

## **Chapter Five**

### **Dispensary Operations Manual**

The operations of the medical marijuana dispensary (or recreational marijuana) are generally documented by an operations manual. Many states mandate that dispensaries provide a copy of their internal procedures manual which in certain states must be approved, and any edits or revisions must also be submitted for approval. There are a number of common elements that most regulatory agencies look for in evaluating dispensary operations manuals which include:

- a. A floor plan of the dispensary showing all windows, access, counters, display cases, storage areas, shipping and receiving areas, employee areas and any ancillary offices and rest rooms.
- b. A detailed description of all security systems, cameras, specific locking mechanisms, drop safes, and any other security device utilized by the dispensary.
- c. A detailed narrative of the dispensary's security policies, safety and security procedures, crime prevention, product diversion prevention, robbery/fire/emergency procedures and any other policy designed to protect the public and the dispensary's employees.
- d. A corporate organizational chart (often found in the business plan as well) with contact information and emergency numbers.
- e. A listing of all physical assets in the dispensary including counters, point of sale systems, scales, storage systems, safes, etc.
- f. A database of all forms to record sales, inventory receiving and disbursing, employee schedules and contact information, patient information, etc.
- g. Operations manuals for all weighing, measuring and disbursing methods for products sold.
- h. Copies of all curriculum used in employee training manuals (including patient confidentiality laws, emergency responses, and duties of each employee).
- i. Part of every dispensary operations manual should include a physical description of the facility, with specific detail of the physical plant in order for employees to understand the layout, and to also help create systems and operations that are fully documented. The documentation should include:

- A) Layout And Square Footage Of Each Room;
- B) Overall Square Footage Of The Dispensary Facility;
- C) Name And Function Of Each Room;
- D) Doorways Or Pathways Between Rooms;

- E) Means Of Ingress And Egress;
- F) Location Of Restricted And Limited Access Areas;
- G) Location Of Cannabis Storage Areas While The Dispensary Is Open For Business;
- H) Location Of Cannabis Storage Areas While The Dispensary Is Closed For Business;
- I) Location Of The Sink And Refrigerator, if any;
- J) Location Of All Safes Or Vaults That Will Be Used To Store Cannabis, Cannabis Products Or Currency;
- K) Location Of Each Computer Used To Check Qualifying Patient Cards Or Designated Caregiver Registry Cards;
- L) Location Of Each Computer And Cash Register Used For Point Of Sale Transactions And To Access The State's Verification System;
- M) Location Of Fire Exits;
- N) Location Of Each Toilet Facility;
- O) Location Of A Break Room And Personal Storage Lockers, If Any;
- P) Location Of Patient Counseling Areas;
- Q) Location Of Each Video Camera;
- R) Location Of Each Panic Button; And
- S) Location Of Natural And Artificial Lighting Sources.

This is not meant to be all inclusive list. The operations manual in this chapter is a solid blueprint for customizing your own to fit your state's specific requirements. The operations manual must show how inventory is accounted for and protected, how cash is counted and secured, the audit/control data for all inventory, all delivery dispatch logs and manifests, opening and closing procedures, client/patient verification, etc. The medical and recreational marijuana business is dynamic and the statutory regulations are constantly being modified by both the voters and regulators to reflect the changes ongoing in the industry.

Operations of a medical marijuana dispensary often require visits from outside vendors, repair people, government officials, and others who have a legitimate reason to be in the store without being a customer. Due to the nature of the medicine, it is important to verify everyone's identity who walks into the store as either a customer or as a vendor/visitor. **Vendors should never be allowed in unless scheduled by the operations manager.** No exceptions. Emergency vendor actions such as repairing heating/air conditioning, fixing the safe, computer network repair, are all scheduled. The only people who may enter without prior notification are government officials, the police, the fire department, or other first responders for an emergency.

# **MASSACHUSETTS MEDICAL MARIJUANA DISPENSARY**

## **DISPENSARY OPERATIONS MANUAL**

DATED: June 1, 2015

REVISION NO.: 3A

Copyright 2015  
Massachusetts Medical Marijuana Dispensary, LLC.  
(Dispensary Operations Manual) All rights reserved

## SECTION 1. STORE OPENING PROCEDURES

### ***IMPORTANT NOTES***

The keyholder or manager on duty is responsible for unlocking the store, opening the gates, turning off the alarm, checking beginning inventory, and preparing for customers by reading any notes or emails left by the closing personnel in regards to any issues or inventory ordering.

The general order of opening is as follows:

- a. Manager should arrive 30 minutes prior to store opening to insure readiness.
- b. If there is evidence of any tampering with the lock, or attempted break in, the manager must call the police and not enter the facility.
- c. Turn off the alarm. The manager must know and be trained in using the "duress code" in the event he or she is ambushed at opening.
- d. Do a visual check to insure all windows, inventory, and physical assets are undisturbed.
- e. Turn on lights for dispensary operations.
- f. Open the safe, and place cash drawers in respective registers.
- g. Move inventory to behind counter, and put sample jars out on counter.
- h. Turn on the computers and POS systems (if turned off).
- i. Turn on music for the store.
- j. Insure air conditioning/heating system is set at proper temperature.
- h. Inspect store for cleanliness and review inventory listings.
- i. Prepare to assign any tasks or duties necessary for arriving employees.
- j. Activate any working displays, signage, or video displays.
- k. Check signage for remove dates for sales or promotions.
- l. Check email or computer messaging and respond as necessary.
- m. Insure security cameras are operational and recording from monitor in back office.
- n. Prepare any notes for employee tasks.
- o. Activate burglar alarm.
- q. Insure that front door and exit doors are locked until other employees arrive.

***The manager will have a daily checklist to insure all tasks are complied with, and the facility is left stocked and neat for the next day's operations.***