



## Best Practices for Cannabis Dispensaries (rev: 5/12/22)

Like all River North enterprises, the owners and operators of cannabis dispensaries should conduct business in a manner that minimizes deleterious impacts on the surrounding residential and business community. RNRA embraces the diversity of our vibrant mixed-use neighborhood, while encouraging good corporate citizenship.

Subject	Practice
Management Qualifications	The leadership team should include members with significant experience in the safe and effective management of comparable cannabis dispensary operations.
Customer Traffic	Have ample internal or adjacent space for staging customers, particularly in the first few months after opening. Having a separate entrance and exit is optimal.
Payment Options	Arrange for onsite ATMs, a debit card payment option and a robust pre-ordering and virtual queuing platform to reduce cash transactions and time spent in the facility.
Staff & Training	Conduct staff vetting and training that exceeds the minimum background check and certification requirements, with emphasis on public education regarding the safe and appropriate use of cannabis for medical, wellness and recreational purposes. Incorporate a proactive social equity agenda in recruitment, hiring and employee advancement practices.
Security Personnel	Hire high-quality personnel, with professional law enforcement experience when possible. Their presence contributes to public safety in the neighborhood as well as the facility.
Security Staffing	Have at least two security personnel on duty during business hours, with additional personnel as needed based on the capacity and layout of the facility and grounds. Have at least one armed security staff member on duty 24/7.
Cash & Product	Use random schedules and a separate, secure entrance for deliveries and cash-pickups.
Lighting, Surveillance, Access Control & Information Sharing	The exterior perimeter, including alleys, sidewalks and parking lots (if applicable) must be adequately lit and covered by surveillance cameras at all times. Except for restrooms, all public and private areas of the interior should be electronically monitored. Entrances, exits, employee areas and product/cash vaults must be monitored, and access-controlled. Digital interfaces with public safety agencies must be established wherever required or available.
Exterior Patrols	In addition to monitoring internal surveillance cameras, vault access, cash pick-ups, product deliveries, check-in, check-out and ID verification, security personnel should regularly patrol the exterior perimeter during business hours, including alleys, sidewalks, and parking lots.
Backup Power	Install a back-up generator to ensure the continuity of security, lighting, and communication systems in the event of power interruptions.
Customer Conduct	An appropriate customer code of conduct, prohibiting inappropriate behavior both inside and outside of the facility, should be posted and enforced.
Community Relations	At least one member of the facility's management staff should be identified as having responsibility for community relations, including regular engagement with representatives of neighboring businesses, associations, and residential properties.
Signage	Use tasteful, understated signage, advertising, and messaging to inform the public about the business and its products and services.
Compliance	Dispensary operators must at all times fully comply with all applicable state and local laws, regulations, ordinances, and standards.

**RNRA Public Safety Committee** - [RNRAChicago.org/Community/Public-Safety](https://RNRAChicago.org/Community/Public-Safety)