

# How Appointment Scheduling Works

Our top priority is safety, both yours and ours. Given the hazardous nature of the materials we handle and the regulations we must 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.

When we respond to your call or email, we will ask a few questions to help us better understand your needs before setting up your appointment. To ensure we optimize your appointment and provide the best service, we customize our scheduling based on the types of materials and number of items you will be bringing for disposal. Specifically, we will inquire about the types of materials you have, such as paints, aerosols, solvents, automotive fluids, household cleaners, yard chemicals, sharps, batteries, bulbs, and more. *(For a list of acceptable items, please refer to the "Accepted Items" link on our homepage.)* We will also need to know the number of items you wish to bring. This includes the number of paint containers and the number of other items. For example, you might say you have five containers of paint, four aerosols, six cleaners, one solvent, and a small baggie of batteries.



This information helps us allocate the right amount of time for your appointment, as some materials take more time to process than others. This ensures we process everything efficiently, allowing us to accommodate as many appointments as possible while maintaining safety.

Once your appointment is scheduled, you will receive an email confirmation. This will include important instructions on what to bring as proof of residency, along with the steps to follow upon arrival. We ask that you read and follow these instructions to help keep the process smooth, efficient and safe. For a full breakdown on the appointment logistics, you can visit our homepage. Thank you for your understanding and patience!