



COVID-19 Prevention Checklist Industry Guidance

Earlier this year, the Maine Office of Marijuana Policy (OMP) announced the indefinite postponement of the adult use industry launch due to the COVID-19 pandemic. As the State of Maine prepares to move forward with a deliberate, planned approach to introducing this new industry amidst the pandemic, the following guidelines have been developed to allow marijuana-related establishments to open in a manner that allows them to more safely serve the public.

To that end, OMP has collaborated with the Maine Department of Economic and Community Development and the Maine Department of Health and Human Services' Center for Disease Control and Prevention to develop this checklist. While this is a living document that is subject to revision as more is learned about COVID-19 and the state's response adapts accordingly, we hope that it serves as a valuable resource to the businesses we regulate as they seek to safely and responsibly establish their new businesses.

While we encourage all licensed marijuana establishments to follow the guidance below, it is especially important that the businesses which obtain Maine's first active adult use licenses put in the time, effort, and preparation necessary to successfully enact these protocols.

With significant public interest in the state's first legal sales of adult use marijuana, OMP would draw your attention to the following COVID-19 protocols:

- **Require your customers to wear face coverings.**
- **Provide customers and staff with readily accessible hand sanitizer, including at checkout and entry and exit points, and sanitize pens and baskets touched between customers.**
- **Institute call ahead ordering and serve these customers by appointment-only to mitigate long lines.**
- **Designate employees to assist with line management when customer interest exceeds facility capacity and designate six-foot separation to facilitate social distancing.**

We share your desire to ensure that interested consumers can access legal marijuana safely, in a responsible manner, and your efforts will, undoubtedly, contribute to the success of Maine's retail sales launch date.

Employees

- Require employees to wear cloth face coverings and to practice good hand hygiene with frequent handwashing, especially between contact with customers and customer equipment.
- Where possible, stagger employee shifts and breaks to avoid crowding.

- Whenever practical, ensure employees stay six feet apart.
- Adjust and/or position seating in break rooms and other common areas to reflect physical distancing practices.
- Prohibit gatherings or meetings of employees of 10 or more during working hours.
- Permit employees to take breaks and lunch outside, or in such other areas where physical distancing is attainable.
- Do not allow employee food in retail area. Employee drinks may be allowed if kept where customers cannot accidentally come into contact with them and employees sanitize their hands after handling the container.
- To the extent practical and in compliance with law and regulations, limit interaction between employees and outside visitors or vendors; consider implementing touchless receiving practices where possible.
- Adjust training/onboarding practices to limit number of people involved and allow for six foot spacing. When possible, consider utilizing virtual/video/audio training for your new or existing staff.
- Discourage employees from using colleagues' phones, desks, workstations, radios, handhelds/wearables, or any other equipment commonly used in the cultivation, manufacturing, testing and retail sales of marijuana and marijuana products.
- Provide employees training on:
 - Physical distancing guidelines and expectations.
 - Practicing good hand hygiene at all times but especially between contact with customers and customer items.
 - Monitoring personal health.
 - Proper wear, removal, disposal of Personal Protective Equipment (PPE).
 - Laundering of face coverings and uniforms as listed below.
 - Cleaning protocols as listed below (or per CDC).
 - How to monitor personal health and body temperature at home.
 - Guidance on how to launder cloth face coverings and uniforms: [see CDC, Cleaning and Disinfecting Your Facility, How to Disinfect: Laundry](#)
 - Cleaning protocol, including how to safely and effectively use cleaning supplies.
- For establishments that interact with the public, consider employee training in safe de-escalation techniques.

Customers

- Customers must wear face coverings in accordance with the Governor's Executive Order.
- Inform your customers of your COVID-related policies and procedures in advance, if possible (ex. via website).
- Place signage at entrances and throughout the store alerting staff and customers to the required occupancy limits, six feet of physical distance, and policy on cloth face covering.

- Guests who are subject to identification check may be required to briefly lower a mask or face covering to verify their identity with government-issued identification cards. Encourage customers to have their form of identification available prior to it being requested and ensure appropriate distance is maintained when verifying their identity.
- Encourage customers to limit the number of people they bring into the business.
- Support physical distance between customer and personnel by taping off/designating six feet of distance from counters, service desks, and sales stations.
- Consider installing plexiglass barriers to maximize physical distancing.
- Consider offering exclusive early hours to seniors and other high-risk individuals.
- Discourage people from touching merchandise they are not going to purchase.

Operations

- Retail establishments must limit the total occupancy of stores to 5 customers per 1,000 square feet of shopping space.
 - While 5 customers per 1,000 square feet is the maximum number at this time, owners and managers should consider the following factors that can increase transmission risk in their building and may decide to set a lower capacity limit, such as 3 per 1,000 square feet, if present:
 - Poor ventilation, i.e. little outside air circulating
 - Confined spaces that make physical distancing difficult
- Provide distance markers located outside of store for times when capacity limits are exceeded. This will allow for queuing while maintaining physical distance; employees can and should be assigned to assist customers waiting to enter and with social distancing management outside of the retail location.
- Note that staff or customer use of ATMs, elevators and other high-touch surfaces will require regular attention to physical distance guidelines and frequent cleaning.
- Minimize shared touch surfaces such as kiosks, tablets, keys or any other shared touch surfaces commonly used in the cultivation, manufacturing, testing and retail sales of marijuana or marijuana products.
- Establish procedures for regularly disinfecting inventory and newly received deliveries.
- Advise workers, contractors, drivers, and vendors that they are required to wear cloth face coverings while on the premises.
- Notify vendors of opening, and any established protocols related to store entry, deliveries, etc.
- Consider implementing measures to ensure vendor safety, including:
 - Disabling/suspending access (e.g., suspending all non-employee vendors from entering the licensed establishment).

- Transitioning to contactless signatures/e-signatures for deliveries.
- Where practical, adjust the period within your normal operating hours in which you accept deliveries from other licensees and/or vendors.
- Request that vendors accessing your establishment direct their employees to follow all social distancing guidelines and health directives issued by the applicable public authorities.
- Require regular and frequent sanitization of high-touch areas like restrooms, doors, point of sale systems, and common areas that are accessible to staff, customers, and vendors.
- Provide sanitization materials, such as sanitizing wipes, to employees to clean handhelds/wearables, scanners, radios, or other work tools and equipment before/after use.
- Clean and disinfect high-touch areas routinely.
- Consider providing cleaning “kits” including disinfectant wipes or sprays, disposable gloves, paper towels, cloth face coverings, hand sanitizer and other cleaning supplies are readily accessible throughout the establishment, including point of sale terminals and other stations that will be cleaned periodically throughout the day.

Purchases

- Wash hands or use alcohol-based hand sanitizer (at least 60% alcohol) after handling cash.
- Note that the use of customer reusable exit packaging is not allowed at this time.
- Consider taking orders in advance and allowing customers to pick-up in-store to reduce the amount of time necessary to complete their transaction and to avoid lines outside of the retail establishment.
- Maintain physical distancing including at point-of-sale terminals and other workstations.

Returns and Exchanges

- Consider suspending or modifying return and exchange policies.
- Establish procedures for processing, handling, disinfecting, and storing returns in isolation for a safe time period before returning them to sales floor. When processing returns, employees should wash hands or use hand sanitizer before and after handling items.

Other Operational Considerations

- Widen high-traffic areas to the extent establishment configuration allows.
- Note that areas of cleaning focus for retail and all other establishments include:

- Shopping baskets.
- Door and drawer handles.
- Light and other power switches (consider signage to always keep lights on or utilizing exiting motion sensor capabilities).
- Shared tools commonly used in the cultivation, manufacturing, testing or sale of product.
- Refrigerators, microwave, and other frequently touched objects and surfaces in employee breakroom.
- Point of sale/checkout
 - Cash register, including touch screens, keyboards, mouse.
 - PIN Pads (touch screen, keypad, and pen).
 - Checkout counter and/or conveyor belt.
 - Checkout dividers.
- Restrooms
 - Toilet bowl, toilet paper holder, and flush lever.
 - Sinks and faucets.
 - Paper towel holders and/or air dryers.
 - Diaper-changing stations.
- Provide hand sanitizer in the store for customers and employee use, including store entrance(s) and checkouts.
- Remove any flyers, sales brochures, pricing lists that multiple customers might handle unless intended for single-use only.
- Avoid special events that could draw large numbers of the public to the business at one time.
- Remove any non-marijuana retail tester or sample products that you might normally wish to make available to your customers such as topicals or sprays.