



**HEALTH PRODUCTS  
STEWARDSHIP  
ASSOCIATION**

# **Annual Report to the Director**

## **2013 Calendar Year**

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## 1. EXECUTIVE SUMMARY

HPSA has continued to increase the quantity of products returned per capita from 0.0189 to 0.0212 kg, representing a 12.1% increase in collection, or 93,091 kg of post-consumer pharmaceuticals returned for disposal. The British Columbia Medications Return Program (BCMRP) continues to operate around 1,132 collection sites, representing a total of 94.1 of eligible BC pharmacies.

- **Information:** The public continued to receive information on proper medication disposal through a number of channels, including: easy-to-find links to pharmacies through the Recyclopedia app available on the Recycling Council of British Columbia's (RCBC) website, links to our program on the British Columbia Pharmacy Association's (BCPhA) website, and on the majority of Regional District and municipal websites, and through HPSA's website directory and integrated pharmacy search tool.
- **Promotion:** In January 2013, more than 500 BC Pharmacy Association pharmacy members and nine regional districts across the province took part in the annual Medications Return Campaign, encouraging patients to protect themselves, their families and the environment through proper disposal of expired or unused medications.

Our program continues to focus on unused and expired medications from households and continues to offer multiple solutions to reflect local/regional differences. Permanent collection programs provide ongoing, year-round drop-off services for consumers.

Once approved, this report will be available on our website at [www.healthsteward.ca](http://www.healthsteward.ca).

Products within plan	Prescription drugs, over-the-counter drugs and natural health products
Program website	<a href="http://www.healthsteward.ca">www.healthsteward.ca</a>

Recycling Regulation Reference	Topic	Summary Report
<b>Part 2, section 8(2)(a)</b>	<a href="#">Public Education Materials and Strategies</a>	The public is kept informed about proper medication disposal through a number of channels, including: easy-to-find links to pharmacies on the Recyclopedia available on the Recycling Council of British Columbia's website, links to participating pharmacies on the British Columbia Pharmacy Association's website, our own directory on HPSA's website and on the majority of Regional District or Municipalities' websites (see Appendix 1).
<b>Part 2, section 8(2)(b)</b>	<a href="#">Collection System</a>	<p>Section 5 (1) (c) (iii) of the regulation requires that a plan must adequately provide for reasonable and free consumer access to collection facilities. Since 1997, HPSA has established a comprehensive network of permanent collection sites under the BCMRP where the public can conveniently return health products for responsible disposal. This network consists of community pharmacies as well as some clinics, hospitals, community centers and other collections sites with a significant volume of consumer returns. HPSA produces an annual District Summary Report (Section 6, Table 1) that shows the number of registered collection locations per capita by district and demonstrates the high level of consumer access and program coverage in B.C.</p> <p>The provincial average is 3,713 people per HPSA registered collection location.</p> <p>See Section 6</p>
<b>Part 2, section 8(2)(c)</b>	<a href="#">Product Environmental Impact Reduction, Reusability and Recyclability</a>	<i>n/a</i>

Recycling Regulation Reference	Topic	Summary Report
<b>Part 2, section 8(2)(d)</b>	<u>Pollution Prevention Hierarchy and Product / Component Management</u>	All products returned are disposed of through incineration.
<b>Part 2, section 8(2)(e)</b>	<u>Product Sold and Collected and Recovery Rate</u>	We increased the quantity of products returned per capita from 0.0189 to 0.0212 kg, representing a significant increase of 14.3% in collection or 93,091 kg returned for destruction.
<b>Part 2, section 8(2)(e.1)</b>		See Appendix 2 for breakdown per regional district
<b>Part 2, section 8(2)(f)</b>	<u>Summary of Deposits, Refunds, Revenues and Expenses</u>	<i>n/a</i>

In 2013, HPSA began to operate under its 2012-2016 Stewardship Plan while awaiting approval. HPSA set several new performance measures and targets and is reporting against those references.

Performance Targets	2013 Results	Remediation Strategies
<p><b>A. Consumer Awareness Indicators</b> [section 5 (1) (c) (iv)] Surveys will take place at specific intervals as the BCMRP further matures over time and are a tool used to help measure program performance and usage.</p> <p>A consumer awareness survey was developed in 2007 and used in 2010 and in 2013.</p>	<p>The results show significant improvements in both consumer behavior and awareness of the program (See Section 9).</p> <ul style="list-style-type: none"> <li>• 60% of British Columbians were able to identify pharmacies as a place where consumers may dispose of unwanted medications.</li> <li>• 61% used the program in the last 6 months.</li> </ul>	<p>HPSA remains committed to the consumer awareness targets for 2017 which include a 25 % increase in public awareness and a 10% increase in usage of the BCMRP compared to the 2012 results.</p>
<p><b>B. Number of Collection Sites</b> [section 5 (1) (c) (iii)]</p> <p>a) Contact existing pharmacies with ownership and/or manager changes on a quarterly basis.</p> <p>b) Contact pharmacies demonstrating a significant change in collection pattern.</p> <p>c) Contact new licensed community pharmacies on a quarterly basis as identified from lists obtained from the B.C. College of Pharmacists.</p>	<p>Maintained participation rate above 94.1%.</p> <p>HPSA was not able to review changes quarterly and initiated major changes for tracking activities with the collections sites network.</p>	<p>HPSA hired a program coordinator and developed a program to track changes identified in 'Number of Collection Sites' performance targets a), b), and c).</p> <p>HPSA developed a new matrix as requested (see Section 6 Table 1).</p>
<p><b>C. Product Recovery Target</b> Maintain a minimum collected quantity of 65 tons on a three-year rolling average.</p>	<p>Achieved with 93 tons.</p>	<p>HPSA revised plan to 85 tons on a three-year rolling average.</p>

Performance Targets	2013 Results	Remediation Strategies
<p><b>D. Promotion</b> through advertising and 2 special events.</p> <p>a) Promotion of program in different media.</p> <p>b) HPSA maintains (and will continue to maintain) a website to locate collection sites and provide program information for the public, pharmacies and stewards.</p> <p>c) Maintain contact with waste coordinators in regional districts/municipalities with promotional materials and key messages for their websites/displays.</p>	<p>Partly achieved (see details in Section 3 D)</p>	<p>Part c) was partially done. Some regional district were provided with promotional materials, however we had planned to do a more targeted campaign to get our promotional material both posted on websites and available in print form. Will secure resources to achieve in 2014.</p>
<p><b>E. Waste Composition Studies</b> The BC Stewards Group established a partnership agreement for participating in scheduled waste audits performed in five regional districts.</p>	<p>BC Stewards completed a Waste Audit Proposal.</p> <p>The BC Stewards Group developed a generic guide or template, which details the methodology to be utilized by the agreed upon regional districts when conducting waste audits.</p>	
<p><b>F. Accessibility Indicators</b> HPSA developed a new matrix as requested see section 6, Table 1</p>	<ul style="list-style-type: none"> <li>• Reported (See Section 6, Table 1)</li> </ul>	

## 2. PROGRAM OUTLINE

The Health Products Stewardship Association (HPSA), formerly known as the Post-Consumer Pharmaceutical Stewardship Association (PCPSA) is a not-for-profit industry stewardship organization that meets its obligations as outlined in the BC extra provincial Society Act, and files the required reports with the Corporate Property Registry Branch of the Ministry of Finance. HPSA has been registered with Industry Canada since 2000.

The HPSA has been appointed as the agency to meet producer's regulatory obligations as health products stewards. HPSA's role is to perform on behalf of each member certain duties required under the regulation. As of December 2013, HPSA's membership was established at 135 stewards. The Program is accountable to its members, the general public and the government of British Columbia through the Ministry of Environment. The Program performance is publically accountable through the annual report.

This program is designed to capture unused or expired medications from the residential sector. The Program includes both products clearly attributable to an existing steward, and orphan products (those that are no longer in production, the steward is no longer in business, or products purchased outside Canada).

- |                                |                                |
|--------------------------------|--------------------------------|
| ✓ All prescriptions drugs      | All dosage forms               |
| ✓ Over-the-Counter Medications | Units sold in oral dosage form |
| ✓ Natural Health Products      | Units sold in oral dosage form |

HPSA provides all collection containers and collateral materials, pays all shipping and responsible disposal costs, so there is **no cost to the public or collection sites to participate**. Collection systems are designed with user convenience and flexibility in mind.

The collection sites for the *Medications Return Program* are community pharmacies. Pharmacy managers interested in participating must complete a registration form. Details on the program (How it Works) are provided to ensure that the manager and their staff are knowledgeable on the program and its operations. All participating community pharmacies receive a guide containing instructions with information on the program for the public and containers.



### 3. PUBLIC EDUCATION MATERIALS AND STRATEGIES

HPSA's promotional and educational strategies are designed to ensure B.C. citizens know where and how to dispose of unused or expired medications.

#### A) Publicity

The Program has posters, brochures, flyers, bookmarks, etc. that can quickly be supplied to participating pharmacies, special events or other associates including Regional District Service offices and municipalities. The brochures provide clear directions on what is accepted and not accepted in the BCMRP, how to return the unused or expired health products and where returns are accepted in an easy to understand manner. HPSA offers its support to health awareness events and health trade shows that advertise responsible disposal of unused or expired health products.

#### B) Printed Materials

**Take-Aways:** Brochures and point of purchase signage are distributed to pharmacies and other locations such as clinics and doctor's offices through a reorder system by fax or email, free of charge. Brochures are presently available in English, while bookmarks are available in four languages (English, French, Punjabi and Chinese).

**Municipal Garbage and Recycling Calendars:** HPSA will continue to promote the B.C. Medications Return Program in the recycling calendars published by Regional Districts and municipalities informing residents about municipal services.

**Mail Outs:** HPSA will provide promotional material to Regional Districts and municipalities or other groups/organizations interested in promoting the program.

**News Bulletins:** These are currently available on a quarterly basis to HPSA members. HPSA also provides a bi-annual e-bulletin for the community pharmacy managers.

**Local Newspapers:** HPSA has authored articles in community newspapers promoting the B.C. Medications Return Program. Other advertising and story initiatives take place during the Pharmacist Awareness Week and other health related events throughout the year.

#### C) Other Resources

**Web Site:** The HPSA website ([www.healthsteward.ca](http://www.healthsteward.ca)) provides the public with information on the program and locations of collection sites for the disposal of health products. The site also provides a searchable database of participating pharmacies and details on products accepted by the program.

As HPSA continues to build the membership base, it can utilize the members' own promotional network to advertise the B.C. Medications Return Program. These initiatives are reported annually.

**Consumer Information:** Information on the safe use, storage and disposal of medications is provided to the consumer at the time of purchase.

HPSA sends regular updates to Regional Districts and municipalities including key messages and logos that can be used to promote safe disposal of unused or expired health products.

## D) Media coverage

### TV

Kelowna	CHBC News at 5	January 14, 2013
Vancouver	Global BC News Hour	January 14, 2013
	CTV News at Noon	January 14, 2013
	City TV (Breakfast Television 6am)	January 15, 2013

### Print

Courtenay	Comox Valley Record	January 22, 2013
Dawson Creek	Northeast News	January 23, 2013
Fort St. John	Energetic City	January 16, 2013
	Northeast News	January 23, 2013
Kamloops	Kamloops Daily News	January 28, 2013
	Kamloops This Week	January 30, 2012
Langley	Langley Advance	January 15, 2013
Lytton	Bridge River Lillooet News	February 1, 2013
North Vancouver	North Shore News	February 2, 2013
Port Alberni	Alberni Valley Times	January 24, 2013
Prince George	HQ Prince George	January 19, 2013
Richmond	Richmond News	January 16, 2013
Surrey	Surrey North Delta News Leader	January 28, 2013
	Surrey Now	February 14, 2013
Tumbler Ridge	Tumbler Ridge News	January 28, 2013
Vancouver	Vancouver Sun	January 12, 2013
	24 hours Vancouver	January 14, 2013
	Sing Tao News	January 15, 2013
Vernon	Morning Star	January 11, 2013
Victoria	Victoria News	January 23, 2013

### Radio

Vancouver	CKNW (AM980)	January 14, 2013
	AM 730	January 14, 2013
	Talk Radio AM 640	January 14, 2013
	AM 770	January 14, 2013
	News 1130	January 14, 2013
Fort St. John	Moose FM	January 16, 2013
Merritt	Q101 FM	January 29, 2013
Kamloops	Radio NL	January 28, 2013
	CBC Daybreak Kamloops	January 30, 2013
Kelowna	AM 1150	January 17, 2013
	99.9 Sun FM	January 17, 2013
	101.5 EZ Rock	January 17, 2013
Vernon	105.7 Sun FM	January 17, 2013

**Social Media**

15 total tweets, including from:

- Langley Mayor Jack Froese
- BC Government News
- Metro Vancouver
- Regional District North Okanagan
- Global BC
- The Valley Voice, Chilliwack
- Interior Health
- Life Sciences BC
- CKNW News
- BC Poison Control

Cross-promotion on all regional district websites.

**Sponsorship:**

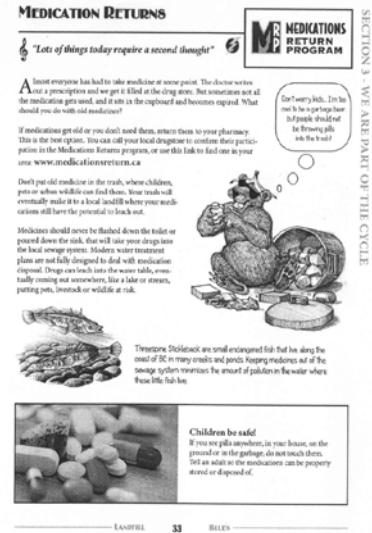
**RCBC Toll-Free and Recyclopedia** HPSA has contracted with the Recycling Council of British Columbia's "recycling hotline" service and financed the on-line recycling information database called Recyclopedia.

**The 2013 BC Medications Return Campaign** (January) involved more than 500 pharmacies who received promotional materials such as prescription bag stuffers and shelf signs ("shelf talkers") promoting the BC Medication Returns Program. We partnered with **nine regional districts** for cross-promotion through individualized joint **news releases**, social media promotion, and features in their recycling calendars including: Alberni-Clayoquot, Capital, Comox Valley, Metro Vancouver, North Okanagan, Squamish Lillooet, Thompson Nicola and the Northern Environmental Action Team). The *BC Pharmacy Association* was responsible for the coordination and promotion as well as all direct advertising to their pharmacy members in *The Tablet*, which is published to more than **3,800 pharmacy members** and stakeholders across the province, as well as a weekly newsletter, *Practice Update*, and website. For a more detailed report please follow the link to *The Tablet* at: [http://issuu.com/vince.lee/docs/tablet\\_febmar2013\\_press\\_nocrops](http://issuu.com/vince.lee/docs/tablet_febmar2013_press_nocrops)

**Landfill Blues - Voices of Nature day concerts in Burnaby and Surrey**

1/3 page space in the printed souvenir concert program for all concerts.

1 page in the Landfill Blues online educators' handbook to communicate messages about safe disposal of medications. We are currently in the process of doing the layout. The online handbook and music-science video will be available province- and Canada-wide, and be used for years to come.



**Ambassador Program - BC**

The seventh edition of the annual Summer Ambassador Program began May 1<sup>st</sup> 2013. The Ambassador Team canvassed the province of British Columbia to help spread the messages and awareness of relevant take-back programs at community events and gathered stewardship-specific feedback from government representatives. Ambassadors visited **55** HPSA facilities.

Many of the pharmacies stated that community awareness about the Medications Return program was high even though the HPSA had the least amount of point-of-sale signage. Despite positive feedback from pharmacists, government representatives felt consumer awareness was still too low.



## 4. COLLECTION SYSTEM AND FACILITIES

Since 2000, HPSA has increased the number of registered pharmacies from 575 to 1,132 representing 94.1% of licensed community pharmacies in the province. HPSA consists of community pharmacies as well as some clinics, hospitals, community centers and other collection sites with a significant volume of consumer returns. HPSA provides promotional items (posters, brochures, flyers, etc.) for display and has a news bulletin circulated annually in the spring and fall (see Appendix 3). There is no charge to the consumer to return products. Community pharmacies currently participating in the program can be located by the public on the HPSA website at [www.healthsteward.ca](http://www.healthsteward.ca), or by accessing the Recycling Council of British Columbia Encyclopedia at [www.rcbc.bc.ca](http://www.rcbc.bc.ca). In addition:

- Pharmacies are a natural, logical and safe site for the public to return health products.
- Pharmacies offer easy access to those with special needs and varying degrees of personal mobility.
- Pharmacists are very knowledgeable about the dispensing of health products and provide advice on individual medical conditions and the proper use of health products.
- Many pharmacies are open during extended hours, offering a convenient place for consumer disposal year-round.
- The provincial average is 3,713 people per HPSA registered collection location.

The following lists provide an example of materials that would be acceptable. Note that this list is not exhaustive.

**MRP MEDICATIONS RETURN PROGRAM**

YES	NO
<ul style="list-style-type: none"> <li>✓ All prescription drugs</li> <li>✓ OTC Medications (pills/liquids)</li> <li>✓ Natural Health Products in oral dosage form</li> <li>✓ Anti-fungal creams</li> <li>✓ Anti-bacterial creams</li> <li>✓ Inhalers</li> <li>✓ Patches</li> </ul>	<ul style="list-style-type: none"> <li>Sharps, syringes or needles</li> <li>Shampoos</li> <li>Mouthwash</li> <li>Antiperspirants</li> <li>Antiseptics</li> <li>Pharmaceuticals from farms/ hospitals</li> <li>Pharmacy waste produced by the pharmacy</li> <li>Expired samples from doctor's office</li> </ul>

**Loose pills, blister packs, etc**  
**No free liquids**

## 5. PRODUCT ENVIRONMENTAL IMPACT REDUCTION, REUSABILITY AND RECYCLABILITY

The Canadian Council of Ministers of the Environment in their Extended Producer Responsibility Product Evaluation Tool proposed several criteria to measure the impact of pharmaceutical waste on human and environmental health.

The bulk of human pharmaceuticals found in waterways most likely got there by way of sewage. It is questioned whether take-backs have any real environmental and safety benefit. Taking unused pharmaceuticals out of landfills might have only a small difference in the concentrations found in water. But take-back programs may help prevent leftover pharmaceuticals from being misused, diverted or illicitly used.

## 6. POLLUTION PREVENTION HIERARCHY AND PRODUCT / COMPONENT MANAGEMENT

The pollution prevention hierarchy requirements outlined in the *Recycling Regulation* to reduce the environmental impact are not feasible for pharmaceutical products; consequently, HPSA disposes of the waste at government-approved facilities through incineration.

## 7. PRODUCT SOLD AND COLLECTED AND RECOVERY RATE

Section 5 (1) (c) (iii) of the British Columbia Recycling Regulation requires that a plan must adequately provide for reasonable and free consumer access to collection facilities. HPSA produces an annual District Summary Report that shows the number of registered collection locations per capita by district and demonstrates the high level of consumer access and program coverage in B.C. A list of participating pharmacies can be found in Appendix 4.

Medications may have a long delay between the time of purchase and return and prescriptions drugs should be fully consumed unless otherwise directed by a health professional. The *Medications Return Program* collects medications; not the bottle or vial used to market the product or used to dispense the prescription. We recommend that containers be recycled by pharmacists or the consumer.

HPSA increased the quantity of products returned per capita from 0.0189 to 0.0212 kg representing an increase (12.1%) in collection or 93,091 kg\* returned for disposal (Appendix 2). The highest rate of return was Powell River at .0321 kg followed by Nanaimo at .0291kg; the lowest rate was Kitimat-Stikine at .0076 kg.

Appendix 2 shows the absolute collection of medication in kilograms (mass recovered) by regional districts.

Table 1 2013 Collection Location per Capita by Regional Districts

District	Collected (kgs)	Population	Area (KM <sup>2</sup> )	Population Density	Collection Locations (#)	Capita per Location
Alberni-Clayoquot	482.3	31,061	6,588	4.71	11	2,824
Bulkley-Nechako	562.31	39,208	73,361	0.53	13	3,016
Capital	11712.97	359,991	2,340	153.84	102	3,529
Cariboo	944.15	62,392	80,609	0.77	17	3,670
Central Kootenay	1465.03	58,441	22,095	2.64	20	2,922
Central Okanagan	4826.76	179,839	2,905	61.91	54	3,330
Columbia-Shuswap	822.4	50,512	28,929	1.75	15	3,368
Comox Valley	1270.05	63,568	1,701	37.37	17	3,739
Courtenay	77.31	3,206	24,492	0.13	1	3,206
Cowichan Valley	2372.14	80,332	3,475	23.12	22	3,651
East Kootenay	750.1	56,685	27,543	2.06	20	2,834
Fraser Valley	6121.1	277,593	13,335	20.82	64	4,337
Fraser-Fort George	1185.39	91,879	50,676	1.81	23	3,995
Kitimat-Stikine	421.11	37,361	104,461	0.36	10	3,736
Kootenay Boundary	631.1	31,138	8,082	3.85	15	2,075
Metro Vancouver	45075.23	2,313,328	2,883	802.4	592	3,908
Mount Waddington	111.51	11,506	20,244	0.57	4	2,877
Nanaimo	4919.43	146,574	2,038	71.92	44	3,331
North Okanagan	1678.63	81,237	7,503	10.83	20	4,062
Northern Rockies	33.8	5,578	85,111	0.07	2	2,789
Okanagan-Similkameen	2090.33	80,742	10,414	7.75	28	2,884
Peace River	430.9	60,082	117,391	0.51	15	4,005
Powell River	145.4	19,906	5,075	3.92	6	3,318
Skeena-Queen Charlotte	128.1	18,784	19,781	0.95	4	4,696
Squamish-Lillooet	492.3	38,170	16,310	2.34	12	3,180
Strathcona	779.1	43,252	18,278	2.37	15	2,883
Sunshine Coast	469.7	28,619	3,777	7.58	9	3,180
Thompson-Nicola	3092.51	128,473	44,448	2.89	30	4,282
<b>TOTAL</b>	<b>93,091.16</b>	<b>4,399,457</b>			<b>1,185</b>	

## 8. SUMMARY OF DEPOSITS, REFUNDS, REVENUES AND EXPENDITURES

**Reference:** Recycling Regulation – Part 2, Section 8(2)

*n/a*

## 9. PLAN PERFORMANCE

### A) HPSA Consumer Awareness Survey (October 2013)

There is currently good awareness of pharmacy disposal options for unwanted medications in British Columbia with room to improve. There is a strong public willingness to participate in these programs once residents are made aware of their existence. No evident barriers have been identified to participation. Experiences with the returns program so far have been very positive. There have been significant improvements in many areas since 2010. Awareness is generally higher among women and older people, but there are no significant differences among regions of the province.

#### **Awareness**

- Eighty-seven percent of British Columbians report that they have medications in their home. This is consistent with findings in 2010 and 2007.
- Just over one-quarter of British Columbians (27%) report that they have medications in their home which are no longer needed. This is similar to the proportion who reported this situation in 2007 (25%), and slightly lower than the 30% who said they had unwanted medications in 2010. There are no significant demographic or regional trends discernible in these results.
- Top-of-mind awareness of pharmacy disposal for unwanted medications is now 58% in British Columbia, up significantly from 48% in 2010 and 31% in 2007. There has been a corresponding decrease in the percentage of British Columbians who cannot suggest any disposal location, down by almost half from 64% in 2007 to 36% in 2013.
- When British Columbians are asked directly whether medications may be returned to a pharmacy, 71% say this is true. This represents a marked increase in awareness, up 11 points from 2010 (60%) and up 26 points since 2007 (45%).



- Overall awareness that industry stewardship programs allow medications to be returned to pharmacies has grown since 2010 from 51% to 58%.

### **Past Behaviour**

- As in previous years, about one-third of British Columbians (35%) report that they have disposed of unwanted medications in the previous six months.
- There has been an increase in the proportion of British Columbians who disposed of unwanted medications who say they returned them to a pharmacy. This percentage has more than doubled from 21% in 2007 to 57% in 2013. There has been corresponding declines in the proportion who report that they disposed of medications in the garbage (from 60% to 34%) and the proportion who say they used their household drains (from 19% to 10%).
- Among those who disposed of their medications at a pharmacy, 93% found it convenient and 98% were satisfied with the experience.

### **Future Behaviour**

- When asked how they would dispose of unwanted medications in the future, 49% of British Columbians say they would return them to a pharmacy. This is up 6 points from 43% in 2010 and up 25 points from 24% in 2007. Intentions to dispose of unwanted medications in the garbage have declined from 52% in 2007 to 30% in 2013. While 23% said they would use the household drains in 2007, that figure has since declined to 10%.
- If unwanted medications could be returned to pharmacies, 89% of British Columbians say they would be likely to do so.
- While the majority of British Columbians have never identified any significant barriers to disposing of unwanted medications at a pharmacy (once they are aware of this option), there has been a decrease over time in the percentage who say they would be discouraged by the inconvenience.

## B) SABC: Benchmark Study Measuring Consumer Awareness Levels

### Consumers' awareness

- Awareness that programs exist to safely and correctly take care of the products vary highly by category from a high of 96% of all adults 18 years or older in BC to a low of 24%. These varying levels appear to relate to a number of factors:
  - Those products taken care of by programs that are of greater maturity tend to have higher levels of awareness.
  - Those products that have the most wide-spread use among British Columbians (according to their own self report of current usage) also tend to have higher levels of awareness.
  - Those products that have shorter "life cycles" (length of time the product is used for and frequency of which the product needs to be replaced and disposed of) also tend to have higher levels of awareness.

### Participation in the program

- "Users" of a product are considered be those who either currently have or at some time in the past have had the product in need of disposal (being unwanted, obsolete, broken, expired, empty etc.)
- Program participation among users of each program also varies highly, from a high of 93% of users of the product (as defined above) to a low of 19%.
- Levels of program participation (like with program awareness) are related to program maturity, product usage and product life cycles – those of longer maturity, more wide-spread usage and shorter lifecycles also tend to have higher levels of participation

### Level of understanding

- If they needed to look for information the majority of British Columbian adults know where to go if they want to find out:

Collection facility locations, where to take the products.

- Levels of understanding vary by product category:
  - Between 50% and 86% understand where to find information as to whether the program exists, products that can be recycled or taken care of safely.
  - From 54% to 83% understand where to find collection facility locations or where to take the products.

### Level of convenience

- The majority of British Columbian adults (*aware and able to answer*) consider the programs to be convenient for all product categories.

### Level of trust

- A very large majority of British Columbian adults (*aware and answered*) trust the programs.
- The perceived trust the products are being recycled or disposed of safely ranges from 82% to 97%.
- The perceived level of convenience of the programs & collection facilities varies from 62% to 96%.

## 10. THIRD PARTY ASSURANCE REQUIREMENTS FOR NON-FINANCIAL INFORMATION

HPSA has the following elements of third-party assurance requirements for non-financial audits (See Appendix 5):

- The number and location of collection facilities;
- Total amount of product sold and collected; and
- Management of product collected in accordance with the pollution prevention hierarchy.

HPSA prepares annual audited statement for all three of these core elements that verify the mass balance of materials in aggregate as they flow in through the “chain of custody” as follows:

- A community pharmacy registered in the HPSA program is typically scheduled on a service frequency based upon their historical waste generation. The pharmacy may also initiate a request for pickup to HPSA.
- A truck is dispatched to the pharmacy to pick up the HPSA pail of medications.
- At the pharmacy the driver affixes a bar code label to each HPSA collection container and uses a handheld device to scan that barcode.
- The driver leaves the desired amount of replacement container(s) with a receipt from the Driver’s handheld device documenting the number of waste containers collected and the supply of new collection containers.
- The driver estimates the weight of the medications pail and records it on a bill of lading/manifest document.
- The medications pail is delivered to an approved transfer and processing facility where each container’s bar code is scanned to validate receipt and ensure the number of containers collected at each pharmacy is equal to the number of containers received at the facility.
- HPSA medications pails collected from other sites are consolidated and weighed, manifested and shipped to an HPSA approved disposal facility.
- At the disposal facility, the medications are weighed to verify the received weight, incinerated and a Certificate of Destruction is provided to HPSA.

## Appendix 1 Website links

<b>Regional Districts</b>	<b>Website</b>	<b>Annual Calendars</b>	<b>Link to HPSA</b>
Alberni - Clayoquot	yes		yes
Bulkley - Nechako	yes		yes
Capital	yes		yes
Cariboo	yes		yes
Central Kootenay	yes		yes
Central Okanagan	yes	yes	yes
Columbia Shuswap	yes		yes
Comox-Strathcona	yes		yes
Cowichan Valley	yes		
East Kootenay		Invermere	
Fraser - Fort George	yes		yes
Fraser Valley	yes	Mission, Chilliwack	yes
Metro Vancouver	yes		yes
Central Coast			
Kitimat - Stikine	yes		yes
Kootenay Boundary		yes	
Mount Waddington			yes
Nanaimo	yes		yes
North Okanagan	Partial		
Northern Rockies		yes	
Okanagan - Similkameen	yes	Penticton	yes
Peace River	yes	yes	yes
Powell River		yes	yes
Skeena-Queen Charlotte			
Squamish-Lillooet			
Strathcona			yes
Sunshine Coast	yes		yes
Thompson-Nicola		yes	

## Appendix 2 Regional District Summary Report

District	Collected (kgs)	Population	Per Capita
Alberni-Clayoquot	482.3	31,061.00	0.0155
Bulkley-Nechako	562.31	39,208.00	0.0143
Capital	11712.97	359,991.00	0.0325
Cariboo	944.15	62,392.00	0.0151
Central Kootenay	1465.03	58,441.00	0.0251
Central Okanagan	4826.76	179,839.00	0.0268
Columbia-Shuswap	822.4	50,512.00	0.0163
Comox Valley	1270.05	63,568.00	0.0200
Courtenay	77.31	3,206.00	0.0241
Cowichan Valley	2372.14	80,332.00	0.0295
East Kootenay	750.1	56,685.00	0.0132
Fraser Valley	6121.1	277,593.00	0.0221
Fraser-Fort George	1185.39	91,879.00	0.0129
Kitimat-Stikine	421.11	37,361.00	0.0113
Kootenay Boundary	631.1	31,138.00	0.0203
Metro Vancouver	45075.23	2,313,328.00	0.0195
Mount Waddington	111.51	11,506.00	0.0097
Nanaimo	4919.43	146,574.00	0.0336
North Okanagan	1678.63	81,237.00	0.0207
Northern Rockies	33.8	5,578.00	0.0061
Okanagan-Similkameen	2090.33	80,742.00	0.0259
Peace River	430.9	60,082.00	0.0072
Powell River	145.4	19,906.00	0.0073
Skeena-Queen Charlotte	128.1	18,784.00	0.0068
Squamish-Lillooet	492.3	38,170.00	0.0129
Strathcona	779.1	43,252.00	0.0180
Sunshine Coast	469.7	28,619.00	0.0164
Thompson-Nicola	3092.51	128,473.00	0.0241
<b>Total</b>	<b>93,091.16</b>	<b>4,399,457.00</b>	<b>0.0212</b>

## Appendix 3 BC Pharmacist Newsletter



The Ambassador Teams canvassed the province to gather program-specific feedback from government representatives and pharmacists involved with our programs. All comments made during a site visit we're directed to the national office and provide an opportunity to improve services.



Some of the comments that have been reported are:

**Scheduled Pick-Ups:** Driver shows up unannounced or before the scheduled date.

**Pick-Ups:** Drivers do not bring enough bins which leads to pile ups in the pharmacy

**Return of medications:** People return medication in original packaging and ends up being more work for the staff. \*

**Return of medications:** Customers returning needles in medications containers. \*

\*\*HPSA is addressing pick-up issues with our service provider Stericycle. We are also reminding the public to remove all extra packaging as well as not to include other products such as sharps devices with their returns. If you have other issues please contact us at 613-723-7282 or send us an email at [info@healthsteward.ca](mailto:info@healthsteward.ca).

### Important Facts:

Where recycling options are not available, containers are disposed through the regular waste stream and not through this program.

All expired stock and solid chemicals used for making compounds are not part of the Medications Return Program.

Containers should weigh at least 15kg.

### Frequent asked questions by pharmacists:

**Q: How much will it cost me to order some promotional material?**

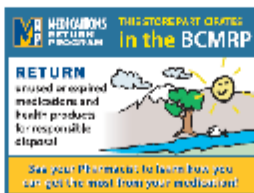
**A:** The promotional material is free of charge, with the promo order form (you can find it on our website under "Collections" and respective province "British-Columbia") Fill out the promo order form and fax it to 1.866.783.7432 or by email at [customerservice@stericycle.com](mailto:customerservice@stericycle.com)

**Q: Do I have to order everything figuring on the Promo Order form?**

**A:** No you may pick and choose which materials will be most useful for your clientele, note that the bookmarks are also available in Punjabi and Traditional Chinese.

**Q: Will the pharmacist and pharmacy staff get remunerated?**

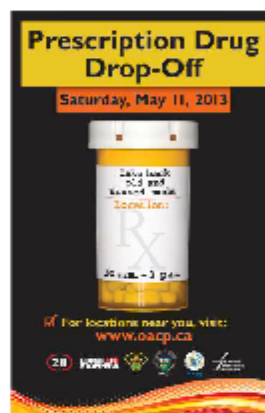
**A:** No, these programs rely on voluntary participation from pharmacists. We hope to be able to continue to rely on your cooperation while we expand in other provinces and add sharps devices (Ontario only)



A sticker indicating your participation in the BCMRP is available. You can order stickers with your next pick-up or use the promo order form available on our website.

### National Prescription Drop Off day

British Columbia had its first ever National Prescription Drop Off day on May 11<sup>th</sup>. The event was such a success that police extended the support throughout the week up until the 17<sup>th</sup> of May. The RCMP detachments across B.C., including Ridge Meadows detachment, accepted the public's take backs during regular detachments hours.



### Annual Report

We increased the quantity of products returned per capita from 0.0134 to 0.0189 kg representing an increase (26%) in collection or 87,358kg\* returned for disposal. The highest rate of return is Powell River at .0321kg followed by Nanaimo at .0291kg; the lowest rate is Kitimat-Stikine at .0076kg.



To consult the full annual report please visit our website [www.healthsteward.ca](http://www.healthsteward.ca) under "Collection" followed by selecting "British Columbia" from the drop-down menu.

## Appendix 4 Collection Locations

Pharmacy Name			
Aarosons Pharmacy	Costco Pharmacy #059	Drug Trading #548965	Drugstore Pharmacy #8582
Abbott (renuka)Pharmacy Ltd	Costco Pharmacy #1092	Drug Trading #549191	Drugstore Pharmacy #8583
Ackroyd Pharmacy	Costco Pharmacy #155	Drug Trading #549202	Drugstore Pharmacy #8585
Agassiz Pharmacy	Costco Pharmacy #158	Drug Trading #549213	Drugstore Pharmacy #8585
Alberto Pharmacy #1	Costco Pharmacy #161	Drug Trading #549437	Drugstore Pharmacy #8588
Alberto Pharmacy No2	Costco Pharmacy #163	Drug Trading #549472	Drugstore Pharmacy #9047
All Care Pharmacy	Costco Pharmacy #255	Drug Trading #549504	Dycks Medicine Centre-Gordon
Alouette Pharmacy	Costco Pharmacy #256	Drug Trading #549832	Dycks Medicine Ctr Springfield
Anchor Compounding Pharmacy	Costco Pharmacy #259	Drug Trading #550563	Dycks Medicine Ctr St Pauls299
Andreens Lakeview Pharmacy	Costco Pharmacy #548	Drug Trading #550956	Dycks Pharmacists
Anitas Pharmacy	Costco Pharmacy #552	Drug Trading #551035	East End Pharmacy
Apple Pharmacy	Costless Pharmacy	Drug Trading #551417	Eastside Pharmacy Ltd
Armstrong Pharm & Wellness Ctr	Cridge Family Pharmacy	Drug Trading #552264	Edmonds Pharmadrugs
Askews Pharmacy	Crystal Pharm & Medical Supply	Drug Trading #553533	Elements Compounding Pharmacy
Barrys Drugs	Davies Prescriptions-St George	Drug Trading #554185	ESQ-Westshore Health Unit VIHA
Blueridge Pharmacy	Delta Prescription Clinic	Drug Trading #554466	Estevan Pharmacy Limited
Bond Street Pharmacy	Downtown Clinic Pharmacy	Drug Trading #555243	Evergreen Pharmacy
Bonsor Pharmacy	Drug Trading #501693	Drugstore Pharmacy #1517	Fairway Drug Mart
Bridge Pharmacy	Drug Trading #501761	Drugstore Pharmacy #1518	Family Care Pharmacy
Broadway Pharmacy Ltd	Drug Trading #501928	Drugstore Pharmacy #1519	Family Care Pharmacy #3
Bula Pharmacy	Drug Trading #501952	Drugstore Pharmacy #1521	Family Care Pharmacy #4
Cadboro Bay Peoples Pharmacy	Drug Trading #502806	Drugstore Pharmacy #1524	Finlandia Pharmacy
Calea Pharmacy	Drug Trading #502907	Drugstore Pharmacy #1525	Fort Royal Pharmacy
Cambell River HLTH & Drug Stre	Drug Trading #503008	Drugstore Pharmacy #1526	Fort St John Phrm&Wellness Ctr
Campus Medicine Ctr Pharmacy	Drug Trading #532258	Drugstore Pharmacy #1527	Fraser Heights Pharmacy Ltd
Canpharm Drugs	Drug Trading #532890	Drugstore Pharmacy #1531	Fraser Lake Medicine Centre
Care In Motion Pharmacy	Drug Trading #533597	Drugstore Pharmacy #1553	Fraser Pharmacy
Carepoint Pharmacy	Drug Trading #533777	Drugstore Pharmacy #1554	Fraserview Pharmacy Ltd
Cates Medicine Centre	Drug Trading #533845	Drugstore Pharmacy #1555	Front Street Pharmacy
Cedar Park Pharmacy	Drug Trading #533968	Drugstore Pharmacy #1556	Fruitvale Pharmacy (2003) Ltd
Central Drug	Drug Trading #534510	Drugstore Pharmacy #1557	Gain Pharmacy
Central Drug Store	Drug Trading #538503	Drugstore Pharmacy #1558	Garlane Pharmacy #1
Central Drugs	Drug Trading #538986	Drugstore Pharmacy #1559	Garlane Pharmacy #2
Central Drugs	Drug Trading #539032	Drugstore Pharmacy #1560	Garlane Prescriptions
Central Drugs-Beban Plaza	Drug Trading #539548	Drugstore Pharmacy #1562	Gateway Pharmacy
Central Park Pharmacy	Drug Trading #540944	Drugstore Pharmacy #1563	Gladwin Pharmacy
Central Pharmacy	Drug Trading #541530	Drugstore Pharmacy #6708	Glen Pharmacy
Chester Pharmacy	Drug Trading #541888	Drugstore Pharmacy #6726	Glover Medicine Ctr Pharmacy
Choices Pharmacy	Drug Trading #541890	Drugstore Pharmacy #6729	Glovers Medicine Centre Pharma
City Centre Pharmacy	Drug Trading #542204	Drugstore Pharmacy #6732	Golden Ears Pharmacy
Clinic Drugstore	Drug Trading #542283	Drugstore Pharmacy #6733	Golden Life Pharmacy
Cloud Pharmacy	Drug Trading #542823	Drugstore Pharmacy #6734	Gonzales Pharmacy
Columbia Prescription Xpress	Drug Trading #543870	Drugstore Pharmacy #8551	Good Health Pharmacy
Columbia Street Pharmacy	Drug Trading #543892	Drugstore Pharmacy #8552	Gourlays Golden Pharmacy
Continental Pharmacy	Drug Trading #544048	Drugstore Pharmacy #8563	Grays Compounding Remedy RX
Coolaid Dispensary	Drug Trading #544162	Drugstore Pharmacy #8565	Grove Pharmacy
Cooper's Food Pharmacy #110	Drug Trading #545321	Drugstore Pharmacy #8566	Haney Pharmacy
Coopers Foods Pharmacy #160	Drug Trading #545534	Drugstore Pharmacy #8572	Hart Drug Mart
Corning Drugs Ltd #1	Drug Trading #546096	Drugstore Pharmacy #8574	Harvard Pharmacy
Corning Pharmacy #2	Drug Trading #546232	Drugstore Pharmacy #8576	Harvest Drive Pharmacy
Costco Pharmacy #051	Drug Trading #546928	Drugstore Pharmacy #8578	Hastings Pharmacy
Costco Pharmacy #054	Drug Trading #547435	Drugstore Pharmacy #8579	HealthPlus Pharmacy
Costco Pharmacy #055	Drug Trading #548223	Drugstore Pharmacy #8580	Healthside Pharmacy
	Drug Trading #548370	Drugstore Pharmacy #8581	High Gate pharmacy Ltd

Hogarth's Clinic Pharmacy Ltd	London Drugs #06	Manshadi Pharmacy #2	Minoru Pharmacy
Hollyburn Medicine Ctr Pharm	London Drugs #07	Maple Pharmacy	MJS Natural Pharmacy
Home and Community Care	London Drugs #08	Marina Pharmacy	MJ's Natural Pharmacy #3
Hope Pharmacy	London Drugs #09	Marks Pharmacy	MJs Natural Pharmacy no 2
Howe Sound Pharmacy Ltd	London Drugs #10	Marks Pharmacy #4	Morgan Creek Medicine Centre
Howe Street Pharmacy	London Drugs #11	Marks Pharmacy #5	Murrayville Healthcentre Pharm
Ideal Drug Mart Ltd	London Drugs #12	Marmar Pharmacy	Nanaimo Home & Community Care
IGS Value Drug Mart	London Drugs #14	Marshall Pharmacy Ltd	Nanaimo Pharmacy
IHS Pharmacy	London Drugs #15	McCallum Pharmacy	Nanoose Medicine Centre
Imperial Pharmacy	London Drugs #16 - Clearbrook	McCue Drugs	Naomi Pharmacy
Ingram Clinic Pharmacy	London Drugs #17	McKesson Spclty Prescript Svcs	Natural Choice Pharmacy
Isand Pharmacy #06	London Drugs #18	Meadows Pharmacy	Naz's Pharmacy #3
Island Crisis Care Society	London Drugs #19	Medical Centre Pharmacy	Nazs Prescription Plus Pharm 2
Island Pharmacy #08	London Drugs #25	Medical Centre Prescriptions	Nazs Prescription Plus Pharma
Jeffs IDA Pharmacy	London Drugs #28	Medical Pharmacy	Nesters Pharmacy
Jubilee Pharmacy Ltd	London Drugs #29	Medicare Pharmacy	New Life Pharmacy
Kaslo drugs (1980) Ltd	London Drugs #35	Medicine Centre #4	New West Drugs
Kerrisdale Pharmacy	London Drugs #36	Medicine Guru Pharmacy #2	Newton Pharmacy
King George Medic Pharmacy	London Drugs #37	Medicine Shoppe #116	Nolans Clinic Pharmacy
Kipp-Mallery Pharmacy	London Drugs #39	Medicine Shoppe #142 (The)	Nolans Pharmasave drugs #222
Knights Medicine Centre	London Drugs #41	Medicine Shoppe #148	North Fraser Drugs
Knowltons Drugstore	London Drugs #42	Medicine Shoppe #149	North West Pharmacy
Kootenay Boundary Reg Hosp Phm	London Drugs #44	Medicine Shoppe #156	Northburn Prescriptions Ltd
Kornak & Hamms Pharmacy	London Drugs #46	Medicine Shoppe #163	Northmount Pharmacy Ltd
Kripps Pharmacy	London Drugs #47	Medicine Shoppe #168	Nucare Pharmacy
Krolls Surrey Pharmacy Ltd	London Drugs #50	Medicine Shoppe #175 (The)	Oak Bay Health Unit
La Vie Remedys Pharmacy	London Drugs #51	Medicine Shoppe #195	Oakridge South Tower Pharmacy
Lakeside Medicine Centre	London Drugs #52	Medicine Shoppe #221	Ocean Walk Pharmacy
Lallicare Pharmacy #1	London Drugs #53	Medicine Shoppe #231(The)	Okanagan Resident Plus Pharma
Lallicare Pharmacy #2	London Drugs #54	Medicine Shoppe #239	Oliver Remedy Rx Pharmacy
Lambert-Kipp Pharmacy Ltd	London Drugs #55	Medicine Shoppe #240	Omicare Pharmacy
Lancaster Medi Suppl & Presc 1	London Drugs #56	Medicine Shoppe #253	Otter Co-op Pharmacy
Lancaster Medi Suppl & Presc 4	London Drugs #61	Medicine Shoppe #254	Out Reach Pharmacy
Lancaster Prescriptions #2	London Drugs #67	Medicine Shoppe #255	Overwaitea Foods & Drugs #70
Langdon Pharmacy	London Drugs #70	Medicine Shoppe #259	Overwaitea Pharm 21 Frt Nelson
Laurel Prescriptions	London Drugs #72	Medicine Shoppe #268	Overwaitea Pharmacy #16
Linda Pharmacy	London Drugs #73	Medicine Shoppe #281	Overwaitea Pharmacy #219
Lions Gate Pharmacy	London Drugs #74	Medicine Shoppe #285	Overwaitea Pharmacy #24
Living Room Pharmacy	London Drugs #75	Medicine Shoppe #292	Overwaitea Pharmacy #34
Loblaw Pharmacy #1520	London Drugs #76	Medicine Shoppe #309	Owl Drugs
Loblaw Pharmacy #1522	London Drugs #77	Medicine Shoppe #312	P & A Pharmacy Ltd
Loblaw Pharmacy #1523	London Drugs #78	Medicine Shoppe #321	Pacific Compounding Pharma #2
Loblaw Pharmacy #1528	London Drugs #80	Medicine Shoppe #325	Pacific Compounding Pharmacy
Loblaw Pharmacy #1532	London Drugs #81	Medicine Shoppe #332	Pacific Pharm & Medical Spls 2
Loblaw Pharmacy #1552	London Drugs #82	Medicine Shoppe #350	Pacific Prescript & Medcl Sply
Loblaw Pharmacy #1561	London Drugs #85	Medicine Shoppe Pharmacy #169	Paragon Central Fill Pharmacy
Loblaw Pharmacy #1564	London Drugs 71-Marine & Byrne	Mediglen Pharmacy	Park Pacific Pharmacy
Loblaw Pharmacy #4368	Low Cost Western pharmacy	Medis Pharmacy	PDC Pharmacy
Loblaw Pharmacy #4369	Low Cost Western Pharmacy #2	Medisave Pharmacy #1	Pender Island Pharmacy
Loblaw Pharmacy #4590	Lynnvalley Pharmacy	Medisave Pharmacy #3	Peninsula Health Unit
Loblaw Pharmacy #4969	MacDonalds Prescriptions #3	Medisave Pharmacy #4	Peoples Drug Mart #027
Loblaw Pharmacy #4979	MacDonalds Prescriptions #4	Medisave Pharmacy #5	Peoples Drug Mart #029
Loblaw Pharmacy (T&T Market)	Macdonalds Prescriptions #5	Medisave Pharmacy #6	Peoples Drug Mart #043
Locks Prescription Pharma Ltd	MacDonalds Prescriptions Ltd	Medisave Pharmacy #7	Peoples Drug Mart #067
London Drugs #02	Main Prescriptions	Medisystem Pharmacy	Peoples Drug Mart #072
London Drugs #03	Main Station Pharmacy	Medlandia Compounding Pharmacy	Peoples Drug Mart #076
London Drugs #04	Main Street Remedys RX	Memorial Compounding Medic Ctr	Peoples Drug Mart #077
London Drugs #05	Mandasi Pharmacy		



Peoples Drug Mart #093	Pharmasave #077	Pharmasave #270	Pricesmart Foods Pharma #2213
Peoples Drug Mart #110	Pharmasave #078	Pharmasave #274	Pricesmart Foods Pharma #2215
Peoples Drug Mart #119	Pharmasave #081	Pharmasave #275	Pricesmart Foods Pharma #2221
Peoples Drug Mart #122	Pharmasave #082	Pharmasave #278	Pricesmart Foods Pharma #2228
Peoples Drug Mart #123	Pharmasave #084	Pharmasave #280	Pricesmart Foods Pharma #2240
Peoples Drug Mart #128	Pharmasave #086	Pharmasave #282	Pricesmart Foods Pharma #2242
Peoples Drug Mart #134	Pharmasave #088	Pharmasave #284	PriceSmart Foods Pharma #2249
Peoples Drug Mart #135	Pharmasave #089	Pharmasave #285	PriceSmart Foods Pharma #2256
Peoples Drug Mart #137	Pharmasave #092	Pharmasave #286	Pricesmart Foods Pharma #2274
Peoples Drug Mart #139	Pharmasave #095	Pharmasave #287	Pricesmart Foods Pharmacy 2207
Peoples Drug mart #146	Pharmasave #096	Pharmasave #290	Pricesmart Foods Pharmacy 2263
Peoples Drug Mart #147	Pharmasave #097	Pharmasave #292	Pricesmart Foods Pharmacy#2235
Peoples Drug Mart #168	Pharmasave #098	Pharmasave #298	Prosper Pharmacy
Peoples Drug Mart #175	Pharmasave #099	Pharmasave #299	Prostate Centre
Peoples Drug Mart #180	Pharmasave #100	Pharmasave & Food #142	Pure Integrative Pharmacy
Peoples Drug Mart #188	Pharmasave #102	Pharmasave 008 - Diamond Drugs	Pure Integrative Pharmacy
Peoples Drug Mart #193	Pharmasave #105	Pharmasave Ganges #120	Pure Integrative Pharmacy
Peoples Drug Mart #317	Pharmasave #106	Pharmasave Health Centre #001	Pure Integrative Pharmacy #01
Peoples Drug Mart #334	Pharmasave #107	Pharmasave Health Centre #002	Pure Integrative Pharmacy #10
Peoples Drug Mart #347	Pharmasave #108	Pharmasave Health Centre #003	Pure Integrative Pharmacy #11
Peoples Drug Mart #365	Pharmasave #115	Pharmasave Health Centre #007	Pure Integrative Pharmacy #12
Peoples Pharmacy #057	Pharmasave #129	Pharmasave Health Centre #010	Pure Integrative Pharmacy #13
Peoples Pharmacy #301	Pharmasave #139	Pharmasave Health Centre #011	Pure Integrative Pharmacy #14
Peoples Pharmacy #303	Pharmasave #148	Pharmasave Health Centre #015	Pure Integrative Pharmacy #16
Peoples Pharmacy #316	Pharmasave #151	Pharmasave Health Centre #016	Pure Integrative Pharmacy #6
Peoples Pharmacy #321	Pharmasave #154	Pharmasave Health Centre #020	Pure Integrative Pharmacy #7
Peoples Pharmacy #344	Pharmasave #158( Now Peoples)	Pharmasave Health Centre #022	Pure Integrative Pharmacy #8
Peoples Pharmacy #356	Pharmasave #162	Pharmasave Health Centre #024	Pure Integrative Pharmacy #9
Peoples Pharmacy #357	Pharmasave #178	Pharmasave Health Centre #027	Pure Integrative Pharmacy#4
Peoples Pharmacy #367	Pharmasave #179	Pharmasave Health Centre #029	Quadra Maple Pharmacy
Peoples Pharmacy #372	Pharmasave #182	Pharmasave Health Centre #030	Qualicum Medicine Centre
Peoples Pharmacy #374	Pharmasave #183	Pharmasave Health Centre #038	Queensborough Community
Peoples Pharmacy #379	Pharmasave #190	Pharmasave Health Centre #050	Pharma
Peoples Pharmacy #380	Pharmasave #198	Pharmasave Health Centre #051	REACH Centre
Peoples Pharmacy #388	Pharmasave #202	Pharmasave Health Centre #052	Regency #6 Medicine Centre
Pharmacists Clinic	Pharmasave #203	Pharmasave Health Centre #053	Regency Medicine Centre
Pharmacy Drugstore	Pharmasave #205	Pharmasave Health Centre #054	Regency Prescriptions #1
Pharmacy Drugstore #2	Pharmasave #206	Pharmasave Health Centre #058	Regency Prescriptions #3
Pharmasave #006	Pharmasave #211	Pharmasave Health Centre #061	Reids Prescriptions
Pharmasave #009	Pharmasave #213	Pharmasave Health Centre #064	Remedy RX 366
Pharmasave #028	Pharmasave #214	Pharmasave Health Centre #080	Remedy's Pharmacy 369
Pharmasave #031	Pharmasave #221	Pharmasave Health Centre #207	Remedy's RX 261
Pharmasave #032	Pharmasave #231	Pharmasave Hlth Ctr #049	Remedy's RX 367
Pharmasave #034	Pharmasave #232	Pharmasave James Bay #130	Resident Plus Pharmacy
Pharmasave #037 (Cambie)	Pharmasave #241	Pharmasave Oak Bay #152	Rexall Drug Store #7104
Pharmasave #041	Pharmasave #242	Pharmasave Scott Town #167	Rexall Drug Store #7106
Pharmasave #042	Pharmasave #244	Pharmatrust Pharmacy	Rexall Drug Store #7109
Pharmasave #043	Pharmasave #246	Pharmawest Pharmacy	Rexall Drug Store #7110
Pharmasave #056	Pharmasave #248	Pharmax Health	Rexall Drug Store #7114
Pharmasave #057	Pharmasave #249	Pharmcity Drugs #3	Rexall Drug Store #7117
Pharmasave #059	Pharmasave #250	Pharmsave 045 Newport Village	Rexall Drug Store #7122
Pharmasave #060	Pharmasave #253	Phoenix Dispensary Ltd	Rexall Drug Store #7154
Pharmasave #063	Pharmasave #255	PHS Labpharma	Rexall Drug Store #7157
Pharmasave #065	Pharmasave #257	Point Grey Pharmacy	Rexall Drug Store #7158
Pharmasave #066	Pharmasave #260	Pratts Compounding Pharmacy	Rexall Drug Store #7159
Pharmasave #071	Pharmasave #264	Prescription Hlth Studio Inc	Rexall Drug Store #7160
Pharmasave #072	Pharmasave #265	Pricesmart #2218	Rexall Drug Store #7161
Pharmasave #073	Pharmasave #267	Pricesmart Foods Pharma #2208	Rexall Drug Store #7164

Rexall Drug Store #7181	Safeway Food & Drug-Pharma #43	Save-On Foods Pharmacy #956	Shoppers Drug Mart #2102
Rexall Drug Store #7182	Safeway Food & Drug-Pharma #44	Save-On Foods Pharmacy #975	Shoppers Drug Mart #2107
Rexall Drug Store #7185	Safeway Food & Drug-Pharma #58	SaveOn Foods Phrm 959FrenchCrk	Shoppers Drug Mart #2109
Rexall Drug Store #7187	Safeway Food & Drug-Pharma #59	SaveOnfoods Pharm 932Lakeshore	Shoppers Drug Mart #2111
Rexall Drug Store #7191	Safeway Food & Drug-Pharma #61	SaveOnFoods Pharm	Shoppers Drug Mart #2113
Rexall Drug Store #7193	Safeway Food & Drug-Pharma #66	948Woodgrove	Shoppers Drug Mart #2121
Rexall Drug Store #7194	Safeway Food & Drug-Pharma #67	SaveOnFoods Pharm 968Hart Hwy	Shoppers Drug Mart #2121
Rexall Drugstore # 7121	Safeway Food & Drug-Pharma #71	SaveOnfoods Pharm 969Ironwood	Shoppers Drug Mart #2122
Rexall Drugstore # 7125	Safeway Food & Drug-Pharma #76	SaveOnFoods Pharma 931Shahali	Shoppers Drug Mart #2123
Rexall Drugstore # 7177	Safeway Food & Drug-Pharma #78	SaveOnFoods Pharma 977Saanich	Shoppers Drug Mart #2125
Rexall Drugstore #7102	Safeway Food & Drug-Pharma #80	Save-On-Foods Pharmacy #902	Shoppers Drug Mart #2126
Rexall Drugstore #7103	Safeway Food & Drug-Pharma #84	Save-On-Foods Pharmacy #903	Shoppers Drug Mart #2127
Rexall Drugstore #7107	Safeway Food & Drug-Pharma #88	Save-On-Foods Pharmacy #904	Shoppers Drug Mart #213
Rexall Drugstore #7111	Safeway Food & Drug-Pharma #89	Save-On-Foods Pharmacy #907	Shoppers Drug Mart #2133
Rexall Drugstore #7113	Safeway Food & Drug-Pharma #90	Save-On-Foods Pharmacy #910	Shoppers Drug Mart #2139
Rexall Drugstore #7116	Safeway Food & Drug-Pharma #92	Save-On-Foods Pharmacy #915	Shoppers Drug Mart #214
Rexall Drugstore #7123	Safeway Food & Drug-Pharma #93	Save-On-Foods Pharmacy #920	Shoppers Drug Mart #2141
Rexall Drugstore #7129	Safeway Food & Drug-Pharma #98	Save-On-Foods Pharmacy #927	Shoppers Drug Mart #2143
Rexall Drugstore #7133	Safeway Food & Drug-Pharma #99	Save-On-Foods Pharmacy #928-W	Shoppers Drug Mart #2150
Rexall Drugstore #7152	Safeway Food & Drug-Pharma 109	Save-On-Foods Pharmacy #929	Shoppers Drug Mart #2151
Rexall Drugstore #7180	Safeway Food & Drug-Pharma 114	Save-On-Foods Pharmacy #936	Shoppers Drug Mart #2152
Rexall Drugstore 7139 Sooke Rd	Safeway Food & Drug-Pharma 115	Save-On-Foods Pharmacy #937	Shoppers Drug Mart #2153
Rexall Drugstore Royal Ctr	Safeway Food & Drug-Pharma 118	Save-On-Foods Pharmacy #946	Shoppers Drug Mart #2155
Rexall Drugstr 7150 Meditrust	Safeway Food & Drug-Pharma 121	Save-On-Foods Pharmacy #955	Shoppers Drug Mart #2156
Richport Pharmacy	Safeway Food & Drug-Pharma 126	Save-On-Foods Pharmacy #957	Shoppers Drug Mart #216
Ridegeway Pharmacy Remedy RX	Safeway Food & Drug-Pharma 127	Save-On-Foods Pharmacy #962	Shoppers Drug Mart #217
Robins Pharmacy	Safeway Food & Drug-Pharma 133	Save-On-Foods Pharmacy #963	Shoppers Drug Mart #219
Roots Pharmacy	Safeway Food & Drug-Pharma 138	Save-On-Foods Pharmacy #966	Shoppers Drug Mart #2200
Royal Oak Drugs Ltd	Safeway Food & Drug-Pharma 140	Save-On-Foods Pharmacy #979	Shoppers Drug Mart #2201
Royal Oak Health Unit	Safeway Food & Drug-Pharma 148	Save-On-Foods Pharmacy #980	Shoppers Drug Mart #2203
RX R US Pharmacy	Safeway Food & Drug-Pharma 159	Save-On-Foods Pharmacy #983	Shoppers Drug Mart #2204
RX Ram Pharmacy Specialists	Safeway Food & Drug-Pharma 161	Save-On-Foods Pharmacy #987	Shoppers Drug Mart #2205
Rx Save Pharmacy	Safeway Food & Drug-Pharma 162	Save-On-Foods Pharmacy #988	Shoppers Drug Mart #2207
Safeway Food & Drug Pharma #1	Safeway Food & Drug-Pharma 165	Save-On-Foods Pharmacy #990	Shoppers Drug Mart #2208
Safeway Food & Drug Pharma #1	Safeway Food & Drug-Pharma 170	Save-On-Foods Pharmacy #992	Shoppers Drug Mart #2209
Safeway Food & Drug Pharma 110	Safeway Food & Drug-Pharma 171	Save-On-Foods Pharmacy #993	Shoppers Drug Mart #221
Safeway Food & Drug Pharma 123	Safeway Food & Drug-Pharma 184	Save-On-Foods Pharmacy #996	Shoppers Drug Mart #2211
Safeway Food & Drug- Pharma 14	Safeway Food & Drug-Pharma 189	Save-On-Foods Pharmacy #999	Shoppers Drug Mart #2212
Safeway Food & Drug Pharma 144	Safeway Food & Drug-Pharma 191	SaveOnFoods Phrm 951 Ctry Club	Shoppers Drug Mart #2213
Safeway Food & Drug Pharma 182	Safeway Food & Drug-Pharma 193	SaveOnFoods Phrm 965 ColgeHts	Shoppers Drug Mart #2214
Safeway Food & Drug Pharma 196	Safeway Food & Drug-Pharma 195	SaveOnFoods Phrm 967Spruceland	Shoppers Drug Mart #2215
Safeway Food & Drug -Pharma 36	Safeway Food & Drug-Pharma 198	SaveOnFoods&Drugs	Shoppers Drug Mart #2216
Safeway Food & Drug -Pharma 38	Safeway Food & DrugPharma 2271	984WalnutGrv	Shoppers Drug Mart #2217
Safeway Food & Drug -Pharma 39	Safeway Food & Drug-Pharma 820	Sav-On-foods Pharma 939-Nordel	Shoppers Drug Mart #2218
Safeway Food & Drug -Pharma 48	Safeway Food & Drug-Pharma#142	Sav-On-Foods Pharmacy #998	Shoppers Drug Mart #222
Safeway Food & Drug- Pharma 69	Safeway Food & Drug-Pharma#185	SavOnFoods Phrm949Terminal Prk	Shoppers Drug Mart #2220
Safeway Food & Drug -Pharma 70	Safeway Food & DrugPharmacay 47	Service Plus #3	Shoppers Drug Mart #2221
Safeway Food & Drug Pharma 819	Saigon Pharmacy	Seymour People Drug Mart #174	Shoppers Drug Mart #2222
Safeway Food & Drug Pharma#007	Salmon Arm Prescription Centre	Shawnigan Lake Peoples Phrm304	Shoppers Drug Mart #2223
Safeway Food & Drug Pharma#082	Sams Pharmacy	Shiraz Pharmacy	Shoppers Drug Mart #2224
Safeway Food & Drug Pharma#153	Satnam Pharmacy	Shoppers Drug Mart #201	Shoppers Drug Mart #2225
Safeway Food & Drug-Pharma 62	Save On Foods Pharmacy #981	Shoppers Drug Mart #202	Shoppers Drug Mart #2226
Safeway Food & Drug-Pharma #2	Save-On Food & Drugs #97	Shoppers Drug Mart #203	Shoppers Drug Mart #223
Safeway Food & Drug-Pharma #20	Save-On Food & Drugs #972	Shoppers Drug Mart #204	Shoppers Drug Mart #2231
Safeway Food & Drug-Pharma #23	Save-On Foods & Drugs #973	Shoppers Drug Mart #205	Shoppers Drug Mart #2234
Safeway Food & Drug-Pharma #24	Save-On Foods and Drugs #935-E	Shoppers Drug Mart #208	Shoppers Drug Mart #2235
Safeway Food & Drug-Pharma #33	SaveOn Foods Pharm 989 LynVilly	Shoppers Drug Mart #209	Shoppers Drug Mart #2236
Safeway Food & Drug-Pharma #42	Save-On Foods Pharmacy #952	Shoppers Drug Mart #210	Shoppers Drug Mart #2237

Shoppers Drug Mart #2238	Shoppers Drug Mart #248	Target Store #3508	Wal-Mart Pharmacy #1036
Shoppers Drug Mart #2239	Shoppers Drug Mart #251	Target Store #3509	Wal-Mart Pharmacy #1077
Shoppers Drug Mart #2243	Shoppers Drug Mart #252	Target Store #3512	Wal-Mart Pharmacy #1093
Shoppers Drug Mart #2244	Shoppers Drug Mart #253	Target Store #3534	Wal-Mart Pharmacy #1100
Shoppers Drug Mart #2246	Shoppers Drug Mart #254	Target Store #3557	Wal-Mart Pharmacy #1104
Shoppers Drug Mart #2248	Shoppers Drug Mart #255	Target Store #3575	Wal-Mart Pharmacy #1106
Shoppers Drug Mart #2249	Shoppers Drug Mart #257	Target Store #3586	Wal-Mart Pharmacy #1112
Shoppers Drug Mart #225	Shoppers Drug Mart #258	Target Store #3616	Wal-Mart Pharmacy #1113
Shoppers Drug Mart #2250	Shoppers Drug Mart #260	Target Store #3617	Wal-Mart Pharmacy #1119
Shoppers Drug Mart #2251	Shoppers Drug Mart #261	Target Store #3688	Wal-Mart Pharmacy #1143
Shoppers Drug Mart #2252	Shoppers Drug Mart #262	Target Store #3690	Wal-Mart Pharmacy #3008
Shoppers Drug Mart #2254	Shoppers Drug Mart #263	Target Store #3698	Wal-Mart Pharmacy #3025
Shoppers Drug Mart #2255	Shoppers Drug Mart #265	Target Store #3717	Wal-Mart Pharmacy #3040
Shoppers Drug Mart #2256	Shoppers Drug Mart #266	Target Store #3719	Wal-Mart Pharmacy #3042
Shoppers Drug Mart #2257	Shoppers Drug Mart #267	Target Store #3739	Wal-Mart Pharmacy #3057
Shoppers Drug Mart #2259	Shoppers Drug Mart #268	Target Store #3744	Wal-Mart Pharmacy #3059
Shoppers Drug Mart #226	Shoppers Drug Mart #269	Target Store #3760	Wal-Mart Pharmacy #3060
Shoppers Drug Mart #2260	Shoppers Drug Mart #271	The Antidote Pharmacy #001	Wal-Mart Pharmacy #3070
Shoppers Drug Mart #2264	Shoppers Drug Mart #272	The Antidote Pharmacy #2	Wal-Mart Pharmacy #3072
Shoppers Drug Mart #2266	Shoppers Drug Mart #273	The Chemist # 5	Wal-Mart Pharmacy #3098
Shoppers Drug Mart #2267	Shoppers Drug Mart #274	The Chemist #1	Wal-Mart Pharmacy #3109
Shoppers Drug Mart #227	Shoppers Drug Mart #275	The Chemist #2	Wal-Mart Pharmacy #3158
Shoppers Drug Mart #2270	Shoppers Drug Mart #276	The Chemist #4	Wal-Mart Pharmacy #3163
Shoppers Drug Mart #2271	Shoppers Drug Mart #277	The Chemist #6	Wal-Mart Pharmacy #3167
Shoppers Drug Mart #2273	Shoppers Drug Mart #278	The Drive Pharmacy	Wal-Mart Pharmacy #3169
Shoppers Drug Mart #2275	Shoppers Drug Mart #279	Third Ave Evergreen Pharmacy	Wal-Mart Pharmacy #3183
Shoppers Drug Mart #2276	Shoppers Drug Mart #280	Thrifty Foods and Pharmacy #06	Wal-Mart Pharmacy #3188
Shoppers Drug Mart #2277	Shoppers Drug Mart #281	Thrifty Foods and Pharmacy #10	Wal-Mart Pharmacy #3199
Shoppers Drug Mart #2279	Shoppers Drug Mart #283	Thrifty Foods and Pharmacy #13	Wal-Mart Pharmacy #3651
Shoppers Drug Mart #228	Shoppers Drug Mart #285	Thrifty Foods And Pharmacy #16	Wal-Mart Pharmacy #3661
Shoppers Drug Mart #2282	Shoppers Drug Mart #286	Thrifty Foods and Pharmacy #19	Wal-Mart Pharmacy #5776
Shoppers Drug Mart #2283	Shoppers Drug Mart #287	Thrifty Foods and Pharmacy #20	Wal-Mart Pharmacy #5777
Shoppers Drug Mart #2284	Shoppers Drug Mart #288	Thrifty Foods and Pharmacy #23	Wal-Mart Pharmacy #5834
Shoppers Drug Mart #2285	Shoppers Drug Mart #290	Thrifty Foods and Pharmacy #24	Wal-Mart Pharmacy #5838
Shoppers Drug Mart #2288	Shoppers Drug Mart #291	Thrifty Foods and Pharmacy #25	Wal-Mart Pharmacy #5853
Shoppers Drug Mart #2289	Shoppers Drug Mart #3005	Thrifty Foods and Pharmacy #27	Wellness Pharmacy
Shoppers Drug Mart #2290	Shoppers Drug Mart #3007	Thrifty Foods and Pharmacy #28	Wescana Pharmacy #02
Shoppers Drug Mart #2291	Shoppers Drug Mart #3076	Thrifty Foods and Pharmacy #29	Wescana Pharmacy #03
Shoppers Drug Mart #2292	Shoppers Drug Mart #6070	Toys Pharmacy	Wescana Pharmacy #04
Shoppers Drug Mart #2294	Sidney Pharmacy II	Tux Pharmacy #1	Wescana Pharmacy #05
Shoppers Drug Mart #2295	Silvermere Pharmacy	Unicare Pharmacy	Wescana Pharmacy #06
Shoppers Drug Mart #2297	Similkameen Pharmacy	Universal Pharmacy	Wescana Pharmacy #07
Shoppers Drug Mart #2299	Somerset Pharmacy Services	University Heights Pharmacy	Wescana Pharmacy #08
Shoppers Drug Mart #230	Sparwood Remedy RX	University Pharmacy (1987) Ltd	Wescana Pharmacy #09
Shoppers Drug Mart #231	St Pauls Hospital	Urban Fare Pharma 914-Yaletown	West 10th Medical Pharmacy
Shoppers Drug Mart #232	Sterling Centre Remedy's RX	Valley Evergreen Pharmacy	West Coast Pharmacy
Shoppers Drug Mart #233	Steveston Pharmacy	Value Drug Mart-Grand Forks	West End Medicine Centre
Shoppers Drug Mart #234	Sukhs Pharmacy	Vancouver Police Dept	Westview Pharmacy
Shoppers Drug Mart #236	Sukhs Pharmacy #2	Victoria Compounding Pharmacy	Whalley Pharmacy
Shoppers Drug Mart #237	Summerland Medicine Centre	Victoria Hlth Unit Clinical Ph	White Clinic Pharmacy
Shoppers Drug Mart #238	Suncoast Pharmacy	View Pharmacy	Willowbrook Pharmacy
Shoppers Drug Mart #239	Sunnyside Evergreen Pharmacy	Village Pharmacy	Yale Central Pharmacy
Shoppers Drug Mart #241	Sunrise Pharmacy Ltd	Viva Med Pharmacy	York Pharmacy
Shoppers Drug Mart #242	Sunset Pharmacy Limited	Viva Med Pharmacy #02	Your Community Pharmacy
Shoppers Drug Mart #243	Super Grocer & Pharmacy	Wal-Mart Pharmacy #1011	Yyoung Medicine Mart
Shoppers Drug Mart #244	Surlang MedCentre	Wal-Mart Pharmacy #1015	
Shoppers Drug Mart #246	Tabor Pharmacy	Wal-Mart Pharmacy #1018	

## Appendix 5 Third Party Independent Report for Non-Financial Information



### INDEPENDENT AUDITOR'S REPORT TO Health Products Stewardship Association

We have audited the following Sections within Health Products Stewardship Association's (the "Stewardship Agency") Annual Report for the year ended December 31, 2013 (together the "Subject Matter"):

- Section #1 *collection facilities;*
- Section #2 *Product sold and collected*

The objective of this Report is to disclose how the Stewardship Agency's management has discharged its responsibility to report on the Subject Matter in accordance with Sections 8(2)(b), (d) and (e) of the Recycling Regulation.

The Subject Matter is the responsibility of the Stewardship Agency's management who has prepared the Subject Matter in accordance with the evaluation criteria which are an integral part of the Subject Matter. Our responsibility is to express an opinion on this Subject Matter based on our audit. Our audit does not constitute a legal determination on the Stewardship Agency's compliance with the Recycling Regulation.

### EVALUATION CRITERIA

The suitability of the evaluation criteria is the responsibility of management. The evaluation criteria presented in Attachment 1 are an integral part of the Subject Matter and address the relevance, completeness, reliability, neutrality and understandability of the Subject Matter.

### SCOPE OF THE AUDIT

We carried out our audit in accordance with the International Standard on Assurance Engagements 3000 (ISAE 3000) published by the International Federation of Accountants. This Standard requires, amongst others, that the assurance team possesses the specific knowledge, skills and professional competencies needed to understand and audit the information included within the Subject Matter, and that they comply with specific requirements to ensure their independence.

An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the Subject Matter. An audit also includes assessing the evaluation criteria used and significant estimates made by management, as well as evaluation overall presentation of the Subject Matter. The main elements of our work are presented in Attachment 1.

**OPINION**

In our opinion, the Subject Matter within the Stewardship Agency's Annual Report for Report for the year ended December 31, 2013 presents fairly in accordance with the evaluation criteria, in all material respects:

- the location of collection facilities, and any changes in the number and location of collection facilities from the previous report in accordance with Section 8(2)(b) of the Recycling Regulation;
- the description of how total amounts of the producer's product sold and collected has been calculated in accordance with Section 8(2)(e).

Our report has been prepared solely for the purposes of management's stewardship under the Recycling Regulation and is not intended to be and should not be used for any other purpose. Our duties in relation to this report are owed solely to the Corporation, and accordingly, we do not accept any responsibility for loss occasioned to any other party acting or refraining from acting based on this report.

*OHCI LLP*

**OUSELEY HANVEY CLIPSHAM DEEP LLP**  
Licensed Public Accountants

Ottawa, Ontario  
June 19, 2014

**Attachment 1 to  
the Auditor's  
Report Evaluation  
Criteria**

The following evaluation criteria were applied to the assessment of the location of collection facilities, and any changes in the number and location of collection facilities from the previous report in accordance with Section 8(2)(b) of the Recycling Regulation

1. We obtained a list of all of the Collection Facilities from the Association as at December 31, 2013.
2. The listing stated 1132 facilities, matching the number in the 2013 annual report.
3. We randomly selected 30 Collection Facilities in accordance with the Sample Size General Guidance suggested. Registration forms were not available for most of the locations. This is because as of January 1, 2012 the Association began using a new company to manage the program. Any forms would be with the old company, and could not be retrieved. Management indicated that starting in 2012, there were registration forms filled out and retained for new registrants. They will not go back and get old registrants to sign a new form. Newer locations tested did have forms. We called each facility and verified the existence by confirming the address of the facility. We asked each facility to acknowledge the existence of the Medication Returns Program pails at the location. Two out of the thirty sites were not aware of the existence of the program.
4. To test the completeness of the list, we randomly selected 30 registration forms in accordance with the Sample Size General Guidance suggested. We ensured that the pharmacies listed on these registration forms were on the clients listing and the information on their listing was accurate.
5. We obtained the historical data for the total number of Collection Facilities for the past 3 years as reported by the Association in the annual reports: (2013 – 1132; 2012 – 1095; 2011 – 1098). The fluctuation over the 3 year period is not significant (less than 3%).

**Attachment 1 to  
the Auditor's  
Report Evaluation  
Criteria (ctd)**

The following evaluation criteria were applied to the assessment of the description of how total amounts of the producer's product sold and collected and, if applicable, the producer's recovery rate has been calculated in accordance with Section 8(2)(e); and,

1. All of the product is collected by one company, Stericycle.
2. We obtained their monthly invoices, which contain a breakdown of the total product collected by weight. The report is broken down by dates and locations
3. All of the product is sent for incineration. Nothing is recovered or sold.
4. We obtained the quarterly Certificates of Destruction provided by Stericycle. We agreed this to the monthly invoices, and investigated and variances.
5. We totaled the Certificates of Destruction for the year, and agreed this to the total in the annual report.