

# SAN MATEO COUNTY ENVIRONMENTAL HEALTH DIVISION

## SAFE DRUG DISPOSAL

# STEWARDSHIP PLAN

### PROPOSAL

Resubmittal September 25, 2020



SUBMITTED BY:



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## I. Introduction

Inmar submits this Stewardship Plan (“Plan”) for Unwanted Drugs in compliance with the San Mateo County Safe Drug Disposal Ordinance numbers 04736 and 4302. (“Ordinance”). All capitalized terms not otherwise defined shall have the same meaning as in the Ordinance.

Inmar’s Stewardship 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 resident awareness and participation. The Stewardship Plan program 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 resident education and outreach campaigns.

Some of the highlights of our plan are as follows.

- **Drug Collection Systems**
  - **Receptacle Service:** Turn-key program with DEA- and DOT-compliant processes and materials
  - **Mail-back Envelopes:** Available by request via a website or toll-free telephone number
- **Education & Outreach:** Strategic deployment of Inmar’s media assets and expertise, as well as far-reaching retail pharmacy relationships, to drive program awareness and participation
- **Annual Reporting:** Insight into required collection and outreach metrics.

## II. Contact Information

✓ Ordinance 04736 Section 4.116.040(a)

The following producer(s) have agreed to participate in Inmar's stewardship plan in Santa Cruz:

Unichem Pharmaceuticals, USA  
Sanjeev Parab  
Director, Finance  
1 Tower Center Boulevard, Suite 2200  
East Brunswick, NJ 08816  
Email: [sparab@unichemusa.com](mailto:sparab@unichemusa.com)  
Phone: 732-253-5954

Strides Pharma, Inc.  
Nathan Walten  
Sr. VP Commercial Operations, US  
2 Town Center BLVD, Suite 1102, East Brunswick, NJ 08816  
Email: [Nathan.walten@stridesusa.com](mailto:Nathan.walten@stridesusa.com)  
Phone: (609) 773-5000

### For additional questions, contact:

Inmar Plan Liaison:

Nick Massaro,  
Manager, Consumer Drug Take Back Solutions  
635 Vine Street  
Winston Salem, NC 27101  
Email: [nicholas.massaro@inmar.com](mailto:nicholas.massaro@inmar.com)  
Phone: 336-770-1992

### III. Collection System for Unwanted Covered Drugs

✓ Ordinance 04736 Section 4.116.040(b)

#### A. Convenience

✓ Ordinance 04736 Section 4.116.050(b)(1)

✓ Ordinance 04736 Section 4.116.050(b)(3)

Inmar will set up a collection system that provides convenient and equitable access to residents across the county as outlined in the Ordinance 04736 Section 4.116.050(b)(1). Drop-off sites are searchable to residents in Google Maps, simply by typing “Drug Disposal,” or other similar phrases in the Google Maps applications.

Pursuant to Ordinance 04736 Section 4.116.050(b)(1) Inmar will seek to establish a minimum of one drop-off site for every 20,000 residents throughout the county, geographically distributed to provide reasonably convenient and equitable access. We will ensure there is never less than five drop-off sites per Supervisorial District. As required by Ordinance 04736 Section 4.116.050(b)(3).

The below charts represent Inmar’s plan to meet the convenience standard described above. The data used comes from the County of San Mateo 2017-2019 Profile from the City Manager’s Office. According to known population data, Inmar will plan to provide a minimum of 51 drop-off sites in the County. Drop off sites will be established across all 5 supervisorial districts and in unincorporated areas based on population. As presented, Inmar will exceed the minimum requirements of 5 drop-off sites per district.

Districts	# of Kiosks (minimum)
District 1 – Dave Pine	10
District 2 – Carole Groom	9
District 3 – Don Horsley	11
District 4 – Warren Slocum	9
District 5 – David Canepa	12
<b>Total</b>	<b>51</b>

City	Population	Supervisorial District	# of Kiosks (minimum)
Atherton	7,167	3	1
Belmont	27,218	2,3	2
Brisbane	4,282	5	1
Burlingame	30,459	1	2
Colma	1571	5	1
Daly City	106,562	5	6
East Palo Alto	29,662	4	2
Foster City	33,477	2	2
Half Moon Bay	12,657	3	1
Hillsborough	11,451	1	1
Menlo Park	33,449	4,3	2
Millbrae	22,795	1	2
Pacifica	39,260	3	2
Portola Valley	4,353	3	1

Redwood City	85,288	4	5
San Bruno	43,185	1,5	3
San Carlos	29,931	3	2
San Mateo	105,536	2	6
South San Francisco	67,271	1,5	4
Woodside	5,561	3	1
Unincorporated	64,000	1,3,4,5	4
<b>San Mateo County Total</b>	<b>765,135</b>		<b>51</b>

Appendix A includes a list of potential locations which would utilize a kiosk as the collection method upon becoming a Collector. Upon plan approval, the quantity of drop-off sites required will be evaluated and adjusted as Inmar consults with the Department for more detailed information on population centers and areas of need. Inmar will give preference to locating drop-off sites at retail pharmacies and law enforcement agencies (LEAs).

Inmar has identified the following LEAs that do not currently participate as authorized collectors. Upon approval Inmar will make it a priority to reach out and establish drop-off sites at these locations:

<b>San Mateo County Sherriff's Office</b>	400 County Center, Redwood City, CA 94063
<b>Atherton Police Department</b>	83 Ashfield Road, Atherton, CA 94027
<b>San Mateo Police Department</b>	200 Franklin Parkway, San Mateo, CA 94403
<b>Foster City Police Department</b>	1030 E Hillsdale Blvd, Foster City, CA 94404
<b>Colma City Police Department</b>	1199 El Camino Road, Colma, CA 94014

Inmar will establish mail-back distribution locations to supplement service in any area underserved by collection sites. Inmar currently has Rx Returns clients in San Mateo County, of which many are retail pharmacy clients. Inmar will evaluate and contact these retail pharmacies as potential collection sites or mail-back distribution sites as needed. Inmar will utilize hospitals with on-site pharmacies and law enforcement agencies as necessary to meet the goals of equitable and reasonably convenient access for residents across San Mateo County. However, it is our expectation that the majority of authorized collection sites will be retail pharmacies.

It is Inmar intention not to duplicate any locations for kiosk placement with existing plan operators. If necessary and upon plan approval, Inmar will coordinate with existing plan operators on how manage a kiosk at the same location.

## B. Kiosk Specifications and Design

- ✓ Ordinance 04736 Section 4.116.040(b)
- ✓ Ordinance 04736 Section 4.116.050(d)

Inmar's kiosk is made in the USA and designed for excellence. Produced from 16 gauge cold-rolled steel, and with an easy-to-use, Americans with Disabilities Act (ADA)-compliant drop-box design, residents can easily drop unused medications through the drop door and into the shippable container with inner liner inside. The container is a 275lb rated box with a 6 mil, DEA-compliant liner.

There are several unique features that enhance the effectiveness and security of the Inmar kiosk. For example, 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 in proximity 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, the kiosk must be installed in the line of sight of the pharmacy and bolted to the floor or a permanent fixture. The Inmar kiosk has 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. Top and bottom deadbolt locations are hidden from the outside to prevent break-ins.

The Inmar kiosk will have signage that communicates what is and is not allowed to be placed inside, such as inhalers and liquid medicine. The signage will also feature a website and toll-free telephone number so users of the program can ask questions and find more information. Inmar will work with the Environmental Health Division of the County of San Mateo to design signage that meets the needs and requirements of the program. See Appendix B for examples of signage.

Inmar's DEA- and ADA-compliant kiosk is sent to the authorized collector along with enough supplies for 3 returns. Supplies include:

- Pre-addressed, pre-paid serialized containers
- Serialized inner liners to protect against puncture and provide a liquid barrier
- Easy-to-use, serialized zip ties to seal each inner liner compliantly
- Absorbent pad for placement in the bottom of the inner liner bag



Figure 1: Kiosk Design Features



Figure 2: Kiosk Inner Liner Features

### **Pick-Up and Disposal**

For the safe on-site removal of contents and servicing of drug take-back kiosks, Inmar abides by the DEA regulations in 21 CFR 1300 et al.

Inmar will work with each authorized collector to develop a collection program schedule that works specifically for their location - either an on-site or self-service option as outlined below.

With either of the service models outlined below, the focus will be on each authorized collector to develop a program that works specifically for their location.

A support help desk will also be established that will assist the authorized collectors with set-up, administration and operation of the kiosk at the collection sites.

### **Standard Self-Service Returns**

Inmar will train authorized collectors to service the containers on their own to allow for expedited servicing as desired. The steps to service a container are fast, efficient, and DEA-compliant. Inmar will provide authorized collectors with training materials including step-by-step instructions for tracking, sealing, replacing, and shipping collection containers. See attached Steps to Start, FAQs, and Installation Instructions provided Appendix C.

### **Optional On-Site Pick-Up Service**

Inmar may offer on-site service for the collection, replacement, and shipping of full containers. On-site service will be provided by a qualified service representative. To remain compliant with the DEA, the authorized collector will need two employees to oversee the service process with the kiosk.

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

Auto-replenishment of the supplies needed to collect and transport returned medications is provided in "kits" of three. Each kit includes: pre-labeled and pre-paid cardboard box containers, liquid barriers, and serialized, puncture-resistant inner liners. Upon receipt of the second return within the kit, Inmar automatically ships another kit with a set of three containers/supplies. This

auto-replenishment reduces the amount of inventory maintained at the collection site while maintaining sufficient replacement supplies to keep the kiosk continuously operable.



*Figure 3: Kiosk Supply Auto-Replenishment Kit*

### **Optional On-Site Pick-Up Service**

Inmar will offer on-site service for the collection, replacement and shipping of full containers. This all-inclusive program removes the burden for the authorized collector and the pharmacy staff.

Inmar will initiate standard service intervals for each collection site. Once a pattern of usage has been established, the service schedule will be adjusted with the agreement of the authorized collector to provide the best overall service with minimal interruption.

Inmar will work with the authorized collector to adjust the schedule based on utilization of the receptacle.

The “Pre-Scheduled Service Event” will include:

- Observation of the condition of the receptacle upon arrival
- Notification to the pharmacy personnel of arrival
- Coordination of 2 pharmacy employees to witness change out of receptacle supplies
- Removal, packaging, and documentation of the container from the receptacle
- Replenishment of new supplies for renewed operation
- General clean-up and wipe down of receptacle
- Notation of container serial number removed, and serial number installed along with signatures by 2 pharmacy employees (witnesses)

- Removal of full container to be placed behind the pharmacy counter to await FedEx pick up.
- Final signature from pharmacy personnel of completion of Service Event.

## C. Mail-Back Envelope Program

✓ Ordinance 04736 Section 4.116.050(b)(5)

As required by Ordinance 04736 Section 4.116.050(b)(5), Inmar will provide prepaid and pre-addressed take-back return envelopes, free of charge, to all residents including disabled or homebound County residents. Mail-back envelopes will be provided at mail-back distribution location sites, and will also be available directly from Inmar via the program website and toll-free 800 number.

Inmar will offer Mail-back services at multiple retail locations throughout the County. In locations where Inmar needs to offer Mail-back services locations to supplement the requirements for the convenience standard, our plan is simple and easily repeated. Unless otherwise requested by Authorized Collector kiosk locations, we will distribute Mail-back services envelopes only at locations that are non-kiosk locations.

Once a location has been accepted as a Mail-back services location, Inmar will send a stack of prepaid, pre-addressed Unwanted Covered Drugs Mailers to that location as a Mail-Back Starter Kit. Mailers will accept all Unwanted Covered Drugs, including pills, creams and liquids, and schedule II-V controlled substances. However, inhalers and auto-injectors will require the use of different mailback packages (described below) and will not be included in the Starter Kit. The Starter Kit will include 20 Mailers sent to each location. Inmar will track the unique identifier for all Mailers sent to each location for fulfillment and logistical purposes. Inmar will add a visual reorder trigger in the box of emailers. Once the location gets to the reorder trigger in the box, the visual reorder trigger will instruct the location to email Inmar for another kit. This service model ensures that there is no 'down time' at the site for mailers. If a location begins to use a larger number of Mailers, the number of fulfilled envelopes sent to that location will be increased.

Inmar is committed to providing all pharmacies an option to supply their customers with information regarding Mail-Back service options. Inmar will provide pharmacies with small cards that can be handed out to City residents that may need access to this service. The card will instruct them to either call or visit the program website to locate the nearest kiosk or request a mailer. Additionally, we will reach out to pharmacies filling prescriptions by mail to include the cards for the same options.

Additionally, City Residents will be able to request one Unwanted Covered Drug Envelope at a time via the Plan website or toll-free number. City Residents will receive the Unwanted Covered Drug Envelope no later than 10 business days from date of request.

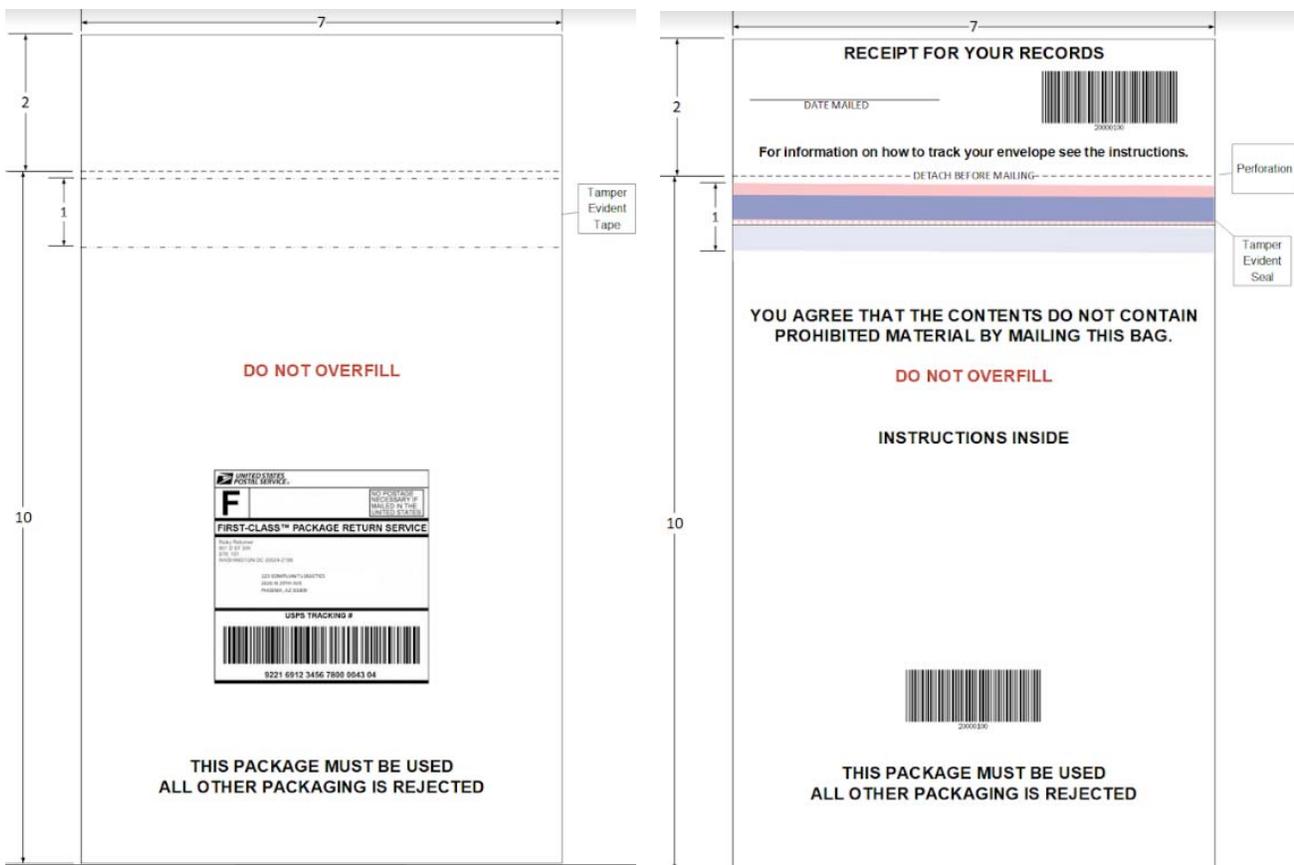
Both the Unwanted Covered Drugs and Inhaler Envelopes will meet DEA rule requirements under § 1317.70(c):

- Preaddressed, 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 user that indicate the process for mailing the package, substances that can be sent, notice that packages can only be mailed in the US customs territory, and notice that the only packages provided by the authorized collector will be accepted
- No personally-identifiable information will be required

Both Envelopes are white in color with a gray interior and are 7" x 10". The Envelopes include a 3" perforated lip security seal. They are distributed by our third party contractor 123 Compliance Logistics, Inc.

A sample envelope is shown below.



**FRONT**

**BACK**

Figure 4: Unwanted Covered Drugs Sample Envelope

### Sample Inhaler Envelope

City Residents will be able to request one Inhaler Envelope at a time via the Plan website or toll-free number. City Residents will receive the Inhaler Envelopes no later than 10 business days from date of request.

A sample inhaler envelope is shown below:

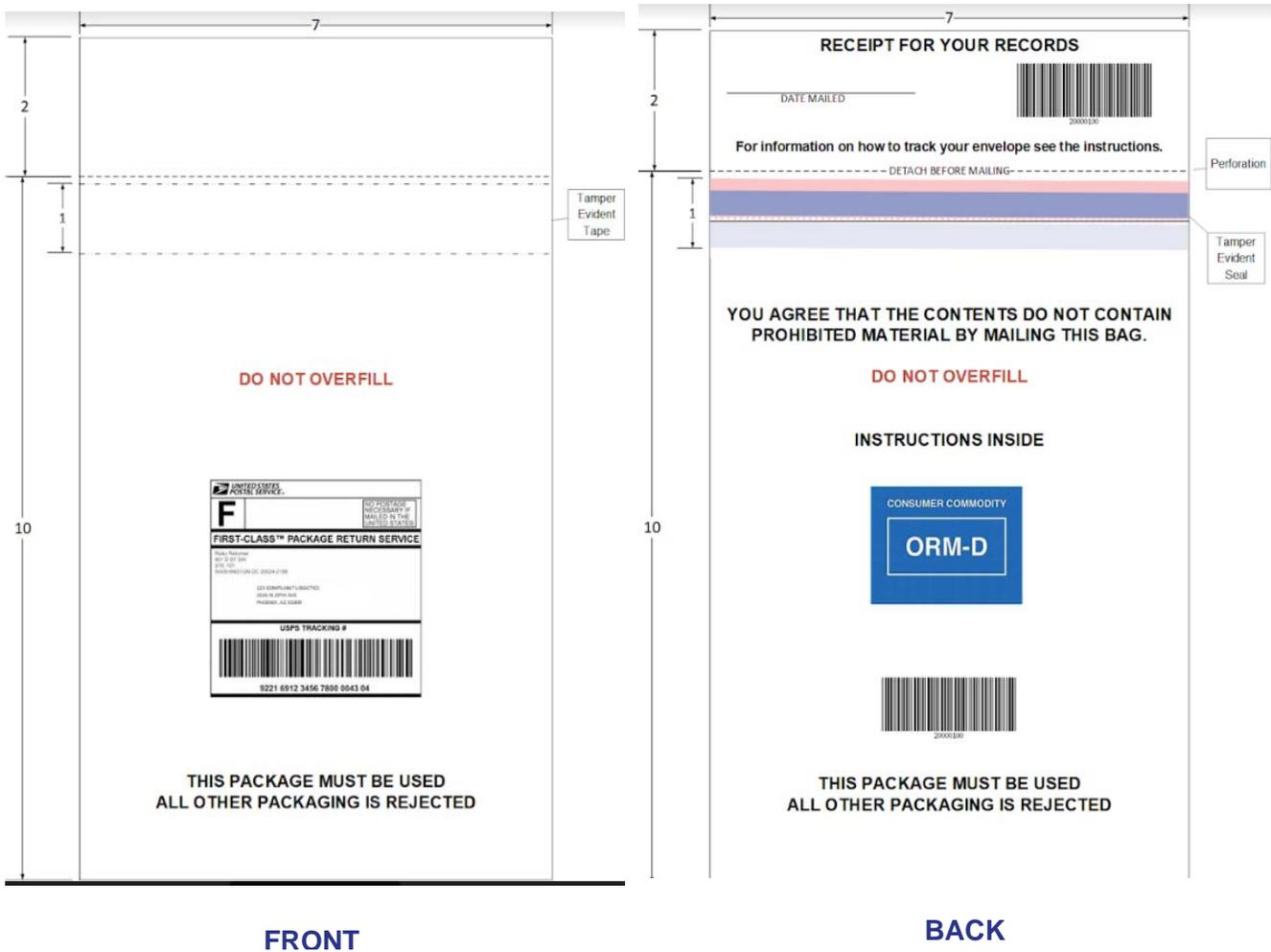


Figure 5: Inhaler Sample Envelope

**Sample Auto Injector Container**

City Residents will also be able request one auto-injector Mail-back container at a time via the Plan website or toll-free number. City Residents will receive the Inhaler Envelopes no later than 10 business days from date of request. Auto-injector containers will meet all DOT requirements and will be fulfilled by 123 Compliance Logistics, LLC. See below for specifications and sample.

Specifications	
Access	Petals
Dimensions (in.)	7.5 x 3.6 x 3.6 in.
Color	Red
Lid Type	Hinge Cap
Liquid Absorbing Pad	Product has liquid absorbing pad
Universal Biohaz Sym	Product has universal biohaz symbol
Volume (L)	1.4 qt



Figure 6: Sample Auto Injector Container

### Mail-Back Instructions

Mail-back instructions to County residents for all types of mailers are provided in Appendix B.

### Mail-Back Envelope Tracking

Mail-back envelopes distributed by authorized mail-back distributors will be tracked in a method similar to the kiosk collection containers. Mail-back envelopes will have a unique, serialized identification number. When envelopes are distributed to consumers requesting them, the authorized collector employee will make note of this event on a serialization tracking sheet. Once the envelope arrives at the destruction facility, the serial number will be noted before final disposition.

Mail-back envelopes distributed directly to consumer via request from the website or toll-free telephone number will be tracked by Inmar when sent to consumers and tracked at the destruction facility when they are returned.

This tracking process will allow Inmar to report the number of mail-back envelopes distributed and returned in the Annual Reporting provided to the Department, as required.

## D. Safety, Security and Patient Privacy

- ✓ Ordinance 04736 Section 4.116.040(e)
- ✓ Ordinance 04736 Section 4.116.050(b)(2)

Inmar provides significant training to our participating authorized collectors and strictly follows the DEA guidelines for the proper handling of the take-back 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 is very strict in our compliance to the DEA guidelines.

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 mail-back packages 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 collection receptacle or mail-back package. To clarify this, § 1317.75(c) was modified to add the prohibition against individually handling substances after they have been deposited into a collection receptacle.

Inmar has a long history of serving both commercial and government clients with stringent program requirements. For example, Inmar's pharmacy applications manage Protected Healthcare Information (PHI) and are HIPAA compliant. Additionally, as part of Inmar's Rx Returns (reverse distribution) business, we work very closely with regulators to implement compliant procedures covering the DEA, Boards of Pharmacy, EPA, and other tangential regulatory entities. Data protection, privacy and adherence to applicable regulations are the foundation of Inmar service capabilities.



Inmar has a long history of serving both commercial and government clients with stringent compliance standards such as the protection of Protected Health Information (PHI) and HIPAA.

Any and all patient information on drug packaging and mail-back envelopes will be promptly destroyed.

## E. Collector

- ✓ Ordinance 04736 Section 4.116.050(b)(3)
- ✓ Ordinance 04736 Section 4.116.050(b)(4)

Inmar will give preference to Retail Pharmacies and law enforcement agencies as drop-off sites and will ensure they are able to meet the requirements within three months of their offer to participate. Appendix A includes a list of potential locations which would utilize a kiosk as the collection method upon becoming a Collector. Inmar can also provide drop-off sites at hospital locations.

## F. Drop Off Sites

- ✓ Ordinance 04736 Section 4.116.050(b)(4)
- ✓ Ordinance 04736 Section 4.116.050(c-d)

Pursuant to Ordinance 04736 Section 4.116.050(d) Inmar will accept covered drugs from residents during all hours that the retail pharmacy, law enforcement agency, or other authorized collector is normally open for business.

All drop-off sites will utilize secure kiosks as described in section (d). Per DEA requirements, the kiosk must be installed in the line of sight of the pharmacy and bolted to the floor or a permanent fixture. The Inmar kiosk has 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. Top and bottom deadbolt locations are hidden from the outside to prevent break-ins.

In the unlikely event that more than one stewardship plan operates a drop-off site at a particular location, Inmar agrees that each drop-off site will accept all Covered Drugs. Additionally, in compliance with Ordinance 04736 Section 4.116.050(c), Inmar will operate a drop-off site within each county-owned pharmacy, either independently or in collaboration with other stewardship plans.

## IV. Handling and Disposal

- ✓ Ordinance 04736 Section 4.116.040(c)
- ✓ Ordinance 04736 Section 4.116.070

Kiosk containers will be sent using Inmar's DOT Special Permit #20499, from the authorized Collector via FedEx to Inmar's third party contractor, 123 Compliance Logistics, LLC, a licensed DEA Reverse Distributor-Collector. All mailers will be sent via USPS to 123 Compliance Logistics. 123 Compliance Logistics will record the following information upon receipt of every individual container and mailer:

- Date received
- Serialized barcode label information
- Tracking information (Kiosk containers only)
- Weight
- Date transported to disposal facility

- Disposal Date
- Manifest number (if applicable)

All information recorded will be transferred back to Inmar on a daily basis as part of the electronic raw data file via SSH File Transfer Protocol (SFTP). Any discrepancies observed at 123 Compliance Logistics will be recorded on discrepancy reports to prompt any corrective action.

123 Compliance Logistics operates in full compliance with DEA § 1317.75(c) which prohibits handling substances after they have been deposited into a collection kiosk.

All product shipped directly to 123 Compliance Logistics will be transported using their contracted, licensed hazardous waste transporter, TransChem Environmental to the appropriate disposal facility to be incinerated quickly, securely, efficiently and in accordance with all DEA requirements. 123 Compliance Logistics will be responsible for all DEA Form 41 record keeping requirements. Please refer to the table below for the contracted disposal locations.

In reference to Ordinance 04736 Section 4.116.070(a), 123 Compliance Logistics, TransChem Environmental and FedEx will comply with all local, state and federal laws and regulations surrounding the transportation and disposal of Unwanted Covered Drugs. Additionally, service related to the collection, transport and disposal of unwanted medicine will be provided to authorized collectors and residents at no cost. Contact information and registration information is listed in the table below.

Company Name	Contact Information	Registration Information	Type of Incineration
<b>123 Compliant Logistics, LLC</b> 2626 N 29th Ave Phoenix, AZ 85009	Rory Buske 602-612-4140	DEA Reverse Distributor-Collector: R90571264	N/A
<b>Clean Harbors Aragonite</b> 11600N. Aptus Rd. Aragonite, UT94029	Michael Marlow 435-884-8100	EPA ID: UTD981552177	Hazardous Waste Incinerator Covered Drugs including all Mailers
<b>Clean Harbors EI Dorado, LLC</b> 309 Anerucan Circle EI Dorado, AR 71730	Dan Roblee 870-863-7173	EPA ID: ARD069748192	Hazardous Waste Incinerator Covered Drugs including all Mailers
<b>Veolia ES Technical Solutions, L.L.C</b> 7665 Highway 73 Port Aurthur, TX 77640	David Michaelis 281-216-9618	EPA ID: TXD000838896	Hazardous Waste Incinerator Covered Drugs including all Mailers
<b>TransChem Environmental</b> 542 East 27 <sup>th</sup> Street Tuscon, AZ 85713	520-829-5651	DOT Registration: 052119550060B Hazardous Materials Safety Permit: US-1341480-AZ-HMSP	Hazardous Waste Transporter
<b>FedEx</b>	Eric Stillson 800-469-9993		Common Carrier – Kiosk Containers
<b>USPS</b>	Jackie Purcell 919-501-9394		Common Carrier – All Mailers

## V. Policies and Procedures

✓ Ordinance 04736 Section 4.116.040(d)

Inmar operates drug take-back kiosks across 46 States and the District of Columbia as part of its operations today and maintains compliance with all federal and state laws and regulations. Upon approval to act as a “Stewardship Organization,” 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 vendors and drop-off sites are also compliant with all laws, regulations, and legal requirements.

Inmar, drop-off sites, and vendors will specifically be required to comply with The Controlled Substances Act, 21 USC SS 801-971 and 21 CFR SS 1317; United States Department of Transportation Hazardous Materials Regulation, 49 CFR parts 100-185; All applicable San Mateo County Rules 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 requires a signed agreement with retail locations ensuring their commitment to compliant operation of the Take-Back kiosk and shipping of contents in compliance to the DEA regulations. A refusal to sign the agreement or comply with the DEA regulations would be a reason why a retailer could be excluded from the San Mateo County Stewardship Plan.

### Documentation and Tracking

Collection containers and inner liners will have a serialized identification number to enable tracking at all stages of the return process illustrated below.



Figure 7: Return Process Tracking

Tracking is well-documented as evidenced by the Inmar serialization tracking form that is included in full as Appendix C and referenced below. This form must be completed and witnessed by two authorized collection site employees, which assures compliance and safety across the program, and internally by both the stewardship organization and the authorized collector.

<b>DRUG DISPOSAL SERIALIZATION TRACKING SHEET INNER LINER TRACKING FORM</b>							
Serialization Tracking Sheet should be validated by 2 pharmacy employees.							
Name of Collecting Pharmacy		Address of Collecting Pharmacy			Collecting Pharmacy DEA #:		
SERIAL NUMBERS	Date Received by (1 Signatures)	Date In Use (2 Signatures)	Date Removed (2 Signatures)	Date Shipped (2 Signatures)	Size of Liner	Address of Reverse Distributor/Disposal Site	Reverse Distributor/Disposal Site DEA #
Ex: 32587	4/26/19 John Jones	4/26/19 John Jones Sally Smith	5/26/19 John Jones Sally Smith	5/27/19 John Jones Sally Smith	Ex: 18 Gallon	1515 S Holt Road Indianapolis, IN 46241	Ex: 123456

Figure 8: Inmar Serialization Tracking Form

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 record-keeping requirements. Inmar will require each authorized collector to understand and comply with all federal, state, and local regulatory requirements pertaining to take-back pharmaceuticals applicable at the authorized collector's registered location.

The serial numbers, date received, and signatures of the authorized pharmacy employees must be completed upon receipt of the container and inner liner. As illustrated above, the date-in-use is to be completed with authorized pharmacy employee signatures upon installation of the kiosk. The date the container and inner liner are removed from the kiosk is also to be noted with signatures. Finally, the date the container and inner liner are shipped is to be noted with authorized signatures.

Authorized collectors must maintain a copy of the completed form, and other records as applicable, on file at the authorized collector's registered location for at least three 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 common carrier representative will take possession of the liner and deliver the liner to an approved destruction facility for witnessed incineration.

### Disposal

Once the container/inner liner arrives at the destruction facility, the serial number will be noted before final disposition.

This tracking process will allow Inmar to report the number of collection site containers/inner liners distributed and returned in the reporting provided to San Mateo County, as required.

### Compliance with Applicable Laws

Inmar operates across 46 states and the District of Columbia and maintains compliance with all federal and state rules and laws. Upon approval to act as an “Operator,” 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 vendors and collection sites are also compliant with all laws, regulations and legal requirements.

Inmar’s drug kiosks are DEA- and ADA-compliant and provide environmental protection from unwanted drug residue. The units are equipped with a four-point locking system with hidden steel deadbolts that are activated when locked for strengthened security. They contain pre-drilled holes at the bottom of the unit for easy installation to securely bolt them to the floor in each approved collection site. The internal container and supplies protect against puncture and provide a liquid barrier to prevent seepage and/or spillage.

Inmar’s Training Materials, found in Appendix C, aid collection sites in proper drug kiosk installation, which helps optimize the security of the unit. The Training Materials also include information on receptacle operation, inner container materials assembly and placement, regulated shipping instructions, program FAQs, and serialization tracking. All of these inclusions maximize the safety and security of any person involved in the program at the collector level.

## VI. Public Education Effort and Promotion Strategy

- ✓ Ordinance 04736 Section 4.116.040(f)
- ✓ Ordinance 04736 Section 4.116.060

### A. Promotion

- ✓ Ordinance 04736 Section 4.116.060(a)(1)

Inmar will execute a comprehensive and measurable public outreach strategy to drive awareness of the drug take-back program and maximize participation as required by Section 4.116.060 of the San Mateo County Safe Drug Disposal Ordinance. In addition to preventative education, Inmar’s strategy is designed to ensure that where and how to return covered drugs is widely understood by residents, pharmacists, retail pharmacies, health care facilities and providers, veterinarians, and veterinary hospitals. It is Inmar’s goal to reach a 75% saturation rate after 3 years for promotion of San Mateo County’s population. This will be measured by a question in the biennial survey which requests participants to identify whether certain promotional activities have reached them.

A leader in the promotions space for nearly 40 years, Inmar has a unique set of core capabilities relative to other prospective program operators, specifically in consumer marketing and activation. Thus, in addition to traditional outreach methods (signage, written materials, etc.), Inmar is able to drive participation among covered entities with modern, high-impact tactics such as influencer marketing and targeted media.

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:

- Encourage safe storage of drugs in the home (especially around children and teens)
- Dangers of drug misuse (i.e., not taking medicines as prescribed)

- Discourage improper disposal of drugs (e.g., flushing or solid waste collection)
- Arrival of a safe drug take-back solution with instructions for how to locate and participate
- Consumer Drug Take-Back Day promotion

If more than one drug take-back program is approved by the department, Inmar will seek to coordinate its promotional activities with other approved programs within 12 months after the other program is approved. Inmar's LifeInCheck™ Consumer Drug Take-Back website will ensure that all covered entities can easily identify, understand, and access the collection services provided by Inmar and other program operators. Upon plan approval coordination efforts with existing plan operators will include providing a single website and toll-free telephone number to access information about collection services for all approved programs.

## B. Standardized Instructions

✓ Ordinance 04736 Section 4.116.060(a)(2)

Inmar provides authorized collectors with easy to understand and standardized instructions explaining how to use the collection kiosk. The educational materials will be distributed to audiences such as LEAs, pharmacies, healthcare providers and systems, local government agencies and community organizations. Materials and outreach channels include:

1. Website and toll-free number
2. Educational Materials
  - i. Educational brochure for residents
    1. Including information on what types of unwanted medicine including inhalers and auto-injectors is accepted
  - ii. Training materials for authorized collectors
    1. Container Instructions
    2. Steps to Start Document
    3. Installation Reference Guide
    4. Serialization Tracker
3. Public Outreach

Educational materials for residents is provided in Appendix B. Training material samples are provided in Appendix C.

### Collection Receptacle Signage

The collection receptacles themselves will be readily recognizable. The standard color for the receptacles is bright green for easy identification, and each receptacle is adorned with clear graphical instructions in both English and Spanish for proper use. Please see Appendix B for an image of the collection receptacle and disposal instructions.

## C. Website and Toll-Free Number

✓ Ordinance 04736 Section 4.116.060(a)(3)

### Website

Inmar will provide a mobile-optimized website, appropriately translated into specified languages,

which will publicize collection options and educate covered entities on proper disposal practices. Inmar will use enhanced search engine optimization to ensure easy location and access.

Specifically, the website will:

- Leverage Inmar's collaboration with Google Maps to allow covered entities to find the nearest collection site or mail-back distribution site via an interactive map. The list of locations will be updated monthly to ensure accuracy.
- Allow covered entities to request prepaid return envelopes.
- Feature links to LifeInCheck™ social media pages for more useful content.

Retailers or pharmacies interested in participating in the drug take-back program will be able to request more information through the website.

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

### **Toll-Free Number**

Inmar will operate a multi-lingual, (English, Spanish, Chinese and Tagalog), toll-free call center that interested parties can call to learn more about the Stewardship Plan, and best practices for disposal of Unwanted Covered Drugs. 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. County Residents will also be able to request information about the nearest drop-off site or Mail-Back Distribution Site, or request that a prepaid mailer is sent to them. Upon plan approve Inmar will coordinate with existing plan operates on a unified, single toll-free number for residents.

We have provided a call center map on the following page which demonstrates call flows through the call center.



# CALL CENTER

**Call Center Script:** "Thank you for contacting the Consumer Drug Take Back Center. My name is \_\_\_\_\_. How May I Help you?"

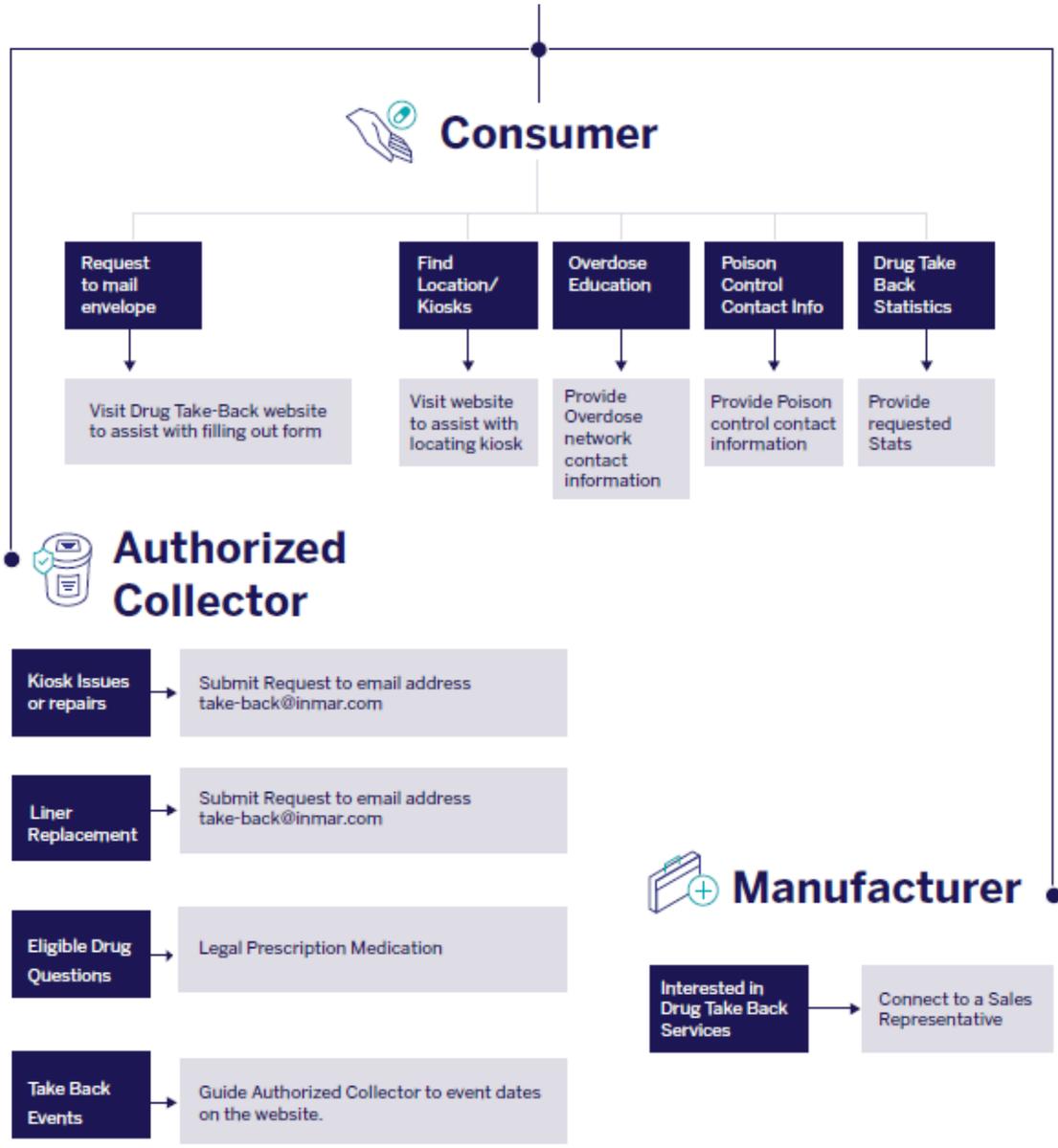


Figure 9: Call Center Flow

## D. Educational Materials

### **Educational Brochure for Residents**

Inmar provides an easily-consumable educational brochure for dissemination to interested parties including residents, pharmacists, retailers and health care practitioners upon request and at no charge. The educational brochure will be provided in Tagalog, Spanish, Chinese, and English.

The educational brochure will:

- Educate County residents about the appropriate use, storage, and disposal of Unwanted Medicine
- Provide County residents with clear steps to properly manage the disposal of their Unwanted Medicine including following instructions found on the medicine label, use of Kiosk Drop-Off Sites,
- Instructions on requesting a mail-back envelope
- Provide best-practices for in-home disposal where no disposal instructions are given on the drug labeling

All materials will be easily understandable by covered entities with varying levels of English proficiency and will leverage explanatory graphics to aid in comprehension.

Please see Appendix B for example materials.

### **Training Materials for Authorized Collectors**

Inmar provides authorized collectors with easy to understand and standardized instructions explaining how to use the collection kiosk. Training material provided to authorized collectors include:

1. FAQs
2. Container Instructions
3. Steps to Start Document
4. Installation Reference Guide
5. Serialization Tracker

Training material samples are provided in Appendix C.

## E. Public Outreach

Inmar's stewardship program will provide public outreach through the following channels:

### **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 at no charge, including in-store signage, social media content kits, press release templates, a radio ad script, and scripts for pharmacy staff to let covered entities know that they can safely dispose of their covered drugs at that location. Authorized collectors will be able to request additional marketing materials through the help desk.

Please see Appendix D for example materials.

## Social Influencer Marketing

The 2016 acquisition of Collective Bias gave Inmar the ability to execute robust, data-driven social influencer marketing programs that activate shoppers and patients alike. On average, Inmar executes approximately 500 such programs annually.

Inmar has a curated network of more than 12,000 highly-vetted influencers who are experts at creating authentic, compelling content that can drive awareness and inspire participation among covered entities. Inmar utilizes sophisticated influencer selection, data-driven content distribution, and audience re-engagement tactics to ensure that content is hyper-relevant and that the covered entities receiving the content are the ones most inclined to take action.

Content can focus on an array of topical themes, however, based on the program requirements outlined in Chapter 7.90 San Mateo County Safe Drug Disposal Ordinance Section 7.90.100, Inmar's recommendation would be one, or a combination of, the following:

- Tips for safe storage of medications in the home prior to disposal
- Education about the implications of improper drug disposal
- Promotion of the drug take-back program, including directions on where and how to participate

Inmar executed a social influencer marketing program promoting drug take-back in April of 2019 which yielded exceptional results (see Sub-Section 7 for more information on impact measurement and reporting). The campaign generated 11.4MM impressions, but, more importantly, the posts themselves were highly engaging. The average click-through-rate (CTR) was 4.5% (a historical CTR benchmark in this category is 1.5 - 2.0%) and users spent an average of one minute and eight seconds on each post. Both metrics suggests users found the content compelling and useful. ROI for social influencer marketing campaigns is measured in terms of return on Total Media Value (the combined value of earned and paid media for the campaign). In this case, TMV return was favorable at 2.1x.

Please see Appendix D for sample social influencer content. We also invite you to view some of the top performing posts linked below:

- [\*Life in Check Consumer Drug Take-Back receptacle | National Prescription Drug Take-Back Day by Meagan Harrell\*](#)
- [\*5 Easy Tips to Declutter Your Closet + Safe Medication Disposal by Valerie Clement\*](#)
- [\*How to Dispose of Unused Medications Safely - Mom Always Knows by Elizabeth Hurt\*](#)

## Targeted Media

Inmar's expert paid media team actively monitors social influencer content for the highest performers - looking beyond vanity metrics to focus on deeper measurements such as views and engagements. The most engaging content is promoted across social platforms as well as off-site media to amplify the message around drug take-back to a targeted cohort of covered entities.

Lastly, in partnership with PlaceIQ, Inmar offers targeted ad units that allow messages to be delivered to covered entities that are physically near or in selected locations (e.g., near a kiosk) and provide after-action metrics, such as Place Visit Rate, which demonstrate in-store foot traffic among your

target audience.

### Impact Measurement

In accordance with Chapter 7.90 San Mateo County Safe Drug Disposal Ordinance Section 7.90.100, Inmar will provide a description of outreach initiatives in its annual report, but also aims to provide more frequent and actionable reporting on the impact of such initiatives.

With specific regard to social influencer marketing and targeted media, Inmar's measurement tools and philosophies have continuously set the industry standard with their emphasis on transparency and quantifiability over vanity metrics and theoretical explanations.

All paid and organic activity is measured using the industry's most powerful analytics suite to capture true ROI. Reporting will include:

- Third-party verified Content View & Engagement reporting
- Engagement breakdown by social platform, including Time on Content
- Social Content Ad™ (aka social media ad) performance data
- Total Media Value (TMV) calculations
- Thumbnail links to all influencer content, and performance metrics for individual influencer posts (including TMV for each post)

## F. Biennial Survey

✓ Ordinance 04736 Section 4.116.060(a)(4)

Inmar will coordinate with existing plan operators to conduct a biennial survey of San Mateo County Residents as well as pharmacists, veterinarians and health professionals 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 drop-off sites 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. Inmar will coordinate with existing plan operators to ensure that we do not overlap on communication channels and duplicate survey respondent results.

Draft survey questions will be submitted to the Director for review and comment at least 30 days prior to the initiation of the survey. Results of the survey will be reported to the Director and made available to the public on the website required in subsection (a)(3) within 90 calendar days of the end of the survey period. The privacy of all survey respondents will be maintained.

## G. Language Translation

✓ Ordinance 04736 Section 4.116.060(b)

All outreach methods will be translated into English, Spanish, Chinese and Tagalog.

## H. Multiple Stewardship Plans

✓ Ordinance 04736 Section 4.116.060(c)

Inmar will work with the Director to develop a single system of promotion for all stewardship plans

when multiple plans exist. See section VII for more information on how Inmar plans to collaborate with other stewardship plans.

## VII. Collaboration with Other Stewardship Plans

Inmar is committed to establishing a legally permissible collaboration framework (Trade Association or other appropriate and agreed upon methodology) with other operators. Such a framework will include collaboration among Plan Operators on a regular schedule during the first 6 months of approval of Inmar's Stewardship Plan, and periodically thereafter, as mutually agreed upon by the Plan Operators. This will ensure that there are no visible program operational or communication changes to County Residents. The Plan Operators will work to maintain a cohesive program that encourages the safe disposal of unused medications as well as ensuring that the look, feel, and presentation of the existing collection of covered drugs in the City remains unchanged from its current configuration.

We anticipate that our approach will evolve over time to ensure compliance with antitrust or other laws. It is also our intent to continually improve and adapt alongside other Plan Operator(s) as program guidelines change over time. Our approach to collaboration, however, can be described as two options that we are prepared to participate in while remaining open to other options that may present themselves depending on how other Plan Operator(s) would like to proceed.

### **Option 1 - Inmar shares the existing service**

In this option, Inmar and other Plan Operator(s) would identify relative market shares and Inmar would begin servicing a certain number of the existing kiosks as well as contributing to events and educational outreach programs that already exist in a mutually agreed upon and equitable fashion. Market share methodology will also be agreed on by the program operators. A practical example of how this would work might include the following: Inmar places (or takes over) and services 50% of the kiosks in San Mateo County. Inmar can provide social media, influencer and other web-based media promotion while other Plan Operator(s) provide print and traditional media promotions. In all examples, the Plan Operators will work to minimize waste by using current resources, such as kiosks.

### **Option 2 - Inmar takes over specific elements of the program**

In this option, Plan Operator(s) would agree to fully manage certain individual elements of the program (keeping the existing look and feel). The Plan Operators would agree to maintain consistent visible program messaging for outreach, including signage, advertising, website and call-center. An example would be for one Plan Operator to take over all aspects of the call center, website, or mail-in programs while the other Plan Operator(s) maintain kiosk placement, pick-up and disposal service and other promotion related tasks.

The options described above are just examples of the ways in which Plan Operators can collaborate among themselves in the County. We remain open to discussing other possible scenarios which are mutually beneficial to the County, other Plan Operator(s), Producers and Authorized Collectors. If Inmar should ever find itself in the position of being the sole Plan Operator in the county, we are prepared to provide program continuity by filling any operational gaps and ensuring that public facing elements remain unchanged. Inmar remains committed to being fully transparent and flexible when it comes to collaboration.

## VIII. Short-term and Long-term Goals

✓ Ordinance 04736 Section 4.116.040(g)

	Short-Term (2020)	Long-Term (2021+)
<b>Collection</b>	<ul style="list-style-type: none"> <li>• Initiate program operation</li> <li>• Place 51 drop-off sites (1 per 20,000 residents spread across the 5 per supervisorial districts) preferably at retail pharmacies, hospitals and clinics with on-site pharmacies, and law enforcement agencies               <ul style="list-style-type: none"> <li>○ Inmar estimates collection of 20 lbs. per month per drop-off site on average for a total of 12,240 lbs. for 12 months with 51 kiosks placed</li> </ul> </li> <li>• Establish mail-back service in areas that are underserved by collection drop-off sites (3,000 lbs.)</li> </ul>	<ul style="list-style-type: none"> <li>• Increase drop-off site locations at a rate of one additional kiosk per supervisorial district</li> <li>• Increase collection by 10% per year (equal to 13,464 with 56 kiosks placed)</li> </ul>
<b>Education &amp; Promotion</b>	<ul style="list-style-type: none"> <li>• Finalize a plan of coordination with med-project on a unified website, phone number and other promotional materials</li> <li>• Establish a baseline of percentage of residents reached through social media and other targeted media outreach</li> <li>• Provide training material to each authorized collector and establish a baseline for number of messages received by Inmar regarding training and knowledge gaps</li> </ul>	<ul style="list-style-type: none"> <li>• Reach 25% of population through plan media outreach efforts by the end of year 1. Reach 50% of population through plan outreach by the end of year 2. Reach and sustain a 75% saturation rate for plan outreach by the end of year 3 and beyond.</li> <li>• All authorized collectors have been properly trained on collection and disposal as indicated by a reduction to baseline of messages received by Inmar from authorized collectors about training and knowledge gaps.</li> </ul>

## IX. Additional Plan Considerations

✓ Ordinance 04736 Section 4.116.040(h)

### Existing Providers of Pharmaceutical Waste Services

To the extent that existing providers of pharmaceutical waste are already in operation, Inmar will determine if coordinating efforts creates efficiencies for the county and improves convenient and equitable access for county residents.

Furthermore, to the extent that there are other stewardship organizations, Inmar will seek to coordinate its activities with said programs within 12 months after Inmar’s stewardship program is approved. Inmar’s LifeInCheck™ Consumer Drug Take-Back website will ensure that all consumers can easily identify, understand, and access the collection services provided by Inmar and other stewardship organizations. Coordination efforts will include providing a single website and toll-free telephone number to access information about collection services for all approved programs.

### Package Separation & Recycling

DEA § 317.75(c) prohibits handling substances after they have been deposited into a collection kiosk. For this reason, Inmar is unable to separate and recycle drug packaging. However, Inmar can execute educational programs, as outlined in Section VI, to encourage county residents to separate unwanted covered drugs from their packaging and recycle the packaging prior to disposal.

Even though regulations prevent us from recycling drug packaging, Inmar still has a vested interest in reducing waste and improving our environment. Through our Rx Returns and related business lines, Inmar has saved over 20,000 barrels of oil, recovered over 11,000 megawatts of clean energy and powered over 900 homes in just the past two years alone. We will continue to look for opportunities to expand our eco-friendly efforts in San Mateo County.



#### Inmar Energy Metrics

##### Megawatts of Clean Energy Recovered:

2017 = 5,436  
2018 = 5,643

##### Barrels of Oil Saved:

2017 = 9,896  
2018 = 10,270

##### Homes Powered for a Year:

2017 = 482  
2018 = 495

## X. Administrative and Operational Costs and Fees

Inmar’s plan includes multiple producers who equitably share the cost of implementation. Inmar represents producers in San Mateo County as well as the remainder of the United States where regulations require stewardship oversight. As such, each producer pays a fee for services performed by Inmar. This fee is based on several factors including market share of covered drugs throughout the county. Below is a list of costs that are covered by producers as part of their fee to Inmar:

- Collection and transportation supplies for each drop-off site;
- Acquisition of all secure collection bins for drop-off sites;
- Ongoing maintenance or replacement of secure collection bins, as requested by collectors;
- Prepaid, preaddressed mailers provided to disabled and/or home-bound County residents;
- Transportation of all collected covered drugs to final disposal, including costs of law enforcement escort if necessary;

- Environmentally sound disposal of all collected covered drugs under Section 4.116.070 of this chapter;
- Program promotion under Section 4.116.060 of this chapter; and
- Costs related to any review of a product stewardship plan for purposes of obtaining compliance with the California Environmental Quality Act (Cal. Pub. Res. Code § 21000, et seq.).

Retail Pharmacies are not expected to incur any costs for participation however any staff or staff duties performed by the retailer in conjunction with the plan are not costs covered by the Producers or Inmar.

## XI. Reporting

✓ Ordinance 04736 Section 4.116.090

Within six months after the end of the first 12-month period of operation, and annually thereafter for a period covering January 1 – December 31, Inmar will submit a report describing the program's activities during the previous reporting period. The report will include:

- (1) A list of participating producers
- (2) The amount by weight of covered drugs collected, including the amount by weight from each collection method used
- (3) A list of drop-off sites
- (4) The number of mailers provided for disabled and/or home-bound county residents
- (5) The locations where mailers were provided, as applicable
- (6) The dates and locations of collection events held, as applicable
- (7) The transporters used and the disposal facility or facilities used for all covered drugs
- (8) Whether any safety or security problems occurred during collection, transportation or disposal of unwanted covered drugs during the reporting period and, if so, what changes have or will be made to policies, procedures or tracking mechanisms to alleviate the problem and to improve safety and security in the future
- (9) A description of the public education, outreach and evaluation activities implemented during the reporting period
- (10) A description of how collected packaging was recycled to the extent feasible, including the recycling facility or facilities used
- (11) A summary of the stewardship program's goals, the degree of success in meeting those goals in the past year, and, if any goals have not been met, what effort will be made to achieve the goals in the next year
- (12) The total expenditures of the stewardship program during the reporting period.

## XII. APPENDIX

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## Appendix A: List of Proposed Drop-off Sites

Program Type	Site Name	Site Address	Site Zipcode
Hospital	MACROGENICS, INC., COMPANY LICENSE	1 CORPORATE DR.	94080
Hospital	GENENTECH, INC.	1 DNA WAY	94080
Hospital	MILLS-PENINSULA HEALTH CENTER PHARMACY	100 S. SAN MATEO DR.	94401
Hospital	3-V BIOSCIENCES, INC. ,	1050 HAMILTON COURT	94025
Hospital	SAFEWAY PHARMACY #0305	1071 EL CAMINO REAL	94063
Hospital	BERKSHIRE PHARMACY	11 BERKSHIRE AVE	94063
Hospital	KAISER-REDWOODCITY	1100 VETERANS BLVD	94063
Hospital	FIVE PRIME THERAPEUTICS INC, SCOTT LEIKE	111 OYSTER POINT BLVD	94080
Hospital	AMGEN SF, LLC	1120 VETERANS BOULEVARD	94080
Hospital	PENINSULA HUMANE SOCIETY	12 AIRPORT BLVD.	94401
Hospital	KAISER SOUTH SAN FRANCISCO MEDICAL CENT	1200 EL CAMINO REAL	94080
Hospital	CRYSTAL SPRINGS PET HOSPITAL,INC	122 DE ANZA BLVD.	94402
Hospital	HERON THERAPEUTICS INC, HERON THERAPEUTI	123 SAGINAW DRIVE	94063
Hospital	ANTHEIA, INC., ANTHEIA, INC.	1430 OBRIEN DR	94025
Hospital	PENINSULA HUMANE SOCIETY & SPCA	1450 ROLLINS ROAD	94010
Hospital	DELPOR, INC., DELPOR, INC.	150 N HILL DR	94005
Hospital	MILLS-PENINSULA MEDICAL CENTER PHARMACY	1501 TROUSDALE DR.	94010
Hospital	CIRCUIT THERAPEUTICS, INC.	1505 O'BRIEN DR	94025
Hospital	ANCHOR DRUGS	161 SOUTH SPRUCE AVE	94080
Hospital	SEQUOIA HOSPITAL	170 ALAMEDA DE LAS PULGAS	94062
Hospital	INC, THRESHOLD PHARMACEUTICALS	170 HARBOR WAY, SUITE 300	94080
Hospital	GLOBAL BLOOD THERAPEUTICS, INC.	171 OYSTER POINT BLVD	94080
Hospital	SETON MEDICAL CENTER	1900 SULLIVAN AVENUE	94015
Hospital	CAMINAR FOR MENTAL HEALTH	2 EDGEWOOD COURT	94014
Hospital	SAFEWAY PHARMACY #0668	2100 RALSTON AVENUE	94002
Hospital	SAN MATEO MEDICAL CENTER	222 W. 39TH AVE	94403

Hospital	NORTH PENINSULA VETERINARY EMERGENCY	227 NORTH AMPHLETT BLVD	94401
Hospital	RINAT NEUROSCIENCE CORPORATION, A WHOLLY	230 E GRAND AVE	94080
Hospital	CAMINAR HAWTHORNE HOUSE	251 JACKSON AVENUE	94601
Hospital	CAMINAR FOR MENTAL HEALTH	2600 S. EL CAMINO REAL	94403
Hospital	PORTOLA PHARMACEUTICALS, INC	270 EAST GRAND AVENUE	94080
Hospital	MID PENINSULA ANIMAL HOSPITAL	2707 EL CAMINO REAL	94061
Hospital	CYTOKINETICS INC	280 EAST GRAND AVE	94080
Hospital	TED'S VILLAGE PHARMACY INC	29 W 25TH AVE	94403
Hospital	PALO ALTO MEDICAL FOUNDATION	301 INDUSTRIAL RD.	94070
Hospital	MEDICAL CENTER PHARMACIES INC	3137 JEFFERSON AVE	94062
Hospital	ATTN: BERNARD MURRAY	324 LAKESIDE DR	94404
Hospital	INC, PROTHENA BIOSCIENCES	331 OYSTER POINT BLVD	94080
Hospital	DIGESTIVE DIAGNOSTIC CENTER INC	333 GELLERT BLVD	94015
Hospital	SRI INTERNATIONAL, ..	333 RAVENSWOOD AVE	94025
Hospital	PACIFIC ENDOSCOPY ,LLC	3351 EL CAMINO REAL	94027
Hospital	ACELRX PHARMACEUTICALS INC.	351 GALVESTON DR	94063
Hospital	KAISER S. SAN FRAN DALY CITY	395 HICKEY BLV	94015
Hospital	STANFORD MEDICINE OUTPATIENT CENTER	420 BROADWAY ST	94063
Hospital	MARINER ADVANCED PHARMACY CORP	43 EAST 3RD AVE	94401
Hospital	STANFORD HEALTH CARE PAVILION C-1 PHARMA	450 BROADWAY	94063
Hospital	ABBVIE STEMCENTRX, LLC	450 E. JAMIE COURT	94080
Hospital	LPCH CHILDREN'S HOME PHARMACY	4600 BOHANNON DRIVE	94025
Hospital	MENLO PARK SURGICAL HOSPITAL	570 WILLOW RD.	94025
Hospital	SAN MATEO SURGERY CENTER	66 BOVET ROAD	94402
Hospital	ANCHOR DRUGS II	730 WOODSIDE ROAD	94061
Hospital	OMNIOX INC.	75 SHOREWAY RD, STE. B	94070
Hospital	MENLO PARK DIVISION PHARMACY	795 WILLOW RD	94025
Hospital	ONCOMED PHARMACEUTICALS, -	800 CHESAPEAKE DR	94063
Hospital	ATHENA RX HOME PHARMACY	800 GATEWAY BLVD.	94080
Hospital	KAISER FOUND HLTH PLAN	801 TRAEGER AVE	94066

Hospital	SAFEWAY PHARMACY #0747	850 WOODSIDE ROAD	94061
Hospital	CORVUS PHARMACEUTICALS INC	863 MITTEN RD	94010
Hospital	CLEAVE BIOSCIENCES, INC., N/A	866 MALCOLM ROAD	94010
Hospital	INCLINE THERAPEUTICS, INC., N/A	900 SAGINAW DRIVE, SUITE 200	94063
Hospital	THERAVANCE BIOPHARMA US, INC.	901 GATEWAY BLVD	94080
Retail	KPNC-SAN MATEO MOB OP #339-Clinic	100 FRANKLIN PKWY W	94403
Retail	MILLS PENNINSULA HEALTH SVCS	100 S SAN MATEO DR STE 3155	94401
Retail	KAISER PERMANENTE PHARMACY #339	1000 FRANKLIN PKWY W FLOOR 1	94403
Retail	DAVITA REDWOOD CITY 2217	1000 MARSHALL ST	94063
Retail	PACIFIC FAMILY MEDICINE CLINIC	1001 BROADWAY SUITE 302	94030
Retail	DBA COSTCO PHARMACY #147	1001 METRO CENTER BLVD	94404
Retail	SAFEWAY PHARMACY #1138	1100 EL CAMINO REAL	94002
Retail	LUCKY PHARMACY #749	1133 OLD COUNTY RD	94070
Retail	TARGET STORES T-1054	1150 EL CAMINO REAL	94066
Retail	DBA: WALGREENS # 06655	1160 BROADWAY	94010
Retail	SUNSHINE CENTER PHARMACY	1166 MISSION RD	94080
Retail	DAVITA RX LLC	1178 CHERRY AVENUE	94066
Retail	KAISER PERMANENTE PHARMACY #377	1190 VETERANS BLVD	94063
Retail	KPNC-Redwood City Oncology 377-Clinic	1190 Veterans Blvd, 2nd Floor	94063
Retail	UNIVERSITY HEALTHCARE ALLIANCE	1300 CRANE ST	94025
Retail	RITE AID #5903	1320 WEST HILLSDALE BLVD.	94403
Retail	LUCKY PHARMACY #748	1322 EL CAMINO REAL	94066
Retail	DBA: CVS/PHARMACY # 00550	1324 SAN CARLOS AVE	94070
Retail	CVS PHARMACY # 16746	133 SERRAMONTE CTR	94015
Retail	RITE AID #5890	1400 LINDA MAR BOULEVARD	94044
Retail	DBA: WALGREENS # 02126	1414 EL CAMINO REAL	94070
Retail	SAFEWAY PHARMACY #1547	1450 HOWARD AVE	94010
Retail	DAVITA DALY CITY 3805	1498 SOUTHGATE AVE STE 101	94015
Retail	COSTCO WHOLESALE NO 475	1600 EL CAMINO REAL BLVD	94080
Retail	SAFEWAY PHARMACY #0970	1655 EL CAMINO REAL	94402
Retail	RITE AID #5885	170 SAN MATEO ROAD	94019

Retail	COLLEGE OF SAN MATEO HEALTH CENTER	1700 W HILLSDALE BLVD BLDG 1 RM 147	94402
Retail	MD2 - MENLO PARK	1706 EL CAMINO REAL	94027
Retail	MID PENINSULA ENDOSCOPY CTR	1720 EL CAMINO REAL	94010
Retail	BURLINGAME FAMILY HEALTH MEDICAL GROUP	1820 OGDEN DR	94010
Retail	A & O PENINSULA PHARMACY	1828 EL CAMINO REAL	94010
Retail	DBA: CVS/PHARMACY # 09899	186 EL CAMINO REAL	94080
Retail	CENTER FOR DISCOVERY	1895 ALTSCHUL AVE	94025
Retail	DBA: WALGREENS # 03296	191 EAST 3RD AVE.	94401
Retail	US HEALTHWORKS 528	192 BEACON ST	94080
Retail	RITE AID #5891	200 FAIRMONT SHOPPING CENTER	94044
Retail	DREW CENTER PHARMACY	2111 UNIVERSITY AVENUE	94303
Retail	RITE AID #5893	2150 ROOSEVELT AVENUE	94061
Retail	DBA: WALGREENS # 00324	216 WESTLAKE CENTER	94015
Retail	DBA: WALGREENS # 01807	22 SAN PEDRO RD	94014
Retail	CVS PHARMACY # 16490	2220 BRIDGEPOINTE PKWY	94404
Retail	DBA: WALGREENS #15397	2238 WESTBOROUGH BLVD	94080
Retail	DBA COSTCO PHARMACY #1042	2300 MIDDLEFIELD ROAD	94063
Retail	CVS PHARMACY # 16112	2485 EL CAMINO REAL	94063
Retail	DBA: WALGREENS #12257	260 EL CAMINO REAL	94010
Retail	NOB HILL PHARMACY #628	270 REDWOOD SHORES PARKWAY	94065
Retail	THE VILLAGE DOCTOR	2979 WOODSIDE RD	94062
Retail	WOODSIDE VILLAGE PHARMACY	3048 WOODSIDE ROAD	94062
Retail	DBA: CVS/PHARMACY # 09330	325 SHARON PARK DR	94025
Retail	ONE MEDICAL	329 PRIMROSE RD FL 2	94010
Retail	DBA: WALGREENS # 02939	333 EL CAMINO REAL	94066
Retail	NGM BIOPHARMACEUTICALS, INC., "NGM"	333 OYSTER POINT BLVD	94080
Retail	RITE AID #5892	340 WOODSIDE PLAZA	94061
Retail	LIVWELL MEDICAL CLINIC	343 EL CAMINO REAL, SUITE 1	94080
Retail	CHINESE HOSPITAL PHARMACY	386 GELLERT BLVD	94015
Retail	DBA: WALGREENS # 03346	399 EL CAMINO REAL	94080
Retail	NIHON BAY CLINIC	40 N SAN MATEO DR	94401

Retail	HALF MOON BAY PHARMACY	40 STONE PINE ROAD	94019
Retail	INTERACTIVE WELLNESS	401 BURGESS DR STE B	94025
Retail	CAREKINESIS	401 SOUTH CANAL STREET	94080
Retail	DBA: WALGREENS # 05006	4070 S EL CAMINO REAL	94403
Retail	DBA WALGREENS #07970	45 S EL CAMINO REAL	94030
Retail	CVS PHARMACY # 16111	5001 JUNIPERO SERRA BLVD	94014
Retail	DBA: WALGREENS #11261	520 PALMETTO AVE	94044
Retail	SAFEGWAY PHARMACY #2719	525 EL CAMINO REAL	94025
Retail	PURISIMA FAMILY MEDICINE	575 KELLY AVENUE	94019
Retail	DBA: WALGREENS # 05365	6100 MISSION STREET	94014
Retail	DBA: WALGREENS # 00625	615 BROADWAY	94030
Retail	DBA: WALGREENS # 07087	643 SANTA CRUZ AVE	94025
Retail	RITE AID #5902	666 CONCAR DRIVE	94402
Retail	LUCKY CALIFORNIA PHARMACY #707	6843 MISSION BLVD	94014
Retail	DAVITA S SAN FRANCISCO AT HOME 5846	74 CAMARITAS AVE	94080
Retail	NOWRX	800 BURLWAY RD	94010
Retail	PEDIATRIC WELLNESS GROUP	801 BREWSTER AVE STE 175	94063
Retail	PAMF REDWOOD CITY CENTER	805 VETERANS BLVD STE 201	94063
Retail	PHARMACA INTEGRATIVE PHARMACY, INC.	871 SANTA CRUZ AVENUE	94025
Retail	DBA: WALGREENS # 00063	900 RALSTON AVENUE	94002
Retail	ONE MEDICAL GROUP	900 VETERANS BLVD	94063
Retail	NIMBLE PHARMACY	900 WILLOW RD STE B	94025
Retail	PEDIOATRIC MEDICAL GROUP	901 CAMPUS DR	94015
Retail	KAISER PERMANENTE PHARM 357	901 EL CAMINO REAL	94066
Retail	LUCKY PHARMACY #710	919 EDGEWATER BLVD	94404
Retail	LUCKY PHARMACY #710	919 EDGEWATER DRIVE	94404
Retail	DAVITA WESTBOROUGH DIALYSIS 4424	925 EL CAMINO REAL	94080
Retail	DBA THE PILL CLUB	969 INDUSTRIAL ROAD	94070
Retail	WALGREENS INFUSION SERVICES	975 INDUSTRIAL ROAD	94070
Retail	KAISER FOUNDATION HOSPITAL	KFH INPATIENT/OUTPATIENT	94080
Retail	KAISER PERMANENTE ASPEN	PHARMACY NO 376	94063

# Appendix B: Promotional Signage, Mailback Inserts and Brochure

## Kiosk prototype and 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 ILLICIT-DRUGS.

# MEDICINE DISPOSAL

Eliminación de medicamentos  
药物处置  
Pagtatapon ng gamot

## SAFELY DISPOSE OF UNWANTED & EXPIRED MEDICINES



01

Cross out or remove personal identifying information from the medicine bottle.



02

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 all remaining packaging.



03

Put medicine 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.

For more information about the drug disposal program,  
please go to [ Website TBD ] or call 1-844-633-7765.

## Promotional Brochure for Residents

### WHAT SHOULD YOU DO WITH YOUR UNWANTED OR EXPIRED MEDICINES?

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

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

If you have expired or unwanted medication, proper disposal is easy. To protect your privacy, consumers are reminded to remove all personally identifiable information on prescription labels or materials before using any of the following disposal options.

(Source: U.S. Food and Drug Administration)



For more information about the program, go to [www.med-project.org](http://www.med-project.org) or call 1-844-633-7765



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 Product Stewardship Plan.

### SAFELY DISPOSE OF UNWANTED & EXPIRED MEDICINES

WHAT SHOULD YOU DO WITH YOUR EXPIRED OR UNWANTED MEDICINES?



CHECK THE PACKAGE



MAIL-BACK



CONVENIENT LOCATIONS



TAKE-BACK EVENTS



[ Website TBD ]

### DISPOSAL OPTIONS



**1 CHECK THE PACKAGE**  
If there are specific instructions for disposal on the label, package or package insert, please follow those instructions.



**3 MAIL-BACK**  
Mail-Back Services for Unwanted Medicines, Pre-filled Injector Products, and Inhalers may be available. Visit the Mail-Back section of [www.med-project.org](http://www.med-project.org) to order a Mail-Back Package.



**2 CONVENIENT LOCATIONS**  
To find the drop-off sites in your area, visit the Convenient Locations section of [www.med-project.org](http://www.med-project.org). Mail-Back Distribution Locations may also be available in your area.



**4 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 [www.med-project.org](http://www.med-project.org) for information on events in your area.

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.

### 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.\*

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



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

## Mail-back Inserts (front)



### 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, 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.

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## 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.

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**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.

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**Mailback Inserts (back)**



## DISPOSAL OPTIONS:

01

### CHECK THE PACKAGE

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

03

### MAIL-BACK

Mail-back Services for Unwanted Medicines, Pre-filled Injector Products, and Inhalers may be available. Visit the Mail-Back section of [www.med-project.org](http://www.med-project.org) to order a mail-back package.

02

### CONVENIENT LOCATIONS

To find the drop-off sites in your area, visit the Convenient Locations section of [www.med-project.org](http://www.med-project.org). Mail-Back Distribution Locations may also be available in your area.

04

### 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 [www.med-project.org](http://www.med-project.org) for information on events in your area.

For more information about the Inmar Intelligence program, please go to [ Website TBD ] or call 1-844-633-7765.

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## Appendix C: Training Material

Training material provided to authorized collectors include:

1. FAQs
2. Container Instructions
3. Steps to Start Document
4. Installation Reference Guide
5. Serialization Tracker

All of the aforementioned documents are provided on the following pages.



# FAQS FOR CONSUMER DRUG TAKE-BACK

## CONSUMER DRUG TAKE-BACK CLIENT SERVICE TEAM

take-back@inmar.com

(800) 350-0396 Option 6

Mon-Fri 8am - 5pm EST

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# WHAT TO EXPECT AS A NEW INMAR CONSUMER DRUG TAKE-BACK PROGRAM CLIENT



1. You will receive a “welcome” email from [take-back@inmar.com](mailto:take-back@inmar.com). This email will include “Steps to Start,” a Consumer Drug Take-Back Serialization Tracking Sheet and Receptacle Installation Instructions.



2. You will receive your CDTB receptacle and the collection container supplies via separate shipments within 5-7 business days after returning the Agreement. The collection container supplies should allow you to operate your program for three months.



3. Be sure to install your receptacle in strict accordance with instructions provided to help ensure you remain compliant with the Secure and Responsible Drug Disposal Act.



4. Prepare and install the collection container according to instructions provided. Track the serialized inner liner from receipt to return on the Serialization Tracking Sheet.



5. Return collection container to Inmar. When we receive your second returned container, we will send you another three-month supply of collection containers, liners and zip ties.

## FREQUENTLY ASKED QUESTIONS

**Note:** Two pharmacy personnel are required to install, remove, store and transfer the corrugate collection container.

Consumer Drug Take-Back Client Service Team • [Take-Back@inmar.com](mailto:Take-Back@inmar.com)

(800) 350-0396 Option 6 • Mon - Fri 8am-5pm EST

## Installation / Removal

Question	Answer
<b>1</b> How is the receptacle installed?	The receptacle 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 receptacle?	The keys are located in the top bin of the receptacle. 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 receptacle 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.

## Installation / Removal Continued

**Note:** Two pharmacy personnel are required to install, remove, store and transfer the corrugate collection container.

Consumer Drug Take-Back Client Service Team • [Take-Back@inmar.com](mailto:Take-Back@inmar.com)

(800) 350-0396 Option 6 • Mon - Fri 8am-5pm EST

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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 receptacles, is it required that each receptacle be shipped to the location where they will be installed or can they be shipped to a central location and then transported?	The metal receptacles can be shipped to whatever location you choose. The supplies are shipped separately from our facility in Fort Worth, 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, please contact Inmar via the email address or phone number listed below.

## Compliance / Regulatory

Question	Answer
10 Is there a statement from the DEA allowing for video monitoring of the receptacle?	There is no statement allowing video surveillance. However, the regulations state that regular monitoring by employees is required. This is the exact text from the Regulation Part 1317 Subpart B (1317.75 2(i)): "(i) At a hospital/clinic: A collection receptacle shall be located in an area regularly monitored by employees, and shall not be located in the proximity of any area where emergency or urgent care is provided." VIDEO MONITORING IS NOT ALLOWED IN CALIFORNIA (not part of DEA regulation).
11 Are the items collected considered medical waste?	Household pharmaceuticals collected by take-back programs are not considered medical waste and, therefore, not subject to EPA RCRA rules. The items collected are considered household waste as long as the take-back program rules are followed. That is, no sharps, non-pharmaceuticals, etc. allowed in the receptacles.

## Compliance / Regulatory Continued

**Note:** Two pharmacy personnel are required to install, remove, store and transfer the corrugate collection container.

Consumer Drug Take-Back Client Service Team • [Take-Back@inmar.com](mailto:Take-Back@inmar.com)

(800) 350-0396 Option 6 • Mon - Fri 8am-5pm EST

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Question	Answer
12	What should the pharmacist do if they see someone put a “not allowed” substance or item in the receptacle? Those responsible for monitoring the receptacle should do their best to keep this from occurring. However, the DEA specifies opening the inner liner is not allowed.
13	Can non-controlled medications and controlled substances be placed in the LifeInCheck Consumer Drug Take-Back receptacle? Yes. Comingling of controlled and non-controlled substances is allowed in the take-back receptacle.
14	If a patient asks the pharmacist to place their medications in the receptacle, can they do so? With an exception for personnel in a long term care facility, the drug owner or a member of his/her household are the only persons allowed to place items in the take-back receptacle.
15	Where can I find information on DEA regulations? You can access links for DEA registrants, LTCFs and more here: <a href="https://www.deadiversion.usdoj.gov/drug_disposal/index.html">https://www.deadiversion.usdoj.gov/drug_disposal/index.html</a> .
16	Are there any regulations limiting the number of keys I can replicate for these units? The DEA does not specify anything regarding the keys, only that the receptacle is secure, monitored and that two staff members are present when it is opened.

## Marketing / Promotion

Question	Answer
17	Can the pharmacy add a logo to, or brand, the receptacle? The magnet provided by Inmar must be placed on the front door of the receptacle. The sides can be used for your logo/brand. If the full-price subscription was purchased, then the pharmacy can place a logo/brand on the sides or front.
18	Are there marketing materials available to help me promote my take-back program? Please contact Inmar for the latest marketing materials. These include signage, social media copy and images as well as language for press releases and ads.

**Note:** Two pharmacy personnel are required to install, remove, store and transfer the corrugate collection container.

Consumer Drug Take-Back Client Service Team • [Take-Back@inmar.com](mailto:Take-Back@inmar.com)

(800) 350-0396 Option 6 • Mon - Fri 8am-5pm EST

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LIFE **IN** CHECK™  
CONSUMER DRUG TAKE-BACK

# COLLECTION CONTAINER VISUAL INSTRUCTIONS

CONSTRUCTION, INSTALLATION, REMOVAL  
AND SHIPPING OF COLLECTION CONTAINER

## CALIFORNIA GUIDELINES

Questions: Contact Consumer Drug Take-Back Client Service Team  
[take-back@inmar.com](mailto:take-back@inmar.com)

1-800-350-0396 Option 6, Mon-Fri 8am-5pm EST

# KIT CONTENTS

Each shipment contains 3 individually packaged kits with unique components to each kit.

**DO NOT** rearrange contents between kits.

## THE KIT:

- 1 The kit will arrive in a package similar to this.
- 2 The kit will include three numbered and pre-labeled boxes.



Each kit contains one of each of the following items:

- 1 Zip tie
- 2 Absorption pad
- 3 Inner liner
- 4 Numbered and pre-labeled box



### IMPORTANT:

For every shipment – serial number on inner liner & serial number on cardboard container **MUST MATCH**.

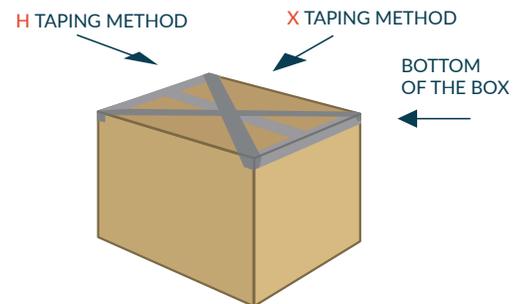
**NOTE:** All direct contact with the LifeInCheck Consumer Drug Take-Back Container should be performed by two pharmacy personnel.

# KIT INSTRUCTIONS— INSTALLING A NEW COLLECTION CONTAINER

**1** Document the serial number and receipt of each inner liner on the Drug Disposal Serialization Tracking Sheet.

DRUG DISPOSAL SERIALIZATION TRACKING SHEET INNER LINER TRACKING FORM					
Name of Collecting Pharmacy		Address of Collecting Pharmacy		Collecting Pharmacy DEA #	
Size of Liner		Address of Reverse Distributor/Disposal Site		Reverse Distributor/Disposal Site DEA #	
SERIAL NUMBER	Date Liner Acquired (Purchase & Signature)	Date Liner Installed (Purchase & Signature)	Date Removed (Purchase & Signature)	Date Transferred to Storage (Purchase & Signature)	Date Shipped (Purchase & Signature)
Ex: 32567	4/26/19 John Jones Sally Smith	4/26/19 John Jones Sally Smith Sally Smith	5/26/19 John Jones Sally Smith Sally Smith	5/26/19 John Jones Sally Smith Sally Smith	5/23/19 John Jones Sally Smith Sally Smith

**2** Close and tape the box bottom. Seal the middle seam and both outside seams. Leave no un-taped spaces along the seams. We recommend 1 strip of tape across the bottom seam, 2 strips of tape over the edge seams and 2 strips of tape across the bottom of the box placed diagonally. See illustration to right.



**3** Place inner liner into the box and fold excess material at top over box flaps.



# KIT INSTRUCTIONS— INSTALLING A NEW COLLECTION CONTAINER

**4** Tape the zip tie to the inside of the door for later use.



**5** Place absorbent pad into the installed inner liner.



**6** Install the lined box (now the “Container”) into the collection kiosk.



# KIT INSTRUCTIONS— INSTALLING A NEW COLLECTION CONTAINER

**7** Immediately document installation of Container on the Drug Disposal Serialization Tracking Sheet.

DRUG DISPOSAL SERIALIZATION TRACKING SHEET INNER LINER TRACKING FORM						
Name of Collecting Pharmacy		Address of Collecting Pharmacy		Collecting Pharmacy DEA #		
Size of Liner		Address of Reverse Distributor/Disposal Site		Reverse Distributor/Disposal Site DEA #		
SERIAL NUMBER	Date Liner Acquired (Pharmacy)	Date Liner Installed (Pharmacy & Signatures)	Date Removed (Pharmacy & Signatures)	Date Transferred to Storage (Pharmacy & Signatures)	Date Shipped (Pharmacy & Signatures)	
Ex: 32587	4/26/19 <i>John, Yvonne</i>	4/26/19 John Jones <i>John, Yvonne</i> Sally Smith <i>Sally Smith</i>	5/26/19 John Jones <i>John, Yvonne</i> Sally Smith <i>Sally Smith</i>	5/26/19 John Jones <i>John, Yvonne</i> Sally Smith <i>Sally Smith</i>	5/27/19 John Jones <i>John, Yvonne</i> Sally Smith <i>Sally Smith</i>	

**8** Lock the bottom door and unlock the drop door at the top of the kiosk to begin drug disposal collection.



**9** Store remaining spare kits securely for future use.



**10** Use the Drug Disposal Serialization Tracking Sheet to document all “inner liner events.”

DRUG DISPOSAL SERIALIZATION TRACKING SHEET INNER LINER TRACKING FORM						
Name of Collecting Pharmacy		Address of Collecting Pharmacy		Collecting Pharmacy DEA #		
Size of Liner		Address of Reverse Distributor/Disposal Site		Reverse Distributor/Disposal Site DEA #		
SERIAL NUMBER	Date Liner Acquired (Pharmacy)	Date Liner Installed (Pharmacy & Signatures)	Date Removed (Pharmacy & Signatures)	Date Transferred to Storage (Pharmacy & Signatures)	Date Shipped (Pharmacy & Signatures)	
Ex: 32587	4/26/19 <i>John, Yvonne</i>	4/26/19 John Jones <i>John, Yvonne</i> Sally Smith <i>Sally Smith</i>	5/26/19 John Jones <i>John, Yvonne</i> Sally Smith <i>Sally Smith</i>	5/26/19 John Jones <i>John, Yvonne</i> Sally Smith <i>Sally Smith</i>	5/27/19 John Jones <i>John, Yvonne</i> Sally Smith <i>Sally Smith</i>	

**NOTE:** All direct contact with the LifeInCheck Consumer Drug Take-Back Container should be performed by two pharmacy personnel.

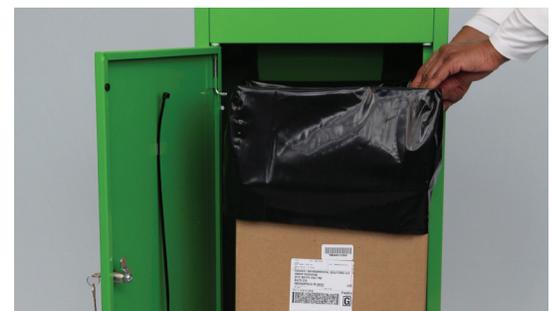
## KIT INSTRUCTIONS— REMOVING AND SEALING A FULL COLLECTION CONTAINER

**Note:** The total weight of the Container ready for shipping may not exceed 66 pounds.

- 1 Unlock and open bottom door.



- 2 Remove full Container from collection kiosk. **DO NOT** sort, count or inventory pharmaceuticals or touch contents of inner liner prior to sealing.



# KIT INSTRUCTIONS— REMOVING AND SEALING A FULL COLLECTION CONTAINER

- 3** Immediately seal the inner liner by gathering the top of the liner.
- 4** Bend the gathered portion at the halfway point and fold the top half alongside the bottom half.
- 5** Repeat Step 4 - Again bend the gathered portion at the halfway point and fold the top half alongside the bottom half.

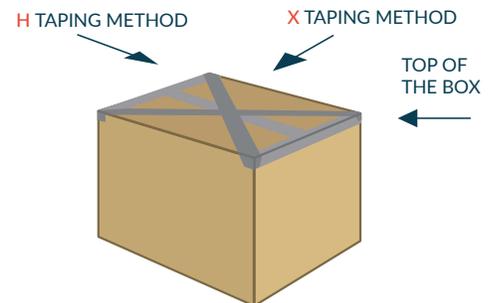


# KIT INSTRUCTIONS— REMOVING AND SEALING A FULL COLLECTION CONTAINER

- 6** Cinch and fully tighten the provided zip tie around both halves of the gathered portion of the liner to secure the top.



- 7** Close and tape the box top. Seal the middle seam and both outside seams. Leave no un-taped spaces along the seams. We recommend 1 strip of tape across the top seam, 2 strips of tape over the edge seams and 2 strips of tape across the top of the Container placed diagonally. See illustration to right.



# KIT INSTRUCTIONS— REMOVING AND SEALING A FULL COLLECTION CONTAINER

**8** Document removal of Container on the Drug Disposal Serialization Tracking Sheet.

DRUG DISPOSAL SERIALIZATION TRACKING SHEET INNER LINER TRACKING FORM					
Name of Collecting Pharmacy		Address of Collecting Pharmacy		Collecting Pharmacy DEA #	
Size of Liner		Address of Reverse Distributor/Disposal Site		Reverse Distributor/Disposal Site DEA #	
SERIAL NUMBER	Date Liner Acquired (Signature)	Date Liner Installed (Name & Signature)	Date Removed (Name & Signature)	Date Transferred to Storage (Name & Signature)	Date Shipped (Name & Signature)
Ex: 32587	4/26/19 <i>John Jones</i>	4/26/19 John Jones <i>Sally Smith</i>	5/26/19 John Jones <i>John Jones</i>	5/26/19 John Jones <i>Sally Smith</i>	5/27/19 John Jones <i>Sally Smith</i>

**9** Store the sealed Container in a secure location until shipped. The Container is pre-labeled for shipping. Document the shipping of the Container on the Drug Disposal Serialization Tracking Sheet.

DRUG DISPOSAL SERIALIZATION TRACKING SHEET INNER LINER TRACKING FORM					
Name of Collecting Pharmacy		Address of Collecting Pharmacy		Collecting Pharmacy DEA #	
Size of Liner		Address of Reverse Distributor/Disposal Site		Reverse Distributor/Disposal Site DEA #	
SERIAL NUMBER	Date Liner Acquired (Signature)	Date Liner Installed (Name & Signature)	Date Removed (Name & Signature)	Date Transferred to Storage (Name & Signature)	Date Shipped (Name & Signature)
Ex: 32587	4/26/19 <i>John Jones</i>	4/26/19 John Jones <i>Sally Smith</i>	5/26/19 John Jones <i>Sally Smith</i>	5/26/19 John Jones <i>Sally Smith</i>	5/27/19 John Jones <i>Sally Smith</i>

## PLEASE NOTE:

Your cardboard container is pre-labeled for shipping. This label is pre-paid with FedEx and must not be copied.

Additional charges may apply for non-compliance.

**Questions:** Contact Consumer Drug Take-Back Client Service Team  
[take-back@inmar.com](mailto:take-back@inmar.com)

1-800-350-0396 Option 6, Mon-Fri 8am-5pm EST

# GETTING STARTED

## RECEPTACLE

You will receive your Consumer Drug Take-Back receptacle and your supplies in separate shipments. After unpacking the Consumer Drug Take-Back receptacle, it must be installed according to the “Responsible Disposal Act” Rule which means it must be connected to a wall or the floor ensuring the receptacle is secure. Your receptacle will come pre-drilled in the bottom to make installation easier. Please see the installation instructions included in this email.

Your usage of the Inmar Consumer Drug Take-Back Program indicates your agreement to accept responsibility for following the Federal Guidelines. DEA’s Final Rule, which implements the Secure and Responsible Drug Disposal Act of 2010 (“the Disposal Act”).

## SUPPLIES

After completing the proper installation of your Consumer Drug Take-Back receptacle, you should unpack your supplies.

Included are supplies to operate your Consumer Drug Take-Back program for 3 shipments. Upon Inmar’s receipt of your second container (return) shipment, we will automatically send your next 3 shipment supply package so you will always have the necessary supplies on hand. Staged shipping of your supplies alleviates your need to store large supply quantities.

Each shipment contains 3 individually-packaged kits with unique components to each kit. DO NOT rearrange contents between kits.

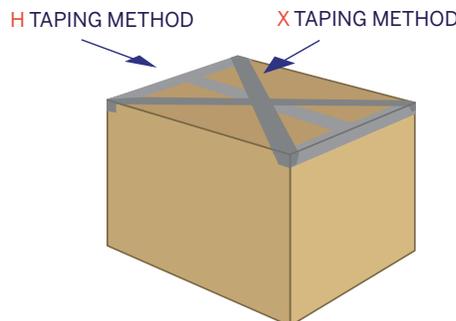
### Each kit contains one of each of the following:

- Serialized Inner Liner
- Absorption pad
- Serialization Tracking Sheet (emailed separately)
- Black Zip Tie
- Set of instructions (Single Page)
- Numbered and pre-labeled cardboard box

It is important for you to document receipt of the serialized Inner Liners on your tracking form. To assist, Inmar has provided the Serialization Tracking sheet (Inner Liner Tracking Form). 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).

## CONSTRUCTING YOUR INNER CONTAINER

Construct 1 cardboard container applying an appropriate amount of tape to the bottom to ensure safe transportation. 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 bottom seam and 2 strips of tape over the edge seams and 2 strips of tape across the bottom of the container placed diagonally. See illustration to right.



**NOTE:** All direct contact with the unsealed Consumer Drug Take-Back liner must be performed by two pharmacy personnel.

## 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 Receptacle.
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 pharmacy personnel.

## 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 Receptacle. 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.
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. When the Liner is shipped, 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.
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 2020. Inmar authorizes the posting of the plan dated May 22, 2020 in accordance with Section 2211(b) and 2211(g) of the San Francisco Ordinance 31-15 for Safe Drug Disposal Stewardship for the purposes of making it available to the public for review and comments. Any other use requires express written consent of Inmar.

## QUICK STEPS

### TO START

- 01** Install the Consumer Drug Take-Back Receptacle 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 receptacle.

---

- 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.

**NOTE:** All direct contact with the unsealed Consumer Drug Take-Back liner must be performed by two pharmacy personnel.

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# DRUG DISPOSAL SERIALIZATION TRACKING SHEET INNER LINER TRACKING FORM



Serialization Tracking Sheet should be validated by 2 pharmacy employees.

Name of Collecting Pharmacy		Address of Collecting Pharmacy				Collecting Pharmacy DEA #:			
Size of Liner		Address of Reverse Distributor/Disposal Site				Reverse Distributor/Disposal Site DEA #			

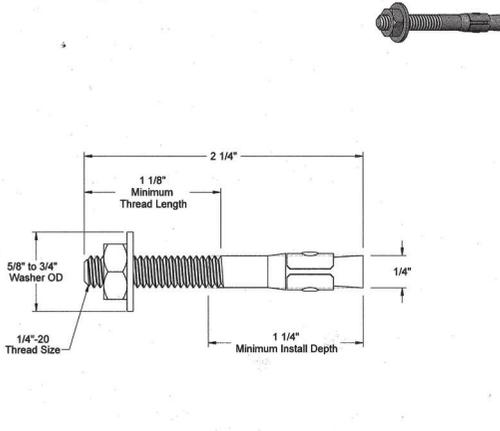
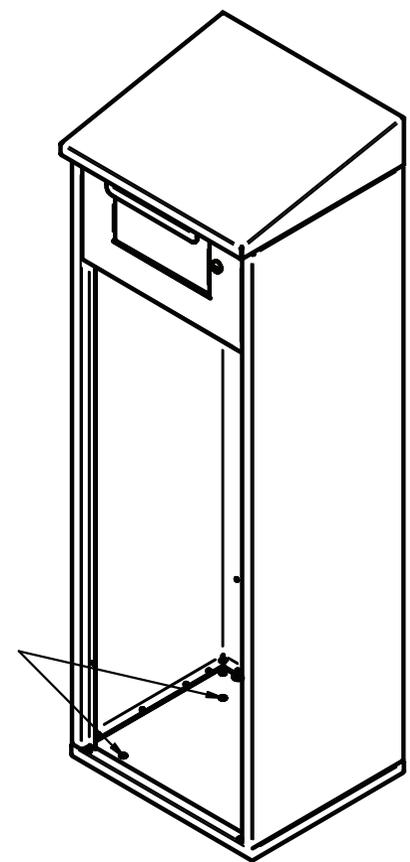
1 SERIAL NUMBER	2 Date Liner Acquired (1 Signature)	3 Date Liner Installed (2 Names & Signatures)		4 Date Removed (2 Names & Signatures)		5 Date Transferred to Storage (2 Names & Signatures)		6 Date Shipped (2 Names & Signatures)	
Ex: 32587	4/26/19	4/26/19		5/26/19		5/26/19		5/27/19	
	<i>John Jones</i>	John Jones	<i>John Jones</i>	John Jones	<i>John Jones</i>	John Jones	<i>John Jones</i>	John Jones	<i>John Jones</i>
	<i>John Jones</i>	Sally Smith	<i>Sally Smith</i>	Sally Smith	<i>Sally Smith</i>	Sally Smith	<i>Sally Smith</i>	Sally Smith	<i>Sally Smith</i>

© Inmar 2020. Inmar authorizes the posting of the plan dated May 22, 2020 in accordance with Section 2211(b) and 2211(g) of the San Francisco Ordinance 31-15 for Safe Drug Disposal Stewardship for the purposes of making it available to the public for review and comments. Any other use requires express written consent of Inmar.

Instructions: Each Inner Liner (container) will bear a permanent, unique identification number to enable tracking on the Inner Liner form. Columns 1 and 2 are to be completed upon receipt of Inner Liner. Column 3 is to be completed upon installation of the container into the collection receptacle. Column 4 is to be completed upon removal of the container from the collection receptacle. Column 5 is to be completed if the Inner Liner is removed from the receptacle and placed in storage before being shipped. Column 6 should be completed when the inner liner is shipped for destruction. Maintain a copy of the completed "Inner Liner form" and other records, as applicable, on file at the collector's registered location for at least 2 years.

The purpose of this form is to document the use of the Inner Liner throughout a collection event. Although proper use of this form is intended to help the collector meet record keeping requirements, requirements may vary based on the registrant location. It is the responsibility of each registered collector to understand and comply with all federal, state and local regulatory requirements pertaining to take-back pharmaceuticals applicable at the collector's registered location. The Inner Liner form is not a DEA Form 41.

# INSTALLATION INSTRUCTIONS

 <p style="text-align: center;"><b>ANCHOR FOR CONCRETE FLOOR</b></p>	<p style="text-align: center;"><b>McMASTER-CARR.</b></p> <p>Flanged Hex Head Screws for Wood Hot-Dipped Galvanized Steel, 1/4" Size, 2" Long</p> <p style="text-align: right;">In stock \$10.09 per pack of 50 95524150</p>  <table border="0" style="width: 100%; font-size: small;"> <tr> <td>Material</td> <td>Hot Dipped Galvanized Steel</td> </tr> <tr> <td>Screw Size</td> <td>1/4"</td> </tr> <tr> <td>Screw Size Decimal Equivalent</td> <td>0.2500"</td> </tr> <tr> <td>Length</td> <td>2"</td> </tr> <tr> <td>Head</td> <td></td> </tr> <tr> <td>Width</td> <td>0.375"</td> </tr> <tr> <td>Height</td> <td>0.38"</td> </tr> <tr> <td>Flange Diameter</td> <td>0.56"</td> </tr> <tr> <td>Flange Style</td> <td>External Hex</td> </tr> <tr> <td>Approximate Threads per Inch</td> <td>18</td> </tr> <tr> <td>Thread Direction</td> <td>Right Hand</td> </tr> <tr> <td>Threading</td> <td>Partially Threaded</td> </tr> <tr> <td>Minimum Thread Length</td> <td>1"</td> </tr> <tr> <td>Tapping Method</td> <td>Thread Forming</td> </tr> <tr> <td>Head Type</td> <td>Hex</td> </tr> <tr> <td>Hex Head Profile</td> <td>Standard</td> </tr> <tr> <td>Tip Type</td> <td>Pointed</td> </tr> <tr> <td>Shank Cross Section</td> <td>Round</td> </tr> <tr> <td>System of Measurement</td> <td>Inch</td> </tr> <tr> <td>Screw Features</td> <td>Flanged</td> </tr> <tr> <td>For Use In</td> <td>Wood</td> </tr> <tr> <td>Specifications Met</td> <td>ASTM A193</td> </tr> <tr> <td>RoHS</td> <td>Compliant</td> </tr> </table> <p style="font-size: x-small;">These steel screws are hot-dipped galvanized to resist corrosion in wet environments and are a good choice for ACO-treated (arsenic-free) lumber. The flange reduces the risk of cracking material and the hex head provides a secure grip with a wrench. They press threads into material for a tight, secure hold. To prevent splitting, drill a pilot hole slightly smaller than the screw. Head height includes the flange. Length is measured from under the head.</p> <p style="text-align: center;"><b>SCREW FOR WOOD FLOOR</b></p>	Material	Hot Dipped Galvanized Steel	Screw Size	1/4"	Screw Size Decimal Equivalent	0.2500"	Length	2"	Head		Width	0.375"	Height	0.38"	Flange Diameter	0.56"	Flange Style	External Hex	Approximate Threads per Inch	18	Thread Direction	Right Hand	Threading	Partially Threaded	Minimum Thread Length	1"	Tapping Method	Thread Forming	Head Type	Hex	Hex Head Profile	Standard	Tip Type	Pointed	Shank Cross Section	Round	System of Measurement	Inch	Screw Features	Flanged	For Use In	Wood	Specifications Met	ASTM A193	RoHS	Compliant	<table border="1" style="width: 100%; border-collapse: collapse; font-size: x-small;"> <tr> <th style="width: 15%;">DATE</th> <th style="width: 10%;">SYM</th> <th style="width: 45%;">REVISIONS RECORD</th> <th style="width: 10%;">AUTH</th> <th style="width: 10%;">DR</th> <th style="width: 10%;">CK</th> </tr> <tr> <td>07/18/2017</td> <td>A</td> <td>RELEASED FOR PRODUCTION</td> <td>WM</td> <td>KQ</td> <td></td> </tr> </table> <div style="text-align: right; margin-top: 20px;">  </div>	DATE	SYM	REVISIONS RECORD	AUTH	DR	CK	07/18/2017	A	RELEASED FOR PRODUCTION	WM	KQ	
Material	Hot Dipped Galvanized Steel																																																											
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07/18/2017	A	RELEASED FOR PRODUCTION	WM	KQ																																																								
 <p style="text-align: center;"><b>FIGURE 1</b></p>	<p style="color: orange; font-weight: bold; margin-bottom: 10px;"><b>INSTALLATION</b></p> <p style="font-weight: bold; margin-bottom: 10px;"><b>STEP 1: PLACE CABINET IN PERMANENT LOCATION</b></p> <p style="font-weight: bold; margin-bottom: 10px;"><b>STEP 2: USING THE CABINET BASE AS A TEMPLATE, MARK FLOOR USING CLEARANCE HOLES AS SHOWN IN FIGURE 1</b></p> <p style="font-weight: bold; margin-bottom: 10px;"><b>STEP 3: DRILL HOLES FOR FLOOR SUBSTRATE</b></p>	<p>Use four clearance holes in bottom for securing cabinet to floor.</p>																																																										

## Appendix D: Promotion Material

### Sample Education Materials

# NATIONAL PRESCRIPTION DRUG TAKE-BACK DAY

## SATURDAY, OCTOBER 26, 2019

POWERED BY  LIFE IN CHECK™  
CONSUMER DRUG TAKE-BACK

### NATIONAL PRESCRIPTION DRUG TAKE-BACK DAY

- Unused or expired prescription medications are a public safety issue, leading to accidental poisoning, overdose, and abuse.
- Pharmaceutical drugs can be just as dangerous as street drugs when taken without a prescription or a doctor's supervision.
- The non-medical use of prescription drugs ranks second only to marijuana as the most common form of drug abuse in America.
- The majority of teenagers abusing prescription drugs get them from family and friends and the home medicine cabinet.
- Unused prescription drugs thrown in the trash can be retrieved and abused or illegally sold. Unused drugs that are flushed contaminate the water supply. Proper disposal of unused drugs saves lives and protects the environment.

### TAKE-BACK PROGRAMS ARE THE BEST WAY TO DISPOSE OF OLD DRUGS.

**But if a program is not available:**

- Take the meds out of their bottles;
- Mix the medicines (do not crush tablets or capsules) with an unpalatable substance such as dirt, kitty litter, or used coffee grounds. This prevents thievery or diversion of medicines from the trash.
- Place the mixture in a container such as a zip-lock or sealable plastic bag, and throw the container away in your household trash.

FOR MORE INFORMATION ON  
PRESCRIPTION DRUG ABUSE, GO TO:

[www.dea.gov](http://www.dea.gov)  
[www.getsmartaboutdrugs.com](http://www.getsmartaboutdrugs.com)  
[www.justthinktwice.com](http://www.justthinktwice.com)

 LIFE IN CHECK™  
CONSUMER DRUG TAKE-BACK

GO TO  
**RXDISPOSAL.LIFEINCHECK.COM**  
TO FIND A RECEPTACLE NEAR YOU

**LIFE IN CHECK™**

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

Working together to protect our  
families, communities and environment.

**HOW IT WORKS**

- 1** Pull to open drawer  
Hale para abrir el cajón
- 2** Place medications inside  
Coloque las medicinas adentro
- 3** Close the drawer  
Cierre el cajón

**LIFE IN CHECK™**

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

**DID YOU KNOW?**

<p><b>192 AMERICANS</b></p> <p>die every day from a drug overdose.*</p> <p><small>*ah.gov</small></p>	<p><b>46 MILLION</b></p> <p>people at minimum, in 24 major American metropolitan areas are exposed to pharmaceutical contaminated drinking water.</p>	<p><b>83% OF PEOPLE</b></p> <p>who misuse prescription pain relievers including opioids get them from a friend, relative or others.**</p> <p><small>**samhsa.gov</small></p>
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Sample Authorized Collector Marketing Support

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

**83% OF PEOPLE WHO MISUSE PRESCRIPTION PAIN RELIEVERS INCLUDING OPIOIDS GET THEM FROM A FRIEND, RELATIVE OR OTHERS.**  
(WWW.SANMATEO.CA.GOV)

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

**STOP BY TO SAFELY DISPOSE OF YOUR UNUSED OR EXPIRED MEDS**

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

For more information on safe drug storage and disposal, as well as information on additional collection options, visit [rxdisposal.lifeincheck.com](http://rxdisposal.lifeincheck.com) or call **1-800-123-4567**

SPONSORED BY LIFEINCHECK

**SOCIAL MEDIA**

**Twitter: Crafting the Perfect Tweet**

Twitter is a simple way to quickly share short pieces of information. Twitter posts can be up to 140 characters in length, but 100 characters is the ideal length for maximum distribution. Including images in your tweets will make them stand out in the Twitter feed; these images should be 1084 x 512 pixels\*.

**Facebook: Appealing to Your Audience**

Facebook allows you to share lengthier posts with slightly larger images. However, longer isn't always better. Shorter posts with compelling graphics tend to receive more shares and comments than longer posts, giving you more visibility within the Facebook news feed. Keeping your Facebook posts under 100 characters is ideal. Always include a link to an article or an image. Images on this social media platform are ideally 1200 x 628 pixels.

**SAMPLE POSTS**

Copy and paste the following social media posts into your Facebook or Twitter to spread the word about the importance of properly managing leftover pharmaceuticals and drive people to your location. You can also combine them with some of the facts below to drive awareness of the importance of consumer drug take-back programs. Be sure to add one of the accompanying images and to fill in your location's name.

*Announcing our new Consumer Drug Take-Back program to safely dispose of unused medications at OUR LOCATION.*

*OUR LOCATION wants to help you protect your loved ones, the community and the environment! Now you can dispose of unused meds here.*

*OUR LOCATION wants to help you protect your loved ones, the community and the environment by offering free unused meds disposal.*

*Got leftover meds? Drop them off at OUR LOCATION – free and easy.*

*Visit: OUR LOCATION to drop off your leftover meds for free – no questions asked.*

*Leaving leftover drugs in the home can pose health and environmental dangers. Safely dispose of them today at OUR LOCATION!*

*Drop off your unwanted prescription and OTC meds in the green box at OUR LOCATION.*

*Rid your home of dangerous, leftover meds today. Bring them to OUR LOCATION to dispose of them safely – no questions asked!*

*Do you have leftover drugs in your medicine cabinet? Now you can dispose of them easily and safely at OUR LOCATION.*

*Safe prescription drug disposal is easy. Just find the green box in OUR LOCATION.*

*Do the right thing: don't flush your meds. Return leftover drugs to a safe take-back location like our green box at OUR LOCATION.*

*Do the right thing: don't flush your meds. Bring them to OUR LOCATION for proper disposal.*

*Protect your community – bring your leftover meds to a safe drug take-back program like ours at OUR LOCATION.*

*Help us stop the opioid epidemic. Dispose of your unused meds at OUR LOCATION.*

**DID YOU KNOW?**  
**192 AMERICANS**  
 die every day from a drug overdose.\*

---

**AT**  
**EVERYDAY IS CONSUMER DRUG TAKE-BACK DAY**

Go to [rxdisposal.Lifeincheck.com](http://rxdisposal.Lifeincheck.com) to find a receptacle near you

\*cdc.gov

**LIFE IN CHECK™**

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

**WE ARE PARTICIPATING!**

**NATIONAL PRESCRIPTION DRUG TAKE-BACK DAY**

**SATURDAY, OCTOBER 26, 2019**

SPONSORED BY **LIFE IN CHECK™**  
CONSUMER DRUG TAKE-BACK

**SAMPLE PRESS-RELEASE**

Use the template included in the press release folder or copy and paste the below to customize your press release and send out to media outlets in your area.

**FOR IMMEDIATE RELEASE**

**CONTACT:**  
*[insert contact name here]*  
*[insert contact's title here]*  
*[Phone number]*  
*[contact or program email address]*  
[web site url if you have a web site](#)

***[insert pharmacy name] announces convenient drug takeback program for leftover household medications***

***[CITY, STATE, TODAY'S DATE]*** – ***[PHARMACY NAME]*** announced today it has established a convenient medication takeback program for easy disposal of leftover, unused and out-of-date prescription and over-the-counter medications.

***It is an excellent help reduce the risk of drugs in the home that can potentially harm children, teens or adults. [PHARMACY NAME] has set up a secure, safe drop-off location in its pharmacy at [ADDRESS] in [CITY NAME].***

Unused medications in the home are a source of drug abuse in millions of homes, with the opioid crisis in the United States fueled in part by that availability. More than 83 percent of opioid prescription medications taken by new users are obtained from a friend, relative or others. Overall, 192 Americans die every day from a drug overdose.

"We want to provide the folks in our community with the safe, secure opportunity to clean out their medicine cabinets and make their homes and communities safer," said ***[NAME OF PHARMACY MANAGER OR OWNER]***, of ***[PHARMACY NAME]***. "We want to remind people that they should not flush drugs down the toilet. Traces of drugs can appear in community drinking water. Our drug disposal unit, which is easily accessible in the pharmacy, is a great answer to that problem and it's simple to do. All they do is just come in, look for the big green receptacle and take it from there. Drugs can be dropped off with no questions asked."

***[PHARMACY MANAGER/OWNER'S LAST NAME]*** said there are some things that can't be taken in the receptacle, such as inhalers and needles, but pharmacy staff will be on hand to help determine what to do. The collection receptacle will be available in the pharmacy at ***[ADDRESS], [DAYS AND HOURS]***

***[PHARMACY NAME]*** partnered with Inmar to manage this drug take back program. The company has a long history as the industry leader in handling prescription and over-the-counter drug returns safely, securely and discreetly for major and regional chain drug stores as well as independent pharmacies and hospitals across the U.S.

## Website Interface and Functionality



# CONSUMER DRUG TAKE-BACK PROGRAM

**FIND YOUR NEAREST DRUG DISPOSAL LOCATION**



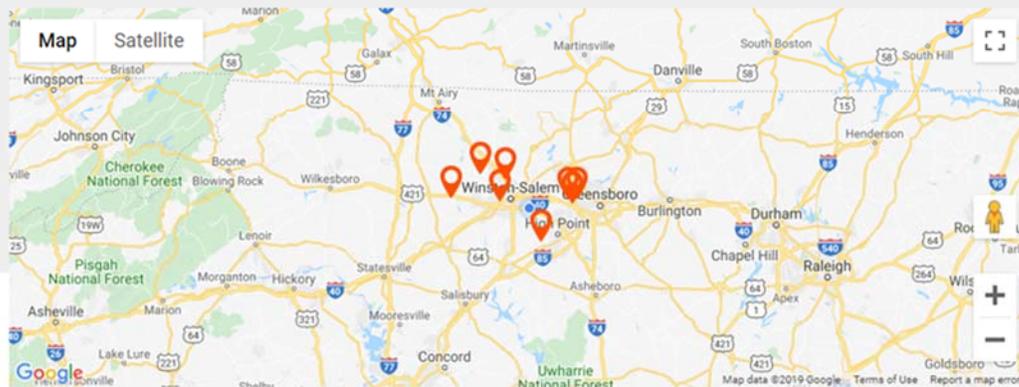
Every day in America 1,000+ people are treated in emergency rooms for prescription drug abuse and 192 die from drug overdoses. According to the National Institute on Drug Abuse 18 million people in the U.S. over the age of 12 have misused medications at least once in the past year. The opioid epidemic is impacting communities and families across the US - from rural farm towns to highly populated urban areas and across every demographic.

### JOIN US AND HELP FIGHT THE OPIOID EPIDEMIC

LifeInCheck Consumer Drug Take-Back is working to help educate Americans on the dangers of leaving prescription drugs unattended in the home. From diminishing the risk of drug abuse to helping protect the environment, disposing of your medications properly makes your community a healthier, safe place. **Simply enter your city and state or zip code and search radius and we will provide a list of safe drug disposal locations in your area.**

#### LOCATIONS

Location:  Distance:  **FIND!**



#### YOUR SEARCH RESULTS:

**Southside Discount Pharmacy**  
 3085 Waughtown Street  
 Winston-Salem, NC 27107  
[Get Directions](#)

**Walkertown Family Pharmacy**  
 2905 DARROW RD  
 WALKERTOWN, NC 27051  
[Get Directions](#)

**SHOW ALL RESULTS**

**✓ 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*
- Inhalers  
*Inhaladores*
- Lotions/Liquids  
*Lociones o líquidos*
- Aerosol Cans  
*Latas de aerosol*
- Needles  
*Agujas*
- Hydrogen Peroxide  
*Agua oxigenada*

**IN THE NEWS**

May 29, 2018  
Inmar Launches LifeInCheck Prescription Drug Plan

October 23, 2018  
Inmar Enhances Features To Its LifeInCheck Drug Disposal Program to Help Combat The Opioid Epidemic

October 26, 2018  
Blue Cross NC, Inmar and Mutual Drug Provide 85 New Drop-Off Boxes for Safe Medication Disposal on National Take Back Day

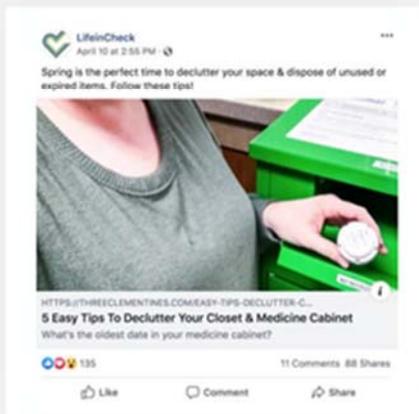
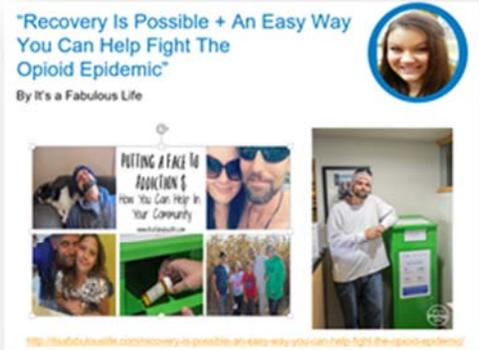


ARE YOU A **PHARMACY OR RETAILER** AND YOU WOULD LIKE TO LEARN MORE ABOUT THE LIFEINCHECK CONSUMER DRUG TAKE-BACK PROGRAM?

**CONTACT US**



Sample Social Influencer Content



\*Geo-targeted ads to store list zip codes and interest targeted ads to key terms such as: caregiver, home care, nursing, nursing home care, pharmacy, substance abuse prevention, rehabilitation hospitals, environmentalism, social responsibility, environmental protection, and social movements



## Appendix E: Applicable Permits and Licenses

Permits, Licenses and requested enforcement action information is provided on the following pages.

DEA REGISTRATION NUMBER	THIS REGISTRATION EXPIRES	FEE PAID
R90571364	04-30-2021	\$1523
SCHEDULES	BUSINESS ACTIVITY	ISSUE DATE
1,2,2N, 3,3N,4,5	REVERSE DISTRIB-COLLECTOR	01-31-2020
123 COMPLIANT LOGISTICS, LLC 2626 N 29TH AVE PHOENIX, AZ 850091602		

CONTROLLED SUBSTANCE REGISTRATION CERTIFICATE  
UNITED STATES DEPARTMENT OF JUSTICE  
DRUG ENFORCEMENT ADMINISTRATION  
WASHINGTON D.C. 20537

Sections 304 and 1008 (21 USC 824 and 958) of the Controlled Substances Act of 1970, as amended, provide that the Attorney General may revoke or suspend a registration to manufacture, distribute, dispense, import or export a controlled substance.

**THIS CERTIFICATE IS NOT TRANSFERABLE ON CHANGE OF OWNERSHIP, CONTROL, LOCATION, OR BUSINESS ACTIVITY, AND IT IS NOT VALID AFTER THE EXPIRATION DATE.**

CONTROLLED SUBSTANCE REGISTRATION CERTIFICATE  
UNITED STATES DEPARTMENT OF JUSTICE  
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DEA REGISTRATION NUMBER	THIS REGISTRATION EXPIRES	FEE PAID
RC0331049	08-31-2020	\$1523
SCHEDULES	BUSINESS ACTIVITY	ISSUE DATE
1,2,2N, 3,3N,4,5	REVERSE DISTRIB-COLLECTOR	09-03-2019
CLEAN HARBORS ARAGONITE 11600 NORTH APTUS ROAD DUGWAY, UT 84022		

CONTROLLED SUBSTANCE REGISTRATION CERTIFICATE  
 UNITED STATES DEPARTMENT OF JUSTICE  
 DRUG ENFORCEMENT ADMINISTRATION  
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# Enforcement Action Summary Report

*Facility*                      *Aragonite*

<i>Date Received</i>	<i>Agency</i>	<i>Enforcement Type</i>	<i>Alleged Violation</i>	<i>Proposed Penalty</i>	<i>Status</i>	<i>Resolution Date</i>	<i>Penalty Paid</i>
10/20/2016	UDEQ	Notice of Violation	1) Storage facility for water supply had a leak at the time of inspection, 2) the public water supply storage vessel showed signs of a leak.	\$0.00	Resolved w/o Penalty	12/14/2016	\$0.00
		<i>EA Number:</i>	<i>Description of Resolution:</i>			Repaired the tanks.	
2/8/2017	UDEQ - DDW	Notice of Violation	Failure to monitor and report for pesticides and volatile organic compounds in 2016.	\$0.00	Resolved w/o Penalty	2/15/2017	\$0.00
		<i>EA Number:</i>	<i>Description of Resolution:</i>			Updated testing was conducted.	
5/16/2018	UDEQ - Division of Air Quality	Notice of Violation	Failure to submit stack test results, deviation reports, leak detection and repair reports, Benzene NESHAP reports, semi-annual reports and compliance certifications in a timely manner.	\$23,750.00	Resolved	5/21/2018	\$23,750.00
		<i>EA Number:</i>	<i>Description of Resolution:</i>				

1/28/2019	US DEA	Notice of Violation	1) Failure to file annual inventory, 2) delinquent filing of quarterly ARCOS reports, failure to maintain a separate file for Schedule 1 and 2 and Schedule 3 through five controlled substances, 4) failure to record time of annual inventory.	\$120,000.00	Resolved	5/8/2019	\$96,000.00
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*EA Number:*

*Description of Resolution:*

Payment of a civil penalty.

## Appendix F: Compliance Matrix

Citation	Summary of Applicable Requirements	Plan Sections	Page #
<b>Chapter 4.116.040--Stewardship Plans - Components</b>			
4.116.040(a)	Contact Information	II	06
4.116.040(b)	Collection System Description	III	07-16
4.116.040(c)	Handling & Disposal System Description	IV	17
4.116.040(d)	Policies & Procedures Description	V	19-21
4.116.040(e)	Patient Privacy	III.D	16
4.116.040(f)	Public Education Effort & Promotion Description	VI	21-27
4.116.040(g)	Short-term & Long-term Goals	VIII	29
4.116.040(h)	Additional Plan Considerations	IX	30
<b>Chapter 4.116.050--Stewardship Plans – Collection of Covered Drugs</b>			
4.116.050(b)(1)	Reasonable Convenient & Equitable Access	III.A	07
4.116.050(b)(2)	Safe & Secure Systems	III.D	16
4.116.050(b)(3)	Drop-Off Site Preference	III.F	17
4.116.050(b)(4)	Collector/Drop-Off Site Inclusion	III.F	17
4.116.050(b)(5)	Mail-Back Services	III.C	12-16
4.116.050(c)	Drop-Off Sites at County-Owned Pharmacy	III.F	17
4.116.050(d)	Drop-Off Site Hours & Bins	III.F	17
<b>Chapter 4.116.060--Stewardship Plans – Promotion</b>			
4.116.060(a)(1)	Promotion	VII.A	21
4.116.060(a)(2)	Clear Standardized Instructions	VII.B	22
4.116.060(a)(3)	Toll-Free Number & Website	VII.C	22
4.116.060(a)(4)	Biennial Survey	VII.F	27
4.116.060(b)	Language Translation Requirements	VII.G	27
4.116.060(c)	Single System of Promotion	VII.H & VII	27-28
<b>Chapter 4.116.070--Stewardship Plans – Disposal of Covered Drugs</b>			
4.116.070(a)	Hazardous Waste Disposal	IV	17
4.116.070(b)	Petition for Alternate Disposal	IV	17
4.116.070(c)	Final Disposal Technologies	IV	17
<b>Chapter 4.116.090--Stewardship Plans – Reporting Requirements</b>			
4.116.090(a)(1)	Participating Producer List	XI	31

4.116.090(a)(2)	Amount, by Weight, of Collected Covered Drugs	XI	31
4.116.090(a)(3)	Drop-Off Site List	XI	31
4.116.090(a)(4)	Number of Mailers Provided for Disabled and/or Home-Bound County Residents	XI	31
4.116.090(a)(5)	Locations Mailers Provided	XI	31
4.116.090(a)(6)	Collection Events Dates & Locations	XI	31
4.116.050(a)(7)	Transporters and Disposal Facilities	XI	31
4.116.090(a)(8)	Safety & Security	XI	31
4.116.090(a)(9)	Public Education, Outreach & Evaluation Activities	XI	31
4.116.090(a)(10)	Recycling	XI	31
4.116.090(a)(11)	Goals	XI	31
4.116.090(a)(12)	Expenditures	XI	31
4.116.090(b)	Report Availability	XI	31
4.116.090(c)	Reporting Period	XI	31



**THANK YOU.**

INMAR.COM

[linkedin.com/company/inmar/](https://www.linkedin.com/company/inmar/)

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