

CALIFORNIA  
CANNABIS  
INDUSTRY  
ASSOCIATION

2020

# 420 PREPAREDNESS FOR RETAILERS AND DELIVERY

Produced by the CCIA Retail, Delivery  
& Distribution Committee

Authored By:

Pamela Epstein of Eden Enterprises  
and CCIA Board Member, along with  
the committee at large.





Produced by the CCIA Retail, Delivery & Distribution Committee

## Retailers (Storefront & Delivery) Preparedness

### Storefront Retailers - Social and Physical Distancing Measures

- Maintain a **minimum** physical distance of 6-ft between employees (if possible), patrons, entrances, exits, aisles and walkways - best achieved by placing tape or demarcation on the floor and informational signage.
- Minimize customers waiting or congregating at the entryway, lobby or in lines. This is especially important with increased customer traffic.
- Implement methods to reduce touchpoints during the retail experience. Examples:
  - *Leveraging technology to provide customers with the ability to pre-order.*
  - *Where possible provide online sales transaction systems to avoid cash.*
  - *Curbside Pickup (\*make sure to obtain approval from the BCC and extend authorization, as necessary).*



### Sanitation Protocols

- Instruct all employees to frequently wash their hands with hot water for at least 20 seconds (sing yourself A,B,C's, Happy Birthday, Twinkle Twinkle Little Star)
- Personal Protection Equipment ("PPE") - made available to both employees and customers: gloves, masks, face shields, hand sanitizer
- Plexiglass style partition at POS terminals
- Enhanced cleaning practices - frequently wiping down of any exposed and heavily touched surfaces with disinfecting wipes or 90% Isopropyl alcohol solution.
- Enhanced cash management handling-use of gloves and ultraviolet light to disinfect.
- Signage/Informational Bulletins, CDC Instruction: [Stop the Spread of Germs \(COVID-19\)](#)





Produced by the CCIA Retail, Delivery & Distribution Committee

### **Delivery - Social, Physical Distancing & Sanitation Measures**

- Drivers should wear gloves and masks at **all** times.
- Drivers should change their gloves after each delivery.
- Utilize “contactless” measures during the delivery transactions (with approved BCC regulatory relief):
  1. Prescreen Customer ID for age verification.
  2. Maintain recommended distance of 6ft during delivery exchange.
  3. Email Confirmation of delivery receipt (without customer’s signature).
  4. Employ prepayment options, when available.
- Enhanced cleaning protocols - wipe down with disinfecting wipes or spray the steering wheel every time the delivery driver enters the car after making a delivery.

Operators can refer to CCIA COVID-19 Resource Page for additional information and resources - <https://www.cacannabisindustry.org/ccia-covid-19-resources/>.

### **DISCLAIMER**

The information provided in this document is **not** intended to constitute legal advice and therefore should not be relied upon as such. Instead, this document is exclusively intended for general informational | educational purposes. Given the dynamic nature of the industry, this document may not constitute the most up-to-date legal or other information. Use of this document does not create an attorney-client relationship between the reader and any individual at CCIA or CCIA as a whole. Operators should contact their attorney to obtain advice with respect to any particular legal matter. No reader of this document should act or refrain from acting on the basis of information without first seeking legal advice from counsel in the relevant jurisdiction. Only a retained attorney can provide assurances that the information contained herein – and your interpretation of it – is applicable or appropriate to your particular situation. For specific legal needs please contact an attorney. Should you need an attorney recommendation CCIA has several resources, please contact [info@cacannabisindustry.org](mailto:info@cacannabisindustry.org) for more information.