

Hazardous Waste Collection Protocol:

Phone Calls:

1. Ask if the caller is a Howard County resident.
2. Ask if the materials are coming from his / her household.
3. Provide office hours (Monday – Friday 8:00 a.m. until 4:00 p.m. or by appointment).
Closed for lunch generally from 11:30 a.m. – 12:30 p.m.
4. Provide directions if needed.
5. If the materials are from a business, follow the special procedures below:

Business:

- A. The Business must be a **Conditionally Exempt Small Quantity Generator** or not-for-profit.

Conditionally Exempt Small Quantity Generator: is a business that generates less than 220 pounds of regulated hazardous waste per month and less than 2.2 pounds of acutely hazardous waste per month.

- B. Explain the procedures for CESQGs and not-for-profits.

Procedures: a business or not-for-profit is allowed to drop off a total of 600 pounds of materials within the calendar year. This includes electronics and household hazardous waste. NO INDUSTRIAL CHEMICALS WILL BE ACCEPTED. All unknown materials must have a Material Safety Data Sheet when it is dropped off.

Office Procedures:

1. Greet the visitor with, “How may I help you?”
2. Ask if he / she is a Howard County Resident.
3. If they are not a Howard County Resident but work within Howard County, ask for some identification that verifies they work within Howard County.
4. If they are not a Howard County Resident and do not work within Howard County, please give them the contact information for the Solid Waste District office in his / her county and explain that we are not authorized to accept items from other counties.
5. Instruct the resident to drive around to the appropriate location to unload the materials.

Drop-off Procedures:

1. Have the resident fill out the District form. They must sign the form.
2. Unload the materials with appropriate Person Protective Equipment.
3. Collect the monies as needed.
4. Offer the resident a Recycling Program Guide.
5. Thank the resident.