

Iowa Cannabis Company

Waterloo, IA

— IDPH Presentation May 4, 2018 —

Dispensary Staff

Staffing Needs

Hiring Tactics

Training Practices

Desired Qualifications

Education Requirements

Dispensary Manager (will hire locally)

- 3+yrs management experience in a retail environment
- 2+years clinical experience

- Bachelor's in Business, Management, or related field
- 2-year degree in a medical field
OR
- BSN

Dispensary Assistant Manager (will hire locally)

- 2+yrs clinical experience
- 3+yrs customer service/ retail experience
- 3+yrs experience in a leadership (shift lead, supervisor, etc) role, preferably in a retail environment

- Bachelor's in Business, Management, or related field

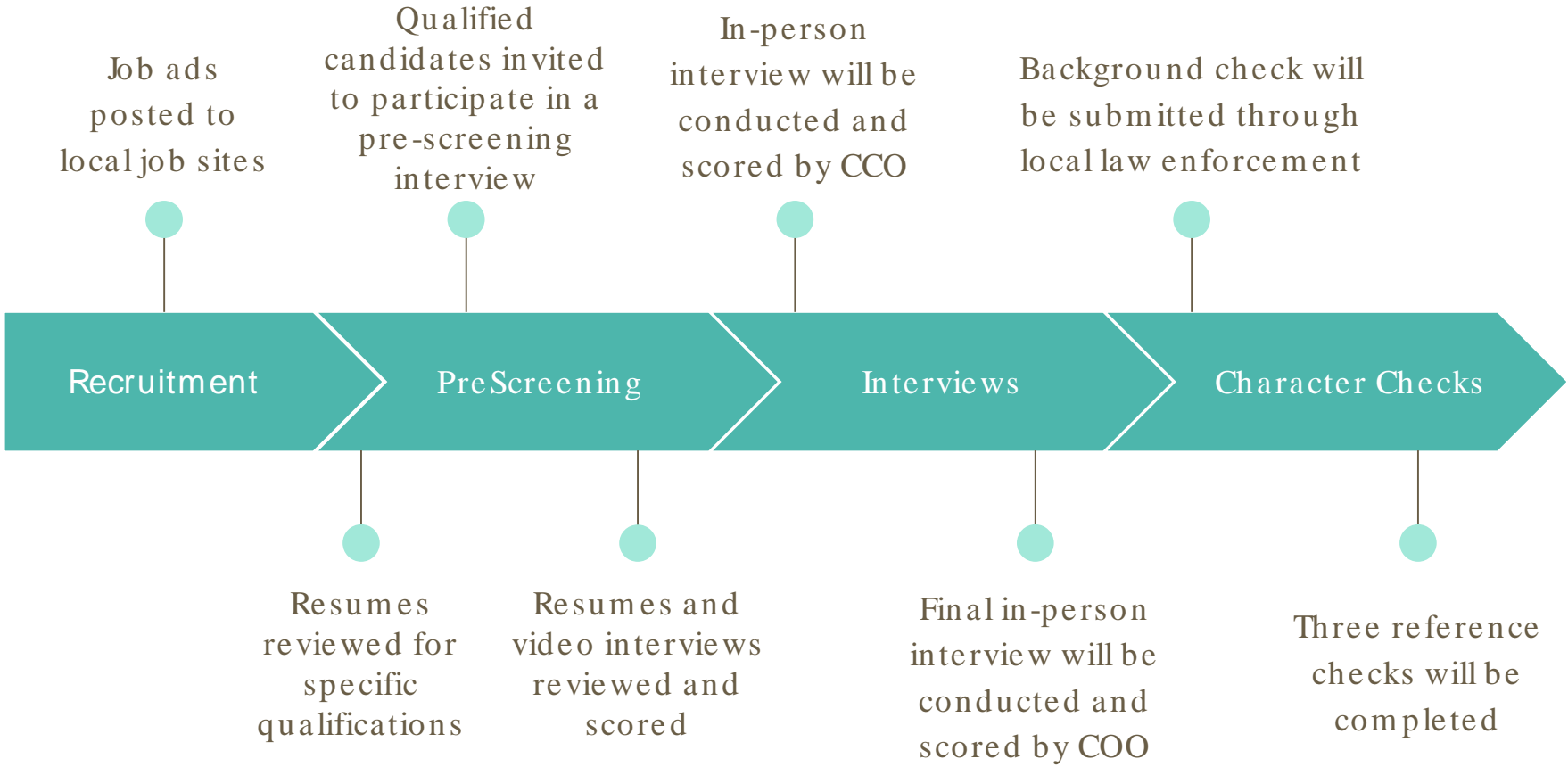
Dispensary Technician (will hire locally)

- 3+yrs customer service/ retail experience, preferably in a medical setting
- 2+yrs cash-handling and POS experience

- High School Diploma

Iowa Cannabis Company: Staffing Needs

Iowa Cannabis Company: Hiring Tactics



Classroom Training

Duration: 2 Weeks

Topics of Study: Facility security systems, storage procedures, inventory tracking and management, diversion prevention, record keeping, waste disposal, dispensary operations, and patient education

Hands-On Training

Duration: 2 Weeks

Mock Training: Cash-handling, sanitizing facility, reviewing inventory manifests and identifying discrepancies, printing package labels, disposing and dispensing mock inventory, greeting patients, accepting and rejecting deliveries, audits, recalls, patient interactions, and emergencies

“Soft” Opening: Employees will practice daily operational tasks, including dispensing mock cannabidiol

Employee Development

Occurrences: 90 days initially; every 6 months

Additional Training: Safe handling of medical cannabidiol, common industry hazards, current health and safety standards, medical cannabidiol sales best practices, and legal updates

Dispensary Operations

Daily Operations

Patient Flow

Patient Care

Business Hours: Sunday-Saturday 8am-4:30pm, excluding holidays

Maintaining a safe and secure facility:

- Controlled access areas accessible only by RFID chip technology in staff badge
- Security systems in place with remote-access video surveillance 24/ 7
- Panic buttons located throughout facility with direct access to law enforcement
- Storage vault access limited to dispensary manager and assistant dispensary manager
- Unsellable product cabinet access limited to dispensary manager and assistant dispensary manager
- “Active” inventory counted daily; Inventory audits completed weekly by dispensary manager

Opening Duties: 7:30am-8am

- Sellable products in storage vault separated into “active” and “back-stock” inventory
- “Active” inventory stocked to sales floor
- Educational reading material stocked
- Technology turned on and working correctly
- Cash reconciliation
- Cash counts

Closing Duties: 4:30pm-5pm

- Sellable products counted and verified through the inventory tracking system
- Sellable products organized and stored in storage vault
- Clean and sanitize facility
- Cash counts
- Finalize inventory tracking system sales report

Iowa Cannabis Company: Daily Operations

Iowa Cannabis Company: Patient Flow

Waiting Room

- Patient will be greeted and checked in by dispensary technician, including ID verification
- Educational materials available
- **Initial Visit:** Initial Intake Form completed
- **Follow Up Visits:** Follow Up Form completed

Consultation Room

- **Initial Visit:** Educate on THC, CBD, formulation storage/administration, initial recommendation, schedule phone follow up
- **Follow Up Visits:** Discuss safety and efficacy, alternative recommendations

Sales Area

- Triple verification completed on labels/medicine
- Patient information entered into patient tracking system
- Company cash-handling procedures will be followed
- Educational material available

Iowa Cannabis Company: Patient Care

Qualifying Condition	Presentation	Initial Recommendation	Dosing Considerations
Multiple Sclerosis	Spasms, cramps, stiffness, pain (muscle and nerve), weakness, insomnia, fatigue, depression, and agitation	1. Balanced; Patient preferred dosage form THC 2.5mg orally, starting in the evening 2. CBD Dominant 5mg- 25mg orally after dinner	Degree of disability; Concomitant medications (antispasmodics, antidepressants, analgesics)
Parkinson's Disease			
Amyotrophic Lateral Sclerosis	Progressive loss of cognitive and bodily functions Increased risk of falls		
Untreatable pain	Bone pain, muscle pain, joint pain, nerve pain/phantom limb, headache/migraine, fibromyalgia (allodynia, hyperalgesia)		Consider additive impairment/intoxication (altered mental status, impaired coordination, slowed reflexes)
Crohn's Disease	Cramps, spasms, cramps, abdominal fullness/bloating, lack of appetite, insomnia, fatigue	Consider food related symptoms; administer before meals to increase appetite	

Iowa Cannabis Company: Patient Care

Qualifying Condition	Presentation	Initial Recommendation	Dosing Considerations
Cancer (pain, nausea, cachexia)	Condition or treatment related pain, nausea, vomiting, cachexia/anorexia Symptom management to improve quality of life	1. Balanced; Patient preferred dosage form	Avoid swallowing/ intestinal absorption if actively vomiting
HIV/AIDS		THC 2.5mg orally, starting in the evening	Avoid tinctures: - Certain HIV medications can interact with alcohol, - Mouth sores related to chemotherapy and radiation
Terminal Illness		2. CBD Dominant 5mg- 25mg orally after dinner	
Seizures	Convulsive or non-convulsive, cognitive impairment, difficulty focusing, fatigue, sleep disturbances	CBD dominant 2mg/lb (1mg/kg) divided twice daily Up to 100 mg/day Oral, sublingual or transdermal	Obtain baseline antiepileptic drug levels, when available, to identify potential drug interactions Separate medication administration by 1 to 3 hours when possible Additive cognitive impairment, sedation, dizziness and weakness.

Thank you