

# **Medicine Wheel Employee Training Workbook**



## **Part 1: Who Are We?**

**What are our goals for Medicine Wheel and the Alderville First Nation community?**

**Summarize our Creed and our Mission:**

**What are three ailments that cannabis can effectively treat?**

- 1.**
- 2.**
- 3.**

**How can we apply the Seven Grandfather Teachings to the way we conduct our business?**

**What age must someone be to make a purchase at Medicine Wheel?**

**When must we ID a customer?**

**Who must fill out a registration form and register with us as a client?**

**What is the purpose of this form?**

## **Part 2: Laws and Rights**

**Is Canada a signatory of the United Nations Declaration on the Rights of Indigenous Peoples?**

**How does the United Nations Declaration pertain to us?**

## **Part 3: Risks and Risk Management**

**Do we require a Health Canada cannabis card? Why or why not?**

**What are the NIMCA and OIMCA?**

**True or False: Our clients may use their medicine while in our store. Why or why not?**

**Scenario: A good friend of yours has come in to make a purchase. He has been drinking all day and says he needs his medicine. His speech is slurred and he stumbles when he walks. How should you handle this?**

**Scenario: A customer asks to hold on to a bud in order to inspect it more closely. What should you do?**

## **Part 4: Our Products**

**How can we refer to our products without using words such as “pot”, “weed”, or “tokes”?**

**What is an extract? What are two examples of extracts?**

**What sorts of edibles do we carry?**

**What types of vaporizer pens do we carry?**

**Does all cannabis have to be taken internally to be effective?**

**How many strains do we presently carry?**

**In what quantities is our flower (bud) measured?**

**Scenario: A client wishes to purchase 10 grams of flower. Can we sell this? If so, how?**

## **Part 5: Definitions**

**What are the two primary genetic types of cannabis?**

**Are there any differences in these two types?**

**The two main active compounds in cannabis are THC and CBD. Which of these is psychoactive?**

**List 3 medicinal effects of THC:**

**List 3 medicinal effects of CBD:**

**What happens if you take CBD and THC together?**

### **Part 6: Methods of Intake**

**What are the 3 primary methods of intake?**

- 1.**
- 2.**
- 3.**

**Which method has the longest lasting effect, inhalation or ingestion?**

**Which method has the fastest effect?**

**Which has the slowest effect?**

**What might a client use a topical salve for?**

**What is a tincture?**

## **Part 7: Customer Service**

**In your own words, what does good customer service mean?**

**Who is a customer?**

**What is our goal in our interactions with our customers and clients?**

**What are the four main customer service roles at Medicine Wheel?**

- 1.**
- 2.**
- 3.**
- 4.**

**If a client has already registered with us during a previous visit, do they still need to go to the Consultation counter?**

**True or False: Anyone can cash out a customer when they are ready to pay.**

**If you are a cashier, who is responsible for the accuracy of your till and cash count?**

**What are some of the opening and closing duties?**

**If a customer has a suggestion, what should we do?**

**Ultimately, who is responsible for our customers' happiness and desire to return to Medicine Wheel?**