

# **Operations Manual**

**For the Victoria Cannabis Buyers Club**



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## Foreword

The mandate of the VCBC is to provide cannabis medicines to people suffering from chronic ailments. We are a nonprofit organization. We provide an essential service to the community and offer a safe space for our members to gather and medicate in, as well as engaging in advocacy work. What makes us different from other NPOs is that, because of the illegality of our activities, we don't have access to the types of funding available to other such organizations, so our activities are funded through revenues generated from the sale of products to our membership.

Our organization has been through countless changes since it began operating in 1996 out of the back of an old van. First it moved into a bachelor apartment in an apartment building in the downtown core. It ran there for a few years until 2001, when it moved into its present location at 826 Johnson Street. Through all of these moves, the demographic we serve and their needs have been continually shifting as public attitudes toward cannabis as medicine have changed (in no small part due to the efforts of our group and others like us across the country and around the world).

When Ted Smith created the VCBC, he modeled it after the San Francisco Cannabis Buyers' Club, which was founded by Dennis Peron, "Brownie Mary" Rathbun, and Tod H. Mikuriya, among others. They did much more than sell medicine to the many people who were ill with AIDS in San Francisco at the time - they provided a community for those people to heal themselves in. It could be said that this society was just as medicinal as the medicine they all shared a need for.

As a staff member at the VCBC, you should keep this in the back of your head at all times. Things get very hectic, and business is always growing and changing, and it can become overwhelming at times. This is where this operations manual comes to play. By familiarizing yourself with it and the workflow that it outlines, you should be able to stay on top of all the noise and chaos of business and really get to know your members. This is truly the most rewarding aspect of such work.

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# **1. Membership Regulations**

Members are the core of a successful medical cannabis operation. Regulations around membership are what make these clubs functional by distinguishing them from “pot stores” that would serve the general population cannabis for recreational purposes. By appealing to the various court decisions that have found that sick people have a constitutional right to safe access to this medicine, we are allying ourselves with the justice system and the Canadian Charter of Rights and Freedoms.

## **1.1 Membership Criteria**

1.1.1 We provide membership free of charge to individuals dealing with chronic physical and mental conditions, meaning people dealing with a permanent physical disability or disease, or those with other ailments who have a specific recommendation for medical cannabis use, except for some mental health patients as explained in 1.1.5.

1.1.2 We require evidence of an individual’s chronic condition in the form of a Proof of Condition (POC). This is a document stating the patient’s name and condition or disease, signed by a qualifying medical professional on their official stationery. The POC should contain the doctor’s contact information and signature, or be validated by a lab if the POC is presented in the form of test results. We only accept POC’s from certain medical professionals and medical labs, plus a membership to the Canadian National Institute for the Blind, (CNIB), or an appointment card with the cancer clinic. We also accept proof of condition from Chiropractors, Naturopaths, nurse practitioners, and psychiatrists. Any concern about validity of documentation can be resolved with management.

1.1.3 If a person has MMPR or ACMPR documentation, it can serve as a POC. Membership to a Licensed Producer will suffice so long as the patient's name, prescription for cannabis and prescribing doctor’s name is on the document.

1.1.4 If a person has an explicit written recommendation from a doctor for the use of cannabis, this will serve as a POC (prescription for cannabis specifically).

1.1.5 Patients with schizophrenia, personality disorders or extraordinary mental health problems require an explicit written recommendation for the use of cannabis by their physician and/or psychologist.

1.1.6 The VCBC requires that individuals have reached the age of majority (19) or have their legal guardians explicit written consent to become members and use medical cannabis.

## **1.2 Entering a New Member into the System**

1.2.1 The following steps are to be taken in signing up a new member. Sign-up Paperwork is completed while the new member is undergoing orientation (see Appendix A). A sign up requires: a valid proof of condition, a copy of government issued ID to confirm the patient's name, and our completed member application.

1.2.2 Check the POC and government issued photo identification. Have a senior staff double check if you are unclear about their qualifications.

1.2.3 If there is any question about the validity of the POC, ask the prospective member if you can call their doctor to confirm their condition.

1.2.4 If the prospective member agrees, call the doctor's office and verify that the candidate is indeed a patient there.

1.2.5 If the prospective member does not agree, inform them that membership may not be granted. Consult with senior staff.

1.2.6 Request a photocopy of the POC for our records. We use the POC as proof of qualifying medical condition for future reference.

1.2.7 We do not require a photocopy of the candidate's photo ID and we do not keep copies of ID on site for privacy purposes.

1.2.8 Run the name through Biotrack to ensure that the prospective member is not a cut-off member trying to re-apply.

1.2.9 If the patients has all their documents and you are ready to make them a member, make a photocopy of the POC. On the photocopy of the POC, write the member's name, new member number, the date, and your staff initials, all along the bottom corner of the right side of the page so that this information is easily accessible from the filing cabinet.

1.2.10 Have the candidate fill out and sign the membership application.

1.2.11 Consult the master list for the next available member number.

1.2.12 On the top of the completed member application write the member number. In Biotrack complete patient entry into database including name, contact information, and all other pertinent information. For patients with temporary authorizations with term limits, add a note to their Biotrack account with the date of signup and the expiration of their 30 day membership.

1.2.13 After the forms have been filled out they can begin the orientation procedure (see Appendix A). File the completed membership application with the POC in the filing cabinet, alphabetically by last name.

1.2.14 Add number to Master List with following info: legal name and optional preferred name, date, "POC on file", and initials of staff who completed the sign-up paperwork

1.2.15 Enter new member info onto a new index card following example from another card in the index.

1.2.16 Use the member's information to make a member card for them with their name and member number.

### **1.3 How to Enter a New Employee Into the System**

1.3.1 Ensure employees have read the Employee manual, signed worksafe documents, and have a profile made on Quickbooks. Additionally, all staff must read and sign our agreement and policy documents (Appendix F to K)

1.3.2. Walk through of VCBC - orient employee to these spots:

Fire extinguishers, first aid kit, eye wash station, wet floor signs.

Lobby - Front desk, rosin press, line for members to stand behind, display cases.

Office - hours book, cannabis bins, mail order station, employee manuals, member returns.  
Cleaning supplies location - cleaners, mop, broom, gloves, garbages, garbage bags.

Fridges and freezers - special note on distribution location.

Cleaning checklist

1.3.3 How to fill out and taking breaks - break board

1.3.4 Calendar in the back for Days off sheet

1.3.5 Hours book (how to fill out worked shifts)

1.3.6 You are not to be intoxicated at work. Please consume no more than medically required

1.3.7 All employees must obtain their Food Safe and First Aid training

1.3.8 Concept and Mandate (i.e., how we approach member interactions at VCBC

Compassion: The amazing work each employee does and the need for self care to maintain this

Timing: What our members see and what we really do - balancing the team priorities, time management and a personal sense of urgency

Products: Honesty, Our guarantee of integrity

Products - Go through the sign up product introduction (Appendix A)

1.3.9 All VCBC products are broken down into “strain categories” and then specialized from there - sativa, indica, hybrid and CBD. Edibles - cold infusion products (stakenol and kamut), ingredients in edibles and how they help us specialize. Capsules - Specialities and strength

1.3.10 Bio track

Assign a login, password and pin

Youtube videos - biotrack tutorials

Show them how to look up members, and do sales.

1.3.11 Member Sales - How to approach budtending. Recommendations - confidence and honest

1.3. 12 How to help someone figure out what they want (smoke vs ingest? Sativa or indica)

1. 3. 13 Security Risk Assessment - You have the right and responsibility to say no to anything that makes you feel uncomfortable. Incase of ANY emergency, do not hesitate to dial 911 - these could include medical emergencies for member

1. 3. 14 Every staff member must have up to date first aid - If there are staff waiting to be certified, a minimum of one person must be First Aid trained and on shift at all time

1. 3. 15 Every staff member must have Serving It Right

1. 3. 16 In the event of a robbery, fully cooperate. Your safety cannot be replaced but everything else can.

## **1.4 Home Sign-Up**

1.4.1 Home sign-ups are for prospective members whose health prevents them from being able to



come to the club in person. They will usually be initiated via the phone, or through an emissary. See the Phone Consultation document pinned in the front office.

1.4.2 Find out if the prospective member plans on making a purchase of smokable cannabis. If so, ask if they know how much and what kind(s) they want. Be sure to mention our edible and topical products so we can bring samples of appropriate products.

1.4.3 If possible, arrange for a caregiver to be at the appointment so they are aware of the club rules and may be listed on the new member's account as being allowed to make purchases on the member's behalf at the club. If a caregiver will be making purchases for the member, make sure to note the caregivers name on the member's Biotrack file.

1.4.4 At the appointment, go over all of Sec. 15 (Member Orientation) but you can exclude the club tour. Also discuss Sec. 6 (Deliveries) so they know we can drop medicine off to them if they can't come to the club.

1.4.5 The staff member who performs the home sign-up is also responsible for: having the member fill out the application form, filing the new member's POC (see sec. 1.2.10), adding the new member to the master list (see sec. 1.2.14-15), making and filing a new member index card (see sec 1.2.16), and creating a new member computer file and card (see sec. 1.2.12).

### **1.5 Members of Other Clubs**

1.5.1 The only other club's we will accept memberships from without a POC are the Vancouver Island Compassion Society (VICS) and the BC Compassion Club Society (BCCCS). We take a picture of their membership card as a POC.

## **2. Membership Conditions**

We deal with a large cross-section of the population, many of whom suffer from debilitating physical conditions that pose multiple barriers to a standard quality of life. All staff and members of the club would do well to appreciate this. Unfortunately, from time to time an incident will occur that warrants the suspension or termination of a membership. This will usually be due to the member redistributing their medicine, though there have been times where violence or other inappropriate behaviour have warranted such action.

### **2.1 Member Status**

2.1.1 Unmarked members are "members in good standing" and are free to enter the club.

2.1.2 Blue members are members currently being monitored for suspicious behavior.

2.1.3 Yellow members are members that must speak directly with the most senior staff member (usually Ted) before they can access services. When a yellow member enters the club, remain calm, read the notes present on their Biotrack and calmly communicate the situation to management. If not present, a phone call should be made to Ted. If no representative is available, the member is to be informed that they must return at a later time. If there is any question on how to proceed or when to schedule the meeting phone a manager.

2.1.5 Red members are members that have been "cut off". Please politely inform and red members

entering the store that they are no longer welcome on the premises. If the member refuses to leave or has questions about their termination ask a manager for their assistance.

2.1.6 If a red member comes into the club with an active member, the active member should be informed that the red member is no longer welcome here, and asked not to have them accompany them into the store, unless they are the active member's partner, in which case the ex-member may still wait in the front lobby.

## **2.2 Lost Cards**

2.2.2 If a lost card has been found, store it in the card catalogue and make a note on the member's Biotrack about finding it.

2.2.3 Members who have lost their cards, who cannot remember their member number, and do not have government issued photo ID cannot purchase cannabis.

## **2.3 Inappropriate Member Behaviour**

2.3.1 Discrimination, sexism, racism, religious persecution, slander, defamation of character, harassment and intimidation are strictly prohibited within the club.

2.3.2 If a member displays any of these actions or behaviors, they should be politely asked to stop immediately. If needed, the member should be politely asked to leave the club.

2.3.3 If the member does not comply with your polite requests, involve a senior staff member immediately.

2.3.4 If there is an occurrence, make a note of the member's actions or behavior on their profile.

2.3.5 If a member is obviously intoxicated, ask a senior staff member to help you escort the member out of the club. If a transaction is allowed by the senior staff member, notify the member that they must make their purchase and leave without using the vapour lounge. If in any doubt about how to proceed, call for a senior staff member.

2.3.6. If a member causes a problem, note the behaviour in the Sketch Files note book in the office and we will discuss all issues with members at our monthly staff meetings.

## **2.4 Suspicious Behaviour**

2.4.1 It is of the utmost importance that any suspicious behavior be monitored and noted for the protection and security of all members and the club.

2.4.2 Staff should be constantly on the lookout for indications that a member intends to sell products to non-members.

2.4.3 We make an exception for the gifting of cannabis between family and close friends. We are primarily concerned with stopping the resale of cash for cannabis products.

2.4.4 If redistribution is witnessed or strongly suspected, the member should be flagged and a note made

on their account immediately and senior staff informed.

2.4.5 Possible indications of the intent to redistribute include: inadvertent verbal affirmations of intent to redistribute, desire to have the same medicine in multiple bags or containers, non-member(s) waiting outside for a member, especially who are trying to stay out of sight, interactions between a member and a non-member(s) outside that visibly could be a transaction or hand-off, a member keeping money in separate piles or in different pockets, and a member who has lots of \$5 or \$10 bills.

2.4.6 Random large purchases or sudden variation in buying pattern. Example: a member consistently buys 1g of cannabis a day, then suddenly buys 1/2 oz or more. This is especially true if they resume their regular buying pattern the next day.

2.4.7 Joint rolling or repackaging in the bathroom as this is a sign of possible redistribution. Be on the lookout for residue on the toilet or in the sink.

2.4.8 Any rude or aggressive behavior. Particularly in the case of aggressive behavior, the member should be immediately yellow flagged and senior staff informed.

2.4.9 A few areas people tend to wait outside the store for members who are redistributing are in front of Central Care Home, the smoking area by the government office, and the bus stop across the street.

2.4.10 A member who commits an incriminating act with sufficient evidence before a transaction has been completed should be immediately flagged on their computer file. If warranted, the transaction should be immediately halted until the reason for the note is resolved by the member and senior management.

2.4.11 A member who commits an incriminating act with sufficient evidence after a transaction has been completed should be immediately flagged on their computer file.

2.4.12 Do not make the member aware of your suspicions. The member may further incriminate themselves prior to speaking with the management. It is in your best interest to avoid letting the member know you are suspicious of them

2.4.13 Members who are flagged are not permitted to enter the club until they have spoken with the management and all issues have been resolved.

2.4.14 Misuse of the club may be cause to flag a member, and/or may result in a member being asked to leave the club for the day, and/or may result in a member being banned from the vapour lounge for a period of time . Misuse of the club includes: extended bathroom use, or IV drug use in the bathroom (more than 10 minutes in the bathroom without a reasonable explanation results in the member losing bathroom privileges), use or preparation of tobacco in the box, panhandling or “mooching” (asking to share other member’s medicine), consistent foul or disrespectful language, excessively loud or inconsiderate conversation in the vapour lounge, or spending too much time in the vapour lounge.

## **2.5 First Aid and Medical Emergencies**

2.5.1 First Aid training is provided to all staff at the expense of the club, and staff will be paid full wages for the time they spend taking the course. All staff are encouraged to take advantage of this.

2.5.2 The First Aid kit is located on the fridge just outside the storage room door (near the bathroom).

2.5.3 In the event that someone requires First-Aid, the employee with the highest level of First Aid training assumes command of the situation and directs others.

2.5.4 Always remember, we deal with a lot of people who have blood-borne illnesses. Use extreme caution whenever a situation involves bodily fluids, and keep members and staff who aren't assisting in treatment or cleaning well away from the area.

2.5.5 If a situation requires an ambulance, call one immediately. This warrants closing distribution and the box temporarily, at the discretion of the manager. Any staff not engaged in treatment should evacuate all members, informing them that we will reopen as soon as the ambulance has left, and then put any medicine away.

2.5.6 Any incident requiring the attention of a qualified first aid attendant must be recorded in detail as an "incident report" to be filed. We are legally required to complete the Worksafe First Aid Record document found in the Staff Communication binder when a first aid incident takes place. Return completed document in Staff Communication binder to be filed by management.

### **3. Daily Operations**

#### **3.1 Member Access**

3.1.1 Type in the member's card number into Biotrack and check their profile for their status. Unless a note pops up, give them their card back and tell them to proceed. A member can either memorize their number, show you a card or their photo ID to be able to purchase.

3.1.2 Check them into the Club on their profile by clicking the "check in" button.

3.1.3 In the event of a problem with the computer, use the index card system to check their status, and enter the information as soon as possible in the computer.

3.1.5 If a member does not know their member number or have their photo ID they cannot purchase cannabis.

3.1.6 Suppliers, other professionals, and friends of staff are allowed into the club under the supervision of staff. Non-members who are waiting for members are allowed to use the bathroom.

#### **3.2 Opening Procedure**

##### **Before 10 am:**

3.2.1 Staff need to arrive for their shift prior to 9:45am on weekdays and 10:45am on Sundays and holidays. Startup the computer, log into Biotrack. Put the float in the til.

3.2.2 Check phone messages and write them down and pass along the information to the necessary parties, they will often be bakery pre-orders, mail orders or general questions about the club.

3.2.3 Move dry used rags and towels from the bathroom and kitchen into the laundry bags and check the vapour lounge to make sure the ashtrays and rolling trays are out. Make sure the dab rig is clean, dab tools are out, and the rig is turned on.

3.2.4 Make sure you have logged your hours in the Staff hours book in the front office. If you don't get your hours written in the book by Monday morning when payroll is done for the week prior, you will

have to wait an extra day to be paid.

3.2.5 Turn on the exhaust system in the kitchen, and ensure the vapour lounge hepa filter unit is turned on max (#6 on the remote control).

**After 10 am:**

3.2.5 At 10AM (11AM on Sundays, and holidays), yell “Game on!”, tie up the curtains then unlock the front door. Turn on the sign. We are now open.

3.2.6 Open the curtains when the store opens (and close them when the store closes). When closing, make sure that the curtains are completely covering the windows.

3.2.7 Refill all the bud containers. Make sure the menu reflects what is in the shelves and the fridge. Also check the website is up to date.

3.2.8 Check to make sure that pamphlets are stocked.

3.2.9 Check water cooler cups and water level. Wipe down the taps.

3.2.10 The water is provided by Mount Doug Springs Water. They deliver and pick up empty bottles automatically every week. If we get down to two bottles of water, call to request an additional delivery. Cash payment is required on delivery.

3.2.11 Garbage and recycling are picked up by GFL Enviro. No payment is required at the time of pickup.

### **3.3 Cash Handling**

4.17.1 \$20, \$50 and \$100 bills from sales should be added to the distro 1 and distro 2 boxes in the office on a regular basis. Never let too much money build up in the cash drawer.

4.17.2 At approximately 6:30 pm put money from the cash boxes into bundles of \$1000 and note the number of bills for \$20, \$50, \$100 for easy input into Cash Close.

4.17.3 Petty cash should be replenished in \$1000 intervals from the safe cash. Petty cash is used for paying out staff benefits, small office costs, and other business costs under \$400. Mark purchases in the green petty cash book and get someone to double count the balance when money is taken out. Place receipts in the petty cash folder.

### **3.4 Daily Expectations**

3.3.1 Represent the club to our members and engage members of the greater community who enter the club.

3.3.2 Alert all staff immediately of any security concerns and ensure the smooth admittance of members in good standing to the club.

3.3.3 Manage lineups on busy days, especially morning on welfare day. Lineups should never go out the

door.

3.3.4 Coordinate with the team to complete signups, including filling out the paperwork for new member signups (see Sec. 1.2) and presenting the new member orientation (Sec. 15)

3.3.5 Never take your eyes off the front desk for more than 3 seconds. If you need to leave your post for any reason, such as going to the bathroom, another staff member must cover the desk.

3.3.6 You should always be courteous and professional when dealing with people, especially in difficult circumstances.

3.3.7 Unusual or suspicious interactions should be noted in the Staff communication binder, the VCBC Group chat, and the member's profile, including the member's name, member number, and a brief description of the event. Inform all senior staff members immediately of the interaction. If necessary, flag the member's profile and index card with the appropriate colour. Lastly, if the incident requires group discussion mark the incident in the Sketch files binder and we will discuss it at our monthly staff meeting.

3.3.8 You are responsible for answering the phone as well as for checking the voicemail. The phone is answered by saying "VCBC, how may I help you?" Feel free to be discreet, but always answer questions directly and politely.

3.3.9 You are responsible for answering emails. The email address is [hellovcbc@gmail.com](mailto:hellovcbc@gmail.com). On the left hand side of the email webpage there is a folder titled EMAIL TEMPLATES. Use these templates for answering emails concerning new member applications, incomplete member applications, receiving a mail order and sending the tracking number of packages.

3.3.10 You are responsible for the initial screening of potential members. Check to see that they have a valid photo ID and that their POC is genuine. New member orientations happen by staff availability and we need to prioritize signups when possible. Staff members are responsible for communicating the day's orientation(s), appraised of the situation and complete all relevant paperwork (see Sec 1.2).

3.3.11 Never give out a phone number or any personal information about a member, a staff member, a supplier. The only exception is media who are looking to interview a manager in which case his/her phone number may be given at your discretion. Give Ted's number out to anyone who asks for it unless they are obviously trouble.

3.3.12 When a member leaves a preorder for the bakery (see sec. 4.7) immediately write the order on the day sheet and add it to the VCBC Bakery Ordering Sheet on Google Drive. Include the member name, member number, quantity of products desired and the current date.

3.3.13 Bicycles are not allowed in the lobby.

3.3.14 Non-members are welcome to wait for members in the reception area.

3.3.15 If a member is obviously intoxicated they should be refused entry and told not to return until they have sobered up. If the member becomes belligerent, call a manager. If the member becomes violent - see (sec. 3.5.4.)

3.3.16 It is your responsibility to drop the til as large bills accumulate (\$20, \$50, \$100). Throughout the day pay attention to how full your til is getting and make drops into the deposit boxes in the office.

## **3.5 Closing Procedure**

### **Closing the Shop**

3.4.1 At approximately 6:00pm (5pm on Sundays, and stat holidays), the floats for the tills should be counted. Use the blue coin counter to collect a roll of every type of coin, \$100 in \$5 bills and \$100 in \$10 bills. There are two grey treys for each til and they need to be filled with the cash for the float before the end of the day. You can purchase change out of the donations, karma jar, and the safe cash to fill the float.

3.4.2 At 7:00PM (6:00pm on Sundays, and stat holidays), the front desk staff should loudly yell “That’s a wrap, smoke ’em if you got ’em!” This signifies to everyone that we are now closed.

3.4.3 Lock the front door and hang the curtains up over the front door and lobby windows, making sure they are entirely covered.

3.4.4 Make sure all deliveries have been addressed and that all messages from the day have been passed to the appropriate person, checking off when tasks are completed.

3.4.5 If a member arrives after 7:00PM but does not call in advance, it is up to the discretion of the staff to serve them.

3.4.6 Turn off the heater and fans (as applies). Turn off the exhaust system in the kitchen. Turn off the dab rigs and leave them to soak in isopropyl alcohol overnight.

3.4.7 Close all files, internet windows and messenger service. Do not turn off computers.

### **Closing Distribution**

3.4.8 Replenish serving containers from 1/2 lb bags so they are full for the next day. Start this 15 minutes before closing.

3.4.9 All members must be out of the store prior to putting away cash, sample jars, serving containers and 1/2 lb bags.

3.4.10 Put away the serving containers, the joints and the hash in the blue rubber maids and leave in the closet. Ensure the distribution fridge is clean and orderly, ensure the edible product list is up to date, carefully wipe off the scales, clean the desk of any leaf, stalk, or bud crumbs, wipe down the desk with medical soap, sweep the floor, log out of the computer database and messenger and leave the computer on. Turn off the distribution fan and display TV.

### **Cash Close**

3.4.11 At this point the cash boxes in the office should have a tally of the number of large bills that have been deposited throughout the day. These bills should be compiled into bundles of \$1000 for easy

counting.

3.4.12 In Biotrack hit Close Cash and fill in the number of coins and bills present in the til. At the bottom of the screen there will be Expected cash which Biotrack generates from sales and also shows the difference in the cash you typed into the system. If the discrepancy is under \$100, carry on with the close. If the discrepancy is over \$100, recount your bills and assess sales and errors throughout the day to account for the discrepancy. If unresolved, make note and communicate with a senior manager in the morning.

3.4.13 Hit “OK” and do not print a z-report. Close the window and from Biotrack go to Reports -> From the Drop down menu select Sales -> Complex Sales Report -> View Report. This will open a new internet browser window.

3.4.14 On the left hand side of the purple web page that comes up, look for Total Tax. From here take the stated tax and round up by \$5. Ex. If the total tax is \$311, round the total to \$315. This total represents the GST we are removing from today’s sales and setting aside to pay in the future.

3.4.15 In the GST note book mark down the date, write Deposit and your initials and add today’s contribution to the GST. Make note of this as well on the Day sheet and note the running tally of GST.

3.4.16 Back to the complex sales report purple web page, scroll to the bottom of the screen and note the Total Deposit. Here you must make a calculation: Total Deposit - GST = Today’s deposit in the safe.

3.4.17. On the day sheet there should be a recounting of all of the day’s spending from the safe. Make sure the day sheet and the blue safe book are reconciled and note today’s Deposit on both documents. The Total cash represents the total amount of cash in the safe at present which includes the payments made out throughout the day and the deposit added at the end of the night.

3.4.17 File today’s Day sheet in the office and fill in a fresh day sheet with tomorrow’s date, the current total for GST and the current cash. This document represents the cash on hand for staff without access to the safe.

### **3.6 Emergencies**

3.5.1 The police come into the club from time to time. When this happens, it will generally be for one of two reasons. They are either here to conduct disciplinary action on the club or they are here looking for a member. Rule number one in dealing with the police: be polite and assertive.

3.5.2 If they are here to raid the store, communicate quickly to all staff and distributors should cease the sale of cannabis and exit distribution.

3.5.3 If they are here looking for a member, politely ask them to wait in the front area while you go see if the member is in the club. If the member is here, ask them to accompany you to the front. If the member isn’t here, inform the police and ask if there is anything else we can do to help.

3.5.4 In the event of a robbery or other catastrophic circumstance alert others to the situation and avoid putting yourself in harm’s way.



## **4. Distribution**

Distributors are responsible for a lot more than just working the scales. They must know about the medicine well enough to make specific recommendations to individual members, and they must ensure in busy times that all members are served in a timely fashion.

### **4.1 Hygiene**

4.1.1 Distributors must wash their hands thoroughly and frequently. Every time a distributor enters distribution or comes in contact with a questionable surface or substance they must wash their hands.

4.1.2 Distributors are to use tongs or gloves when handling cannabis in distribution.

4.1.3 Keep the distribution desk and scales clean throughout the day. Use medical soap to disinfect all distribution surfaces including keyboards, mice, scale tops, and counters.

4.1.4 Distributors must re-wash their hands if they sneeze, handle a large number of coins (including rolling coins), or otherwise risk contaminating a product.

4.1.5 Staff members are not to work in distribution if they feel sick with a cold, the flu or any other potentially contagious disease.

4.1.6 Members who bring their own bag or container should be asked to open it while being filled so the distributor handles it as little as possible, and preferably not at all.

### **4.2 Setup**

4.2.1 Ensure that the distribution area is clean and orderly. Put away edibles and topicals incoming from the bakery and update the online inventory system. Prepare the scales by turning them on, then placing the weighing buckets on them and pressing the 'tare' button. Also make sure there are paper cups and spoons ready for weighing hash.

4.2.2 Retrieve float for both tills. \$584 total, \$292 in each float. This should reflect one roll of every coin and \$100 in \$10 bills and \$100 in \$5 bills.

4.2.3 Retrieve serving containers, joints, and hash from the closet and move into distribution. Confirm there are 1/2 lb bags for each of the serving containers in the boxes above the desktop computer in the office. Replenish as needed.

4.2.4 Familiarize yourself with the cannabis and kief currently being offered. If there are strains you don't know you should reference the burn report them or ask for feedback from the other staff. One should be aware of: effect (sativa - cross - indica), potency, and cleanliness/cure (refer to the Burn Report). Make sure the menu is up to date on the board and the website.

4.2.5 Check the fridge to take note of available edibles and topicals. Ensure the Edible Product List and online inventory is up to date. Make sure the menu is up to date on the board and the website.

4.2.6 Make sure the dried cannabis list on the whiteboard matches the currently offered strains. All cannabis should have a burn report of the current batch updated on the board and the website.

4.2.7 Sativas are written in purple. Indicas are written in green. CBD strains are written in orange. Grades are written in black.

4.2.8 Sample any strains that have not yet been tested. Samples must be marked out of inventory on Biotrack by going to Discounts-> Gram of the Day and Testers 100% off -> OK -> process the transaction.

4.2.9 Make sure you have both types of small bags ready, jars, rolling papers, the credit sheet and coin rollers.

4.2.10 If you are unsure of any storage locations, passwords or have any questions, ask a senior staff member. You can check the product list on Biotrack to see how much of a particular strain or product is in stock at any moment.

4.2.11 The senior staff member on site should be consulted as to what strain to put out next. A serving container, and half-pound bag should be clearly marked and brought to distribution, then the strain should be marked up on the whiteboard and a burn grade should be noted as soon as the strain has been tested. Make sure to check every 1/2 pound being prepared for sale has been inspected and marked when complete on the packaging.

### **4.3 Computers**

4.3.1 Distributors use computers to render transactions into Biotrack, our point of sale system, access and update member account info, and communicate between staff.

4.3.2 Distributors should not download or install any files or programs without express consent of the acting manager.

4.3.3 Computer passwords are communicated in the blue computer binder in the front office.

4.3.4 When creating a document on a computer, it is advised to manually save it every 5-10 minutes to prevent loss in the case of a computer problem, or you can use a cloud-based service like google drive and never worry about this kind of thing again.

### **4.4 Purchasing and General Operations**

4.4.1 Our prices apply to all members equally. See Appendix A for Distribution Pricing Charts.

4.4.2 There must always be at least one staff member in distribution.

4.4.3 If you are the only distributor and a lineup of two or more people is forming, call for a second distributor to expedite the line. Second distributors should stay in distro until all serving jars have been refilled and the 1st distributor has given the OK for them to leave.

4.4.4 If a member makes a purchase of 1g or less (small purchase) that doesn't include bottoms, they may come back no less than an hour later in the day to make a second purchase.

4.4.5 Members may look closely and smell the jars, but only distributors are allowed to handle the jars to ensure minimal contamination. Distributors may fluff the sample jar and hold it for the member to view

and smell.

4.4.6 The weight of stalk, defects, seeds or cannabis with a higher moisture content have been considered when paying our suppliers and are reflected in the price of the cannabis. Additional discounts are not given except for a 10% weight bonus when a member wants to purchase the last of a strain out of a sample jar where the sample has been crumbled. Otherwise, do not over-weigh or under-weigh in any circumstances.

4.4.7 Do your best to ensure that any products you handle (edible, topical, or inhalable) are preserved in good condition. Be gentle with any dried cannabis you handle, treat member's purchases with respect and care, and promptly dispose of any waste products.

#### **4.5 Selling Dried Cannabis and Kief**

4.5.1 Sample jars contain 3g of each strain or 1g of kief in the display case when there is one in place.

4.5.2 The final few grams of a strain can be transferred to its sample jar in preparation for releasing the next strain.

4.5.3 If supply allows, there should be 18 strains of cannabis plus 3 varieties of kief available for purchase, covering the spectrum from indica to sativa as evenly as possible.

4.5.4 Sample jars are to be clearly labelled with the strain name and the pricing grade.

4.5.5 Bags that have a check mark in the inspection field with the initials of the inspector are ready to be served.

4.5.6 Bags with an "X" next to the strain name have been inspected and rejected. These bags are not to be served for any reason.

4.5.7 Bags with no mark have not yet been inspected. These bags are not to be served until inspection.

4.5.8 Always be on the lookout for any mold or mildew, even if a bag has already been inspected. If any mold or mildew is found the strain must be immediately pulled from the menu and given to a senior staff member for further inspection and evaluation. Put any buds with mold or mildew into a sealed ziplock back with the strain name and a large "X" written next the strain name.

4.5.9 When a 1/2 lb. bag is empty, call for a replacement bag. If a strain is leaving behind large amounts of bag bottoms, alert a senior staff member so that they can talk to the grower about changing their curing technique.

4.5.10 Keep the Burn Report and the website up-to-date as new strains come out.

#### **4.6 Non-Smoke**

4.6.1 The fridge contains most of our edible products, except capsules which are above the serving jars

4.6.2 All stock should be rotated as new stock comes in to ensure that the oldest product is placed in front to be sold first. All edible products are dated to ensure first in first out procedures are adhered to.

4.6.3 Members should be encouraged to discuss and try our edible and topical products. We strongly

believe consuming cannabis orally or topically is the preferred method.

#### **4.7 Bakery Pre-Orders**

4.7.1 Members may place pre-orders if they require a large number of baked goods.

4.7.2 All pre-orders should be logged in the Bakery Order Sheet with the order and quantity, the members name, the date and your initials,.

4.7.3 Members may have a caregiver pick up an order but the member has to make the call to make the pre order and confirm if a caregiver will be doing the pickup.

#### **4.8 Bottoms**

4.8.1 Bottoms are collected when time allows by sifting out the small cannabis particles at the bottom of the serving containers and 1/2 lb. bags and mixing them together. When bottoms are being transferred from their main stock, weight them out and note the amount. Combine the bag bottoms you just weighed with the Inventory item titled Bottoms in Biotrack.

4.8.2 Bottoms are made available to the membership from two weeks before welfare day until CPP cheques have been issued.

4.8.3 Bottoms cost \$5 for 1g.

4.8.4 1g is the only amount of bottoms a member may buy. Do not let anyone convince you they used to be able to buy more. It never has been policy.

4.8.5 When buying bottoms, members may purchase additional cannabis or kief at the same time.

#### **4.9 Credit Ledger**

4.9.1 The credit ledger is used to keep a backup record of member's credit, returns (sec. 4.17) and monthly emergency usage (sec. 4.10).

4.9.2 Each row in the ledger containing 4 columns, one for the member's number, next for date, next for staff initials, and last for notes. Each column should be filled for every use of the sheet.

4.9.3 When a new page is started, mark the current date at the left side of the top of the page.

4.9.4 When a sheet is full, mark the current date at the right side of the top of the page.

#### **4.10 Credit**

4.10.1 \$20 Credit is available to all members who have made at least one purchase unless otherwise noted on their computer file.

4.10.2 Members may not pay off credit and borrow again on the same day.

4.10.3 Members are not obliged to pay off their credit before making additional purchases.

4.10.4 There is no specified amount of time in which credit must be repaid, and no interest is charged.

4.10.5 All credit transactions are to be recorded as an “Account” transaction on Biotrack and manually filled in on the Credit>Returns Sheet noting “Borrowed” or “Paid” with “owes” and the dollar amount, ie. “Took \$10, owes \$20” or “Paid \$10, owes \$10”.

4.10.6. To pay out someone’s credit go to Accounts-> Receivable->Find their name and click pay out in bottom left corner ->cash and close the transaction.

4.10.7 When a member makes a payment towards a credit, the distributor should also offer the member a written receipt, which consists of the member’s number, the date, the amount paid, and the staff member’s initials.

4.10.8 In the case of a discrepancy, a receipt will be taken as the final authority. In the event of a discrepancy without a receipt, the case should be referred to a senior staff member.

#### **4.11 Gayle Quin Emergency (aka. GQ Grant)**

4.11.1 Gayle Quin Grants (formally called emergencies) are available to members with no money who have maxed out their \$20 credit with us.

4.11.2 Allowances are worth \$5 before tax of any product. Members may not add any money to an allowance, except to buy a maximum of up to 2 cookies, 1 budda ball, or 1 bag of cannoil capsules.

4.11.3 Members who use an allowance may not purchase anything else for the remainder of the day.

4.11.4 Allowances renew at the beginning of every month and do not accumulate from month to month.

4.11.6 Members must purchase at least \$20 worth of medicine from the VCBC between receiving an allowance. This is to deter members from accruing debt and only coming back to the shop to receive free cannabis.

4.11.7 Allowances are processed in the member’s computer file by highlighting the product in Biotrack ->Discounts -> GQ Emergency. If the computer does not allow you to make this selection, it is because the emergency has already been used for the month.

4.11.8 Write down the member number, first name, date, your initials and “GQ emergency” in the Credit Ledger.

#### **4.12 Signage**

4.12.1 The “product guide” notes the prices and availability of our medical products along with some other basic info. It is divided into 3 sections: the Cannabis Price Chart, the Hash Price Chart, and the Edible/Topical Price Chart.

4.12.2 The Cannabis Price Chart details how much cannabis costs per gram at all price points (\$7/gram, \$7.50, \$8.75 and \$9.55). There are price discounts for larger quantities of cannabis. See the cannabis price chart at the end of this section.

4.12.3 The Hash Price Chart details how much kief members will receive at various price points. See

the Hash Price Chart at the end of this section.

4.12.4 The Edible and Topical Product List shows what is currently in stock. Out of stock items should have their magnet labels pulled off the whiteboard and the product listing removed from the website.

#### **4.13 Containers**

4.13.1 Don't divide a single strain into multiple bags, this may indicate reselling.

4.13.2 Members who bring their own bags or containers may have their order separated as they deem appropriate.

4.13.3 Members may buy as many glass jars from us as they want and their order can be separated as they deem appropriate. Jars are sold at cost to assist in avoiding plastic waste.

4.13.4 Rolling papers are for sale to members. Members may also get single papers from the rolling paper board.

4.13.5 Members who purchase cannabis and bring their own container are encouraged and we collect baggies and containers for reuse by members.

#### **4.14 Paraphernalia Sales**

4.14.1 Our glass pipes and other merchandise are kept in the case near the entrance to the club. They are listed under Accessories for sale by their listed price, ex. "\$17.50 Glass Pipe"

#### **4.15 Staff Medicine**

4.15.1 Staff receive one gram of cannabis or product for free per full day shift worth \$6. This is to be marked out of inventory on Biotrack using the Gram a Day discount button. You may accumulate your gram of the day for the week but they cannot be accumulated over multiple weeks.

4.15.2 Staff may buy additional cannabis and cannabis products at cost + tax. Make sure staff are marked as employees in Biotrack to automate discounting.

4.15.3 Staff may buy kief at \$3 off the member price. There are no bulk discounts.

4.15.4 There may be members or suppliers you are unfamiliar with who ask for staff prices, including those who work off-site and those who worked at the club recently. If you are unsure whether to give staff prices to someone, check to see if they have Friends & Helper status on their profile on Biotrack, or ask a senior staff member.

#### **4.16 Exchange Policy**

4.16.1 Members are allowed to exchange cannabis if they are not medically satisfied with it. Only the remaining portion of the cannabis is exchanged for credit in the same price grade.

4.16.2 Refunds are never given.

4.16.3 Record the return as a note in the member's file. Specify the strain, the weight returned and the reason for returning.

4.16.4 To process the return in Biotrack: leave the initial order alone. In a new order, find the price for the amount of returned medicine and make a note of it. Then ring in the member's new order, and discount the balance from the return from the new total using the "coupon" function.

4.16.5 Members are not allowed to return a product because a different or preferred strain has become available since their purchase.

#### **4.17 Member Interactions and Support**

4.18.1 Education is just as important to the VCBC as providing a safe space to acquire and use cannabis or providing a safe and standardized selection of products.

4.18.2 To this end, your most important job as distributor is to assist members in selecting ideal products and strains for their particular condition. All distributors must keep themselves aware (at the very least) of all of the information contained within the club's information pamphlets, as well as have a thorough working knowledge of all of the various products the club provides.

4.18.3 Distributors should interact with members as much as the member's willingness and the business of distribution permit. By discussing which strains and products are effective for members (and their associated conditions) a distributor can begin to build an anecdotal understanding of the effects of various strains. This knowledge, along with a solid understanding of what is generally true about the efficacies of various strains will allow a distributor to make well-educated (as much as possible, anyway) recommendations to the various members they interact with. One of the most fulfilling aspects of working at the VCBC is when a member approaches you to tell you just how much your advice has helped them.

4.18.4 Just because information was presented during a member's orientation does not mean the member still remembers it! Be patient with members' questions, and take as much time as is needed to fully answer them. Remember: if you are discussing medical aspects of an individual's condition, there is no line behind them. Take as much time as is needed, and ensure that the member does not feel rushed by the members behind them in line. Many pharmacists take upwards of an hour to help their clients, members can wait 10 minutes to receive cannabis.

4.18.5 If the consultation with the member seems as if it will take longer than 10 minutes, there is a line-up, and there is another staff member available, please allow another staff member to serve the members waiting in line while you give the member your full attention. This reduces the pressure members may feel while in line, while also allowing members with simpler needs to be processed quickly and efficiently.

4.18.6 If a member expresses either that something worked especially well (or especially poorly, including negative side effects), remind them that you can add a note to their account stating such. This allows members to ensure they do not repeat bad experiences, and repeat good ones.

4.18.7 Always check the notes on a member's account before serving them. This helps us avoid making poor recommendations and is our first point of information about the member we are trying to help.

## **4.18 Waste**

4.19.1 When cannabis comes in contact with an unsanitary surface (floor bud) it is to be marked out as waste in Biotrack and placed in the waste jar. In Biotrack go to the “Bulk Inventory” menu and select the strain > adjust inventory > Action = Remove from inventory > Amount to Adjust = Amount of Wastage > UOM = Grams > Adjustment Reason = Product Loss > Apply Adjustment. Then put it in a small jar for Ted to destroy the contaminated bud in small controlled fires.

## **4.19 Scale Maintenance**

4.19.1 Distribution scales are to undergo maintenance each Sunday.

4.19.2 The scales should be thoroughly cleaned, with use of rubbing alcohol to remove any cannabis resin that has accumulated over the course of the week.

4.19.3 The scales should almost never need to be calibrated, but if need be, the process is as follows: with the scale off, hold down the far right button, then turn on the scale using the red power button. Continue to hold the far right button as the scale counts down. It will beep, then ‘Ca 500g’ will appear on the screen. Release the button and place a 500g weight on the scale. The scale will calibrate and show the weight of the object to 2 decimal places (i.e., 500.00g).

## **4.20 Purchase Orders for Bakery Items**

4.20.1 As soon as an order arrives at the club from the bakery, please follow these steps:

1. For every order that comes in, there is a physical PO attached to the order
2. Ensure the PO matches up with what is physically there (I.E. If something is not on the PO but you can see it is there and or if something is on the list but not actually there, first check the “In Transit” on Bakery Orders Sheet, if that does not add up either put a message in the Bakery chat)
3. Make sure you are using the designated PO computer
4. Input the PO into BioTrack (See how-to below)
5. After the PO is successfully input in BioTrack, please immediately remove the list of product under “In Transit” on Bakery Orders Sheet
6. Put away product
7. For products that need to go in a hiding spot, please write on the inventory sheet
8. To help Inventory staff (Nicole & Ryley) please keep track of and communicate if you have taken any product from things that need to go upstairs, this will avoid Inventory staff from having to recount product

4.20.2 To ensure steps are not missed, please have only one person follow the process of receiving an order from start to finish, and please communicate if you are taking care of the order or if it comes too late in the day and it needs to be done the next day.



#### **4.21 How to Enter PO into BioTrack:**

4.21.1 This procedure is used for all incoming products. Change the Vendor as needed for incoming inventory.

1. Go to “Inventory” tab
2. Click “New Inventory”
3. Select the vendor
4. Select the product you wish to add, following the PO from top to bottom
5. Enter in the quantity received
6. In “Line Price” put “0” for bakery items, and enter the invoice cost in the line price for all other items.
7. Click “Add”
8. Repeat until all products are entered
9. Under “Wholesale” then “Type” select “Purchase”
10. Under “Method” Select “None” for bakery items or items that have yet to be paid for, and “Cash” for items that are paid for on delivery.
11. Hit “Create”
12. Enter PIN and then hit “Generate PO”
13. Save PO in files under “BioTrack Purchase Orders”

4.21.2. Print a copy of the Purchase Order and write the date for payment. Ted is primarily responsible for assigning dates for payments and will do so on our monthly calendar. If he hasn’t given a date yet, print the document and attach it to the Day Sheet horizontally so it is visible. If Ted has given the PO a date, or the items were paid for on delivery, mark the date on the PO and file accordingly under “Unpaid PO’s or “Paid PO’s” in the shelving unit in the office.

#### **4.22 How to Update the VCBC Wordpress Website**

4.22.1 How to Add Flower, Edibles and Concentrates.

1. Log onto [vcbc.live/wp-admin/](http://vcbc.live/wp-admin/) (You can find the password in the blue book and it is saved in the bookmarks bar of the Google Chrome browser on most computers).
2. Click -> Dashboard -> WP Dispensary -> From here you can access Flowers, Concentrates and Edibles. All other product categories (bath products, CBD products, edible extracts, etc) are under Dashboard -> Pages -> All Pages.
3. All our flowers are saved as ‘cards’ with the images, product description and prices. There are categories such as All (to see all the cards we’ve ever made), Published (the cards currently visible on the website), Draft (unpublished cards) and Trash. To update the menu you can either save a card as a Draft when we sell out or Publish when it hits the menu.
  - a. Always check if the menu item you are about to enter is in the trash as these do not delete right away. If the item is in the trash, click restore.

4. If you can't find a card in Drafts or Published, then you may need to create a new card. If you would like to update the flower menu, go to Dashboard -> WP Dispensary -> Flowers -> Add New in the top left corner.
  - a. Check the google drive in the [hellovcbc@gmail.com](mailto:hellovcbc@gmail.com) email for the folder WEBSITE - this will give you strain descriptions and photos.
  - b. If the content isn't in the drive, you may need to take new photos. Do so on your phone on a white piece of paper. Crop the image, rename the file on your phone and email it to the club. Download the file onto the computer you are working on.
  - c. When you are creating the new product you must fill in the following blanks:
    - i. Strain Name - Indica/Sativa/Hybrid
    - ii. Product Description - 3-4 lines on the look, smell and effect of the strain.
    - iii. Prices for 1g, 3.5g, 7g, 14g, and 28.5g
    - iv. On the right under Document -> Fill in Aroma, Flavour and Effect, and select strain category (Indica, sativa, hybrid)
    - v. Set Featured Image -> Media Library ->Upload Files -> Drag and drop the downloaded image from earlier -> Set Featured Image
    - vi. You are now complete. You can click Preview on the top right to view the document and check for errors.
    - vii. When satisfied, click Publish.
5. To remove a cannabis strain from the website when it is sold out, click on the strain -> Switch to Draft -> Update.
6. To edit concentrates, go to WP Dispensary -> Concentrates.
  - a. All Concentrates are listed like the cards described earlier, but it is organized by producer not by product.
  - b. Click on the producer card and list the available strains in text. Edit as items sell out. All producer cards should include an image either of their logo, or of their product.
7. To edit Edibles go to WP Dispensary - Edibles. All edible products are saved as cards and can be edited with Publish or Draft.

#### 4.22.2 How to Add all other products to the website.

1. All other products exist under WP Dispensary -> Pages -> All Pages. These items function like cards with Published and Drafts as well.
2. When adding new items, follow all the steps above. The only addition is adding the links of products to their item Headers. For example, the soaps are listed under the Dope Soap product page. When in the Add New Page menu, go to Document -> Page Attributes -> Template -> Grid Page. The next drop down option is Parent Page -> then select the Heading it belongs under (ex, CBD Products, edible oils, bath products. etc)
3. If you need to make a new Heading. Add New Page menu, go to Document -> Page Attributes -> Template -> Grid Page. The next drop down option is Parent Page -> (no parent).

## 5. Caregivers and Caregiver Purchasing

Caregivers are individuals who have been designated to make purchases for members who are too unwell to come into the club themselves. There are two types of caregivers: temporary and permanent.

### **5.1 Temporary Caregivers**

5.1.1 If a member is sick with a contagious illness, they may send a temporary caregiver to purchase for them by phoning the club in advance to notify us of their name and membership number, the caregiver's first and last name, and the specifics of the order. Add this information to the member's biotrack.

5.1.2 A temporary caregiver does not have to be a member, but they must be an adult and not be a previously cut off member.

5.1.4 The temporary caregiver must also bring their own photo I.D

### **5.2 Permanent Caregivers**

5.2.1 Members who are permanently unable to come to the club because of severe disability may be designated assigned permanent caregivers.

5.2.2 A permanent caregiver will have their name added to the caregiver field in the member's file on Biotrack.

5.2.3 The caregiver's name will also be included in the "caregiver" field on the member's membership card.

5.2.4 Permanent caregivers must bring their photo ID when they come to purchase.

5.2.5 Permanent caregivers may not purchase for themselves. If it is found out that they are, their caregiver status is to be revoked, and management will decide whether the member will be allowed a new caregiver.

## **6. Deliveries**

The club offers two delivery services to its members. The first is a local delivery service that is offered daily to members who have contagious illnesses or are otherwise temporarily unable to come to the club and who can't find a temporary caregiver. The second is a mail-order service offered to members who live outside the city.

### **6.1 Local Delivery**

6.1.1 We try to provide delivery service for members who are unable to make it to the club. Deliveries within the city can usually be met within 24 hours and are usually done after the club closes (after 7pm). We make no guarantee of being able to deliver.

6.1.2 It is the receiver of the delivery order's responsibility to make sure all deliveries have been allocated by the end of the work day.

6.1.3 The minimum total purchase for a delivery is \$20.

6.1.4 When accepting a delivery, note the member's name, member number, phone number, address (including cross roads), and the order to be delivered.

6.1.5 Inform the member that delivery may not be possible, though in most cases local delivery orders can be met.

6.1.6 Ask all staff if anyone is willing to make the delivery. The staff member who accepts the delivery should call the member back to confirm their address, order and the estimated time of delivery.

6.1.7 In compensation for delivery, the staff member receives remuneration equal to the difference between staff pricing and normal member pricing. The staff member should bring a receipt for the order with them and collect payment at the delivery location, then bring it in with them to work the next day to be deposited in the till, or the staff person could pay for it when they get it and keep the money when they do the delivery.

## **6.2 Mail Order**

6.2.1 Mail orders are processed by designated mail order staff, Monday to Friday. We ship only within Canada and with Canada Post. We charge \$15 for regular shipping, \$25 for express, and free for orders over \$250.

6.2.2 In the mail order binder note the member name, member number, date, and the total of the order including shipping. When the package is shipped, write down the shipping date and tracking number.

6.2.3. Mail orders are done over email. When you receive a mail order, respond with the email template Mail Order Received. Include the invoice of items requested and the cost of shipping. Package the order and place smelly or leaky products in a silver sealable bag. Print receipt from order in the box. Place in boxes with bubble wrap as needed and wrap packages in paper. Print labels with Cobble hill return address and the recipient's address from Dymo software. Separate packages into Incomplete (missing items, not paid for, waiting for more info, etc) or Complete Mail (paid for and packaged)

6.2.4 Payment is done through interac e-transfer. In the Mail Order Received email template there are instructions for the member to complete the etransfer. All passwords should be the member number twice, "67226722" or it will be marked in the members biotrack if the password is different.

6.2.5 Ship the order, expedited for regular shipping, \$100 coverage with no signature unless requested. Write the shipping date and tracking number in the mail order Log. Pay for shipping out of Petty Cash and place the receipt for shipping in the receipt folder for petty cash. Email the tracking number to the member.

## **7. Cleaning**

As the club is a medical facility that is frequented by many people with compromised immune systems, it is very important to keep things as clean as possible at all times. A different staff member is designated as responsible for cleaning every day of the week. Cleaning is generally done in the last two hours of the day except for dishes, special projects, and general catastrophes.

## **7.1 Kitchen**

7.1.1 Dishes should be the first thing done when cleaning. Washing earlier in the day is recommended so there is less to do at the end of the day. Always keep an eye out for forgotten dishes throughout the club.

7.1.2 Put away all clean dishes, wash all dirty dishes, wipe down the sink and counter, wring out any dish towels, sponge or other items used, and drain and clean the tray.

7.1.3 Refill empty soap bottles and order more soap as needed.

## **7.2 Staff Room**

7.2.1 Tidy and wipe down all counters, clean out all ashtrays, sweep the kitchen and staff room floors.

7.2.2. On a weekly basis go through shelving and clear any accumulated clutter throughout the week.

## **7.3 Glass Cleaning**

7.3.1 Using our glass cleaner spray bottle and either paper towel or newspaper, clean both sides of the front door (pay particular attention around the handle), the mirror and window in the vapour lounge, the glass top of the pipe display case, the outside of the distribution fridge door, the outside of all four sides of the distribution display case, the insides of the case as needed, and the mirror in the bathroom (you can do this when you clean the bathroom if you prefer).

## **7.4 Common Area Surfaces**

7.4.1 Using the simple green spray bottle and either paper towel or a cloth, clean all exposed horizontal surface areas (except those in the vapour lounge) including the front desk, the art desks, the desks in the office, and all member seats, the front door handles, the security gate handle, the front door deadbolt, the handle of the distribution fridge door, office and bathrooms door knobs, computer monitors, and fan blades.

## **7.5 Garbage**

7.6.1 There are four garbages in the building. Those in the kitchen, distribution, the bathroom, and the front desk areas should be emptied near the end of the day if they are full. The one in the box should be emptied after the box has been cleaned at the very end of the day. Tie all garbage bags that are reasonably full, replace them, and then put them in the large rubbish bin in the janitorial storage area past the stereo. Also empty the paper recycling near the water cooler into the paper bin.

## **7.6 Bathroom**

7.7.1 Using the simple green spray bottle and a clean cloth or paper towel, clean the towel dispenser, the

soap dispenser, the safety bar, the sink including the taps, and the toilet (in this order).

7.7.2 The cloth used in the bathroom cannot be used anywhere else. After use, hang it on the sink pipe to dry. Put the cloth(s) from the previous day in the bathroom laundry bag (next to the kitchen sink), then mop the floor by filling the mop bucket with a small amount of water and simple green spray.

### **7.7 Vapour lounge**

7.8.1 The vapour lounge should not be cleaned until after it is closed. The vapour lounge closes half an hour before the club itself closes. At 6:25 pm, give a warning to users of the vapour lounge that it will be closing and at 6:30 (5:30pm on Sundays and holidays). Clean all surfaces with Simple Green, wash rolling trays and ashtrays, then sweep the floor and wipe it with the swiffer and Simple Green spray.

## **8. Security / Privacy**

### **8.1 Our Situation**

8.1.1 The club doesn't benefit from the protection of the law as other businesses do. Any time the police are called to the Club for any reason, their professional obligations are to ensure the safety of the public and themselves. We are operating in a legal grey zone which means we need to be alert to police presence in the club, but they have a long history of working with the VCBC and are not to be feared. Only call the police when it is absolutely necessary in a conflict situation.

8.1.2 When dealing with potentially dangerous situations, always remember that it is best to avoid personal harm at all costs.

### **8.2 Protocol**

8.2.1 Staff members must always aim to diffuse a situation, never instigate or further provoke.

8.2.2 Staff members should never use physical force unless they or others are in direct physical danger.

8.2.3 Staff members should only do what they feel safe and comfortable doing in a given situation.

8.2.4 Video surveillance hardware is placed in the reception area to record entry and exit of the club.

### **8.3 Privacy**

8.3.1 The VCBC keeps strict control over information that could affect the safety and security of club members, staff, the dispensary, and the community. We have a Non-Disclosure Agreement as well as a Social Media agreement all staff must complete as a component of our privacy policy.

8.3.2 The VCBC keeps all patient information both confidential and secure.

8.3.3 All staff must understand and follow the guidelines for the Social Media Policy and our Non-Disclosure Agreements attached in Appendix F and Appendix G.

## **9. Bakers' Duties**

9.1.1 Pre-orders are recorded on the Pre-Orders section of the Bakery Order Sheet.

9.1.2 The vital information for bakers (member name, member number #, due date, order) should be communicated directly to the bakery immediately.

9.1.3 If possible, bakers should double check the Pre-Orders and Bakery Order Sheet forms everyday.

9.1.4 Once a pre-order is complete, it should be labeled and left in the lowest section of the distribution fridge, then write your staff initials in the "Order Ready" column on order form. Please mark the special orders distinctly when sending it down to the club.

9.1.5 Inventory Managers in the club need to check the inventory in the store in the first hour of their shift. Based on the in house inventory, the Inventory Manager uses the Bakery Order Sheet to communicate what we need to be made everyday.

9.1.6 Ingredients and supplies must be accounted for in the inventory sheet in the bakery. When supplies are running low, the bakers need to communicate in the Bakery order sheet so the inventory manager can place orders for supplies.

9.1.7 Give receipts for purchases to the manager for accounting and reimbursement if required.

## **10. Employee Compensation**

### **10.1 Wages**

10.1.1 All regular staff are paid \$18.00/hour to start for the first three months. After this probation period, wages increase to \$19.00/hour.

10.1.2 Wages are paid weekly by the most senior staff member unless otherwise arranged. They are prepared on Monday and left to be picked up in the front office with pay stubs.

### **10.2 Hours**

10.2.1 A full shift is 9.5 hours (9:45am-7:15pm) except Sundays and statutory holidays which are 7.5 hours (10:45-6:15pm). Hours should be recorded in the hour logbook for payroll purposes.

10.2.2 Full shifts get 1.5 hours of paid breaks daily (unless a staff member is late, see sec. 14), half shifts get 0.5 hour of paid break. Breaks can be taken all at once so long as you communicate and get approval from others working that day. If you must leave early at the end of the day in unusual circumstances communicate with the manager to see what can be arranged for coverage.

10.2.4 All staff are paid for one hour for attending staff meetings, which happen on the second Tuesday of every month at 7:30 pm. Dinner is provided.

10.2.5 The VCBC averages scheduled work hours over a period of 4 weeks. This means that over a period of 4 weeks, full time employees will work an average of up to 40 hours per. The maximum amount of hours within a four week period will not exceed 160, without written consent from the employee and

senior management.

10.2.6 Employees will be requested to sign the Averaging Agreement (Appendix I) when they are hired. The agreement will exist from the employees date of hire, on an ongoing basis and is only terminated upon termination of employment. This Agreement must be reviewed and signed in conjunction with The VCBC Hiring Package. This Agreement outlines the VCBC's policy and pay structure for overtime hours and banked hours.

### **10.3 Staff Medicine**

10.3.1 Full shifts (including bakers) receive 1g of cannabis each day worked; half shifts receive 0.5 grams. Staff may also take the dollar equivalent of edibles or topicals or hash (\$6 for full shifts; \$3 for half shifts).

10.3.2 Staff may purchase cannabis, kief, edibles and topicals at cost plus GST.

10.3.3 Some staff who work outside of the club building or have worked for the club in the recent past also get staff prices. Most of these are noted in their computer account as Friends and Helpers or you can ask a senior staff member if the person still qualifies for staff prices.

### **10.4 Sick Time**

10.4.1 All staff are paid two weeks of paid sick time with 100% pay rate. Entitled sick time is calculated by averaging your year to date hours. If an employee exceeds these two weeks, exceptions for further situations can be made upon management approval with a doctors note.

10.4.2 If a staff member is sick enough to need hospitalization, a doctor's note may be required before they may return to work.

10.4.3 A staff member may claim up to 2 weeks of sick days in a given year without need of a doctor's note. Any sick days beyond that will require a doctor's note if the staff member wishes to collect pay for that day.

10.4.4 It is imperative that if you are sick you do not come to work. We are a medical facility and we are supplying medicine to patients with compromised immune systems. Contact the staff in the group chat or your direct manager to get coverage. Do not panic about whether or not you should come in, we will do what we can to figure it out and keep everyone healthy and comfortable.

### **10.5 Vacation Time**

10.5.1 The club offers three weeks of full pay and two weeks unpaid vacation per calendar year. Vacation time becomes available 6 months after the employee starts. One week is determined by your average amount of hours worked per week. Ex. Working 36 hours per week on average = 108 hour

10.5.2 Paid vacations are offered to both full and half time staff.

10.5.3 Paid vacations cannot be claimed before 6 months of completed employment.



10.5.4 Staff may also take two weeks of unpaid vacation time per calendar year.

10.5.5 Vacations can be taken at one time or in chunks.

10.5.6 Vacations must be confirmed by senior management and should be booked as far in advance as possible.

10.5.7 Additional unpaid vacation time can be taken if shifts are covered by other staff.

10.5.8 Vacation Overpayment Policy is attached as Attachment K. This document outlines the procedure for repayment of vacation hours if a staff member takes over three weeks of vacation payment.

### **10.6 Medical and Dental**

10.6.1 The club provides benefits for staff that includes a range of services. For a full breakdown of the benefits payment structure, see Appendix J.

10.6.2 Medical benefits cannot be claimed before 3 months of completed employment.

10.6.3 Medical benefits include staff dependents.

10.6.4 The club pays 50% of most school or training of the individual's choice, including tuition, books and travel costs that relate to self improvement and further education. Staff members must discuss any training they wish to take with senior management before commencing it in order to decide the level of funding, and funding is discretionary to the decision of senior management.

10.6.6 100% of the cost will be covered if the training is 100% related to work at the club as determined by senior management (e.g., Food Safe and first aid courses).

10.6.7 School benefits cannot be claimed before 3 months of completed employment.

### **10.7 Parental Leave**

10.7.1 New parents can take up to 3 months of full pay leave.

10.7.2 Grandparents can take up to 2 days of full pay leave per calendar year.

10.7.3 Parental benefits cannot be claimed before 6 months of completed employment.

### **10.8 Complaint Procedure**

10.8.1 An employee may file a complaint by contacting the Harassment, or Human Resource officer. The complaint may be verbal or preferably in writing with the date of the incident and the date the letter was written. If the complaint is made verbally, the Harassment officer will record the details provided by the employee.

10.8.2 The employee should be prepared to provide details such as what happened; when it happened; where it happened; how often and who else was present (if applicable). Wherever appropriate and possible, the issue should be resolved between individuals. If this is not possible, the next step is to file a

complaint. If the issue becomes a case of harassment, see Appendix H for the Anti-Harassment policy.

10.8.3 Complaints should be made as soon as possible but no later than within 30 days of the last incident of perceived harassment, unless there are circumstances that prevented the employee from doing so.

10.8.4 Professionalism, privacy, and the club's interest are the central priorities of the Harassment officer. Therefore, the HR officer will address issues to do with the club or organizational issues, but will not be involved in personal matters. Management can work with staff if issues arise between staff, but the role of the HR officer is limited to representing the best interest of the organization.

10.8.5 Every effort will be made to resolve complaints between staff within 30 Days. The Harassment Officer will advise both parties of the reasons why, if this is not possible.

10.8.6 If either party to a complaint believes that the complaint is not being handled in accordance with this policy, he or she should contact Ted Smith.

10.8.7 If necessary a mediator may be provided for interpersonal conflicts in the workplace. The mediator will be a neutral person, agreed upon by both parties. The mediator will not be involved in investigating the complaint. Each party to the complaint has the right to be accompanied and assisted during mediation sessions by a person of their choosing.

10.8.8 If a complaint is substantiated, the Harassment Officer, and Ted Smith will decide what action is appropriate. Remedies for the employee who was raised the complaint may include: an oral or written apology.

10.8.9 Corrective action for the employee found to have engaged in inappropriate behaviour may include: a reprimand; a suspension; a transfer; a demotion; and/or dismissal. Both parties to the complaint will be advised, in writing, of the decision.

10.8.10 All parties to a complaint are expected to respect the privacy and confidentiality of all other parties involved and to limit the discussion of a complaint to those that need to know.

## **11. Employee Expectations / Requirements**

### **11.1 Requirements**

11.1.1 All employees must be at least 19 years of age.

11.1.2 All employees must be legally employable in both British Columbia and Canada.

11.1.3 All employees must be mentally and physically capable of carrying out their required duties during their scheduled working hours.

11.1.4 Basic hygienic standards must be upheld by all staff. Fingernails must be kept neatly clipped, body odor must be kept to a minimum, and breath should be fresh. Some effort should be put into other aspects of personal hygiene.

11.1.5 Staff members must not distribute any controlled substances, even on their own time.

## **11.2 Expectations**

11.2.1 The VCBC strongly supports the empowerment of its members via education about cannabis and its uses. To this end, all employees are expected to possess a wide base of knowledge that they can use to assist members.

11.2.2 All staff are expected to have a good working knowledge of the pharmacological aspects of cannabis. Memorization isn't required, but knowing where to access the information is. Since the state of cannabis research is in such a constant state of flux and progress, staff should make an effort to maintain a current understanding of the field.

11.2.3 For many members distribution are their main sources about news related to cannabis advocacy, politics, and legal developments. For this reason, all staff are expected to maintain an overall understanding of the current situation, especially in regards to Canada and British Columbia.

11.2.4 All staff are required to have an up to date understanding of club policies and operations.

## **11.3 Dress Code**

11.3.1 Proper clothing must be worn while at work. The basic dress code dictates clean clothes, tear and stain free. Sleeveless shirts and open toed shoes are permitted.

11.3.2 The VCBC is a family friendly and inclusive space. To foster this atmosphere, VCBC staff should refrain from wearing clothing with inflammatory or derogatory designs on them.

## **12. Lateness Policy**

12.1 Staff begin getting paid at 9:45 am (10:45 am on Sundays and stat holidays). It is important to arrive on time so that the club is ready for members by 10:00am. If a staff member is going to be late, they must send a message to the group chat with their ETA.

12.2 Staff will not be paid for the time that they miss. If we receive no notice at all and they are more than ½ hour late, and will forfeit the pay for their regular paid 1 ½ hour lunch break that day. Staff members who are late regularly will be officially written up for their lateness, and this may ultimately result in their termination.

## **13. Regulatory Standards**

19.1 The VCBC strives to be compliant with the regulations outlined by both the “Food Premises Regulation” section of the British Columbia Public Health Act ([http://www.bclaws.ca/EPLibraries/bclaws\\_new/document/ID/freeside/11\\_210\\_99](http://www.bclaws.ca/EPLibraries/bclaws_new/document/ID/freeside/11_210_99)) and the “Guide to Food Safety” provided by the Canadian Food Inspection Agency as a part of the Guidance Document Repository (<http://www.inspection.gc.ca/food/non-federally-registered/safe-food-production/guide/eng/1352824546303/1352824822033>).

19.2 The VCBC follows the safety guidelines established within the Occupational Health and Safety

Regulations (<http://www2.worksafebc.com/Publications/OHSRegulation/Guidelines.asp>).

19.3 The VCBC complies with the legal requirements for a Business License outlined by the City of Victoria (<http://www.victoria.ca/EN/main/business/permits-licences.html>).

19.4 Due to the current quasi-legal nature of dispensaries in Canada, some of the requirements of the above regulations may be impossible to fulfil.

## **14. Community Involvement**

### **14.1 Cannabis Digest**

14.1.1 The VCBC is the publisher of the Cannabis Digest, a quarterly newsletter about the changing face of the science of cannabis, current social concerns within the community, education aimed at helping people understand how to personally use cannabis more effectively, and the current political situation focused in the local context.

14.1.2 All writing for the digest is on a volunteer basis.

### **14.2 Social Collaboration**

14.2.1 The VCBC works to provide educational materials both to the general public as well as to a variety of organizations. If you know of an individual or location that could use copies of the Cannabis Digest or any of our various educational materials, please feel free to take copies to provide. We ask only that you be respectful of these materials and the wishes of other organizations in regards to them. In other words, only leave them where you have permission!

14.2.2 At various points, the VCBC has worked together with various individuals and organizations to host informational sessions for the membership and staff of the VCBC.

14.2.3 Exceptional circumstances notwithstanding, at least one staff member of the VCBC should always be available to answer questions from individuals who are not members of the club itself. Often, individuals choose which dispensary to frequent based off of the knowledgeability and competency of the staff they interact with. Do not hesitate to take as much time as necessary to assist as much as possible in these circumstances. Although we only provide cannabis and cannabis based products to members of the VCBC, the club's mandate to educate about and advocate for the medical use of cannabis extends to everyone. Always remember that you could represent the entire movement to the person you are talking to!

## **15. Accessibility Rights and Options**

### **15.1 Physical Accessibility**

15.1.1 In an effort towards convenience to as many different members as possible, with as many different conditions as possible, the VCBC is open 365 days a year. Cancer doesn't take a day off, so neither do we!

15.1.2 Hours of operation: 10:00AM to 7:00PM from Monday to Saturday, 11:00AM – 6:00PM Sunday

and all statutory holidays.

15.1.3 If the club must be closed at any other time than those above that fact will be well communicated to members, both verbally and via signage.

15.1.4 The VCBC is and always will be fully wheelchair accessible. Any VCBC event will also be wheelchair accessible if it is held at a location other than the VCBC. Special considerations for special needs can be accommodated with sufficient notice.

## **15.2 Safety from Discrimination**

15.2.1 The VCBC strives to be a fully accessible and discrimination free organization, inclusive to all regardless of disability, ethnicity, gender, sexual orientation, religious affiliation, political affiliation, or any other aspect of their self-identity that does not infringe on the rights of others. I.e., religious icons are allowable, hate group symbolism is not.

15.2.2 The VCBC strongly supports the right of members to visit the club without fear of persecution or discrimination, and any instances of such will be taken very seriously. In severe cases, members may lose their membership rights.

## **15.3 Administration Routes for Cannabis Consumption**

15.3.1 The VCBC strongly supports the right of members to choose an application route that is ideal for them. To this end, we provide a number of different devices for the administration of cannabis. These devices (vaporizers, pipes, etc...) are resold at cost plus a small handling fee. Our intent is not to turn a profit, but to encourage and facilitate the effective and efficient administration of both cannabis and cannabis based products.

## **15.4 Account Tracking**

15.4.1 The VCBC uses secure third-party inventory and member database management software to track inventory movement as well as individual member's purchase history. This means that members can ask for information about past purchases. This is useful for helping recall purchasing habits and effective strains.

15.4.2 The VCBC keeps a record of all sales of electronics and will do everything possible to replace any defects that are a result of manufacturing errors (not improper use). Members should be aware that there are any number of issues that could make this impossible.

## **APPENDIX A: Orientation Procedure**

All new members are to go through the orientation procedure. New members should be encouraged to ask for clarification or ask additional questions at any time. The sign-up process can take between a few minutes to 45 minutes and 1 hour. It is up to you to ask the member about their experience with cannabis and how detailed they wanted to be in the orientation. Some people are long time cannabis patients and just need to know the price of a gram. Some patients need to learn when THC and CBD are and what's the difference, use your discretion. Before beginning sign-up, collect a copy of the strategic plan of the VCBC, each of the educational pamphlets and the sign up guideline posted on the clipboards in the office if you need support.

Below are two sign up procedures that include the basic details you must communicate in a sign up, as well as a more detailed version for those who need more information.

### **A) New Member Sign Up - Short Welcome Orientation**

- 1) Note - this list is meant to serve as a guide! Feel free to modify and adapt this list to suit the new member's needs
- 2) Hours of operation - open 365 days per year, Monday- Saturday 10AM until 7PM, Sundays and Stat Holidays 11AM - 6PM
- 3) Resale rule - Money can't change hands for vcbc products but sharing is caring ex. Sharing joints.
- 4) Display boards - Explain how to read them
- 5) Distribution Etiquette -
  - a) Wait to be called up behind the line (privacy)
  - b) Try to have membership card or ID waiting
  - c) Cash only
- 6) Product Check in - Ask the member about their experience with cannabis. ask questions to lead the discussion and discover their needs and how our products might work best for them.
  - a) "What is your experience with cannabis consumptions?" "What do you want to try today?"
  - b) "Is there anything cannabis related you are avoiding using?" ex. Smoke around children in the house.
  - c) "What is your budget?"
- 7) VCBC Tour including The Box - even if its not applicable, give a brief explanation of our safe consumption site.
- 8) Pamphlets - Give member a Welcome to the VCBC pamphlet and any others that may relate to their product check in
- 9) Introduce them to a new staff member in distribution

### **B) Long Orientation Procedure Welcome**

1) You are becoming a member of a family-oriented, incorporated non-profit society run by a board of directors that has been elected by the members themselves. This is now your club as much as anyone else's. As such, we expect everyone to treat each other with both dignity and respect.

2) *Give member pamphlets with info on club's origins/goals.*

3) We are not affiliated with any government or law enforcement agency. All dispensaries in Canada work outside of Health Canada's Medical Marijuana program. This means that your membership offers you no legal protection, but experience and common sense dictate that if you are polite and respectful, the police will usually treat you the same. Always be polite to the police! If required, explain your ailment(s), how cannabis helps you, and where you obtained it.

4) If you wish to obtain a legal exemption for the possession of cannabis, Health Canada's Marijuana for Medical Purposes Regulations program is currently the only means in Canada to possess and use cannabis legally. We are happy to provide information in regards to the application process.

5) We are open 365 days a year. Our hours of operation are as follows: Monday through Saturday – 10AM to 7PM, Sundays and Stat. Holidays – 11AM to 6PM.

### **C) Rules**

- 1) Membership is a privilege, not a right and may be revoked at any time at the club's sole discretion. Appeals may be made in writing to the Membership Committee.
- 2) Our most important rule: All purchases are for your personal consumption only. You may not sell any part of your purchase. Doing so will result in immediate termination of your membership. The only exception to this rule is that members are free to share their medicine with other members of the VCBC. If you know of someone who could benefit from the products and services we provide, we encourage you to bring them in to sign-up for a membership.
- 3) Do not smoke or expose cannabis within a one block radius of the club. We have a vapour lounge for your comfort and convenience.
- 4) Always put away all of your medicine before you leave either the distribution area or the vapour lounge. No cannabis should be visible from the street at any time.
- 5) Cell phones, recording devices and cameras are not to be used or seen in the distribution area.
- 6) Bring your membership card or photo ID each time you visit. As this is a members-only club, please do not pass the front desk until you have been signed in and given the go ahead to enter the club. A \$1 replacement fee will be charged if you have lost or destroyed your membership card.
- 7) You are limited to one purchase of cannabis per day. However, if you make a purchase of \$10 or less before tax, a "small purchase", you may make one additional purchase of cannabis that day. Edible and topical items are not included in this restriction.
- 8) Friends can come into our lobby to wait while you make a purchase or use the vapour lounge. Friends should not wait outside the store or anywhere on the block.
- 9) Please do not park in the commercial loading or residential pick up zones outside of the club at any time, even weekends. If you are parked there you will be refused entry, including if you are dropped off and the driver remains in the vehicle.
- 10) We are a no scent environment. Please refrain from wearing any perfumes or colognes, as well as using scented deodorants, heavily scented soaps or any other strong scents. This is out of respect for members who suffer from allergic hypersensitivity to chemicals contained within these types of products.
- 11) Please leave pets at home if possible. If pets are brought to the club, please keep them closely under your supervision and control. You will be held personally responsible for your pet's behaviour. No pets are allowed into the vapour lounge under any conditions.
- 12) If you are intoxicated you may be refused service and/or asked not to use the vapour lounge for the remainder of the day.
- 13) If you have a contagious disease such as the flu or a cold, please do not visit the club unless absolutely necessary. This is due to the fact that a significant portion of our member base suffers from some sort of immune deficiency (caused by AIDS, chemotherapy, etc.) which would make a normally insignificant illness a much more serious problem for them.



14) We offer delivery service most days within the city and is based on staff availability. There is no fee for delivery but there is a \$20 minimum order.

15) Due to our hidden doorway, use caution when entering and exiting the club; also be aware that there are busy driveways which intersect the sidewalk on either side of the club.

16) We ask that you bring a personal medicine container to reduce plastic waste. An airtight glass container is ideal. We sell a number of such containers to members at cost.

17) Our phone number is on your membership card as well as listed in the phone book.

18) The VCBC is a cash only establishment. We cannot accept any form of debit or credit card as payment.

19) In case of any problems, please contact Dieter MacPherson, the executive director of the club. If he is unavailable, feel free to approach any other staff member and we will strive to resolve the issue and/or pass your comments along to him. Email is an excellent way to contact us. We strive to reply to all inquiries as quickly as possible. Our email address is on your membership card.

20) The VCBC takes no responsibility for lost or damaged personal property.

21) *Give member Code of Conduct (Rules) pamphlet.*

#### **D) Conditions**

1) We strongly caution against driving or operating heavy equipment while under the influence of our products.

2) All medicated products purchased from the VCBC should be stored out of the reach of children and pets.

3) The VCBC will not be held responsible for any respiratory, mental health or other medical problems that may result from using our products.

4) For those suffering from heart problems, please be advised that cannabis may either increase or decrease heart rates. We recommend abstaining from sativa dominant strains if one has tendencies towards tachycardia (irregular heart palpitations) or anxiety/paranoia.

5) You should be aware that there are potentially negative interactions between cannabis and some pharmaceutical drugs used for mental health issues. Please see our “Interactions” pamphlet for more information.

6) Should you experience any negative side effects in association with our products, we can assist in determining possible causes and take steps to monitor individual reactions through use of our online tracking system.

7) *Give member Interactions pamphlet.*

#### **E) Pharmacology**

1) The resins from cannabis plants can contain over 400 different organic compounds, over 100 of

which are produced nowhere else in nature. These unique compounds are known as cannabinoids, many of which have been shown to possess different therapeutic benefits. Measured by relative concentration, there are two major cannabinoids that are responsible for the most well-known medical benefits of cannabis: THC and CBD.

2) Tetrahydrocannabinol, more commonly known as THC, is the most famous of these and is usually found in the highest concentration. It is energizing and uplifting, is a strong analgesic (pain-killer), a powerful topical antibiotic, and it relieves pain, nausea, external and internal inflammation, muscle spasms, and convulsions. THC is responsible for the majority of the psychoactive properties of cannabis.

3) Cannabidiol, more commonly known as CBD, has recently begun to be the subject of an increasing amount of public interest. CBD is a potent antioxidant, a neuroprotective (brain protecting), has anti-tumoral properties, is a powerful anti-inflammatory agent, a fast-acting anxiolytic (anti-anxiety), powerful analgesic (pain-killer), antispasmodic, and anti-nauseant.

4) Over the last 40 years, cannabis has been bred to have higher levels of THC. Since both THC and CBD are created from the same chemical pathways (building blocks), an increase in one must be achieved by the reduction of the other. Most modern cannabis has anywhere from 20-28% THC and as little as 0.5-1.5% CBD. In the last decade, some organizations have been breeding cannabis to produce higher amounts of CBD. At the VCBC, we have access to two strains that contain roughly 10% CBD and 10% THC, by weight.

5) When CBD is used in a 1:1 ratio to THC it counteracts the majority of the psychoactive effects of THC, resulting in symptom management without the accompanying 'high' usually associated with cannabis use.

6) *Give member CBD pamphlet.*

7) Cannabis strains are either sativa, indica, or some mix of the two, based off of their effect profile. An effect profile is a description of the realm of possible effects that are associated with a particular strain.

8) The differences in the effects of the different strains is partly due to their cannabinoid content, but is also strongly influenced by the terpene, terpenoid, and flavonoid content of a given strain. These are aromatic (scent) compounds that are produced by many plants, including cannabis. Many of these compounds are psychoactive, and different types have distinct effects. The distinctive aroma of a given type of cannabis is largely a result of the strain's terpene content.

## **F) Application Routes**

1) The VCBC strongly supports the worth and importance of both topical and internal methods of cannabis use.

2) Inhalation of cannabis is the quickest method of delivery, with effects usually taking full effect within 10 minutes and providing effects that last between 2-6 hours. The speed of effect of inhalation makes acute titration (fast-acting dose management) a simple process that is vital for certain conditions, especially those typified by the sudden onset of symptoms (epilepsy, multiple sclerosis, etc.). Unfortunately, this method of administration frequently leads to blood levels of the various active components that are far higher than the ideal therapeutic range, followed by a rapid decrease in their

effect. Inhalation also increases the likelihood of undesirable irritation of the throat and lungs.

3) Ingesting cannabis is a slower method of delivery with onset effects usually felt 1-3 hours after ingestion, with effects lasting between 4-12 hours. This allows for a longer period of effect, as well as a slower eventual increase and subsequent decrease in blood concentrations. This allows for simpler and more effective maintenance of ideal blood levels of the various therapeutic compounds contained within cannabis. Additionally, a properly organized regimen of oral and/or topical administration is significantly less expensive than a regimen focused on inhalation.

4) Topical application of cannabis relieves and helps heal localized pain due to illness or injury, fights bacteria and fungus, is a fast-acting muscle relaxant, anti-inflammatory, and is a general analgesic (pain-killer).

5) Cannabis can exert pain-reducing effects in two distinct ways that synergize (work) with each other to greater effect than either could alone. When administered internally (via ingestion or inhalation), cannabis exerts its effects via the central nervous system (brain and spinal cord) to reduce the intensity of the incoming pain signals. When administered topically, cannabis acts to reduce pain by directly reducing the peripheral nervous system' (sensory nerves') sensitivity to pain, thus reducing the number and intensity of pain signals sent to the central nervous system (brain and spinal cord). This means that the combined use of topical products with some form of internal administration can provide significantly greater pain relief than either could on its own.

### **G) Product and Store Tour**

1) Next, introduce our topical and edible products. Give the new member a copy of each of the Edibles, Topicals, Capsules, and Extracts pamphlets, as well as the most recent copy of the Cannabis Digest. Follow this with a brief tour of the club. Starting with the front desk and lounge, point out the art desks, the bathroom, the vapour lounge, off limit areas (storage room, staff lounge, and front office) and finish in distribution.

### **G) Purchasing Cannabis**

1) There are normally 18 different strains of cannabis, several types of unpressed hash (kief), a variety of different cannabis extracts, as well as a wide variety of topical and edible products on the menu.

2) The sample jars of cannabis in the display case contain 3 grams of each strain, while the sample jars of kief contain 1 gram of each type. This allows members to get an idea of the relative volume of the medicine.

3) Indicas are kept to the member's right, with the most indica-dominant strains on the farthest right; sativas are kept to the member's left, with the most sativa-dominant strains on the farthest left; the hash strains are arranged towards the centre of the display, with a similar left-right/sativa-indica organization.

4) The "I" on a strain's jar and on the price guide indicates that a strain has been grown indoors, while and "O" indicates that it has been grown outdoors.

5) "AAA", "A", and "B" are our price grades and denote (show) the price we pay to our suppliers and the resulting cost to our members. It is important to note that a strain labelled "AAA" is not necessarily the best quality medicine we have available. We often acquire top quality medicine for a great price and

pass along the savings to members. Always talk to the distributor to find the best balance of price, quality, and effect.

6) The cannabis price chart shows members the weight of cannabis received for a given grade and dollar amount. Note that the price per gram goes down with larger purchases, and that members can combine different strains/price grades to qualify for the discount applied to larger amounts.

8) The “Burn Report” shows members our evaluation of the quality of the burn of each strain, including harshness/smoothness of the smoke when inhaled and the color of the ash. This report grades the burn quality only; it does not relate to the potency or effects of a strain. Strains are ranked on a grading system of A/B/C, with A being the best quality burn, and C being the poorest.

9) If a member brings their own container, they can receive a free rolling paper. Rolling papers can be bought individually for 5 cents each.

10) Members are welcome to make cannabis purchases in any amount starting at a half gram and going up to one ounce.

11) Bag bottoms (“bottoms”) are available for two weeks each month if there are sufficient quantities. Members may only purchase 1 gram of bottoms for \$5.25 on any given day. Members may add an additional \$5 before tax of cannabis or kief on top of the bottoms purchased. Members may not make another purchase of cannabis or kief on a day when bottoms are purchased. This restriction does not apply to topical or edible products.

12) All of the cannabis provided by the VCBC is thoroughly inspected prior to sale, but members should always inspect their medicine for mold or mildew prior to use. We are always happy to exchange any medically unsatisfactory medicine for an equivalent amount of another type of medicine, so long as the return is due to dissatisfaction with the safety or medical efficacy (usefulness) of the original purchase.

13) Each member can access up to \$20 in credit towards the purchase of medicine, beginning with their second visit to the club. It is loaned at 0% interest and you do not need to pay us back before you make another purchase.

14) A \$5 emergency fund is available each month to members who are in need and have already used up their \$20 dollar credit. You are not expected to pay back this donation, but a member must spend a minimum of \$20 at the club before they can again make use of the emergency fund.

*At this point, the walkthrough is complete. Introduce the new member to one of the distributors (or complete their first purchase yourself) and inform them they are free to make a purchase so long as all the membership requirements have been met, which should be the case at this point. Don't forget to conclude with a hearty handshake and warm welcome to the club!*

#### **H) How to do a PHONE sign up**

- 1) Phone Signups are for people with physical limitations on their ability to come into the shop or for members out of town. Phone sign ups can also be done with the members' caregiver if

- communicating the details of the signup is too complicated, ex. For elderly members.
- 2) Most likely the POC and the member application have been emailed to the club. Print both documents and complete the paperwork side of a signup the same as a normal one. Enter Member Info into the computer then phone them so you are prepared to give them their member number.
  - 3) Our hours of operation, we are open 365 day per year
  - 4) Go through our rules - BE SURE TO NOTE THE NO RESALE RULE
  - 5) Explain mail order process: you can literally read out what is written below if you like -
    - a) Members check our website: [vcbc.live](http://vcbc.live) for a current menu. We process mail orders Mon to Fri.
    - b) We take mail orders primarily through email but can also take them over the phone if email is inaccessible.
    - c) Once we have your order, we put it together (sealing any flower or hash), email you an invoice with the total and mail out your package.
    - d) As we don't have credit/debit (banks are federally regulated), all payments are accepted VIA e-transfer. We ask that all members use their membership number twice for an e-transfer password.
    - e) Shipping: For orders over \$250, shipping is free. We ship via Canada Post (usually expedited with no signature) but if you request it, we do have the express post and signature option available for you. Expedited is 15\$ and Express is 25\$.
    - f) When we receive your e-transfer we take the mail to the post office and email the tracking numbers to the recipient.
  - 6) After you have gone over the details of ordering, take the time to discuss the patient's experience with cannabis and discuss products according to their use, history with this medicine, and the method of consumption they desire.

## APPENDIX B: Distribution Charts

### A) Cannabis Price Chart

Weight	I-AAA	I-A/O-AAA	I-B/O-A	O-B
0.4g	\$3.80	\$3.50	\$3.00	\$2.80
0.5g	\$4.80	\$4.40	\$3.75	\$3.50
1g	\$9.55	\$8.75	\$7.50	\$7.00
2g	\$19.10	\$17.50	\$15.00	\$14.00
3g	\$28.65	\$26.25	\$22.60	\$21.00
3.5g	\$32.55	\$30.45	\$25.65	\$22.95
S/gram	\$9.30/g	\$8.70/g	\$7.33/g	\$6.56/g
7g	\$60.90	\$56.70	\$49.65	\$43.25
S/gram	\$8.70/g	\$8.10/g	\$7.09/g	\$6.18/g
14g	\$115.50	\$105.00	\$91.25	\$81.10
S/g	\$8.25/g	\$7.50/g	\$6.52/g	\$5.79/g
21g	\$162.75	\$141.75	\$129.10	\$115.50
S/g	\$8.25/g	\$7.20/g	\$6.55/g	\$5.85/g
28.5g	\$210.00	\$189.60	\$168.00	\$147.00
S/g	\$7.37/g	\$6.63/g	\$5.89/g	\$5.16/g

## B) Kief Price Chart

	\$7/g	\$8/g	\$9/g	\$10/g	\$11/g	\$12/g	\$13/g	\$14/g
<b>1g</b>	\$7.35	\$8.40	\$9.45	\$10.50	\$11.55	\$12.60	\$13.65	\$14.70
<b>2g</b>	\$14.70	\$16.80	\$18.90	\$21.00	\$23.10	\$25.20	\$27.30	\$29.40
<b>3g</b>	\$22.05	\$25.20	\$28.35	\$31.50	\$34.65	\$37.80	\$40.95	\$44.10
<b>3.5g</b>	\$36.75	\$29.40	\$33.10	\$36.75	\$40.45	\$44.10	\$47.80	\$51.45
<b>7g</b>	\$46.20	\$53.55	\$60.90	\$68.25	\$75.60	\$82.95	\$90.30	\$97.65
<b>\$/g</b>	<b>\$6.60/g</b>	<b>\$7.65/g</b>	<b>\$8.70/g</b>	<b>\$9.75/g</b>	<b>\$10.80/g</b>	<b>\$11.85/g</b>	<b>\$12.90/g</b>	<b>\$13.95/g</b>
<b>10g</b>	\$63.00	\$73.50	\$84.00	\$94.50	\$105.00	\$115.50	\$126.00	\$136.50
<b>\$/g</b>	<b>\$6.30/g</b>	<b>\$7.35/g</b>	<b>\$8.40/g</b>	<b>\$9.45/g</b>	<b>\$10.50/g</b>	<b>\$11.55/g</b>	<b>\$12.60/g</b>	<b>\$13.65/g</b>
<b>14g</b>	\$86.10	\$100.80	\$115.50	\$130.20	\$144.90	\$159.60	\$174.30	\$189.00
<b>\$/g</b>	<b>\$6.15/g</b>	<b>\$7.20/g</b>	<b>\$8.25/g</b>	<b>\$9.30/g</b>	<b>\$10.35/g</b>	<b>\$11.40/g</b>	<b>\$12.45/g</b>	<b>\$13.50/g</b>
<b>21g</b>	\$126.00	\$147.00	\$169.05	\$191.10	\$213.15	\$235.20	\$257.25	\$279.30
<b>\$/g</b>	<b>\$6.00/g</b>	<b>\$7.00/g</b>	<b>\$8.05/g</b>	<b>\$9.10/g</b>	<b>\$10.15/g</b>	<b>\$11.20/g</b>	<b>\$12.25/g</b>	<b>\$13.30/g</b>
<b>28g</b>	\$161.70	\$191.10	\$220.50	\$249.90	\$279.30	\$308.70	\$338.10	\$367.50
<b>\$/g</b>	<b>\$5.78/g</b>	<b>\$6.82/g</b>	<b>\$7.88/g</b>	<b>\$8.93/g</b>	<b>\$9.98/g</b>	<b>\$11.03/g</b>	<b>\$12.08/g</b>	<b>\$13.13/g</b>

### C) Edible and Topical Limits

Product	Daily Max \$	Daily Max #	PreOrder Max#	PreOrder Max\$
Cookies	\$18	12	\$60	40
Daytime Bud.	\$42	32	\$84	64
Budda Ball	\$25	10	\$50	20
Capsules	\$64	160	\$128	320
Hash Caps	\$80	40	\$160	80
Cannoil	\$105	4	\$210	8
Lozenge	\$21	16	\$84	64
Kamut Puff	\$21	20	\$84	80
Massage Oil	---	4	---	8
Coconut Massage	\$24	2		4
Cannapatch	\$10.50	4	\$42	16
Salve	---	2	---	8
Lip Balm	\$12.60	3	\$50.40	12
	<b>Per Day Total</b>		<b>Pre-order Total</b>	
<b>Total Edibles</b>	\$40 not incl. Cannoil/Hash Caps		\$100 not incl. Cannoil and DayBuds	
<b>Total Topicals</b>	\$50		\$100	



## **APPENDIX C: Wholesale Purchasing**

### **A) Suppliers**

- 1) New (prospective) suppliers should deal exclusively with senior management. If no one is available, the supplier should be asked to come back. It should be explicitly expressed to the supplier that it is very unlikely we are requiring additional cannabis supply.
- 2) Suppliers should always be dealt with as discreetly as possible.
- 3) Suppliers typically bring their product(s) to the club. If they prefer not to come to the club, another location can usually be arranged in advance.
- 4) All products from suppliers are accepted on a consignment basis unless otherwise arranged.
- 5) In order to ensure the safety of patients, suppliers of the VCBC should supply only the VCBC, other CAMCD-certified dispensaries, or other eligible recipients.
- 6) Product(s) may be returned or reduced in price at the club's discretion
- 7) The manager or quality control inspector should do an inspection of the product(s) for mold, pests or other impurities.
- 9) The price the club will pay is negotiated between management and the supplier and the retail price reflects this cost.

### **B) Flowers**

- 1) Inspect cannabis for quality (bud structure, trim, moisture level, smell) and obvious defects (mold, mildew, poor trimming including too much stalk).
- 2) When doing a smoke test, note the quality (cleanliness of burn, potency, flavor).
- 3) If there are doubts regarding the quality visually or in smoking, ask the supplier about the current status of their facility, including whether they have had any problems lately and what their flushing/drying/curing procedure is.
- 4) A thorough inspection will be done once the supplier has left (see Appendix D, sec E).
- 5) All new suppliers should be given a copy of the Suppliers Guidelines (Appendix E).
- 6) New suppliers should be informed of our policy regarding mold and mildew.
- 7) The club recommends that all trimming be done by experienced trimmers, as it is during the trimming process that many damaged buds (including any mold and mildew) are discovered and can be removed prior to bagging.
- 8) Regardless of mold or mildew content, buds that are substantially inferior should be discarded and not brought to the club. Inferior buds include: buds that contain yellow patches, buds that are a sickly looking color, and buds that look burnt or are rust-coloured.
- 9) The club requests that large tops be cut down to their smaller bud constituents.
- 10) Stalk should be very minimally visible in all buds.

- 11) Excessive stalk may be a cause for price reduction or, in extreme cases, return.
- 12) Trimmers should strive to remove all discoloured leaves (especially yellow leaves).
- 14) Accepted bags should be labeled with club labels that have been completely filled out and a purchase order should be made in Biotrack and then filed with the manager.
- 15) All cannabis is graded according to cost. The Club pays the following prices for cannabis by grade:
  - \$9.55: >\$1800/lb
  - \$8.75: \$1500/lb to \$1800/lb
  - \$7.50: <\$1500/lb
  - \$7: < \$1300/lb
  - \$6: <\$1200/lb
  - \$4: <\$1000/lb or donated cannabis

### **C) Kief**

- 1) Kief, also referred to as hash, may be brought to the club in any quantity.
- 2) It is recommended that kief is transported in a sealed glass jar(s).
- 3) Kief will be weighed at the club with the supplier and a price agreed upon.
- 4) The club pays \$4 to \$11 per gram for kief, and charges three dollars per gram over cost. See Appendix B for the Kief price charts.

### **D) Extracts**

- 1) The VCBC is extremely cautious about any form of extract (e.g., shatter, honeycomb, etc..) purchased by the club. There is a requirement for the facility to conform to both Good Maintenance Policy and Good Production Policy guidelines, and as such we require complete transparency into the processing of the extracts.
- 2) Anyone wishing to sell any form of extract to the club must be willing to submit to occasional audits of their facility and business.
- 3) The products in question must have a proven track record of quality and consistency.

## **APPENDIX D: Quality Control**

*All cannabis is to be inspected for quality, mold, and powdery mildew, prior to being served to members. There are three common types of mold that affect cannabis: white, grey/brown, and black.*

### **A) White Mold**

1) White mold is the most common type found in nature and in cannabis. Typically a variety of aspergillus, it is usually very white and looks fluffy, airy or stringy, often resembling dense spider webs.

2) Though it is in some ways the least dangerous type of mold (most people inhale small amounts frequently throughout the day as it is so common in nature), it can be damaging to those with compromised immune systems, particularly if inhaled in larger quantities as may be found in infected cannabis.

3) White mold must be carefully inspected for as it can be easy to miss due to the fact that it can resemble dense clusters of cannabis resin.

4) White mold is typically caused by excessive moisture at the site of the mold, often due to overly large buds and/or a lack of adequate airflow into the bud.

5) The best method for suppliers to combat white mold is to ensure ample air movement via oscillating fans; air should be a fresh supply from a dedicated intake line. In addition, manually opening the large “tops” (colas that typically form at the top of branches and that contain several node sites that often grow into one another) to allow airflow between the nodes can be effective.

### **B) Gray/Brown Mold**

1) Grey/brown mold is also common in nature and cannabis is susceptible to it. Also called “bud rot”, it is typically a variety of botrytis.

2) This mold will usually have a distinctly rotten look and the color will appear sickly and unhealthy compared to healthy buds. The infected areas will often also look more moist than healthy areas of the bud, or they may look burned or rusty, or they may look both moist and burned/rusty.

3) Grey/brown mold may also contain patches of white mold within it or around it.

4) Grey/brown mold is caused by excessive moisture in the bud and is suggestive that there may be excessive humidity in the growing facility and/or that plants are being over-watered. A lack of airflow is also a common causal factor.

5) Suppliers can best fight grey/brown mold by keeping a constant proper room humidity of less than 60% (ideally less than 50%), by having ample air movement via oscillating fans of fresh air from a dedicated intake line, and by manually opening larger tops. Suppliers should also ensure that they are not over-watering their plants.

6) Damaged buds allow grey/brown mold to take hold more easily. Suppliers should ensure buds are not damaged from excessive room heat or light hot spots or are otherwise not stressed including from over or under watering.

7) Heat at the top of the canopy should ideally be kept under 90F; heat should be measured at the top of the canopy under the lights, not on an adjacent wall where the temperature can be much lower.

### **C) Black Mold**

1) Black mold is typically a variety of stachybotrys and is usually a symptom of a larger mold problem within the growing facility. Black mold will appear black or very close to black and is very toxic to smoke.

2) Black mold is typically the variety of mold that causes substantial damage to the infrastructure of a facility.

3) It is not common to find black mold on cannabis. If any black mold is found, the entire crop (not just the bag in which it was found) must be immediately marked for return and it should be reconsidered whether to accept any further cannabis from the supplier.

4) Black mold is the only type of common mold that is likely to infect a whole facility (white and grey/brown mold are usually locally caused within specific buds and only spread if growing conditions and grower attention is extremely poor).

5) Black mold may require sterilization of the entire facility and may require replacing walls and/or insulation, as well as items such as tables and shelving.

6) 99% isopropyl or bleach can help reduce or remove black mold, but in general an expert in mold should be consulted if a black mold infection is found.

### **D) Powdery Mildew (PM)**

1) PM is a fungus that is very common in nature and can be a problem on cannabis plants.

2) PM is extremely detrimental to smoke and if any is found all bags of the entire crop (not just the bag in which it was found) must be immediately marked for return as PM easily spreads and the risk of widespread contamination, as with black mold, is great.

3) PM looks like fine confectioner's sugar. It also may look like clumps of small insect eggs.

4) On a casual glance, PM may be confused for white mold. Upon closer inspection, PM is dustier (small, powdery granules grouped together) whereas white mold is stringy and lace-like. PM is also more prone to lay flat on a surface, whereas white mold may jut out from the surface like small spiderwebs.

5) PM typically starts by attacking leaves and then moves into the bud. It is most commonly found on the leaves (often trimmed) that protrude from a bud, though it may be more apparent upon opening the bud where the infected leaf protrudes.

6) As opposed to many cases of mold, PM is usually a very obvious disease during the growing process and should be found and removed by the supplier prior to packaging. Failure to do so is a sign of an inattentive or inexperienced grower and they should be reconsidered as a supplier for the club.

7) PM typically starts in one or a few isolated locations but will quickly spread if not immediately

destroyed.

8) PM thrives in cold temperatures (under 65F) and humid (over 60% humidity) environments. The colder the temperature and the higher the humidity, the more likely PM will take hold and/or spread. A lack of fresh airflow, poor air movement, and long periods of darkness also assist PM in taking hold and/or spreading.

9) Suppliers can best fight PM by creating facility conditions that discourage it. Suppliers should also frequently inspect plants to catch any PM outbreaks early.

10) If PM is found, the recommended remedy is to carefully and immediately cut off all parts of all plants where it is found; to be extra safe, the entire plant(s) where any PM is found can be destroyed. Infected plant matter should be put in sealed bags and removed from the facility immediately, or the plant matter can be burned.

11) In addition to physical removal, using a sulphur burner is a very effective method of combating PM. Sulphur serves to inhibit PM spores from germinating and spreading. A sulphur burner will vaporize elemental sulphur, coating everything in the room with a fine film of sulphur. Sulphur burners should always be used at night with exhaust fans off and oscillating fans on, for between 1-4 hours per night until all symptoms are gone. Since sulphur is not a desirable thing to have on cannabis buds, sulphur burners must cease being used when buds start to form (typically around six weeks prior to harvest, or around three weeks after flowering is induced, depending on the length of the flowering cycle).

12) There are a variety of things that can be sprayed onto plants that can be effective, including water-soluble sulphur and neem oil.

### **E) Inspection Procedure**

1) All cannabis must be inspected by a qualified inspector.

2) Before inspecting a cannabis bag, weigh it. In a regular ziplock bag, the total weight should be about 240g (227g of cannabis plus 12-13g for the bag). Make a note on the label if the bag is over or under by more than 3g.

3) Clean the inspection area, thoroughly wash your hands, dump the entire bag into a clean large stainless steel bowl.

4) Use an overhead fluorescent light. Optionally, also use a strong headlamp with high power white LEDs on full power. The room light should be on as well, and you should also have a USB microscope at hand hooked up to a computer for close-up views.

5) First take note of the overall colour(s) of the cannabis. This will serve as the base color(s) that will allow you to notice colour(s) that are out of the ordinary.

6) Also, note the overall level of dryness of the cannabis. This will serve as a base for seeking areas that are more moist.

7) Look for any black spots, unusually dark green spots, grey/brown areas, yellow areas, white areas or rusty brown areas. Notable unusual colors on the outside of a bud are indicative that there may be mold

within the bud at the site of discoloration.

8) Sometimes mold is associated not with an obviously discolored area, but rather with an area on a bud that has a slightly sickly looking color when compared to healthy buds. These areas are more difficult to spot and require greater vigilance.

9) The color of the small leaves that protrude from within the bud can also be a sign of possible mold. These leaves may be partially clipped during the trimming phase of cannabis production.

10) Look for leaves that are a different color from the majority of leaves. Often these leaves will be either yellow, brownish or rusty, or a sickly looking green.

11) Look as well for leaves that look shriveled or limp compared to other leaves.

12) When you see an unusual looking leaf, the bud should be opened at the spot from which the leaf protrudes. If the unusual color or physical characteristic ceases where the leaf enters the bud, mold is less likely. If the unusual color or the physical characteristic continues to the bud's stem, mold is more likely.

13) On smaller buds (buds that contain only one node site), mold is usually found near the bottom of the bud where it attaches to the stem, as there usually is or was a higher moisture content at this location than at the top of the bud.

14) Pay special attention to larger buds. Healthy looking buds are more likely to contain mold than healthy looking smaller buds since there is a greater likelihood that there was or is excessive moisture in the larger tops.

15) Mold is usually found on the lower 1/2 of a bud, either at the bottom of the bud or in between node sites.

16) Buds should be opened to inspect for mold. The nodes that form the top should pry apart quite easily allowing you to view the stem. Do not hesitate to remove nodes to inspect more closely.

17) Tops that display any exterior damage or signs of possible mold should be carefully inspected. These tops should be opened at multiple spots to inspect.

18) UV light can be used with all other lights turned off. Some molds will appear a distinct color under UV.

19) The black light may be used to confirm the presence of mold, but it should not be used as the sole method to confirm the absence of mold as it is ineffective at finding mold hidden within buds, where it is most commonly located.

20) A digital microscope is used to confirm the presence of mold, as well as variety and maturity. Pictures should be taken of major sites of contamination to provide each producer and to be used as a reference.

## **F) Categories of Inspected Cannabis**

1) No mold or PM found: bag is to be marked on the attached label with the signature of the inspector.

2) White or grey/brown mold found: since white or grey/brown molds usually form in isolated buds, it is acceptable to seek and remove buds that contain these types of mold and still offer the rest of the

cannabis to members. The inspector must use their experience and discretion. As a general rule, bags that contain more than three buds with white or grey/brown mold should be marked with an “X” and returned. These bags may not be offered to members at any time.

3) As a general rule, if half of the bags of a crop each contain more than three buds with white or grey/brown mold, the whole crop should be returned. If a crop is being returned, all bags from the crop are to be marked with an “X”. In this case, cannabis from this crop is not to be offered to members at any time.

4) Black mold or PM found: mark the bag with an “X” next to the strain name. All cannabis from the crop must be returned to the supplier. All bags from the crop are to be marked with an “X”. Under no condition is any cannabis from the crop to be offered to members. This should be noted by the purchaser and if it becomes a continuous problem for the supplier their status with the club should be reconsidered.

## **APPENDIX E: Grower's Guidelines**

*Generally speaking our growers produce contamination free, quality cannabis. These guidelines are to assist in a standardized quality.*

### **A) Nutrients and Flushing**

1) The club does not state a preference for organically or non-organically grown cannabis. Considerable experience over many years has indicated that both organic and non-organic nutrients have the capacity to produce high quality, potent and clean burning cannabis or otherwise, both types of nutrient can produce low quality, weak or poorly burning cannabis.

2) In general, organically grown cannabis should be more heavily flushed at the end of its growing life as organic compounds are more difficult to flush from the growing medium.

3) It is recommended that organic cannabis be flushed for a minimum of two weeks (or 5 flushes) prior to being harvested.

4) In general, non-organically grown cannabis flushes more easily than organically grown as the salts used to make non-organic nutrients are water soluble and thus removed easily.

5) It is recommended that non-organic cannabis be flushed for a minimum of one week (or three flushes) prior to being harvested.

6) It is recommended that suppliers check the PPM (Parts Per Million) or EC (Electrical Conductivity) of their feed runoff throughout the growing cycle and specifically during the flushing phase.

7) Both PPM and EC are measurements of the Total Dissolved Solids (TDS) in a solution. It is important to note that PPM is a calculation based on the EC, and that slightly different formulas are used depending on the brand of meter used. EC is the only method of measuring nutrients that is universally consistent. For the purpose of this manual, an estimated average PPM calculation is used.

8) During the flowering cycle, the EC of the runoff should never exceed 3.0 (2000 PPM).

9) The EC of the runoff of the final flush prior to harvest should be under 1.0 (700 PPM) and preferably under 0.7 (500 PPM).

10) Runoff over 1.0 EC is likely to yield badly burning cannabis.

11) Some organic nutrients, such as the Bio-Canna line, may not be accurately measured by EC or PPM meters, in which case the supplier must use their experience to ascertain when sufficient flushing has taken place.

### **B) Drying/Curing Expectations**

1) Cannabis is considered fully dry when all stalks will crack and/or snap when bent.

2) Cannabis is slightly too moist if stalks “crunch” but do not snap when bent.

3) Cannabis is far too moist if stalks simply bend when bent.



- 4) Overly moist cannabis may allow mold to grow and may be returned at the club's discretion.
- 5) Cannabis is too dry if the bud crumbles when rolled between your fingers.

### **C) Drying**

1) It is vital to note that the best grown cannabis can become notably inferior if poorly dried and cured. Conversely, poorly grown cannabis can become better if perfectly dried and cured. The drying and curing process should be considered as important as any other part of the growing process.

2) Method 1: Hang plants upside-down on string or wire. Optionally, all leaves or just the fan leaves may be removed before hanging (this will decrease the amount of time required to dry but may reduce the quality of the smoke). Plants should have enough room so as to not be crowded into one another.

3) Method 2: Cut plants down into individual buds; lay the buds out on screens. Do not lay buds on a solid surface with no vertical airflow. Buds should have enough room on the screens so as to not be crowded into one another.

4) Method 3 involves "sweating" buds. This is an advanced method that is not recommended and will not be covered in this manual.

5) In general, the longer it takes to dry cannabis, the better the quality will be. Since Method 1 should always take longer than Method 2, with all other factors considered equal, Method 1 will produce higher quality cannabis.

6) In general, cannabis should take at least one week to dry.

7) Cannabis dries best in a stable environment. Ideally, the temperature in the drying room should be 70F with 50% humidity. For the first 1-3 days, the humidity will be higher as the plants shed their initial moisture rapidly, but after this period a stable 70/50 temperature/humidity should be achievable for the rest of the dry.

8) Temperatures under 60F will substantially increase the drying time and may allow for mold or mildew to appear. Temperatures over 80F will substantially decrease the drying time and may lead to poorly burning cannabis.

9) It is highly advisable that suppliers put a temperature and humidity meter in their drying room that keeps track of the current levels as well as historic highs/lows. Historic highs/lows should be noted and cleared daily to provide better data.

10) Cannabis must always be dried in the dark. Brief periods of light for daily inspections are not problematic.

11) A drying room needs a minimal amount of constant airflow from one side to the other. In general, a 4" inline fan will supply ample airflow for most drying rooms.

12) Other than the outflow fan, no fans should be used in a drying room. Direct air blowing onto drying buds will cause the outside of the buds to dry more rapidly than the inside, resulting in overly crunchy buds that are likely to smoke poorly. In addition, "crunchy" buds may lead a supplier to remove plants from the drying room early, which can lead to mold depending on the storage method used during the

curing phase.

13) Dehumidifiers can be used but should not be necessary. Proper room design and increasing/decreasing the amount of airflow should suffice to set the proper humidity during the drying process.

14) Heaters or air conditioners can be used to obtain an optimal temperature, but proper room design should usually make this unnecessary.

### **E) Curing**

1) Curing is the final process of producing cannabis. The drying process should reduce the moisture content in the buds to approximately 20-25%. Curing further reduces the moisture content to the ideal 10-15% range. The curing process allows this final reduction to occur more slowly and ensures that the moisture in the buds is evenly distributed. Buds that are reduced to their final 10-15% moisture content more rapidly via the drying process are likely to not burn as well due to unevenly distributed moisture.

2) There are many methods of curing. The suggested method is to store cannabis in large, grocery- store sized paper bags with the bag tops sealed by rolling them up. The paper bags should be kept in the drying room with the 70/50 temperature/humidity.

3) Bags should never be stored directly on the floor.

4) Paper bags allow cannabis to maintain a good humidity level and allow small amounts of air transfer.

5) Paper bags should be opened daily and the cannabis disturbed to allow nitrogen off-gas to escape and fresh oxygen in.

6) A more advanced method of curing involves storing cannabis in paper bags and storing the paper bags in rubbermaid totes. This method is superior in that it creates a microenvironment where moisture is very evenly distributed amongst buds. This method requires that the bins/bags be opened more frequently; initially after drying, they may need to be opened several times a day.

### **F) Storing**

1) Cannabis brought to the club is to be stored in 1/2 lb (227g) amounts. If a supplier is using regular ziplock bags, the combined weight of cannabis and bag should be 240g.

2) Sealing the 1/2 lb bags in larger vacuum sealed (food saver) bags is the best method of smell retention.

3) Each 1/2 lb bag must have the supplied labels attached with the correct information filled in.

## APPENDIX F: Social Media Agreement

### VCBC SOCIAL MEDIA AGREEMENT

Social media definition: Online, electronic, or Internet media, tools, communities, and spaces for social interaction, sharing user generated content, or public or semi-public communication.

Social media can take many different forms, including internet forums, blogs & microblogs, online profiles, wikis, podcasts, pictures and video, email, text, instant messaging, music- sharing, and chat, to name just a few. Examples of social media include but are not limited to the following: LinkedIn, Facebook, Instagram, Wikipedia, YouTube, Twitter, Pinterest, and blogs.

Being on social media on your cell phone or computer while on company time, including but not limited to Facebook Messenger, Twitter, Instagram, or Pinterest, is also akin to being on a personal call while at work. Please do your best to focus during your work hours and check these applications during personal time like lunch breaks or at the end of the day.

**Violation(s) of the social media policy will be subjective to progressive discipline, up to and including termination.**

1. Some subjects can invite a flame war. Be careful discussing things where emotions run high (e.g. politics and religion) and show respect for others' opinions.
2. Your job comes first. Unless you are an authorized Social Media Manager, don't let social media affect your job performance.
3. If you make a big mistake, correct it immediately and be clear about what you've done to fix it. Contact the social media team or management if it's a significant issue.
4. Don't even think about it.... Talking about financial information, sales trends, strategies, forecasts, legal issues, future promotional activities. Giving out personal information about customers or employees. Posting confidential or non-public information. Responding to an offensive or negative post by a customer. There's no winner in that game.

Date:

Employee Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Senior Staff Name \_\_\_\_\_

Staff Signature \_\_\_\_\_

## **APPENDIX G: Non Disclosure Agreement**

### **Non Disclosure Policy for The Victoria Cannabis Buyers Club**

This policy affects all employees, including board members, investors, contractors and volunteers, who may have access to confidential information.

#### **Policy Elements**

Confidential and proprietary information is secret, valuable, expensive and/or easily replicated. Common examples of confidential information are:

1. Unpublished financial information
2. Data of Customers/Partners/Vendors
3. Patents, formulas or new technologies
4. Member lists (existing and prospective)
5. Data entrusted to our company by external parties
6. Pricing/marketing and other undisclosed strategies
7. Documents and processes explicitly marked as confidential
8. Unpublished goals, forecasts and initiatives marked as confidential

What employees should do:

1. Lock or secure confidential information at all times
2. Shred confidential documents when they're no longer needed
3. Make sure they only view confidential information on secure devices
4. Only disclose information to other employees when it's necessary and authorized
5. Keep confidential documents inside our company's premises unless it's absolutely necessary to move them
6. Wait for members to approach first when interacting outside of the VCBC without previous permission

What employees shouldn't do:

1. Use confidential information for any personal benefit or profit
2. Disclose confidential information to anyone outside of our company
3. Replicate confidential documents and files and store them on insecure devices

When employees stop working for our company, they're obliged to return any confidential files and delete them from their personal devices.

Employees who don't respect our confidentiality policy will face disciplinary and, possibly, legal action.

We'll investigate every breach of this policy. We'll terminate any employee who willfully or regularly breaches our confidentiality guidelines for personal profit. We may also have to punish any unintentional breach of this policy depending on its frequency and seriousness. We'll terminate employees who repeatedly disregard this policy, even when they do so unintentionally.

This policy is binding even after separation of employment.

**Date:**

**Employee Name:** \_\_\_\_\_

**Employee Signature:** \_\_\_\_\_

**Senior Staff Name** \_\_\_\_\_

**Staff Signature** \_\_\_\_\_

## **APPENDIX H: Anti Harassment Policy**

### **Victoria Cannabis Buyers Club** **Anti-harassment Policy and Procedures**

#### **Policy Statement**

The Victoria Cannabis Buyers Club is committed to fostering a harassment-free workplace where all employees are treated with respect and dignity.

The Canadian Human Rights Act protects employees from harassment based on race, national or ethnic origin, colour, religion, age, sex, sexual orientation, marital status, family status, disability or pardoned conviction. Harassment at the Victoria Cannabis Buyers Club is not tolerated.

Employees who are found to have harassed another individual may be subject to disciplinary action. This includes any employee who: interferes with the resolution of a harassment complaint; retaliates against an individual for filing a harassment complaint; or files an unfounded harassment complaint intended to cause harm.

#### **Application of Policy**

This policy applies to all current employees of the Victoria Cannabis Buyers Club, including full and part-time, casual, contract, permanent and temporary employees. This policy also applies to job applicants. This policy applies to all behaviour that is in some way connected to work, including during off-site meetings, training and on business trips.

#### **Definitions**

Harassment is:

- offending or humiliating someone physically or verbally;
- threatening or intimidating someone; or
- making unwelcome jokes or colour, religion, age, sex, sexual orientation, marital status, family status, disability or pardoned conviction.

#### **Sexual harassment is:**

- offensive or humiliating behaviour that is related to a person's sex;
- behaviour of a sexual nature that creates an intimidating, unwelcome,

hostile or offensive work environment; or

- behaviour of a sexual nature that could reasonably be thought to put sexual conditions on a person's job or employment opportunities.

### **Responsibilities and Expectations**

The Victoria Cannabis Buyers Club is responsible for providing all employees a harassment-free workplace.

#### **The Harassment Officer is responsible for:**

- ensuring that this policy is applied in a timely, consistent and confidential manner;
- determining whether or not allegations of harassment are substantiated; and determining what corrective action is appropriate where a harassment complaint has been substantiated.

The **Harassment Officer** is responsible for:

- the administration of this policy; reviewing this policy annually, or as required; and
- making necessary adjustments to ensure that this policy meets the needs of the organization.

#### **Supervisors are responsible for:**

- fostering a harassment-free work environment and setting an example about appropriate workplace behaviour;
- communicating the process for investigating and resolving harassment complaints made by employees;
- dealing with harassment situations immediately upon becoming aware of them, whether or not a harassment complaint has been made;
- taking appropriate action during a harassment investigation, including separating the parties to the harassment complaint, when appropriate; and
- ensuring harassment situations are dealt with in a sensitive and confidential manner.

#### **Employees are responsible for:**

- treating others with respect in the workplace;
- reporting harassment to the Harassment Officer ;
- cooperating with a harassment investigation and respecting the confidentiality related to the investigation process;

**Employees can expect:**

- to be treated with respect in the workplace;
- that reported harassment will be dealt with in a timely, confidential and effective manner;
- to have their rights to a fair process and to confidentiality respected during a harassment investigation; and
- to be protected against retaliation for reporting harassment or cooperating with a harassment investigation.

**Procedures for Addressing a Harassment Complaint****Filing a Complaint**

An employee may file a harassment complaint by contacting the Harassment officer. The complaint may be verbal or in writing. If the complaint is made verbally, the Harassment officer will record the details provided by the employee.

The employee should be prepared to provide details such as what happened; when it happened; where it happened; how often and who else was present (if applicable).

Complaints should be made as soon as possible but no later than within 30 days of the last incident of perceived harassment, unless there are circumstances that prevented the employee from doing so.

The Harassment Officer will tell the person that the harassment complaint has been made against, in writing, that a harassment complaint has been filed. The letter will also provide details of the allegations that have been made against him or her.

Every effort will be made to resolve harassment complaints within 30 Days. The Harassment Officer will advise both parties of the reasons why, if this is not possible.

If either party to a harassment complaint believes that the complaint is not being handled in accordance with this policy, he or she should contact Ted Smith.

**Mediation**

Wherever appropriate and possible, the parties to the harassment complaint will be offered mediation prior to proceeding with a harassment investigation. Mediation is voluntary and confidential. It is intended to assist the parties to arrive at a mutually acceptable resolution to the harassment complaint.



The mediator will be a neutral person, agreed upon by both parties. The mediator will not be involved in investigating the complaint.

Each party to the complaint has the right to be accompanied and assisted during mediation sessions by a person of their choosing.

### **Investigation**

If mediation is inappropriate or does not resolve the issue, a harassment investigation will be conducted. All investigations will be handled by an individual who has the necessary training and experience. In some cases, an external consultant may be engaged for this purpose. The investigator will interview the person who made the complaint, the person the complaint was made against and any witnesses that have been identified. All people who are interviewed will have the right to review their statement, as recorded by the investigator, to ensure its accuracy.

The investigator will prepare a report that will include:

- a description of the allegations;
  - the response of the person the complaint was made against;
  - a summary of information learned from witnesses (if applicable); and
- a decision about whether, on a balance of probabilities, harassment did occur.

This report will be submitted to the club manager. Both parties to the complaint will be given a copy.

### **Substantiated Complaint**

If a harassment complaint is substantiated, the Harassment Officer will decide what action is appropriate. Remedies for the employee who was harassed may include: an oral or written apology.

Corrective action for the employee found to have engaged in harassment may include: a reprimand; a suspension; a transfer; a demotion; and/or dismissal. Both parties to the complaint will be advised, in writing, of the decision.

### **Other Redress**

An employee who is not satisfied with the outcome of the harassment complaint process may file a

discrimination complaint with the Canadian Human Rights Commission.

**Privacy and Confidentiality**

All parties to a harassment complaint are expected to respect the privacy and confidentiality of all other parties involved and to limit the discussion of a harassment complaint to those that need to know.

The Victoria Cannabis Buyers Club and all individuals involved in the harassment complaint process, will comply with all requirements of the The Personal Information Protection and Electronic Documents Act to protect personal information.

**Review**

The Victoria Cannabis Buyers Club will review this policy and procedures on an annual basis, or as required, and will make necessary adjustments to ensure that it meets the needs of all employees.

**Enquiries**

Enquiries about this policy and related procedures can be made to the Harassment Officer.

**Acknowledgement of Policy**

I have read and understand The Victoria Cannabis Buyers Club Anti-harassment Policy; I will adhere to it.

**Date:** \_\_\_\_\_

**Employee Signature:** \_\_\_\_\_

**Employee Name:** \_\_\_\_\_

**Witness Name:** \_\_\_\_\_

**Witness Signature:** \_\_\_\_\_

**APPENDIX I: Averaging Agreement**

## **VCBC Averaging Agreement**

The VCBC averages scheduled work hours over a period of 4 weeks. This means that over a period of 4 weeks, full time employees will work an average of up to 40 hours per week.

Employees will be requested to sign the Averaging Agreement when they are hired. The agreement will exist from the employees date of hire, on an ongoing basis and is only terminated upon termination of employment. This Agreement must be reviewed and signed in conjunction with The VCBC Hiring Package.

A full time employee will be scheduled for an average of 40 hours per week over the 4 week period. The maximum amount of hours within a four week period will not exceed 160, without written consent from the employee and senior management.

### **Daily shift hours**

To allow an employee to work up to 40 hours in a four day period, the standard length of a daily shift will be 9.5 hours. Employees will be given 1.5 hours in paid breaks per 9.5 hour shift. As per this averaging agreement, employees who are being paid for a 9.5 hour shift will not be paid the daily overtime rate applicable after 8 hours. Break times will be chosen daily by employees through a sign up process; this will be on a first come, first serve basis.

### **Staff Meetings**

Once per month, employees will be required to attend an after hours staff meeting. Staff meetings are a total of 1.25 hours, beginning 15 minutes after closing.

If a staff member did not work the day of the staff meeting and comes in to attend it, they will be paid for two hours, as per BCESA.

If the staff member did work the day of the staff meeting, the daily total of 10.75 hours will be averaged into their four week period.

### **Banked Hours - How to be paid**

Banked hours can be saved up to be paid out later in the year. All banked hours can be saved for up to a maximum of six months. The maximum amount of hours that can be banked is up to 80.

### **Overtime requirements**

If a requirement arises for an employee to work more than 160 hours in a four week period, this overtime must be pre-authorized by Ted Smith, our Executive Director. Approved overtime is voluntary and will

be paid at the appropriate rate, as per the BCESA.

**Termination of employment**

The employer will retain the Averaging Agreement for 2 years after the employment terminates.

For more information, please refer to the Employee Standards Act and Regulations for BC -  
[http://www.bclaws.ca/EPLibraries/bclaws\\_new/document/ID/freeside/00\\_96113\\_01](http://www.bclaws.ca/EPLibraries/bclaws_new/document/ID/freeside/00_96113_01)

<https://www2.gov.bc.ca/gov/content/employment-business/employment-standards-advice>

**Victoria Cannabis Buyers Club Averaging Agreement**

The Averaging Agreement contains important information about the averaging of hours of work and details of overtime compensation at The Victoria Cannabis Buyers Club. This agreement may be subject to change without notice.

I understand that I should consult with my Manager regarding any questions I have about the Averaging Agreement.

I have received the Averaging Agreement and I understand that it is my responsibility to read and comply with the policies contained in the agreement and any revisions made to it.

In signing this document, I understand that I am agreeing to average my hours as per the Averaging Agreement. I understand that the Agreement will exist from my date of hire, on an ongoing basis and is only terminated upon termination of employment.

**Employee hire date:** \_\_\_\_\_

**Termination of employment date:** \_\_\_\_\_

**Date :** \_\_\_\_\_

**Employee Signature:** \_\_\_\_\_

**Employee Name:** \_\_\_\_\_

**Senior Staff Member Signature:** \_\_\_\_\_

**Senior Staff Member Name:** \_\_\_\_\_

## **APPENDIX J: Staff Benefits**

- Pay rate - \$18 per hour for the first 3 months then \$19 per hour after 3 months

### **Vacation Time**

- Vacation Time – 3 weeks paid, 2 weeks unpaid per calendar year
  - **Vacation time becomes available 6 months after the employee start date**
- One week is determined by your average amount of hours worked per week
  - Ex. Working 36 hours per week on average = 108 hours
  - Ex. Working 20 hours per week on average = 60 hours
- It is your responsibility to write your vacation hours on the hours sheet to ensure you are paid. You can arrange with management to have your hours accounted for ahead of time if you will be out of town.

**PLEASE NOTE – Vacation time is not optional! You have to actually take a paid vacation. Please plan to use your vacation time so that you don't end up taking it all in December! Taking payment in lieu of vacation time is not permitted unless there has been an agreement made with management under extreme circumstances.**

### **Sick Time**

- 2 weeks of paid sick time (100% pay rate)
- Entitled sick time is calculated by averaging your year to date hours.
- If employee exceeds these two weeks, exceptions for further situations can be made upon management approval with a doctors note

### **Positive Life Benefit**

- The Club will happily reimburse you for half of anything you do physically to better your health or positively improve your life. You are able to spend up to \$150 per month and receive up to \$75 back.
- Health Benefits do not need to be claimed within the same month they are used, you need only be employed at the club during that time. (It is ok to bring a January receipt to the club in February)
- This benefit is applicable to physical health equipment purchases, as it is an investment in long term health!

## **Health Benefits Plan**

- As of Feb 21, 19 - Benefits will be provided to employees after 3 months of continuous employment
- Health benefits are provided through the VCBC, not private insurance to make benefits accessible to all employees.
  - **Dental** - \$1500 Annually, 100% Coverage
  - **Prescriptions** – 100% Coverage, no deductible (email or bring receipts to management – please black out the actual prescription details before hand for privacy protection)
  - **Counseling** - \$500 Annually, 100% Coverage
  - **\$2500 Flex Bag** – 100% Coverage. Every employee has an annual \$2500 TOTAL flex bag that can be used for any of the services below.
    - Massage (To access Eastern Massage Therapy, we do not require a RMT)
    - Acupuncture
    - Naturopath
    - Chiropractor
    - Physiotherapist
    - Medical and Dental for Dependant Children and family
    - Glasses and Eye Exams
    - Veterinary Care
    - Vitamins and Supplements
    - Other medical equipment - check in with Management in advance to discuss appropriateness of the item for coverage prior to purchase.

Inform your manager before your appointment to confirm the eligibility, total amount payable and the date of the appointment.

All employees' have the option of having these services paid for prior to the treatment (especially regarding Dental). If you would like to do this:

1. Give your manager the clinic name and contact information
2. Inform the clinic that they will be hearing from us and that you give your permission for them to talk about your benefits

If you would like to pay for the service yourself, bring the receipt to your manager so that it can be recorded on our Staff Benefit Spreadsheet.

- If you would like to find out how much of each benefit you have available, plus what you have used so far, ask your manager to give you an update on your Personal Staff Benefit Spreadsheet in the Google Drive. You can access this document to review available benefits whenever you need.

## Grams of the Day

VCBC Staff are welcome to a “gram of the day” to be used towards anything that the VCBC sells.

***IT IS EACH STAFF MEMBERS PERSONAL RESPONSIBLE TO KEEP TRACK OF THEIR GRAMS OF THE DAY!***

### **If you are a VCBC Dispensary Staff member:**

- You earn a \$6 Gram of the day after a full day worked
- You earn a \$3 Gram of the day for a half day worked
- Grams of the day need to be used within the one week pay period

### **If you are a VCBC Bakery Staff member:**

- You earn a \$6 Gram of the day after a full day worked
- You earn a \$3 Gram of the day for a half day worked
- Grams of the day CAN be saved up
- Grams of the day are processed under your own personal staff member number at the club - Your purchase history is used to account for Gram of the day purchases
- With ample notice, you are welcome to contact the dispensary to have your grams of the day prepared and sent up with Ted

**APPENDIX K: VACATION OVERPAYMENT POLICY**

**Vacation Overpayment Policy**

**If an employee is paid beyond their vacation entitlement, the following is to occur:**

- Ted Smith and any other concerning management will be informed
- Employee will be notified
- Ted will talk to the employee
- Ted Smith will decide the necessary course of action
- Management staff will inform the employee of the appropriate action to be taken

Options Include:

1, Wait till the time becomes available - VCBC management can instruct payroll to deduct the number of vacation days taken in advance from their vacation entitlement once they have actually earned it. As this creates more work for the administration, it needs to be approved by management.

2, Repayment Plan - A reasonable repayment plan can be established. In order to arrange this, a meeting must be held between VCBC management, the VCBC Harassment Officer and the employee.

\*Please note - If there is no interest charged on top of the repayment plan, CRA based interest rates will be applied to the amount in order to calculate accurate CPP, EI and tax rates. Employee T4's will be adjusted accordingly.

I have read and understood the vacation overpayment policy.

Employee Signature: \_\_\_\_\_

Senior Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_