Ohio Foundational Dispensary Certification Syllabus

Green CulturED

Certification Description

House Bill 523, effective on September 8, 2016, legalized medical marijuana in Ohio. The Ohio Medical Marijuana Control Program allows people with certain medical conditions, upon the recommendation of an Ohio-licensed physician certified by the State Medical Board, to purchase and use medical marijuana.

Marijuana compliance is important as the industry is heavily regulated and understanding the importance of maintaining compliance is crucial. Learn skills-based training specifically for marijuana retail covering important topics, such as the various delivery methods and products used in today's marijuana marketplace, providing safe and helpful service to consumers, the science of marijuana, and much more.

Dispensary employees play a critical role in the marijuana industry, helping educate clients and patients about the effects of marijuana, while ensuring a good shopping experience and ultimately – a good experience with the products.th everything that's required to operate compliantly. Three state government agencies are responsible for the operation of Ohio's Medical Marijuana Control Program:

1. The Ohio Department of Commerce is responsible for overseeing medical marijuana cultivators, processors, and testing laboratories.

2. The State of Ohio Board of Pharmacy is responsible for overseeing medical marijuana retail dispensaries, the registration of medical marijuana patients and caregivers, the approval of new forms of medical marijuana and coordinating the Medical Marijuana Advisory Committee.

3. The State Medical Board of Ohio is responsible for certifying physicians to recommend medical marijuana and may add to the list of qualifying conditions for which medical marijuana can be recommended.

This Ohio Foundational Dispensary Certification was designed to help employees gain the skills and knowledge needed to be successful working in a dispensary. By learning the marijuana basics, along with industry best practices, it'll allow employees to quickly walk into a role in any dispensary environment.

Learning Objectives

This certification will provide dispensary employees with a solid understanding of their role and knowledge of Ohio's industry regulations, rules, and laws to ensure accurate information is being communicated with qualifying patients, designated providers, and consumers that they are assisting.

A dispensary employee may only provide services when acting in the capacity of an owner, employee, or volunteer of a dispensary and holding a medical. All dispensary employees are required to receive foundational training regarding the dispensing of medical marijuana before dispensing includes:

- Relevant training on the drug database.
- Relevant training on the inventory tracking system.
- Responsible use training, which includes specific instruction on:
  - Use of the toll-free telephone line.
  - Learning to recognize signs of medicine abuse or adverse events in the medical use of marijuana by a patient.
- The proper use of security measures and controls that have been adopted by the dispensary for the prevention of diversion, theft, or loss of medical marijuana.
- Confidentiality requirements of a dispensary.
- Instruction on the different forms, methods of administration, and strains of medical marijuana.
- Instruction on qualifying conditions for medical marijuana patients.
- Authorized uses of medical marijuana in the treatment of qualifying conditions.
- Instruction regarding regulatory inspection preparedness and law enforcement interaction.
- Awareness of the legal requirements for maintaining status as a licensed dispensary employee, including but not limited to the duty to report information to the board.
- Other topics as specified by the Ohio Board of Pharmacy (BOP).

Certification Requirements

Instruction Time: Eight (8) Hours Required

Enrollment Duration: Ninety (90) Day Access

The Ohio Foundational Dispensary Certification is expected to be completed within ninety (90) days from the enrollment date. But if there's any extenuating circumstances that

prevent a learner from completing on time, please contact Green CulturED to extend the enrollment duration.

This certification requires a minimum of eight (8) total instruction hours and upon completion of each training upon receiving a passing score of seventy percent (70%+) is required. It's delivered through a blend of engaging video lectures, comprehensive readings, and interactive micro-learning modules that's designed to equip you with the fundamental knowledge of the marijuana industry in Ohio.

A Designated Representative is required to oversee the employee training program and will maintain evidence of all training provided for every dispensary employee in its files. Such records are subject to inspection and audit by the Ohio Board of Pharmacy (BOP), the acceptable forms of evidence are:

- Transcripts
- Completion Certificates
- Other form of documentation which includes:
    o Participant's Name
    o Course Title
    o Course Content
    o Training Date(s)
    o Provider's Name(s)
    o Course Instructor Signature

The Designated Representative at a dispensary is responsible for maintaining records illustrating compliance with dispensary foundational training and continuing education requirements for the biennial licensing period. This is also the case whenever an employee transfers to another dispensary or works for more than one dispensary, so any location-specific training (ex. security training) is required to be provided for each location at which an employee works.

Certification Structure

As part our professional on-demand education, learners may start and stop at any time so anyone completing this certification will have a learner dashboard in the Learning Management System (LMS) to review training materials at any time. All our online education is created with accessibility in mind, so Green CulturED always meets the American Disability Act (ADA) Section 508 compliance requirements, in addition to other requirements such as W3C, WCAG, HTML5, etc.

If in the future, learners want to review any information, simply log into the LMS to view the learner dashboard to review so it can always be referenced by dispensary employees in the future if needed. Here's an overview of how each training module in the certification are developed according to a micro-learning format, so learners will have a consistent experience and intuitively know what's required to complete the certification:

1. Training Videos (Closed-Caption & ADA Section 508 Compliant)

Video-based training ensures learners receive the same information and provides a portable, consistent learning experience that includes Closed-Captioning (CC) to meet accessibility compliance (ex. ADA Section 508, etc.). This is critical for training or anything policy related. Our training videos are animated with motion graphics that are professionally voiced-over along with closed-captioning. To deliver our training videos, an Education-Technology (Ed-Tech) industry standard format is always utilized - called SCORM (Sharable Content Object Reference Model).

This allows for timed slides to ensure minimum training time limits are met and the Learning Management System (LMS) allows learners to log out and resume training where they left off. SCORM is a set of technical standards for online publishing tools, and it is the de facto industry standard for LMS interoperability. Using SCORM packages to deliver the training videos, learners must use the navigation in each video presentation slide to be able to proceed to the next slide in the training.

2. Digital Resources (ADA Section 508 Compliant)

At a minimum, there's always an eBook provided in each micro-learning module (depending on the training materials there may be additional digital resources) since reading is a basic component of most educational activities, providing alternative formats and supports for reading activities becomes necessary to reach all learners, especially for "Accessibility Compliance" (ex. ADA Section 508, etc.) and distance learning. Digital or electronic text offers options such as text-to-speech that provide users additional modalities for receiving the information.

This allows learners to interact with the text to the extent of taking notes, marking, highlighting, drawings, bookmarks, searching, and even interacting with associated resources. eBooks are text documents that have been converted and published in a digital Adobe PDF format that displays in web browsers to access via mobile devices or computers. eBooks have two (2) basic components, hardware, and software. The hardware, known as a "Reader", is a special computer-style device or

program that displays the book on a screen, and the software contains all the content: text, pictures, and other information.

3. Quiz Activity (ADA Section 508 Compliant)

The applicant must pass the quiz for each micro-learning module with a minimum score of seventy percent (70%). Questions must be randomly selected from a sufficient supply of questions to ensure the validity of the examination. A 70%+ passing grade is required on all assessments to assess learners' understanding of the training materials in our Learning Management System (LMS), providing a direct measure of how learners are responding to the training topics, and performing as learners. An assessment is placed at the end of each module, and assessments present learners with a series of questions (ex. Multiple-Choice, True-False, etc.) to gauge how well they understood the content.

Assessments are the most practiced knowledge retention technique. By using them, it helps the learner keep track of their own progress and know what they have learned and retained. It also provides Green CulturED with data about how effective our eLearning modules are, and whether it needs improvement. However, a "final exam" isn't enough: To maximize retention, assessments are conducted often throughout the training, at the end of each micro-learning module in the certification. This way the learning objectives that are being tested have better alignment with training that learners just completed, and this method makes it easier to focus on retention of the specified material as an approach of our micro-learning modules.

4. Certification Completion (70%+ Grade Required)

The Learning Management System (LMS) provides the ability to set completion criteria for learning activities so learners will see check (tick) appears against the activity's "checkbox" when the learner meets the required completion criterion. After a learner has completed all their training modules - items one through three (1 – 3) mentioned above – that are contained in the Ohio Foundational Dispensary Certification then the LMS will instantly issue learners' certificate of completion and digital badge to provide proof of being certified.

The criterion is based on completing all required training videos and successfully passing each assessment with a 70%+ grade before learners are automatically marked as complete by the LMS. Also, it is a helpful way for learners to be able to

track their progress in the training so learners can easily reference a "checklist" of what they have completed so far and what they still need to complete. The completion tracking is also configured to "restrict access" until all the set criteria are completed then a learner is allowed to progress through the rest of the training and have access to the restricted learning activities.

Certification Evaluation

Constructive feedback from learners is a valuable resource for improving the teaching and learning experience. The feedback should be specific, focused, and respectful yet it should also address aspects of the Ohio Foundational Dispensary Certification and teaching that are positive as well as those which need improvement. Our Subject Matter Experts (SMEs) review the learner evaluations and make certification corrections, within the Ohio Board of Pharmacy (BOP) regulatory requirements as deemed appropriate.

Certification evaluations are mandatory and consist of fifteen (15) questions that are "Likert Scale" and "Open-Ended" question types used as a systematic process for Green CulturED to analyze our certification to make sure its initiatives are effective and efficient. Due to the importance of learner evaluations, their submission is a certification requirement for registered learners.

The evaluation requirements start immediately after the last micro-learning module is completed of the certification and stays open until it completed which will then issue the learner's certificate. Please note that digital badges and the certificate of completion are not issued during this timeframe; however, learners will gain access to their certification after their evaluations have been submitted.

Subject Matter Experts

Dr. William McDonald, Professional Medical Education
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LMS Technical Support

Email Address: Support@GreenCulturED.co

The Green CulturED team offers an effective combination of broad support expertise and deep marijuana industry knowledge to help learners have a superior experience while completing their certification. Every great learning experience stem from a seamless communication to convey knowledge, so the Learning Management System (LMS) is designed to work alongside our team to foster better relationships with our learners.

If Learners are experiencing technical issues and cannot resolve them, they should contact Green CulturED support team directly via our helpdesk system (do not use the discussion forum since this is meant to contact Subject Matter Experts (SMEs) and they cannot assist learner with these types of technical support issues).

So, if a learner is experiencing an issue with our Learning Management System (LMS), for example, the learner can't figure out how to reset password, access training materials, a feature seems broken, etc. Learner can e-mail, text, or schedule a time to speak live with our support team. If learner cannot access our LMS for some reason, please immediately send an email to Support@GreenCulturED.co to resolve any issues.

Green CulturED provides all learners with a variety of support options that are easy to use and meets the needs of what learners need when completing their Ohio Foundational Dispensary Certification. By using multiple methods to support learners, it's easy for them complete their certification when it works best by accessing our Subject Matter Experts (SME's) and technical support team that is convenient for learners, so it's simple to get the answers needed at any time.

Tuition Refund Policy

Refund requests are required to be received within one (1) month from the certification enrollment date to be eligible. This is like what you might find on a traditional college campus, the period between a certification's enrollment date and the one (1) month refund period is considered the "Drop Window".

During this "Drop Window", we encourage you to explore the certification risk-free and determine if you'd like to continue. To qualify for a full refund and if you decide to exit certification before the "Drop Window" deadline as specified on your enrollment, there is no impact on your academic record, so you are eligible to transfer your enrollment to an equivalent certification or request a full refund.

Employee Training Requirements (Rule 3796:6-3-19)

All dispensary employees are required to receive foundational training regarding the dispensing of medical marijuana before dispensing any medical marijuana. All dispensary employees with access to confidential patient information and/or the registry must receive foundational training even if not dispensing medical marijuana.

Ohio Dispensary Foundational Laws Module		
Module Summary	Learning Objectives	Learning Activities
The Ohio Medical Marijuana Control Program (MMCP) will allow patients with certain medical conditions, upon the recommendation of a licensed physician certified by the State Medical Board, to purchase and use marijuana. In 2016, House Bill 523 legalized medical marijuana and required dispensary employees to receive foundational law training before dispensing marijuana to a registered patient or designated caregiver. Mandatory training for dispensary employees before they may begin dispensing medical marijuana includes the use of a Toll-Free Telephone Line along	**Upon successful completion of this module, learner should be able to:** • Registered Patient Information • Patient Transactions History • Employee Identification Cards • Employee Access Restrictions • Criminal Records Check • Employee Prohibited Activities • Public Health and Safety • Employee License Enforcement • Dispensary Designated Representative • Employee Discipline • License Revocation, Suspension, and Termination • Employment and License Restoration • Qualifying Medical Conditions • Forms and Consumption Methods	**Training**: 2.00 Credit Hour **Instructors** • Dr. William McDonald • Evan Erickson, OSHA Trainer **Micro-Learning Format** • **Video Length**: 1:15 Hours • **Digital eBook**: 42 Pages • **Assessment**: 20-Questions

| with the confidentiality requirements of a dispensary, instruction on qualifying conditions for marijuana patients, and authorized uses in the treatment of qualifying conditions. | • Marijuana Purchase Limits
• Portions, Dosing and Units
• Closed Dispensary Security
• Marijuana Security and Storage
• Security Policies and Procedures
• Diversion, Theft, and Loss
• Loss, Theft and Reporting
• Regulatory Enforcement and Inspection
• Record Keeping Requirements
• Inventory Control and Dispensary Access | |

Marijuana Effects and Impairment Module		
Module Summary	**Learning Objectives**	**Learning Activities**
There are both potential therapeutic uses and the health risks of using marijuana. The effects of marijuana are caused by chemical compounds found in the plant, these compounds in marijuana are called cannabinoids. The most prevalent psychoactive cannabinoid is called Tetrahydrocannabinol (THC) which has various psychological and physiological effects on the human body. While it is used by some for therapeutic purposes, there are	**Upon successful completion of this module, learner should be able to:** • Cannabinoids and Human Body • Endocannabinoid System Overview • Marijuana and Endocannabinoid System • Entourage Effect • Terpenes and Flavonoids • Short-Term and Long-Term Health Effects • Youth Health Effects and Marijuana Addiction • Marijuana Delivery Methods • Recognizing Marijuana Impairment	**Training**: 1.25 Credit Hour **Instructors** • Dr. William McDonald • Evan Erickson, OSHA Trainer **Micro-Learning Format** • **Video Length**: 51 Minutes • **Digital eBook**: 28 Pages • **Assessment**: 20-Questions

short- and long-term physical and mental health effects that can be harmful.	• Visible Warning Signs of Marijuana Impairment • 50 Marijuana Impairment Signs • Intervention Technique: Dealing with Intoxicated Person • Refusing Marijuana Procurement Best Practices	
Marijuana Delivery Methods Module		
Module Summary	Learning Objectives	Learning Activities
This training familiarizes dispensary personnel with the many options that customers have for consuming marijuana. They include smoking, vaporization, sublingual, edibles, and topicals, plus the tools that deliver them. This also includes guides to onset times and duration of effects. Find that there are many new and old ways of delivering marijuana into the system so each has its advantages and disadvantages; dispensary personnel should be familiar with the pros and cons of each method.	**Upon successful completion of this module, learner should be able to:** • Describe delivery methods for consuming marijuana. • Explain the different types of marijuana concentrates and their consumption methods. • Describe hydrocarbon extraction, Carbon Dioxide (CO_2) extraction, ethanol extraction, and solventless extraction. • Explain marijuana inhalation, vaporization, and edible delivery methods. • Describe oral, topical, and suppository methods of delivering marijuana.	**Training**: 1.00 Credit Hour **Instructors** • Dr. William McDonald • Evan Erickson, OSHA Trainer **Micro-Learning Format** • **Video Length**: 25 Minutes • **Digital eBook**: 28 Pages • **Assessment**: 20-Questions

Facility Security Plan Module

Module Summary	Learning Objectives	Learning Activities
Access control to licensed premises and their limited-access areas is one key component of your mission of complete and comprehensive security of the premises. To achieve thorough access control, marijuana operations will install a commercially viable, up-to-date security alarm system and video surveillance system to prevent and detect diversion, theft, or loss of marijuana and marijuana products, or unauthorized access to the premises.	**Upon successful completion of this module, learner should be able to:** • Facility Access Control System • Visitor Access Control • Facility Maintenance and Cleaning • Preventing Loss, Theft, and Diversion • Video Surveillance System • Security Computerized Systems • Security Plan Purpose • Facility Security Plan Specifications	**Training**: 1.00 Credit Hour **Instructors** • Dr. William McDonald • Evan Erickson, OSHA Trainer **Micro-Learning Format** • **Video Length**: 36 Minutes • **Digital eBook**: 25 Pages • **Assessment**: 20-Questions

--Law Enforcement Interaction Module

Module Summary	Learning Objectives	Learning Activities
For those unfamiliar with law enforcement training, court procedures, or the law these events can be confusing or in some	**Upon successful completion of this module, learner should be able to:** • Law Enforcement Encounter	**Training**: 1.00 Credit Hour

cases even frightening. Everyone is not familiar with the workings of the criminal justice system. It is equally as important that citizens interacting with law enforcement officers in an official capacity understand the unique and sometimes dangerous situations officers are presented with. Marijuana providers are vulnerable to raids, arrest, prosecution, and incarceration. Following the law in your local area does not guarantee that you will never have to interact with law enforcement.	• Law Enforcement Detention and Arrest • Reasonable Suspicion vs. Probable Cause • Arrest and Search Warrants • Law Enforcement Questioning Tactics • Right to Silence and Equivalent Laws • Infiltrators and Informants • Raid Preparedness • Raid Action Plan • During and After Raid Considerations • Robbery Preparedness • Operational Preparation • During a Robbery and After a Robbery • Confiscating Fraudulent Identification • Diversion and Law Enforcement • Robbery Preparedness	**Instructors** • Dr. William McDonald • Evan Erickson, OSHA Trainer **Micro-Learning Format** • **Video Length**: 39 Minutes • **Digital eBook**: 23 Pages • **Assessment**: 20-Questions

Duty to Report Module

Module Summary	Learning Objectives	Learning Activities
The reporting of unprofessional conduct and preventing the escalation of misconduct is where marijuana industry professionals are required to exercise courage, integrity, and decisiveness when they have a "Duty to Report". When a marijuana industry professional becomes aware of	**Upon successful completion of this module, learner should be able to:** • Marijuana Industry Integrity • Licensed Professional Duty • Medical Use Responsibility • Self "Duty to Report" Requirements • Patient and Caregiver Duties • Duty to Report Conduct	**Training**: 1.00 Credit Hour **Instructors** • Dr. William McDonald • Evan Erickson, OSHA Trainer

possible misconduct, they will immediately report the incident to the management or directly to government regulators.	• Management Responsibilities • Corrective Action Measures • Community Relations • "Duty to Report" Practices • Anonymous Reporting • "Duty to Report" Summary	**Micro-Learning Format** • **Video Length**: 29 Minutes • **Digital eBook**: 22 Pages • **Assessment**: 20-Questions

Marijuana Abuse Signs Module

Module Summary	Learning Objectives	Learning Activities
In this training learners will learn how excessive marijuana use can lead to the development of problem use, known as a marijuana use disorder. Marijuana use disorders are often associated with dependence - in which a person feels withdrawal symptoms when not taking the drug. This training covers the signs of abuse and misuse.	**Upon successful completion of this module, learner should be able to:** • Explain the effects of marijuana consumption. • Explain health effects of marijuana abuse. • Describe Cannabinoid Hyperemesis Syndrome (or CHS) • List the guidelines for recreational use of marijuana. • Explain the effects of marijuana on driving. • Describe methods of safely storing marijuana. • Identify the signs of marijuana abuse and marijuana impairment	**Training**: 0.75 Credit Hour **Instructors** • Dr. William McDonald • Evan Erickson, OSHA Trainer **Micro-Learning Format** • **Video Length**: 18 Minutes • **Digital eBook**: 14 Pages • **Assessment**: 20-Questions

Preventing and Detecting Diversion Module

Module Summary	Learning Objectives	Learning Activities
Preventing and detecting diversion within the marijuana industry is a serious issue. The ability of a business to cultivate, produce, or sell marijuana products can only be done with strict adherence to regulations. Without complying with diversion regulations, there's no chance of legally running a marijuana business without the fear of a forcible shutdown looming in the distance. The marijuana industry faces serious legal, financial, operational, and reputational risks and regulatory fines resulting from worker diversion and inadequate controls.	**Upon successful completion of this module, learner should be able to:** • Diversion Prevention and Detection • Prevention and Detection Plan • "Seed-to-Sale" Diversion Tracking Software • Diversion Controlled Marijuana Lifecycle • Marijuana Procurement Diversion • Transportation Diversion Prevention Policy • Storage and Security Considerations • Marijuana Waste and Disposal Diversion • Culture and Training Diversion Prevention • Diversion Inventory Protocols • Reporting Suspected Diversion • Law Enforcement Investigations and Cooperation • Comprehensive Diversion Audits • Diversion Prevention and Detection Best Practices	**Training**: 1.25 Credit Hour **Instructors** • Dr. William McDonald • Evan Erickson, OSHA Trainer **Micro-Learning Format** • **Video Length**: 45 Minutes • **Digital eBook**: 24 Pages • **Assessment**: 20-Questions