



City of Richmond

Report to Council

To: Richmond City Council **Date:** September 26, 2023
From: Mark Corrado **File:** 12-8275-01/2023-Vol
 Director, Community Bylaws & Licencing 01
Re: **Business Licence Suspension - Tokyo Beauty**

Staff Recommendation

That the business licence for Nagoya Trading Ltd., doing business as Tokyo Beauty, operating from 8191 Westminster Highway Unit 120, Richmond BC, be suspended for a period of 30 days.

Mark Corrado
 Director, Community Bylaws & Licencing
 (604-204-8673)

Att. 3

REPORT CONCURRENCE		
ROUTED TO:	CONCURRENCE	CONCURRENCE OF GENERAL MANAGER
Law	<input checked="" type="checkbox"/>	
SENIOR STAFF REPORT REVIEW	INITIALS:	APPROVED BY CAO

Staff Report

Origin

Section 5.3 of the Business Licence Bylaw No. 7360 prescribes that a licenced business must comply with City bylaws as well as other applicable provincial and federal statutes. Should a violation of section 5.3 occur, Council with reasonable cause, can exercise its authority set out in section 60(2) of the *Community Charter* to suspend or cancel a business licence.

This report concerns violations of the *Food and Drugs Act* by Nagoya Trading Ltd., doing business as Tokyo Beauty at 8191 Westminster Highway Unit 120. Tokyo Beauty was issued a business licence on Feb 01, 2017.

Findings of Facts

On September 11, 2023, Health Canada issued its third and latest public advisory involving unauthorized health products seized from Tokyo Beauty. The advisory noted nine unauthorized products sold at this location that were labelled with ingredients that may pose serious health risks. One of these ingredients included Dihydrocodeine phosphate. This ingredient is similar in substance to the opioid codeine (See Attachment 1).

City staff confirmed that Health Canada had conducted two previous investigations resulting in public health warnings and health product seizures (See Attachments 2 and 3). These previous incidents were not brought to the City's attention and, therefore, no actions were taken.

Financial Impact

None

Conclusion

Tokyo Beauty located at 8191 Westminster Highway Unit 120, has shown a history of non-compliance with Health Canada regulations and, therefore City Bylaws. Staff recommend that Tokyo Beauty's business licence be suspended for a period of 30 days.



Kashmiro Chahal
Licence Inspector
(604-276-4045)

Attachment 1 – Health Canada Advisory 2023-09-18
Attachment 2 – Health Canada Advisory 2021-03-31
Attachment 3 – Health Canada Advisory 2019-02-15

Public advisory

Unauthorized health products seized from a Tokyo Beauty and Healthcare store in Richmond, B.C., may pose serious health risks

Last updated: 2023-09-18

Summary

Product: Unauthorized health products labelled to contain prescription, controlled or over-the-counter drugs

Issue: Health products - Product safety
Health products - Unauthorized product

What to do: Do not use these products. Buy your prescription drugs only from licensed pharmacies. Return products to your local pharmacy for **proper disposal**. Consult a health care professional if you have used any of these products and have health concerns. One of the products (Baibao Neng Gold A for Relief of Cold Symptoms) contains an opioid. **If you suspect an opioid overdose, call 911 and administer naloxone if available.**



Affected products

Product	Promoted use	Drug on the label
Pabron Gold A Granules Cold Medication	Relieve cold symptoms	Labelled to contain <u>dihydrocodeine phosphate</u>

CNCL - 4
(Special)

Product	Promoted use	Drug on the label
Kobayashi Pharmaceutical Faichi Iron + Folic Acid + Vitamin B12 Blood Supplement Tablets	Aid production of blood hemoglobin and improve anemia	Labelled to contain prescription-strength <u>folic acid</u>
Mentholatum Mediquick Eczema Rash Anti-Itch Cream	Eczema and rash relief	Labelled to contain <u>prednisolone valerate acetate</u>
Mentholatum Mediquick Eczema Rash Anti-Itch Ointment	Eczema and rash relief	Labelled to contain <u>prednisolone valerate acetate</u>
Nichiban Speel Ko One-touch EX	Corns, callus and wart removal	Labelled to contain <u>salicylic acid</u>
Ohta's Isan A	Aid digestion and relieve heartburn	Labelled to contain <u>ursodeoxycholic acid</u>
Santen Beauteye Contact	Eye fatigue	Labelled to contain <u>neostigmine methylsulfate</u>
Santen PC Eyedrops	Eye inflammation and fatigue	Labelled to contain <u>neostigmine methylsulfate</u>
Smile 40EX Gold Cool MAX	Eye fatigue, blurred vision	Labelled to contain <u>neostigmine methylsulfate</u>

Issue

Health Canada is warning consumers about unauthorized health products it seized from a Tokyo Beauty and Healthcare store in Richmond, B.C. (120 - 8191 Westminster Highway). The products are labelled to contain prescription, controlled or over-the-counter drugs and may pose serious health risks.

Selling unauthorized health products in Canada is illegal. Unauthorized health products have not been approved by Health Canada, which means that they have not been assessed for safety, efficacy and quality and may pose a range of serious health risks. For example, they could contain high-risk ingredients, such as prescription drugs, additives or contaminants that may or may not be listed on the label. These ingredients could interact with other medications and foods. In addition, these products may not actually contain the active ingredients that consumers would expect them to contain to help maintain and improve their health.

Prescription drugs should only be used under the advice and supervision of a health care professional because they are used to treat specific conditions and may cause serious side effects. Prescription drugs can only be legally sold to consumers in Canada with a prescription.

What you should do

- Do not use these products. Return the products to your local pharmacy for proper disposal.

- Consult a health care professional if you have used any of these products and have health concerns.
- Baibao Neng Gold A for Relief of Cold Symptoms contains an opioid. **Opioid overdose is a medical emergency that could lead to death if untreated.** If you suspect an opioid overdose, call 911 and administer naloxone if available.
- Buy your prescription drugs only from licensed pharmacies.
- Buy only authorized health products. Read product labels to verify that health products have been authorized for sale by Health Canada. Authorized health products have an eight-digit Drug Identification Number (DIN), Natural Product Number (NPN) or Homeopathic Drug Number (DIN-HM). You can also check whether products have been authorized for sale by searching Health Canada's [Drug Product Database](#) and [Licensed Natural Health Product Database](#).
- Report any health product-related [side effects](#) or [complaints](#) to Health Canada.

Additional information

- ▶ Background
- ▶ Details
- ▶ Media and public enquiries

Date modified:
2023-09-18

Public advisory

Unauthorized health products seized from Tokyo Beauty & Health Care in Richmond, B.C., may pose serious health risks

Starting date: March 31, 2021
Type of communication: Advisory
Subcategory: Drugs
Source of recall: Health Canada
Issue: Unauthorized products
Audience: General Public
Identification number: RA-75279

Last updated:
2021-03-31

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Summary

- **Product:** Multiple unauthorized health products (including eye drops, an eyewash and an acne gel) from Tokyo Beauty & Health Care in Richmond, B.C.
- **Issue:** Products are unauthorized and labelled to contain prescription drugs, which may pose serious health risks.
- **What to do:** Stop using these products. Consult your health care professional if you have used any of these products and have health concerns.

Issue

Health Canada has seized several health products—including eye drops, an eyewash and an acne gel—from Tokyo Beauty & Health Care in Richmond, British Columbia (#120, 8191 Westminster Highway), because they are unauthorized and may pose serious health risks.

According to the product labels, the products contain prescription drugs (see table below for details). Prescription drugs should be taken only under the advice and supervision of a health care professional because of the risk of interactions with other medications and side effects. Prescription drugs can only be legally sold via a prescription.

Unauthorized health products have not been approved by Health Canada, which means that they have not been assessed for safety, effectiveness and quality and may pose serious health risks. They may contain ingredients, additives or contaminated ingredients not listed on the label. In addition, they may lack the active ingredients Canadians would expect them to contain to help maintain and improve their health or they

may contain ingredients that could interact with other medications and foods. For all of these reasons, unauthorized health products could cause serious health effects. Selling unauthorized health products in Canada is illegal.

Some of the unauthorized health products are packaged and labelled in Japanese characters. As a result, information about ingredients, usage, dosage and side effects may not be understood by all consumers.

Health Canada has previously seized unauthorized products being sold by this retailer and will continue to take action to address this illegal activity and update Canadians as needed.

Affected products

Photo	Product	Risk
	Dalacin T Gel 1% Anti-bacterial gel for acne	Labelled (in Japanese) to contain clindamycin
	Kobayashi Aibon/Eyebon Eyewash ALd (dark green) Eyewash	Labelled (in Japanese) to contain aminocaproic acid
	Kobayashi Aibon/Eyebon Eyewash Medicala (black) Eyewash	Labelled (in Japanese) to contain aminocaproic acid
	Kobayashi Aibon/Eyebon Eyewash Mild (light green) Eyewash	Labelled (in Japanese) to contain aminocaproic acid
	Santen Sante Beauteye Contact Eye drops	Labelled (in Japanese) to contain neostigmine methylsulfate
	Santen Sante FX Neo (silver package) Eye drops	Labelled (in English) to contain neostigmine methylsulfate and aminocaproic acid

Photo	Product	Risk
	Santen Sante FX Neo (blue package) Eye drops	Labelled (in Japanese) to contain neostigmine methylsulfate and aminocaproic acid
	Santen Sante FX Vplus (gold package) Eye drops	Labelled (in English) to contain neostigmine methylsulfate and aminocaproic acid
	Santen Sante FX Vplus (red package) Eye drops	Labelled (in Japanese) to contain neostigmine methylsulfate and aminocaproic acid
	Santen Sante PC Eye drops	Labelled (in Japanese) to contain neostigmine methylsulfate

What you should do

- Stop using these products. Consult your health care professional if you have used any of these products and have health concerns.
- Read product labels to verify that health products have been authorized for sale by Health Canada. Authorized health products have an eight-digit Drug Identification Number (DIN), Natural Product Number (NPN) or Homeopathic Drug Number (DIN-HM). You can also check whether products have been authorized for sale by searching Health Canada's [Drug Product Database](#) and [Licensed Natural Health Product Database](#).
- Report any health product [adverse events](#) or [complaints](#) to Health Canada.

Background

Aminocaproic acid: This is a prescription drug ingredient used to decrease bleeding in various clinical situations. Exposure to aminocaproic acid in the eye may affect the eye itself, and the acid may be absorbed through the tear ducts into the blood. Side effects may include watery eyes, vision changes, headache, dizziness, nausea, muscle weakness and skin rash.

Clindamycin: In topical format (i.e., applied to the skin), this is a prescription antibiotic approved in Canada to treat bacterial infections, including those associated with acne. The product should not be used in individuals with a history of ulcerative colitis (inflamed bowel) or a history of inflamed bowel associated with

antibiotic use (antibiotic-associated colitis). Side effects may include dry or scaly skin, peeling skin, a stinging or burning feeling on the skin, eye pain, itching, hives, redness and gastrointestinal symptoms (such as indigestion and gas). Safety and effectiveness in children under the age of 12 has not been established.

Neostigmine methylsulfate: There are no approved eye drops containing neostigmine methylsulfate on the Canadian market. In the past, drugs similar to neostigmine were used to treat glaucoma. These medications are no longer widely used because of the significant number of potential eye-related side effects, including blurred distance vision, frontal headaches, twitching lids, red eyes, cataracts, allergic reactions, iris cysts, retinal detachment and the potential for causing a specific type of glaucoma attack. In addition, absorption into the nose via the tear duct may cause serious cardiac and respiratory side effects.

Media enquiries

Health Canada

(613) 957-2983

hc.media.sc@canada.ca

Public enquiries

(613) 957-2991

1-866 225-0709

hcinfo.infosc@canada.ca

Images


Select thumbnail to enlarge - opens in a new window



 [Kobayashi Aibon/Eyebon Eyewash Mild \(light green\) Eyewash](#)





 Santen Sante FX Neo (silver package) Eye drops



Date modified:
2021-03-31

Public advisory

Unauthorized prescription product Kobayashi Aibon/Eyebon Eyewash seized from Tokyo Beauty & Health Care in Richmond, B.C., may pose serious health risks

Starting date: February 15, 2019
Type of communication: Advisory
Subcategory: Drugs
Source of recall: Health Canada
Issue: Unauthorized products, Product Safety
Audience: General Public
Identification number: RA-69082

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Issue

Health Canada is advising consumers that the unauthorized product "Kobayashi Aibon/Eyebon Eyewash" is labelled to contain a prescription drug (aminocaproic acid) and may pose serious health risks. The product is promoted as an eyewash for contact lens users and for the prevention of eye disease.

Health Canada seized two formats, "Cool" and "Mild," from a Tokyo Beauty & Health Care retail location in Richmond, British Columbia (120 - 8191 Westminster Highway).

Prescription drugs should be taken only under the advice and supervision of a healthcare professional because they are used in relation to specific diseases, and may cause serious side effects. The unauthorized health product was packaged and labelled in Japanese ("Eyebon" may also be translated as "Aibon"). As a result, information about ingredients, usage, dosage and side effects may not be understood by all consumers.

Selling unauthorized health products in Canada is illegal. Health Canada previously [warned](#) about this product after it was seized at a different retail store.

Products affected

- Kobayashi Aibon/Eyebon Eyewash - Cool format
- Kobayashi Aibon/Eyebon Eyewash - Mild format

**CNCL - 12
(Special)**

What you should do

- Stop using this product. Consult your health care professional if you have used this product and have health concerns.
- Read product labels to verify that health products have been authorized for sale by Health Canada. Authorized health products have an eight-digit Drug Identification Number (DIN), Natural Product Number (NPN) or Homeopathic Drug Number (DIN-HM). You can also check whether products have been authorized for sale by searching Health Canada's [Drug Product Database](#) and [Licensed Natural Health Product Database](#).
- Report any health product-related [adverse reactions](#) or [complaints](#) to Health Canada.

Who is affected

- Consumers who have bought or used Kobayashi Aibon/Eyebon Eyewash products, in Cool and Mild formats.

Background

Aminocaproic acid is a prescription drug ingredient used to decrease bleeding in various clinical situations. Exposure to aminocaproic acid in the eye may affect the eye itself, and the acid may be absorbed through the tear ducts into the blood. Side effects may include watery eyes, vision changes, headache, dizziness, nausea, muscle weakness, and skin rash.

Unauthorized health products have not been approved by Health Canada, which means that they have not been assessed for safety, effectiveness and quality and may pose serious health risks. They may contain ingredients, additives or contaminated ingredients not listed on the label. In addition, they may lack the active ingredients Canadians would expect them to contain to help maintain and improve their health, or they may contain ingredients that may interact with other medications and foods. For all of these reasons, unauthorized health products could cause serious health effects.

Media enquiries

Health Canada

613-957-2983

hc.media.sc@canada.ca

Public enquiries

613-957-2991

1-866-225-0709

What Health Canada is doing

Health Canada seized the products from the retail location and is working with the Canada Border Services Agency to help prevent further importation. Should additional safety concerns be identified, Health Canada will take appropriate action and inform Canadians as necessary.

**CNCL - 13
(Special)**

Images

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Date modified:

2019-02-15