



MARIJUANA CONTROL PLAN MEDICAL DISPENSARIES AND MARIJUANA RETAILERS

Business Information				
Entity Name	Must match Secretary of State Business Registry Kind Heart Collective			
Trade Name	DBA			
Facility Address	Street 8217 N Denver Ave	City Portland	State OR	Zip 97217
Mailing Address	Street 8217 N Denver Ave	City Portland	State OR	Zip 97217
Phone Number:	(503) 512-6136		Email: info@kindheartcollective.com	
Website:	www.kindheartcollective.com		Facebook Link: www.facebook.com/kindheartcollective	

Primary Business Contact Information		
Contact	First Name William	Last Name Serafica
Title	Vice President / Co-owner	
		Email: will@kindheartcollective.com

1. Please describe your plan to prevent theft at the licensed premises, including robberies, burglaries, and shoplifting.

Our plan to prevent theft, robberies, burglaries, and shoplifting at our dispensary include:

Theft or shoplifting - Customers are not allowed behind the sale counter. Only one person is allowed in the sales floor per bud tender at all times. The doors to the sales floor remain locked at all times. It's required that we do an inventory check every two weeks to make sure we are paying attention to what we have on hand on a regular basis. Every employee must sign our handbook which states we will terminate any employee for theft.

Robberies - The doors to the sales floor remain locked at all times. Only the receptionist can unlock the door remotely to let a customer into the sales floor after the customer has been checked in. We record every customer's state government identification number. There are signs posted which state we are using security cameras at all times. We also have two wireless panic buttons

Burglaries - We have commercial doors with commercial locks on both front entrance and back door. We have four motion sensors located in the front entry reception, both offices where our safes are located in, and at the rear exit of our building. We have fifteen video surveillance cameras with motion sensors located inside and outside the premises with an hour backup battery in case the power is terminated. When the facility is closed for business, the video cameras will take a snapshots when motion is detected sending an email of the photos with the time and date. All usable marijuana and cash is kept in our safes which is bolted to the floor after we are closed for business each and every day.

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2. Please describe your plan to control access to your establishment and ensure that no one under the age of 21 is admitted.

No person(s) under 21 can enter our sales floor, which is separated by a solid wall and a locked door and can only be unlocked by authorized personnel. As part of our procedure at check-in, we are required to enter every person(s) date of birth and state government license identification number in our point of sale software (MMJMENU) which will alert us if the birth date entered is under 21 years of age. A second alert will be triggered on the sales floor point of sale if date of birth is under 21 years of age. Our staff is trained to have the person under 21 years of age exit our premises or if met with resistance to call law enforcement. We have signs posted inside our sales floor and lobby that state no one under 21 years of age is allowed on our premises.

3. In order to reduce the possibility of underage persons, as established by law, from gaining access to marijuana products sold at the licensed premises, please describe your plan to educate patrons on the risks of marijuana use by minors.

We have signs posted inside our sales floor which state "KEEP IT OUT OF REACH". Our opaque colored heat sealed packaging is child resistant with warning labels for children.

Cards with information listed below are given to every customer

MARIJUANA CAN MAKE KIDS VERY SICK. You can keep the children in your life safe and healthy by storing all marijuana products in a locked area that children cannot see or reach. Children want to be like their parents and the other adults in their lives. When you use marijuan in front of them, they may want to use it, too. You can keep them safe and healthy by not using marijuana when kids are around.

AND

IT MAY HARM YOUR BABY if you use marijuana in any form and at any time during your pregnancy, or while breastfeeding. If your child eats or drinks marijuana products, call the Poison Center Hotline as soon as possible: 1 (800) 222-1222. Symptoms can includes your child having trouble walking or sitting up, starting to be sleepy or having a hard time breathing.

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Application No. _____

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4. Please describe your plan to ensure that marijuana products sold by your business are not consumed irresponsibly in public or in the immediate vicinity of the license premises.

Every person that visits and checks in to our dispensary is provided with our written rules which state no one can consume marijuana products in or around our facility and will be banned from returning to our establishment. If a person is seen consuming marijuana around our facility by our neighboring businesses and/or our staff, that person will also be banned from returning to our establishment. Each employee is advised that there is a zero tolerance for public consumption and if met with resistance to call law enforcement.

5. Please describe your plan to avoid potential negative impacts to neighborhood livability such as noise, parking or garbage from your patrons.

If a customer appears to be intoxicated then the sale will not be allowed and the person will be instructed to exit the premises. Our employees are required to clean the inside and outside of our building each week and pick up any garbage on the sidewalk to present a clean, welcoming and organized establishment to our customers and surrounding neighbors. Our average visit from customers is five minutes because all of our marijuana flower is prepackaged to make the transaction smooth and quick. Because of our efficient sales process, our customers should not take up a lot of time parking in front of our establishment. We are also members of the Kenton Business Association and are in regular contact with the head of the KBA. Our communication is open to our business neighbors and the residential community. We also gave our contact information to all of the neighboring businesses and asked them to contact us for any questions or concerns.

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Application No. _____

OHA Reg. No. / OLCC Lic. No. _____

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6. Please describe the process to respond to complaints from neighboring businesses and residents regarding the licensed premises.

If complaints arise from neighboring businesses and/or residents regarding our establishment, our main goal is to address any issues and work together to provide a solution. We would contact each affected person/family or business and request for a meeting to have a clear understanding of what the complaint is. Then, ask for suggestions on how to solve the problem, and do our best to find a solution in which all parties are satisfied. We will also be transparent and provide information on what our rules and regulations that we follow established by the City of Portland and the OLCC if needed. It is our goal to show that we are a responsible and law abiding establishment that focuses on safety and integrity with our neighbors and our customers.

7. Please include any other pertinent information related to the licensed premises.

Every successful organization has engrained in its culture, a set of guiding principles that directs the actions of everyone in the organization. The principles generally reflect the beliefs of top leadership. Our actions will be guided by our core values of honesty, integrity, loyalty and trust. We are responsible citizens and support our local community. Concern of our fellow citizens and local community is an integral part of our operations.

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