

The logo for MED-Project, with 'MED' in orange and 'Project' in teal, followed by a trademark symbol.

MED-Project™

Medication Education & Disposal

A Product Stewardship Plan For Unwanted Medicine from Households

Contra Costa County, California
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I. Introduction

MED-Project LLC ("MED-Project"), on behalf of the participating companies as described in [Appendix A](#), submits this Product Stewardship Plan ("Plan") for Unwanted Medicine in compliance with Chapter 418-16 of the Contra Costa County Ordinance Code ("Ordinance"). The Ordinance requires pharmaceutical Producers¹ to develop a Product Stewardship Program to finance and manage the collection, transportation, and disposal of Unwanted Medicine from Contra Costa County households.

II. Contact Information

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III. Plan Definitions

Available Languages are English, Spanish, Chinese, Vietnamese.

Board of Pharmacy is the California State Board of Pharmacy.

Carrier is the common carrier used to transport Unwanted Medicine.

Call Center is the MED-Project call center for Residents, which can be reached by callers at the toll-free number of 1-844-MED-PROJECT or 1-844-633-7765.

County means the unincorporated area of Contra Costa County.

DEA is the U.S. Drug Enforcement Administration.

DEA Rule is the DEA Final Rule, "Disposal of Controlled Substances," 79 Fed. Reg. 53520 *et seq.*, adopted on September 9, 2014.

DOT is the U.S. Department of Transportation.

Help Desk is the MED-Project call center, MED-Project Website, and email-in database for Kiosk Drop-Off Sites that can be reached by callers at the toll-free number, www.med-project.org, and/or by email at contracostacounty@med-project.org.

Injector Mail-Back Services are the provision of pre-paid, pre-addressed, FDA-cleared sharps containers in mail-back systems ("**Injector Mail-Back Packages**") provided by Vendor for the collection and disposal of Pre-filled Injector Products.

Inhaler Mail-Back Services are the provision of pre-paid, pre-addressed packages ("**Inhaler Mail-Back Packages**") provided by Vendor for the collection and disposal of inhalers.

¹ All capitalized terms used but not otherwise defined herein shall have their respective meanings set forth in the Ordinance.

Kiosk Drop-Off Site is a location that is accessible to the public, hosting a MED-Project kiosk for the collection of Unwanted Medicine.

Kiosk Drop-Off Site Host is the designated contact person or persons at the Kiosk Drop-Off Site.

Law Enforcement Agency or **LEA** is a federal, state, tribal, or local law enforcement office or agency.

Mail-Back Services are the provision of pre-paid, pre-addressed mail-back containers, envelopes, packages, or systems ("**Mail-Back Packages**") provided by Vendor for the collection and disposal of Unwanted Medicine.

MED-Project Website is the Internet website located at www.med-project.org or www.medproject.org.

On-Demand Collection Service is a service model where Kiosk Drop-Off Site staff manage removal and packaging of full Unwanted Medicine inner liners prior to transfer to a Carrier for transport to a DEA registered reverse distributor.

Plan or **Product Stewardship Plan** is the product stewardship plan presented in this submittal by MED-Project.

Pre-filled Injector Products are pre-filled injector products with a retractable or otherwise securely covered needle where medicine cannot be removed from them or where they contain more than trace amounts of Covered Drugs.

Program or **Product Stewardship Program** is the product stewardship program set forth in this Product Stewardship Plan.

Rapid Response is a response to an incident or other urgent event at a Kiosk Drop-Off Site requiring an urgent response. This does not include emergencies that pose an immediate threat to the environment or health. Kiosk Drop-Off Site Hosts will be directed to call 911 during emergencies that pose an immediate threat to the environment or health.

Rapid Responders are personnel trained to respond within a few hours to an event requiring a Rapid Response. Rapid Responders may be Service Technicians or special response vendors retained by Vendor.

Residents or **County Residents** means human beings who reside in the unincorporated area of the County.

Service Technicians are personnel provided by Vendor, trained to help prepare Unwanted Medicine inner liners at Unwanted Medicine Kiosk Drop-Off Sites for transfer to a Carrier for transport to a DEA registered reverse distributor

Scheduled Collection Service is a service model where MED-Project provides for a Service Technician to help prepare Unwanted Medicine inner liners at Kiosk Drop-Off Sites for transfer to a Carrier for transport to a DEA registered reverse distributor.

Standard Mail-Back Services are the provision of pre-paid, pre-addressed envelopes ("**Standard Mail-Back Packages**") provided by Vendor for the collection and disposal of Unwanted Medicine.

Take-Back Event is an event at least 6 hours in length at a location accessible to the public conducted by MED-Project with oversight by law enforcement for the collection of Unwanted Medicine.

Unwanted Medicine is defined in Section IV. of this Plan.

Vendor is any vendor retained by MED-Project to carry out its obligations under the Program.

IV. Unwanted Medicine

For the purposes of the Plan, “Unwanted Medicine” includes all materials identified as “Covered drug[s]” under Ordinance § 418-16.202(e) that qualify as “Unwanted covered drug[s]” under Ordinance § 418-16.202(q). Unwanted Medicine does not include the following:

- i. Expired undispensed samples direct from physicians’ offices;
- ii. Unused or expired drugs from hospitals and institutions;
- iii. Bulk animal pharmaceuticals from farms (business use);
- iv. Vitamins or supplements;
- v. Herbal-based remedies and homeopathic drugs, products, or remedies;
- vi. Compressed cylinders;
- vii. Mercury-containing thermometers;
- viii. Cosmetics, shampoos, sunscreens, toothpaste, lip balm, antiperspirants, or other personal care products that are regulated as both cosmetics and nonprescription drugs under the federal Food, Drug, and Cosmetic Act (Title 21 U.S.C. Chapter 9);
- ix. Hard surface and toilet disinfectant cleaners;
- x. Drugs administered in a healthcare setting;
- xi. Drugs for which Producers provide a pharmaceutical product stewardship or take-back program as part of a federal Food and Drug Administration-managed risk evaluation and mitigation strategy (Title 21 U.S.C. § 355-1);
- xii. Biological products as defined by 21 CFR 600.3(h) for which a Producer provides a pharmaceutical product stewardship or take-back program;
- xiii. Medical devices or their component parts or accessories, including medical sharps and needles, and injector products;
- xiv. Used, empty containers, vials, and pouches;
- xv. Schedule I or other illicit drugs; and
- xvi. Any other items excluded pursuant to the Ordinance.

See Section XIII.A. for collection limitations imposed by the DEA Rule.

V. Collection of Unwanted Medicine

The Plan provides services to collect Unwanted Medicine, including controlled substances. The collection methods and any applicable legal requirements are described below.

A. Unwanted Medicine Collection Program Implementation

1. Outreach

Per Ordinance § 418-16.206(c)(1), MED-Project initially notified 163 Pharmacies and 33 LEA locations in the County of the opportunity to participate as a Kiosk Drop-Off Site. MED-Project continues to outreach to nonparticipating locations with the goal of adding additional Kiosk Drop-Off Sites throughout the County. As part of this outreach, MED-Project asks if eligible sites are interested in participating in the Program, whether the sites currently host a kiosk or other services for the disposal of Unwanted Medicine, whether Pharmacies are DEA registrants, and if sites would like more information regarding the Program.

LEAs, Pharmacies, and other eligible DEA registrants that currently host kiosks in the County may transition into the Program at any time upon entering into an agreement with MED-Project. These organizations are listed in [Appendix B](#).

2. Implementation

MED-Project continues to work with LEAs and Pharmacies identified during initial Program outreach (*see* Section V.A.1.) to determine interest in participating as a Kiosk Drop-Off Site. MED-Project seeks to continue providing three Kiosk Drop-Off Sites in each supervisorial district in the County. If that were not feasible, MED-Project would continue to satisfy the collection system requirement in the County through the conducting of quarterly Take-Back Events at three locations and via Mail-Back Services. *See* Sections V.E. and V.F. for details of how the Program satisfies the collection system requirement.

Collection of Unwanted Medicine began at collection locations once agreements were executed with each location, kiosks were installed, sites were trained, and, in the case of Pharmacies, all requirements of the DEA and the Board of Pharmacy were met.

Mail-Back Services are available to disabled and home bound Residents upon request, thereby offering more opportunities to dispose of Unwanted Medicine.

3. Convenience

MED-Project continues to assess Program performance, gauge feedback, and revise its approach as appropriate. MED-Project continues outreach to organizations that may be available as future Kiosk Drop-Off Site Hosts on a regular basis. These organizations are listed in [Appendix B](#).

The Plan was implemented in a flexible manner, offering coverage to Residents through a combination of Kiosk Drop-Off Sites, Take-Back Events, and Mail-Back Services. MED-Project seeks to continue providing three Kiosk Drop-Off Sites in each supervisorial district in the County. If that were not sustainable, MED-Project would continue to satisfy the collection system requirement in the County through the conducting of quarterly Take-Back Events at three locations and via Mail-Back Services.

Mail-Back Services for disabled and home bound Residents are available through the MED-Project Website and Call Center, thereby offering more opportunities to dispose of Unwanted Medicine. *See* Section V.F. for more information about the availability of Mail-Back Services.

For more information regarding Take-Back Event scheduling, coverage, and frequency, *see* Section V.E.

4. Fees and Costs

MED-Project pays all administrative, operational, and disposal costs and fees associated with the collection of Unwanted Medicine as a part of the Program.

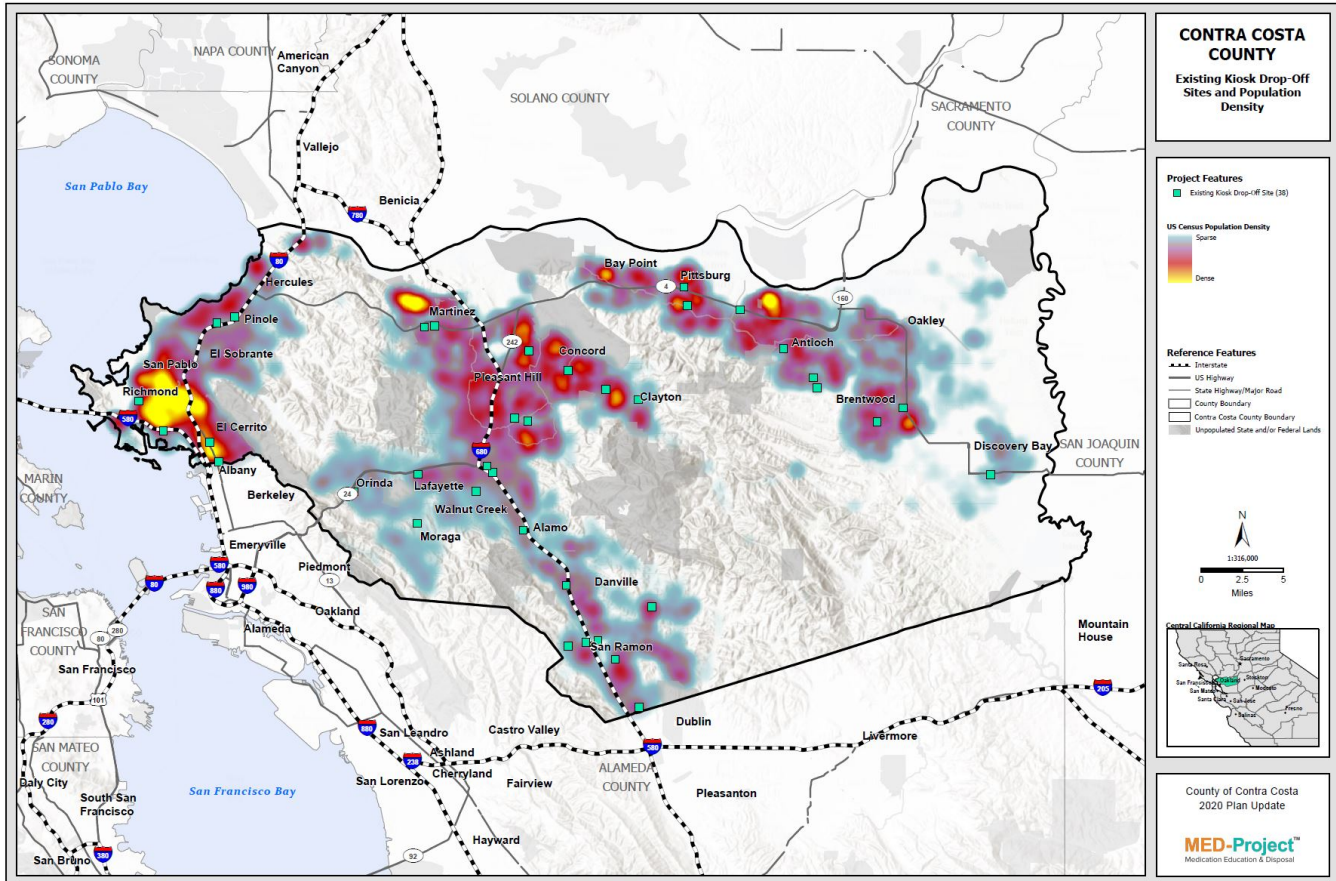
B. Kiosk Drop-Off Sites

Kiosk Drop-Off Sites are placed across the County to meet the collection system requirement established by the Ordinance. This network provides Residents several different outlets to participate in the Program. Kiosk Drop-Off Sites accept Unwanted Medicine from Residents during all regular business hours.

1. Kiosk Drop-Off Site Locations

MED-Project initially contacted 163 Pharmacies and 33 LEAs located in the County about the opportunity to serve as a Kiosk Drop-Off Site. Of the locations contacted, 94 Pharmacies and 29 LEAs expressed interest in participating in the Program. Current Kiosk Drop-Off Sites are identified in [Appendix C](#).

A map of current Kiosk Drop-Off Sites is below.



MED-Project continues to notify any nonparticipating or new retail Pharmacies in the County of the opportunity to participate as a Kiosk Drop-Off Site on an annual basis. These sites are listed in [Appendix B](#).

As required under Ordinance § 418-16.214(a)(4), within three months of their offer to participate (unless the collector requests a longer time-frame), the Program will include as a Kiosk Drop-Off Site any Pharmacy or LEA willing to serve voluntarily as a Kiosk Drop-Off Site for Unwanted Medicine and able to meet all applicable laws, regulations, and other legal requirements. Locations currently serving as a drop-off site may participate in the Program by signing agreements with MED-Project and modifying their DEA registrations if required. The process for modifying DEA registrations is outlined in Section XIII.A.1. MED-Project will work with the Kiosk Drop-Off Site Host to transition to the Program and Vendor.

See Section V.E. for more information on Take-Back Events and Section V.F. *et seq.* for Mail-Back Services.

2. Drop-Off Site Kiosk Placement and Maintenance Program

Kiosk installation is the responsibility of MED-Project at LEA and Pharmacy Kiosk Drop-Off Sites if the Kiosk Drop-Off Site Host has identified an appropriate placement location. All kiosks in the Program must be securely placed and maintained inside a collector's registered location or LEA's physical location in accordance with DEA Rule §§ 1317.75(d)(1) and 1317.35(a). At Pharmacies, kiosks will be placed in the immediate proximity of a designated area where controlled substances are stored and at which an employee is present (*i.e.*, can be seen from the counter), pursuant to § 1317.75(d)(2). At a hospital or clinic with an on-site Pharmacy, kiosks will be placed in an area regularly monitored by employees but not near areas of the facility where emergency or urgent care is provided. § 1317.75(d)(2)(i). Kiosk

placement will also comply with any applicable Board of Pharmacy requirements. Costs associated with installation and maintenance are paid by MED-Project per the agreements with the Kiosk Drop-Off Site Hosts.

The maintenance program addresses items such as:

- Periodic inspection of kiosks to monitor general wear and tear.
- Service Technician access to the kiosks utilizing the Scheduled Collection Service method during regularly scheduled pick-ups; and
- Reporting by the Kiosk Drop-Off Site Host of damage to a kiosk or requested maintenance service.

3. Kiosk Specifications

A kiosk is offered to all host locations. Pursuant to DEA Rule § 1317.75(e), MED-Project kiosks at Pharmacies must:

- Be securely fastened to a permanent structure.
- Be securely locked, substantially constructed containers with a permanent outer container and removable inner liner.
- Include a small opening in the outer container that allows contents to be added to the inner liner but does not allow removal of the inner liner's contents.
- Prominently display a sign indicating that only Schedule II-V controlled and non-controlled substances are acceptable to be placed in the kiosk; and
- Have the small opening in the outer container locked or made inaccessible to the public when a Kiosk Drop-Off Site employee is not present.

The design of the Pharmacy kiosk and sample signage ([Appendix D](#)) satisfies these requirements by the use of heavy gauge steel; multiple locking mechanisms, including a locking mechanism on the drop-slot; a tamper-resistant drop-slot; and commercial hinges. The design will increase the likelihood of consumer participation by providing easy access to wheelchair users. The locking mechanism on the drop-slot will prevent kiosk overflow once the container has reached its maximum level and is locked by the Kiosk Drop-Off Site Host employees. MED-Project Pharmacy kiosks will come with appropriate regulatory signage and instructions, including instructions to remove or strike out personal information from any Unwanted Medicine before depositing them and language required under the DEA Rule.² Kiosk signage will provide information about what is and is not accepted in the kiosk.

Additionally, under DEA Rule § 1317.60(a), MED-Project kiosk inner liners will:

- Be waterproof, tamper-evident, and tear-resistant.
- Be removable and sealable immediately upon removal without emptying or touching kiosk contents.
- When sealed, make the contents of the inner liner not viewable from the outside.
- Clearly indicate the size of the inner liner; and
- Bear a permanent, unique barcode for tracking purposes.

MED-Project kiosks and inner liners also comply with Board of Pharmacy requirements.

While the DEA Rule does not require LEA kiosks to meet these same requirements, MED-Project offers these kiosks and inner liners to LEAs. *See* DEA Rule at 53531.

² Specifically, as required under § 1317.75(e)(4), all kiosks prominently display a sign stating that: "Only Schedule II-V controlled and non-controlled substances that are lawfully possessed by the ultimate user are acceptable to be placed in the kiosk. Schedule I controlled substances, illicit or dangerous substances, and any controlled substances not lawfully possessed by the ultimate user may not be placed in the kiosk."

4. Unwanted Medicine Kiosk Collection

MED-Project's Kiosk Drop-Off Site collection system follows DEA Rule requirements for Pharmacy and LEA Kiosk Drop-Off Sites. Per these requirements:

- Kiosk Drop-Off Site employees shall hold the two keys to unlock the kiosk;
- Vendor, Pharmacies, and LEAs taking part in the Plan shall keep all records required under the DEA Rule, including those required under DEA Rule §§ 1304 and 1317.35;
- Inner liners provided in the kiosk are opaque to prevent visual recognition of the contents; and
- Each inner liner and box provided by Vendor is pre-paid and pre-addressed for transport and disposal.

a. Pharmacy Kiosk Inner Liner Handling and Disposal

The DEA Rule limits inner liner access to employees of the collector and requires two employees to seal the inner liner at once following its removal from the Pharmacy kiosk's permanent outer container. DEA Rule § 1317.60(b), (c). DEA Rule § 1317.75(g) provides that Pharmacy kiosk inner liner installation or removal shall be performed "by or under the supervision of at least two employees of the authorized collector." The Pharmacy kiosk sealed inner liner must not be opened, x-rayed, analyzed, or otherwise penetrated. DEA Rule § 1317.60(c). DEA Rule § 1317.75(c) prohibits the counting, sorting, inventorying, or individual handling of any substances deposited into a Pharmacy kiosk.

Under DEA Rule § 1317.05(c)(2)(iv), Pharmacy Kiosk Drop-Off Site Hosts must dispose of sealed inner liners and their contents either on-site, through common or contract carrier delivery to, or pick-up by, a reverse distributor or distributor, or with DEA assistance.

b. LEA Kiosk Inner Liner Handling and Disposal

Any collection of controlled substances by LEAs will be consistent with the LEA's standard procedures for transferring illicit controlled substances. DEA Rule § 1317.35. At LEA Kiosk Drop-Off Sites, Vendor and the LEA will maintain any records of removal, storage, or destruction of the collected Unwanted Medicine in a manner consistent with the LEA's recordkeeping requirements for illicit controlled substances evidence under DEA Rule § 1317.35.

Any collected Unwanted Medicine shall be stored in a manner to prevent the diversion of controlled substances and consistent with the LEA's standard procedures for storing illicit controlled substances. DEA Rule § 1317.35. Collected Unwanted Medicine shall be transferred to the disposal facility in a manner to prevent the diversion of Unwanted Medicine and consistent with the LEA's standard procedures for transferring illicit controlled substances. DEA Rule § 1317.35.

5. Collection Methods

A Kiosk Drop-Off Site Host may choose to participate in the program via either the Scheduled Collection Service method or On-Demand Collection Service method. For both methods, MED-Project provides for the collection, transport, and disposal of Unwanted Medicine at no cost to the Kiosk Drop-Off Site.

If a Kiosk Drop-Off Site Host elects to participate via the On-Demand Collection Service method, the Kiosk Drop-Off Site employees shall prepare the inner liner for shipment. The On-Demand Collection Service method enables a Kiosk Drop-Off Site Host to directly control the timing for servicing the kiosk and seal the liner for packaging and transport at a time of their choosing. The Kiosk Drop-Off Site employees can schedule Carrier to pick up the packaged inner liner for shipment or can offer the packaged inner liner during a regular Carrier pick-up. This method enables the Kiosk Drop-Off Site to avoid disruptions to operations that may result from Vendor-scheduled visits or storage limitations.

If a Kiosk Drop-Off Site Host elects to participate via the Scheduled Collection Service method, a Service Technician will regularly come to the Kiosk Drop-Off Site to help prepare the inner liner for shipment and disposal. Kiosk Drop-Off Sites that are taking part in the Scheduled Collection Service method will have a regular year-round schedule for Service Technician visits based on the specific location's business hours and volume of collected Unwanted Medicine.

6. Kiosk Service

When servicing a kiosk at a Kiosk Drop-Off Site, two On-Demand Collection Services Kiosk Drop-Off Site employees or a Service Technician under the supervision of two Scheduled Collection Service Kiosk Drop-Off Site employees following instructions provided by Vendor will:

- Check the kiosk for any damage.
- Remove the inner liner and box from the kiosk and seal them at once following procedures meeting all DEA requirements.
- Replace the removed inner liner and box with a replacement inner liner and box provided by Vendor.
- Match the unique identifier of the inner liner to the tracking number on the shipping label,
- Package the inner liner for transport.
- Prepare the materials for shipment and perform applicable pre-transportation functions following the DOT Hazardous Materials Regulations (HMR).
- Schedule a pick-up by Carrier to be completed within a few business days or offer the package holding the sealed inner liner for pick-up by routine Carrier service at the Kiosk Drop-Off Site.

If the package with the sealed inner liner is prepared before pick-up, the Kiosk Drop-Off Site Host will store the inner liner in compliance with all applicable laws, regulations, and other legal requirements until Carrier pick-up.

7. Disposal of Unwanted Medicine

Kiosk Drop-Off Site employees, Vendor, and Carrier manage the Unwanted Medicine from Kiosk Drop-Off Sites and Take-Back Events in compliance with all applicable laws, regulations, and other legal requirements. Unwanted Medicine collected from Kiosk Drop-Off Sites and Take-Back Events is destroyed in compliance with all applicable laws, regulations, and other legal requirements at a medical waste incinerator, or hazardous waste incinerator listed in Section X.

All inner liners are destroyed in accordance with all applicable laws, regulations, and other legal requirements at the disposal facility identified in Section X.

Current providers of pharmaceutical waste services are existing providers.

C. Help Desk

MED-Project manages a Help Desk to support two general functions:

- Answer questions and monitor comments from Kiosk Drop-Off Sites.
- Manage and direct requests for service from Kiosk Drop-Off Sites.

Additionally, Kiosk Drop-Off Sites are able to request step-by-step instructions for servicing an Unwanted Medicine kiosk by calling the Help Desk.

D. Rapid Response Support

An unplanned event may necessitate a service at a Kiosk Drop-Off Site. A major event, such as a flood, earthquake, or fire, may jeopardize the security characteristics of the kiosk as well as the structural integrity of the Kiosk Drop-Off Site. Such events may require the involvement of law enforcement, fire, or other emergency service personnel. The Kiosk Drop-Off Site employees will be directed to call 911 in situations posing an immediate threat to the environment or health. Once the area is safe for access, if needed, Vendor will dispatch Rapid Responders to secure the kiosk and remove its contents.

Vendor maintains a network of Rapid Responders that can be contacted in the case of an incident or other event requiring a Rapid Response. Vendor is able to respond within two to three hours in most cases when notified of a need for a Rapid Response. Rapid Responders will bring all necessary equipment to manage the specific needs of the Kiosk Drop-Off Site requiring a Rapid Response.

Along with major event preparedness, Vendor provides timely responses to events that may cause an inconvenience to the Kiosk Drop-Off Site. In situations requiring a Rapid Response that do not require the involvement of emergency service personnel, the Kiosk Drop-Off Site Host will place a service request through the Help Desk. If the request does not require a Rapid Response, Vendor will typically respond within two to three business days of the request.

E. Take-Back Events

MED-Project will schedule quarterly Take-Back Events at three locations in any supervisorial district where the collection system requirement is not met through signed Kiosk Drop-Off Site agreements.

Federal, state, tribal, or local law enforcement shall oversee all Take-Back Events. If possible, MED-Project will work to conduct the Take-Back Events in coordination with other scheduled events (*i.e.*, Earth Day celebrations, Health and Wellness Fairs) to maximize convenience to Residents. Targeted events can be viewed in [Appendix F](#). In situations where a location in the Supervisorial District is not available, MED-Project will work with the participating LEA to host the event at other locations available to the public. These events will be promoted in partnership with community organizations listed in [Appendix G](#).

Due to the continuously changing schedule of Take-Back Events, the list of take-back dates and locations are maintained on the MED-Project website as events are scheduled.

1. Method

Hosting of Take-Back Events is contingent upon participation and oversight by contracted LEAs. MED-Project works with participating LEAs to ensure Take-Back Events are compliant and successful. Events are promoted and communicated to the public through local communication channels as outlined in [Appendix H](#).

The process of conducting Take-Back Events will meet all applicable laws, regulations, and other legal requirements. MED-Project contracts with LEAs to oversee Take-Back Events. These contracts provide for the collection, transportation, and disposal of Unwanted Medicine from Take-Back Events and ensure that all requirements of participating LEAs are met. MED-Project work with LEAs to accommodate any reasonable requirements.

2. Procedures

MED-Project partners with LEAs to ensure that at least one law enforcement officer oversees collection at all Take-Back Events pursuant to DEA Rule §§ 1317.65(a), (b). The law enforcement officers maintain control and custody of all Unwanted Medicine collected at Take-Back Events from collection until secure transfer, storage, or destruction of the Unwanted Medicine, as required by DEA Rule § 1317.65(b). Only ultimate users and persons authorized to dispose of an ultimate user decedent's property in lawful

possession of controlled substances Schedules II-V may transfer these substances to the LEA during the event. DEA Rule § 1317.65(e). No other person will handle controlled substances at Take-Back Events under DEA Rule § 1317.65(e); however, Vendor may assist LEAs in the collection of Unwanted Medicine at Take-Back Events. *See* DEA Rule at 53539.

Take-Back Events are typically staffed by at least two Vendor employees. Vendor works in coordination with MED-Project and LEAs to monitor and ensure collection of all material at Take-Back Events is compliant with all applicable laws, regulations, and other legal requirements and meets the expectations of the planned event. Vendor works in conjunction with local law enforcement to ensure all material is placed in a compliant collection receptacle and securely shipped to meet all applicable laws, regulations, and other legal requirements. Any material that is not Unwanted Medicine or does not meet legal requirements is rejected.

Vendor and the LEA maintain all records of removal, storage, or destruction of the collected Unwanted Medicine in a manner consistent with the LEA's recordkeeping requirements for illicit controlled substances evidence pursuant to DEA Rule § 1317.35. Any collected Unwanted Medicine is stored to prevent the diversion of controlled substances and consistent with the LEA's standard procedures for storing illicit controlled substances. Any storage of Unwanted Medicine by Vendor complies with the applicable security requirements of DEA Rule §§ 1301 and 1317, including the requirement that Unwanted Medicine is securely stored in a manner consistent with the security requirements for Schedule II controlled substances.

Vendor packages Unwanted Medicine inner liners matches the unique inner liner identifier to the shipping labels, and prepares the inner liners for shipment in compliance with all applicable laws, regulations, and other legal requirements. Collected material are weighed following the completion of each event. With the sealed inner liners remaining under the control and custody of the LEA, Vendor will assist the LEA with the transportation of the sealed inner liners to the LEA's facility. Vendor schedules a pick-up by Carrier from the LEA facility to take place within a few business days of the event.

F. Unwanted Medicine Mail-Back Services

MED-Project provides Mail-Back Services for Unwanted Medicine at no cost to disabled and home bound Residents. Mail-Back Packages are pre-paid and pre-addressed, and Mail-Back Services comply with all applicable laws, regulations, and other legal requirements.

1. Standard Mail-Back Services for Unwanted Medicine

Pursuant to DEA Rule § 1317.70(c), the Standard Mail-Back Packages for Unwanted Medicine are

- Nondescript and without any markings or information potentially indicating that they contain Unwanted Medicine, including controlled substances;
- Water and spill-proof, tamper-evident, tear-resistant, and sealable;
- Pre-addressed with and delivered to Vendor's registered address;
- Pre-paid;
- Provided with a unique identifier enabling tracking; and
- Provided with instructions indicating the process for mailing back the packages, a list of accepted substances, a notice about mailing restrictions, and a notice that only packages provided by Vendor will be accepted for destruction.

Ultimate users and persons lawfully entitled to dispose of an ultimate user decedent's property are not required to provide any personally identifiable information when using Standard Mail-Back Services to dispose of Unwanted Medicine. *See* DEA Rule § 1317.70(d). As required under DEA Rule § 1317.70(e), Vendor will only accept Standard Mail-Back Packages it made available (or packages lawfully forwarded under DEA requirements). Within three business days of receipt, Vendor will notify the DEA if it receives

mail-back packages likely containing controlled substances that Vendor did not make available or did not agree to receive pursuant to DEA requirements. In accordance with DEA Rule § 1317.70(f), when Standard Mail-Back Packages are received, only Vendor employees will handle the Standard Mail-Back Packages. Standard Mail-Back Packages will not be opened, x-rayed, analyzed, or otherwise penetrated upon receipt by Vendor. *See* DEA Rule § 1317.70(f). Vendor and MED-Project will keep all records required under the DEA Rule, including those identified in DEA Rule § 1304.22(f).

See [Appendix I](#) for a sample packages and package specifications.

2. Inhaler Mail-Back Services for Inhalers

For inhalers, MED-Project offers disabled and home bound Residents Inhaler Mail-Back Services and Inhaler Mail-Back Packages, via the Call Center and/or MED-Project Website. The pre-paid shipping label directs the Inhaler Mail-Back Packages to the facility identified in Section X. An instruction sheet is included with the Inhaler Mail-Back Package that describes how to properly dispose of inhalers, explains what materials may be placed in the Inhaler Mail-Back Package, and how to return the Inhaler Mail-Back Package.

See [Appendix I](#) for a sample package and package specifications.

3. Injector Mail-Back Services for Pre-filled Injector Products

For Pre-filled Injector Products, MED-Project will offer all Residents Injector Mail-Back Services and Injector Mail-Back Packages via the Call Center and MED-Project Website. The pre-paid shipping label will direct the Injector Mail-Back Package to a facility identified in Section X. An instruction sheet describing how to properly dispose of Pre-filled Injector Products that explains what materials may be placed in a sharps container, how to use the sharps container, and how to return the Injector Mail-Back Package will be included with the Injector Mail-Back Package.

See [Appendix I](#) for a sample package and package specifications.

4. Mail-Back Package Availability

Disabled and home bound Residents may request Mail-Back Packages for Unwanted Medicine by calling the Call Center or through a link on the MED-Project Website. Upon such request, Mail-Back Packages complying with all applicable federal, state, and local laws, regulations, and other legal requirements are shipped to Residents.

Mail-Back Packages contain an insert with instructions for use and information about other options for disposing of Unwanted Medicine in the Available Languages. *See* [Appendix I](#) for sample packages and package specifications.

If at least three Kiosk Drop-Off Sites are not provided in a supervisorial district in the County, MED-Project will provide information about free Mail-Back Services for all County residents in the supervisorial district.

5. Mail-Back Package Collection and Disposal

Requests to receive Mail-Back Packages are taken through the Call Center or a link on the MED-Project Website.

Residents are directed to follow the instructions provided in the Mail-Back Package and to place their Unwanted Medicine in the pre-addressed/pre-paid package. The United States Postal Service estimates

up to three business days for delivery of First-Class Mail. The Mail-Back Packages are sent to approved disposal facilities and handled in compliance with all applicable laws, regulations, and other legal requirements. Upon arriving at the disposal facility listed in Section X., the Mail-Back Packages are scanned for verification of receipt and incinerated. Any storage of filled Standard Mail-Back Packages by Vendor comply with the applicable security requirements of DEA Rule § 1317, including the requirement that Unwanted Medicine is securely stored in a manner consistent with the security requirements for Schedule II controlled substances. All Unwanted Medicine is destroyed promptly.

Inhaler Mail-Back Packages containing inhalers are tracked using a unique identifier to a disposal facility for incineration. The incinerator facility for the disposal of inhalers is included in Section X.

Injector Mail-Back Packages containing Pre-filled Injector Products are tracked using a unique identifier to a disposal facility for incineration. The incinerator facility for the disposal of Pre-filled Injector Products is included in Section X.

VI. Plan and Collection Goals

The short- and long-term goals of the Plan are described generally as follows. MED-Project is continuing to provide services that maintain or exceed collection system goals.

Estimated collection goals for 2020 and 2021 are below.

Anticipated Collection Amounts (Lbs.):			
	Year	2020	2021
Kiosk Drop-Off Sites		10,000	30,000
Take-Back Events & Mail-Back Services		N/A	N/A
Estimated Pounds Collected		10,000	30,000

Goal Area	Short-Term	Long-Term
Collection	<p>Approximately 10,000 pounds of Unwanted Medicine collected through Kiosk Drop-Off Sites, Mail-Back Services, and Take-Back Events.</p> <p>Expansion of Mail-Back Services to include inhalers and Pre-filled Injector Products.</p> <p>Implementation of On-Demand Collection Service model in addition to Scheduled Collection Service model for Kiosk Drop-Off Sites.</p>	<p>MED-Project anticipates the average weight per Kiosk Drop-Off Site to increase in 2021 with increasing public awareness of the Program.</p> <p>Estimate approximately 30,000 pounds of Unwanted Medicine collected through Kiosk Drop-Off Sites, Mail-Back Services, and/or Take-Back Events.</p> <p>Maintain reliance on established Kiosk Drop-Off Sites and limited or no collection through Take-Back Events or Mail-Back Services needed.</p>

Education & Promotion	<p>Monitor and track website views by individual pages for Contra Costa County.</p> <p>Ongoing tracking of media outreach efforts.</p> <p>Ongoing support to Residents through Call Center, staffed 24/7/365.</p>	<p>On an ongoing basis, MED-Project may continue to revise and/or add communications materials based on changes to the Plan.</p> <p>MED-Project evaluates media and public outreach in order to make continuing adjustments and improvements to the Program. The review considers the reach and frequency of media campaigns, and the convenience to Residents offered through a network of Kiosk Drop-Off Sites.</p> <p>Continue to educate Residents providing materials through the Call Center and MED-Project Website.</p>
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VII. Patient Privacy

Instructions at each Kiosk Drop-Off Site Host location informs Residents who deposit Unwanted Medicine that they should completely cross out, remove, or otherwise make unreadable all personally identifiable information on the drug containers and packaging before depositing them in the kiosk. In cases where people follow the instructions, there is no personally identifiable information.

In addition to kiosk signage, all MED-Project promotional and educational materials encourage residents to protect their information by ensuring that identifiable information is not present before depositing Unwanted Medicine into kiosks. Examples of MED-Project brochures, signage, and website materials are available in [Appendices J](#) , [K](#) and [L](#).

Vendor has additional protections available for keeping Residents’ personally identifiable information safe and secure. Service Technicians are well trained in managing items containing sensitive patient information. Privacy training is part of a Service Technician’s prerequisite for field services. As an added protection, inner liners for the kiosk are opaque rather than clear, in compliance with DEA Rule. This will prevent anyone, including the Service Technician, from seeing any information on the Unwanted Medicine placed in the kiosks.

Materials to help Residents cross out any personally identifiable information are available at Take-Back Events. This ensures any patient information on drug packaging is unreadable.

VIII. Call Center

MED-Project has established a toll-free telephone number for Residents to obtain information about Kiosk Drop-Off Sites, Mail-Back Services, Take-Back Events, educational materials, and other aspects of the Program. Callers with emergencies are directed to call 911. Patients with medication-related questions are directed to contact their health care provider(s).

The Call Center provides information about:

- Items that can be disposed of;
- Disposal options;
- Kiosk Drop-Off Sites and disposal options in the caller’s specified zip code;
- The MED-Project Website; and
- How to obtain Mail-Back Packages.

Because Take-Back Events are subject to change, Residents will be directed to the MED-Project Website or to a Call Center operator for detailed information about scheduled Take-Back Event and locations.

To increase access to the Program for Residents MED-Project has included dialing options for TTY and 711 services. A sample Call Center script is included in [Appendix J](#).

IX. Training

Vendor certifies training of Service Technicians on the following:

- Resource Conservation and Recovery Act / Environmental Protection Agency (RCRA/EPA) Hazardous Waste training.
- DOT HMR training.
- Occupational Safety and Health Administration (OSHA) hazardous waste operations and emergency response initial training and annual refresher courses.
- DEA controlled substances handling protocols.
- Health Insurance Portability and Accountability Act (HIPAA) requirements.
- OSHA Blood Borne Pathogens Standards.

At a Kiosk Drop-Off Site, operational procedures, including training, are the responsibility of the Kiosk Drop-Off Site Host. MED-Project provides a Help Desk to answer questions and monitor comments for participating Kiosk Drop-Off Sites.

X. Vendor, Transporter, and Disposal Facility Information

A. Vendor

Name	Address	Phone	Website
Covanta Environmental Solutions, LLC	190 Shellyland Road, Manheim, PA 17545	(717) 653-8882	www.covantaes.com
PureWay Compliance, Inc.	20501 Katy Freeway, Suite 206, Katy, TX 77450	(877) 765-3030	http://pureway.com/
Stericycle Specialty Waste Solutions, Inc.	2850 100th Court NE, Blaine, MN 55449	(612) 285-9865	www.stericycleeenvironmental.com

B. Transporter and Carriers

Name	Address	Phone	Website
Clean Harbors Environmental Services Inc.	42 Longwater Drive, Norwell, MA 02061	(781) 792-5000	www.cleanharbors.com
Covanta Environmental Solutions dba Chesapeake Waste Solutions, LLC.	5300 N 33rd St. Milwaukee, WI 53209	(336) 683-0809	www.covantaes.com
Covanta Environmental Solutions Carriers II, LLC	5300 N 33rd St, Milwaukee, WI 53209	(336) 683-0809	www.covantaes.com
Doncin Transport, Inc.	3478 Sunnyside Rd, Manheim, PA 17545	(602) 344-4536	http://www.truckdrivingcdljobs.com/in/Pennsylvania/Manheim/DONCIN%20TRANSPORT%20INC.php
EMS Dispatch, Inc.	316 W Mt Vernon St, Lansdale, PA 19446	(717) 689-5129	https://www.facebook.com/pages/Ems-Dispatch/137953629908858
Heritage Transport	1626 Research Way, Indianapolis, IN 46231	(317) 486-2973	http://www.heritage-enviro.com/
Omada Worldwide Expedite, Inc.	853 S Columbia Road, Suite 175, Plainfield, IN 46168	(317) 293-5777	www.omadaworldwide.com
Online Transport, Inc.	6311 W Stoner Dr, Greenfield, IN 46140	(317) 894-2159	http://www.onlinetransport.com/
Ross Transportation Services, Inc.	36790 Giles Road, Grafton, OH 44044	(440) 366-2000	www.rosstransportation.com
Sodrel Logistics, LLC	1 Sodrel Dr, Clarksville, IN 47129	(812) 282-7941	http://www.sodreltrucklines.com

Name	Address	Phone	Website
Stericycle Specialty Waste Solutions, Inc.	2850 100th Court NE, Blaine, MN 55449	(612) 285-9865	www.stericycleeenvironmental.com
Tri-State Motor Transit Co.	8141 E 7th St, Joplin, MO, 64801	(877) 860-1600	https://tristatesecured.com/
United Parcel Service, Inc.	55 Glenlake Parkway NE, Atlanta, GA 30328	(800) PICK-UPS	www.UPS.com/
United States Postal Service	475 L'Enfant Plaza, SW, Washington, DC 20260	(202) 268-2000	www.USPS.com/
Waste Recovery Solutions, LLC	343 King St, Myerstown, PA 17067	(336) 683-0809	www.covantaes.com

C. Reverse Distributor and Transfer Facilities

Name	Address	Phone	Website
Covanta Environmental Solutions, LLC	2515 S Holt Rd, Indianapolis, IN 46241	(317) 719-6397	https://www.covanta.com/Our-Facilities/CES-Indy
Covanta Manheim, Pennsylvania Facility	190 Shellyland Road, Manheim, PA 17545	(717) 653-8882	www.covantaes.com
Stericycle, Inc. Warren, Ohio	1901 Pine Avenue, SE, Warren, OH 44483	(330) 393-0370	www.stericycle.com/service-locations/ohio/warren
Stericycle, Inc., Indianapolis, Indiana Facility	2670 Executive Drive, Suite A, Indianapolis, IN 46241	(317) 275-7530	www.stericycleeenvironmental.com

D. Disposal Facility

Name	Address	Phone	Website	Type
Clean Harbors Aragonite, LLC	11600 North Aptus Rd., Grantsville, UT 84029	(435) 884-8900	www.cleanharbors.com	Hazardous Waste Incinerator
Curtis Bay Energy, LP	3200 Hawkins Point Road, Baltimore, MD 21226	(855) 228-1715	www.curtisbayenergy.com	Medical Waste Incinerator

Name	Address	Phone	Website	Type
Heritage Thermal Services – Ohio	1250 Saint George Street, East Liverpool, OH 43920	(800) 545-7655	http://www.heritage-thermal.com/	Hazardous Waste Incinerator
Ross Incineration Services, Inc.	36790 Giles Road, Grafton, OH 44044	(440)-748-5800	http://www.rossenviromental.com/	Hazardous Waste Incinerator
Stericycle, Inc., Warren, Ohio Facility	1901 Pine Avenue, SE, Warren, OH 44483	(330) 393-0370	https://www.stericycle.com/service-locations/ohio/warren	Medical Waste Incinerator
Veolia – Port Arthur	7665 Highway 73, Beaumont, TX 77705	(409) 736-2821	www.veolianothamerica.com	Hazardous Waste Incinerator

XI. Unwanted Medicine Educational and Outreach Programming Overview

MED-Project has an active campaign of promotion, education, and public outreach about the safe storage and disposal of Unwanted Medicine. MED-Project education and public outreach activities promote the use of the Program so that Residents, pharmacists, retail Pharmacies, health care facilities and providers understand where and how to dispose of Unwanted Medicine.

MED-Project provides educational program materials to Residents, community organizations, health care providers, Pharmacies, and other entities upon request. The materials use plain language and explanatory images to make collection services readily understandable to all Residents, including Residents with limited English proficiency.

Key points of emphasis may include:

- The importance of taking medicines as prescribed by health care providers.
- The importance of safely storing Unwanted Medicine.
- Discouraging the keeping of Unwanted Medicine.
- How to request and use Mail-Back Packages.
- How to properly dispose of Unwanted Medicine.
- Discouraging the disposal of Unwanted Medicine in solid waste collection, sewer, or septic systems.
- How to find and use Kiosk Drop-Off Sites.
- How to protect private information by, for example, removing personally identifiable information from Unwanted Medicine.

A. Audiences

To effectively educate the public about the Program, MED-Project has a comprehensive communications campaign featuring both broad communications tactics (*e.g.*, media advisories, etc.) as well as targeted outreach to audiences directly involved in the distribution and use of medicines to Residents. These audiences include:

- General public.

- Pharmacies and retailers of Covered Drugs.
- Health care providers.
- Veterinary providers.
- Public health facilities.
- Law enforcement agencies.

This Plan details efforts to reach the varied cultural, geographic, and age demographics, including through outreach to local media ([Appendix H](#)); outreach to community organizations serving a broad range of audiences ([Appendix G](#)); and availability of educational information through a broad range of channels, including a toll-free Call Center, broadcast media, and the internet.

Demographic information, including race/ethnicity, age, and geographic data, is analyzed to appropriately direct outreach and create educational materials to best serve the unique needs of Residents. Efforts to ensure that materials are appropriately targeted and available to these populations may be pursued with associations, agencies, and organizations that can be viewed in [Appendix G](#).

B. Tools/Communications Channels

The Program includes several components designed to reach Residents and provide consistent access to timely and relevant information. Distribution of materials includes audiences such as LEAs, Pharmacies, health care providers and systems, health associations, local government agencies, and other community organizations and is evaluated regularly for effectiveness.

C. Website

MED-Project has an accessible, mobile-friendly website with translations in all Available Languages with information about Kiosk Drop-Off Sites, how to request Mail-Back Packages, and options for the safe collection of Unwanted Medicine.

[Appendix K](#) contains a mock-up of the MED-Project Website and its supporting webpages.

D. Materials

Educational materials about the Program and describing how to properly dispose of Unwanted Medicine will be provided in the Available Languages through the MED-Project Website, third-parties, community organizations, and at Kiosk Drop-Off Sites. Third parties may include Pharmacies, health care facilities, and veterinary facilities. MED-Project provides local governments and other interested parties with materials covering the proper disposal of Unwanted Medicine.

The Plan includes a sample of the educational brochure ([Appendix L](#)) and a sample media advisory promoting Take-Back Events ([Appendix M](#)).

E. Media Outreach

MED-Project promotes the Program using a combination of advertisements and outreach through broadcast and website Public Service Announcements (“PSAs”) and other digital, print, and social media outlets specifically targeting the diverse demographic communities within the County. This enables MED-Project to promote the safe use, storage, and secure disposal of Unwanted Medicine.

The following materials support the Unwanted Medicine educational and outreach programming:

- Please *see* [Appendix J](#) for a sample education and outreach call script including brochure in [Appendix L](#) and website information included in [Appendix K](#).
- Please *see* [Appendix H](#) for a sample list of key media outlets.
- Please *see* [Appendix N](#) for a sample list of social media outlets.
- Please *see* [Appendix M](#) for a sample template media advisory announcing Take-Back Events.

F. Collaboration with County Officials and Community Organizations

MED-Project works in collaboration with the County, as appropriate, to build on existing community outreach resources, such as local organizations, media lists, available public media outlets, etc. This is a sample of MED-Project 's community outreach efforts:

- *Briefing Materials Provided to Support Coordination with County Officials:*
 - MED-Project provides access to educational and outreach programming materials, including the sample brochure (*see Appendix L*), to relevant departments and officials.
- *Outreach through Community Organizations:*
 - MED-Project promotes the Program by engaging relevant stakeholders and community organizations, for example, by providing materials to community organizations identified in Appendix G
- *Briefing Materials Provided to Support Collaboration with Home Health Care Providers.*
 - MED-Project collaborates with home health care providers to promote the use of Mail-Back Services by disabled and homebound Residents. MED-Project will provide home health care providers with the brochure included in Appendix L.

G. Disclaimer

The written and verbal educational materials and public outreach tools that are required by the Ordinance and disseminated under this Product Stewardship Plan include a disclaimer similar to the following: "This material has been provided for the purpose of compliance with legislation and does not necessarily reflect the views of MED-Project or the companies participating in the MED-Project Product Stewardship Plan."

XII. Packaging

The Ordinance requires that a Plan consider "[s]eparation of covered drugs from packaging to the extent feasible to reduce transportation and disposal costs; and [r]ecycling of drug packaging to the extent feasible." Ordinance §§ 418-16.208(h)(2) and 418-16.208(h)(3).

MED-Project has considered and evaluated options for the separation and recycling of drug packaging. Separating and recycling drug packaging collected under the Plan would require the management of separate waste streams at Kiosk Drop-Off Sites and Take-Back Events: a waste stream for drug packaging and a waste stream for the drugs themselves.

While drug packaging is expected to constitute a significant amount of the waste incinerated under the Plan, MED-Project has concluded that separation of inner and/or outer packaging from Unwanted Medicine or recycling packaging would raise three significant concerns:

1. Separating and recycling drug packaging could result in the disclosure of confidential patient information appearing on prescription drug packaging;
2. Separating and recycling drug packaging could increase the potential of releases and leakage of Unwanted Medicine; and
3. Separating and recycling drug packaging could increase diversion risks by adding additional steps to the collection process and because drug packaging is used in drug counterfeiting and would be a diversion target itself.

For these reasons, the Plan does not provide for the separation and recycling of packaging from Unwanted Medicine.

MED-Project education and outreach materials instruct Residents to return Unwanted Medicine at a Kiosk Drop-Off Site, via Mail-Back Services, or at a Take-Back Event in its original container or in a sealed bag.

These materials encourage Residents who transfer their Unwanted Medicine in a sealed bag to recycle all remaining packaging.

XIII. Compliance with Applicable Laws, Regulations, and Other Legal Requirements

The Ordinance requires that a Product Stewardship Plan describe how all entities participating in the Program will comply with all applicable laws, regulations, and other legal requirements. Ordinance § 418-16.208(e)(2). As described in more detail below, the Plan is designed such that all entities participating in the Program shall comply with all applicable laws, regulations, and other legal requirements.

A. DEA Controlled Substances Act and Implementing Regulations

On October 12, 2010, the United States Congress enacted the Secure and Responsible Drug Disposal Act of 2010 ("Disposal Act") as amendments to the Controlled Substances Act ("CSA"). The Disposal Act amended the CSA to allow for the expansion of entities to which users can deliver pharmaceutical controlled substances for disposal, subject to regulations to be promulgated. On September 9, 2014, the DEA adopted a rule entitled "Disposal of Controlled Substances" to implement the Disposal Act.

Under the DEA Rule, collection of controlled substances is limited to Schedule II, III, IV, or V controlled substances that are lawfully possessed by an ultimate user or person entitled to dispose of an ultimate user decedent's property. *See* DEA Rule §§ 1317.75(b) (Kiosk Drop-Off Sites)³; 1317.65(d) (Take-Back Events); 1317.70(b) (Standard Mail-Back Services). Schedule I controlled substances, controlled substances that are not lawfully possessed as described above, and other illicit or dangerous substances will not be collected. Additionally, as these provisions of the DEA Rule limit collection of controlled substances to those lawfully possessed by an ultimate user or certain other persons, pharmacies are prohibited from disposing their own inventory or stock through the Program. *See id.*; *see also* § 1317.05.

The DEA Rule provides that LEAs can continue to accept controlled substances for disposal. However, the DEA Rule also provides that pharmacies, reverse distributors, hospitals/clinics with on-site pharmacies, and certain other entities, can register with the DEA as "collectors" and become authorized at their discretion on a voluntary basis to accept controlled substances. The DEA Rule:

- Provides for the collection of controlled substances at Kiosk Drop-Off Sites at LEAs, Pharmacies, and hospitals or clinics with on-site pharmacies;
- Provides for collection of controlled substances at Take-Back Events;
- Provides for the use of mail-back programs to collect controlled substances;
- Allows for the commingling of controlled and non-controlled substances;
- Establishes detailed collection, recordkeeping, security, and other measures for all approved collection methods; and
- Provides that all collected pharmaceutical products be destroyed so that the products are rendered non-retrievable.

The Plan is designed such that all entities that are part of the Plan, including Vendor, are individually responsible to comply with their respective compliance obligations under the DEA Rule. Vendor will ensure that the transportation of Unwanted Medicines collected from Kiosk Drop-Off Sites and Take-Back Events, including controlled substances, complies with all DEA requirements, including those in DEA Rule § 1317.

³ For Kiosk Drop-Off Site collection, only certain substances "that are lawfully possessed by an ultimate user or other authorized non-registrant person may be collected." § 1317.75(b). This language is similar to, but slightly different than, provisions limiting collection at Take-Back Events and through Standard Mail-Back Services to ultimate users or other persons (lawfully) entitled to dispose of an ultimate user decedent's property. *See* §§ 1317.65(d); 1317.70(b).

Controlled substances collected pursuant to the Program may be commingled with non-controlled substances at Kiosk Drop-Off Sites, Take-Back Events, and through Mail-Back Services per the DEA Rule. *See* DEA Rule §§ 1317.75(b) (Kiosk Drop-Off Sites); 1317.65(d) (Take-Back Events); 1317.70(b) (Standard Mail-Back Services).

1. DEA Registration Modification

Pursuant to 21 C.F.R. § 1301.51(b), pharmacies may modify their registrations to become authorized collectors by submitting a request to the DEA or online at www.DEAdiversion.usdoj.gov. This request must contain:

1. The registrant's name, address, and registration number (as printed on the registration certificate);
2. The collection methods the registrant intends to conduct; and
3. A signature in accordance with DEA Rule § 1301.13(j).

See DEA Rule § 1301.51(b). MED-Project will consult with participating Pharmacies, as requested, regarding how to modify DEA registrations to become authorized collectors.

B. United States Department of Transportation (USDOT)

When transporting Unwanted Medicine, Vendor will ensure compliance with the USDOT Hazardous Materials Regulations.

XIV. California State Board of Pharmacy

On June 6, 2017, the California State Board of Pharmacy adopted the Board of Pharmacy Regulations, Article 9.1 of Division 17 of Title 16 of the California Code of Regulations. Largely based on the DEA Rule, the Board of Pharmacy Regulations establish requirements applicable to pharmacies, hospitals/clinics with on-site pharmacies, distributors, and reverse distributors conducting certain drug take-back services. Among other things, the Board of Pharmacy Regulations provide:

1. That California-licensed pharmacies and hospitals/clinics with on-site pharmacies must be in good standing with, and notify, the California Board of Pharmacy to host a drug kiosk. *See* 16 CCR §§ 1776, 1776.1(i).
2. That pharmacies must "know and adhere" to all applicable "federal, state, and local requirements governing the collection and destruction of dangerous drugs" when operating a drug take-back program. *See* 16 CCR § 1776.1(b).
3. Drug kiosk placement and monitoring requirements. *See* 16 CCR §§ 1776.3(b)-(d).
4. Drug kiosk inner liner, container, and signage requirements. *See* 16 CCR §§ 1776.3(f), (h), (m).
5. Inner liner handling, storage, and destruction requirements for drug kiosks. *See, e.g.,* 16 CCR §§ 1776.3(h)-(j), 1776.5(a)-(c).
6. Pharmacy and reverse distributor recordkeeping requirements. *See* 16 CCR §§ 1776.5(e)-(f), 1776.6.
7. Pharmacy drug mail-back program requirements. *See* 16 CCR § 1776.2.

The Plan is designed such that all entities that are part of the Plan, including Vendor, are individually responsible for complying with their respective compliance obligations under the Board of Pharmacy Regulations.

XV. Annual Report

An annual report is provided to the Health Department within six months of the end of the subsequent 12-month period of operation and annually thereafter. Ordinance § 418-16.218.

For the reporting period, the report will include:

- A list of producers participating in the Plan.
- The amount, by weight, of Unwanted Medicine collected from Kiosk Drop-Off Sites and Take-Back Events. For Mail-Back Services, MED-Project will identify the number of mail-back packages destroyed. The weight of Mail-Back packages will be reported by the vendor.
- A list of Kiosk Drop-Off Sites.
- Mail-Back distribution locations, if applicable.
- The number of mailers provided.
- The dates and locations of Take-Back Events held, if applicable.
- Transporters used.
- All disposal facilities to which Unwanted Medicine was transported.
- Whether any safety or security problems occurred during collection, transportation, or disposal of Unwanted Medicine and, if so, what changes have been made or proposed to alleviate the problem.
- A description of public education and promotion activities.
- A summary of the Product Stewardship Plan's goals, the degree of success meeting these goals in the past year, and how these goals will be achieved in the next year if they were not met; and
- The total expenditures of the Program.

Appendix A

MED-Project Participants

The list of participating Producers is provided to the County on a monthly basis.

This is a copy of the Producer List provided to the Department on January 15, 2021 via email.

Content has been shrunk for size. Please zoom in to review content.

Appendix B

Kiosk Drop-Off Sites with Expressions of Interest

Below is a list of locations that have previously expressed interest in participating as a Kiosk Drop-Off Site in the Program.

Site Name	Address	City
Antioch Police Department	300 L Street	Antioch
Brighter Beginnings	2213 Buchanan Road	Antioch
Clayton Town Hall / Police Station	6000 Heritage Trail	Clayton
Concord Police Department	1350 Galindo Street	Concord
Contra Costa County Sheriff	150 Alamo Plaza	Alamo
Contra Costa County Sheriff Department	1980 Muir Road	Martinez
CZ Services	860 Harbour Way South	Richmond
Danville Police Department	510 La Gonda Way	Danville
Delta Household Hazardous Waste Collection Facility	2550 Pittsburg-Antioch Highway	Pittsburg
El Cerrito Recycling Center	7501 Schmidt Lane	El Cerrito
Lafayette Police Department	3471 Mount Diablo Boulevard	Lafayette
Moraga Police Department	329 Rheem Boulevard	Moraga
Mt View Sanitary District	3800 Arthur Rd	Martinez
Mt. Diablo Resource Recovery	4080 Mallard Drive	Concord
Orinda Police Department	22 Orinda Way	Orinda
Richmond Fire Department Station #63	5201 Valley View Road	Richmond
Richmond Police Department	1701 Regatta Boulevard	Richmond
Richmond Senior Citizens Center	2525 Macdonald Avenue	Richmond
Walgreens	3416 Deer Valley Road	Antioch
Walgreens	11565 San Pablo Avenue	El Cerrito
Walgreens	2900 North Main Street	Walnut Creek
Walgreens Pharmacy	11565 San Pablo Avenue	El Cerrito
Walgreens Pharmacy	2900 North Main Street	Walnut Creek
Walnut Creek Police Department	1666 North Main Street	Walnut Creek
West County Wastewater District	2910 Hilltop Drive	Richmond

Potential Additional Kiosk Drop-Off Sites

Site Name	Address	City
Walgreens 13026	2700 Willow Pass Road	Bay Point
Walgreens 04049	3630 San Pablo Dam Road	El Sobrante
Walgreens 04491	15650 San Pablo Avenue	San Pablo
Sam's Club Pharmacy 10- 6612	1225 Concord Avenue	Concord
Safeway Pharmacy 1917	14840 Highway 4	Discovery Bay
Contra Costa County Sheriff- Coroner Office Alamo	150 Alamo Plz Ste C	Alamo
California Highway Patrol	5001 Blum Rd	Martinez

Appendix C

Current Kiosk Drop-Off Sites Locations

SITE	ADDRESS	CITY
CVS Pharmacy 09509	4424 Treat Boulevard	Concord
CVS Pharmacy 09511	1175 2 nd Street	Brentwood
CVS Pharmacy 09536	490 Market Plan	San Ramon
CVS Pharmacy 09545	1123 S California Boulevard	Walnut Creek
CVS Pharmacy 09565	14830 Highway 4	Discovery Bay
CVS Pharmacy 09800	650 San Ramon Valley Boulevard	Danville
CVS Pharmacy 09815	738 Bancroft Road	Walnut Creek
CVS Pharmacy 09827	5408 Ygnacio Valley Road	Concord
CVS Pharmacy 09868	2455 San Ramon Valley Boulevard	San Ramon
CVS Pharmacy 09875	230 Atlantic Avenue	Pittsburg
CVS Pharmacy 09938	3625 Mt Diablo Boulevard	Lafayette
CVS Pharmacy 09939	50 Moraga Way	Orinda
CVS Pharmacy 09991	3158 Danville Boulevard	Alamo
CVS Pharmacy 3053	10650 San Pablo Avenue	El Cerrito
CVS Pharmacy 3078	2151 Meeker Avenue	Richmond
CVS Pharmacy 4283	3171 Balfour Road	Brentwood
CVS Pharmacy 4326	4028 Lone Tree Way	Antioch
CVS Pharmacy 6526	6490 Clayton Road	Clayton
CVS Pharmacy 9086	670 El Cerrito Plaza	El Cerrito
CVS Pharmacy 9203	580 Moraga Road	Moraga
CVS Pharmacy 9238	2677 Clayton Road	Concord
CVS Pharmacy 9253	560 Center Avenue	Martinez
CVS Pharmacy 9296	3420 Camino Tassajara	Danville
CVS Pharmacy 9299	1617 Canyon Drive	Pinole
CVS Pharmacy 9324	1914 Tice Valley Boulevard	Walnut Creek
CVS Pharmacy 9348	9120 Alcosta Boulevard	San Ramon
Kaiser 571 -Antioch Deer MOB OP 1 st Fl Pharmacy	5601 Deer Valley Road	Antioch

SITE	ADDRESS	CITY
Kaiser 515 -Walnut Creek Outpatient Discharge Pharmacy	1425 South Main Street, 1 st Floor	Walnut Creek
Kaiser Health Park Shadelands Phy 501	320 Lennon Lane	Walnut Creek
Kaiser Health Plan – Main Phy 551	3400 Delta Fair Boulevard	Antioch
Kaiser Health Plan – MOB 1 Phy 511	1425 South Main Street	Walnut Creek
Kaiser Health Plan – MOB Pharmacy 541	200 Muir Road	Martinez
Kaiser Outpatient Hospital Pharmacy 123	901 Nevin Avenue MOB Addition	Richmond
Kaiser Permanente Pharmacy 120	1301 Pinole Valley Road, 1 st Floor	Pinole
Kaiser Permanente Pharmacy 572	4501 Sand Creek Road, 1 st Floor Room 1125	Antioch
Kaiser Permanente Pharmacy 931	2300 Camino Ramon, 1 st Floor	San Ramon
Pittsburg Police Department	65 Civic Avenue	Pittsburg
San Ramon Police Department	2401 Crow Canyon Road	San Ramon

Appendix D

Sample of Kiosk Mockup

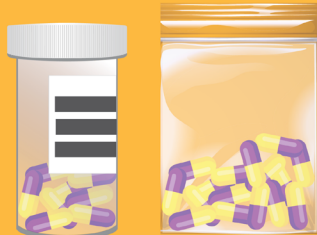


Sample Front Panel Kiosk Signage

SAFELY DISPOSE OF EXPIRED OR UNWANTED MEDICINES



- 1** Cross out or remove personal identifying information from the medicine packaging.



- 2** Leave the product in its original container or place solid medicines in a sealed plastic bag.

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



- 3** Put medicines in the kiosk.

Only schedule II-V controlled and non-controlled substances that are lawfully possessed by the ultimate user are acceptable to be placed in the kiosk. Schedule I controlled substances, illicit or dangerous substances, and any controlled substances not lawfully possessed by the ultimate user may not be placed in the kiosk.

⚠ PROP 65 WARNING: Entering this area, or coming into contact with items or materials in this kiosk, can expose you to chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. For more information, go to www.p65Warnings.ca.gov.

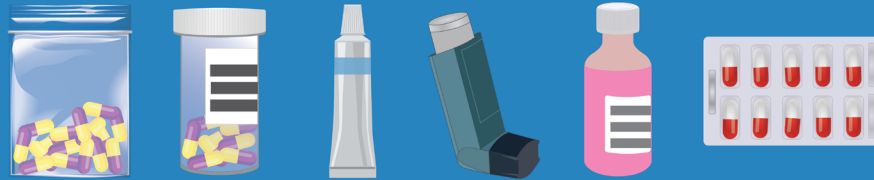
For more information about the MED-Project program, please to go to www.med-project.org or call 1-844-MED-PROJECT / 1 (844) 633-7765 (TTY: 711)

MED-ProjectTM
Medication Education & Disposal

KF.01.00003.SCA.01.01

Sample Side Panel Kiosk Signage

SAFELY DISPOSE OF EXPIRED OR UNWANTED MEDICINES



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

MED-ProjectTM
Medication Education & Disposal

15100000000000

Sample Drop Slot Kiosk Signage



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



NOT ACCEPTED: Herbal remedies, vitamins, supplements, cosmetics, other personal care products, medical devices, batteries, mercury-containing thermometers, sharps, and illicit drugs.

KD.01.0200.ALL.01.01

Name: 123 Pharmacy

Contact: (555) 555-5555

Appendix E

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Appendix F

Community Events That May Serve as Future Take-Back Events

If Take-Back Events become required to meet convenience standards, these are samples of the types of potential events that may be targeted based on timing and geographic needs:

- Brentwood Farmers Market
- Danville Farmer's Market
- Lafayette Farmer's Market
- Earth Day
- Pinole Farmer's Market
- Art and Wine Festival, Clayton, CA
- City-Wide Garage Sale, Hercules, CA
- Clayton Cleans Up Day
- Community Clean Up Day, Hercules, CA
- Contra Costa County Fair, Antioch, CA
- Culture in the Community Celebration, San Ramon, CA
- Oakley Out of the Darkness Community Walk, Oakley, CA
- Senior Holiday Luncheon, Danville Senior Center, Danville, CA

Appendix G

Sample Contact List for Outreach and Education to the Community

The following are associations, agencies, and organizations that may be contacted for assistance with outreach and education to the community.

Health Systems & Clinics:

Contra Costa Regional Medical Center
West County Health Center
John Muir Medical Center, Walnut Creek
John Muir Health, Concord Medical Center
Sutter Delta Medical Center
San Ramon Regional Medical Center
Contra Costa County Hospital
Antioch Convalescent Hospital
Alta Bates Summit Medical Center Berkeley
Campus
Sutter East Bay Medical Foundation
UCSF Benioff Children's Hospital Oakland
Kaiser Permanente

Health Associations and Societies:

Contra Costa Meds Coalition
Contra Costa Dental Society
Alameda Contra Costa Medical Association
California State Board of Pharmacy
California Pharmacists Association
Medical Board of California
California Board of Registered Nursing
California Nurses Association
California Department of Healthcare Services
California Health and Human Services Agency

Organizations, Districts, and Agencies:

Contra Costa County
Contra Costa County Sheriff
Contra Costa Fire Protection District
Contra Costa County Office of Education
Contra Costa Public Health Division
Contra Costa Behavioral Health & AOD Division
Antioch Police Department
Brentwood Police Department
Clayton Police Department
Concord Police Department
Danville Police Department
East Bay Regional Park Police
El Cerrito Police Department
Hercules Police Department
Kensington Police Department
Lafayette Police Department
Martinez Police Department
Moraga Police Department
Oakley Police Department
Orinda Police Department
Pinole Police Department
Pittsburg Police Department
Pleasant Hill Police Department
Richmond Police Department
San Pablo Police Department
Walnut Creek Police Department

Appendix H

Sample Media List

The following is a representative list of key media outlets to help educate residents about proper disposal of Unwanted Medicine. The list includes sample local print, online, television, and radio outlets.

Print Outlets	City/Coverage Area	Website
Contra Costa Times	Contra Costa County	www.eastbaytimes.com
West County Times	Western Contra Costa County	http://www.eastbaytimes.com/west-contra-costa
San Ramon Valley Times	Suburbs of San Ramon	www.sanramonvalleytimes.com
Walnut Creek Journal	Walnut Creek	http://walnutcreek.contracostatimes.com/
Lamorinda Sun	Lafayette, Moraga, Orinda	www.contracostatimes.com/orinda-lafayette-moraga
The Montclarion	Montclair	www.eastbaytimes.com/location/montclair
El Cerrito Journal	El Cerrito, Albany, Kensington	www.insidebayarea.com/albany
Berkeley Voice	Berkeley	www.eastbaytimes.com/berkeley
Alameda Journal	Alameda	www.eastbaytimes.com/alameda
The Piedmonter	Piedmont	www.eastbaytimes.com/piedmont
Pleasant Hill/Martinez Record	Pleasant Hill, Martinez	www.contracostatimes.com/the-record
Concord Transcript	Concord	www.eastbaytimes.com/concord
Brentwood News	Brentwood	www.eastbaytimes.com/location/california/bay-area/east-bay/contra-costa-county/east-contra-costa

Television Outlets	Network
CCTV, Ch 27	Contra Costa TV
KTVU FOX, Ch 2	FOX affiliate Bay Area
KPIX CBS, Ch 5	CBS affiliate Bay Area
KQED PBS, Ch 9	PBS affiliate Bay Area
KNTV NBC, Ch 11	NBC affiliate Bay Area
Radio Outlets	City/Coverage Area
CCTV, Ch 27	Contra Costa TV
KTVU FOX, Ch 2	FOX affiliate Bay Area
KPIX CBS, Ch 5	CBS affiliate Bay Area
KQED PBS, Ch 9	PBS affiliate Bay Area
KNTV NBC, Ch 11	NBC affiliate Bay Area
CCTV, Ch 27	Contra Costa TV

Appendix I

Sample Standard Mail-Back Package



Description:Plastic envelope with the return label and an instructional flyer.

Page Size:

Outer dimensions: 8.25" x 12"

Inner dimensions: 7.375" x 10.375"

MED-Project may choose to change its Vendor for Mail-Back Services at any time, subject to requirements in the Ordinance.

Sample Inhaler Mail-Back Package



Description:

Inhaler Mail-Back Package, including a container with mail-back package, return label, and an instructional flyer.

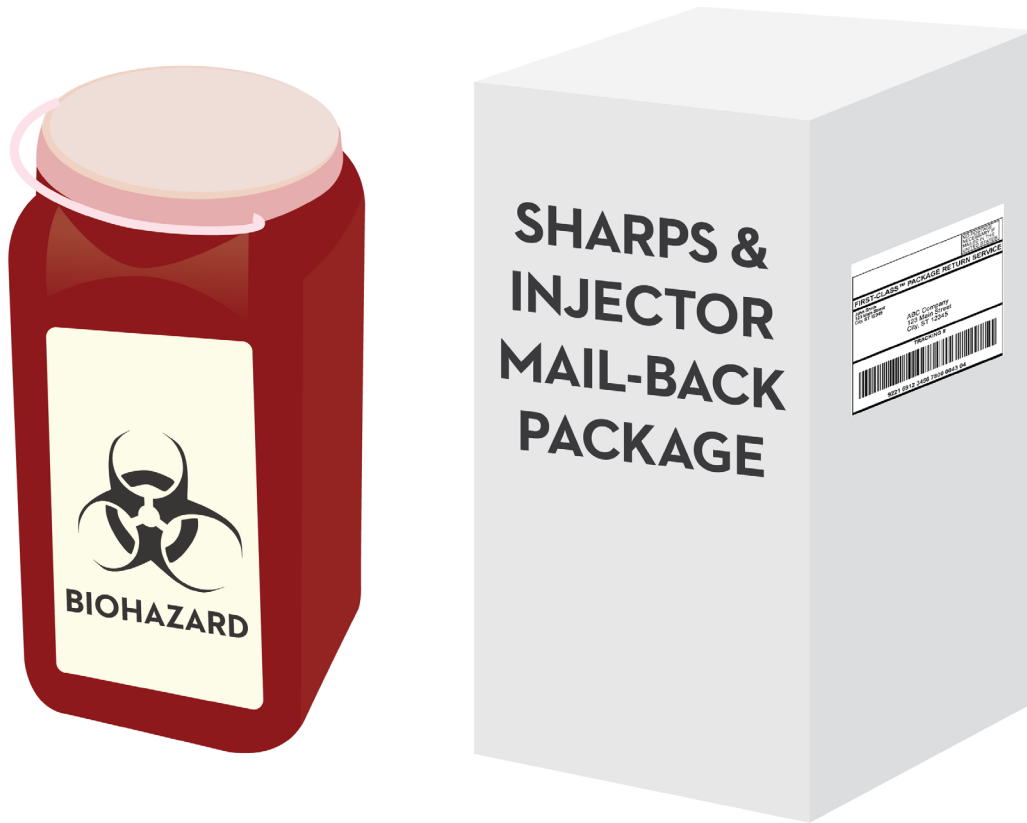
Package Size:

Outer dimensions: 9"x 11.5"x 4.5"

Inhaler Mail-Back Services are an example of complete, turnkey systems to provide for the safe return of inhaler waste.

MED-Project may choose to change its Vendor for Mail-Back Services at any time, subject to requirements in the Ordinance.

Sample Injector Mail-Back Package



Description:

Injector Mail-Back Package including FDA-cleared sharps container with mail-back packaging, return label, instructional flyer, and unique identifier enabling tracking from collection through final disposal.

Package Size:

1.4-quart mail-back system

Injector Mail-Back Services are an example of complete, turnkey systems to provide for the safe return of Pre-filled Injector Products.

MED-Project may choose to change its Vendor for Mail-Back Services at any time, subject to requirements in the Ordinance.

Sample Mail-Back Package Inserts

MAIL-BACK PACKAGE IS FOR
INHALERS



MED-Project™
Medication Education & Disposal

DISPOSAL OF HOUSEHOLD MEDICINES:

- 1 CHECK THE PACKAGE**
If there are specific instructions for disposal on the label, package or package insert, please follow those instructions.
- 2 CONVENIENT LOCATIONS**
To find kiosk sites in your area, visit the Convenient Locations section of www.med-project.org.
- 3 MAIL-BACK**
Mail-Back Services are available in your area. To order a Mail-Back package, visit the Mail-Back section of www.med-project.org.
- 4 TAKE-BACK EVENTS**
Local take-back events offer residents a free and convenient way to dispose of unwanted medicines. For information on events in your area, visit the Take-Back Events section of www.med-project.org.

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

If transferring medications 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 prescription labels or materials before using any of the disposal options listed above.

This material has been provided for the purpose of compliance with legislation and does not necessarily reflect the views of MED-Project or the companies participating in the MED-Project Product Stewardship Plan.

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).

IN04.2201.ALL.2101

MAIL-BACK PACKAGE IS FOR
INJECTORS



MED-Project™
Medication Education & Disposal

DISPOSAL OF HOUSEHOLD MEDICINES:

- 1 CHECK THE PACKAGE**
If there are specific instructions for disposal on the label, package or package insert, please follow those instructions.
- 2 CONVENIENT LOCATIONS**
To find kiosk sites in your area, visit the Convenient Locations section of www.med-project.org.
- 3 MAIL-BACK**
Mail-Back Services are available in your area. To order a Mail-Back package, visit the Mail-Back section of www.med-project.org.
- 4 TAKE-BACK EVENTS**
Local take-back events offer residents a free and convenient way to dispose of unwanted medicines. For information on events in your area, visit the Take-Back Events section of www.med-project.org.

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

If transferring medications 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 prescription labels or materials before using any of the disposal options listed above.

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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).

IN05.2201.ALL.3401

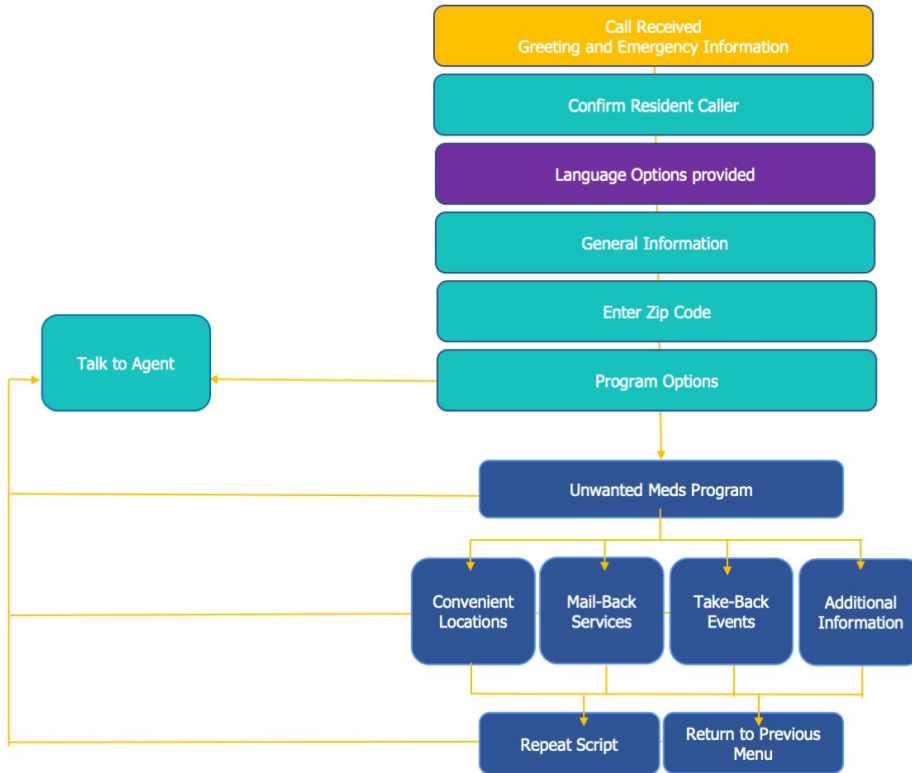
Appendix J

Sample Template: Call Script [1-844-MED-PROJECT]

MED-Project

Medication Education & Disposal

Thank you for calling the information line for the Medication Education and Disposal Project, or MED-Project.



Appendix K

MED-Project Website Home Page

MED-Project™
Medication Education & Disposal

 MEDhome  MEDinfo  MEDfaq  Contact

CONTRA COSTA COUNTY, CA

Medicines help treat diseases, manage chronic conditions, and improve health and well-being for millions of Americans. It is important that patients take their medicines as prescribed by their health care provider. However, if you have expired or unwanted **medicines**, proper disposal is important and easy.





CHECK THE PACKAGE



CONVENIENT LOCATIONS



MAIL BACK



TAKE-BACK EVENTS





This material has been provided for the purpose of compliance with legislation and does not necessarily reflect the views of MED-Project or the companies participating in the MED-Project Product Stewardship Program.
[Privacy Policy](#)

MED-Project Website Check The Package Page

English


MED-Project™
Medication Education & Disposal


MEDhome MEDinfo MEDfaq Contact


CHECK THE PACKAGE


If there are any specific instructions for disposal on the label, package, or package insert, please follow those instructions. Do not flush any medication down the sink or toilet unless the information on the packaging specifically instructs you to do so.

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

 **CHECK THE PACKAGE**

 **CONVENIENT LOCATIONS**

 **MAIL BACK**

 **TAKE-BACK EVENTS**

This material has been provided for the purpose of compliance with legislation and does not necessarily reflect the views of MED-Project or the companies participating in the MED-Project Product Stewardship Program.
[Privacy Policy](#)

MED-Project Website Convenient Locations Page

English

MED-Project™
Medication Education & Disposal

MEDhome MEDinfo MEDfaq Contact

CONVENIENT LOCATIONS

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

MEDICINE

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

NOT ACCEPTED: Herbal remedies, vitamins, supplements, cosmetics, other personal care products, medical devices, batteries, mercury-containing thermometers, sharps, and illicit drugs.

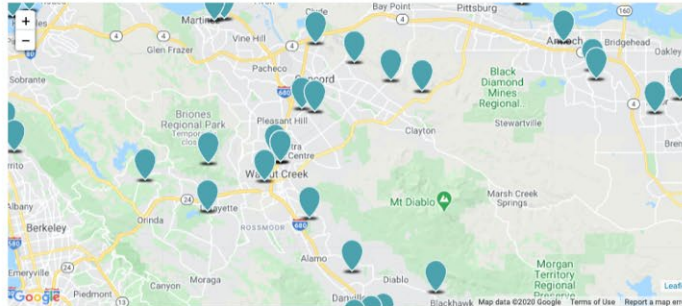
If transferring medications to a sealed bag, please be sure to recycle remaining packaging.

Enter your zip code below, to find convenient locations.

Starting Point Radius

Zip Code 5 miles SEARCH

Refine your results: Medicine Kiosks



CHECK THE PACKAGE



CONVENIENT LOCATIONS



MAIL BACK



TAKE-BACK EVENTS

This material has been provided for the purpose of compliance with legislation and does not necessarily reflect the views of MED-Project or the companies participating in the MED-Project Product Stewardship Program.

[Privacy Policy](#)

MED-Project Website Mail Back Page

MED-Project™
Medication Education & Disposal

MED Home MED Info MED FAQ Contact

MAIL BACK

MEDICINE MAIL-BACK SERVICES

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

NOTE: The following items are not accepted in Medicine Mail-Back Envelopes: Herbal remedies, vitamins, supplements, cosmetics, other personal care products, medical devices, batteries, mercury-containing thermometers, sharps, illicit drugs, and inhalers.

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

INHALER MAIL-BACK SERVICES

Mail-Back Services for inhalers are available, free of charge, to disabled and/or homebound residents upon request.

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

INJECTOR MAIL-BACK SERVICES

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

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

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.

Choose your package type*

How many packages do you need

Contact Information

First Name* Last Name*

Email

Address*

Address 2

City* CA Zip Code*

* Required text

SUBMIT REQUEST

CHECK THE PACKAGE

CONVENIENT LOCATIONS

MAIL BACK

TAKE-BACK EVENTS

This material has been provided for the purpose of general information only and does not necessarily reflect the views of MED-Project or the contractors participating in the MED-Project Project Medication Take-Back Program.

©2016 Paces

MED-Project Website Take-Back Events Page

TAKE-BACK EVENTS

Local take-back events offer residents a free and convenient way to dispose of expired or unwanted medicines or sharps. The local authorities and MED-Project may also sponsor local drug take-back events in your area.

MEDICINE

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

NOT ACCEPTED: Herbal remedies, vitamins, supplements, cosmetics, other personal care products, medical devices, batteries, mercury-containing thermometers, sharps, and illicit drugs.

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

CALENDAR OF LOCAL TAKE-BACK EVENTS

Take-Back Events will be added as locations become available.



CHECK THE PACKAGE



CONVENIENT LOCATIONS



MAIL BACK

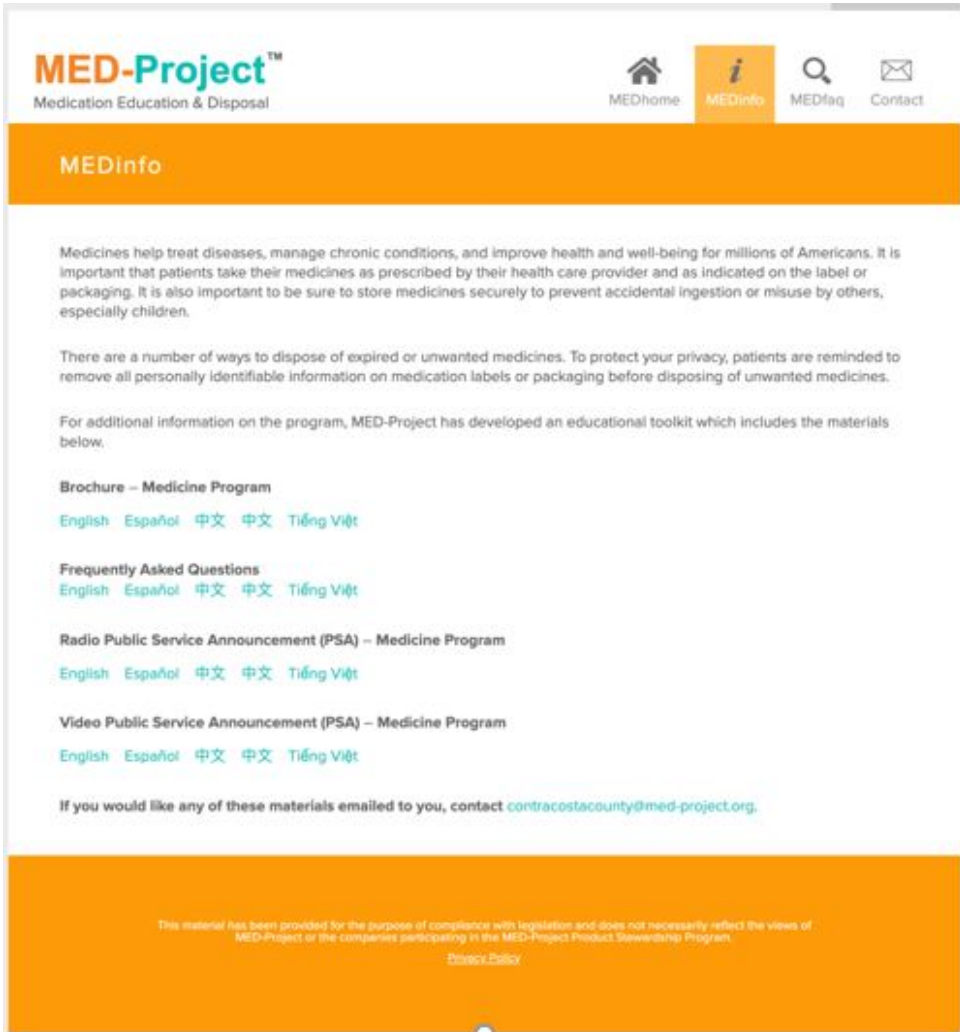


TAKE-BACK EVENTS

This material has been provided for the purpose of compliance with legislation and does not necessarily reflect the views of MED-Project or the companies participating in the MED-Project Product Stewardship Program.

[Privacy Policy](#)

MED-Project Website MEDInfo Page



The screenshot shows the MED-Project website's MEDInfo page. At the top left is the MED-Project logo with the tagline "Medication Education & Disposal". To the right are navigation icons for MEDhome, MEDInfo (highlighted), MEDfaq, and Contact. Below the navigation is an orange header bar with the text "MEDInfo". The main content area contains several paragraphs of text and links to various resources. At the bottom, there is a disclaimer and the text "District Office".

MED-Project™
Medication Education & Disposal

MEDhome MEDInfo MEDfaq Contact

MEDInfo

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

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

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

Brochure – Medicine Program
[English](#) [Español](#) [中文](#) [中文](#) [Tiếng Việt](#)

Frequently Asked Questions
[English](#) [Español](#) [中文](#) [中文](#) [Tiếng Việt](#)

Radio Public Service Announcement (PSA) – Medicine Program
[English](#) [Español](#) [中文](#) [中文](#) [Tiếng Việt](#)

Video Public Service Announcement (PSA) – Medicine Program
[English](#) [Español](#) [中文](#) [中文](#) [Tiếng Việt](#)

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

This material has been provided for the purpose of compliance with legislation and does not necessarily reflect the views of MED-Project or the companies participating in the MED-Project Product Stewardship Program.
District Office

MED-Project Website MEDfaq Page

English



MEDfaq

- + 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?
- + 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 medicines?
- + Should I remove my personal information before disposing of my medication?
- + Where are the MED-Project disposal locations nearest me?
- + Will it cost me anything to dispose of my expired or unwanted medications?
- + Can I flush my medication down the toilet?
- + Will there be any take-back events in my area?
- + I am unable to go to a kiosk or attend a take-back event. How can I dispose of my expired or unwanted medicine?
- + I have a question not answered by this website. Is there someone I can contact with a question about MED-Project?
- + 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 Contra Costa County?
- + Where can I find information about California's Prop 65?

This material has been provided for the purpose of compliance with legislation and does not necessarily reflect the views of MED-Project or the companies participating in the MED-Project Product Stewardship Program.
[Privacy Policy](#)

MED-Project Website Contact Page

English



CONTACT

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.

For answers to some frequently asked questions about MED-Project, [click here](#).

Residents

If you are a resident of Contra Costa County and have questions about MED-Project, please contact:

1 (844) MED-PROJECT or 1 (844) 633-7765 or (TTY: 711)

Convenient Locations

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

Dr. Victoria Travis, PharmD, MS, MBA
National Program Director
MED-Project LLC
Phone: 1 (833) MED-PROJECT or 1 (833) 633-7765
Fax: 1 (866) 633-1812
Email Inquiries for Medicine Disposal:
contracostacounty@med-project.org

Drug Producers

If you are drug producer interested in participating in the MED-Project Stewardship Plan contact:

Phone: 1 (202) 495-3131
Email: compliance@med-project.org

This material has been provided for the purpose of compliance with legislation and does not necessarily reflect the views of MED-Project or the companies participating in the MED-Project Product Stewardship Program.

[Privacy Policy](#)

Appendix L

Sample Back of Brochure

DISPOSAL OF HOUSEHOLD MEDICINES

1 CHECK THE PACKAGE



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

2 CONVENIENT LOCATIONS



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

What items can I dispose of at a kiosk?



ACCEPTED:

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

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



NOT ACCEPTED:

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

DISPOSAL OF HOUSEHOLD MEDICINES

3 MAIL-BACK



Mail-Back Services are available in your area. To order a Mail-Back package, visit the Mail-Back section of www.med-project.org.

4 TAKE-BACK-EVENTS



Local take-back events offer residents a free and convenient way to dispose of expired or unwanted medicines. For information on events in your area, visit the Take-Back Events section of www.med-project.org.



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

Sample Front of Brochure

WHAT SHOULD YOU DO WITH YOUR EXPIRED OR UNWANTED MEDICINES?

MED-Project™
Medication Education & Disposal

**SAFELY
DISPOSE OF
EXPIRED OR UNWANTED
MEDICINES**

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

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).

What should you do with your expired or unwanted medicines?



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

If you have expired or unwanted medicines, 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 medicines.



This material has been provided for the purpose of compliance with legislation and does not necessarily reflect the views of MED-Project or the companies participating in the MED-Project Product Stewardship Plan.



CHECK THE PACKAGE



CONVENIENT LOCATIONS



MAIL BACK



TAKE-BACK EVENTS

MED-Project™
Medication Education & Disposal
www.med-project.org

BR.01.2201.ALL.01.01

Appendix M

Sample Template: Take-Back Event Media Advisory

MED-Project

Medication Education & Disposal

ADVISORY * * * ADVISORY * * * ADVISORY * * * ADVISORY

MED-Project to Support Take-Back Event on [Date]

Residents are invited to bring
expired or unwanted medications to
[Location] from [x time] to [y time] for disposal

Contra Costa County, California, [Date] – The Medication Education & Disposal Project (MED-Project), a consumer education campaign dedicated to responsible medication use and disposal, announced today that it will be supporting a medication Take-Back Event. Supervised by a local law enforcement agency for Residents in [town] on [date]. All County Residents are invited to bring their expired or unwanted medications for disposal. The service is free. [Insert information for Residents about what can be disposed of]. To protect privacy, Residents are reminded to remove all personally identifiable information on prescription labels or materials that are brought to this Take-Back Event.

What: MED-Project Medication Take-Back Event – bring your expired or Unwanted Medicines for disposal

When: [Date], [Time]

Where: [Location]

For more information about disposal options for expired or Unwanted Medicine, visit www.med-project.org.

Contact:

MED-Project Public Affairs at (833) 633-7765 (833-MED-PROJECT)

Appendix N

Sample Digital and Local Social Networks

The following is a representative list of local organizations and their social media networks in Contra Costa County. These groups may link to the MED-Project Facebook page to help promote the Program.

Outlet	Facebook	Twitter
Contra Costa County	https://www.facebook.com/pages/Contra-Costa-County-California/103143409725846	
Contra Costa County Health Services Department	https://www.facebook.com/ContraCostaHealthServices/	
Contra Costa County Sheriffs	https://www.facebook.com/CONTRA-COSTA-SHERIFF-OFFICIAL-PAGE-224837426560/	
City of Antioch	https://www.facebook.com/cityofantiochca/	@cityofantiochca
City of Brentwood	https://www.facebook.com/ourtownbrentwoodca/	@ourtownbrentwoodca
City of Concord	https://www.facebook.com/CityofConcordCA/	@cityofconcordca
City of Danville	https://www.facebook.com/DanvilleCA/	@danvilleca
City of El Cerrito	https://www.facebook.com/cityofelcerrito/	@cityofelcerrito
City of Hercules Parks and Rec	https://www.facebook.com/herculesrecreation/	@herculesrecreation
City of Lafayette	https://www.facebook.com/WeLoveLafayette/	@welovelafayette
City of Martinez	https://www.facebook.com/City-of-Martinez-CA-City-Hall-132924266718772/	
City of Oakley	https://www.facebook.com/CityofOakley/	@cityfoakley
City of Orinda Parks and Rec	https://www.facebook.com/CityOfOrindaParksandRec/	@cityoforindaparksandrec
Pinole Chamber of Commerce	https://www.facebook.com/Pinole-Chamber-of-Commerce-153489268038471/	
City of Pittsburg	https://www.facebook.com/Pittsburg.94565/	@pittsburg.94565
City of Pleasant Hill	https://www.facebook.com/CityofPleasantHill/	@cityofpleasanthill
City of Richmond	https://www.facebook.com/City-of-Richmond-CA-Local-Government-139438544014/	
City of San Pablo	https://www.facebook.com/sanpabloca/	@sanpabloca
City of Walnut Creek	https://www.facebook.com/cityofwalnutcreek/	@cityofwalnutcreek