



Novel Coronavirus (COVID-19) Guidance for Registered Organizations

Several registered organizations have reached out to the Department for guidance regarding Novel Coronavirus (COVID-19). The Department recognizes that registered patients may have severe debilitating or life-threatening conditions and are often immunocompromised and would like to share the following direction:

1. Registered Organizations are considered essential businesses

- In the event non-essential businesses are forced to shut-down due to COVID-19, Registered Organizations in the Medical Marijuana Program will be considered essential and allowed to remain open because they are considered medical providers.

2. Dispensing Modification requests

- The Department has received multiple requests from ROs to dispense medical marijuana products at the door of the dispensing facility to limit potential exposure to RO staff and other patients. ROs may dispense from the doors of the dispensing facilities provided that you maintain compliance with all current laws, rules and regulations including but not limited to dispensing on camera, checking the PMP as required and validating registry ID cards.

3. Home Delivery

- **To help facilitate social distancing, the Department directs that until April 16, 2020, registered organizations who have been approved to deliver medical marijuana products to the homes of registered patients and designated caregivers may expand delivery services statewide without seeking the Department's prior written approval.**
- Registered Organizations approved for home delivery should encourage patients to utilize this service whenever possible.
 - When conducting deliveries, it is recommended that the RO's drivers follow the guidance below:
 - Wear masks and gloves while making deliveries
 - Hand sanitize or wash their hands after each delivery
 - Encourage patients to use their own pens when requiring a signature for the product
 - If not, all pens should be sanitized before changing hands (whether it be between a RO personnel or between personnel/consumer).
 - Additionally, ROs may confirm receipt of the delivered medications by the registered patient or caregiver through a phone call, text or email, in lieu of getting a signature. Such confirmation should be documented and retrievable upon audit.

4. Schedule appointments whenever possible

- Provided that your registered organization is equipped to do so, please encourage patients to schedule an appointment before coming into a dispensing facility to avoid overcrowding.

5. Have a plan in place if staff become ill.

- Postpone large meetings and gatherings
- Encourage staff to stay home if they are feeling sick or have a sick individual in their home
- If a member of your staff tests positive or may have been exposed to COVID-19, please refer to the following link on the DOH website:
https://health.ny.gov/diseases/communicable/coronavirus/docs/guidance_for_employers.pdf

6. Supply chain issues

- Notify the Department as soon as possible of any existing and/or anticipated disruptions to your organization's supply chain and ability to manufacture medical marijuana products.

7. Sanitation

- Increase and continue the use of general sanitation across all registered facilities:
 - All registered facilities should continue to perform routine cleaning and sanitizing of all areas including high contact surfaces such as counters, telephones, computer mice and keyboards, light switches, handrails and doorknobs
 - Regular cleaning and laundering of uniforms and other linens
 - Frequent waste removal
 - Increased handwashing with soap and water for a minimum of 20 seconds
 - When soap and water are not available, use an alcohol-based hand sanitizer that contains at least 70% alcohol
 - Cover coughs and sneezes with tissues or elbow
 - Dispose of soiled tissues immediately

8. Post cleaning guidance.

- Please reference the attached *COVID-19 General Building Cleaning Guidance* and post the information in a conspicuous location on the premises of each manufacturing and dispensing facility.

For additional information, please see the Department's webpage:

<https://health.ny.gov/diseases/communicable/coronavirus/> and the CDC's Novel Coronavirus webpage: <https://www.cdc.gov/coronavirus/2019-ncov/>.