

Appointment Logistics

To ensure a safe and efficient appointment process, here are some logistics about your appointment and safety guidelines to follow upon your arrival. *(For more information on our safety procedures, please visit the "Safety Guidelines" link on our homepage.)*



To ensure everyone's safety, we have implemented strict safety protocols that prevent the facility from being open to the public. As a result, residents are not able to enter the building without supervision and the proper PPE. Our staff is constantly handling hazardous materials that can be very dangerous if not managed correctly. Allowing unsupervised entry increases the risk of accidents, which could endanger both you and our staff.

While we are located in the same complex as the Transfer Station, we operate separately. There is no need to check in with the Scale House, as they are unable to assist you.

Since we share the Complex with the Transfer Station, heavy traffic can occur at any time, including trash trucks and semi-trucks entering and exiting from various directions. Please be sure to follow all posted signage and **avoid blocking entrances and driveways**.

We appreciate your understanding and cooperation in helping us maintain a safe environment for everyone.

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 (HHWF). Immediately upon turning left, you will encounter a fork in the drive, offering options to go left, straight up the middle, or to the right. When it is time for your disposal appointment, please proceed straight up the middle drive towards the south overhead door (South Bay) and remain in your vehicle. You may find the overhead door closed during cold or inclement weather.

For safety, please **do not honk**; we do have sensors and cameras, so we will know when you pull up.

Please note that pulling up early can result in getting ahead of someone else's appointment. We ask that you 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 directly south of the HHWF. This is a safe and suitable area for early arrivals to wait. **Please do not block entrances or driveways.**

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 recording 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. (*For more information on proof of residency documents, please visit our homepage.*)

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 door, trunks, hatches, or tailgates from inside the vehicle. (*For safety, 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 cannot be accepted. Any containers used for transporting your items, such as plastic totes or boxes, will also be left behind. Please note, for safety reasons, we cannot accept any items placed in plastic bags. (*For more information on transporting your items, please visit the "Gathering & Transporting HHW" link on our homepage.*)

If we find any unacceptable items, we will notify you and, if available, provide resources for proper disposal. Before leaving the building, we will be happy to 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 before the next appointment arrives. 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.

Your patience and understanding of our safety procedures is truly appreciated!
They help ensure the safety of both you and our staff, and we are grateful for your cooperation.

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 (HHWF). Immediately upon turning left, you will encounter a fork in the drive, offering options to go left, straight up the middle, or to the right. When it is time for your Swap Shop visit, please take the left drive, following 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 Swap Shop door when it is time for you appointment.

For safety, please **do not honk**; we do have sensors and cameras, so we will know when you pull up.

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. (*For more information on proof of residency documents, please visit our homepage.*) Additionally, a Release of Liability Waiver 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 your 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.