

## Household Clinical Waste

### Frequently Asked Questions for Residents

#### Can I have a clinical waste collection?

Clinical waste collections can be arranged for any resident in the borough who self-medicates in their home. If a medical professional cares for you in your home, they should take any clinical waste away themselves and arrange safe disposal of it.

#### How do I get my waste collected?

It's very easy - you'll need to register online first and then just complete the simple collection form whenever you need a clinical waste collection. Go to [www.colchester.gov.uk/clinicalwaste](http://www.colchester.gov.uk/clinicalwaste) for information about clinical waste and to arrange a collection.

You can also call our Contact & Support team for support on **01206 282700**. Select option 1 for residential waste & recycling and then option 3 for clinical waste collections.

#### When will the waste be collected?

Once you've requested a collection on our website, our contractor Medisort will call you within 24 hours to confirm the collection date. Collections may occur Monday to Friday between the hours of 9am and 3pm.

#### Is there any cost for a collection?

Colchester Borough Council provides a free clinical waste service to residents who self-medicate in their home.

#### I don't have a sharps box, can you provide one?

We don't provide empty boxes, but you can get sharps boxes on prescription from your GP. Any orange or tiger bags you've requested a collection for will be replaced by Medisort on your collection day.

#### Where do I need to leave my clinical waste?

You can tell us where it's most convenient for Medisort to collect your waste from. For example, you may want to leave it on your front porch, by a side gate or have the driver knock on your door and wait for you to answer.

#### Can incontinence pads go in my normal bin?

Yes, they can. Waste such as incontinence pads is classed as non-hazardous offensive waste and can be double bagged and put in your household bin. If this increases your household waste beyond the 3 black bag every 2 weeks limit, you can put this waste in a special yellow and black, tiger bag and contact us for a household clinical waste collection.