



CALIFORNIA  
CANNABIS:

# COVID-19 RETAIL & DELIVERY SAFETY & SANITATION PROTOCOLS

April 6, 2020

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CANNABIS IS  
MEDICINE.  
**CANNABIS IS  
ESSENTIAL.**

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## INTRO:

# California Cannabis Retail & Delivery Protocols for Safety and Sanitation

California cannabis businesses will need to continue monitoring advice from the Center for Disease Control and the World Health Organization over the next few weeks as the situation develops. The time is now to ensure you are taking all proactive safety and sanitation measures to reduce the risk of exposure to COVID-19. Implement staff training to keep everyone safe and healthy. Be transparent about the additional sanitation measures you are putting in place to protect them.

Cannabis is medicine. People need their medicine. It's important to create a welcoming way for your community to get the supplies they need. Stay positive, upbeat and friendly and focus on cleanliness and customer service. Any measures you take to help customers get cannabis quickly and safely will be appreciated.

Consider setting up an employee reward program for staff members who show extra leadership and kindness during these challenging times. Remember that we're all in this together. Let's continue to support one another with kindness, patience and compassion.

## REQUIRED SOCIAL DISTANCING PROTOCOL

All Bay Area essential businesses are now required to fill out, publicly display and distribute to each onsite employee a "Social Distancing Protocol" (link below) and be ready to show implementation to any authority enforcing this order upon demand:

Full URL: <https://www.sccgov.org/sites/phd/DiseaseInformation/novel-coronavirus/Documents/Appendix-A-Social-Distancing-Protocol.pdf>

Shortened URL: [bit.ly/SocialDistancingProtocol](https://bit.ly/SocialDistancingProtocol)

**All California businesses that remain open should voluntarily follow this protocol.**

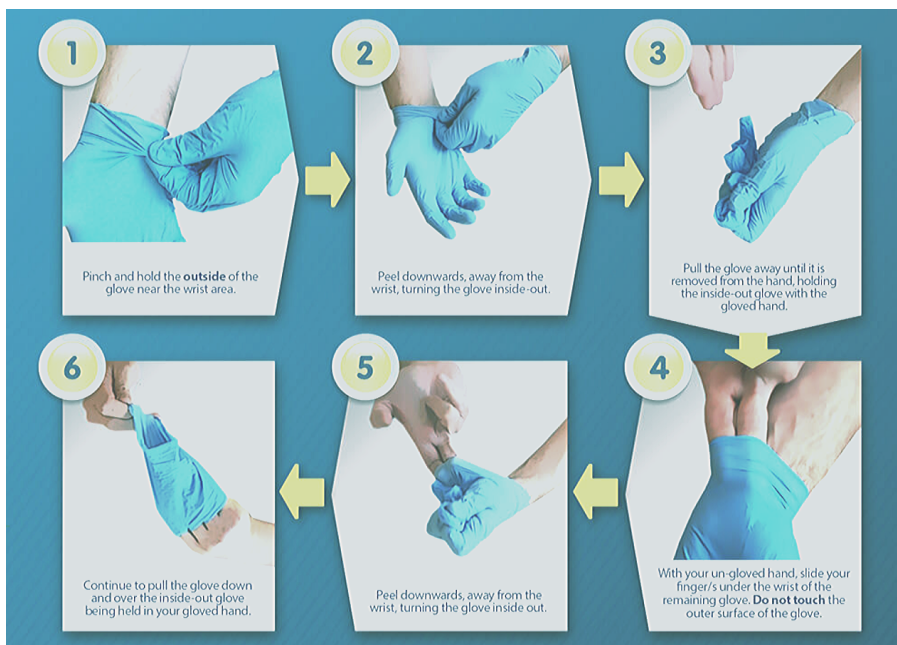
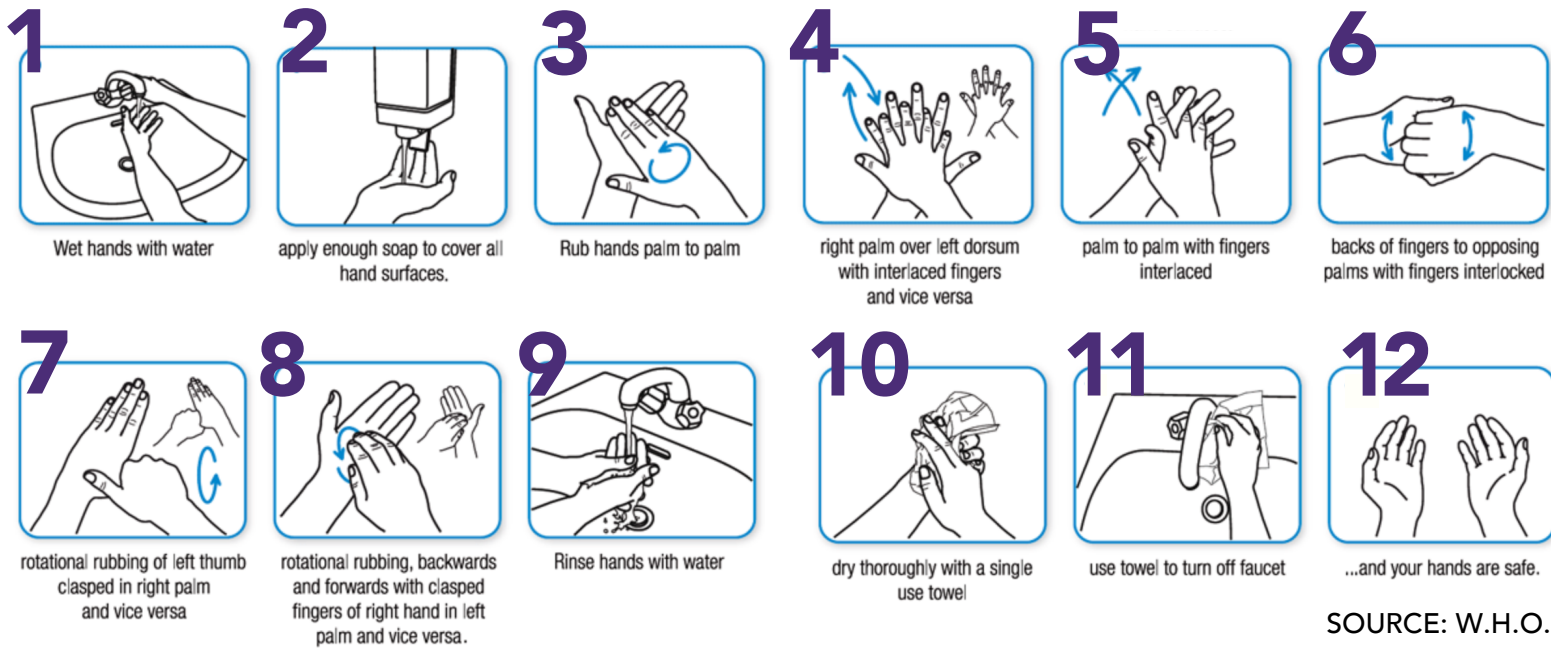


# WEARING GLOVES AND WASHING HANDS

MASTER THE BASICS FOR TRUE SAFETY & SANITATION

## Washing Hands

Did you know proper hand washing is a 12-step process? Ensure proper cleanliness with this technique from the World Health Organization.



## Wearing & Removing Disposable Gloves

Make sure you are wearing the correct sized gloves for your hands. To remove, use the following technique to ensure no cross- contamination.

SOURCE: GLOBUS GROUP

# ENSURE ALL STAFF USE FACE MASKS



**Cover your nose and mouth with a protective covering when leaving home, even if you are still feeling healthy.**

- ☐ Health officials recommend that everyone cover their nose and mouth with simple fabric coverings when leaving home for essential activities to protect you against respiratory droplets of COVID-19.
- ☐ All staff members should wear bandanas or non-medical fabric masks made from tightly-stitched cloth (cotton, silk or linen) when working.
- ☐ Wash your hands before and after handling your face mask.
- ☐ Do not touch your face or face covering while wearing it in public.
- ☐ Wash face mask between uses with hot water. Dry them on high heat to kill any bacteria or viruses on the fabric.
- ☐ Hospital grade medical or surgical masks such as N-95 are in short supply across the country and should be left for front-line health care workers. The CDC does recommend using a medical-grade face mask if you are sick and must leave home to receive medical care.

# STAFF POLICIES & EMPLOYEE SAFETY



## **Ensure employee safety with proper staffing, sick policies, written documentation and contingency plans:**

- ☐ Ensure you have emergency contact information readily available for everyone on your staff.
- ☐ Staff who are presenting signs of illness must be sent home immediately and stay at home until symptom free with a doctor's note.
- ☐ Allow anyone who can work from home to do so; scale down on-site operations to just essential staff.
- ☐ Do not allow employees to share food, drinks, snacks, or joints.
- ☐ Ensure break rooms, bathrooms, and other common areas are being disinfected frequently (use the cleaning log on page 26 to ensure compliance).
- ☐ Conduct symptom & temperature checks before employees enter work.
- ☐ Our friends at MMLG remind us to: "Know your Injury and Illness Prevention Program (IIPP). Make sure there's a physical, written form of it at your retail locations. IIPPs are a requirement under California law. They can sometimes be overlooked by even the best-intentioned employer, but it's California law to have your IIPP on premise." Need to develop an IIPP? Create one specific to your workplace: <https://www.dir.ca.gov/dosh/etools/09-031/index.htm>
- ☐ Develop policies for worker protection and provide training to all cleaning staff on site prior to providing cleaning tasks. Ensure workers are trained on the hazards of the cleaning chemicals used in the workplace in accordance with OSHA's Hazard Communication standard.

# SAFE AND SANITARY RETAIL FLOWS



## Adjust retail flow for social distancing & sanitation:

- ☐ Safety and sanitation signage is required to be posted and easily viewable by the public and employees at each public entrance of the facility (see page 25 for a printable sign). A copy of the Social Distancing Protocol (download at [bit.ly/SocialDistancingProtocol](https://bit.ly/SocialDistancingProtocol)) must also be provided to each employee performing work at the facility.
- ☐ Provide hand sanitizer and disinfectant wipes that are effective against COVID-19 at entrance and register.
- ☐ Reduce the number of customers allowed inside your shop to easily maintain at least six-foot distance between all employees and customers at all times; post an employee at the door to ensure no more than the maximum number of people are allowed in at any point.
- ☐ Add tape lines on the floor to designate spaces for customers to queue up.
- ☐ Designate separate entry and exit points if possible. If only one entry and exit, line should be more than 6ft from the front door to prevent people from coming into close contact while they exit/enter at the same time.
- ☐ Individual checking IDs shall sanitize/wash hands after handling each ID.
- ☐ Customers may not handle any product they are not purchasing. All products and displays typically in customer area shall be immediately roped off or removed.
- ☐ No on-site consumption allowed at this time. No un-medicated samples are allowed. No sample "smell" containers of flowers are allowed.



# SAFE AND SANITARY DISTRIBUTION INTAKE



## **Adjust distribution flow for inventory room sanitation:**

- ☐ Put up required signage at distribution entrance (find a printable sign on pg. 25).
- ☐ Retail employees to disinfect all door handles, tables and counter tops in inventory room before and after each distribution drop.
- ☐ Encourage distributors to wipe down the bins they use to carry product boxes into inventory room after each delivery.
- ☐ Instruct retail employees to wear latex gloves when receiving product.
- ☐ Prevent retail and distribution employees from coming into close contact during product reception; ensure all interactions take place with at least 6 feet of distance between each person.
- ☐ When signatures are required, ask the distributor to leave paperwork on a table and then back away, giving retail employee at least 6 feet of space to review.
- ☐ After checking distributor packages, COAs, manifests, and handling payments, retail employee shall remove gloves and sanitize/wash hands for at least 20 seconds before touching any other surfaces in the inventory room or retail storefront. Follow cash handling best practices (page 11).
- ☐ Replace handshakes with waves or verbal greetings.



# CANNABIS RETAIL SANITATION



## Implement more in-depth cleaning procedures and health protection protocols across your storefront operations:

- ☐ Wash your hands frequently with hot soapy water for 20 seconds.
- ☐ Avoid touching your eyes, nose & mouth with unwashed hands.
- ☐ Cover your mouth and nose with a tissue when you cough or sneeze; dispose of tissue and then immediately wash hands with soap and water for at least 20 seconds.
- ☐ Disinfect door handles, counter tops, POS & high-touch surfaces every 30 minutes. Disinfect the counter, pens and other customer-facing items after each transaction. Maintain a cleaning log.
- ☐ Open the door for customers who do not want to touch the handle.
- ☐ Do not shake hands, touch or embrace others.
- ☐ Provide hand sanitizer and disinfectant wipes at each entry and POS station.
- ☐ Wear gloves while handling cash. Review all cash handling best practices on page 12.

# CANNABIS DELIVERY SANITATION



## Protect everyone with these best practices:

- ☐ Provide latex gloves and masks for staff.
- ☐ Avoid touching eyes, nose & mouth with unwashed hands.
- ☐ Use hand sanitizer and rub hands together for 60 seconds before handling orders to be delivered.
- ☐ Upon arrival, driver to text customer. Driver places a small plastic box or tray 6 ft in front of customer and backs away 6 ft. Customer to place payment and ID in the container, and steps back 6 ft. Driver verifies ID, confirms payment, leaves any necessary change in box. Driver places product next to box, and steps back. Customer takes product, ID and any change.
- ☐ Thank the customer and ask how they are doing; in these times of social distancing, a little kindness goes a long way. Encourage customers to wash their hands after returning inside their homes.
- ☐ Driver to wipe down box with disinfectant wipes. Driver to use hand sanitizer and rub hands together for 60 seconds before touching other items in vehicle.
- ☐ Use disinfectant wipes to clean the steering wheel, door handle and other high-touch surfaces frequently during delivery shifts.



# CLEAN CASH HANDLING



## Sanitation best practices for cash management:

While COVID-19 primarily spreads through droplets released into the air during a cough or sneeze, it can also be contracted by touching contaminated surfaces. Follow these guidelines to protect your employees:

- ☐ Always wear latex gloves when handling cash.
- ☐ After removing latex gloves, thoroughly wash your hands after handling money, before touching other surfaces
- ☐ Do not touch your face after handling money.
- ☐ Consider quarantining cash for as long as possible (24-72 hours) before putting it through a money-counting machine which could spread the virus into the air.
- ☐ Always wear a mask when putting cash through a money-counting machine.

# ALLOW CUSTOMERS TO ORDER AHEAD



## Set up simple ways for your customers to pick-up products.

To continue to serve your customers and patients in these new circumstances, create workflows to minimize contact and risk of exposure. Set up a designated Express Online Pickup Window in your lobby, separate from the check-in window, so shoppers can reduce their time inside the store. Ask your community who may have been exposed to COVID-19 to please stay home and order delivery if they need medicine. Consider adding flexible sales channels to help ease anxiety for your community during these turbulent times:

- ☐ Phone Orders
- ☐ Online Orders
- ☐ Express Pick-Up



# COMMUNICATING WITH CUSTOMERS



## Email customers to let know them how you are prioritizing safety, and ask they also take necessary precautions.

It's important that customers understand they have an essential role in doing their part to ensure safety when receiving cannabis products from the delivery driver. In addition to letting customers know what safety protocols you've enacted, be sure to communicate clearly how customers should interact with your employees.

- ☐ Consider ordering a supply that will last you for 6-8 weeks to reduce future contact with delivery drivers.
- ☐ Wash your hands for 20 seconds before the delivery arrives.
- ☐ Sanitize your government-issued ID before presenting it to the delivery driver.
- ☐ Have your own pen available in case the driver needs a signature.
- ☐ Provide correct change to pay for your order if possible.
- ☐ Wipe down all packaging with disinfectant when you return to your home.
- ☐ Thoroughly wash your hands again for 20 seconds before consuming any products.



# CREATE A LETTER OF ESSENTIAL BUSINESS

ALL EMPLOYEES SHOULD CARRY DOCUMENTATION TO SHOW THEY ARE PERFORMING AN ESSENTIAL SERVICE FOR A LICENSED BUSINESS IN CASE OF POLICE STOP.

YOUR LOGO

## ESSENTIAL BUSINESS CERTIFICATION

To Whom It May Concern:

On March 19, 2020, Governor Newsom issued Executive Order N-33-20 directing all residents immediately to heed current state public health directives to stay home, except as needed to maintain continuity of operations of essential critical infrastructure sectors.

This order includes "Workers in other medical facilities including cannabis retailers" and "Workers supporting cannabis retail" as part of California's designated Essential Workforce in HEALTHCARE / PUBLIC HEALTH.

YOUR BUSINESS NAME, LICENSE # is a licensed cannabis dispensary by the State of California, with operations at YOUR LOCATION ADDRESS.

The delivery driver with this letter works for YOUR BUSINESS NAME and is therefore designated an Essential Worker at an Essential Business. Please allow the holder of this letter to proceed to and from his/her location of work.

If you have any questions or would like to confirm the authenticity of this letter, please call any of the following individuals:

NAME  
TITLE  
PHONE

NAME  
TITLE  
PHONE

Thank you,  
OWNER NAME  
OWNER TITLE  
OWNER PHONE NUMBER

# CONSIDER REQUESTING CURBSIDE PICK-UP



## Write to the BCC to request special temporary permission.

Licensed retailers can request that the BCC allow temporary curbside pick-up at their retail location. This means employees are allowed to deliver products to customers on the sidewalk or the curb. If your community would benefit from curbside pick-up, you can write to the BCC with your license number to request temporary relief from the requirements of section 5025, subsections(c)(2)-(3) to offer curbside pick-up. Request relief from these specific licensing requirements for the duration of the coronavirus pandemic under Disaster Relief, Section 5038.

### BCC EMAIL TEMPLATE: [bcc@dca.ca.gov](mailto:bcc@dca.ca.gov)

"Given the current emergency situation with COVID-19, we are requesting that the Bureau grant temporary relief from the requirements of section 5025, subsections(c)(2)-(3) to allow us to conduct curbside pick-up at our retail location (**LICENSE #**). We request relief from these specific licensing requirements for the duration of the coronavirus pandemic under Disaster Relief, Section 5038. We will comply with all other BCC requirements including age and identity verification."

# CONSIDER REQUESTING CONTACTLESS DELIVERY



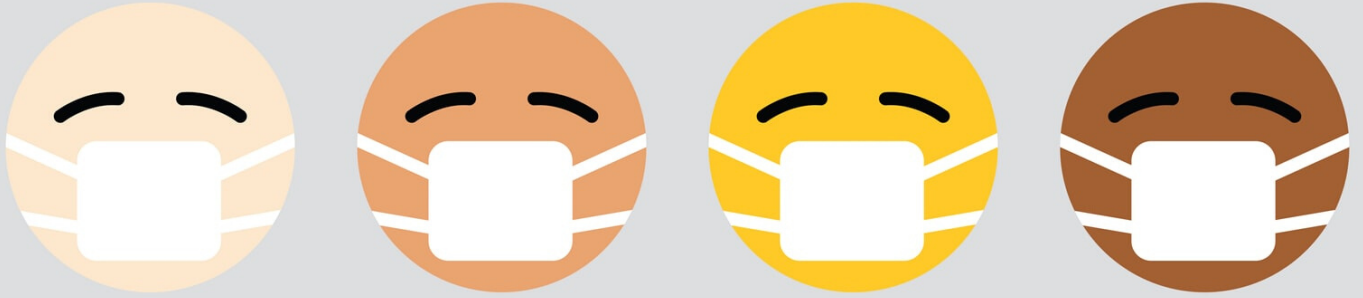
## Write to the BCC to request special temporary permission.

Licensed retailers can request that the BCC provide relief from specific licensing requirements during the coronavirus pandemic under Disaster Relief Section 5038 to allow temporary "contactless delivery," to help the community follow social distancing by lessening compliance requirements around interactions with customer signature and ID.

### BCC EMAIL TEMPLATE: [bcc@dca.ca.gov](mailto:bcc@dca.ca.gov)

"Given the current emergency situation with COVID-19, at (**LICENSE #**) we'd like to request that the BCC provide relief from specific licensing requirements for the duration of the coronavirus pandemic under Section 5038 to allow temporary "contactless delivery." For verification purposes, customers would still show their ID, but without physically handing it to the delivery driver. We further request temporary relief from any required customer signatures."

# WHAT TO DO IN CASE OF POSSIBLE EXPOSURE



## If an employee feels sick, take the following precautions:

- ☐ Send them home immediately. Request that they contact their primary caregiver and the local health department.
- ☐ Ask all staff to wash their hands and avoid touching their faces.
- ☐ Contact your local health department.
- ☐ Consider taking other employee's temperatures to check for fever.
- ☐ Temporarily close your facility for disinfection and deep cleaning, as outlined by your local health department.
- ☐ Check in on your employee; ensure they have notified their emergency contact and has sufficient support should they become increasingly ill.



# HOW TO DISINFECT AFTER EXPOSURE



**The CDC recommends following procedures if you believe that your dispensary was exposed to COVID-19:**

- ☐ Ensure all staff leave the facility after contamination before cleaning the facility; the virus has been shown to remain alive on plastic and steel for up to 72-hours.
- ☐ Open outside doors and windows when you return.
- ☐ All cleaning staff should wear personal-protective gear (latex gloves, gowns, face masks and protective eyewear).
- ☐ Thoroughly disinfect all countertops, register and POS surfaces, floors, door handles, light switches and equipment with an EPA-registered household disinfectant or diluted bleach solution (Search for "Disinfectants for Use Against SARS-CoV-2" to find a full, updated list of EPA-approved products.)
- ☐ Carefully remove and dispose of all cleaning equipment and protective gear. Wash hands for 20-seconds. Wear clean gloves to remove trash.
- ☐ Remove all clothing worn while disinfecting the area and put directly into laundry with hot water. Minimize the possibility of dispersing virus through the air; do not shake dirty laundry.
- ☐ Thoroughly wash hands for 20-seconds.



# ADAPT YOUR WORKFLOWS



## **Meadow makes it simple to adapt to changing situations... even this one.**

Workflows and SOPs need to be adjusted quickly and, in some cases, drastically. Built in California for California compliance, Meadow has the flexibility to serve whatever sales model you may need to implement, including online ordering, express pick-up, and delivery. The next few pages will walk you through how to activate and use these features so you can continue to operate and serve your community during this crisis.

## **We're Here for You.**

Let us know what support you need; we'd love to hear from you:  
[partners@getmeadow.com](mailto:partners@getmeadow.com)

# MEADOW WORKFLOW: WHITEGLOVE SERVICE



For enhanced cleanliness with in-store orders, shops that want to limit the number of hands on cash and inventory can set up a segmented workflow:

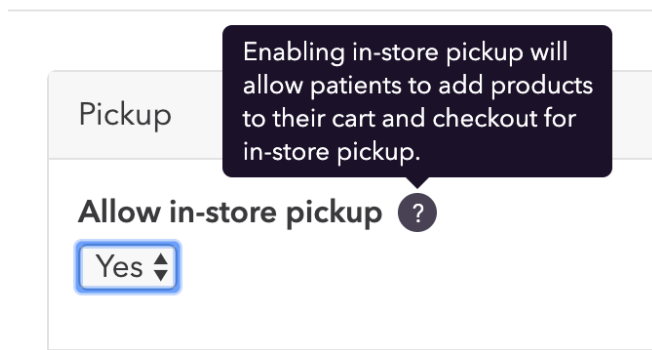
1. ORDER: Salesperson takes orders.
2. PACK: Packer prepares order.
3. PAY: Cashier takes payment.

This workflow requires shops to consolidate all of their inventory in a central, secure, inventory location. You can turn this on using Meadow with three iPads, one at each station.

# MEADOW WORKFLOW: EXPRESS PICK-UP

The best way for dispensaries to facilitate social distancing is with online ordering and express pick-up.

## TURN ON PICK-UP IN ONE CLICK:



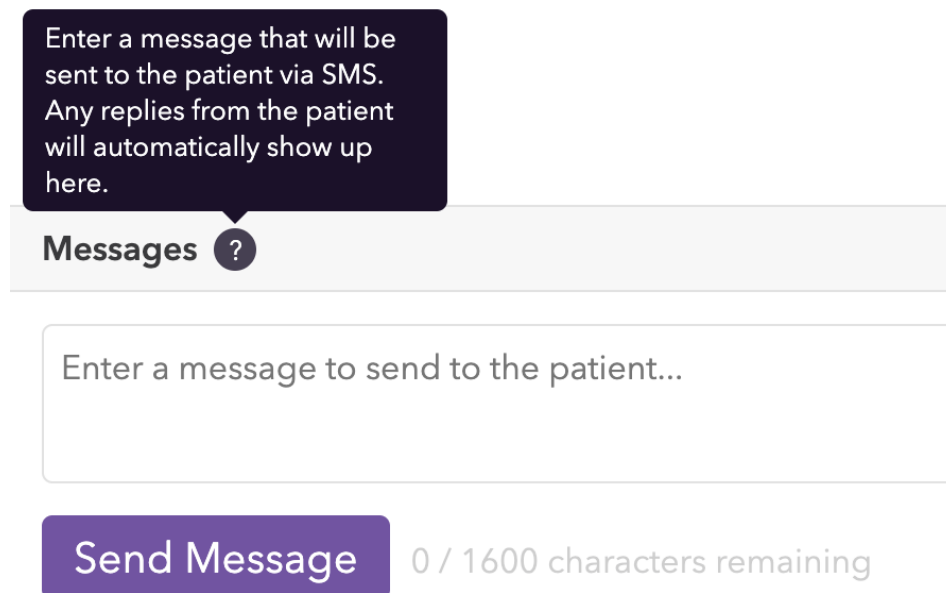
Pickup

Allow in-store pickup ?

Yes

Enabling in-store pickup will allow patients to add products to their cart and checkout for in-store pickup.

## SEND SMS VIA MEADOW ADMIN WHEN ORDER IS READY FOR PICK-UP:



Enter a message that will be sent to the patient via SMS. Any replies from the patient will automatically show up here.

Messages ?

Enter a message to send to the patient...

Send Message 0 / 1600 characters remaining

Want to send an update to the customer? Text messages can be sent to the customer via Meadow's admin panel.



# MEADOW WORKFLOW: ORDER ONLINE

Add a live menu to your website with one line of code.

Inventory syncs with your in-store and delivery POS and updates so customers always can see what's available in real time.

## Today's Menu









Menu

CARD GRID

FILTER

Search Products

Delivery Estimate: 45-60 minutes

 <p>THC: 17.26 CBD: 0.02 SATIVA</p> <p>Cuvee Cookies Flow Kana</p> <p>\$15 gram Sold Out</p>	 <p>SATIVA</p> <p>Dark Chocolate Bar Kiva</p> <p>\$20 each Add to Cart</p>	 <p>THC: 60MG SATIVA</p> <p>Marshmallows 12-Pack Mellows</p> <p>\$30 each Add to Cart</p>	 <p>THC: 5MG SATIVA</p> <p>Marshmallow - Singles Mellows</p> <p>\$5 Peanut Butte... Add to Cart</p>
 <p>INDICA</p> <p>Mochi Gelato Sherbinskis</p>	 <p>THC: 30% SATIVA</p> <p>Red Congolese Gold Seal</p>	 <p>HIGH CBD</p> <p>Releaf Balm Papa &amp; Barkley</p>	 <p>THC: 14.8% CBD: 4.7% SATIVA</p> <p>Pineapple Kush Gold Seal</p>

## Meadow's Menu Integrates With:

- ☐ Weedmaps
 ☐ Dutchie
- ☐ Leafly
 ☐ Enlighten

# MEADOW WORKFLOW: DELIVERY

TURN ON DELIVERY WITH ONE CLICK:

Delivery
General
Minimums

Delivery Estimate

☒ Enable delivery estimate

45-60 minutes

15 30 45 60 90 120 180+

Embedded Menu

Allow online ordering (delivery) ?

Yes

Allow orders when you're closed ?

No

Allow orders outside postal codes ?

No

Postal Codes

ex: 94103 Add

Update Delivery Settings

## Meadow's Delivery Settings Allow You To:

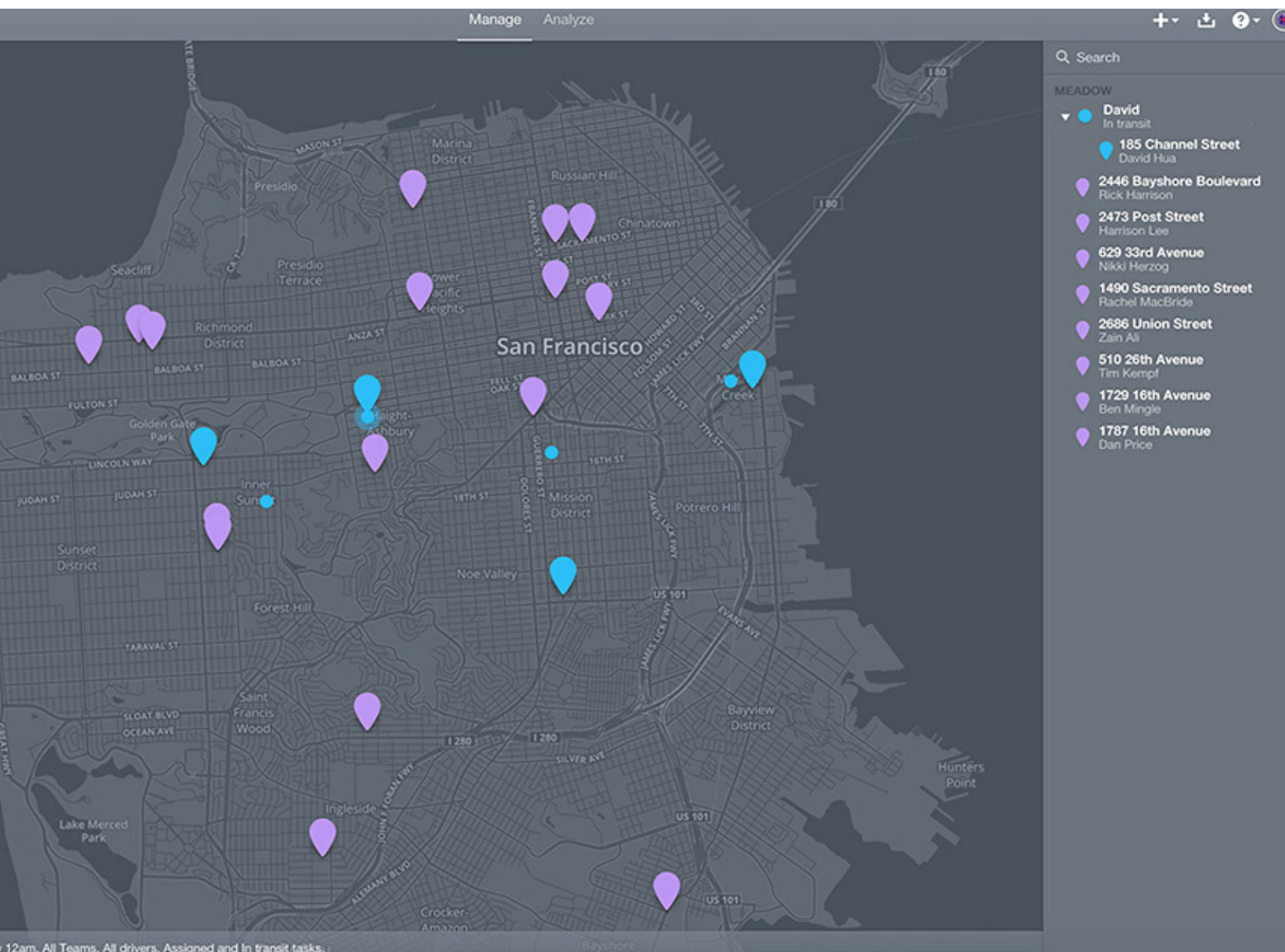
- Set the range customers will see when they order so they know how long they might wait on average.
- Set which ZIP codes your delivery service covers.
- Set minimum order values.
- Adjust tax rate per ZIP code.
- Choose whether tax is included in the price.



# MEADOW WORKFLOW: DELIVERY TRACKING

Seamlessly manage online & phone orders for delivery with Meadow's integration with Onfleet:

- Optimize routes for distance or traffic.
- Assign and schedule deliveries.
- Track driver locations and progress.



# YOUR SAFETY IS OUR PRIORITY

## Essential Social-Distancing and Sanitation Guidelines



STAY HOME if you feel even a little sick.



WASH YOUR HANDS frequently with hot soapy water for 20 seconds.



DON'T TOUCH eyes, nose or mouth with unwashed hands.



STAY 6 FEET AWAY from others.



SNEEZE OR COUGH into tissue or your elbow. Wash your hands immediately after.



WEAR A FACEMASK when leaving home.

**CORONAVIRUS IS HIGHLY CONTAGIOUS.**

**Please DO NOT enter this facility if:**

**You are experiencing a fever, cough, or shortness of breath.**

**You have been in close contact with a person who is ill.**

# CLEANING LOG

Disinfect door handles, counter tops, POS & high-touch surfaces.

Date	Time	Staff Name	Description of Locations Cleaned
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**WE'RE ALL IN THIS  
TOGETHER.  
STAY CALM.  
STAY POSITIVE.  
KEEP IT CLEAN.**



**STRONGER. FASTER. TOGETHER.**

**PARTNERS@GETMEADOW.COM**