Health Measures Business Cannabis Companies are Taking to Reduce Impact of COVID-19

- Strict compliance with [CDC guidelines](https://www.cdc.gov) as well as directives from Governor Polis and local governments.
- Promoting online ordering and “call ahead ordering.”
- Using internal and external systems to maintain appropriate social distancing.
  - Having patients and customers wait in their cars (instead of in waiting rooms) until their turn.
  - Communicating with customers “in line” via text.
  - Reducing/controlling the number of people allowed in waiting areas and bud rooms to ensure 6-foot spacing.
  - Using chalk lines and/or barriers outside to ensure clear 6-foot spacing of patients.
- Extensive signage both inside and outside facilities notifying employees, patients and customers of CDC, CDPHE and local guidelines and requirements to prevent spread.
- Cleaning all surfaces frequently (doors, counters, desks).
- Elimination of “smell jars.”
- Promoting pre-packaged products instead of deli-style service wherever possible.
- Staff wearing gloves and masks.
- Frequent & thorough hand washing protocol by all staff.
- Placement of hand sanitizer at retail counters.
- Installation of hospital grade air cleansing equipment, such as ultraviolet light run nightly.
- Increased ventilation.
- Elimination of swing shifts to reduce the number of different budtenders.
- Switching in-person meetings to online/phone.
- Allowing non-essential employees to work from home.
- Using CDPHE approved products for cleaning and sanitation.
Below are are sample changes to a retail cannabis company’s SOPs:

**Modified Retail Procedures Effective Immediately**

In response to the Governor's order, and for the ongoing safety and health of our employees and customers, effective immediately please adhere to the following retail requirements:

Our existing sanitation protocols need to be stepped up even more with effective and constant cleaning of door knobs, horizontal surfaces and other surfaces that are touched or where germs can gather and be touched.

All retail transactions must be conducted in a way that provides for CDPHE recommended distancing of 6 feet between customers and between customers and staff. This can be accomplished by asking the customer to stand two or three steps back from the counter while making their order and then filling their order and sliding it to the front of the counter for them to pick up while our budtenders step back to assure minimum distancing. If POS stations are too closely packed to allow customers to stand at least 6 feet apart, close POS stations as appropriate. If a customer won’t honor this process, please ask them to do so. If they won’t, then politely ask them to leave.

All waiting rooms must be maintained to allow customers to wait at least 6 feet apart. Waiting rooms should be cleaned regularly and consistently as previously instructed with stepped up efforts wherever possible.

All lines at stores should be maintained with customers at least 6 feet apart. We will be posting signage to this effect. This includes getting customer cell numbers while they are waiting in line and having them sit in their car if appropriate.

Thank you all for helping us protect our employees, our customers and our communities!