INHALERS



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Medication Education & Disposal



DISPOSAL OF HOUSEHOLD MEDICINE:

- MEDICINE USAGE**
If there are specific instructions on the label, package or package insert, please follow those instructions.
- SAFE STORAGE INFORMATION**
Follow storage instructions as provided on medicine labels and on the information accompanying medicine. Keep medicine in a secure location safely away from people or pets that might come in contact with it. Do not place medicine in the trash or recycling, and never flush down the toilet.
- CONVENIENT LOCATIONS**
To find kiosk sites in your area, visit the Convenient Locations section of www.med-project.org.
- MAIL SERVICES FOR DISPOSAL**
For more information about mail disposal options, visit the Mail Services for Disposal section of www.med-project.org.

Please separate and remove any items and medication that are not accepted before disposing.

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.

If transferring medication to a sealed bag, please be sure to recycle remaining packaging.

To protect your privacy, patients are reminded to remove all personally identifiable information on medication labels or packaging before disposing of unwanted medicine.

For more information about the MED-Project program, please visit www.med-project.org or call 1-844-MED-PROJECT 1-844-633-7765 (TTY: 711)



*Figure 8: Example of Reporting Period Inhaler Mail-Back Package Insert (English)
December 2025*

**EL PAQUETE DE DEVOLUCIÓN
POR CORREO SE UTILIZA PARA
INHALADORES**



MED-Project®
Medication Education & Disposal



ELIMINACIÓN DE MEDICAMENTOS DOMÉSTICOS:

- 1 USO DE MEDICAMENTOS**

Si hay instrucciones específicas para la eliminación en la etiqueta, el paquete o el prospecto, siga esas instrucciones.
- 2 INFORMACIÓN DE ALMACENAMIENTO SEGURO**

Siga las instrucciones de almacenamiento provistas en las etiquetas de los medicamentos y en la información que los acompaña. Mantenga los medicamentos en un lugar protegido, alejados del alcance de las personas o las mascotas. No coloque los medicamentos en la basura ni el reciclaje y nunca los tire al inodoro.
- 3 CENTROS DE PROXIMIDAD**

Para encontrar las ubicaciones de los kioscos en su área, consulte la sección Centros de proximidad en www.med-project.org.
- 4 SERVICIOS DE CORREO PARA ELIMINACIÓN**

Si desea obtener más información sobre las opciones de eliminación de correo, visite la sección Servicios de correo para eliminación de www.med-project.org.

Separe y elimine todos los artículos y medicamentos que no se acepten antes de desecharlos.

Solo coloque inhaladores en perfecto estado en los envases originales en el paquete de devolución de inhaladores por correo. Los paquetes de devolución por correo de inhaladores solo se pueden usar para inhaladores y no pueden aceptar otros tipos de artículos.

Si traslada los medicamentos a una bolsa sellada, asegúrese de reciclar el envase restante.

Para proteger su privacidad, se les recuerda a los pacientes que eliminen toda la información de identificación personal de las etiquetas o los envases de los medicamentos antes de desechar los medicamentos no deseados.

Si desea obtener más información acerca del programa MED-Project, visite www.med-project.org o llame al 1-844-MED-PROJECT 1-844-633-7765 (TTY: 711)



USA.IN 04.110201.SCA.51.01.05.01.00

*Figure 9: Example of Reporting Period Inhaler Mail-Back Package Insert (Spanish)
December 2025*

Figure Description:

Figures showing the Inhaler Mail-Back Package Insert: Figure 8 (English); Figure 9 (Spanish)

Description:

Mail-Back Package Is for Inhalers

Please separate and remove any items and medication that are not accepted before disposing.

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.

If transferring medication to a sealed bag, please be sure to recycle remaining packaging.

To protect your privacy, patients are reminded to remove all personally identifiable information on medication labels or packaging before disposing of unwanted medicine.

1. Medicine Usage: If there are specific instructions on the label, package or package insert, please follow those instructions.
2. Safe Storage Information: Follow storage instructions as provided on medicine labels and on the information accompanying medicine. Keep medicine in a secure location safely away from people or pets that might come in contact with it. Do not place medicine in the trash or recycling, and never flush down the toilet.
3. Convenient Locations: To find kiosk sites in your area, visit the Convenient Locations section of www.med-project.org.
4. Mail Services For Disposal: For more information about mail disposal options, visit the Mail Services for Disposal section of www.med-project.org.

For more information about the MED-Project Program, visit www.med-project.org or call 1-844-MED-PROJECT1-844-633-7765 (TTY: 711)

MAIL-BACK PACKAGE IS FOR INJECTORS



Please separate and remove any items and medication that are not accepted before disposing.

NOTE: Injector Mail-Back Packages can only be used for pre-filled injector products and cannot be used for inhalers, biologics (such as insulin), controlled substances (such as opioids) or other types of unwanted medicine or items.



Medication Education & Disposal



DISPOSAL OF HOUSEHOLD MEDICINE:

- MEDICINE USAGE**

If there are specific instructions on the label, package or package insert, please follow those instructions.
- SAFE STORAGE INFORMATION**

Follow storage instructions as provided on medicine labels and on the information accompanying medicine. Keep medicine in a secure location safely away from people or pets that might come in contact with it. Do not place medicine in the trash or recycling, and never flush down the toilet.
- MAIL SERVICES FOR DISPOSAL**

For more information about mail disposal options, visit the Mail Services for Disposal section of www.med-project.org.

For more information about the MED-Project program, please visit www.med-project.org or call 1-844-MED-PROJECT 1-844-633-7765 (TTY: 711)



Figure 10: Example of Reporting Period Injector Mail-Back Package Insert (English)
December 2025

EL PAQUETE DE DEVOLUCIÓN POR CORREO SE UTILIZA PARA INYECTORES



SEpare y elimine todos los artículos y medicamentos que no se acepten antes de desecharlos.

NOTA: los paquetes de devolución por correo de inyectores únicamente pueden utilizarse para los productos inyectores precargados y no para inhaladores, productos biológicos (como la insulina), sustancias controladas (como los opioides) u otro tipo de medicamentos o elementos no deseados.



Medication Education & Disposal



ELIMINACIÓN DE MEDICAMENTOS DOMÉSTICOS:

- USO DE MEDICAMENTOS**
 Si hay instrucciones específicas para la eliminación en la etiqueta, el paquete o el prospecto, siga esas instrucciones.
- INFORMACIÓN DE ALMACENAMIENTO SEGURO**
 Siga las instrucciones de almacenamiento provistas en las etiquetas de los medicamentos y en la información que los acompaña. Mantenga los medicamentos en un lugar protegido, alejados del alcance de las personas o las mascotas. No coloque los medicamentos en la basura ni el reciclaje y nunca los tire al inodoro.
- SERVICIOS DE CORREO PARA ELIMINACIÓN**
 Si desea obtener más información sobre las opciones de eliminación de correo, visite la sección Servicios de correo para eliminación de www.med-project.org.

Si desea obtener más información acerca del programa MED-Project, visite www.med-project.org o llame al 1-844-MED-PROJECT 1-844-633-7765 (TTY: 711)



USA.IN.05.141401.SCA.51.01.05.01.00

Figure 11: Example of Reporting Period Injector Mail-Back Package Insert (Spanish)
December 2025

Figure Description:

Figures showing the Injector Mail-Back Package Insert: Figure 10 (English); Figure 11 (Spanish)

Description

Mail-Back Package Is for Injectors

Please separate and remove any items and medication that are not accepted before disposing.

Note: Injector Mail-Back Packages can only be used for pre-filled injector products and cannot be used for inhalers, biologics (such as insulin), controlled substances (such as opioids) or other types of unwanted medicine or items.

Disposal of Household Medicine

1. Medicine Usage: If there are specific instructions on the label, package or package insert, please follow those instructions.
2. Safe Storage Information: Follow storage instructions as provided on medicine labels and on the information accompanying medicine. Keep medicine in a secure location safely away from people or pets that might come in contact with it. Do not place medicine in the trash or recycling, and never flush down the toilet.
3. Mail Services For Disposal: For more information about mail disposal options, visit the Mail Services for Disposal section of www.med-project.org.

For more information about the MED-Project Program, visit www.med-project.org or call 1-844-MED-PROJECT1-844-633-7765 (TTY: 711)

SAFELY DISPOSE OF EXPIRED OR UNWANTED MEDICINE HERE



ELIMINACIÓN SEGURA DE MEDICAMENTOS CADUCADOS O NO DESEADOS AQUÍ

MED-Project Call Center: 1 (844) MED-PROJECT
1 (844) 633-7765 / (TTY: 711)
www.med-project.org



MED-Project[®]
Medication Education & Disposal



Figure 12: Example of Reporting Period Authorized Collection Site Poster
(English/Spanish) December 2025

Figure Description:

Figure showing the multilingual Authorized Collection Site poster: Figure 12

Description:

Safely Dispose of Expired or Unwanted Medicine Here

MED-Project Call Center 1(844) MED-PROJECT

1(844) 633 7765/ (TTY:711)

www.med-project.org

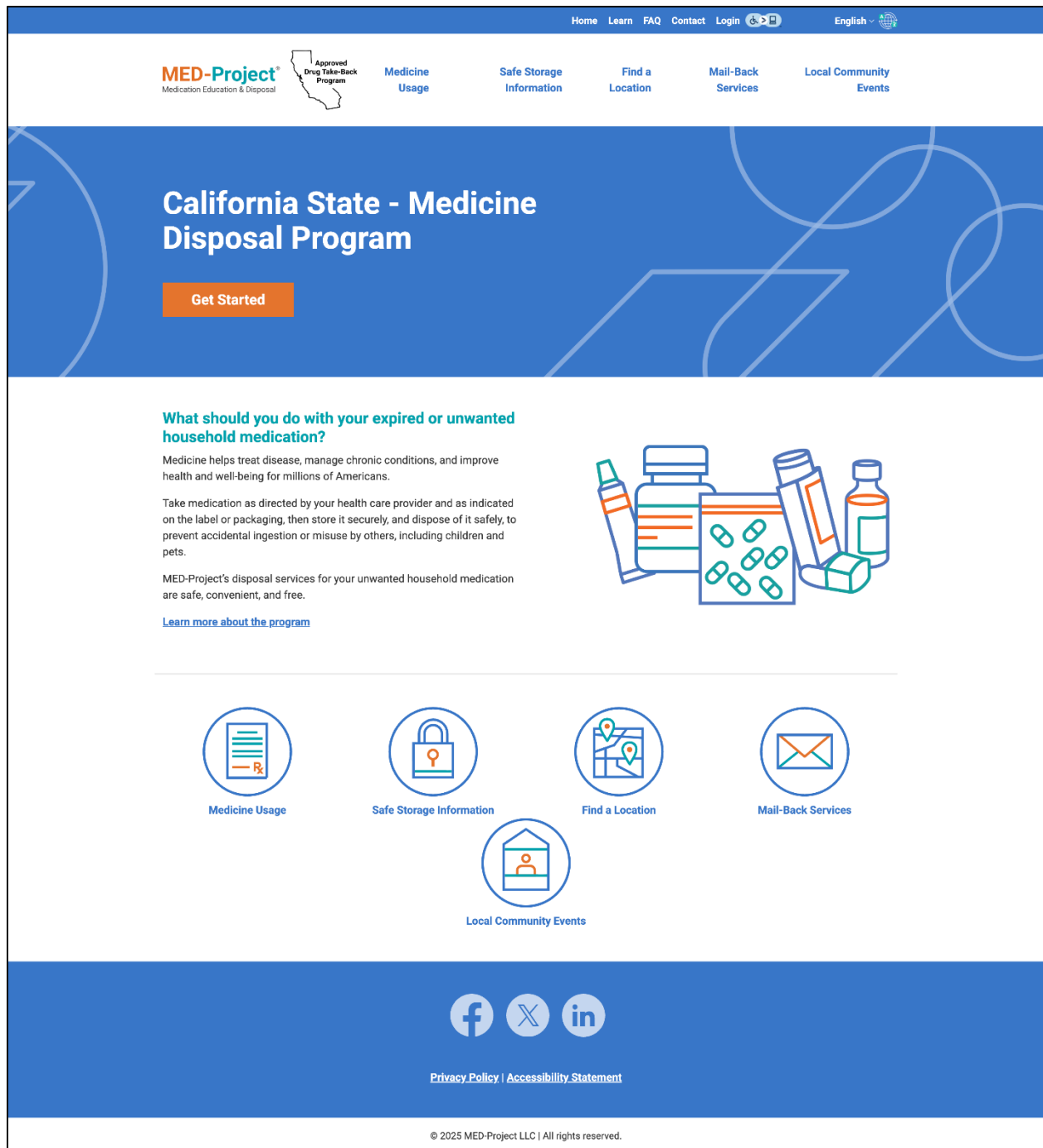


Figure 13: MED-Project Website Home Page (December 2025)

Figure Description:

Figure showing the California State MED-Project Website “Home” page: Figure 13

Description:

California State-Medicine Disposal Program

What should you do with your expired or unwanted medicine?

Medicine helps treat diseases, manage chronic conditions, and improve health and well-being for millions of Americans. It is important that patients take their medicine as prescribed by their health care provider. However, if you have expired or unwanted medicine, proper disposal is important and easy. Learn more about the Program.

Linked California State MED-Project Website pages (Many of these links are repeated on all Website pages):

- Home
- Learn
- FAQ
- Contact
- Medicine Usage
- Safe Storage Information
- Find a Location
- Mail-Back Services
- Privacy Policy
- Accessibility Statement

Links to social media platforms:

- Facebook
- X
- LinkedIn

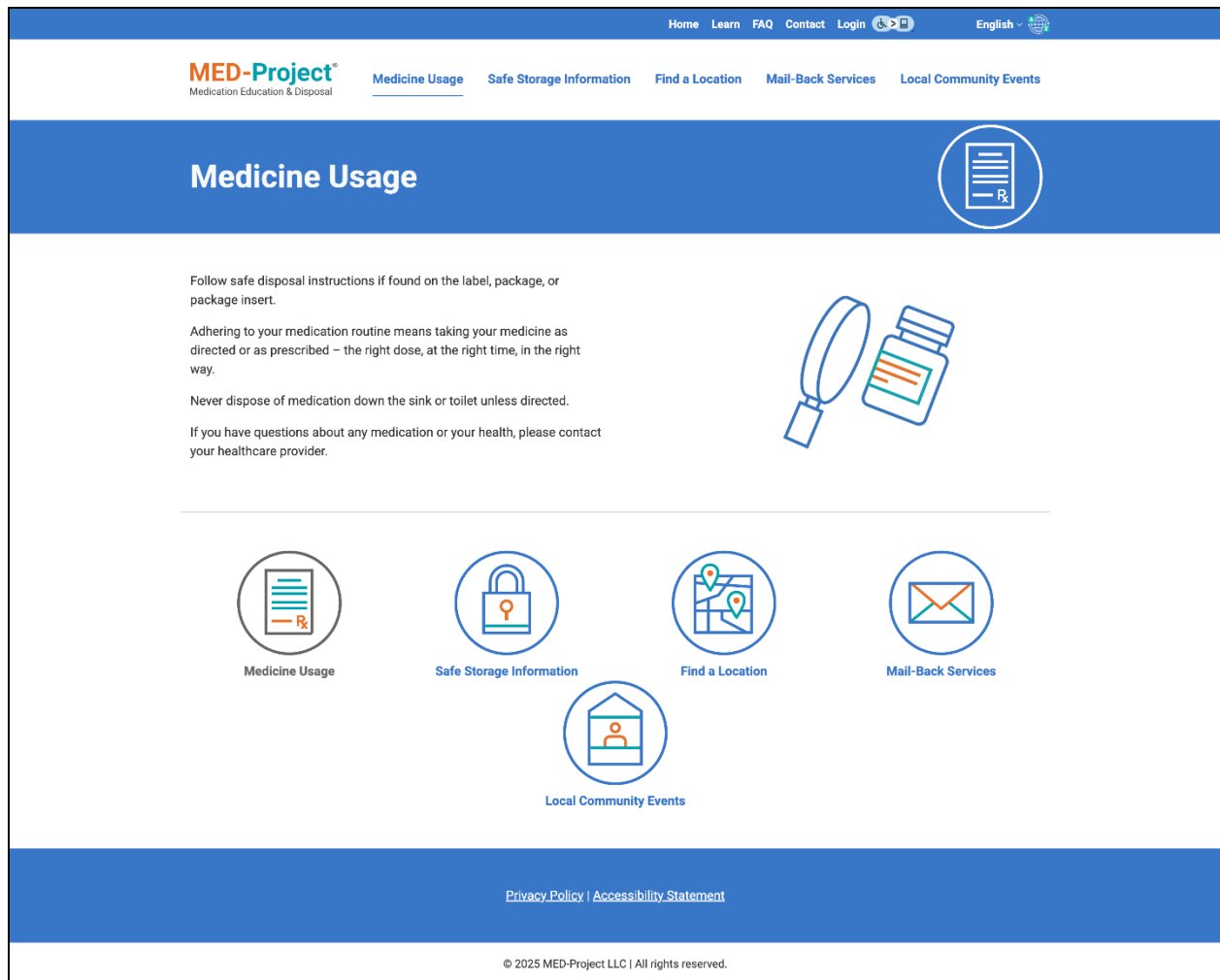


Figure 14: MED-Project Website Medicine Usage Page (December 2025)

Figure Description:

Figure showing the California State MED-Project “Medicine Usage” page: Figure 14

Description:

Medicine Usage

Follow safe disposal instructions if found of the label, package or package insert.

Adhering to your medication routine means taking your medicine as directed or as prescribed - the right dose, at the right time, in the right way.

Never dispose of medication down the sink or toilet unless directed.

If you have questions about any medication or your health, please contact your healthcare provider

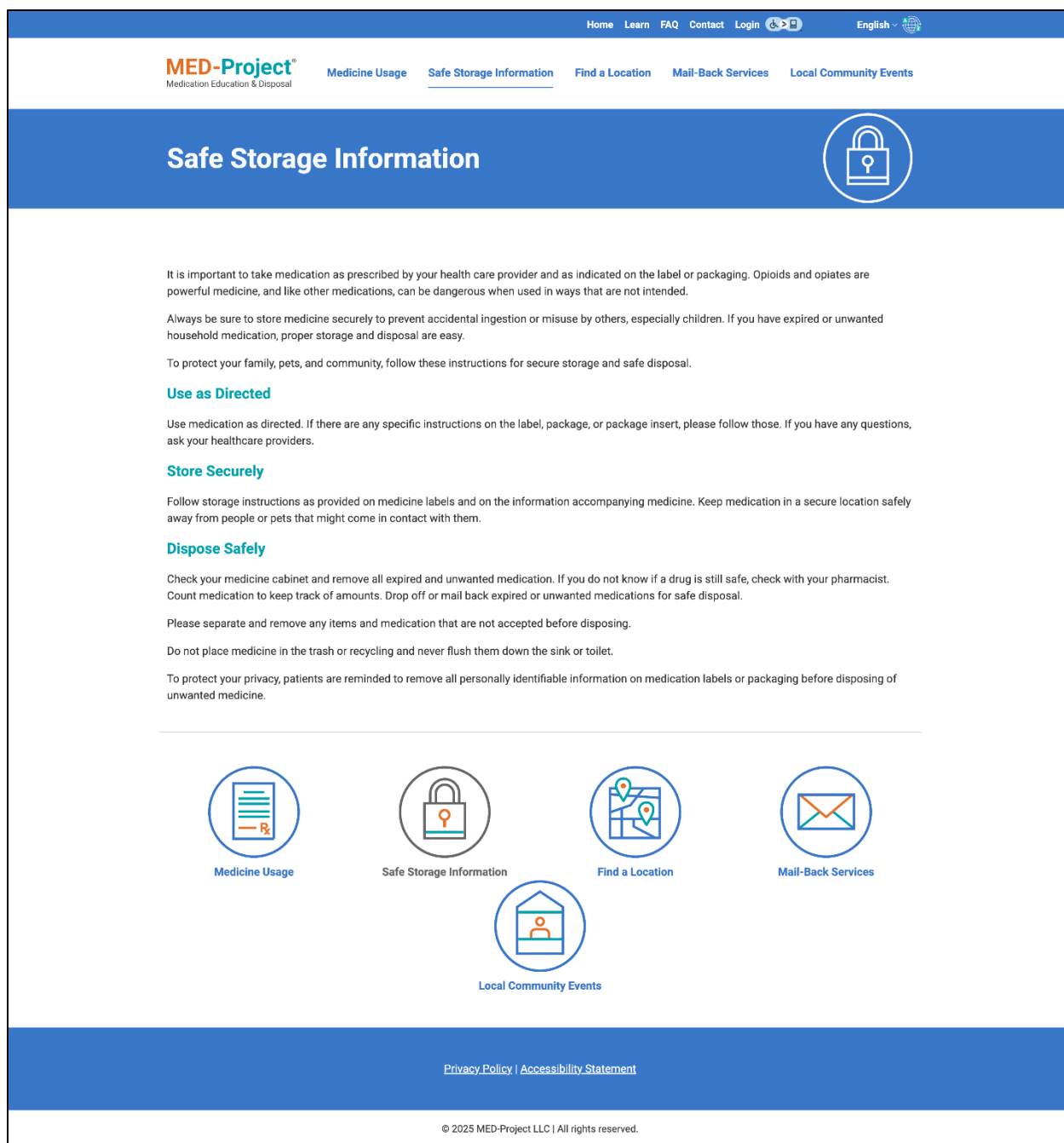


Figure 15: MED-Project Website Safe Storage Information Page (December 2025)

Figure Description:

Figure showing the California State MED-Project “Safe Storage Information” page:
Figure 15

Description:

Safe Storage Information

It is important to take medication as prescribed by your health care provider and as indicated on the label or packaging. Opioids and opiates are powerful medicine, and like other medications, can be dangerous when used in ways that are not intended.

Always be sure to store medicine securely to prevent accidental ingestion or misuse by others, especially children. If you have expired or unwanted household medication, proper storage and disposal are easy.

To protect your family, pets, and community, follow these instructions for secure storage and safe disposal.

Use as Directed

Use medication as directed. If there are any specific instructions on the label, package, or package insert, please follow those. If you have any questions, ask your healthcare providers.

Store Safely

Follow storage instructions as provided on medicine labels and on the information accompanying medicine. Keep medication in a secure location safely away from people or pets that might come in contact with them.

Dispose Safely

Check your medicine cabinet and remove all expired and unwanted medication. If you do not know if a drug is still safe, check with your pharmacist. Count medication to keep track of amounts. Drop off or mail back expired or unwanted medications for safe disposal.

Please separate and remove any items and medication that are not accepted before disposing.

Do not place medicine in the trash or recycling and never flush them down the sink or toilet.

To protect your privacy, patients are reminded to remove all personally identifiable information on medication labels or packaging before disposing of unwanted medicine.

[Home](#)
[Learn](#)
[FAQ](#)
[Contact](#)
[Login](#)
[English](#)

Medicine Usage
Safe Storage Information
Find a Location
Mail-Back Services
Local Community Events

Find A Location

Convenient Locations

What Can I Dispose Of?

Location Services

Convenient Locations

MED-Project provides safe, free, and convenient disposal options for household medications in your community. Find a location for services near you.

Your Coverage Area

Enter your zip code to find a convenient location near you.

Starting Point

IP

Zip Code

Radius

5 Miles

Search

Filter Results

Select All

☒ Medication Drop Box
☒ Medication Mail-Back Package Pick-Up Sites

Don't see your area?

The following areas have a separate program. If you are living in any of the following areas, consider visiting that portion of our website.

- Alameda County
- Santa Clara County
- City of Santa Cruz
- Unincorporated Santa Cruz County
- City of Capitola

- City of Scotts Valley
- City of Watsonville
- San Luis Obispo County
- San Francisco County
- Marin County

- San Mateo County
- Santa Barbara County
- Unincorporated Contra Costa County

If you live outside of the areas above, please continue below.

Location Information

Apollo Pharmacy

29645 Rancho California Rd,
Temecula, CA 92591

[Get Directions](#)
[Website](#)

(951) 506-4006

Services Provided

Medication Drop Box

Hours of Operation

Monday	9:00 AM - 5:00 PM
Tuesday	9:00 AM - 5:00 PM
Wednesday	9:00 AM - 5:00 PM
Thursday	9:00 AM - 5:00 PM
Friday	9:00 AM - 5:00 PM

Community A Walgreens Pharmacy 21231

1487 E. Chevy Chase Dr.
Glendale, CA 91206

[Get Directions](#)
[Website](#)

Services Provided

Medication Mail-Back Package Pick-Up Sites

Hours of Operation

Please contact location for hours of operation.

Load More Results

Medicine Usage

Safe Storage Information

Find a Location

Mail-Back Services

Local Community Events

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Figure 16: MED-Project Website Find A Location Page-Convenient Locations (December 2025)

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Figure Description:

Figure showing the California State MED-Project Website “Find A Location” page, “Convenient Locations” tab: Figure 16

Description:

Find a Location

Convenient Locations

Community kiosk drop-off sites allow residents to bring expired or unwanted medicine to convenient locations for proper disposal.

Your Coverage Area

Enter your zip code to find a convenient location near you (The user can input their ZIP code and the radius of their search to display a map of nearby Authorized Collectors).

Don't see your area?

The following areas have a separate program. If you are living in any of the following areas, consider visiting that portion of our website:

- Alameda County
- Santa Clara County
- City of Santa Cruz
- Unincorporated Santa Cruz County
- City of Capitola
- City of Scotts Valley
- City of Watsonville
- San Luis Obispo County
- San Francisco County
- Marin County
- San Mateo County
- Santa Barbara County
- Unincorporated Contra Costa County

If you live outside of the areas above, please continue below

Location Information (The user can browse nearby Authorized Collection Sites).

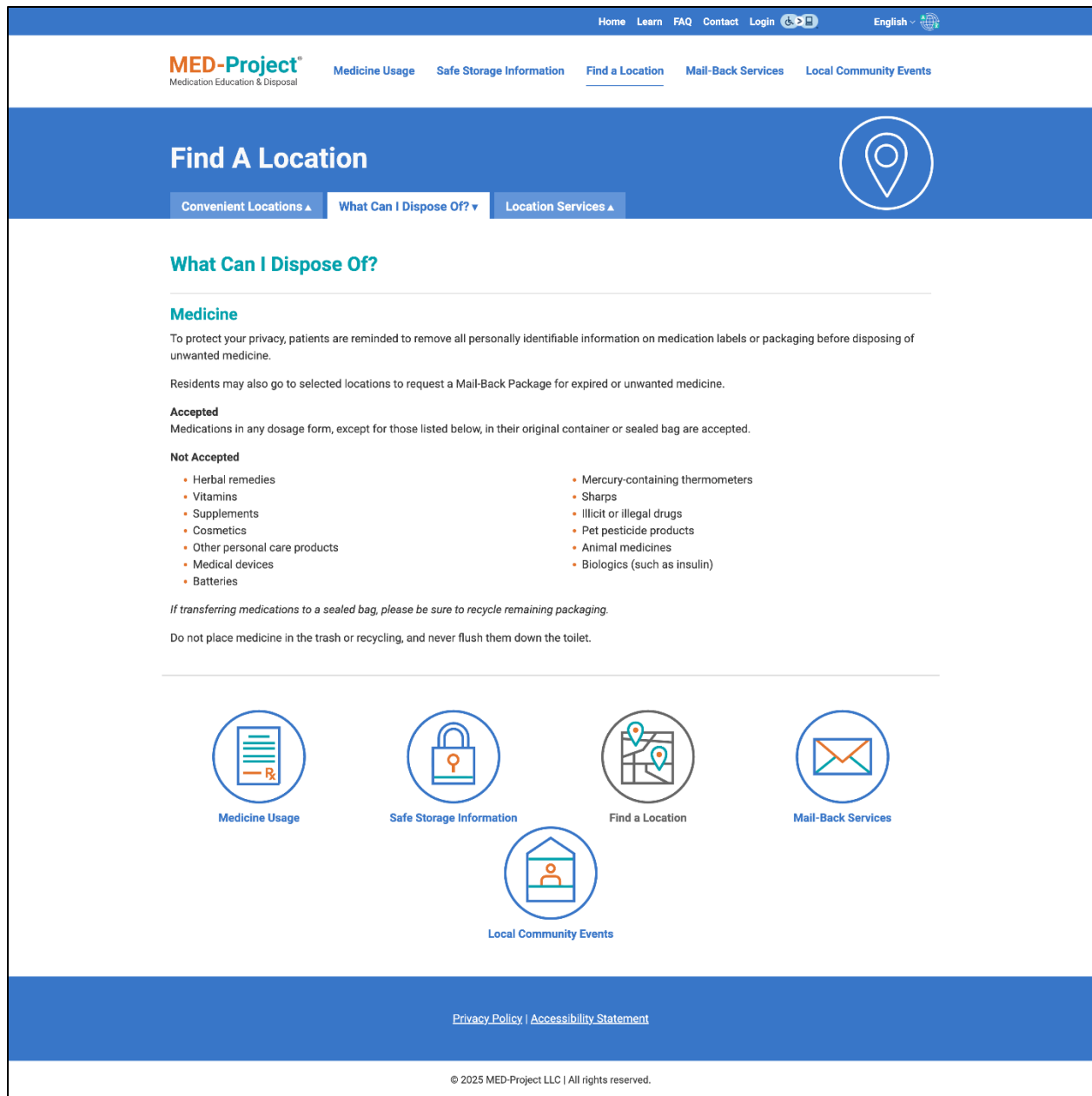


Figure 17: MED-Project Website Find A Location Page-What Can I Dispose Of (December 2025)

Figure Description:

Figure showing the California State MED-Project Website “Find A Location” page, “What Can I Dispose of?” tab: Figure 17

Description:

What Can I Dispose Of?

Medicine

To protect your privacy, patients are reminded to remove all personally identifiable information on medication labels or packaging before disposing of unwanted medicine.

Accepted: Medication in any dosage form, except for those listed below, in their original container or sealed bag are accepted.

Not Accepted:

- Herbal remedies
- Mercury-containing thermometers
- Vitamins
- Sharps
- Supplements
- Illicit or illegal drugs
- Cosmetics
- Pet pesticide products
- Other personal care products
- Animal medicines
- Medical devices
- Biologics (such as insulin)
- Batteries

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

Do not place medicine in the trash or recycling, and never flush them down the toilet.

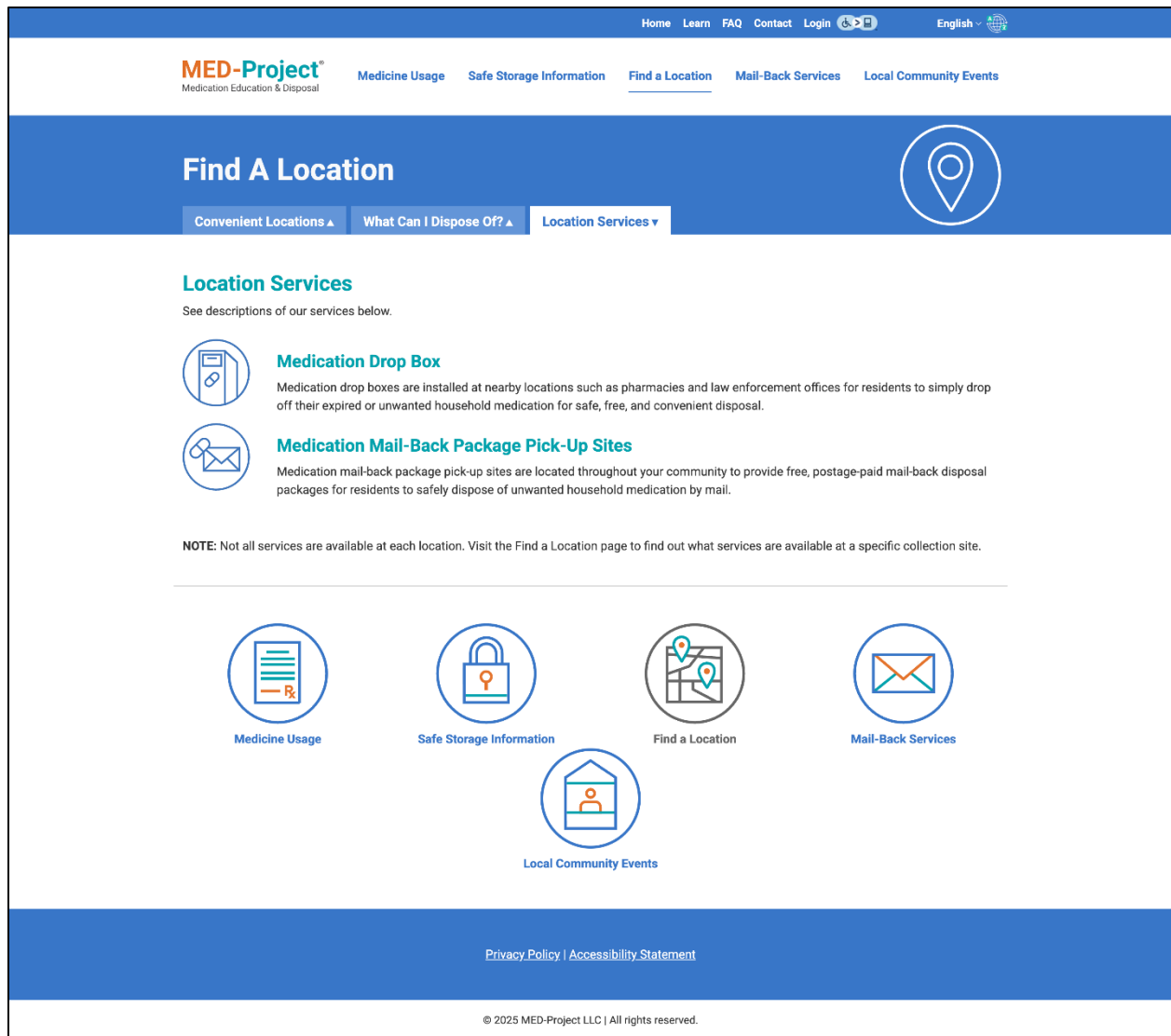


Figure 18: MED-Project Website Find A Location Page-Location Services (December 2025)

Figure Description:

Figure showing the California State MED-Project Website “Find A Location” page, “Location Services” tab: Figure 18

Description:

Find A Location

Location Services

See descriptions of our services below.

Medication Drop Box

Medication drop boxes are installed at nearby locations such as pharmacies and law enforcement offices for residents to simply drop-off their expired or unwanted household medication for safe, free, and convenient disposal.

Medicine Mail-Back Package Pick-Up Sites

Medication mail-back pick-up sites are located throughout your community to provide free, postage-paid mail-back disposal packages for residents to safely dispose of unwanted household medication by mail.

Note: not all services are available at each location. Visit the Find a Location page to find out what services are available at a specific collection site.

Figure Description:

Figure showing the California State MED-Project “Mail-Back Services” page: Figure 19

Description:

Mail-Back Services

MED-Project provides the following different types of Mail-Back Packages at no charge to residents.

Please complete the below form to request a pre-paid, pre-addressed mail-back package. Instructions for disposal will be provided with all mail-back services. Please submit separate forms for each type of mail-back package.

USPS General Delivery is available when a permanent address is not available. Just enter general delivery as a Street Address, and then enter the preferred City, State, and ZIP code.

To protect your privacy, patients are reminded to remove all personally identifiable information on medication labels or packaging before disposing of unwanted medicine.

Mail-Back Distribution Locations may also be available in your area.

Please be sure to separate the not accepted medicine from any accepted medicine before disposing. (Ultimate Users can enter their contact information in a web form to receive Mail-Back Services)

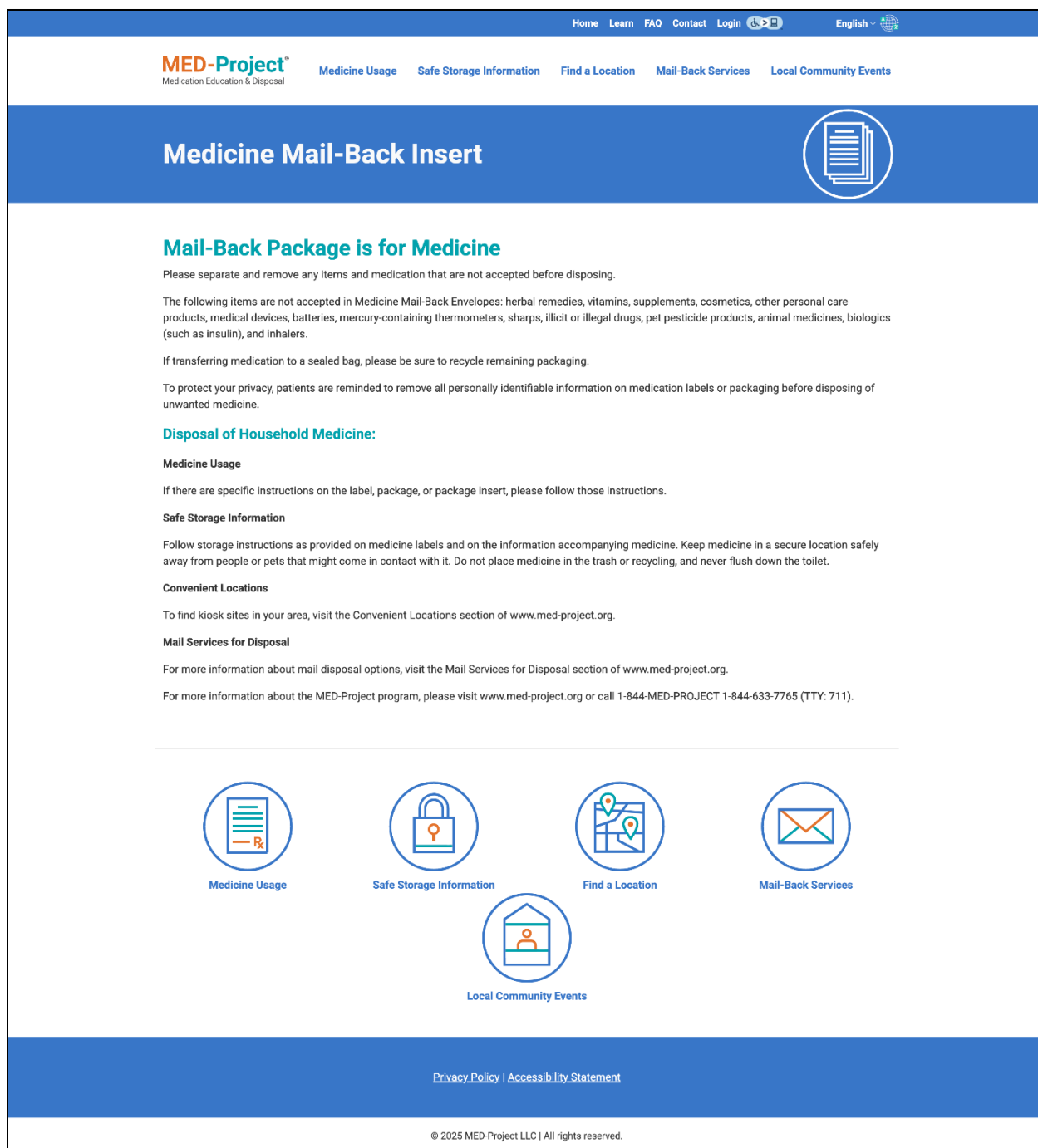


Figure 20: MED-Project Website Medication Mail-Back Insert Page (December 2025)

Figure Description:

Figure showing the California State MED-Project “Medicine Mail-Back Insert” page:
Figure 20

Description:

Mail-Back Package Is for Medicine

Please separate and remove any items and medication that are not accepted before disposing.

The following items are not accepted in Medicine Mail-Back Envelopes: herbal remedies, vitamins, supplements, cosmetics, other personal care products, medical devices, batteries, mercury-containing thermometers, sharps, illicit or illegal drugs, pet pesticide products, animal medicines, biologics (such as insulin), and inhalers.

If transferring medication to a sealed bag, please be sure to recycle remaining packaging.

To protect your privacy, patients are reminded to remove all personally identifiable information on medication labels or packaging before disposing of unwanted medicine.

Disposal of Household Medicine:

Medicine Usage: If there are specific instructions on the label, package or package insert, please follow those instructions.

Safe Storage Information: Follow storage instructions as provided on medicine labels and on the information accompanying medicine. Keep medicine in a secure location safely away from people or pets that might come in contact with it. Do not place medicine in the trash or recycling, and never flush down the toilet.

Convenient Locations: To find kiosk sites in your area, visit the Convenient Locations section of www.med-project.org.

Mail Services For Disposal: For more information about mail disposal options, visit the Mail Services for Disposal section of www.med-project.org.

For more information about the MED-Project Program, visit www.med-project.org or call 1-844-MED-PROJECT/1-844-633-7765 (TTY: 711)

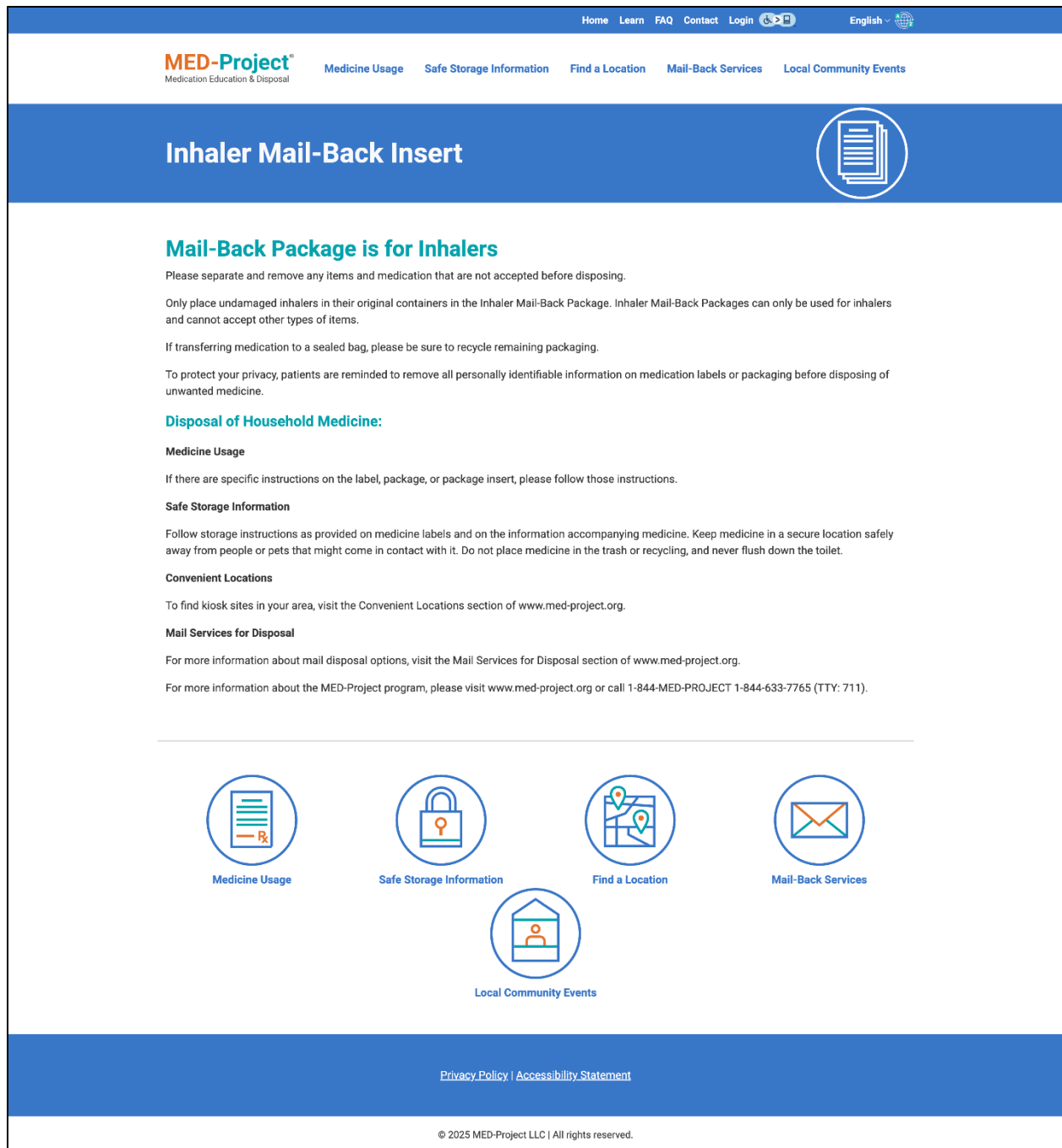


Figure 21: MED-Project Website Inhaler Mail-Back Insert Page (December 2025)

Figure Description:

Figure showing the California State MED-Project “Inhaler Mail-Back Insert” page: Figure 21

Description:

Mail-Back Package Is for Inhalers

Please separate and remove any items and medication that are not accepted before disposing.

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.

If transferring medication to a sealed bag, please be sure to recycle remaining packaging.

To protect your privacy, patients are reminded to remove all personally identifiable information on medication labels or packaging before disposing of unwanted medicine.

Medicine Usage: If there are specific instructions on the label, package or package insert, please follow those instructions.

Safe Storage Information: Follow storage instructions as provided on medicine labels and on the information accompanying medicine. Keep medicine in a secure location safely away from people or pets that might come in contact with it. Do not place medicine in the trash or recycling, and never flush down the toilet.

Convenient Locations: To find kiosk sites in your area, visit the Convenient Locations section of www.med-project.org.

Mail Services For Disposal: For more information about mail disposal options, visit the Mail Services for Disposal section of www.med-project.org.

For more information about the MED-Project Program, visit www.med-project.org or call 1-844-MED-PROJECT/1-844-633-7765 (TTY: 711)

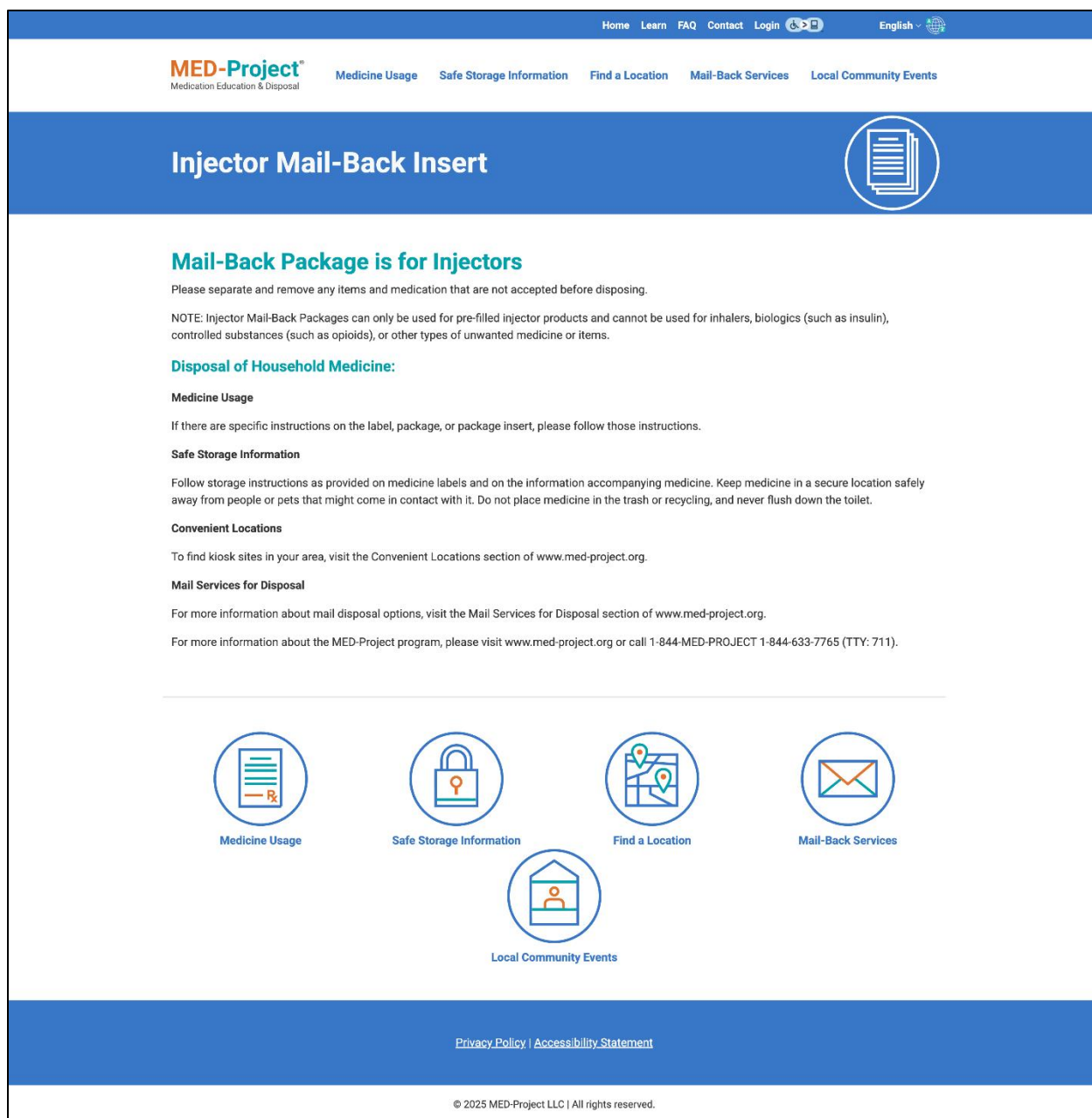


Figure 22: MED-Project Website Injector Mail-Back Insert Page (December 2025)

Figure Description:

Figure showing the California State MED-Project “Injector Mail-Back Insert” page:
Figure 22

Description:

Mail-Back Package Is for Injectors

Please separate and remove any items and medication that are not accepted before disposing.

Note: Injector Mail-Back Packages can only be used for pre-filled injector products and cannot be used for inhalers, biologics (such as insulin), controlled substances (such as opioids) or other types of unwanted medicine or items.

Disposal of Household Medicine

Medicine Usage: If there are specific instructions on the label, package or package insert, please follow those instructions.

Safe Storage Information: Follow storage instructions as provided on medicine labels and on the information accompanying medicine. Keep medicine in a secure location safely away from people or pets that might come in contact with it. Do not place medicine in the trash or recycling, and never flush down the toilet.

Mail Services For Disposal: For more information about mail disposal options, visit the Mail Services for Disposal section of www.med-project.org.

For more information about the MED-Project Program, visit www.med-project.org or call 1-844-MED-PROJECT1-844-633-7765 (TTY: 711)

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[Medicine Usage](#)
[Safe Storage Information](#)
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[Local Community Events](#)

Local Community Events



Local Community Events offer residents a chance to engage with MED-Project representatives and gain insight into the program. Residents are encouraged to ask questions and receive literature outlining how the MED-Project program operates in their area.

Calendar of Local Community Events

07-19-2025

City of Pomona HHW Collection Event

[Get Directions](#)
 2118 North White Avenue
 Pomona, CA 91768
 Start time: 9:00 AM
 End time: 3:00 PM
[Link to website](#)

06-07-2025

City of Glendora HHW Collection Event

[Get Directions](#)
 Citrus College Stadium Parking Lot Stadium Way & Barranca Ave
 Glendora, CA 91741
 Start time: 9:00 AM
 End time: 3:00 PM
[Link to website](#)

02-15-2025

City of Marina Del Rey HHW Collection Event

[Get Directions](#)
 Dock 52 Parking Lot Fiji Way
 Marina Del Rey, CA 90292
 Start time: 9:00 AM
 End time: 3:00 PM
[Link to website](#)



Medicine Usage



Safe Storage Information



Find a Location



Mail-Back Services



Local Community Events

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Figure 23: MED-Project Website Local Community Events Page (December 2025)

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Figure Description:

Figure showing the California State MED-Project “Local Community Event” page: Figure 23

Description:

Local Community Events

Local Community Events offer residents a chance to engage with MED-Project representatives and gain insight into the program. Residents are encouraged to ask questions and receive literature outlining how the MED-Project program operates in their area.

Calendar of Local Community Events (Examples of local community events)

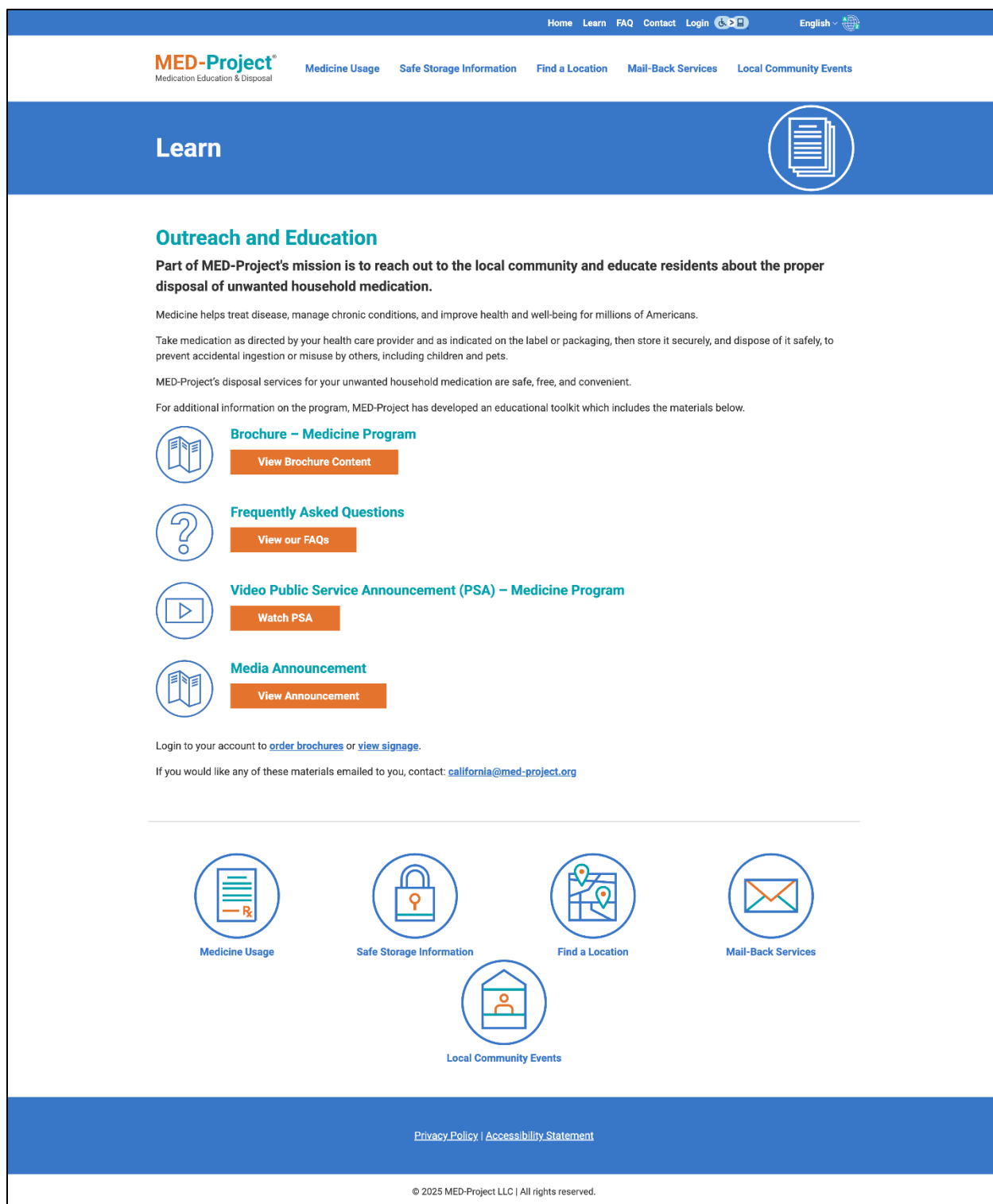


Figure 24: MED-Project Website Learn Page (December 2025)

Figure Description:

Figure showing the California State MED-Project “Learn” page: Figure 24

Description:

Outreach and Education

Part of MED-Project's mission is to reach out to the local community and educate residents about proper disposal of household unwanted medicine and sharps.

Medicine helps treat diseases, manage chronic conditions, and improve health and well-being for millions of Americans. It is important that patients take their medicine as prescribed by their health care provider and as indicated on the label or packaging. It is also important to be sure to store medicine securely to prevent accidental ingestion or misuse by others, especially children.

For more information on safe storage, visit [Safe Storage Information](#).

There are a number of ways to dispose of expired or unwanted medicine. To protect your privacy, patients are reminded to remove all personally identifiable information on medication labels or packaging before disposing of unwanted medicine.

Do not place medicine in the trash or recycling, and never flush them down the toilet.

For additional information on the program, MED-Project has developed an educational toolkit which includes the materials below.

Linked California State MED-Project Website Pages:

- [Brochure-Medicine Program](#)
- [Frequently Asked Questions](#)
- [Video Public Service Announcement \(PSA\)-Medicine Program](#)
- [Media Announcement](#)

[Login to your account to order brochures or view signage.](#)

If you would like any of these materials emailed to you, contact: california@med-project.org

[Home](#)
[Learn](#)
[FAQ](#)
[Contact](#)
[Login](#)

[English](#)

[Medicine Usage](#)
[Safe Storage Information](#)
[Find a Location](#)
[Mail-Back Services](#)
[Local Community Events](#)

Brochure

Outreach and Education

Part of MED-Project's mission is to reach out to the local community and educate residents about proper disposal of household unwanted medicine.

Safely Dispose of Expired or Unwanted Medicine

What items can I dispose of at a kiosk?

Unwanted Medicine Disposal

Accepted: Medication in any dosage form, except for those identified as Not Accepted below, in their original container or sealed bag.

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

Please separate and remove any items and medication that are not accepted before disposing.

Not Accepted: Herbal remedies, vitamins, supplements, cosmetics, other personal care products, medical devices, batteries, mercury-containing thermometers, sharps, illicit or illegal drugs, pet pesticide products, animal medicines, biologics (such as insulin).

What should you do with your expired or unwanted medicine?

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

Medicine helps treat diseases, manages chronic conditions, and improves health and well-being for millions of Americans. It is important that patients take their medicine as prescribed by their health care provider, and as indicated on the label or packaging. It is also important to be sure to store medicine securely to prevent accidental ingestion or misuse by others, especially children.

If you have expired or unwanted medicine, proper disposal is easy.

To protect your privacy, patients are reminded to remove all personally identifiable information on medication labels or packaging before disposing of unwanted medicine.

Disposal of Household Medicine

Medicine Usage

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

Safe Storage Information

Follow storage instructions as provided on medicine labels and on the information accompanying medicine. Keep medicine in a secure location safely away from people or pets that might come in contact with it. Do not place medicine in the trash or recycling, and never flush down the toilet.

Convenient Locations

To find kiosk sites in your area, visit the Convenient Locations section of [www.med-project.org](#).

Mail Services for Disposal

For more information about mail disposal options, visit the Mail Services for Disposal section of [www.med-project.org](#).

For more information about the MED-Project program, visit [www.med-project.org](#) or call 1 (844) MED-PROJECT or 1 (844) 633-7765 (TTY: 711).

Medicine Usage

Safe Storage Information

Find a Location

Mail-Back Services

Local Community Events

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Figure 25: MED-Project Website Brochure Page (December 2025)

Figure Description:

Figure showing the California State MED-Project “Brochure” page: Figure 25

Description:

Outreach and Education

Part of MED-Project's mission is to reach out to the local community and educate residents about proper disposal of household unwanted medicine.

Safely Dispose of Expired or Unwanted Medicine

What items can I dispose of at a kiosk?

Unwanted Medicine Disposal

Accepted: Medication in any dosage form, except for those identified as Not Accepted below, in their original container or sealed bag.

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

Please separate and remove any items and medication that are not accepted before disposing.

Not Accepted: Herbal remedies, vitamins, supplements, cosmetics, other personal care products, medical devices, batteries, mercury-containing thermometers, sharps, illicit or illegal drugs, pet pesticide products, animal medicines, biologics (such as insulin).

What should you do with your expired or unwanted medicine?

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

Medicine helps treat diseases, manages chronic conditions, and improves health and well-being for millions of Americans. It is important that patients take their medicine as prescribed by their health care provider, and as indicated on the label or packaging. It is also important to be sure to store medicine securely to prevent accidental ingestion or misuse by others, especially children.

If you have expired or unwanted medicine, proper disposal is easy.

To protect your privacy, patients are reminded to remove all personally identifiable information on medication labels or packaging before disposing of unwanted medicine.

Disposal of Household Medicine

Medicine Usage

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

Safe Storage Information

Follow storage instructions as provided on medicine labels and on the information accompanying medicine. Keep medicine in a secure location safely away from people or pets that might come in contact with it. Do not place medicine in the trash or recycling, and never flush down the toilet.

Convenient Locations

To find kiosk sites in your area, visit the Convenient Locations section of www.med-project.org.

Mail Services for Disposal

For more information about mail disposal options, visit the Mail Services for Disposal section of www.med-project.org.

For more information about the MED-Project program, visit www.med-project.org or call 1 (844) MED-PROJECT or 1 (844) 633-7765 (TTY: 711).

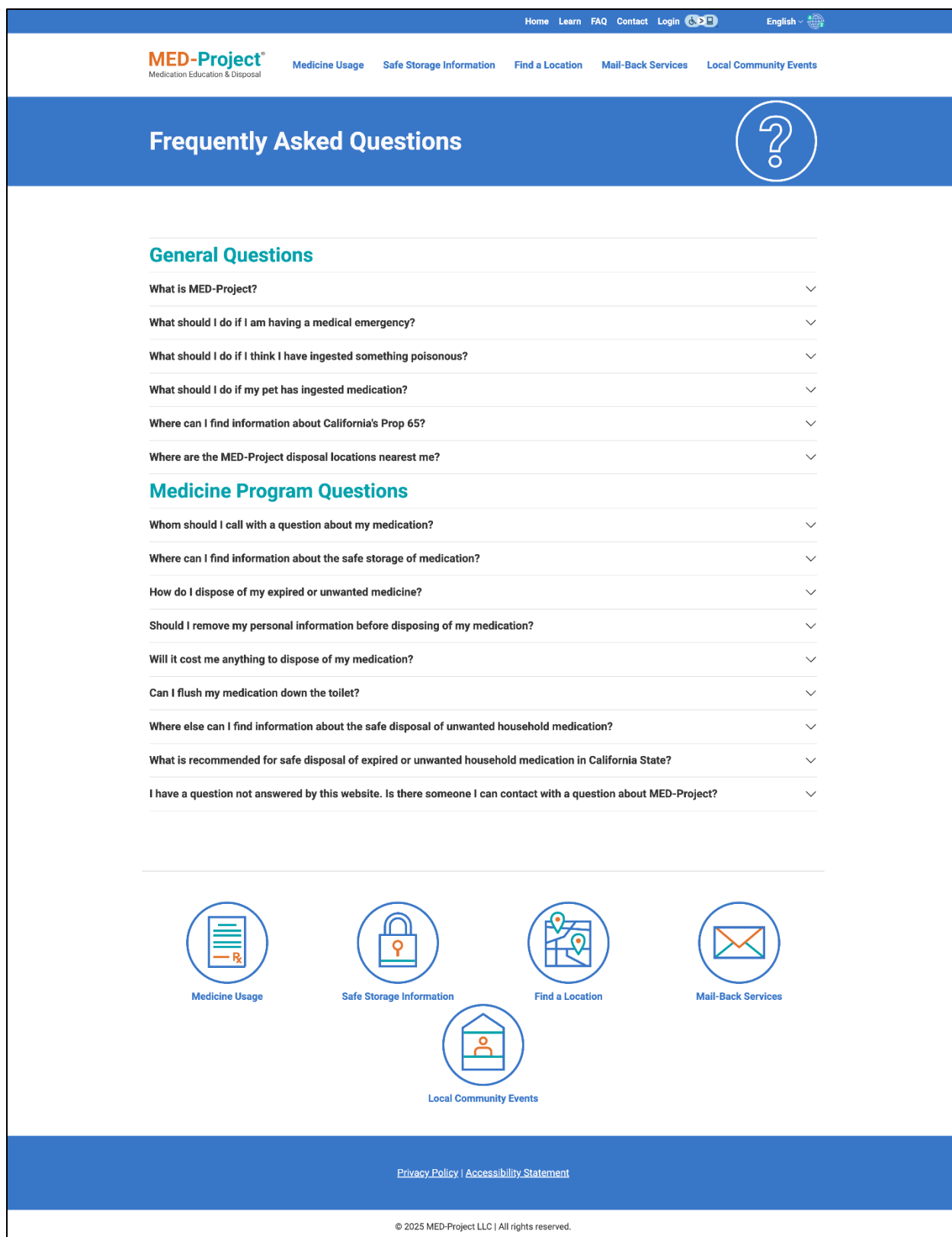


Figure 26: MED-Project Website Frequently Asked Questions Page (December 2025)

Figure Description:

Figure showing the California State MED-Project “Frequently Asked Questions” page:
Figure 26

Description:

Frequently Asked Questions

General Questions (A list of questions with drop-down options to learn more)

- What is MED-Project?
- What should I do if I am having a medical emergency?
- What should I do if I think I have ingested something poisonous?
- What should I do if my pet has ingested medication?
- Where can I find information about California's Prop 65?
- Where are the MED-Project disposal locations nearest me?
- Medicine Program Questions
- Whom should I call with a question about my medication?
- Where can I find information about the safe storage of medication?
- How do I dispose of my expired or unwanted medicine?
- Should I remove my personal information before disposing of my medication?
- Will it cost me anything to dispose of my expired or unwanted medications?
- Can I flush my medication down the toilet?
- Where else can I find information about the safe disposal of expired or unwanted medicines?
- What is recommended for safe disposal of expired or unwanted medicine in California State?
- I have a question not answered by this website. Is there someone I can contact with a question about MED-Project?

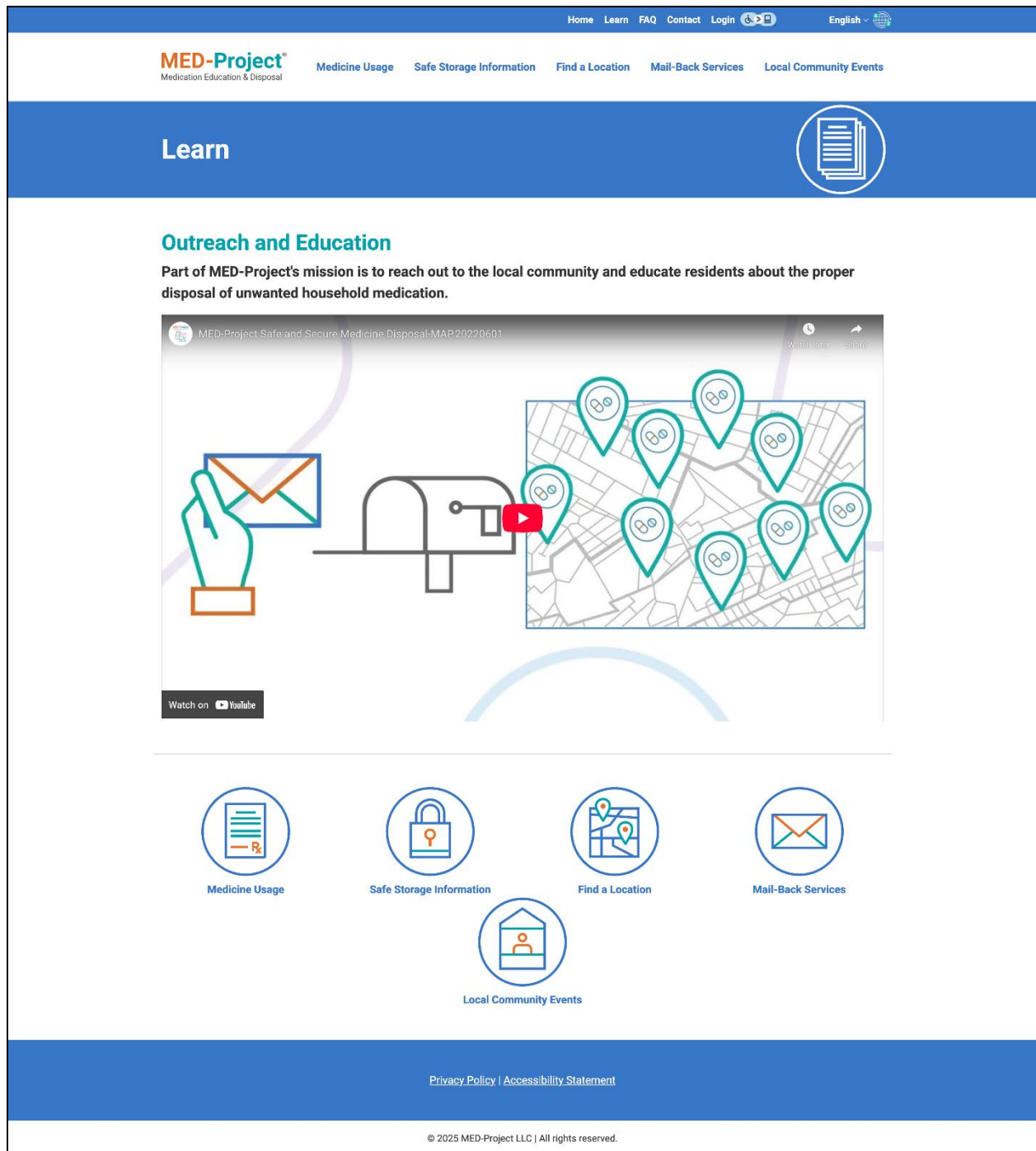


Figure 27: MED-Project Website Video Public Service Announcement Page (December 2025)

Figure Description:

Figure showing the California State MED-Project “Outreach and Education page”:
Figure 27

Description:

Outreach and Education

Part of MED-Project's mission is to reach out to the local community and educate residents about proper disposal of household unwanted medicine and sharps.

(The user is able to view the Video Public Service Announcement)



Figure 28: MED-Project Website Media Announcement Page (December 2025)

Figure Description:

Figure showing the California State MED-Project "Media Announcement" page: Figure 28

Description:

FOR IMMEDIATE RELEASE

December 18, 2025

MED-Project Announces Full Approval of 2024 Annual Reports by CalRecycle

CalRecycle's program helps California residents dispose of unwanted medications and sharps safely and conveniently.

Sacramento, CA - The Medication Education & Disposal Project USA (MED-Project) announces that the California Department of Resources Recycling and Recovery (CalRecycle) has fully approved its 2024 Revised Annual Reports for the Covered Drugs and Home-Generated Sharps programs. CalRecycle previously granted full approval of MED-Project's 2026 budgets for both programs in July 2025.

These approvals represent another significant milestone in MED-Project's continued compliance with the requirements of its statewide Covered Drugs and Home-Generated Sharps stewardship plans. MED-Project is the only approved program operator to consistently receive approval of its annual reports since CalRecycle implemented the program in 2021.

"Securing these approvals is a strong reflection of our unwavering commitment to quality operations. It also highlights the strength of our compliance framework, which uniquely meets California's rigorous compliance standards," shared Dr. Victoria Travis, National Program Director for MED-Project. "We continue to work with CalRecycle to focus on safe and secure disposal by providing convenient take-back options statewide for unwanted medication and home-generated sharps."

Serving California Residents

Following initial approval in December 2021, MED-Project's take-back programs for household medications and sharps have been active across California, offering residents compliant, accessible options for safe disposal.

MED-Project maintains a robust network of secure drop box locations at pharmacies, hospitals, and law enforcement agencies participating in the program. Residents can also request a free mail-back package for unwanted medication or sharps through a toll-free phone number or the program's accessible, multilingual website.

To find a secure drop box or request a free mail-back package, California residents can visit www.med-project.org or contact the call center at (844) MED-PROJECT.

Media Contact:

Ellen Rager, MED-Project, (833) MED-PROJECT / (833) 633-7765, erager@med-project.org

About MED-Project USA

MED-Project USA is a non-profit, 501(c)(3) tax-exempt organization that develops, implements, and operates safe, effective, and compliant programs for the disposal of household medicine and sharps in adherence with state and local legislation. MED-Project works with national and local chain pharmacies, independent pharmacies, law enforcement agencies, and community-based organizations to educate residents and those who care for them on the proper usage, secure storage, and safe disposal of household medicine and sharps. To learn more, visit www.med-projectusa.org or call (833) MED-PROJECT.

FOR IMMEDIATE RELEASE

December 18, 2025

New Drop Boxes Provide Northern California Residents Closer Access to Safe Medication Disposal

Sacramento, CA - MED-Project is pleased to announce the installation of 15 new unwanted medication drop boxes across Northern California, providing rural residents a safe, convenient, and confidential way to dispose of household medication they no longer need. These drop boxes provide a local, year-round, and secure way for households to dispose of unwanted medication, helping reduce the risk of misuse and keeping communities safe.

MED-Project's commitment to a network of medication disposal options across rural communities is designed to support convenient access to comprehensive healthcare services, including readily accessible in-person unwanted medication disposal services.

Access to healthcare services in California varies across communities, including rural areas served by local providers. MED-Project's safe medication disposal services support these communities by offering secure drop boxes at select pharmacies and law enforcement agencies. Residents throughout the state can also request free mail-back packages to dispose of unwanted medication, injectors, and inhalers.

"These new drop boxes help keep our communities safe by giving residents a simple and secure way to dispose of household medications they no longer need," said Dr. Victoria Travis, National Program Director for MED-Project. "By adding new drop boxes, we're making safe disposal both easy and local, and providing solutions that truly serve communities."

Newly installed drop boxes in Northern California can be found at:

Calaveras County

- Calaveras County Probation Department, San Andreas, CA

Colusa County

- California Highway Patrol 155 - Williams, Williams, CA

Del Norte County

- Crescent City Community Pharmacy, Crescent City, CA

Glenn County

- Orlandcare Pharmacy and Medical Supply, Orland, CA

Lake County

- Lake County Sheriff's Department, Lakeport, CA
- Lakeport Police Department, Lakeport, CA
- North Lake Medical Pharmacy - Lakeport Boulevard, Lakeport, CA
- Lake County Probation Department - South Lake Office, Lower Lake, CA

Mendocino County

- Branscomb Pharmacy, Laytonville, CA

Modoc County

- Surprise Valley Community Hospital, Cedarville, CA
- Modoc Family Pharmacy, Alturas, CA

Nevada County

- Tahoe Forest Pharmacy, Truckee, CA

Siskiyou County

- Mt. Shasta Police Department, Mt. Shasta, CA
- Etna Police Department, Etna, CA
- California Highway Patrol 145 - Yreka Communications Center, Yreka, CA

These additional drop boxes add to MED-Project's already robust network of convenient unwanted medication drop boxes throughout the state. To find a secure drop box or to request a free mail-back package, California residents can visit www.med-project.org or contact the call center at (844) MED-PROJECT.

About MED-Project USA

MED-Project USA is a non-profit, 501(c)(3) tax-exempt organization that develops, implements, and operates safe, effective, and compliant programs for the disposal of household medicine and sharps in adherence with state and local legislation. MED-Project works with national and local chain pharmacies, independent pharmacies, law enforcement agencies, and community-based organizations to educate residents and those who care for them on the proper usage, secure storage, and safe disposal of household medicine and sharps. To learn more, visit www.med-projectusa.org or call (833) MED-PROJECT.

FOR IMMEDIATE RELEASE

December 18, 2025

New Drop Boxes Provide Kern County Residents Closer Access to Safe Medication Disposal

Sacramento, CA - MED-Project is pleased to announce the installation of four new unwanted medication drop boxes in Kern County, providing rural residents a safe, convenient, and confidential way to dispose of household medication they no longer need. These drop boxes provide a local, year-round, and secure way for households to dispose of unwanted medication, helping reduce the risk of misuse and keeping communities safe.

MED-Project's commitment to a network of medication disposal options across rural communities is designed to support convenient access to comprehensive healthcare services, including readily accessible, in-person unwanted medication disposal services.

Access to healthcare services in California varies across communities, including rural areas served by local providers. MED-Project's safe medication disposal services support these communities by offering secure drop boxes at select pharmacies and law enforcement agencies. Residents throughout the state can also request free mail-back packages to dispose of unwanted medication, injectors, and inhalers.

"These new drop boxes help keep our communities safe by giving residents a simple and secure way to dispose of household medications they no longer need," said Dr. Victoria Travis, National Program Director for MED-Project. "By adding new drop boxes, we're making safe disposal both easy and local, and providing solutions that truly serve communities."

Newly installed drop boxes in Kern County can be found at:

- Kern County Sheriff's Department - Kern Valley Substation, Lake Isabella, CA
- Kern County Sheriff's Department - Ridgecrest Substation, Ridgecrest, CA
- Kern County Sheriff's Department - Mojave Substation, Mojave, CA
- Bear Valley Police Department, Tehachapi, CA

These additional drop boxes add to MED-Project's already robust network of convenient unwanted medication drop boxes throughout the state. To find a secure drop box or to request a free mail-back package, California residents can visit www.med-project.org or contact the call center at (844) MED-PROJECT.

Media Contact:

Ellen Rager, MED-Project, (833) MED-PROJECT / (833) 633-7765, erager@med-project.org

About MED-Project USA

MED-Project USA is a non-profit, 501(c)(3) tax-exempt organization that develops, implements, and operates safe, effective, and compliant programs for the disposal of household medicine and sharps in adherence with state and local legislation. MED-Project works with national and local chain pharmacies, independent pharmacies, law enforcement agencies, and community-based organizations to educate residents and those who care for them on the proper usage, secure storage, and safe disposal of household medicine and sharps. To learn more, visit www.med-projectusa.org or call (833) MED-PROJECT.

ANNOUNCEMENT

November 19, 2025

MED-Project Highlights Free, Convenient Medication Disposal Options in Recognition of National Rural Health Day

In recognition of National Rural Health Day on November 20, 2025, MED-Project is highlighting the importance of safe medication disposal and the availability of free, convenient options for all residents, including those living in rural areas. National Rural Health Day celebrates the strength and unique contributions of rural communities, and MED-Project is committed to supporting these communities with easy-to-use, safe solutions for removing unwanted medication from the home.

So far in 2025, MED-Project has installed 22 new, secure drop boxes in rural areas throughout California, including locations in Calaveras, Colusa, El Dorado, Glenn, Imperial, Lake, Madera, Mariposa, Mendocino, Modoc, Monterey, Nevada, San Joaquin, Shasta, Siskiyou, Stanislaus, Sutter, and Yuba counties. These drop boxes help provide residents, particularly those living far from population centers, with convenient ways to safely remove unwanted and expired medication from their homes. These new sites are in addition to MED-Project's broader statewide network of secure drop boxes available across both rural and urban areas.

In addition to the new drop boxes in rural areas, MED-Project offers free, secure medication disposal options designed to support all residents. These include secure drop boxes located at select pharmacies and law enforcement agencies, as well as a mail-back program that delivers pre-paid medication disposal packages directly to

residents. Residents can request a free medication mail-back package by visiting med-project.org or calling (844) MED-PROJECT (TTY: 711). After receiving the package, they simply place unwanted or expired medications inside and return it through the mail for disposal.

For those who prefer an in-person option, MED-Project maintains a network of drop boxes where residents can securely drop off unwanted medications.

"Residents have easy, reliable ways to dispose of unused household medications," said Dr. Victoria Travis, National Program Director at MED-Project. "Our mail-back program and drop box locations make safe medication return simple, convenient, and completely free for residents."

Many people are still learning about these free services. MED-Project hopes that National Rural Health Day will help increase awareness and encourage more households to use safe medication return options. Safe medication disposal helps reduce the risk of misuse and accidental ingestion. By offering accessible, free solutions, MED-Project supports public health efforts that benefit communities across the state.

For more information about MED-Project's disposal programs, including types of accepted medication, visit med-project.org or call 1 (844) MED-PROJECT (TTY: 711).

Media Contact

Ellen Rager, MED-Project, (833) MED-PROJECT / (833) 633-7765, erager@med-project.org

About MED-Project

MED-Project develops, implements, and operates safe, effective, and compliant programs for the disposal of household medication in adherence with state and local legislation. MED-Project works with national and local chain pharmacies, independent pharmacies, law enforcement agencies, and community-based organizations to educate residents and those who care for them on the proper use, secure storage, and safe disposal of household medicine. To learn more about convenient disposal options, call (833) MED-PROJECT / (833) 633-7765 (TTY: 711) or visit med-project.org.

ANNOUNCEMENT

August 14, 2025

MED-Project's 2026 Budgets Receive Full Approval and 2024 Annual Reports Receive Conditional Approval by CalRecycle

CalRecycle's program helps California residents dispose of unwanted medications and sharps safely and conveniently.

Sacramento, CA - The Medication Education & Disposal Project USA (MED-Project) is pleased to share that its 2024 Revised Annual Reports for Covered Drugs and Home-Generated Sharps programs have been conditionally approved by the California Department of Resources Recycling and Recovery (CalRecycle). MED-Project's 2026 Budgets for both programs were fully approved. CalRecycle's approvals represent a significant milestone in MED-Project's continued compliance with the requirements of its statewide Covered Drugs and Home-Generated Sharps stewardship plans. MED-Project is the only approved program operator to consistently receive approval of its annual reports since CalRecycle implemented the program.

"These approvals underscore the strength of our operations and financial accuracy along with our commitment to meeting California's rigorous compliance standards as we deliver safe and convenient disposal options statewide for unwanted medication and home-generated sharps," shared Dr. Victoria Travis, National Program Director for MED-Project.

Following initial approval in December 2021, MED-Project's take-back programs for household medications and sharps have been active across California, offering residents compliant, accessible options for safe disposal.

For convenience in disposing of unwanted medication, MED-Project maintains a robust network of secure drop box locations at pharmacies, hospitals, and law enforcement agencies participating in the program. Residents can also request a free mail-back package for unwanted medication or sharps through a toll-free phone number or an accessible multilingual website.

To find a secure drop box or request a free mail-back package, California residents can visit www.med-project.org or contact the call center at (844) MED-PROJECT.

Media Contact:

Ellen Rager, MED-Project, (833) MED-PROJECT / (833) 633-7765, erager@med-project.org

About MED-Project USA

MED-Project USA is a non-profit, 501(c)(3) tax-exempt organization that develops, implements, and operates safe, effective, and compliant programs for the disposal of household medicine and sharps in adherence with state and local legislation. MED-Project works with national and local chain pharmacies, independent pharmacies, law enforcement agencies, and community-based organizations to educate residents and those who care for them on the proper usage, secure storage, and safe disposal of household medicine and sharps. To learn more, visit www.med-projectusa.org or call (833) MED-PROJECT.



Figure 29: MED-Project Website Signage Page (December 2025)

Figure Description:

Figure showing the California State MED-Project “Signage” page: Figure 29

Description:

The page shows MED-Project signage with the following description:

Safely Dispose of Expired or Unwanted Medicine

MED-Project Call Center 1(844) MED-Project 1(844)633-7765/ (TTY:711) www.med-project.org

Safely Dispose of Expired or Unwanted Medicine Here

MED-Project Call Center 1(844) MED-Project 1(844)633-7765/ (TTY:711) www.med-project.org

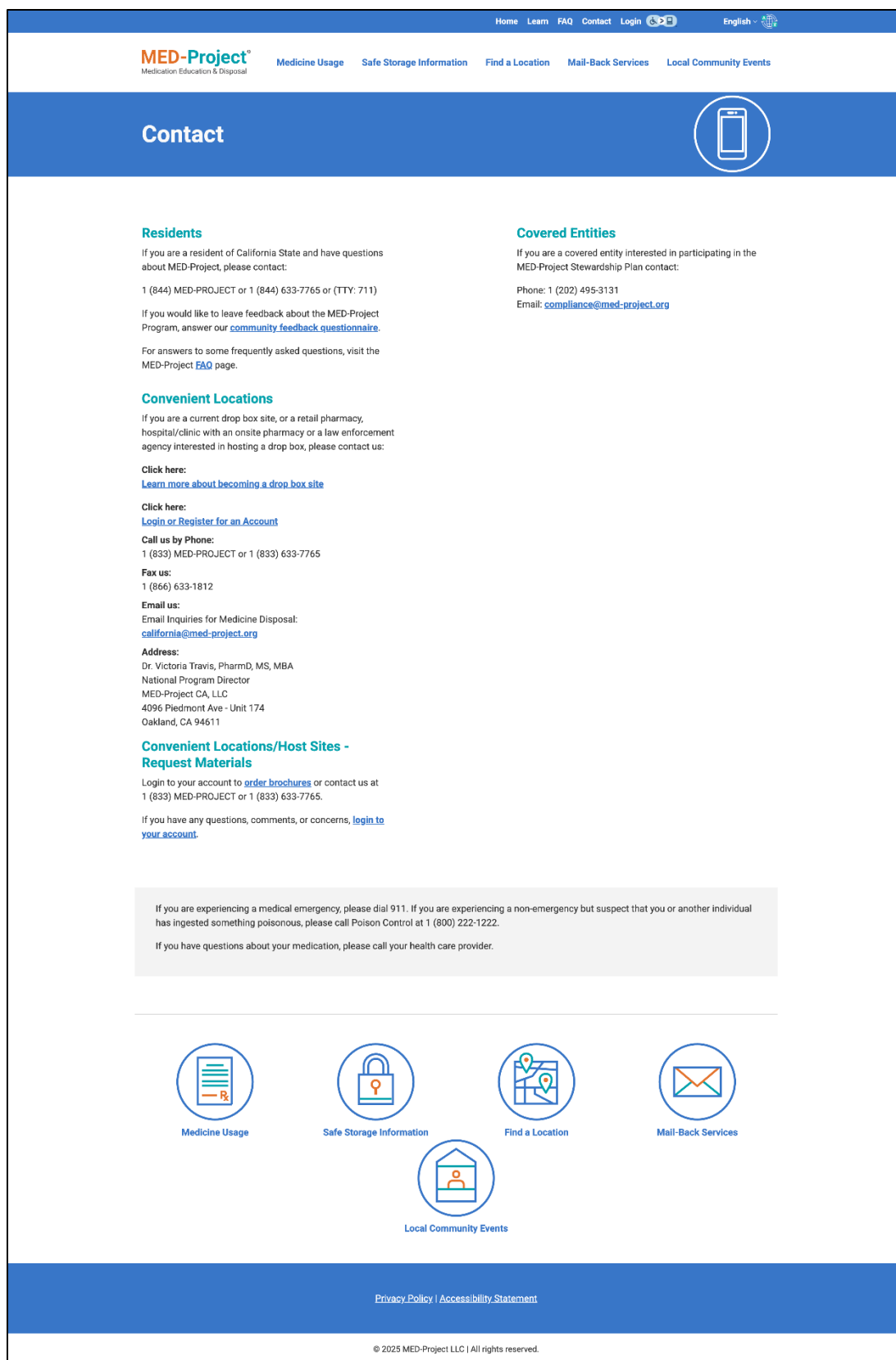


Figure 30: MED-Project Website Contact Page (December 2025)

Figure Description

Figure showing the California State MED-Project “Contact” page: Figure 30

Description:

Residents

If you are a resident of California State and have questions about MED-Project, please contact: 1 (844) MED-PROJECT or 1 (844) 633-7765 or (TTY: 711)

If you would like to leave feedback about the MED-Project Program, answer our community feedback questionnaire.

For answers to some frequently asked questions, visit the MED-Project FAQ page.

Convenient Locations

If you are a current kiosk drop-off site, or a retail pharmacy, hospital/clinic with an on-site pharmacy or a law enforcement agency interested in hosting a kiosk, please contact us:

Click here: Learn more about becoming a kiosk drop-off site ([Link](#))

Click here: Login or Register for an Account ([Link](#))

Call us by Phone: 1 (833) MED-PROJECT or 1 (833) 633-7765

Fax us: 1 (866) 633-1812

Email us:

Email Inquiries for Medicine Disposal:
california@med-project.org

Address:

Dr. Victoria Travis, PharmD, MS, MBA
National Program Director
MED-Project CA, LLC
4096 Piedmont Ave - Unit 174 Oakland, CA 94611

Convenient Locations/Host Sites-Request Materials

Login to your account to order brochures. ([Link](#))

If you have any questions, comments, or concerns, login to your account. ([Link](#))

Covered Entities

If you are a covered entity interested in participating in the MED-Project Stewardship Plan contact:

Phone: 1 (202) 495-3131

Email: compliance@med-project.org

If you are experiencing a medical emergency, please dial 911. If you are experiencing a non-emergency but suspect that you or another individual has ingested something poisonous, please call Poison Control at 1 (800) 222-1222.

If you have questions about your medication, please call your health care provider.

HomeLearnFAQContactLoginEnglish

MED-Project
Medication Education & Disposal

Medicine UsageSafe Storage InformationFind a LocationMail-Back ServicesLocal Community Events

COMMUNITY FEEDBACK QUESTIONNAIRE

?

Where are you located?

Zip Code:

[Privacy Policy](#) / [Accessibility Statement](#)

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Privacy Terms

Figure 31: MED-Project Website Community Feedback Questionnaire Page (December 2025)

Figure Description:

Figure showing the California State MED-Project “Community Feedback Questionnaire”
page: Figure 31

Description:

Community Feedback Questionnaire

Where are you located? (The user has the option to enter their ZIP Code to receive a community feedback questionnaire)

Join MED-Project and make it easy for your patients, customers, and community to safely dispose of their unwanted household medication. With over one thousand participating locations and growing, MED-Project programs connect your site to your patients and customers. MED-Project makes household medication disposal safe, free and convenient.

Join us today!



Program Overview: An overview of the requirements regarding educating the public and Program participation.

How to Participate: A detailed breakdown of what is involved in participating as an Authorized Collection Site, including the Ultimate User experience and the responsibilities of the site.



Getting Started: A step-by-step walkthrough of the onboarding process.

Ongoing Support: Information on how to get support and continuing Program Services.

For more information on which Programs are offered in your area, contact us today!

California Medicine Program

helpdesk@med-project.org

Already have an account? [Login Here](#)

Call to Activate your Account

1 (833) MED-PROJECT or 1 (833) 633-7765



Medicine Usage

Safe Storage Information

[Find a Location](#)

Mail-Back Services



[Privacy Policy](#) | [Accessibility Statement](#)

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Figure 32: MED-Project Website Recruiting Page (December 2025)

Figure Description:

Figure showing the California State MED-Project Website Recruiting Page: Figure 32

Description:

MED-Project Programs and YOU!

Join MED-Project and make it easy for your patients, customers, and community to safely dispose of their unwanted household medication. With over one thousand participating locations and growing, MED-Project programs connect your site to your patients and customers. MED-Project makes household medication disposal safe, free and convenient.

Join us today!

Program Overview -MED-Project (animated video clip) Program Overview: An overview of the requirements regarding educating the public and Program participation.

How to Participate- MED-Project (animated video clip)

How to Participate: A detailed breakdown of what is involved in participating as an Authorized Collection Site, including the Ultimate User experience and the responsibilities of the site.

Medicine Program Getting Started-MED-Project (animated video clip)

Getting Started: A step-by-step walkthrough of the onboarding process

Ongoing Support- MED-Project (animated video clip)

Ongoing Support: Information on how to get support and continuing Program Services.

For more information on which Programs are offered in your area, contact us today!

California Medicine Program

helpdesk@med-project.org

Already have an account? [Login Here](#)

[Call to Activate your Account](#)

1 (833) MED-PROJECT or 1 (833) 633-7765

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.

96105

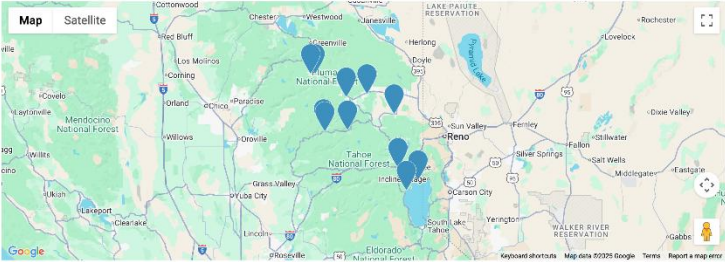
100 miles

Search

Clear Search

Map

Satellite



Filter Results By:

☒ Drop-off location ⓘ

☒ Mail-Back Supply Location ⓘ

While the listing of participating drop-off and mail-back supply locations is regularly updated, you should confirm, prior to visiting a location, that it will be open when you intend to visit and will be able to accept your medications or provide you with mail-back supplies.

Sierra County Sheriff Loyalton Substation Drop-off location	61050 Hwy 49 Loyalton, CA 96118 Get Directions (~ 12.7 miles)	(530) 993-4479	Monday Tuesday Wednesday Thursday Friday	9:00 am - 5:00 pm 9:00 am - 5:00 pm 9:00 am - 5:00 pm 9:00 am - 5:00 pm 9:00 am - 5:00 pm
Loyalton Senior Center Mail-back supply location	302 First St. Loyalton, CA 96118 Get Directions (~ 12.88 miles)	(530) 993-4770	Monday Tuesday Wednesday Thursday Friday	9:00 am - 2:00 pm 9:00 am - 2:00 pm 9:00 am - 2:00 pm 9:00 am - 2:00 pm 9:00 am - 2:00 pm

1 ... 9 »

Order Mail-Back Supplies/Get More Information

Click on the button to request a mail-back package.

Mail-Back options include:

Unwanted medication mail-back envelope

Inhaler mail-back package

Injector mail-back package

Order Mail-Back Supplies

Figure 33: Coordinated Website (December 2025)

108

Figure Description:

Figure showing the Coordinated Website: Figure 33

Description:

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

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.

Are you done with those?

Please dispose of unwanted meds the safe way.

We make it easy for you.



MED-Project®
Medication Education & Disposal

med-project.org
1-844-MED-PROJECT

[Learn more](#)

Are you done with those?

Please dispose of unwanted meds the safe way.

We make it easy for you.



MED-Project®
Medication Education & Disposal

med-project.org
1-844-MED-PROJECT

[Learn more](#)

Are you done with those?

Please dispose of unwanted meds the safe way.

We make it easy for you.



MED-Project®
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med-project.org
1-844-MED-PROJECT

[Learn more](#)

Are you done with those?

We make it easy for you.



MED-Project®
Medication Education & Disposal

[Learn more](#)

Are you done with those?

We make it easy for you.



MED-Project®
Medication Education & Disposal

[Learn more](#)

Figure 34: Example of Digital Display Campaign



Figure 35: Rendering of digital out-of-home advertising

Safely dispose of unwanted or expired household medication by mail.

CONVENIENT

- Access from your home.
- Easy to use for rural residents or homebound individuals.

SAFE

- Tear-resistant, **tamper-evident packaging** materials.
- Non-retrievable destruction mandated by federal law.*

SECURE

- Contents are not visible from the outside.
- Packages are not allowed to be opened or analyzed.

FREE

- Free for California residents.
- Prepaid return postage is included.



MED-Project USA implements a CalRecycle approved stewardship program in accordance with California state law.

*Drug Enforcement Administration (DEA) Regulations: 21 CFR § 1317.70 and 1317.90

Figure 36: Example of direct mailer (front)

Figure Description:

Figure showing the front of a direct mailer: Figure 36

Description:

Safely dispose of unwanted or expired household medication by mail.

CONVENIENT

- Access from your home.
- Easy to use for rural residents or homebound individuals.

SAFE

- Tear-resistant, tamper-evident packaging materials.
- Non-retrievable destruction mandated by federal law.*

SECURE

- Contents are not visible from the outside.
- Packages are not allowed to be opened or analyzed.

FREE

- Free for California residents.
- Prepaid return postage is included.

MED-Project USA implements a CalRecycle-approved stewardship program in accordance with California state law.

*Drug Enforcement Administration (DEA) Regulations: 21 CFR § 1317.70 and 1317.90

Medication disposal by mail

- 1 Request a free, prepaid package at med-project.org or call (844) MED-PROJECT. Each package includes simple instructions.
- 2 Place your unwanted or expired household medications inside the package, then seal it.
- 3 Place the package in your outgoing mail. Postage is already included, and packages are not allowed to be opened or analyzed.

It's that easy!

PC005601

MED-Project USA
 4096 Piedmont Avenue, Unit 174
 Oakland, CA 94611

NONPROFIT ORG
 U.S. POSTAGE
 PAID
 SACRAMENTO, CA
 PERMIT NO. 1309

To request your free medication disposal package,
 or for a list of accepted items
 Visit med-project.org or call
 (844) MED-PROJECT | (844) 633-7765

Figure 37: Example of direct mailer (back)

Figure Description:

Figure showing the back of a direct mailer: Figure 37

Description:

Medication disposal by mail

1. Request a free, prepaid package at med-project.org or call (844) MED-PROJECT. Each package includes simple instructions.
2. Place your unwanted or expired household medications inside the package, then seal it.
3. Place the package in your outgoing mail. Postage is already included, and packages are not allowed to be opened or analyzed.

It's that easy!

To request your free medication disposal package, or for a list of accepted items Visit med-project.org or call (844) MED-PROJECT | (844) 633-7765

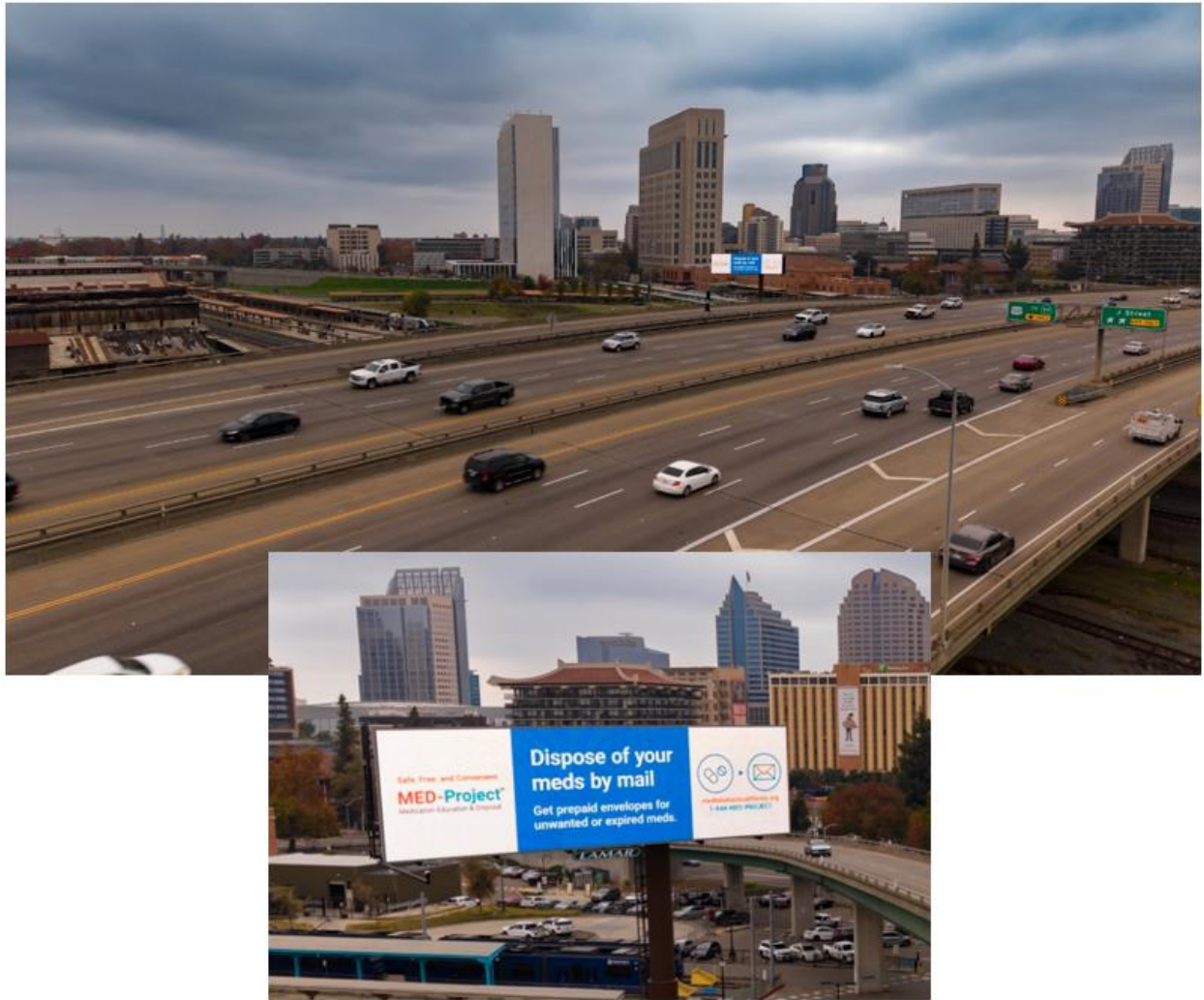


Figure 38: Rendering of out-of-home advertising

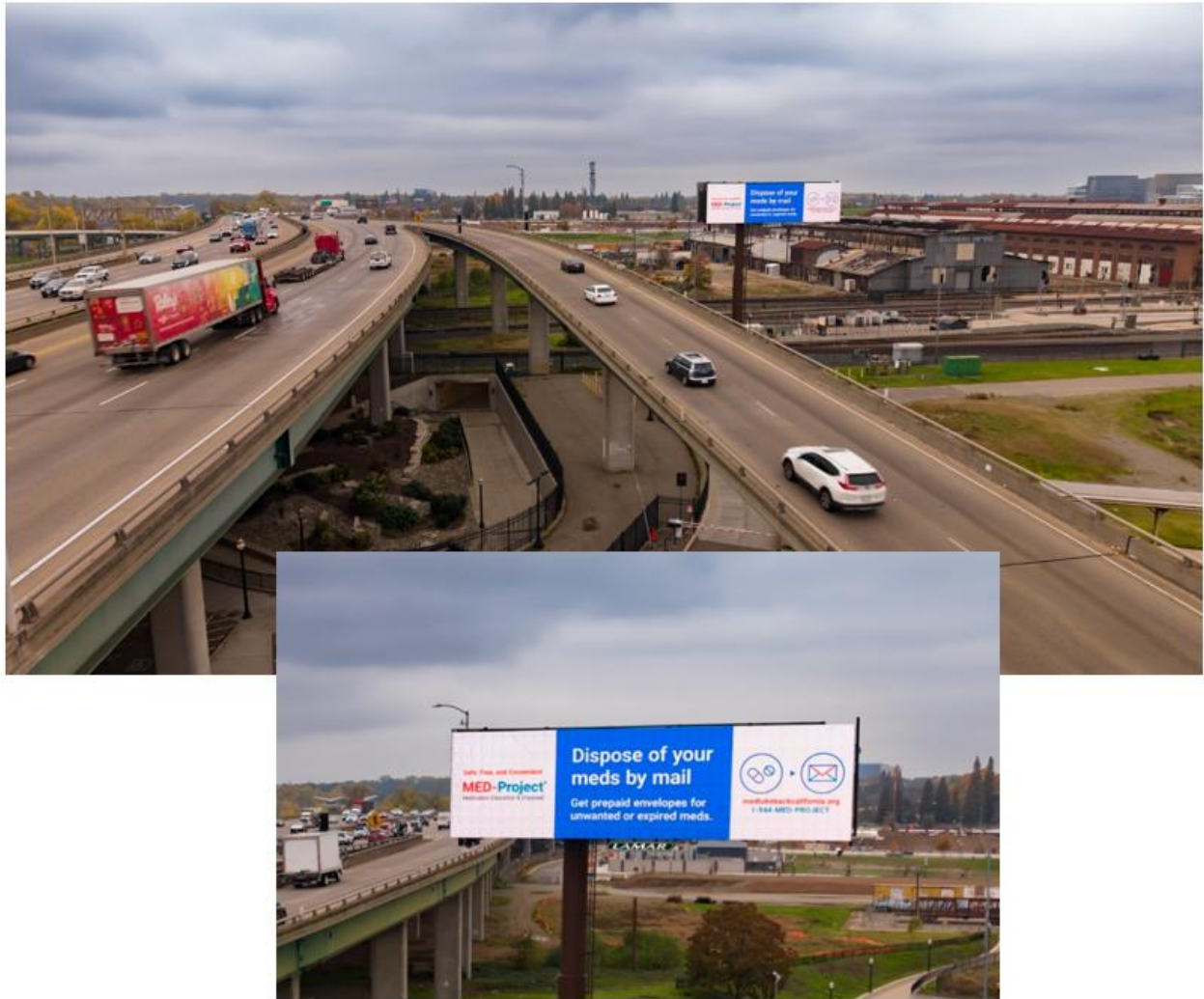


Figure 39: Rendering of out-of-home advertising



Figure 40: Example of Digital Billboard



Figure 41: Example Facebook Organic Social Media Post

Figure Description

Figure showing a Facebook organic social media post: Figure 41

Description

MED-Project USA

Sponsored

Ready to dispose of your unwanted or expired household medication? Help protect your privacy by removing the label or using a permanent marker to obscure any personal information. To learn more about items that are accepted in your area, visit med-project.org.



Figure 42: Example Facebook Organic Social Media Post

Figure Description

Figure showing a Facebook organic social media post: Figure 42

Description

MED-Project USA

Sponsored

MED-Project is pleased to announce the installation of four new unwanted medication drop boxes in Kern County, providing rural residents a safe way to dispose of household medication they no longer need. These drop boxes help reduce the risk of medication misuse and keep communities safe. For more information, including new drop box locations, visit our press release: <https://med-project.org/locations/california/meds/media-announcement/>

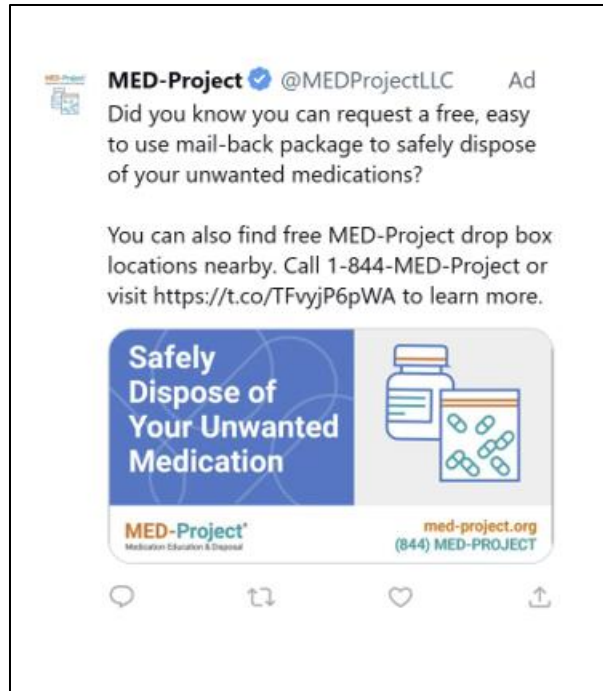


Figure 43: Example X Organic Social Media Post

Figure Description

Figure showing an X organic social media post: Figure 43

Description

MED-Project USA

Ad

Did you know you can request a free, easy to use mail-back package to safely dispose of your unwanted medications?

You can also find free MED-Project drop box locations nearby. Call 1-844-MED-Project or visit <https://t.co/TFvyjP6pWA> to learn more.

Safely Dispose of Your Unwanted Medication



Figure 44: Example Instagram Organic Social Media Post

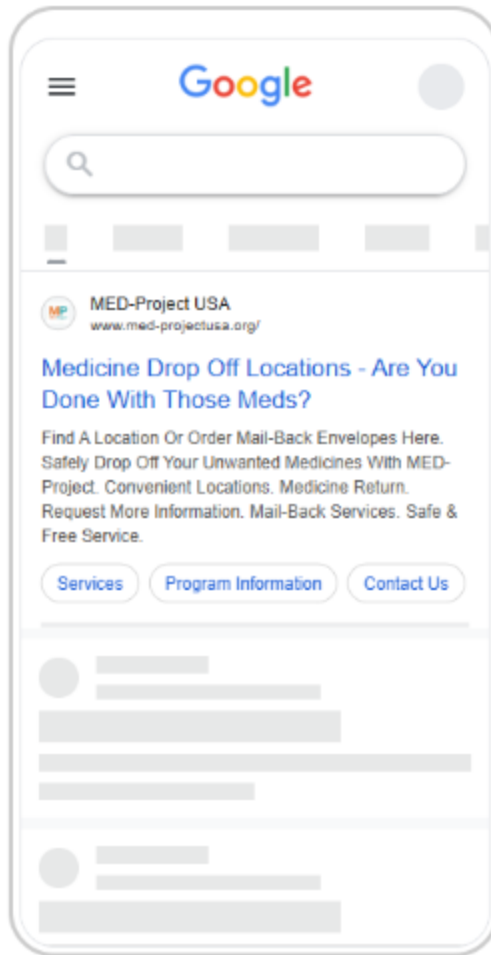


Figure 45: Rendering of Google Ad Grant - mobile

Figure Description

Figure showing a paid search advertisement: Figure 45

Description

MED-Project USA

www.med-projectusa.org/

Medicine Drop Off Locations - Are You Done With Those Meds?

Find A Location Or Order Mail-Back Envelopes Here. Safely Drop Off Your Unwanted Medicines With MED-Project. Convenient Locations, Medicine Return. Request More Information. Mail-Back Services. Safe & Free Service.

Services

Program Information

Contact Us

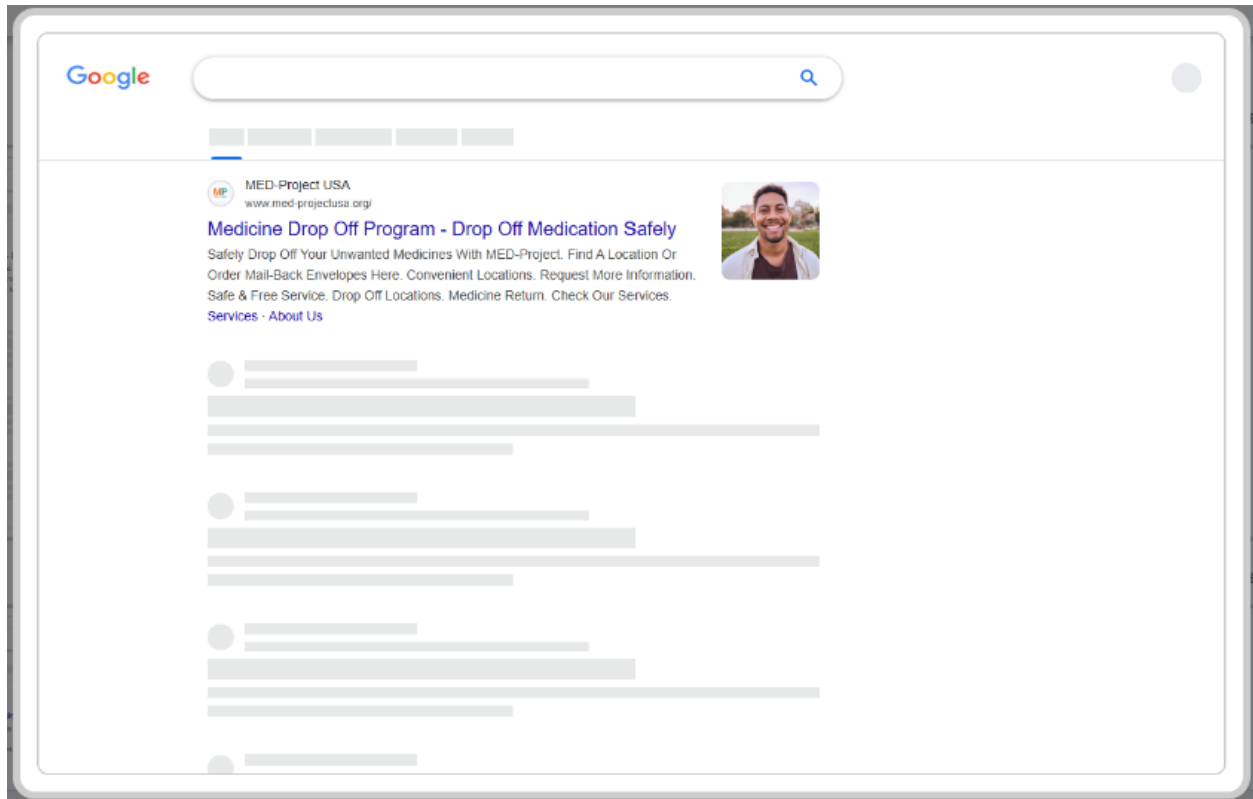


Figure 46: Rendering of Google Ad Grants - desktop

Figure Description

Figure showing a paid search advertisement: Figure 46

Description

MED-Project USA

www.med-projeclasa.org/

Medicine Drop Off Program - Drop Off Medication Safely

Safely Drop Off Your Unwanted Medicines With MED-Project. Find A Location Or Order Mail-Back Envelopes Here. Convenient Locations. Request More Information. Safe & Free Service. Drop Off Locations. Medicine Return. Check Our Services.

Services

About US

December 16, 2025

Product Information on behalf of Med-Project

[View Online](#) | [Forward](#)

MED-Project®
Medication Education & Disposal

Questions? Call (833) 633-7765



FREE Medication Disposal Program for Your Customers

MED-Project operates safe and compliant medication take-back programs and is actively recruiting new drop box host sites. By participating, pharmacies offer residents a convenient way to dispose of unused or expired medications — while reinforcing their role as accessible, trusted healthcare partners.

Figure 47: Outreach email to potential Authorized Collectors

Figure Description

Figure showing an email to potential Authorized Collectors: Figure 47

Description

Product information on behalf of MED-Project

Questions? Call (833) 633-7765

FREE Medication Disposal Program for Your Customers

MED-Project operates safe and compliant medication take-back programs and is actively recruiting new drop box host sites. By participating, pharmacies offer residents a convenient way to dispose of unused or expired medications – while reinforcing their role as accessible, trusted healthcare partners.

Appendix D

California Resident Survey Results

Objectives & Methodology Study

- MED-Project has been tasked with measuring awareness of program services offered under its Product Stewardship Plan for Covered Drugs from Households – State of California, measuring the disposal opportunities these services provide for unwanted medication, and determining the effectiveness of MED-Project's outreach among residents in the State of California.
- MED-Project commissioned a survey to evaluate the effectiveness of its initiatives.

Study Design

- 1,000 State of California residents (18 years and older) were surveyed between October 9 and October 25, 2025.
- Residents were randomly sampled to minimize bias.
- Quotas were set for Race or Ethnicity and Age.

Due to rounding, some totals may not correspond with the sum of the separate figures, and not all results will sum to 100%.

Sampling & Analysis

- Random sampling was achieved using a vetted panel of State residents.
- When the surveys were completed, the raw data was analyzed and cleaned to remove incomplete surveys. The data was then analyzed at a confidence level of 95% and a margin of error of 3.10%, which means that if the same survey was conducted 100 times, we are confident that 95 out of 100 times the results would fall within what is reported herein, +/-3.10%.

Executive Summary

Awareness

- 76% of California residents have heard of at least one in-state medication disposal option provided as part of MED-Project's approved program for covered drugs.
- 66% of residents are aware of pharmacy drop boxes as a disposal method for expired or unwanted household medication, while 43% are aware of police station drop boxes and 42% are aware of mail-back services.

- The most common sources of information about medication disposal options have been television; pharmacies, hospitals, and other healthcare providers; Instagram; Facebook; website; and direct mail.
- Residents prefer to receive information about medication disposal through pharmacies, hospitals and other healthcare providers; direct mail; and email.

Disposal Method

- Of California residents who have used a safe medication disposal option, 79% used a pharmacy drop box, 35% used mail-back services, and 23% used a police station drop box.
- While they have not utilized them, 43% of residents are aware of pharmacy drop boxes, and 32% are aware of mail-back services as methods to dispose of expired or unwanted medication.

Perception

- 63% of residents feel the disposal programs for expired or unwanted household medication are easy to use, while 53% feel they are accessible to everyone. 58% feel they are convenient, 55% feel they are handled safely and securely, and 51% feel they have clear instructions.
- 74% of residents reported they are likely to use a pharmacy drop box for disposing unwanted medication in the future, while 43% of residents are likely to use mail-back services, and 32% are likely to use a police station drop box.

Resident Awareness

Q10: Do you typically have the items below in your home?

55% of residents have unwanted/unneeded medication, and 53% have expired medication in their homes.

Expired medication

- 53% Yes

Unwanted/Unneeded medication

- 55% Yes

Broken, disabled electronics (for example, computers, phones, TV, or speakers)

- 55% Yes

Broken, inoperable large appliances (for example, washer/dryer, refrigerator, dishwasher)

- 21% Yes

Q11: How familiar are you with each of the following ways someone can dispose of (get rid of) expired or unwanted household medication in the State of California?

- 76% of California residents have heard of at least one in-state medication disposal option.¹

Pharmacy drop box

- 23% Have heard of and used
- 43% Have heard of, but never used
- 35% Unaware of

Mail-back services

- 10% Have heard of and used
- 32% Have heard of, but never used
- 58% Unaware of

Police station drop boxes

- 7% Have heard of and used
- 36% Have heard of, but never used
- 57% Unaware of

Q12: Have you used any of the following options to dispose of expired or unwanted household medication?

Of those who have used a safe medication disposal option, 79% used a pharmacy drop box, 35% used mail-back services, and 23% used a police station drop box.

- 79% Pharmacy drop boxes
- 35% Mail-back services
- 23% Police station drop box
- 6% Other

Q14: Where did you see the advertisements or receive information?

Q16: What is your preferred method to see or receive information about medicine disposal program(s)?

Residents prefer to receive information about safe disposal of unwanted medication through pharmacies, hospitals, or other healthcare providers (17%); direct mail (14%); and email (11%).

¹ Calculations account for overlap, residents familiar with multiple options counted once.

Channels of Past Exposure (Those who recall seeing the advertisement, multiple responses accepted)

- 34% From Pharmacies, hospitals, and other healthcare providers
- 20% From friends or family
- 11% Law enforcement
- 9% Workplace
- 7% Special events
- 35% Television
- 15% Radio
- 22% Direct mail (postcards or inserts received in the mail)
- 21% Signs / posters
- 14% Brochures / flyers
- 13% Print news sources (newspapers, magazines, journals)
- 26% Instagram
- 24% Facebook
- 23% Website
- 21% Online news sources (journals, newspapers, blogs)
- 17% X (formerly Twitter)
- 15% TikTok
- 7% Nextdoor.com
- 3% Patch.com
- 21% Email (newsletters, promotions, or subscriptions)
- 13% Text message (SMS)
- 4% Call center
- 4% Don't know/don't remember

Preferred Method of Exposure

- 17% From pharmacies, hospitals, and other healthcare providers
- 4% From friends or family
- 1% Law enforcement
- 1% Workplace
- 1% Special events
- 7% Television
- 1% Radio
- 14% Direct mail (postcards or inserts received in the mail)
- 3% Signs / posters
- 4% Brochures / flyers
- 2% Printed news sources (newspapers, magazines, journals)
- 4% Instagram
- 3% Facebook

- 6% Website
- 4% Online news sources (journals, newspapers, blogs)
- 1% X (formerly Twitter)
- 3% TikTok
- 0% Nextdoor.com
- 0% Patch.com
- 11% Email (newsletters, promotions, or subscriptions)
- 6% Text message (SMS)
- 1% Call center
- 7% Don't know/don't remember

Q15: Please indicate how well you feel each of the following phrases describe the safe, convenient and free medicine disposal program(s) available to residents in the State of California.

- 63% of California residents feel medicine disposal programs are easy to use, 53% feel they are accessible to everyone, 58% feel they are convenient, and 55% feel they are handled safely and securely.

These takeback programs make it easy to dispose of unwanted medication.

- 32% Strongly Agree
- 31% Somewhat Agree
- 28% Neither Agree nor Disagree
- 6% Somewhat Disagree
- 3% Strongly Disagree

These takeback programs are convenient.

- 27% Strongly Agree
- 31% Somewhat Agree
- 31% Neither Agree nor Disagree
- 8% Somewhat Disagree
- 3% Strongly Disagree

These takeback programs are handled safely and securely.

- 24% Strongly Agree
- 31% Somewhat Agree
- 39% Neither Agree nor Disagree
- 3% Somewhat Disagree
- 2% Strongly Disagree

These takeback programs are available and accessible to everyone.

- 24% Strongly Agree
- 29% Somewhat Agree
- 35% Neither Agree nor Disagree
- 8% Somewhat Disagree
- 4% Strongly Disagree

These takeback programs have clear instructions for usage.

- 21% Strongly Agree
- 30% Somewhat Agree
- 39% Neither Agree nor Disagree
- 7% Somewhat Disagree
- 4% Strongly Disagree

Q17: How likely are you to use the option below to dispose of expired or unwanted household medication in the future?

- Of the residents of California, 74% are likely to use a pharmacy drop box for disposing unwanted medication in the future, while 43% are likely to use mail-back services, and 32% are likely to use a police station drop box.

Pharmacy drop box

- 35% Definitely Will
- 39% Probably Will
- 19% Maybe or Maybe Not
- 4% Probably Will Not
- 4% Definitely Will Not

Mail-back services

- 15% Definitely Will
- 28% Probably Will
- 29% Maybe or Maybe Not
- 19% Probably Will Not
- 10% Definitely Will Not

Police station drop box

- 12% Definitely Will
- 20% Probably Will
- 31% Maybe or Maybe Not
- 24% Probably Will Not
- 14% Definitely Will Not

Q7: What is your racial background?

Q5: What is your age?

Q6. What is your gender?

Q8: Which of the following ranges best represents your total annual household income before taxes?

Race and Ethnicity

- 41% White/Caucasian
- 34% Hispanic/Latino or Spanish
- 15% Asian/Asian American
- 7% Black/African American
- 1% Native American or Pacific Islander
- <1% Non-Hispanic Multiracial
- 1% Other

Age

- 20% 18 to 29
- 36% 30 to 49
- 26% 50 to 64
- 18% 65 and older

Gender

- 47% Male
- 52% Female
- <1% Other

Income

- 7% Less than \$15,000
- 8% \$15,000 to \$24,999
- 16% \$25,000 to \$49,999
- 18% \$50,000 to \$74,999
- 15% \$75,000 to \$99,999
- 17% \$100,000 to \$149,999
- 9% \$150,000 to \$199,999
- 6% \$200,000 or more
- 3% Prefer not to answer

Q4: Which of the following best describes the area where your primary residence is located?

Q2: In which county in California do you live?

Area Type

- 52% Suburban area
- 38% In a city/major metro area
- 10% Rural area

County

- 27% Los Angeles County
- 12% San Diego County
- 10% Orange County
- 8% San Bernardino County
- 7% Riverside County
- 6% Sacramento County
- 4% Fresno County
- 3% Kern County
- 3% Contra Costa County
- 3% Ventura County
- 2% San Joaquin County
- 2% Tulare County
- 14% Other

Appendix E

Certifications

As required by 14 CCR § 18973(e), I hereby declare, under penalty of perjury, that at the time of submission to the Department, the information provided in this document is true and correct, to the best of my knowledge.



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