



## **Employer Qualifications**

At Champlain Valley Dispensary and Southern Vermont Wellness, we strive to maintain the highest standards related to employee knowledge and patient services. We currently employ 17 people between the two dispensaries (Sales Associates, Dispensary Supervisors, and Dispensary Managers) with a male/female ratio of approximately 50%/50% and an average age of 35. Our focus is on providing a positive, friendly and safe environment for clients.

### *Hiring process*

Every employee is subject to a thorough background check during the hiring process, allowing only the most qualified and professional individuals to interact with clients.

### *Training*

It is our goal to ensure that each employee is expertly trained to be able to provide each patient with an experience that is both informative and personable. By making use of quarterly training sessions with industry experts and medical cannabis researchers and physicians, we are well-positioned to provide the best cannabis information to clients. Training for new hires consists of working side by side with an experienced Sales Associate, while becoming familiar with compliance regulations issued from the Department of Public Safety and policies and procedures from our CVD Sales Manual. We also train employees to be HIPAA compliant.

### *Customer Service*

Employees working for Champlain Valley Dispensary and Southern Vermont Wellness dispensaries have a history of customer service experience. Our current employees joined the CVD/SVW team with an average of 8 years of customer service/retail experience (ranging from 2 years to 28 years). Some employees worked at a medical dispensary in another state.

### *Knowledge of Products and Research*

Our staff maintains an extensive knowledge base of both cannabis products and research into the benefits and contraindications of their use. We are constantly adapting to emerging information in the evolving medical marijuana industry. Each department within our facility provides comprehensive product information, from lab testing to edible formulations, which is then relayed to our dispensary staff. This information provides clients with measurable data on the cannabinoid content within each product so that they can make informed decisions about dosage.

### *Patient Feedback*

We welcome, and heavily rely on, patient feedback as a critical element in improving our products and services. Due to the somewhat experimental nature of medical cannabis, we always discuss how the effects may differ among clients.

### *Partnership with the Medical Community*

We encourage all clients to seek the guidance of their health care professional in their use of medical cannabis for symptom relief.