

Dispensary Inspection Report & Checklist

Facility Entry

- (Check for written policies, signage, and logs)
- §64-112-2/§64-112-6. Access to dispensary facilities.
- 2.18. Limited access area is defined as any area in the facility where:
 - 2.18.a. Medical cannabis products are being loaded into or out of transport vehicles.
 - 2.18.b. Medical cannabis is being packaged for sale and stored.
 - 2.18.c. Medical cannabis waste is processed, stored, or destroyed.
 - 2.18.d. Surveillance system devices are stored.
- 6.5. The following areas of a dispensary must be clearly marked with proper signage (check every door for signage):
 - 6.5.a. Limited access areas. All areas of ingress and egress to a limited access area must be clearly identified by the posting of a sign which must be not less than 12 inches wide and 12 inches long, composed of letters not less than one-half inch in height, which must state: "Do Not Enter-Limited Access Area-Access Limited to Authorized Personnel and Escorted Visitors."
 - 6.5b. Areas that are open to patients and caregivers. Patient and caregiver areas are not considered limited access areas.
- 6.6 A dispensary must have an enclosed, secure area out of public sight for the loading and unloading of medical cannabis into and from a transport vehicle.
- 10.2. A dispensary facility's limited access area may not be open to the general public. A dispensary facility must require visitors, including vendors, contractors, and other 2 individuals requiring access to the limited access areas, to sign a visitor log and wear a visitor identification badge that is visible to others at all times while on the site and in the facility.

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- 10.3. A dispensary must require visitors requiring access to limited access areas to present government-issued identification that contains a photo to gain access to the site and facility.
- 10.1. No one under 18 years of age is permitted to enter a dispensary unless the individual is a patient or accompanied by a parent, guardian or caregiver.
- 10.1. A dispensary must post a sign in a conspicuous location at each entrance of the site and facility that states: THESE PREMISES ARE UNDER CONSTANT VIDEO SURVEILLANCE. NO ONE UNDER THE AGE OF 18 IS PERMITTED TO ENTER UNLESS THE INDIVIDUAL IS A PATIENT OR ACCOMPANIED BY A PARENT, GUARDIAN OR CAREGIVER.
- 10.3. A dispensary must do all of the following when admitting a visitor to its limited access areas:
 - 10.3. Require the visitor to sign a visitor log upon entering and leaving the facility.
 - 10.4.c. Issue a visitor identification badge with the visitor's name and company, if applicable, and a badge number.
 - 10.4.b. Check the visitor's government-issued identification to verify that the name on the identification provided matches the name in the visitor log. A photocopy of the identification must be retained with the log.
 - 10.4.c. Issue a visitor identification badge with the visitor's name and company, if applicable, and a badge number.
 - 10.4.d. Escort the visitor while the visitor remains in the facility or on the site.
 - 10.4.e. Ensure that the visitor does not touch any medical cannabis located in a limited access area.
- 10.5. The following apply to the visitor log required under subsections 10.4 and 10.5:
 - 10.5.a. The dispensary must maintain the log for four years and make the log available to the Bureau, state or local law enforcement, and other state or local government officials upon request if necessary, to perform the government officials' functions and duties.

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- 10.5.b. The log must include the full name of each visitor, the visitor identification badge number, the time of arrival, the time of departure and the purpose of the visit, including the areas of the site and the facility visited and the name of each employee visited.
- 10.6. This section does not limit the right of the bureau or its authorized agents, or other federal, state, or local government officials, from entering an area of a dispensary if necessary, to perform the government official's functions and duties.
- 10.7. A principal, financial backer, operator, or an employee of a dispensary may not receive any type of consideration or compensation for allowing a visitor to enter a limited access area.
- Facility Entry Status
- Facility Entry Conditional Approval Summary

Facility Security and Surveillance

- (Check for written policies, signage, and logs)
- 64-CSR-112. Security and surveillance.
- Inspect behind every door for verification of room use
- 11.1. A dispensary must have security and surveillance systems, utilizing commercial grade equipment, to prevent unauthorized entry and to prevent and detect an adverse loss. The security and surveillance systems must include the following:
 - 11.1.a. A professionally monitored security alarm system that includes the following:
 - 11.1.a.1. Coverage of all facility entrances and exits, rooms with exterior windows, exterior walls, roof hatches or skylights; storage rooms, including those that contain medical cannabis and safes; and the perimeter of the facility;
 - 11.1.a.2. A silent security alarm system signal, known as a duress alarm. generated by the entry of a designated code into an arming station to signal that the alarm user is being forced to turn off the system;

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- 11.1.a.3. An audible security alarm system signal, known as a panic alarm, generated by the manual activation of a device intended to signal a life-threatening or emergency situation requiring law enforcement response; (this must be able to be activated in the security room, main entrance area, loading dock, or any other area the public may easily gain access)
- 11.1.a.4. A silent alarm signal, known as a holdup alarm, generated by the manual activation of a device intended to signal a robbery in 2 progress; (this must be able to be activated in the security room, main entrance area, loading dock, or any other area the public may easily gain access)
- 11.1.a.5. An electrical, electronic, mechanical, or other device capable of being programmed to send a prerecorded voice message requesting dispatch, when activated, over a telephone line, radio or other communication system to a law enforcement, public safety, or emergency services agency;
- 11.1.a.6. A failure notification system that provides an audible, text, or visual notification of any failure in the systems. The failure notification system must provide by telephone, e-mail, or text message an alert to a designated security person within the facility within five minutes after the failure; (unplug a camera to verify)
- 11.1.a.7. Smoke and fire alarms;
- 11.1.a.8. Auxiliary power sufficient to maintain operation for at least 48 hours following a power outage; (check for logs of routine maintenance/inspection)
- 11.1.a.9. The ability to ensure all access doors are not solely controlled by an electronic access panel to prevent locks from becoming released during a power outage; and
- 11.1.a.10. Motion detectors;
- 11.1.b. A professionally monitored security and surveillance system that is operational 24 hours a day, seven days a week, and records all activity in images at a minimum rate of 15 frames per second, capable of clearly revealing facial detail. The security and surveillance system must include the following:
 - 11.1.b.1. Fixed camera placement that allows for a clear image of all individuals and activities in and around the following: (no blind spots)

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- 11.1.b.1.A. Any area of the facility where medical cannabis is loaded or unloaded into or from transport vehicles.
- 11.1.b.1.B. Entrances to and exits from the facility. Entrances and exits must be recorded from both indoor and outdoor vantage points;
- 11.b.1.C. Rooms with exterior windows, exterior walls, roof hatches, or skylights and storage rooms, including those that may contain medical cannabis and safes; and
- 11.1.b.1.D. Five feet from the exterior of the perimeter of the facility;
- 11.1.b.1.E. All limited access areas.
- 11.1.b.2. Auxiliary power sufficient to maintain operation for at least 48 hours following a power outage;
- 11.1.b.3. Ability to operate under the normal lighting conditions of each area under surveillance;
- 11.1.b.4. Ability to immediately produce a clear, color, still photograph in a digital format that meets the requirements of this subsection; (must demonstrate this capability during inspection)
- 11.1.c. Ability to clearly and accurately display the date and time. The date and time must be synchronized and set correctly and may not significantly obscure the picture;
- 11.1.d. Ability to record all images captured by each surveillance camera at a minimum rate of 15 frames per second, for a minimum of six months in a format that may be easily accessed for investigative purposes. The recordings must be kept:
 - 11.1.d.1. At the facility:
 - 11.1.d.1.A. In a locked cabinet, closet, or other secure place to protect it from tampering or theft; and
 - 11.1.d.1.B. In a limited access area or other room to which access is limited to authorized individuals; or
 - 11.1.d.2. At a secure location other than the location of the facility if approved by the Bureau

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- 11.1.e. A security alarm system SEPARATE from the facility's primary security system covering the limited access area or other room where the recordings under subdivision 11.1.d. are stored. The separate security alarm system must meet the same requirements as the facility's primary security alarm system.
- Security and Surveillance Status
- Security and Surveillance Conditional Approval Summary
- (Check for written policies and logs to record the below inspections)
- 11.2. The following apply regarding the inspection, servicing, or alteration of, and the upgrade to, the site's and facility's security and surveillance systems:
 - 11.2.a. The systems must be inspected, and all devices tested once every year by a qualified alarm system vendor and a qualified surveillance system vendor as approved by the Bureau;
 - 11.2.b. The dispensary must conduct maintenance inspections once every month to ensure that any repairs, alterations, or upgrades to the security and surveillance systems are made for the proper operation of the systems;
 - 11.2.c. The dispensary must retain at the facility, for at least four years, records of all inspections, servicing, alterations, and upgrades performed on the systems and must make the records available to the Bureau and its authorized agents within two business days following a request; (make request during inspection)
 - 11.2.d. In the event of a mechanical malfunction of the security or surveillance system that a dispensary anticipates will exceed an eight-hour period, the dispensary must notify the Bureau immediately and, with Bureau approval, provide alternative security measures that may include closure of the facility; (Has there been a failure of more than 8 hours? If "yes", record date, verify notification.)
 - 11.2.e. The dispensary must designate an employee to continuously monitor the security and surveillance systems at the facility
 - 11.2.f. The following apply regarding records retention:
 - 11.2.f.1. Within two business days following a request, a dispensary must provide up to four screen captures of an unaltered copy of a video surveillance recording to the

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Bureau or its authorized agents, law enforcement, or other federal, state or local government officials if necessary to perform the governmental officials' functions and duties (make request during inspection)

- 11.2.f.2. If a dispensary has been notified in writing by the bureau or its authorized agents, law enforcement, or other federal, state. Or local government officials of a pending criminal or administrative investigation for which a recording may contain relevant information, the dispensary must retain an unaltered copy of the recording for four years or until the investigation or proceeding is closed or the entity conducting the investigation or proceeding notifies the dispensary that it is not necessary to retain the recording, whichever is longer.
- Security and Surveillance Maintenance Status
- Security and Surveillance Maintenance Conditional Approval Summary
- 11.3. The dispensary must install commercial-grade, nonresidential doors and door locks on each external door of the facility. Keys or key codes for all doors must remain in the possession of designated authorized individuals.
- 11.4. During all nonworking hours, all entrances to and exits from the facility must be securely locked. (check how this is verified?)
- Doors and Door Locks Status
- Doors and Door Locks Conditional Approval Summary
- 11.5. The dispensary must have an electronic back-up system for all electronic records. (backups stored in secure location)
- Electronic Backup System Status
- Electronic Backup System Conditional Approval Summary
- 11.6. The dispensary must install lighting to ensure proper surveillance inside and outside of the facility.
- Lighting Status
- Lighting Conditional Approval Summary

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- 11.7. A dispensary must limit access to a room containing security and surveillance monitoring equipment to persons who are essential to maintaining security and surveillance operations; federal, state and local law enforcement; security and surveillance system service employees; the Bureau or its authorized agents; and other persons with the prior written approval of the Bureau. The following apply:
 - 11.7.a. A dispensary must make available to the Bureau or the Bureau's authorized agents, upon request, a current list of authorized employees and service employees or contractors who have access to any security and surveillance areas; (request list) and
 - 11.7.b. A dispensary must keep security and surveillance rooms locked at all times and may not use these rooms for any other purpose or function. (verify room is locked and in use)
 - Surveillance Room Access Status
 - Surveillance Room Access Conditional Approval Summary
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Personnel

- 64-110-3
- 3.2.b. No employees under 18 years of age
- §16A-6-12/OMC-003-2019. Convictions prohibited.
- 12.a. The following individuals may not hold volunteer positions or positions with remuneration in or be affiliated with a medical cannabis organization, including a clinical registrant under article fourteen of this chapter, in any way if the individual has been convicted of any felony criminal offense related to the sale or possession of illegal drugs, narcotics or controlled substances, or conspiracy thereof. Conviction of a crime of violence, including any conviction requiring the individual to register as a sex offender or on the child abuse registry. Conviction of a crime of dishonesty such as embezzlement, bribery, or fraud or a conviction of a crime against the government.
 - 12.a.1. Financial backers

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- 12.a.2. Principals
- 12.a.3. Employees
- Employee Age and Convictions Status
- Employee Age and Convictions Conditional Approval Summary
- §64-109-21. Training (Check for written policies and proof of training)
- 21.1. The following individuals must complete a two hour training course developed by the Bureau; o 21.1.a. Each principal prior to operations o 21.1.b. Each employee with direct contact with patients or caregivers or who physically handles medical cannabis within 90 days after starting work at the facility.
- 21.3. A medical cannabis organization must retain attendance records of principals and employees.
- Training and Attendance Status
- Training and Attendance Conditional Approval Summary

Operations

- §64-112-9. Plans of operation. (Check for written policies and training plans)
- 9.1. At the time the Bureau determines a dispensary to be operational, the dispensary must provide the Bureau with a full and complete plan of operation for review that includes the following:
 - 9.1.a. Employment policies and procedures;
 - 9.1.b. Security policies and protocols including;
 - 9.1.b.1. Staff identification measures;

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- 9.1.b.2. Monitoring of attendance of staff and visitors;
- 9.1.b.3. Alarm systems;
- 9.1.b.4. Video surveillance;
- 9.1.b.5. Monitoring and tracking inventory; and
- 9.1.b.6. Personal security.
- 9.1.c. A process for receiving, packaging, labeling, handling, tracking, transporting, storing, disposing, returning, and recalling products containing medical cannabis in accordance with all applicable laws, rules and regulations.
- 9.1.d. Workplace safety.
- 9.1.e. Maintenance, cleaning and sanitation of the site or facility, or both.
- 9.1.f. Inventory maintenance and reporting procedures.
- 9.1.g. The investigation of complaints and potential adverse events from other medical cannabis organizations, patients, caregivers, or practitioners.
- 9.1.h. The use of an electronic tracking system (Metrc) prescribed by the bureau.
- 9.2. A dispensary must make the full and complete plan of operation available to the Bureau upon request and during any inspection of the site and facility.
- Plans of Operation Status
- Plans of Operation Conditional Approval Summary
- §64-112-13. Storage requirements.
- 13.1. A dispensary must have separate locked limited access areas for storage of medical cannabis that are expired, damaged, deteriorated, mislabeled, contaminated, recalled, or whose containers or packaging have been opened or breached until the medical cannabis is returned to a grower/processor, destroyed or otherwise disposed of as required under W.Va Code R. §64-110-22.

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- 13.2. A dispensary must maintain all storage areas in a clean and orderly condition and free from infestation by insects, rodents, birds, and pests.
- Storage Requirements Status
- Storage Requirements Conditional Approval Summary
- §64-112-14. Sanitation and safety in a facility. (check for written policies, training plans, facilities, equipment, and cleaning supplies)
- 14.1. A dispensary must maintain its facility in a sanitary condition to limit the potential for contamination or adulteration of the medical cannabis stored in or dispensed at the facility. The following apply:
 - 14.1.a. Trash must be properly removed.
 - 14.1.b. Floors and ceilings must be kept in good repair.
 - 14.1.c. Adequate protection against pests must be provided through the use of integrated pest management practices and techniques that identify and manage pest problems, and the regular disposal of trash to prevent infestation.
 - 14.1.d. Toxic cleaning compounds, sanitizing agents, solvents, and pesticide chemicals must be labeled and stored in a manner that prevents contamination of medical cannabis and in a manner that otherwise complies with other applicable laws and rules.
- 14.2. An employee must conform to sanitary practices while on duty, including the following:
 - 14.2.a. Maintaining adequate personal hygiene.
 - 14.2.b. Washing hands thoroughly in an adequate hand-washing area before starting work and at any other time when hands may have become soiled or contaminated and at all times before dispensing medical cannabis to a patient or caregiver.
- 14.3. A dispensary must provide its employees and visitors with adequate and convenient hand-washing facilities furnished with running water at a temperature suitable for sanitizing hands. The following apply:

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- 14.3.a. Hand-washing facilities must be located where good sanitary practices require employees to wash and sanitize their hands.
 - 14.3.b. Effective nontoxic sanitizing cleansers and sanitary towel service or suitable drying devices must be provided.
 - 14.4. A dispensary must provide its employees and visitors with adequate, readily accessible lavatories that are maintained in a sanitary condition and in good repair.
 - 14.5. A dispensary must comply with all other applicable state and local building code requirements
 - Facility Sanitation and Safety Status
 - Facility Sanitation and Safety Conditional Approval Summary
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Tracking

- (Verify access to Metrc and confirm policies mandating its use. Verify staff are trained in Metrc.)
- §16A-7-1. Electronic Tracking.
- (a) Requirement. - A medical cannabis organization must implement an electronic inventory tracking system which shall be directly accessible to the Bureau through its electronic database that electronically tracks all medical cannabis on a daily basis. The system shall include tracking of all of the following:
- (2) For a dispensary, medical cannabis from the purchase from the grower/processor to sale to a patient or caregiver and that includes information that verifies the validity of an identification card presented by the patient or caregiver.
- (3) For a medical cannabis organization, a daily log of each day's beginning inventory, acquisitions, amounts purchased and sold, disbursements, disposals and ending inventory. The tracking system shall include prices paid and amounts collected from patients and caregivers.
- (4) For a medical cannabis organization, a system for recall of defective medical cannabis.

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- (5) For a medical cannabis organization, a system to track the plant waste resulting from the growth of medical cannabis or other disposal, including the name and address of any disposal service.
- 1.b. Each medical cannabis organization shall track the following:
 - 1.b.1. Security and surveillance.
 - 1.b.2. Recordkeeping and record retention.
 - 1.b.3. The acquisition, possession, growing and processing of medical cannabis.
 - 1.b.4. Delivery and transportation, including amounts and method of delivery.
- 1.d. Within one year of the issuance of the first permit to a medical cannabis organization, and every three months thereafter in a form and manner prescribed by the Bureau, the following information shall be provided to the Bureau, which shall compile the information and post it on the Bureau's publicly accessible Internet website:
 - 1.d.1. The amount of medical cannabis sold by a grower and a processor during each three-month period.
 - 1.d.2. The price of amounts of medical cannabis sold by growers and processors as determined by the Bureau.
 - 1.d.3. The amount of medical cannabis purchased by each dispensary in this state.
 - 1.d.4. The cost of amounts of medical cannabis to each dispensary in amounts as determined by the Bureau.
- §64-112-12. Inventory data.
 - 12.1. A dispensary must maintain the following inventory data in its electronic tracking system (Metrc):
 - 12.1.a. Medical cannabis received from a grower/processor.
 - 12.1.b. Medical cannabis dispensed to a patient or caregiver.

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- 12.1.c. Damaged, defective, expired, or contaminated medical cannabis awaiting return to a grower/processor.
- 12.2. A dispensary must establish inventory controls and procedures to conduct monthly inventory reviews and annual comprehensive inventories of medical cannabis at its facility.
- 12.3. A written or electronic record must be created and maintained of each inventory which include the date of the inventory, a summary of the inventory findings, and the names, signatures, and titles or positions of the individuals who conducted the inventory.
- Electronic Tracking and Inventory Data Status
- Electronic Tracking and Inventory Data Conditional Approval Summary

Transportation

- (Verify written policies and training plans)
- §64-112-15. Transportation of medical cannabis.
- 15.1. A dispensary may transport and deliver medical cannabis to a medical cannabis organization in state in accordance with this section. The following apply:
 - 15.1.a. A dispensary may deliver medical cannabis to a medical cannabis organization only between 7:00am and 9:00pm for the purposes of transferring medical cannabis among the permittee's dispensary locations and returning medical cannabis to a grower/processor.
 - 15.1.b. A dispensary may contract with a third-party contractor for delivery so long as the contractor complies with this section;
 - 15.1.c. A dispensary may not transport medical cannabis to any location outside of this state.
 - 15.1.d. A dispensary must use a global positioning system to ensure safe, efficient delivery of the medical cannabis to a medical cannabis organization.

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- Vehicles permitted to transport medical cannabis must:
- 15.2.a. Be equipped with a secure lockbox or locking cargo area;
- 15.2.b. Have no markings that would either identify or indicate that the vehicle is being used to transport medical cannabis;
- 15.2.c. Be capable of being temperature-controlled for perishable medical cannabis, as appropriate;
- 15.2.d. Display current state inspection stickers and maintain a current state vehicle registration.
- 15.2.e. Be insured in an amount that is commercially reasonable and appropriate.
- 15.3. A transport vehicle must be staffed with a delivery team consisting of at least two individuals and comply with the following:
- 15.3.a. At least one delivery team member must remain with the vehicle at all times that the vehicle contains medical cannabis;
- 15.3.b. Each delivery team member must have access to a secure form of communication with the dispensary, such as a cellular telephone, at all times that the vehicle contains medical cannabis; (a radio is not acceptable)
- 15.3.c. Each delivery team member must carry an identification badge or card at all times and must, upon demand, produce it to the Bureau or its authorized agents, law enforcement, or other federal, state or local government officials if necessary, to perform the government officials' functions and duties.
- 15.3.d. Each delivery team member must have a valid driver's license.
- 15.3.e. While on duty, a delivery team member may not wear any clothing or symbols that may indicate ownership or possession of medical cannabis.
- 15.4. Medical cannabis stored inside the transport vehicle may not be visible from the outside of the transport vehicle.

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- 15.5. Except as provided in subsection 15.8., a delivery team shall proceed in a transport vehicle from the dispensary, where the medical cannabis is loaded, directly to the medical cannabis organization where the medical cannabis is unloaded, without unnecessary delays. Notwithstanding the foregoing, a transport vehicle may make stops at multiple facilities, as appropriate, to deliver medical cannabis.
- 15.6. A dispensary must immediately report to the Bureau, either through a designated phone line established by the Bureau or by electronic communication with the Bureau in 13 a manner prescribed by the Bureau, vehicle accidents, diversions, losses, or other reportable events that occur during transport of medical cannabis.
- 15.7. A dispensary must notify the Bureau daily via METRC, of its delivery schedule, including routes and delivery times.
- 15.8. A transport vehicle is subject to inspection by the Bureau or its authorized agents, law enforcement, or other federal, state, or local government officials if necessary, to perform the government officials' functions and duties. A transport vehicle may be stopped and inspected along its delivery route or at any medical cannabis organization.
- §64-112-16. Transport manifest. Verify written policies and training plans.
- 16.1. A dispensary must generate a printed or electronic transport manifest using Metrc, that accompanies every transport vehicle and contains the following information:
 - 16.1.a. The name, address, and permit number of the dispensary and the name of and contact information for a representative of the dispensary who has direct knowledge of the transport;
 - 16.1.b. The name, address, and permit number of the medical cannabis organization receiving the delivery and the name of and contact information for a representative of the medical cannabis organization.
 - 16.1.c. The quantity, by weight or unit, of each medical cannabis batch or lot contained in the transport, along with the identification number for each batch or lot.
 - 16.1.d. The date and approximate time of departure;
 - 16.1.e. The date and approximate time of arrival;
 - 16.1.f. The transport vehicle's make and model and license plate number; and

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- 16.1.g. The identification number of each member of the delivery team accompanying the transport.
- 16.2. When a delivery team delivers medical cannabis to multiple medical cannabis organizations, the transport manifest must correctly reflect the specific medical cannabis in transit. Each recipient must provide the dispensary with a printed receipt for the medical cannabis received.
- 16.3. All medical cannabis being transported must be packaged in shipping containers and labeled in accordance with §64-110-16 and section 8 of this rule.
- 16.4. A dispensary must provide a copy of the transport manifest to the recipient receiving the medical cannabis described in the transport manifest. To maintain confidentiality, a dispensary may prepare separate manifests for each recipient.
- 16.5. A dispensary must, if requested, provide a copy of the printed transport manifest, and any printed receipts for medical cannabis being transported, to the Bureau or its authorized agents, law enforcement, or other federal, state or local government officials if necessary, to perform the government officials' functions and duties.
- §64-112-17. Evidence of adverse loss during transport. Check for written policies and training plans.
- 17.1 If a dispensary receiving a delivery of medical cannabis from a medical cannabis organization discovers a discrepancy in the transport manifest upon delivery, the dispensary must refuse acceptance of the delivery and immediately report the discrepancy to the bureau either through a designated phone line established by the bureau or by electronic communications (via Metrc) with the bureau in a manner prescribed by the bureau, and to the appropriate law enforcement authorities.
- 17.2 If a dispensary discovers evidence of, or reasonably suspects, a theft or diversion of medical cannabis during transport, the dispensary must immediately report its findings or suspicions to the bureau either through a designated phone line established by the bureau or by electronic communication with the bureau in a manner prescribed by the bureau, and to law enforcement.
- 17.3 If a dispensary discovers a discrepancy in the transport manifest, the dispensary must:
 - 17.3.a. Conduct an investigation.

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- 17.3.b. Amend the dispensary's standard plan of operation, if necessary, to prevent future discrepancies between the quantity or description of inventory listed in the transport manifest and the quantity or description of inventory delivered.
- 17.3.c. Submit a report of the investigation to the bureau. The following apply:
 - 17.3.c.1. A written preliminary report of the investigation must be submitted to the bureau within seven days of discovering the discrepancy.
 - 17.3.c.2. A final written report of the investigation must be submitted to the bureau within 30 days of discovering the discrepancy.
- §64-112-18. Complaints about or recall of medical cannabis. Check for written policies and training plans.
- 18.1. A dispensary must notify the bureau and the grower/processor immediately upon becoming aware of any complaint made to the dispensary by a patient, caregiver or 15 practitioner who reports an adverse event from using medical cannabis dispensed by the dispensary.
- 18.2. Upon notification by the grower/processor under W.Va. Code R. §64-110-23, the dispensary must cease dispensing the affected medical cannabis.
- 18.3. A dispensary must coordinate the return of the recalled medical cannabis with the grower/processor.
- Transportation Status
- Transportation Conditional Approval Summary
- §64-112-4. Dispensing medical cannabis. Check for written policies and training plans.
 - 4.1 A dispensary may only dispense medical cannabis to a patient or caregiver who presents a valid identification card to an employee at the facility who is authorized to dispense medical cannabis at the facility.
 - 4.2. Prior to dispensing medical cannabis to a patient or caregiver, the dispensary must:
 - 4.2.a. Verify the validity of the patient or caregiver identification card using the electronic tracking system.

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- 4.3 Prior to the completion of the transaction, the employee conducting the transaction at the dispensary must prepare a receipt of the transaction and file the receipt information with the bureau utilizing the electronic tracking system (Metrc). A dispensary must provide a copy of the receipt to the patient or the caregiver unless the patient or the caregiver declines the receipt. The receipt must include the following information:
 - 4.3.a. The name, address and any permit number assigned to the dispensary by the bureau.
 - 4.3.b. The name and address of the patient and, if applicable, the patient's caregiver.
 - 4.3.c. The date the medical cannabis was dispensed.
 - 4.3.d. Any requirement or limitation noted by the practitioner on the patient's certification as to the form of medical cannabis that the patient should use.
 - 4.3.e. The form and the quantity of medical cannabis dispensed.
- 4.4 Except as provided in W.Va Code §16A-14-1 et seq., a dispensary must destroy any paper patient certification or delete any electronically recorded patient certification stored on the dispensary's network, server, or computer system as the result of a transaction after the receipt relating to that transaction has been filed under subsection
- §64-112-5. Limitations on dispensing. Check for written policies and training plans.
- 5.1 A dispensary may not dispense to a patient or caregiver:
 - 5.1.a. A quantity of medical cannabis that is greater than the amount indicated on the patient's certification, if any.
 - 5.1.b. A form or dosage of medical cannabis that is listed as a restriction or limitation on the patient certification.
 - 5.1.c. A form of medical cannabis not permitted by the Act of this rule, unless otherwise provided in rules adopted by the bureau under W.Va Code §16A-11-2.
- 5.2 A dispensary may not dispense an amount of medical cannabis greater than a 30-day supply to a patient or caregiver until the patient has exhausted all but a seven-day supply provided pursuant to the certification currently on file with the bureau.

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- Dispensing Status
- Dispensing Conditional Approval Summary