



# **ALAMEDA COUNTY DEPARTMENT OF ENVIRONMENTAL HEALTH SAFE DRUG DISPOSAL DRUG STEWARDSHIP PLAN**

**March 4, 2022**  
**Revised March 1, 2025**



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## I. Introduction

Inmar submits this Product Stewardship Program Plan (“Plan”) for all Unwanted Product, regardless of who produced them, in compliance with the Alameda County Safe Drug Disposal Ordinance 2016 located at Title 6, Chapter 6.53, (“Ordinance 6.53”) and the Alameda County Safe Drug Disposal Regulations, (“Regulations”), for the management, collection, transportation, and disposal of Unwanted Product from the Residents of the Alameda County. All capitalized terms not otherwise defined shall have the same meaning as in Ordinance 6.53 and the Regulations.

Inmar’s Plan will provide a comprehensive safe drug disposal Stewardship Program that will include compliant drug Collection Methods supported by outreach and education programs to increase County Resident awareness and participation. The Plan will provide safe, secure, and convenient access on an ongoing basis for Residents across the County and will be funded by participating covered manufacturers. The Program will also provide reporting on collection metrics and results of County Resident education and outreach campaigns.

## II. Overview

Inmar's Plan is compliant with Ordinance 6.53 and the Regulations. The Plan provides for safe, secure and convenient access to Unwanted Covered Drug Collection Points on an ongoing basis for Residents across Alameda County and will be funded and paid for in accordance with Ordinance 6.53.040 (B).

Inmar's Plan also meets all requirements specified in Article 9.1 of Title 16 CCR Division 17 for Prescription Drug Take-Back Services ("BOP Article 9.1"). Inmar's Plan will accept all Unwanted Covered Drugs regardless of who produced them and there will be no point-of-sale or point-of-collection fee charged to residential generators.

Pursuant to the Regulation, § 7, Inmar's Plan includes the following components:

- **General Information:** Plan Participants, Inmar coordinator information, website and telephone information;
- **Collection Components:** A description of the collection systems to provide convenient ongoing collection service for all Unwanted Products in accordance with the Regulation § 7 (D);
- **Transporter & Disposal Information:** A description of the transportation and disposal systems to be used in accordance with the Regulations § 7 (E) & (F) and the Ordinance 6.53.060;
- **Policies and Procedures:** A description of the policies and procedures to be followed by Persons handling Unwanted Products;
- **Patient Privacy:** A description of how patient information on Drug packaging will be handled;
- **Public Education & Promotion:** A description of Inmar's public education outreach and promotion strategy required in the Regulation § 7 (G) and the Ordinance 6.53.070, including a copy of standardized instructions for Alameda County Residents, signage developed for Collection Points and required promotional materials;
- **Plan Goals:** A proposal as to Inmar's short-term and long-term goals under the Plan in accordance with the Regulations § 7 (H);
- **Reporting:** A description of the annual reporting Inmar will provide pursuant to the Regulation § 15 and the Ordinance 6.53.080; and
- **Miscellaneous:** Separating Covered Drugs from packaging where possible and recycling of Drug packaging where feasible.



### III. Definitions

The following is a list of definitions for terms used other than those terms defined in the Ordinance and Regulations:

- **Auto-injector (or Auto Injector)** means an unused or partially used Pre-filled Injector Product with a retractable or otherwise securely covered needle.
- **Auto-Injector Mail-Back Package** means a pre-paid, pre-addressed, FDA-cleared Sharps Container and outer shipment Package for the collection and disposal of Pre-filled Injector Products.
- **Authorized Collector** means the operator of a Collection Point.
- **Board of Pharmacy** means the California State Board of Pharmacy.
- **Carrier** means the common carrier used to transport Unwanted Covered Drugs.
- **Container** means the cardboard box which both supports the Inner Liner inside the Kiosk during medicine collection and becomes the outer shipping Package when the Inner Liner is full and/or removed from the Kiosk.
- **Collection Point** means a location which hosts an Inmar Kiosk for the collection of Unwanted Covered Drugs and is operated by an entity which has registered with the DEA as an Authorized Collector of Controlled substances under 21 CFR §1317.
- **Collection System** is Inmar's term for the Collection Method that utilizes permanent Collection Kiosks at fixed locations.
- **Collection Method** means one of the three Collection types (Kiosk, Mail-Back, or Event) authorized for collection and disposal of home-generated Controlled substances by the DEA under 21 CFR §1317.
- **County Residents** means human beings residing in the County of Alameda. "County Residents" does not include business generators of pharmaceutical waste, such as hospitals, clinics, doctor's offices, veterinary clinics, pharmacies, or airport security and law enforcement drug seizures.
- **DEA** means the U.S. Drug Enforcement Administration.
- **DEA Rule** means the DEA Final Rule, "Disposal of Controlled Substances," 79 Fed. Reg. 53520 et seq. adopted on September 9, 2014 and codified at 21 CFR §1317.
- **DOT** means the U.S. Department of Transportation.
- **Drop-door** means the door on the Kiosk where Unwanted Covered Drugs are deposited by County Residents.
- **Inhaler Mail-Back Envelope (Envelopes)** means a pre-paid, pre-addressed envelope for the collection and disposal of inhalers.
- **Inmar Plan** means the Product Stewardship Plan presented in this submittal.
- **Inner Liner** means the liner placed inside the Container which meets the requirements of 21 CFR §1317.60.
- **Kiosk** means a metal receptacle into which County Residents deposit Unwanted Covered Drugs and which meets the requirements of 21 CFR §1317.
- **Kiosk Drop-off Service** means a Collection Method in which County Residents deposit Unwanted Covered Drugs into a Kiosk operated by an Authorized Collector at an Authorized Collection Site.
- **Liner Kit** is a set of three (3) pre-labeled and pre-paid cardboard box Containers, liquid barriers, and serialized, puncture-resistant Inner Liners.
- **Law Enforcement Agency or LEA** is a Federal, State, tribal, or local law enforcement office or agency.
- **Mail-Back Service** means a Collection Method in which County Residents return Unwanted Covered Drugs utilizing prepaid and pre-addressed Mail-Back Envelopes or Packages.

- **Mail-Back Kit** means Standard Mail-Back Envelopes with a visual reorder trigger, with instructions to Standard Mail-Back Distribution Sites on how to reorder additional Mailers.
- **Mailer** is Inmar's generic term used to refer to all pre-paid, pre-addressed Standard and Inhaler Mail-Back Envelopes and Auto-Injector Mail-Back Packages.
- **Non-participating** means qualified entities not participating in an existing Approved Stewardship Plan as of February 28, 2025.
- **Packaged Container** means the full Inner Liner used in the Kiosk Drop-off Service after it is removed, secured within the Container, prepared, and sealed for transportation to a DEA Reverse Distributor.
- **Pharmacy Employee** means the designated contact person or persons at the Collection Point.
- **Required Languages** means English, Spanish, Chinese, Vietnamese, and Tagalog (Filipino).
- **Service Provider** means a contracted vendor used to transport, process, and/or dispose of Covered Drugs collected through the Stewardship Program.
- **Standard Mail-Back Envelope Distribution Site** means a location at which County Residents may obtain one or more standard Mail-Back envelopes at no charge and which is provided by Inmar to meet the Service Convenience Goals established in the Ordinance.
- **Standard Mail-Back Envelope (Envelopes)** means a prepaid and pre-addressed Mail-Back Envelope for the collection and disposal of all Unwanted Covered Drugs except for those dispensed in an inhaler or auto-injector.

## IV. General Information

a) Plan Participant(s)

A list of Plan Participants with contact information will be provided to the Department annually.

b) Inmar Plan Liaison

Inmar Intelligence  
Nick Massaro  
Senior Manager, Consumer Drug Take Back Solutions  
1 West Fourth Street, Suite 500  
Winston Salem, NC 27101  
Email: [nicholas.massaro@inmar.com](mailto:nicholas.massaro@inmar.com)  
Phone: 336-770-1992

c) Website

Inmar's Plan website: [safemedicinedrop.com](http://safemedicinedrop.com)

d) Telephone Number

The toll-free number for County Residents: 1-888-371-0717

## V. Collection Components

### A. Convenient and Equitable Access

Pursuant to the Regulation § 7 (D) (i) and Ordinance 6.53.060 (A)-(C), and upon Plan approval, Inmar will continue operations of a system of Collection Points that provide convenient and equitable access to Residents across the County as outlined in the Ordinance. Inmar commits to collaboration with the Department to ensure alignment in the proper number and location of Unwanted Product Collection Points.

Appendix A-1 includes a list of confirmed Authorized Collector Collection Points.

In accordance with the Ordinance 6.53.050 (A) (9), Inmar will correlate the number of Collection Points with the market share of the drugs sold in the County by the Plan Participants in the County. This will result in Inmar placing Kiosks at Collection Points in a proportion equal to or greater than the market share of drugs sold by the Plan Participants.

Inmar will review any potential Authorized Collector Site against the California Board of Pharmacy license directory to validate if the location holds an active retail, hospital or clinic license. Additionally, Sites will be required to provide evidence of current DEA registration. Inmar will notify the Department as new Collection Points become operational. To ensure the best possible access for the Residents of the County, Inmar also provides Mail-Back Services and Collection Events which are described in more detail in Section C and Section D.

### B. Collection Points – Kiosks

Pursuant to the Ordinance 6.53.060 (A) and Regulation § 8 (A) (v), Inmar complies with DEA regulation 21 CFR §1317.60 (c) and 1317.70 (f) and BOP Article 9.1 regarding sealed Kiosk Inner Liners and Mail-Back Envelopes. Inner Liners and Envelopes shall not be opened, x-rayed, analyzed, or otherwise penetrated. Accordingly, their contents shall not be sorted or inventoried subsequent to being placed into a Kiosk or Mail-Back Envelope. Patient Privacy is addressed more specifically in Section X.

Pursuant to the Ordinance 6.53.050 (A) (11)-(12), Inmar will give preference to Law Enforcement Agencies and retail pharmacies wherever possible to voluntarily serve as Collection Points for Unwanted Covered Drugs. Inmar will work with all Collection Points to validate that the requirements in the Ordinance and the Regulations, including all relevant DEA and BOP Article 9.1 requirements, are met.

#### **Kiosk Specifications and Design**

Inmar's Kiosk is made in the USA and designed to be safe and secure as required. Produced from 16-gauge cold-rolled steel, and with an easy-to-use, Americans with Disabilities Act (ADA)-compliant Drop box design, County Residents can easily drop unused medications through the Drop-door and into the shippable Container and Inner Liner. The Container is a 275lb-rated box with a 6-mil, DEA-compliant Inner Liner.

Inner liners are either 18 gallons or 35 gallons dependent upon geographical location and population density of the Kiosk location. This volume rating is printed directly onto our 6-mil DEA-compliant Inner

Liners and has passed the tests prescribed in accordance with ASTM D 1922 and ASTM D 1709.

The Kiosk design itself exceeds standard security requirements. The top of the Kiosk is sloped, limiting the ability to stack items on top. In addition, the drop slot features an extended metal drop door that lowers into the Container to detect when product capacity is reached. When the drop door encounters resistance within the Kiosk, it is an indication that it is time to change the Container. This manual capacity indicator eliminates the need to change batteries and/or sacrifice the location of the Kiosk to be proximate to an electrical outlet. Lastly, the Container access door is reversible to allow for convenient placement in any appropriate location in the pharmacy.

Per DEA requirements, Kiosks will be installed in the line of sight of Pharmacy or DEA registrant employees and bolted to the floor or a permanent fixture. Inmar's Kiosks have pre-drilled holes in the bottom for easier installation. It also features a 4-point locking system with steel projections in two center locations and the top and bottom of the door that are activated when locked for strengthened security. The Inmar Kiosk will have signage that communicates what is and is not allowed to be placed inside. See Appendix B for examples of signage.

Inmar's Kiosk is sent to the Authorized Collector along with enough supplies for 3 returns. Supplies include:

- Pre-addressed, pre-paid serialized Container
- Serialized Inner Liners to protect against puncture and provide a liquid barrier
- Easy-to-use zip ties to seal Inner Liner compliantly
- Absorbent pad for placement in the bottom of the Inner Liner bag

### **Self-Service Returns**

For the safe on-site removal of contents from Kiosks, Inmar abides by the DEA regulations in 21 CFR §1300 et al. Inmar will train Authorized Collectors to service the Containers on their own to allow for expedited servicing as they desire. Inmar will provide Authorized Collectors with training materials including step-by-step instructions for tracking, sealing, shipping, and replacing Containers. Training materials also include instructions for the scheduling of Kiosk maintenance as necessary. The process for the Authorized Collector once a Kiosk is installed is as follows:

- The Authorized Collector receives the Liner Kit
- The Authorized Collector team (consisting of 2 Authorized Collector employees) constructs the Container with Inner Liner, inserts and securely locks the Kiosk
- The Authorized Collector team unlocks the Kiosk Drop-door to enable consumer use
- Installation date of Inner Liner is documented and witnessed-by on Tracking Sheet
- Once Kiosk is full, Authorized Collector employees will jointly open Kiosk
- Container and Inner Liner is removed and documented on the Tracking Sheet
- Container is to be packaged (Inner Liner is zip tied, outer box is taped) in compliance with all DOT Regulations
- The sealed Inner Liner is not to be opened, x-rayed, analyzed, or otherwise penetrated
- Replacement Container and Inner Liner is constructed, inserted and secured into Kiosk and documented on the Tracking Sheet
- Authorized Collector employees contact Carrier for pickup of Container to ship to authorized Service Provider for destruction

- If the Container (and Inner Liner) must be shipped at a later time (shipment cannot take place at time of service), storage of the Container must comply with the requirements set forth in 21 CFR §1317.75-§1317.80
- Inspect Kiosk to ensure proper operation. Should maintenance be necessary, refer to Training Materials provided to request service as required
- Kiosk Containers will be sent via Carrier to the Service Provider

As part of the self-service option for Kiosk servicing, the Authorized Collector will be responsible for packaging the Container and Inner Liner for shipment and contacting the Carrier for pickup via the Carrier phone number or website.

### **Auto-Replenishment of Kiosk Supplies**

Supplies used to collect and transport Unwanted Product are provided in automatically-replenished Liner Kits of three. Each Liner Kit includes: pre-labeled, pre-addressed and prepaid cardboard box Containers, liquid barriers and serialized, puncture-resistant Inner Liners.

Auto replenishment reduces the amount of inventory maintained at the Collection Point while maintaining sufficient supplies to keep the Kiosk continuously operable.

## **C. Mail-Back Services**

Pursuant to the Ordinance 6.53.050 (A) (5), Inmar will provide prepaid and pre-addressed Mailers to County Residents containing written instructions for returning unused or unwanted medication. Standard Mail-Back Envelopes will be provided at Standard Mail-Back Envelope Distribution Sites. All Mailers are available directly from Inmar via the Program website and toll-free telephone number.

Once a location has been accepted as a Standard Mail-Back Envelope Distribution Site, Inmar will send a predetermined number of prepaid, pre-addressed Standard Mail-Back Envelopes to that location as part of their Mail-Back Starter Kit. Standard Mail-Back Envelopes will accept all Unwanted Covered Drugs. Inmar will track the unique identifier for all Standard Mail-Back Envelopes sent to each location and will include instructions for Standard Mail-Back Envelope Distribution Sites to order additional envelopes when needed.

### **Requesting Standard Mail-Back Envelopes and Inhaler Envelopes**

County Residents are able to request up to three (3) Standard and/or Inhaler Envelopes at a time via the Program website or toll-free number.

Both the Standard and Inhaler Envelopes will meet DEA rule requirements under 21 CFR §1317.70(c):

- Pre-addressed, postage paid
- Nondescript, and do not indicate what may be inside
- Waterproof, tamper-evident, tear-resistant, and sealable
- Contain a unique ID number that allows for tracking
- Include instructions for the County Resident that indicates the process for mailing the Envelope and Unwanted Products that can be returned
- No personally-identifiable information will be required

### **Requesting Auto-Injector Mail-Back Packages**

County Residents are able request up to three (3) Auto-Injector Mail-Back Packages at a time via the Program website or toll-free number. See below for specifications:

- Specifications: Access Petals
- Dimensions (in.): approx. 7.5 x 3.6 x 3.6 in.
- Color: Red
- Lid Type:Hinge Cap
- Liquid Absorbing Pad
- Universal Biohaz Symbol included

### **Mailer Instructions**

Mailer instructions to County Residents for all types of Mailers are provided in Appendix B.

### **Mailer Tracking**

All Mailers (Standard Envelopes, Inhaler Envelopes and Auto-Injector Mail-Back Packages) will have a unique, serialized identification number. Once the Mailer arrives at the destruction facility, the serial number, among other information, will be noted before final disposition. Please see the Disposal Section VI for additional information as to what information is retained for reporting purposes.

Mailers distributed directly to County Residents via the Program website or via toll-free phone number requests will be tracked by Inmar when sent to Residents and tracked at the destruction facility when they are returned.

Appendix A provides lists of where Inmar has established Collection Points and Standard Mail-Back Envelope Distribution Sites.

## **D. Collection Events**

Inmar will work with the Department and local Law Enforcement Agencies to determine a feasible number of Collection Events and regional locations. Events may include the monthly one-day Collection Events coordinated with the Alameda County Household Hazardous Waste Department.

### **Event Staffing and Oversight**

In compliance with 21 CFR §1317.65(a)(b), Inmar will ensure that at least one Law Enforcement Agency Personnel is present at each Collection Event. Inmar will provide personnel to be present to assist LEAs with logistics, coordination and/or other needs during the event. It will be Inmar's responsibility to coordinate with the County and LEAs to ensure compliance with all applicable laws and regulations.

### **Execution Procedures**

As required by 21 CFR §1317.65(b), law enforcement officers employed will maintain control and custody of the collected substances from the time the substances are collected from the ultimate user or person authorized to dispose of the County Resident's property until secure transfer, storage, or destruction of the controlled substances has occurred.

At the conclusion of Collection Events, Inmar will work with LEAs to ensure that the collected materials

are properly weighed, packaged and shipped to Inmar's designated Service Provider (see Section VI) in compliance with all applicable laws. Inner Liners will be tracked via their unique identifiers from shipment location to the designated destruction facility.



## VI. Transportation and Disposal Information

Pursuant to Ordinance 6.53.060 (A) Inmar complies with all local, State, and Federal laws and regulations applicable to disposal of medical waste and Controlled substances.

Kiosk Containers will be sent, from the Authorized Collector via Carrier to Inmar's Service Provider. All Mailers will be sent from the County Resident via Carrier to Inmar's Service Provider. The Service Provider will record the following information upon receipt of every individual Container and Mailer:

- Date received
- Serialized barcode label information
- Carrier Tracking information
- Weight
- Manifest number (if applicable)

A record of Inmar's Service Provider's penalties, violations, and regulatory orders in the last five years are provided in the supplemental attachment titled: Service Provide Compliance Reports.

Company Name	Contact Information	Registration Information	Service Provided
123 Compliant Logistics, LLC 2626 N 29th Ave Phoenix, AZ 85009	602-612-4140	DEA Reverse Distributor-Collector: R90571264	DEA Reverse Distributor
Chesapeake Waste Solutions 190 Shellyland Road Manheim, PA 17545-8679	717-653-8882	DEA Reverse Distributor Collector: RC0322595  EPA ID: PAR00533521  USPS-040A19	DEA Reverse Distributor
Covanta Environmental Solutions, LLC 2515 S. Holt Road, Suite 200 Indianapolis, IN 46241	317-719-6397	DEA Reverse Distributor RC0561628  USPS-040A19	DEA Reverse Distributor
Clean Harbors Aragonite 11600N. Aptus Rd. Aragonite, UT94029	435-884-8100	EPA ID: UTD981552177	Hazardous Waste Incinerator
Clean Harbors El Dorado, LLC 309 American Circle El Dorado, AR 71730	870-863-7173	EPA ID: ARD069748192	Hazardous Waste Incinerator
Veolia ES Technical Solutions, L.L.C 7665 Highway 73 Port Arthur, TX 77640	281-216-9618	EPA ID: TXD000838896	Hazardous Waste Incinerator
Ross Incineration Services 36790 Giles Road Grafton, OH 4044	440-748-5800	EPA ID: OHD048415665  Title V Permit #: P0108010	Hazardous Waste Incinerator

Curtis Bay Medical Waste Services 3200 Hawkins Point Road Baltimore City, MD 21226	855-228-1715	EPA ID: MDD985404318  Refuse Disposal Permit #: 2017-WMI-0036	Medical Waste Incinerator
Covanta Huntsville, Inc. 5251 Triana Boulevard SW Huntsville, AL 35805	256-882-1019	EPA ID: AL0000266726  Title V Permit #: AL0000000108900104	Medical Waste Incinerator
City of Spokane WTW & Recycling Disposal Site 2900 S. Geiger Blvd Spokane, WA, 99224	509-625-6514	EPA ID: WAR000000463  Title V Permit #: AOP-3	Municipal Waste Combustor
Barron County Waste to Energy & Recycling Facility 585 10 1/2 Avenue Almena, WI 54805	715-637-6890	EPA ID: Title V Permit #: 60304904A-P21	Municipal Waste Combustor
Reworld Marion (Formerly Covanta) 4850 Brooklane Rd NE Salem, OR 97305	800-950-8749	EPA ID: 11000165343  Title V Permit #: 24-5398-TV01	Incinerator
Biologic Environmental Services & Waste Solutions (Formerly Reworld, formerly Covanta) 23490 CONNECTICUT STREET HAYWARD, CA 94545	510-265-1900	EPA ID: CAR000226894  Medical Waste Treatment Facility Permit (CDPH): TS/OST - 127	Autoclave
TransChem Environmental 542 East 27th Street Tucson, AZ 85713	520-829-5651	EPA ID – AZD982484578  USDOT ID Number – 1341480  HazMat Reg #: 052322550137E	Transporter
FedEx	847-346-6292	FedEx Express DOT ID # - 86876 FedEx Ground DOT ID # - 265752	Transporter
USPS	919-501-9394	N/A	Transporter
Schneider National Trucking 3101 SOUTH PACKERLAND DRIVE GREEN BAY, WI 54313	800-333-7400	US DOT ID: 121058  Hazmat Reg #: 052421550207DF	Transporter

Saia Freight 11465 Johns Creek Parkway Suite 400, Johns Creek, GA 30097	800-558-6767	US DOT ID: 264184  Hazmat Reg #: 060922550094EG	Transporter
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## VII. Policies and Procedures

Inmar will ensure that it acts in compliance with all applicable laws, rules, and regulations as specified by the Program requirements and require by contract where applicable that Service Providers and Collection Points are also compliant with all laws, regulations, and legal requirements.

Inmar, Collection Points, and Service Providers will specifically be required to comply with The Controlled Substances Act, 21 USC SS 801-971 and 21 CFR §1317; United States Department of Transportation Hazardous Materials Regulation, 49 CFR parts 100-185; California Board of Pharmacy, title 16, Article 9.1 and all applicable Alameda County Ordinances and Regulations.

The DEA Rule defines Authorized Collectors as Law Enforcement Agencies and additionally as retail pharmacies, reverse distributors, hospitals, or clinics with onsite pharmacies, and certain other entities that are registered with DEA as an Authorized Collector.

Inmar has established standard operating procedures that require Authorized Collectors to adhere to these standards. Any Authorized Collector agreements specifically require their compliance ensuring their commitment to compliant operation of the Collection Points and shipping of contents in compliance with the DEA regulations. A refusal to sign the agreement or comply with the DEA regulations would be a reason why an Authorized Collector would be excluded from the Inmar Stewardship Plan.

### **Documentation and Tracking**

Pursuant to the Ordinance 6.54.050 (A) (7) and the Regulation § 8 (A) (iii – iv), the below section outlines the Plan's management practices, policies, and procedures. Collection Containers and Inner Liners will have a serialized identification number to enable tracking at all stages of the return process.

Tracking is documented as evidenced by the Inmar serialization tracking form. This form must be completed and witnessed by two employees of the Authorized Collector. The purpose of this form is to document the use of the serialized Inner Liner throughout the collection process and to help the Authorized Collector meet DEA and Board of Pharmacy record-keeping requirements. Inmar will require each Authorized Collector to understand and comply with all Federal, State, and local regulatory requirements pertaining to Unwanted Covered Drugs applicable at the authorized Collection Point.

The serial numbers, date acquired, and signature of an employee of the Authorized Collector must be completed upon receipt of the Container and Inner Liner. The date installed is to be completed by two employees of the Authorized Collector with their names and signatures. The date the Container and Inner Liner are removed from the Kiosk is also to be noted with names and signatures. Finally, the date the Container and Inner Liner are shipped is noted with authorized names and signatures.

Authorized Collectors must maintain a copy of the completed form, a copy of the Carrier tracking information, and other records as applicable, on file at the Collection Point for at least two years.

### **Transport**

The Authorized Collector will properly seal, store securely, and arrange for pickup of the sealed Inner Liner and its contents from the registered location in a manner consistent with DEA regulations. The Container

will include a pre-addressed and prepaid shipping label. The Carrier representative will take possession of the Container and deliver the Container to Inmar's Service Provider.

**Disposal**

Once the Container and Inner Liner arrives at the destruction facility, the serial number will be noted before final disposition, which will allow Inmar to report the number of Containers and Inner Liners distributed and returned by each Collection Point in the Reporting provided to Alameda County, as required.

## VIII. Outreach Program Design

Inmar will execute a comprehensive and measurable public outreach strategy to drive awareness of the Plan and maximize participation pursuant to the Ordinances 6.53.050 (A) (8) and 6.53.070, and the Regulations §7 (G) and § 8 (A) (vi-vii). In addition to preventative education, Inmar's strategy is designed to ensure that where and how to return Unwanted Products is widely understood by County Residents, pharmacists, retail pharmacies, health care facilities and providers, veterinarians, and veterinary hospitals.

Pursuant to the Ordinance 6.53.070, the individual components of Inmar's public outreach strategy are detailed below. Across all tactics, key messages will include, but not be limited to, the following:

- Promote safe storage of all drugs, wanted or unwanted, by County Residents in their homes;
- Discourage stockpiling and storage of Unwanted Products in the home
- Describe where and how to return Unwanted Products
- Discourage improper disposal of drugs (e.g., flushing or solid waste collection)

### A. Outreach Materials

Inmar will provide educational materials for dissemination to interested parties including County Residents, pharmacists, retailers, and health care practitioners upon request and at no charge. Materials will be available in English, Spanish, Chinese, Vietnamese and Tagalog.

These materials will:

- Provide instruction on how to safely store Covered Drugs at home
- Inform of the risks of disposing of Unwanted Products in inappropriate waste streams (e.g., solid waste collection, sewer, or septic systems)
- Outline how to participate in the Plan for safe disposal of Unwanted Covered Drugs.

Please see Appendix C for example materials.

### B. Standardized Instructions

#### **Collection Kiosk Signage**

The Collection Kiosks themselves will be readily-recognizable. Each Kiosk is adorned with clear graphical instructions for proper use, which will be provided in English and Spanish.

Please see Appendix B for an image of the Collection Kiosk and disposal instructions.

### C. Website and Toll-Free Number

#### **Website**

Inmar will provide a mobile-optimized website, appropriately translated into the Required Languages, which will publicize collection options and educate interested parties.

Specifically, the website will:

- Allow County Residents to find the nearest Collection Point or Mail-Back Distribution Site via a list of locations and a map. The website will be updated routinely to ensure accuracy.
- Allow interested parties to request prepaid Mailers.
- Include educational and outreach materials promoting safe storage of Covered Drugs

Retailers or pharmacies interested in participating in the Plan will be able to request more information through the website.

Please see Appendix C for images of the website interface and functionality.

### **Toll-Free Number**

Inmar will operate a multi-lingual, live operator (English, Spanish, Chinese, Vietnamese and Tagalog) toll-free call center that interested parties can call to learn more about the Program, Collection Events, and best practices for disposal of Unwanted Covered Drugs. Callers will be validated by zip code for applicable County Program offerings. County Residents will also be able to request information about the nearest Collection Point or Standard Mail-Back Envelope Distribution Site, or request that a prepaid Mailer is sent to them. The call center is operated with live operators and will be staffed with a third party service to assist with live translation in the required languages. All operators are trained to assist and answer questions related to any and all questions related to the Stewardship Plan operation including but not limited to Authorized Collector Kiosk support and service requests.

## **D. Traditional & Digital Media**

Inmar will utilize a combination of traditional and digital media tactics to educate County Residents on safe disposal of Unwanted Products. Traditional media tactics can include, but are not limited to, radio, newspaper ads, and direct mail. Digital media tactics can include, but are not limited to, influencer marketing and programmatic advertising. Media promotion will be scheduled throughout the Program year.

## **E. Additional Promotional Considerations**

### **Authorized Collector Marketing Support**

To drive awareness and participation at a local level, Inmar will provide individual Authorized Collectors with a variety of marketing assets including in-store signage, social media content kits, press release templates, a radio ad script, and scripts for Pharmacy Employees to let County Residents know that they can safely dispose of their Unwanted Product at that location. Authorized Collectors will be able to request additional marketing materials through the toll-free number.

### **Biennial Survey**

To measure the effectiveness of the comprehensive and measurable public outreach strategy, Inmar will conduct a biennial survey of County Residents as well as pharmacists, veterinarians, and health professionals separately who interact with patients on use of medicines after the first full year of operation of the Stewardship Plan. The aim of the survey questions will be to measure the percent awareness of the Stewardship Plan, assess to what extent Kiosks and other Collection Methods are convenient and easy to use, and assess knowledge and attitudes about risks of abuse, poisonings, and overdoses from prescription and non-prescription drugs used in the home.

## IX. Annual Reporting

Pursuant to the Ordinance 6.53.080 and the Regulation §15 as the Department advises and annually thereafter, Inmar will submit a report describing the Plan's activities during the previous Reporting Period. The report will include:

- a. Report Narrative with the following subsections:
  - i. Executive summary to include a brief description of collection and disposal efforts during the reporting period
  - ii. A Summary of the Plan goals to include degree of success and opportunities of unmet goals
  - iii. Proposed Goals to be accomplished in the upcoming year
  - iv. A description of the collection efforts of the past year
  - v. A description of education and public outreach efforts of the past year
  - vi. Safety and Security report including any known security and safety incidents at Collection Points along with any corrective or other action taken in response to the incident, law enforcement involved or any litigation arbitrations or other legal proceedings arising out of or involving the incident.
- b. Report Data containing the following:
  - i. All Producers participating in the Plan
  - ii. Each Collection Point location: Collection Point name and address, weight of collected Unwanted Products over the past year and number of times Unwanted Products were picked up for transportation
  - iii. Mail-Back Program to include number of Mail-Back Envelopes distributed, returned and total weight of collected Unwanted Products
  - iv. For each Disposal Facility: name address and telephone number, total weight of collected Unwanted Products disposed.



## X. Patient Privacy

Inmar provides training to our participating Authorized Collectors and strictly follows the DEA guidelines for the proper handling of the Kiosks and Inner Liners. This begins with the proper training of the Authorized Collector in the compliant operation of the Kiosks and proper preparation, removal, and packaging of the Container. It also involves the training of the Inmar staff that may come into contact with the full Container to ensure proper handling. Inmar strictly complies with State and Federal statutes and regulations including, but not limited to, the DEA guidelines cited below.

According to the DEA - As provided in §§ 1317.60(c) and 1317.70(f), Inner Liners shall be sealed immediately upon removal from the permanent outer Container; sealed Inner Liners and returned Mailers shall not be opened, x-rayed, analyzed, or otherwise penetrated. Accordingly, their contents shall not be sorted or inventoried subsequent to being placed into Kiosks or Mailers. To clarify this, § 1317.75(c) was modified to add the prohibition against individually handling substances after they have been deposited into Collection Kiosks.

## XI. Goals

PROGRAM COLLECTION GOALS	
Short-Term Goals (12-18 Months After Approval)	Long-Term Goals (19+ Months After Approval)
Continue partnership with Alameda County Department of Environmental Health to participate in household hazardous waste events.	Inmar's goal is to achieve 100 Kiosks distributed jointly, in combination with other Plan Owners, across the County to provide equitable and reasonably convenient access to Residents.
PROGRAM PROMOTION GOALS	
Short-Term Goals (12-18 Months After Approval)	Long-Term Goals (19+ Months After Approval)
Website functionality updates: o Collection Point and Mail-Back Envelope Distribution Site list updated (ongoing)	In Process as new locations are acquired.
Continue digital media tactics throughout the year which can include, but are not limited to, influencer marketing and programmatic advertising.	Explore additional promotional avenues based on feedback from the biennial survey.
Continue traditional media tactics throughout the year which can include, but are not limited to, radio, newspaper ads, and direct mail.	

## APPENDICES

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## Appendix A-1: Confirmed Collection Points

Collection Point Name	Street	City	Zip	District
Safeway Pharmacy #0691	1444 Shattuck Place	Berkeley	94709	5
Safeway Pharmacy #0951	867 Island Drive	Alameda	94502	3
Safeway Pharmacy #0971	22280 Foothill Boulevard	Hayward	94541	2
Safeway Pharmacy #0993	3902 Washington Blvd	Fremont	94538	1
Safeway Pharmacy #1197	1790 Decoto Road	Union City	94587	2
Safeway Pharmacy #1257	4495 First St	Livermore	94551	1
Safeway Pharmacy #1931	46848 Mission Blvd	Fremont	94539	1
Safeway Pharmacy #2708	2227 South Shore Center	Alameda	94501	3
Safeway Pharmacy #2856	6790 Bernal Ave	Pleasanton	94566	4
Safeway Pharmacy #2870	6310 College Ave	Oakland	94618	5
Safeway Pharmacy #3132	5100 Broadway	Oakland	94611	5
Safeway Pharmacy #3281	2600 5Th St.	Alameda	94501	3
TIB Pharmacy	7999 Gateway Blvd., Suite 110	Newark	94560	2
University of California at Berkeley	222 Bancroft Way	Berkeley	94720	5

## Appendix A-2: Confirmed Standard Mail-Back Envelope Distribution Sites

Site Name	Street	City	Zip	District
Aids Healthcare Foundation - Oakland	400 30th Street, Suite 300	Oakland	94609	5
Albany Police Department	1000 San Pablo Ave	Albany	94706	5
Albany Police Department	1000 San Pablo Avenue	Albany	94706	5
Alegre Home Care - East Bay	5767 Broadway, Suite 201	Oakland	94618	5
Alta Bates Outpatient Pharmacy	2001 Dwight Way	Berkeley	94704	5
Bonita House Inc.	6333 Telegraph Avenue, Suite 102	Oakland	94609	5
California Sinus Center	5924 Soneridge Drive Suite 207	Pleasanton	94588	4
Costco Pharmacy #1061	28505 Hesperian Blvd	Hayward	94545	2
Costco Pharmacy #118	1900 Davis St.	San Leandro	94577	3
Costco Pharmacy #1341	7200 Johnson Drive	Pleasanton	94588	4
Costco Pharmacy #146	2800 Independence Drive	Livermore	94550	1
Costco Pharmacy #1660	350 Newpark Mall	Newark	46070	2
Costco Pharmacy #778	43621 Pacific Commons Blvd	Fremont	94538	2
Crossroads Home Health - Oakland	333 Hegenberger Road, Suite 710	Oakland	94621	4
Haller's LTC Pharmacy	4067 Peralta Boulevard	Fremont	94536	1
Healthflex Home Health & Hospice	7677 Oakport Dr.	Oakland	94621	4
Home Care Assistance - Oakland	5275 Broadway	Oakland	94618	5
Lifelong Medical Care	2031 6th Street	Berkeley	94710	5
Lifescrypt Pharmacy	39039 Paseo Padre Parkway Suite 201	Fremont	94538	1
Medical Arts Pharmacy	13847 East 14th St Suite 103	San Leandro	94578	3
Mindful Health Solutions - Oakland	3300 Webster Street, Suite 402	Oakland	94609	5
New Chinatown Pharmacy	719 East 12th Street	Oakland	94606	3
Pak 'N Save-3125	3889 San Pablo Ave	Emeryville	94608	5
Prescript Pharmaceuticals	39 California Avenue	Pleasanton	94566	4
Raley's Pharmacy #316	5420 Sunol Blvd.	Pleasanton	94566	4
Safeway Pharmacy #691	1444 Shattuck Pl	Berkeley	94709	5
Safeway Pharmacy #1932	4440 Tassajara Rd	Dublin	94568	1
Safeway Pharmacy #1953	7499 Dublin Blvd	Dublin	94568	1
Safeway Pharmacy #676	1500 Solano Ave	Albany	94706	5

Safeway Pharmacy #768	20629 Redwood Rd	Castro Valley	94546	4
Safeway Pharmacy #908	3550 Fruitvale Ave	Oakland	94602	4
Specialty Mental Health - Oakland	310 8th Street, Suite 210	Oakland	94607	3
Specialty Mental Health - San Leandro	433 Callan Avenue, Suite 301	San Leandro	94577	3
Sutter Care at Home - Hospice	1025 Atlantic Avenue, Suite 350B	Alameda	94501	3
Wild Smiles	4200 East Avenue	Livermore	94550	1

## Appendix B: Kiosk Signage & Mailer Instructions



Figure 1 - Image of Kiosk

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



For more information,  
scan this QR code to visit  
[safemedicinedrop.com](https://safemedicinedrop.com)



### ✓ ACCEPTED [ACEPTADOS]

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

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

### ✗ NOT ACCEPTED [NO ACEPTADOS]



Thermometers  
*Termómetros*



Needles  
*Agujas*



Aerosol Cans  
*Latas de aerosoles*

Illegal drugs  
*Drogas ilegales*

Sharps  
*Los Objetos Punzocortantes*

Figure 2 - Kiosk Top-Sticker Signage



### ACCEPTED

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



### NOT ACCEPTED

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

Figure 3 - Kiosk Signage - Drop-Door





# SAFE DRUG DISPOSAL

*ELIMINACIÓN SEGURA  
DE MEDICAMENTOS*


**RETURN YOUR UNUSED  
PRESCRIPTION MEDICATIONS HERE**

*DEPOSITE AQUÍ SUS MEDICAMENTOS  
RECETADOS NO UTILIZADOS*

**HELP PROTECT YOUR FAMILY, YOUR COMMUNITY AND OUR WATER SUPPLY**

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

Figure 4 - Sample Kiosk Signage



## MAIL-BACK ENVELOPE SET-UP INSTRUCTIONS

**EACH KIT INCLUDES:**

- 1 - Inmar Envelope Stand
- 20 - Pre Addressed Mail-Back Envelopes
- 1 - Reorder Process Instructions
- 1 - Mail-Back Display Sign

**QUICK STEPS TO START**


The Mail-Back Kit comes pre-assembled. Set up is easy as 1-2-3:

1. Open Box
2. Remove packaging and Mail-Back Kit
3. Place the Kit on your counter

---


**REORDERING PROCEDURE**  
KEEP THE REORDER PROCESS INSTRUCTIONS FOR FUTURE REFERENCE.

- When you only have five or less envelopes left in your mailback kit, it is time to reorder more envelopes.
- Follow the instructions on the Reorder Process Instructions to place your order
- To re-order, you can:
  - Visit mailback.app
  - Scan the QR code on the Reorder Instructions with a mobile device
  - Send an email to mail-back@123compliant.com



**QUESTIONS?**

Reach out at take-back@inmar.com  
or call (336) 770-1940



## MAIL-BACK ENVELOPE REORDER INSTRUCTIONS

**1. START**

Scan QR Code or go to mailback.app

**2. REORDER**


Select the refill kit on the reorder page

**3. CHECK OUT**

Follow the check out steps on the site


---

**TIME TO REORDER  
REORDER PROCESS**



- Scan the QR Code or go to mailback.app
- Input the email used to sign up for the service
- Use this temporary password: **2021CDTB-CA**
- Go to the Reorder Page
- Select the Refill Kit
- Check out and verify shipping address
- Submit the order and a confirmation email will be sent

---



**HOW**

mailback.app OR Send an email to mail-back@123compliant.com

**QUESTIONS?**

Email, chat, or call 602-612-4140

Figure 5 - Instructions for Standard Mail-Back Envelope Distribution Sites

**MAIL-BACK PACKAGE IS FOR**

**UNWANTED  
OR EXPIRED  
MEDICATIONS**



**ACCEPTED**

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

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

**NOT ACCEPTED**

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

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



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



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

Figure 6 - Educational Insert Instructions for Standard Mail-Back Envelope

## MAIL-BACK PACKAGE IS FOR **INHALERS**



### ACCEPTED

Inhalers

### NOT ACCEPTED

Unwanted medicines that are not inhalers, herbal remedies, vitamins, supplements, cosmetics, other personal care products, medical devices, batteries, mercury-containing thermometers, sharps, and illicit drugs.

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.

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



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



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

Figure 7 - Educational Insert for Inhaler Envelopes

## MAIL-BACK PACKAGE IS FOR PRE-LOADED PRODUCTS CONTAINING A SHARP AND AUTO-INJECTORS



### ACCEPTED

Pre-loaded products containing a sharp and auto-injectors.

### NOT ACCEPTED

Unwanted medicines that are not pre-loaded products containing a sharp or auto-injectors, inhalers, herbal remedies, vitamins, supplements, cosmetics, other personal care products, medical devices, batteries, mercury-containing thermometers, sharps, and illicit drugs.

**Note:** Injector Mail-Back Packages can only be used for pre-filled injector products and cannot accept other types of items.



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



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

Figure 9 - Educational Insert for Auto-Injector Mail-Back Packages

## CONSUMER DRUG TAKE-BACK



### PREPARING YOUR CONTAINER FOR USAGE

1. Place Serialized Inner Liner into the box and fold excess material at top over box flaps. Leave Black Zip Tie taped to the Liner for later use. (When inserting Inner Liner, check to ensure Serial Number on Serialized Inner Liner matches Serial Number on the shipping container.)
2. Place absorbent pad into the installed Liner.
3. Install the lined box (now the "Container") into the Collection Kiosk.
4. Immediately document installation of Container (column 3 of the Serialization Tracking Sheet).
5. Store remaining spare kits securely for future use.
6. Lock bottom door and unlock top door to begin CDTB collection.

**NOTE:** All direct contact with the unsealed Consumer Drug Take-Back liner must be performed by two authorized individuals - See (21 CFR §1317.80, 21 CFR §1317.35, 21 CFR §1317.75)

### PREPARING YOUR CONTAINER FOR SHIPPING

**Note:** The total weight of the Container ready for shipping MAY NOT EXCEED 66 POUNDS IN WEIGHT.

1. Unlock and open bottom door.
2. Remove full Container from Collection Kiosk.  
DO NOT sort, count or inventory pharmaceuticals or touch contents of Liner prior to sealing.
3. Immediately seal the Serialized Inner Liner by gathering the top of the Liner, bending the gathered portion at the halfway point and folding the top half alongside the bottom half. For extra security, bend the gathered portion at the halfway point a 2nd time. While folding Liner, keep Serial Number on Liner visible. Securely cinch the provided Black Zip Tie around both halves of the gathered portion of the Liner to secure the top. Ensure that the zip tie is completely above the exposed end of the top half of the gathered portion and that the zip tie is fully tightened. This will provide an airtight seal at the open end of the Liner to prevent leakage of any trace liquids that may be inside. See next page for illustration.
4. Close and tape the box top. Seal the middle seam and both outside seams. Leave no untaped spaces along the seams and no less than 3 inches of tape overhang on each side. We recommend 2 strips of tape across the top seam and 2 strips of tape over the edge seams and 2 strips of tape across the top of the container placed diagonally. See illustration of taping method above.
5. Document removal of Container (in column 4 of Serialization Tracking Sheet).
6. Store the sealed Container in a secure location until shipped.

### SHIPPING AND RECORD KEEPING

**Note:** Container is pre-labeled and ready to return. The marking requirements of 49 CFR 172.301(c) do not apply. The container shall not contain any markings to indicate that the contents contain controlled substances.

1. Ship in accordance with the DOT Special Permit.  
Container comes pre-paid and pre-labeled for shipping.
2. Complete column 5 on the Serialization Tracking Sheet. The completed Serialization Tracking Sheet is a record of Liner Events and should be filed in accordance with DEA guidelines. Schedule a pickup on <https://www.fedex.com/gnd/rpp/rppRequest.do> and fill out the necessary information. Tracking ID will be located on the shipping label. Enter the required pick up information for your pharmacy. Select "Business" under Pick Up Type. FedEx doesn't pick up the same day, please choose the following business day for Pickup Date. Fill in the rest of the information and under "Special Instructions", please direct FedEx to where the package will be located exactly in the pharmacy. Finally, click "Schedule Pickup" and record the tracking information.
3. Maintain a copy of the completed Serialization Tracking Sheet in your files for at least 2 years (at the collector's registered location). Refer to 21 CFR § 1304.04(a).
4. Inmar will maintain your modified Form 41 noting destruction date and time on file and will provide it to you upon request.

inmar.com • 800-350-0396, Option 5 (Mon-Fri 8am-5pm EST) • [take-back@inmar.com](mailto:take-back@inmar.com)

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Figure(s) 10 - Kiosk Disposal Instructions

## QUICK STEPS

### TO START

- 01** Install the Consumer Drug Take-Back Kiosk per DEA guidelines.
- 02** Properly tape container at bottom.
- 03** Place Serialized Inner Liner inside with top folded over container flaps.  
(When inserting Serialized Inner Liner, check to ensure Serial Number on Inner Liner matches Serial Number on the shipping container.)
- 04** Place absorbent pad in bottom of Serialized Inner Liner.
- 05** Document the installation of the container on the Serialization Tracking Sheet.
- 06** Install container inside Consumer Drug Take-Back kiosk.
- 07** Lock bottom door and unlock top door to begin drug take-back collection.

### TO CLOSE

- 01** Open bottom door.
- 02** Remove full container, total weight of container **may not exceed 66lbs in weight.**
- 03** Ensure the Serial Number is visible before using a zip tie to secure Serialized Inner Liner bag top.
- 04** Document the removal of the container on the Serialization Tracking Sheet.
- 05** Properly tape container at top.
- 06** Container is pre-labeled for return shipment.
- 07** Schedule pickup with FedEx.

**NOTE:** All direct contact with the unsealed Consumer Drug Take-Back liner must be performed by two authorized individuals - See (21 CFR §1317.80, 21 CFR §1317.35, 21 CFR §1317.75)

## HOW TO SEAL THE LINER TO PREPARE FOR SHIPPING



- 01**  
Immediately seal the Serialized Opaque Liner by gathering the top of the Liner.



- 02**  
Bend the gathered portion at the halfway point and fold the top half alongside the bottom half.



- 03**  
Repeat Step 2 - Again bend the gathered portion at the halfway point and folding the top half alongside the bottom half.



- 04**  
Cinch and fully tighten the provided Black Zip Tie around both halves of the gathered portion of the Liner to secure the top.

Figure(s) 10 - Kiosk Disposal Instructions

## FREQUENTLY ASKED QUESTIONS

### Installation / Removal

Question	Answer
<b>1</b> How is the kiosk installed?	The kiosk must be affixed to a wall or bolted to the floor for compliance with the Responsible Disposal Act. Inmar provides a printed guide for easy installation.
<b>2</b> Where are the keys located for the kiosk?	The keys are located in the top bin of the kiosk. Please note there are two sets of keys provided for each lock. We suggest these duplicates be immediately separated and each set stored in a safe place.
<b>3</b> If I need replacement keys, where is the lock number located?	Each lock has a lock number printed on the outside of the lock. When ordering replacement keys, you will need to reference the kiosk PC number which is located on the inside left of the drop-door.
<b>4</b> When should I ship the collection container to Inmar?	Full containers should be shipped immediately after the inner liner is sealed and packaged for shipping. The container is sent to you already prepared with a prepaid FedEx shipping label.
<b>5</b> How will I know when the collection container is full?	The drop-door has an extended tongue that lowers down into the container when the drop-door is closed. When the product builds to a certain height, the door will have some resistance in operation. This will indicate it is time to change the container.
<b>6</b> Where is the serial number located?	The inner liner is serialized and the outside of the cardboard shipping container is serialized. These serial numbers match and are packaged as a kit. Therefore, it is critical that the pieces of the kit stay together throughout usage and return shipping.

**Note:** Two employees of the authorized collector are required to install, remove, store and transfer the corrugate collection container. Do not compress or inventory contents of inner liner. See 'Steps to Start' document for further reference.

Consumer Drug Take-Back Client Service Team • [Take-Back@inmar.com](mailto:Take-Back@inmar.com)  
(800) 350-0306 Option 5 • Mon - Fri 8am-5pm ET

Figure(s) 10 - Kiosk Disposal Instructions



## Installation / Removal Continued

Question	Answer
7 Do I need to wait until the shipping company is on-site for pickup before I change the container?	As the pickup is standard FedEx, most of our customers change the container and then call FedEx. Please be aware that the DEA requires that the sealed container be held in the controlled substances area during the time between liner removal and pickup.
8 When ordering multiple kiosks, is it required that each kiosk be shipped to the location where they will be installed or can they be shipped to a central location and then transported?	The metal kiosks can be shipped to whatever location you choose. The supplies are shipped separately from our facility in Grand Prairie, TX. It will be important to notify your staff to be on the lookout for these supplies, so they are not inadvertently discarded.
9 How do I order more collection containers?	Upon receipt of your second returned container, Inmar will automatically send you a supply kit for your next three returns. If you need additional supplies or if it has been 4 weeks since you've shipped your second container, please contact Inmar via the email address or phone number listed below.
10 How do I schedule a pickup with FedEx?	Go to <a href="https://www.fedex.com/grd/rpp/rppRequest.do">https://www.fedex.com/grd/rpp/rppRequest.do</a> and fill out the necessary information. Tracking ID will be located on the shipping label. Enter the required pick up information for your pharmacy. Select "Business" under Pick Up Type. FedEx doesn't pick up the same day, please choose the following business day for Pickup Date. Fill in the rest of the information and under "Special Instructions", please direct FedEx to where the package will be located exactly in the pharmacy. Finally, click "Schedule Pickup" and record the tracking information.

**Note:** Two employees of the authorized collector are required to install, remove, store and transfer the corrugate collection container. Do not compress or inventory contents of inner liner. See 'Steps to Start' document for further reference.

Consumer Drug Take-Back Client Service Team • [Take-Back@inmar.com](mailto:Take-Back@inmar.com)  
(800) 350-0398 Option 5 • Mon - Fri 8am-5pm ET

Figure(s) 10 - Kiosk Disposal Instructions

## Appendix C: Sample Promotional Materials



Figure 1 - Sample Promotional Signage

# HAVE UNWANTED MEDICATIONS AT HOME?



**SAFELY DISPOSE OF UNWANTED  
MEDICATIONS AT HOME BY ORDERING  
A FREE MAIL-BACK DISPOSAL PACKAGE  
USING THE QR CODE PROVIDED.**

**There are three different types of disposal packages**

**1. Medication Envelopes**

You can combine controlled and non-controlled medications in the same envelopes.

**2. Inhaler Envelopes**

For use with partially used or unused auto-injector devices.

**3. Auto-Injector Containers**

Ensure the container is sealed and closed prior to mailing back.

## KEEP IN MIND!

Labels on original containers can stay.  
Remove meds from recyclable packages before mailing.  
Mail-backs are sent discreetly with prepaid postage.  
No limit on orders.



# Medication Return Envelopes Available Here!

Dispose of unused and unwanted  
medication from the comfort  
of your home.

---

## Grab a Take-Home Medication Return Envelope Today!

(See our mail-back display for more information.)



Figure(s) 2 - Sample Mail-Back Site Promotional Signage


PROTECT YOUR FAMILIES,  
COMMUNITIES, AND THE ENVIRONMENT

# SAFELY DISPOSE OF UNUSED MEDICINES


WHAT SHOULD YOU DO WITH YOUR  
EXPIRED OR UNWANTED MEDICINES

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


Go to [www.safemedicinedrop.com](http://www.safemedicinedrop.com) to learn more.



CONVENIENT  
KIOSK  
LOCATIONS






MAIL-BACK




TAKE-BACK  
EVENTS

For more information about the program,  
go to [www.safemedicinedrop.com](http://www.safemedicinedrop.com)  
or call 1-888-371-0717



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



## WHY IS SAFE DRUG DISPOSAL IMPORTANT FOR PUBLIC HEALTH?

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

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

This material has been provided for the purpose of compliance with legislation and does not necessarily reflect the views of Inmar  
Intelligence or the Producers participating in the Inmar Intelligence (Source: U.S. Food and Drug Administration) Product Stewardship Plan

HC-MLR-I3117-CDT8 032423

Figure(s) 3- Educational Materials Front (All educational materials are available in Required Languages)

# PROTECT YOUR FAMILIES, COMMUNITIES, AND THE ENVIRONMENT SAFELY DISPOSE OF UNUSED MEDICINES

## BEFORE DISPOSAL CHECK THE PACKAGE

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

## DISPOSAL OPTIONS



### CONVENIENT KIOSK DROP OFF LOCATIONS

To find drug disposal kiosk drop-off sites in your area, visit [www.safemedicatedrop.com](http://www.safemedicatedrop.com).



### MAIL-BACK ENVELOPES

Mail-Back Services for Unwanted Medicines. Visit the Mail-Back section of [www.safemedicatedrop.com](http://www.safemedicatedrop.com) to order a Mail-Back Package.



### TAKE-BACK EVENTS

Local Take-Back events offer residents a free and convenient way to dispose of expired or Unwanted Medicines. Visit the Take-Back Events section of the DEA site at [takebackday.dea.gov](http://takebackday.dea.gov) for information on events in your area.

For more information about the program, go to [www.safemedicatedrop.com](http://www.safemedicatedrop.com) or call 1-888-371-0717

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



### ACCEPTED:

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

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



### NOT ACCEPTED:

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



This material has been provided for the purpose of compliance with legislation and does not necessarily reflect the views of Inmar Intelligence or the Producers participating in the Inmar Intelligence (Source: U.S. Food and Drug Administration) Product Stewardship Plan

HC-MLR-I3117 032423

Figure(s) 3 - Educational Materials Back (All educational materials are available in Required Languages)

# EVERY DAY IS CONSUMER DRUG TAKE-BACK DAY

Working together to protect  
our families, communities  
and environment



## EVERY 5 MINUTES

an American dies of  
an overdose\*

\*cdc.gov



## 16 MILLION

People in the U.S. over the age  
of 12 have misused medications  
at least once in the past year.\*

\*NIDA



## 47% OF PEOPLE

who misuse prescription pain  
relievers receive, buy, or take  
them from a friend or relative.\*

\*samhsa.gov

Figure(s) 4 - Sample Direct Mailer Front



## HOW IT WORKS

**01**

Pull to  
open drawer

**02**

Place medications\*  
inside

**03**

Close  
the drawer

\*Syringes, including pre-filled injector products such as expired EpiPens, cannot be placed in a kiosk. Please call or visit the website to request free mail-back services for pre-filled injector products.



INMAR  
intelligence.

Safely  
dispose of  
your unwanted  
medications  
for free!

Go to [safemedicinedrop.com](https://safemedicinedrop.com)  
or call **1-888-371-0717**  
to find a kiosk near you or  
request mail-back services.

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



Figure(s) 4 - Sample Direct Mailer Back





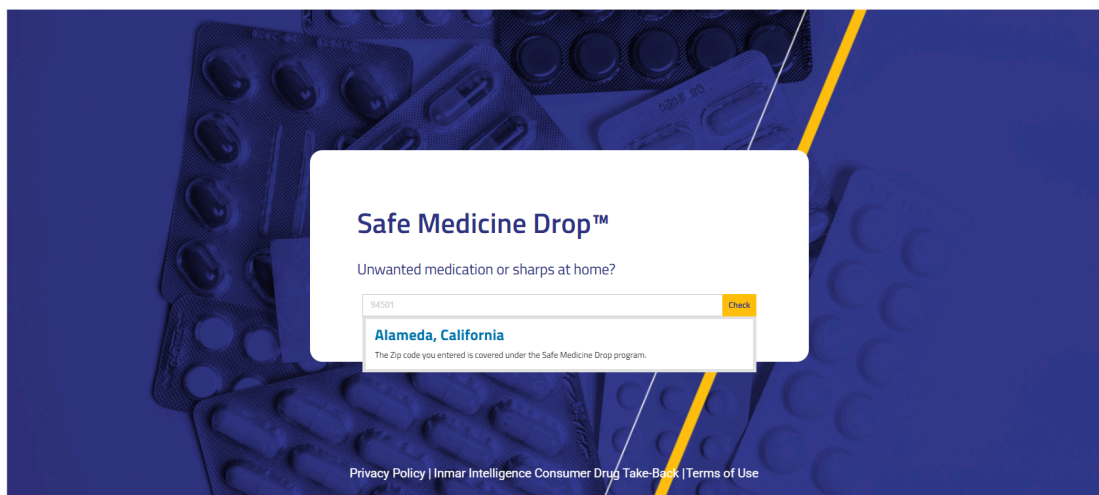
# TIME TO CLEAN OUT YOUR MEDICINE CABINET!

Help prevent drug misuse, and protect our  
water supply from improper drug disposal.

Safely Dispose of Unused  
or Expired Medications

Find a disposal location near  
you at [safemedicinedrop.com](https://safemedicinedrop.com)

Figure 5 - Sample Newspaper Advertisement



**Safe Medicine Drop™**

Unwanted medication or sharps at home?

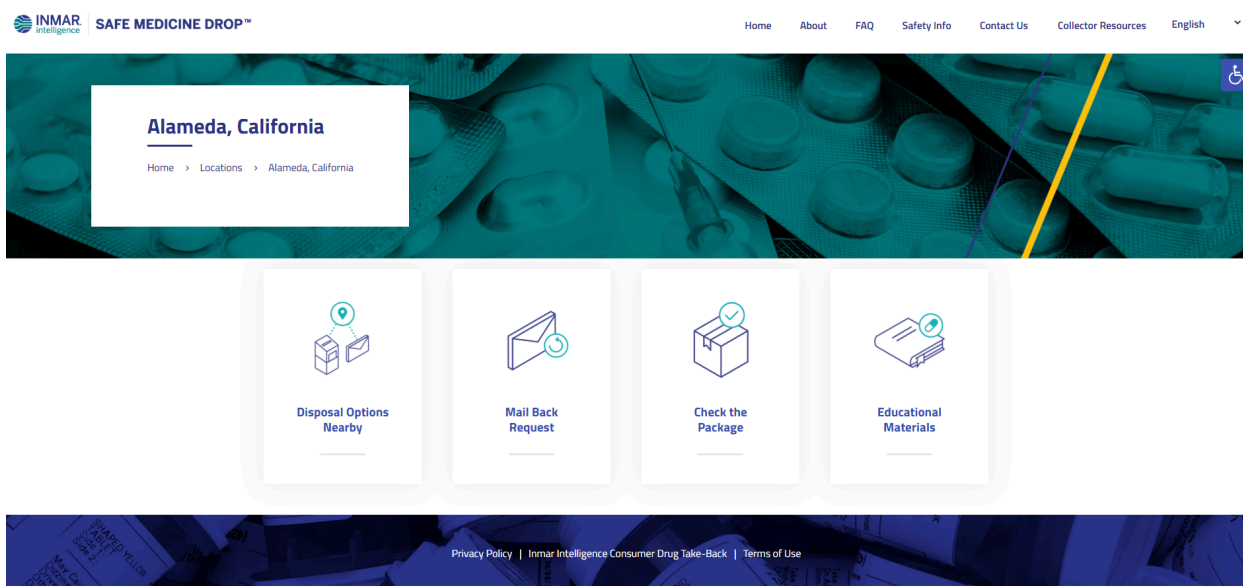
94501 [Check](#)

**Alameda, California**

The Zip code you entered is covered under the Safe Medicine Drop program.


[Privacy Policy](#) | [Inmar Intelligence Consumer Drug Take-Back](#) | [Terms of Use](#)

Figure 6 - www.SafeMedicineDrop.com Landing Page with Alameda County zip code entered




**Alameda, California**


[Home](#) > [Locations](#) > [Alameda, California](#)




**Disposal Options  
Nearby**



**Mail Back  
Request**



**Check the  
Package**



**Educational  
Materials**

[Privacy Policy](#) | [Inmar Intelligence Consumer Drug Take-Back](#) | [Terms of Use](#)

Figure 7- www.SafeMedicineDrop.com Alameda County Landing Page



Figure 8 - www.safemedicinedrop.com Disposal Options Nearby - Alameda County

Choose your package type  
Medicine

How many packages do you need  
1

Contact information

First Name\* Last Name\* Email Address\*

Address Line 1\* Address Line 2

City\* CA 94501

\* Home User \* Call Center

Submit

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

Inmar provides the following different types of Mail-Back Packages at no charge to residents. All Mail-Back Packages are pre-addressed with prepaid postage. Please submit a separate request for each Mail-Back Package needed or call 1-800-371-0717 for assistance. Inhalers and injectors must be mailed in separate packages and cannot be combined with other unwanted medicines.

MEDICINE MAIL-BACK SERVICES INHALER MAIL-BACK SERVICES AUTO-INJECTOR MAIL-BACK SERVICES

Back To Alameda, California

Figure 9 - www.safemedicinedrop.com Mail-Back Request - Alameda County

## What Can I Put in the Kiosk?



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

1

Pull to open drawer  
Jale para abrir el cajón



2

Place medications inside  
Coloque los medicamentos adentro



3

Close the drawer  
Cierre el cajón



#### ACCEPTED (ACEPTADOS)

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

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

Pet Medication  
Medicamentos para mascotas



#### NOT ACCEPTED (NO ACEPTADOS)

Schedule I controlled substances  
Sustancias controladas de clasificación I

Illegal drugs  
Drogas ilegales



Thermometers  
Termómetros



Needles  
Agujas



Aerosol Cans  
Latón de aerosoles

✦ If you have a medical emergency, contact 911.

- ✦ **What is Inmar Intelligence's LifeinCheck Consumer Drug Take-Back Program?**
- ✦ **How do I dispose of my expired or unwanted medicine?**
- ✦ **I am unable to go to a kiosk or attend a take-back event. How can I dispose of my expired or unused medicine?**
- ✦ **Are there disposal locations near me?**
- ✦ **Is this service free?**
- ✦ **Should I remove my personal information before disposing of my medication?**
- ✦ **What does Inmar Intelligence trace about me?**
- ✦ **Is the package I send my medication in opened after I send it?**
- ✦ **What does Inmar Intelligence report?**
- ✦ **Where else can I find information about the safe disposal of expired or unwanted medicines?**
- ✦ **I have a question not answered by this website. Is there someone I can contact with a question about the program?**

**Back To Alameda, California**

Figure(s) 10 - Frequently Asked Questions (FAQ) Page on [www.safemedicinedrop.com](http://www.safemedicinedrop.com)

**I have a question not answered by this website. Is there someone I can contact with a question about the program?**

Please write to us at [take-back@inmar.com](mailto:take-back@inmar.com) with any questions.



## Get In Touch

If you have any questions, or if you are a pharmacy or retailer and would like to learn more about the LifeinCheck Consumer Drug Take-Back Program, please write to us at [take-back@inmar.com](mailto:take-back@inmar.com).



Figure 11 - Contact Information on [www.safemedicinedrop.com](http://www.safemedicinedrop.com)

## How To Dispose of Medications:



### 1. FIND A KIOSK NEARBY

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



### 2. Mail-Back Envelope

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

#### ACCEPTED:

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

#### NOT ACCEPTED:

- Schedule I controlled substances
- Illegal Drugs

**EDUCATIONAL MATERIALS:** English | Español | Tiếng Việt | 中国人 | Tagalog

[Back To Alameda, California](#)

Figure 12- Educational Materials Location on [www.safemedicinedrop.com](http://www.safemedicinedrop.com)

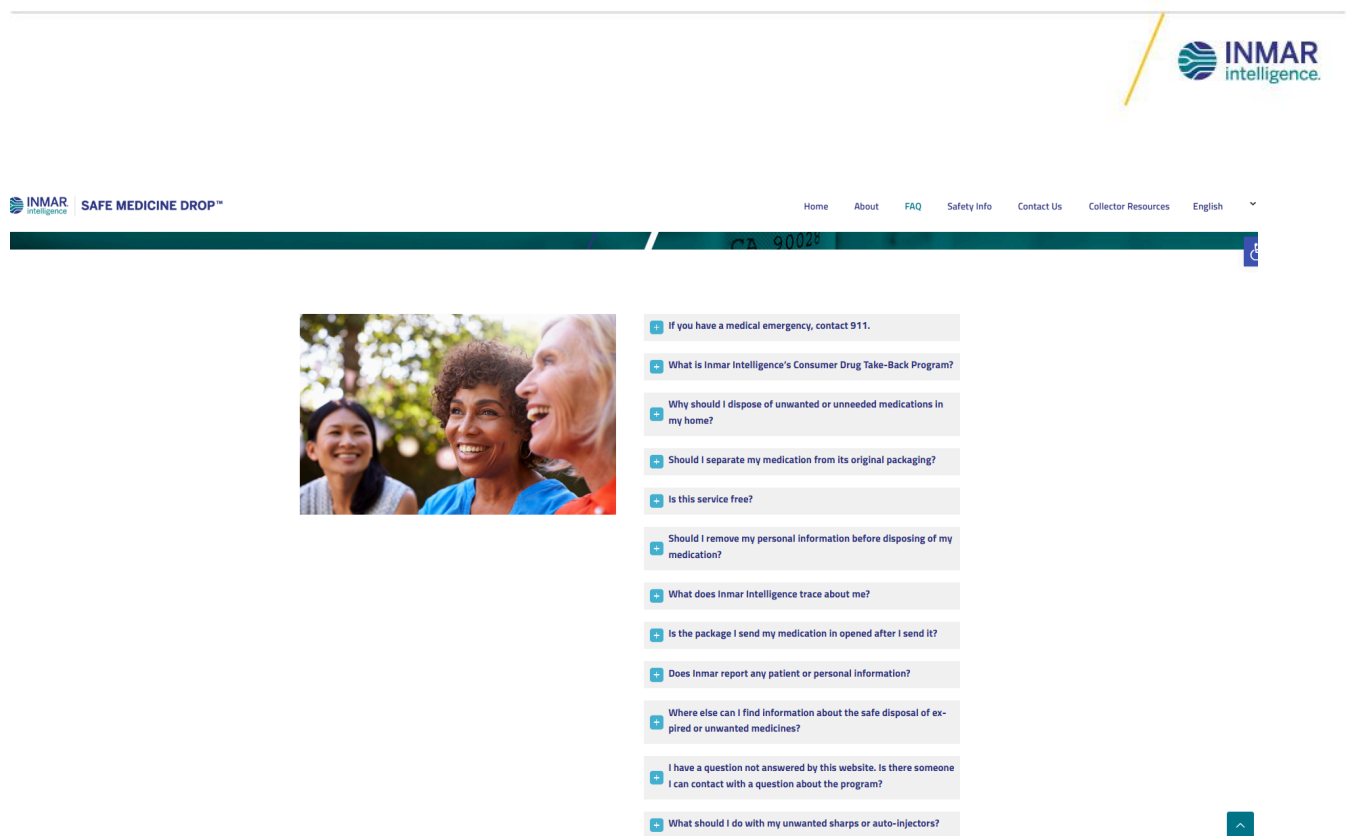


Figure 13 - FAQ Page

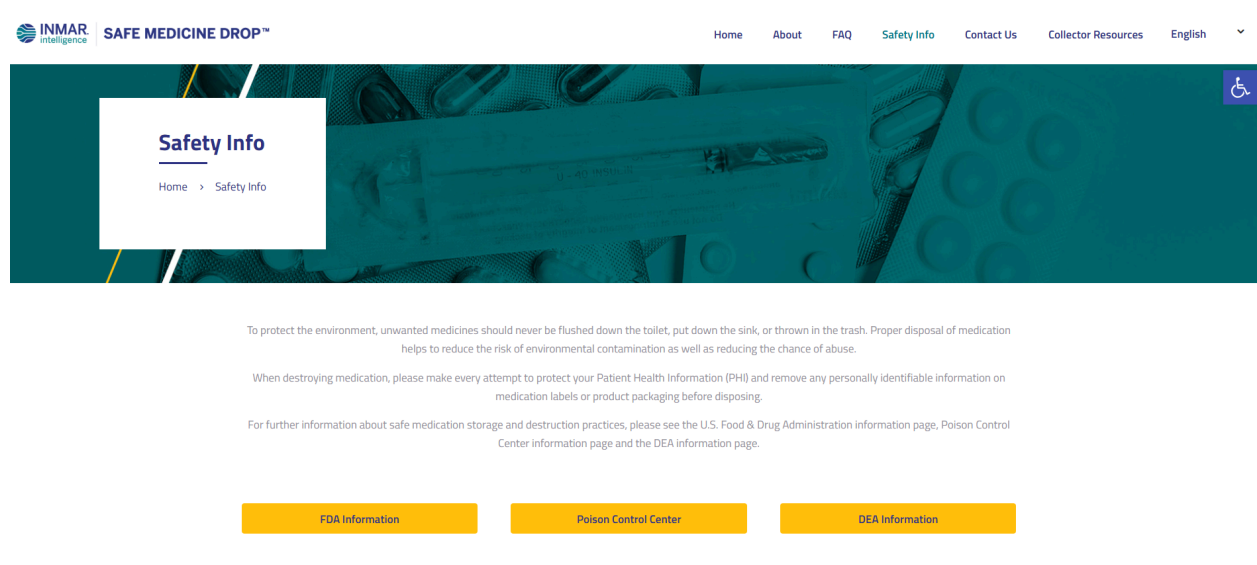


Figure 14 - Safety Info Page on [www.safemedicinedrop.com](http://www.safemedicinedrop.com)





**KIOSK COLLECTOR  
RESOURCES**

[Learn More](#)



**MAIL-BACK  
DISTRIBUTOR  
RESOURCES**

[Learn More](#)



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

[Learn More](#)

If you want to become an authorized collector, email [take-back@inmar.com](mailto:take-back@inmar.com) or call 800-350-0396



Figure 15 - Collector Resources Page on [www.safemedicinedrop.com](http://www.safemedicinedrop.com)

## Appendix D: Participating Producers

Inmar provides a list of Participating Producers to the County annually to satisfy Ordinance requirements.