

## To Our Patients & Customers:

On March 15, 2020, Governor Charlie Baker expanded upon the preventative measures required as part of the Commonwealth's response to COVID-19. MAC recognizes the serious nature of the coronavirus have implemented several extra steps to safeguard our employees, patients, customers and community.

## MAC has adjusted its business hours to Sunday 10am to 5pm, Monday through Saturday 10am to 7pm.

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To ensure our location is as safe as possible, MAC is taking the following precautions:

- MAC has voluntarily reduced our dispensary occupancy and limit total number of persons to ten (10) on the dispensary floor including employees and patients for the duration of the Governor's order.
- Encourage adequate social distancing by maintaining a distance of six (6) feet between customers in both interior and exterior queues.
- No more than six (6) patients allowed inside the dispensary at any one time.
- All patients are asked to use hand sanitizer prior to entry into the dispensary.
- Increased disinfection of all surfaces at least every thirty (30) minutes or sooner, as needed. This includes, but is not limited to, all public surfaces, door handles, countertops, menus, ATMs, tabletops and phones.
- All retail employees and security agents are required to wear personal protective equipment at all times.
- All employees understand the seriousness of this situation and have been notified to contact management if they are exhibiting any signs of illness, symptoms of cold, or symptoms of flu. Employees know that if they are showing any signs of illness, it is absolutely mandatory that they stay home. During this time, MAC has adjusted its sick time policy to appropriately accommodate the situation.
- MAC has installed multiple hand sanitation kiosks throughout the dispensary for patient and employee use.

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### MAC is proud to serve as a compassionate provider of medical-use cannabis.

MAC is proud to serve as a compassionate provider of medical-use cannabis, facilitating access for many of the Commonwealth's more than 60,000 registered medical-use of marijuana patients. Many of these medical-use patients are immunocompromised and/or have underlying health conditions.

As Massachusetts responds to the increasing spread of COVID-19, we respectfully ask that our Mass Alternative Care community remain conscientious of one another, and refrain from coming to our store if they have any signs or symptoms of a respiratory infection, such as fever, cough, shortness of breath, or sore throat.

### If you have any of these symptoms, please consult a clinician and use a caregiver to safely access our products.

We sincerely appreciate your cooperation with protecting the health of our MAC family. We value the health of our customers, employees, and the community as a whole. If you have questions or concerns, please feel free to reach out to [info@massaltcare.com](mailto:info@massaltcare.com). We hope to see you soon!