



# CITY OF PORTLAND MARIJUANA CONTROL PLAN

Business Information				
Entity Name	Must match Secretary of State Business Registry Hi Cascade, LLC			
Trade Name (DBA)	Hi Cascade			
Facility Address	Street 11030 SE Holgate Blvd.	City Portland	State OR	Zip 97266
Mailing Address	Street 11030 SE Holgate Blvd.	City Portland	State OR	Zip 97266
Phone Number: 503.946.8474		Email: 2015sierraj@gmail.com		
Website: hicascade.com		Facebook Link: <small>Optional</small>		

**1. Please describe how your business will ensure that no one under the age of 21 is admitted, and how your business will educate patrons on the risks of marijuana use by minors.**

- The facility entrance is marked on the exterior with legible, 12"x12" signs that read "No Minors Peemitted Anywhere on This Premises," in English and Spanish.
- The facility entrance leads directly into the secure lobby, which is supervised at all times by front desk personnel.
- All individuals who enter the facility are required to present photo ID to the front desk personnel, through a security window, to ensure that the individual is 21 years of age or older.
- Clear guidance as to acceptable forms of photo ID is kept at the front desk to provide quick reference in case the front desk personnel has any question about the validity of an ID.
- If the front desk personnel determines that an individual is not 21 years of age or older, or if there is an issue with the validity of the presented ID, the individual will be asked to leave the premises immediately. Individuals will only be allowed to enter the sales floor after age has been confirmed.
- Prior to completing any sale of a marijuana item, the budtender performs a second verification of the consumer's photo ID. Regardless of the front desk allowing entry to an individual, if a budtender determines that an individual's photo ID is not valid for any reason, the budtender will not complete the sale and will escort the individual out of the sales area.
- The required "Pregnancy Warning," "Poisoning Prevention," and "Educate Before You Recreate" posters are conspicuously placed throughout the premises and visible from each point of sale.
- Budtenders distribute a copy of the Marijuana Information Card with every sale as required by OLCC rule.
- All marijuana items for ultimate sale to a consumer are packaged and labeled in accordance with OHA and OLCC rules and state law, including but not limited to the use of child-resistant containers, labeling in a way that is not attractive to minors, and labeling that does not contain any untruthful or misleading statements.

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Application No. MRL 2017-13

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**2. Please describe how your business will prevent cannabis products from being consumed around or near your business.**

- Signs are posted at every point of sale that read "No On-Site Consumption of Marijuana," and a sign is posted at every exit that reads "Marijuana and Marijuana-infused Productst May Not be Consumed in Public."
- During operating hours, front desk personnel monitor the exterior surveillance cameras on the frotn desk viewing monitor to ensure there is no consumption of marijuana items occurring on or within view of the premises. Additionally, the manager on duty or a staff member perform a walk around the outside of the facility at least hourly to maintain a physical presence on the entire property and confirm that no consumption of marijuana items, or other prohibited nuisance activities, are occurring.
- If facility staff observe any individual consuming marijuana on the premises, the manager-on-duty or available staff will approach the individual, and instruct them to cease consumption immediately and to vacate the premises. Management and staff are instructed to contact law enforcement if the individual creates a safety risk or is visibly intoxicated.

**3. Please describe how your business will prevent and address potential negative impacts to neighborhood livability such as noise, parking, garbage, or loitering from your patrons.**

- The facility has its own parking lot which provides a number of off-street parking spaces, in addition to the available on-street parking along Holgate Blvd. and 111th Ave.
- Surveillance cameras installed on the exterior of the building capture video of the parking lot and surrounding perimeter, ensuring that any prohibited or disruptive activity is quickly observed and stopped.
- Employees perform hourly walks around the premises in order to ensure there is not material waste or obstructive matter littering the parking lot or surrounding area.
- Noise level will be minimized both through the prohibition of loitering and the regular presence of staff around the premises.

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Application No. MRL 2017-10

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**4. Please briefly describe your business's process to respond to and resolve complaints and/or concerns from neighboring businesses or residences.**

- Upon hire, and on an ongoing basis, all employees are instructed on the importance of maintaining nuisance-free operations and of being courteous to neighboring residents and other businesses. All employees receive clear instructions on receiving complaints in-person or via phone, and forwarding to management. Additionally, clear guidance on complaint intake process is posted in the front office where it is visible to the employees most likely to receive a complaint.
- If an employee receives a complaint in-person or via phone, the employee will attempt to locate the manager-on-duty so that the manager can speak with the individual directly; or will record complete contact information of the individual and all relevant details of the complaint, and will pass the information to the manager at the earliest opportunity. The manager will then forward the complaint to the licensee so that the licensee can contact the individual.
- If the licensee is able to resolve the matter of the complaint, the licensee will follow up with the individual to confirm that the matter has been resolved. If the licensee is unable or unsure of how to resolve the complaint, or if the complaint is regarding a repeat or ongoing issue, the licensee will contact the area's neighborhood association, or other authority, for guidance on how to proceed.
- Records will be maintained of all details of received complaints, so that the licensee can present appropriate required information to any authority, and so that the licensee can track and identify any repeat or ongoing issues.

INTERNAL USE ONLY

Application No. MRL 207-18

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