

From: Depina, Zendilli M (DPH) <Zendilli.M.Depina@mass.gov>
Sent: Jun 23, 2025 20:27:58.000000000 UTC
Subject: RE: good news from Malden tobacco retailer store inspections
To: Buzby, Maureen <mbuzby@CityofMelrose.org>



Depina, Zendilli M (DPH) reacted to your message:

From: Buzby, Maureen <mbuzby@CityofMelrose.org>
Sent: Monday, June 23, 2025 4:52:40 PM
To: Depina, Zendilli M (DPH) <Zendilli.M.Depina@mass.gov>
Subject: RE: good news from Malden tobacco retailer store inspections

CAUTION: This email originated from a sender outside of the Commonwealth of Massachusetts mail system. Do not click on links or open attachments unless you recognize the sender and know the content is safe.

As you know the industry tells everyone how hard this will be on retailers. Switching from age restriction to birthdate restriction is a bit of a leap. We have many age restricted “products”, but no birthdate restricted products. I wasn’t sure how effective our outreach would be and if I’d have another year of NFG retailer ed. But they get and can say it.

Some have told me “ID All” was worse. Lots of angry customers with that one.

Smashed doors, etc. I happy, and relieved, that this is going pretty smoothly – at least so far.

From: Depina, Zendilli M (DPH) <Zendilli.M.Depina@mass.gov>
Sent: Monday, June 23, 2025 12:28 PM
To: Buzby, Maureen <mbuzby@CityofMelrose.org>
Subject: Re: good news from Malden tobacco retailer store inspections

That's great! Glad things are going smoothly! I hope Grace had a great time learning and watching you.

Zendilli Depina, MPH (she/her)
Senior Tobacco Prevention Programs Specialist
Massachusetts Tobacco Cessation and Prevention Program
Massachusetts Department of Public Health
250 Washington Street, Boston, MA 02108
zendilli.m.depina@mass.gov



[Book time to meet with me](#)

From: Buzby, Maureen <mbuzby@CityofMelrose.org>
Sent: Monday, June 23, 2025 12:15 PM
To: Brush, Mary (DPH) <mary.brush@mass.gov>; Depina, Zendilli M (DPH) <Zendilli.M.Depina@mass.gov>; Jackie Doane <jdoane@baystatecs.org>
Cc: Chui, Anthony <achui@CityofMelrose.org>; gracetodome581@gmail.com
<gracetodome581@gmail.com>
Subject: good news from Malden tobacco retailer store inspections

CAUTION: This email originated from a sender outside of the Commonwealth of Massachusetts mail system. Do not click on links or open attachments unless you recognize the sender and know the content is safe.

This is more than you probably want to know but in case this is of interest:
This is my month to complete inspections of Malden retail stores. I've made so many visits in the past year that I feel like I must have already done these inspections. 😊

I did at least four visits during the NFG rollout, prior to this round of inspections:

- . A regular Inspection
- . Delivery of a notice letting retailers know about NFG
- . Delivery of the notice of the public hearing.
- . Delivery of the new signs.

Then at least two letters mailed: One reminding retailers that Malden has a new Tobacco Sales Regulation, and one with "tips" for staff training closer to the effective date.

Today I was shadowed by our summer intern Grace, who is finishing up her MPH.

She and I were both surprised at how quickly, easily, and correctly, retailers answered the questions, "What do you do when a customer asks for a tobacco product?"

I'm so impressed. A couple of dozen inspections in the past few days – all but one answered correctly.

One liquor store manager told me that when there is a combo purchase, they have the staff ring them up separately - - alcohol sale separate from tobacco sale.

Some check the scanner to see if a license is valid but then check the birthdate separately because the scanning technology hasn't caught up with the new policy.

Some had their own signs in addition to signs I gave them.

In several stores I asked if they've had any issues. All reported "not really", or words to that effect. Most said they just say it's a City of Malden rule. No one was irritated or annoyed. No lectures. Very uneventful.

Please let me know if you have any questions.

Maureen

Maureen Buzby
Regional Tobacco Prevention Program
562 Main Street
Melrose, MA 02176
781-979-4158

****CITY OF MELROSE PUBLIC RECORDS NOTICE: Please be advised that the Massachusetts Attorney General has determined that email is a public record unless the content of the email falls within one of the stated exemptions under the Massachusetts Public Records Laws.****

****CITY OF MELROSE PUBLIC RECORDS NOTICE: Please be advised that the Massachusetts Attorney General has determined that email is a public record unless the content of the email falls within one of the stated exemptions under the Massachusetts Public Records Laws.****

****CITY OF MELROSE PUBLIC RECORDS NOTICE: Please be advised that the Massachusetts Attorney General has determined that email is a public record unless the content of the email falls within one of the stated exemptions under the Massachusetts Public Records Laws.****

****CITY OF MELROSE PUBLIC RECORDS NOTICE: Please be advised that the Massachusetts Attorney General has determined that email is a public record unless the content of the email falls within one of the stated exemptions under the Massachusetts Public Records Laws.****