August 2016 e-mail to WTHR from the U.S. Department of Health and Human Services Office for Civil Rights

The HHS Office for Civil Rights (OCR) can share that, as of today, this case has now closed. OCR reviewed the matters raised in the WTHR news reports and conducted an in-depth compliance review of Walgreens nationally.

To resolve the issues raised in this matter, Walgreens took immediate corrective actions upon learning of the first 2006 WTHR news report. By November 2006, all Walgreens dumpsters nationwide that were accessible to the public were locked. Further, Walgreens provided proof of the voluntary compliance actions it took immediately, and on an ongoing basis, revised and strengthened its disposal policies; made dumpster or gate locks available through its distribution centers for those Walgreens stores that did not have self-locking dumpsters; immediately provided training/re-training to Indianapolis store employees regarding its disposal policies; and to provide ongoing training to its staff nationwide regarding its disposal policies.

Based on our review of the facts and circumstances of this matter, OCR has determined that all of the issues raised in this matter have now been resolved by voluntary compliance actions of Walgreens.

With regards,

Rachel Seeger
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