



Monitoring Report – NJ Cannabis Regulatory Commission

Facility: Verano/Zenleaf

Location: 2100 NJ-66, Neptune, New Jersey 07753

Monitoring Date(s): December 15, 2022

Report date: December 15, 2022

Monitor: [REDACTED]

The New Jersey Cannabis Regulatory Commission (NJ-CRC), acting under the authority of the New Jersey Cannabis Regulatory Enforcement Assistance and Marketplace Modernization Act, N.J.S.A. 24:6I-31, et seq. (Personal Act) and the Personal Use Cannabis Rules, N.J.A.C. 17:30, et seq. (Personal Rules) and the authority of the Jake Honig Compassionate Use Medical Cannabis Act, N.J.S.A. 24:6I-1, et seq. (Jake Honig Act) and the CRC Rules, N.J.A.C. 17:30A, et seq. (Jake Honig Act), conducted a virtual inspection of the Verano/Zenleaf dispensary facility located in Neptune, New Jersey. The following is a summary of the findings:

On Thursday, December 15, 2022, I conducted an virtual inspection of the Verano/Zenleaf dispensary at 2100 NJ-66, Neptune, New Jersey following receipt of a patient complaint, received via e-mail to the customer service in-box on December 13, 2022. The complaint stated:

“I went to Zen Leaf in Neptune tonight and I had a pickup medical order that I placed ahead of time at 5pm. When I walked in at 5:20pm, there were 4 people ahead of me. After 5 minutes, those 4 were being helped. So I am now first in line and people have formed behind me at 5:25 pm. Between 5:25pm-5:45pm: There was 1 female budtender wearing a black mask (with black hair) (the next closest) to the medical line that continued to take pick up recreational customers. 6 medical patients and I watched 5 rec customers pick up their orders with this 1 female budtender while every other budtender continued to be occupied. I watched one medical customer walk away, and then that budtender disappeared. So, as I walked up expecting to be helped, no one came back at all (for another 5 minutes) so I went back in line.

At the only available time a budtender was freed to the left side of the building, another medical patient literally cut in line and absolutely no management at Zen Leaf did or said anything to this person that cut 6 other medical patients. Meanwhile, seeing this, I become pretty upset and I asked the female budtender that kept taking Rec customers when she had a free second: “do you take medical patients?” To which she mumbled and then said she needed to switch computers. She switched computers then kept taking Rec pick up customers. At the first opportunity I saw someone open their register, which was to the right of her (my right on the counter which is further from the medical line), I stepped up to the counter and asked the male budtender if he took medical patients and he said yes.

At this point myself and 6 other people behind me had been waiting for 35+ minutes to be addressed by any staff. For the entire duration of this happening, the recreation line moved faster, and more customers were helped. Between 5:45-5:55 pm. I was helped by a budtender named Anthony who at first picked the wrong edible, then needed to go back to correct it. Then advised me there is a new system for edibles which counts them as grams rather than 1/8ths anymore. I appreciate this change by the CRC since it saves medical patients some more money. However, it seemed like the budtenders didn’t know about this and weren’t trained for it. I do not have the name of the young lady but the manager on duty was named Barry. Barry continuously approved this female budtender recreational orders without once checking on the medical line to see if it was moving. If he or any of the other 2 managers did, they would see 6 very upset patients. I am not sure why that female budtender could not ring any of us up, or why she couldn’t just be honest when I asked. I did not address this any further with people in the store because I didn’t want to cause a scene. Medical patients should not have to wait significant times over recreational customers. I have a disability that I cannot stand for prolonged periods of time and standing there was causing serious distress in my body. I hope this feedback is taken seriously and is addressed to the right folks at the CRC. I do appreciate your time and hope to hear a response.”

This investigator reviewed video of the complaint. Patient was observed walking in at 1719hrs and standing in the medical line until 1732hrs. She was then guided to AU register where the budtender walked away from her. At 1734hrs Patient was observed turning around and walking back to the beginning of the medical line. At 1735hrs, an AU customer was guided to a register before Patient. At 1738hrs Patient walked in front of an AU customer to an AU register to be assisted.

Patient was observed first in the medical line from 1732hrs to 1738hrs. During this time, 10 AU customers were observed being served before her. Only 1 medical register with 1 budtender was open from 1719hrs to closing. Other medical patients besides Patient were also observed not being served first at an AU line before an AU customer. Roughly 9 registers for AU and 1 medical register were open during the duration of Patient's visit.

This writer filed this complaint under INV 19 22.

Respectfully Submitted,



Compliance Officer

NJ-CRC