

# How the Appointment Process Works

Our top priority is safety, both yours and ours. Given the hazardous nature of the materials we handle and the regulations we follow, it is essential for us to follow a stringent process when accepting household hazardous waste. Each item we receive must be carefully sorted based on its chemical composition and placed in the appropriate hazard category. This meticulous approach requires time and can involve deeper research on our part.

To safely optimize our appointments, we tailor our scheduling to the types and quantities of materials you need to bring to the facility for disposal. When we return your call or email, we will ask a few questions before scheduling your appointment. To assist us in this process, we will inquire about the types of products you have—including paints, solvents, automotive fluids, household cleaners, yard chemicals, sharps, batteries, and bulbs.

We will also need to know the general amount of material you want to bring. This includes the actual number of paint containers you have and a general amount for the rest. This could be “one medium box”, for example. This knowledge helps us allocate the right amount of time for your appointment, ensuring we process everything efficiently thereby accommodating as many appointments as possible while maintaining safety.

After your appointment is scheduled, you will receive an email confirmation. Inside, you will find important instructions on what you need to bring as proof of residency as well as the steps to follow when you arrive. We ask that you read and follow these instructions to keep the process smooth, efficient and safe. Thank you for your understanding and patience!



## Appointment Logistics

To ensure a safe and efficient appointment process, here are some logistics about the appointment process and some safety guidelines to follow upon your arrival.

*Please note, although we are in the same complex as the Transfer Station, we operate separately, and there is no need to check in with the Scale House, as they cannot assist you.*

### What To Expect When You Arrive For Your Disposal Appointment

After entering the Complex gate, take the first left to reach the Household Hazardous Waste Facility. Immediately upon turning left, you will encounter a fork in the drive, offering options to go to the left, straight up the middle, or to the right. *(Please make sure not to block any entrances or drives, as this area experiences heavy traffic, including semi-trucks entering and exiting.)* When it is time for your disposal appointment, please proceed straight up the middle drive towards the south overhead door. To maintain efficient and punctual appointments, please refrain from pulling up to the door until your designated appointment time. If you happen to arrive early, we suggest waiting in the Recycle Center, conveniently situated to the right of the Complex gate. This is a safe and suitable area for early arrivals to wait.



When you arrive at the door at your scheduled appointment time, a technician will greet you for check-in. This involves verifying your name and appointment status. Once status is confirmed, you will be directed to pull into the building, up to the sign indicating 'STOP' and instructed to follow the safety guidelines displayed on the sign. After ensuring compliance with the listed safety guidelines, we will begin by record your vehicle tag number. Next, we will request your proof of residency documents, which are your City of Norman utility bill *(specifically water/trash, NOT gas or electric)* and your driver's license. Once your documents are verified and recorded on the disposal ticket, you will be asked to sign the ticket. Additionally, if necessary, we will ask you to open any trunks, hatches, or tailgates from inside the vehicle. *(Please wait to do this until the technician has given the okay.)*

Our team will unload the items we can accept and leave any items that are not accepted. Any containers used for transporting items, such as plastic totes or boxes, will be left as well. *(We do not recommend bringing items to the Facility in trash bags. Items tend to fall over and can leak all over your vehicle.)* Subsequently, we will notify you of any items deemed unacceptable and provide resources for their disposal, if available. Before leaving the building, we will also address any questions you may have.

Appointments can vary in duration, typically taking between 5 to 15 minutes for a standard number of items. However, if a large volume of items is being disposed of, the appointment duration may extend to 20 to 25 minutes or longer.

Once your appointment concludes and you exit the building, we begin the task of processing the items you brought in. This involves a thorough examination of each item, sorting them into their proper hazard categories based on chemical composition. This processing time can vary depending on the quantity and types of items received.

### **What To Expect When You Arrive For Your Swap Shop Visit**

*Please be aware that Swap Shop Visits are distinct from disposal appointments and must be scheduled separately.*

After entering the Complex gate, take the first left to reach the Household Hazardous Waste Facility. Immediately upon turning left, you will encounter a fork in the drive, offering options to go to the left, straight up the middle, or to the right. *(Please make sure not to block any entrances or drives, as this area experiences heavy traffic, including semi-trucks entering and exiting.)* When it is time for your Swap Shop visit, please take the left drive and follow it around to the west side of the Facility where you will find parking. If you happen to arrive early, please remain in your vehicle until your designated appointment time. A technician will open the door when it is time for you appointment. *(For safety purposes, the doors remain locked at all times.)*

Upon entry, we will request your proof of residency documents, which are your City of Norman utility bill *(specifically water/trash, NOT gas or electric)* and your driver's license. Additionally, there is a Release of Liability Waiver that needs to be filled out and signed before selecting items from the shelves. As you choose items, please place them on the table for processing. Each item comes with an identification number that is recorded on the Release of Liability Waiver. Once you have completed you selections and the waiver, you are welcome to take your items with you.

To ensure we can accommodate both Swap Shop visits and disposal appointments effectively, Swap Shop visits are limited to 30 minutes.

**Let us work together to reduce additional waste by bringing our own reusable shopping bags when visiting the Swap Shop**

## Safety Guideline



Your cooperation in adhering to the following safety guidelines is essential for the smooth operation of the Household Hazardous Waste Facility.

- Please adhere to all posted signage.
- Please do not block entrances or drives. This area can experience heavy traffic, including semi-trucks entering and exiting.
- We operate as a drive-through facility. Please do not back up the drives to the doors.
- Unless instructed otherwise, please remain inside your vehicle at all times.
- Please refrain from advancing to the door earlier than your scheduled appointment time to avoid disrupting another individual's appointment.
- Avoid honking to gain attention. We are equipped with mirrors and cameras to monitor arrivals. Honking can startle us, leading to potential accidents, especially during chemical processing.
- Please do not cross the chains to enter the building. Our facility is not open to the public due to the hazardous materials we handle, and unsupervised entry can pose risks to both visitors and staff.
- Please respect the posted restricted areas, as they are work zones. Entering these zones can swiftly create a hazardous situation for everyone involved.
- Please ensure that all items are sealed and in their original containers. If you have unknown items, please inform us when scheduling your appointment as we may have limitations on accepting them.



Your understanding and compliance with these safety protocols is greatly appreciated. They ensure a safe environment for both visitors and our staff.