



Public Notice is hereby given of a Special Council meeting duly called in accordance with Section 126 of the *Community Charter*, to be held on:

Date: Monday, November 7, 2016

Time: 4:00 p.m.

Place: Anderson Room
Richmond City Hall
6911 No. 3 Road

Public Notice is also hereby given that this meeting may be conducted by electronic means and that the public may hear the proceedings of this meeting at the time, date and place specified above.

The purpose of the meeting is to consider the following:

CALL TO ORDER

FINANCE AND CORPORATE SERVICES DIVISION

1. BUSINESS LICENCE SUSPENSION – LUCKY FEET REFLEXOLOGY CENTRE

(File Ref. No.: 12-8275-20-AMANDA#; 12-8275-01) (REDMS No. 5184526 v. 3; 4972855; 5172347)

CNCL-4

See Page CNCL-4 for full report

STAFF RECOMMENDATION

That the business licence of 1015616 BC Ltd., doing business as Lucky Feet Reflexology Centre, operating from premises located at 3086 St Edwards Drive Unit 103, Richmond BC, be suspended for a period of 3 consecutive days from November 17th, 2016 to November 19th, 2016, inclusive.



2. BUSINESS LICENCE SUSPENSION – MACRO HEALTH CENTRE

(File Ref. No.: 12-8275-20-AMANDA#; 12-8275-01) (REDMS No. 5184522; 4972890; 5166717)

CNCL-21

See Page CNCL-21 for full report

Special Council Agenda
Monday, November 7, 2016

STAFF RECOMMENDATION

That the business licence of Jin Ming Che, Zhi Hong Chen and Xiao Ji Lui, doing business as Marco Health Centre, operating from premises located at 4400 Hazelbridge Way Unit 100, Richmond BC, be suspended for a period of 7 consecutive days from November 14th, 2016 to November 20th, 2016, inclusive.



3. **BUSINESS LICENCE SUSPENSION – KING FEET MASSAGE**

(File Ref. No.: 12-8275-20-AMANDA#; 12-8275-01) (REDMS No. 5184523; 4973036; 5164444)

CNCL-35

See Page **CNCL-35** for full report

STAFF RECOMMENDATION

That the business licence of A & K Health Enterprises Ltd., doing business as King Feet Massage, operating from premises located at 4940 No. 3 Road Unit 132, Richmond BC, be suspended for a period of 10 consecutive days from November 14th, 2016 to November 23rd, 2016, inclusive.



RECESS FOR OPEN GENERAL PURPOSES COMMITTEE
AND OPEN FINANCE COMMITTEE

RECONVENE FOLLOWING OPEN GENERAL PURPOSES
COMMITTEE AND OPEN FINANCE COMMITTEE

GENERAL PURPOSES COMMITTEE

4. **MUNICIPAL AND REGIONAL DISTRICT TAX IMPOSITION
BYLAW NO. 9631 AND METRO VANCOUVER LETTER OF
SUPPORT**

(File No.: 08-4150-03-01) (REDMS No. 5183432)

RECOMMENDATION to be forwarded from the Open General Purposes
Committee meeting.



Special Council Agenda
Monday, November 7, 2016

ADJOURNMENT



Dovelle Buie
Acting Corporate Officer



City of Richmond

Report to Council

To: Richmond City Council
From: Carli Edwards, P.Eng.
Chief Licence Inspector

Date: October 11, 2016
File: 12-8275-20-AMANDA
#/2016-Vol 01

Re: Business Licence Suspension – Lucky Feet Reflexology Centre

Staff Recommendation

That the business licence of 1015616 BC Ltd., doing business as Lucky Feet Reflexology Centre, operating from premises located at 3086 St Edwards Drive Unit 103, Richmond BC, be suspended for a period of 3 consecutive days from November 17th 2016 to November 19th 2016, inclusive.

Carli Edwards, P.Eng.
Chief Licence Inspector
(604-276-4136)

Att. 3

REPORT CONCURRENCE		
ROUTED To:	CONCURRENCE	CONCURRENCE OF GENERAL MANAGER
Law	<input checked="" type="checkbox"/>	
REVIEWED BY STAFF REPORT / AGENDA REVIEW SUBCOMMITTEE	INITIALS: DW	APPROVED BY CAO

Staff Report

Origin

The City's Business Licencing department administers a licencing program for approximately 14,000 licence holders and regulates the activities of approximately 24 business types including therapeutic touch clinics. This report deals with the activities and bylaw infractions of 1015616 BC Ltd., doing business as Lucky Feet Reflexology Centre ("Lucky Feet"), operating from a premises located at 3086 St Edwards Drive Unit 103, Richmond BC.

Lucky Feet is licenced as a Therapeutic Touch Clinic and must adhere to all applicable bylaws, including Part Fourteen of Business Regulation Bylaw No. 7538 (Attachment 1). This business has come to the attention of the Chief Licence Inspector after several complaints regarding staying open later than the permitted hours (9:30 p.m. each day).

Findings of Fact

On November 21, 2014, a business licence was issued to Ping Lin to operate Lucky Feet. There was a compliance inspection prior to licence issuance, at which time the owner acknowledged that the business is required to close at 9:30 p.m.

On April 1, 2016, a complaint was made to Chief Licence Inspector regarding five therapeutic touch clinics operating beyond permitted hours. The complainant provided a statement and a receipt for service from Lucky Feet dated March 29, 2016 at a time of 10:37 p.m.

On April 5, 2016, the owner was contacted by phone and given a verbal warning about staying open beyond permitted hours; the owner denied being open past 9:30 p.m.

On April 6, 2016, a warning letter was written and mailed to Lucky Feet regarding their hours of operation (Attachment 2).

On August 10, 2016, another complaint was received that Lucky Feet continued to operate later than permitted hours.

On September 2, 2016, an inspection was performed at 10:37 p.m., at which time inspectors found the front door unlocked and massage services being performed to one client inside the premises. The client and staff both indicated that service was started at 9:50 p.m. and further that one hour of service was to be provided.

On September 22, 2016, the Chief Licence Inspector met with the owner of Lucky Feet, Ping Lin as well as her husband, Xian Zhen Zhao, to present a history of findings related to bylaw violations (Attachment 3). At the meeting, Ms. Lin and Mr. Zhao indicated that they stay open late occasionally when a client arrives late, or is unable to make it in time for an 8:30 pm. appointment. They further indicated that there is a lot of pressure to stay open late for fear of losing clients to other businesses. However, they apologized and verbally committed to adhering to the closing time regulation of 9:30 p.m.

Analysis

Business Regulation Bylaw No. 7538, Part Fourteen: Therapeutic Touch Clinic Regulation, permits therapeutic touch clinics to operate between 8:00 a.m. and 9:30 p.m. This regulation provides equity among different clinics and balances neighbourhood impact with the public demand for services to provide equity among businesses and to mitigate potential impact on the adjacent community. Lucky Feet's business operations provided them an unfair competitive advantage over business operators within the same business classification.

Lucky Feet was issued a verbal and written warning prior to an inspection which found one client in the premises beyond regulated operating hours. While the owner was apologetic, the verbal and written warnings were not sufficient to stop the practice of operating beyond permitted hours.

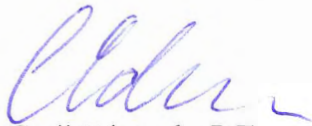
Given the degree of severity of the infractions, it is the recommendation of the Chief Licence Inspector that the business licence for 1015616 BC Ltd., doing business as Lucky Feet Reflexology Centre, be suspended for 3 days following Council's consideration of this report. Suspension of the licence is warranted by Part 23.1 of Business Regulation Bylaw No. 7538 for failing to comply with sections 14.1.1 (b).

Financial Impact

None.

Conclusion

Therapeutic touch clinics are regulated businesses under Business Regulation Bylaw No. 7538 and are permitted to operate only between the hours of 8:00 a.m. and 9:30 p.m. Lucky Feet's repeated violation of this bylaw warrants business licence discipline as recommended.



Carli Edwards, P.Eng.
Chief Licence Inspector
(604-276-4136)

CE:ce

- Att. 1: Part Fourteen of Business Regulation Bylaw No. 7538
2: Letter of Warning
3: Summary of Findings as presented to Business Owner

PART FOURTEEN: THERAPEUTIC TOUCH CLINIC REGULATION

14.1 Operator Obligations

14.1.1 Every Therapeutic Touch Clinic operator must:

- (a) provide the **Licence Inspector** with 24 hours' written notice of any changes in the personnel employed or engaged in such **business**, and the applicable provisions of the **Business Licence Bylaw** apply to any new persons proposed to be employed or engaged by the said **Therapeutic Touch Clinic**;
- (b) permit such business to be open only between the hours of 8:00 a.m. and 9:30 p.m. each day; and
- (c) provide the **Licence Inspector** with the name, age, birthdate, current address and picture identification of every **person** proposed to be employed or engaged in such **business**, together with such additional information which the **Licence Inspector** may require.



City of
Richmond

Ref # 12610208

6911 No. 3 Road,
Richmond, BC V6Y 2C1
www.richmond.ca

April 05, 2016
File: 15 706754

Finance and Corporate Services Department
Business Licences
Telephone 604-276-4328
Fax 604-276-4157

LUCKY FEET REFLEXOLOGY CENTRE
8291 GENERAL CURRIE RD UNIT 13
RICHMOND BC V6Y 1L9

Attention: Ping Lin

Re: **Lucky Feet Reflexology Centre – WARNING NOTICE**
3086 St Edwards Dr Unit 103

1015616 BC Ltd, doing business as, **Lucky Feet Reflexology Centre's** business activity is categorized under the City of Richmond's Business Licence Bylaw No. 7360, as a Therapeutic Touch Clinic.

Under the Business Regulation Bylaw No 7538, section 14.1.1(b), a Therapeutic Touch Clinic operator must permit such business to be open only between the hours of **8:00 a.m. and 9:30 p.m. each day.**

A recent complaint received by the City of Richmond clearly shows your business is not adhering to the permitted operating hours as regulated through the noted bylaw.

I have attached a copy of a receipt provided to the writer which clearly shows a service time outside the permitted operating hours.

This letter serves notice as a Warning to your business to maintain regulatory compliance. Failure to do so, may result on summary conviction, to the penalties provided for by law, including business licence suspension or cancelation.

Yours truly,

Victor Duarte

Acting Supervisor, Business Licence

VMD:vmd

Licence Review

INFORMATION:

Business: 1015616 BC Ltd dba:

Lucky Feet Reflexology Centre

Address: 3086 St Edwards Drive Unit 103, Richmond, BC V6X 4C4

Ref. File: 12610208

Meeting Date: Thursday, September 22, 2016

Time: 1:30 p.m.

Location: Room M.1.002, Richmond City Hall, 6911 No. 3 Road, Richmond, BC

History:

Principal, Ping LIN (hereinafter referred to as LIN); applied to the City of Richmond for a Change of owner and a business licence to operate 1015616 BC Ltd., under the trade name of, (and hereinafter referred to as, **Lucky Feet Reflexology Centre**) in October of 2014.

November 17, 2014 – Compliance inspection conducted by Licence Inspector, Victor DUARTE, (hereinafter referred to as DUARTE), at **Lucky Feet Reflexology Centre**. DUARTE spoke with Kingsley AU and LIN's husband, Xian Zhen ZHAO regarding permitted hours of operation. Both individuals acknowledged closing at 9:30 p.m. and aware of the City of Richmond's regulation for permitted hours of operation. – Copy of Inspection Report **Attachment 1**

November 21, 2014 - The Business Licence was approved and issued to **Lucky Feet Reflexology Centre** to operate from premises located at 3086 St Edwards Drive Unit 103.

April 01, 2016 – at or about 15:01 hrs. – An individual attended City Hall to speak with DUARTE. Individual files complaint with DUARTE regarding five businesses. **Lucky Feet Reflexology Centre** is one of the businesses complainant states is violating hours of operation. Complainant provides statement to DUARTE and provides a list and receipt for service received from **Lucky Feet Reflexology Centre** on March 29, 2016, with a time of 22:37 hrs. – Copy of list – **Attachment 2**, Copy of Notes – **Attachment 3**, Copy of Receipt – **Attachment 4**

April 05, 2016 – 14:06 hrs – DUARTE contacts LIN regarding complaint received on their business operating outside permitted hours. LIN denies operating past 9:30 p.m. and states they close at 9:30 p.m. DUARTE instructs LIN that DUARTE has a witness that has provided a receipt with clear time and date stamp which shows business operated until 10:37 p.m., over one hour from when business was required to be closed. DUARTE informed LIN that DUARTE's witness was prepared to go to Provincial Court to testify if required. DUARTE informs LIN DUARTE should not be hearing denials, but rather that it will not happen again. LIN Warned that further violations could result in fines, suspension or cancellation of her business licence. LIN instructed a warning notice would be sent to her by way of a letter – Report of conversation - **Attachment 5**

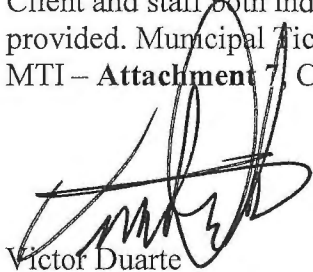
April 05, 2016 – Warning Notice letter written and mailed to business on April 06, 2016 – **Attachment 6**

Current Information:

August 10, 2016 – DUARTE receives a telephone call from complainant informing DUARTE a number of the Therapeutic Touch Treatment businesses are still operating outside permitted hours. DUARTE documents information. **Lucky Feet Reflexology Centre** is among the violating businesses provided to DUARTE.

September 02, 2016 – Man Yi LO (hereinafter referred to as LO), Sign/Licence Inspector, conducts evening inspections with DUARTE at various locations.

September 02, 2016 at or about **22:37 hrs** – LO and DUARTE arrive at 3086 St Edwards Drive Unit 103, **Lucky Feet Reflexology Centre**. Business “OPEN” sign is turned off. Door is unlocked. LO and DUARTE enter at the front door and proceed into the premises. DUARTE observes one client in the multi-chair foot massage room with a staff member who was providing services to the client’s feet. Further inspections of the premises did not find any other occupants. Client and staff both indicate that service was started at 9:50 and one hour service was to be provided. Municipal Ticket Information (MTI) BL 06857 issued as a violation Notice – Copy of MTI – **Attachment 7**, Copy of Notes of Inspection – **Attachment 8**



Victor Duarte
Supervisor, Business Licences
City of Richmond

City of Richmond
Service Use Inspection Card

12610288

Property Roll Number: 081245001

Site Address: 3086 St Edwards Dr Unit 103 Richmond V6X 4C4

Legal Description:

Folder #: ~~14668510~~

Expires: September 1, 2015

Issued: August 11, 2014

By: POS

Type: Therapeutic Touch Treatments

Attachment 1

Work Proposed:

Folder Description: Feet Reflexology

Contact: Ping Lin

Work: (778) 822-3188

Business: Lucky Feet Reflexology Centre

8291 GENERAL CURRIE RD UNIT 13 RICHMOND BC V6Y 1L9

Work: (778) 822-3188

Company Name: 1015616 BC Ltd

Work:

Zoning: CA

Subdivision:

Business start date Aug 1, 2012
Ownership Type Corporation
Full Time Employees 2
Zoning CA
Office Area 1633
Stock on Premises No
Effective date of change Nov 10, 2014
Stock Sold to Public No
Subcontracted No
North American Industry C 621390
Cellular Number 778-822-3188

Compliance w/ TT reqs inspection

Inspections: Process

Comments

To Start Date

Inspector

Compliance Inspection

Please call Kingsley Au (contact) @ 778-863-8281 prior to inspection

11/12/14

Victor Duarte

- SITE INSPECTION CONDUCTED BY DUARTE, SPOKE WITH
KINGSLEY AU ON SITE & LINDA'S HUSBAND ZHAO - EXPLAINED
OPERATING HOURS - BUS REQ AHEAD BUS CLOSE BY 9:30 AM
NO CLIENTS IN BUSINESS AFTER THIS TIME
INSPECTION OF PREMISES, MALE & FEMALE CLIENTS
AS PER ZHAO - SITE PLAN DONE BY DUARTE
(ATTACHED)

Results: Approved

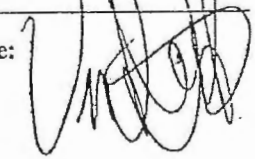
Review

Rejected

Date: NOV 17/14

Signature:

Comments:



Attachment 2

Business Name	Address	Phone	Appointment Made on	Service Provided	Date	Start	End	masseur
Lucky Feet Massage	103-3086 St Edwards Dr	604-370-1609	Mar-29	Foot Massage	Mar-29	21:30	22:30	Mark

lottery sent 10

APR 01/16 15:01 HRS

DWORTE met with [REDACTED] who stated she has worked for [REDACTED] for 7 years over [REDACTED]. [REDACTED] states she is assistant to [REDACTED]'s on her own without [REDACTED] approval or knowledge attended the following businesses. [REDACTED] provided a sheet with 5 business names on it. DWORTE informed [REDACTED] that she went out to the 5 locations listed as 1) [REDACTED], 2) [REDACTED], 3) [REDACTED], 4) [REDACTED], 5) Lucky Feet Massage. [REDACTED] provided 5 receipts one from each location each dated and time stamped after 10 PM. DWORTE informed [REDACTED] DWORTE would deal with this. [REDACTED] complains workers lose clients as they go to these locations operating later

Attachment 4

LUCKY FEET REFLEXOLOGY
3086 ST EDWARDS DR-V6X4C4
RICHMOND BC
20630593
|||| PURCHASE ||||
03-29-2016 22:37:45
Acct # [REDACTED] C
Exp Date ''/'' Card Type VI
Name: [REDACTED]
A0000000031010 VISA CREDIT
Trace # 140021
FS2063059301
Inv. # 1769
Auth # 022854 RRH 001110021
Total \$39.90
/ 00 1 ADDONEN.TWANN V011

LUCKY Feet message.

APR 05/16

14:06 - PIC to Pina Lin - Duarte identified self and asked Lin what time she was suppose to close her Business each Day. Lin paused and hummed for a couple of seconds then she said 9:30? more like she was not sure and saying it like a Question. Duarte I don't know, I'm asking you what time do you close each day. Lin says Oh! Yes 9:30 PM. Duarte asked why I was getting complaints that she was over the passed this. Lin Denied. Duarte states that Duarte has a witness who received a message from her Business and said at 10:37 over 1 hour past permitted operating hours. DUARTE'S witness is prepared to go to court to testify. Duarte informs Lin Duarte does not want to hear Denials, but rather it will not happen again. Lin confirms will close at 9:30 - Duarte instructs Lin further complaints can result in fines & or suspension of her BUS LIC & Lin would be receiving a warning Notice Letter from Duarte - Letter wrote and mailed out on APR 06/16. W



City of
Richmond

Ref # 12610208

6911 No.3 Road,
Richmond, BC V6Y 2C1
www.richmond.ca

Attachment 6

April 05, 2016
File: 15 706754

Finance and Corporate Services Department
Business Licences
Telephone 604-276-4328
Fax 604-276-4157

LUCKY FEET REFLEXOLOGY CENTRE
8291 GENERAL CURRIE RD UNIT 13
RICHMOND BC V6Y 1L9

Attention: Ping Lin

Re: Lucky Feet Reflexology Centre – WARNING NOTICE
3086 St Edwards Dr Unit 103

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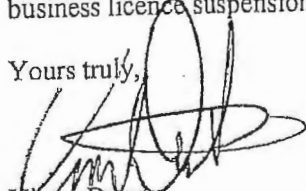
Under the Business Regulation Bylaw No 7538, section 14.1.1(b), a Therapeutic Touch Clinic operator must permit such business to be open only between the hours of **8:00 a.m. and 9:30 p.m. each day.**

A recent complaint received by the City of Richmond clearly shows your business is not adhering to the permitted operating hours as regulated through the noted bylaw.

I have attached a copy of a receipt provided to the writer which clearly shows a service time outside the permitted operating hours.

This letter serves notice as a Warning to your business to maintain regulatory compliance. Failure to do so, may result on summary conviction, to the penalties provided for by law, including business licence suspension or cancellation.

Yours truly,



Victor Duarte

Acting Supervisor, Business Licence

VMD:vmd

Attachment 7

City of Richmond
Community Charter

#12610208

BL 06857

MUNICIPAL TICKET INFORMATION

TRANS CODE 3102

ISSUED TO:

SURNAME OR CORPORATE NAME 1015616 BC LTD dba:		<input type="checkbox"/> YOUNG PERSON	
GIVEN NAMES (OR CORPORATE NAME CONT'D) LUCKY FEET REFLEXOLOGY CENTRE		GENDER M F	BIRTHDATE YY MM DD
ADDRESS 3086 ST EDWARDS DR - Unit # 103			
CITY RICHMOND	PROVINCE BC	POSTAL CODE V6X4C4	

The by-law enforcement officer says that he or she has reasonable and probable grounds to believe, and does believe, that the above named

on or about 18 09 02 at the time of 22 37

at or near 3086 ST EDWARDS DR - #103, City of Richmond,
STREET ADDRESS Province of British Columbia

Did commit the offence indicated, under the following by-law:

BUSINESS REGULATION BYLAW NO 7538

By-law Name

DESCRIPTION OF OFFENCE	USE FOR ONE OFFENCE ONLY	SECTION	FINE AMOUNT
OPERATING OUTSIDE PERMITTED HOURS		13.1.1(a)	\$
<p>If you wish to dispute the allegation contained in this ticket, you may appear at the following location to give notice of dispute:</p> <p>City of Richmond 6911 No. 6 Road Richmond, B.C. V6Y 2C1</p> <p>or deliver, have delivered, or mail a Notice of Dispute to the above address as described on the reverse. The fine amount may be paid in accordance with the prescribed instructions (see reverse).</p>			
For Court Use If Ticket Disputed			DATE YY MM DD
AT HEARING <input type="checkbox"/> CONVICTED <input type="checkbox"/> DISMISSED			
SIGNATURE OF JUSTICE			
BY-LAW ENFORCEMENT OFFICER NAME OR NUMBER VICTOR DWARTE			DATE OF SERVICE 16 09 02
BY-LAW ENFORCEMENT OFFICER SIGNATURE			
AREAS OF THIS TICKET SHADED IN GREY ARE NOT PART OF THE OFFENCE CHARGED			

If the fine is not paid or the allegation contained in this ticket is not disputed (see reverse) within 14 days from the date of service of this ticket, you will be deemed to have pleaded guilty to the offence charged and the fine amount will be immediately payable.

MUN - FORM A 08/2010

COURT COPY

CNCL - 17
(Special)



City of Richmond
6911 No. 3 Road
Richmond, BC V6Y 2C1
604-276-4000

Attachment 8

Progress Log **Business Licence**

Main 604-276-4328 Fax 604-276-4157

Business Name: LUCKY FEET REFLEXOLOGY CENTRE
Address: #103 - 3086 ST. EDWARDS DRIVE
Owner: XIAN ZHEN (MARK) ZHAO + PING LIN
Licence No.: # 12610208. Telephone No.: 604-370-1609/778-237-5988

Date	Details
Sept 02, 2016 @ 22:30hr.	Inspector Manyi to + Supervisor Victor Duarte attended the business for inspection. Found the business is still operating outside permitted hours. There was ONE staff (JACK) with one customer having reflexology service.
	Ticket # BLO6857 was issued for operating outside permitted hours under Section 13.1.1 (a) of Business Regulation Bylaw # 7538. Violation Notice (Ticket # BLO6857) was given to Jack by Victor Duarte and explained to him no operation should be found after 21:30hr. He noted & will pass ticket and message to owner Xian Zhen (Mark) Zhao.
	Confirmed was with Jack's customer that his appointment is between 22:00hr and 22:45hr.
	Manyi & Victor left business @ 22:45hr.

 御足軒 Lucky Feet
reflexology centre

Masseur 技師: JACK
Tel: (604) 370 - 1609 / (778) 237 - 5988
103-3086 St. Edwards Dr. Richmond B.C. V6X 4C4
www.luckyfeetmassage.ca

Acupressure / Reflexology / Lymphatic Drainage / Cupping / Scrapping / Acupuncture / Pedicure

經絡推拿 | 足底按摩 | 淋巴排毒 | 拔罐 | 刮痧 | 針灸 | 修腳

CNCL - 18

(Special)

 御足軒 Lucky Feet
reflexology centre

Masseur 技師: Xian Zhen (Mark) Zhao
MARK - OWNER.
Tel: (604) 370 - 1609 / (778) 237 - 5988
103-3086 St. Edwards Dr. Richmond B.C. V6X 4C4
www.luckyfeetmassage.ca

Acupressure / Reflexology / Lymphatic Drainage / Cupping / Scrapping / Acupuncture / Pedicure

經絡推拿 | 足底按摩 | 淋巴排毒 | 拔罐 | 刮痧 | 針灸 | 修腳

APR 01/16 15:01 HRS.

DURATE met with [REDACTED] who stated she has worked for [REDACTED] for 7 years over [REDACTED]. [REDACTED] states she is assistant to [REDACTED]'s on her own without [REDACTED] approval or knowledge attended TAB following businesses. [REDACTED] provided a sheet with 5 business name on it. WALK informed DURATE that she went out to the 5 locations listed as 1) [REDACTED], 2) [REDACTED], 3) [REDACTED], 4) [REDACTED], 5) Lucky Feet Massage. [REDACTED] provided 5 receipts one from each location each dated and time stamped after 10 PM. DURATE informed [REDACTED] Durate would deal with TAB. [REDACTED] complaining workers losing clients as they go to these locations operation later.

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City of Richmond

Report to Council

To: Richmond City Council
From: Carli Edwards, P.Eng.
Chief Licence Inspector

Date: October 11, 2016
File: 12-8275-20-AMANDA
#/2016-Vol 01

Re: Business Licence Suspension – Marco Health Centre

Staff Recommendation

That the business licence of Jin Ming Che, Zhi Hong Chen and Xiao Ji Lui, doing business as Marco Health Centre, operating from premises located at 4400 Hazelbridge Way Unit 100, Richmond BC, be suspended for a period of 7 consecutive days from November 14th 2016 to November 20th 2016, inclusive.

Carli Edwards, P.Eng.
Chief Licence Inspector
(604-276-4136)

Att. 3

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

Staff Report

Origin

The City's Business Licencing department administers a licencing program for approximately 14,000 licence holders and regulates the activities of approximately 24 business types including therapeutic touch clinics. This report deals with the activities and bylaw infractions of Jin Ming Che, Zhi Hong Chen and Xiao Ji Lui, doing business as Marco Health Centre, operating from a premises located at 4400 Hazelbridge Way Unit 100, Richmond BC.

Marco Health Centre is licenced as a therapeutic touch clinic and must adhere to all applicable bylaws, including Part Fourteen of Business Regulation Bylaw No. 7538 (Attachment 1). This business has come to the attention of the Chief Licence Inspector after several complaints regarding staying open later than the permitted hours (9:30 p.m. each day).

Findings of Fact

In July 2015, a business licence was approved and issued for Marco Health Centre to begin operation.

On March 14, 2016, a complaint was received on a number of therapeutic touch clinics, including Marco Health Centre, for operating outside permitted hours. As a result of this complaint, a licence inspector left several telephone message with the owners of the business.

On April 1, 2016, another complaint was received and the complainant provided a statement and a receipt for service from Marco Health Centre dated March 30, 2016 at a time of 10:13 p.m.

On April 1, 2016, Ling Yun Guo, a spouse of one of the business owners, attended Richmond City Hall to speak with a licence inspector on behalf of Marco Health Centre. Ms. Guo indicated to the licence inspector that she was aware of the permitted operating hours but that clients are offered a full hour of service as long as they arrive before 9:30 p.m. Ms. Guo was instructed that if a full hour of service is to be offered then those appointments must start no later than 8:30 p.m. Ms. Guo states that she understood and that she would inform her husband and his partners.

On April 5, 2016, a letter of warning is mailed to the owners of Marco Health Centre.

On August 10, 2016, another complaint was received that Marco Health Centre continued to operate later than permitted hours.

On September 2, 2016, an inspection was performed at 10:00 p.m., at which time inspectors found the front door unlocked and massage services being performed to three clients. Three staff were also on the premises, two of which identified themselves as owners.

On September 25, 2016, the Chief Licence Inspector met with Ms. Guo, as well as her husband, Jin Ming Che who is one of the owners of Marco Health Centre. At the meeting, the history of complaints and inspections was presented to both Ms. Guo and Mr. Che (Attachment 3). At the meeting, Ms. Guo and Mr. Che indicated that they stay open late because customers often arrive late for their appointments and refuse to shorten their appointments such that the business can be

closed by 9:30 p.m. They further indicated that many other businesses stay open late and they are trying to remain competitive. They also stated that they do not accept walk-ins after 8:30 p.m. but they will provide services for those that have an appointment. Although an English-Chinese translator was provided for Mr. Che (who indicated he did not speak English), most of the information during the meeting was provided, in English, from Ms. Guo.

Analysis

Business Regulation Bylaw No. 7538, Part Fourteen: Therapeutic Touch Clinic Regulation, permits therapeutic touch clinics to open between 8:00 a.m. and 9:30 p.m. This regulation provides equity among different clinics and balances neighbourhood impact with the public demand for services to provide equity among businesses and to mitigate potential impact on the adjacent community. Marco Health Centre's business operations provided them an unfair competitive advantage over business operators within the same business classification.

Marco Health Centre was issued a verbal and written warning prior to an inspection which found three clients in the premises beyond regulated operating hours. Unlike other businesses spoken to during the investigation, a representative for the owner did not offer a firm commitment to conform to the regulations.

Given the degree of severity of the infractions and uncertainty regarding future compliance, it is the recommendation of the Chief Licence Inspector that the business licence for Jin Ming Che, Zhi Hong Chen and Xiao Ji Lui, doing business as Marco Health Centre, be suspended for 7 days following Council's consideration of this report. Suspension of the licence is warranted by Part 23.1 of the Business Regulation Bylaw No. 7538 for failing to comply with sections 14.1.1 (b).

Financial Impact

None.

Conclusion

Therapeutic touch clinics are regulated businesses under Business Regulation Bylaw No. 7538 and are permitted to operate only between the hours of 8:00 a.m. and 9:30 p.m. Marco Health Centre's repeated violation of this bylaw warrants business licence discipline as recommended.



Carli Edwards, P.Eng.
Chief Licence Inspector
(604-276-4136)

CE:ce

- Att. 1: Part Fourteen of Business Regulation Bylaw No. 7538
2: Letter of Warning
3: Summary of Findings as presented to Business Owner

PART FOURTEEN: THERAPEUTIC TOUCH CLINIC REGULATION

14.1 Operator Obligations

14.1.1 Every Therapeutic Touch Clinic operator must:

- (a) provide the **Licence Inspector** with 24 hours' written notice of any changes in the personnel employed or engaged in such **business**, and the applicable provisions of the **Business Licence Bylaw** apply to any new persons proposed to be employed or engaged by the said **Therapeutic Touch Clinic**;
- (b) permit such business to be open only between the hours of 8:00 a.m. and 9:30 p.m. each day; and
- (c) provide the **Licence Inspector** with the name, age, birthdate, current address and picture identification of every **person** proposed to be employed or engaged in such **business**, together with such additional information which the **Licence Inspector** may require.



City of
Richmond

Ref# 15699736

6911 No.3 Road,
Richmond, BC V6Y 2C1
www.richmond.ca

April 05, 2016
File: 15 699736

Finance and Corporate Services Department
Business Licences
Telephone 604-276-4328
Fax 604-276-4157

MARCO HEALTH CENTRE
8620 JONES RD UNIT 101
RICHMOND BC V6Y 3Z4

Attention: Ling Yun Guo

Re: Marco Health Centre – WARNING NOTICE
4400 Hazelbridge Way Unit 100

Marco Health Centre's business activity is categorized under the City of Richmond's Business Licence Bylaw No. 7360, as a Therapeutic Touch Clinic.

Under the Business Regulation Bylaw No 7538, section 14.1.1(b), a Therapeutic Touch Clinic operator must permit such business to be open only between the hours of **8:00 a.m. and 9:30 p.m. each day.**

A recent complaint received by the City of Richmond clearly shows your business is not adhering to the permitted operating hours as regulated through the noted bylaw.

I have attached a copy of a receipt provided to the writer which clearly shows a service time outside the permitted operating hours.

This letter serves notice as a Warning to your business to maintain regulatory compliance. Failure to do so, may result on summary conviction, to the penalties provided for by law, including business licence suspension or cancellation.

Yours truly,

Victor Duarte
Acting Supervisor, Business Licence

VMD:vmd

Licence Review

INFORMATION:

Business: Jin Ming Che; Zhi Hong Chen; Xiao Ji Liu. dba:

Marco Health Centre

Address: 4400 Hazelbridge Way Unit 100, Richmond, BC V6X 3R8

Ref. File: 15699736

Meeting Date: Tuesday, September 20, 2016

Time: 1:30 p.m.

Location: Room M.1.002, Richmond City Hall, 6911 No. 3 Road, Richmond, BC

History:

Principals, Jin Ming CHE (hereinafter referred to as CHE); and Zhi Hong CHEN (hereinafter referred to as CHEN); and Yue XIAO (hereinafter referred to as XIAO); and Xiao Ji LIU (hereinafter referred to as LIU) applied to the City of Richmond for a business Licence to operate under the trade name of, (and hereinafter collectively referred to as, **Marco Health Centre**) in May of 2015.

The Business Licence was approved in July of 2015 and the business licence issued to **Marco Health Centre** to operate from premises located at 4400 Hazelbridge Way Unit 100.

March 14, 2016 - Complaint was received by acting Supervisor, Business Licences, Victor DUARTE, (hereinafter referred to as DUARTE) on a number of businesses operating outside permitted hours. **Marco Health Centre** was among the list received by DUARTE.

March 14, 2016 – at or about 16:01 hrs. - DUARTE places a telephone call to business telephone number, 604-396-3155. DUARTE receives no answer and leaves a voicemail message. DUARTE places a second call to business contact, Ling Yun GUO (hereinafter referred to as GUO) at 604-270-9126. There is no answer at this telephone number and DUARTE leaves another message.

April 01, 2016 – at or about 15:01 hrs. – An individual attends City Hall to speak with DUARTE. Individual files complaint with DUARTE regarding five businesses. **Marco Health Centre** is one of the businesses complainant states is violating hours of operation. Complainant provides statement to DUARTE and provides a list and receipt of service received from **Marco Health Centre** on March 30, 2016, with a time of 22:13 hrs. – Copy of list – **Attachment 1**, Copy of Notes – **Attachment 2**, Copy of Receipt – **Attachment 3**

April 01, 2016 – 16:52 – GUO attends Richmond City Hall and speaks with DUARTE. GUO states she is the wife of CHE. GUO states she just returned from China and her husband was still in China. GUO states her husband CHE's business partners do not speak English and that is why she is attending to speak to DUARTE on behalf of **Marco Health Centre**. GUO informs DUARTE, GUO attempted to contact DUARTE a few times on March 18, 2016 but DUARTE did not return GUO's calls. DUARTE informed GUO that DUARTE documents all calls received and DUARTE returns all calls and does not have a record of receiving any calls from

GUO. DUARTE discusses operating hours for **Marco Health Centre**. GUO indicates GUO knows the operating hours but indicates that clients start before 9:30 p.m. and then are given a one hour service. DUARTE instructs GUO that if they are set on only providing one hour services then **Marco Health Centre** cannot take any customers after 8:30 p.m., otherwise **Marco Health Centre** must provide modified service and inform customers that arrive at 9:00 p.m. that only half the service can be provided and business is required to close at 9:30 p.m. no exceptions – GUO states she understood and will inform her husband and his partners. Copy of receipt given to GUO – Copy of Notes added to file - **Attachment 4**

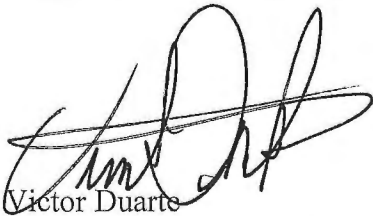
April 05, 2016 – Warning Notice letter written and mailed to business on April 06, 2016 – **Attachment 5**

Current Information:

August 10, 2016 – DUARTE receives a telephone call from complainant informing DUARTE a number of the Therapeutic Touch Treatment businesses are operating outside permitted hours. DUARTE documents information. **Marco Health Centre** among the violating businesses provided to DUARTE.

September 02, 2016 – Man Yi LO (hereinafter referred to as LO), Sign/Licence Inspector, conducts evening inspections with DUARTE at various locations.

September 02, 2016 at or about **22:00 hrs** – LO and DUARTE arrive at 4400 Hazelbridge Way Unit 100, **Marco Health Centre**. Business “OPEN” sign is turned off. On approach DUARTE observes individual inside premise. Door is unlocked. LO and DUARTE enter at the front door and proceed into the premises. DUARTE observes a client in a room with a staff member who is providing services to the client’s feet. Further inspections of other private rooms do not find any occupants. Inspection of multi-chair room found two clients and two staff members. Two male staff members identified themselves as owners. Total of three clients, and three staff, found inside premises after permitted operating hours. Municipal Ticket Information (MTI) BL 06856 issued as a violation Notice – Copy of MTI – **Attachment 6**, Copy of Notes of Inspection – **Attachment 7**



Victor Duarte
Supervisor, Business Licences
City of Richmond

Attachment 1

Business Name	Address	Phone	Appointment Made on	Service Provided	Date	Start	End	masseur
✓ [illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
✓ [illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
✓ [illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
✓ letter sent to Marco Health Centre	100-4400 Hazelbridge	604-276-9797	Mar-30	Foot Massage	Mar-30	21:30	22:30	Justin
✓ [illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]

APR 01/16 15:01 HRS

DWARTIE met with

who stated she has worked

for

states she is assistant to

on her own

without

approval or knowledge attended the following

businesses

provided a sheet with 5 business name

on it

informed Dwarti that she went out to

the 5 locations listed as 1)

2)

3) COMPLACENT FOOT REFLEX 4) MARCO HEALTH CENTRE

5)

provided 5 receipts

one from each location each dated and time stamped

after 10 PM. DWARTIE INFORMED

Dwarti would

deal with this.

complaining workers losing

clients as they go to these locations operation later

MARCO HEALTH CENTRE.

3:52- Dwarti spoke with LANG YUN GUO. Re. her HUSBANDS BUS.

GUO STATES HUSBAND IS IN CHINA'S HIS PARTNERS DO NOT SPEAK

ENGLISH - GUO ASKING WHY. Dwarti contacted on 18 - notes added

TO AMANDA COMMENTS -

Attachment 3

HARCO HEALTH CENTRE
UNIT 100-4400 HAZELBRI
RICHMOND, BC V6X 3B8
16041276 9197
Merchant ID 000000004490556
Term ID 07457022
26262770019

Purchase

VISA CREDIT

XXXXXXXXXXXX6601

ATD: A0000000031010

Entry Method: Chip

Batch#: 000215

03/30/16

22:13:07

Ref#: 000002625685

Inv #: 000522 Appr Code: 006375

Amount: \$ 36.00

Tip: \$ 0.00

Total: \$ 36.00

Customer Copy

Attachment 4

AMANDA 544.28.0021911 - User Victor Duarte Signed on to PRPROD at PPRD.world

File Data Search Edit Actions Reports Window Help

Close Update Mark All Delete Pick Accept Retrieve Detail Query Exit Log Off To-Do List Reports Permit Property People Business Professional

Marco Health Centre [SU]

Folder | Property (1) | People (8) | Info (22) | Fee/Charge (1) | Process (13) | Document (1) | Comment (1)

Folder #	Ref.
2015 699736 000 00 SU	1569973

Folder: 16 736287 000 00 SU

Apr 01/16 15:52 hrs - DUARTE met with Ling Yun GUO, who is the wife of Jin Ming CHE. GUO states her husband is still in China, GUO states she just returned and her husbands partners dont speak English that well and that is why she is coming to speak with DUARTE on their behalf. GUO states she contact DUARTE a few time on March 18 but DUARTE did not return her call. DUARTE informed GUO that DUARTE documents every call and returns and there is no record of her call. DUARTE asked GUO what her operating hours are. GUO stated that she thinks it was like 9:00 am or something like that to 9:30. DUARTE stated you are permitted to operate from 8:00 am to 9:30 pm no exceptions. DUARTE asked why did I receive a couple of complaints of customers inside the premises after 9:30. GUO states they started before 9:30. DUARTE informed GUO that if it takes 1 hour for a service, then they must not take any clients after 8:30 pm or only provide a modified service. GUO stated she understood. DUARTE stated they were lucky as I have not warned them before so this was their official warning. GUO stated Thank you. DUARTE stated further violations can result in Suspensions, Fines, or both and continuation after that can result in Licence cancellation. GUO stated she understood and was going to inform her husbands busines partners right away and make sure business operating within all City rules.

Reminder Date: Fri Apr 1, 2016 Remind: Victor Duarte Include ☒

Made On: Fri Apr 1, 2016 Made By: Victor Duarte

Comment Date: Fri Apr 1, 2016

List View Related View

☒ Show no. of rows on tabs

1 Row Returned

2 Rows Returned

Ready

9/16/16



City of
Richmond

Ref# 15699736

6911 No. 3 Road,
Richmond, BC V6Y 2C1
www.richmond.ca

April 05, 2016
File: 15 699736

Attachment 5

Finance and Corporate Services Department
Business Licences
Telephone 604-276-4328
Fax 604-276-4157

MARCO HEALTH CENTRE
8620 JONES RD UNIT 101
RICHMOND BC V6Y 3Z4

Attention: Ling Yun Guo

Re: Marco Health Centre – WARNING NOTICE
4400 Hazelbridge Way Unit 100

Marco Health Centre's business activity is categorized under the City of Richmond's Business Licence Bylaw No. 7360, as a Therapeutic Touch Clinic.

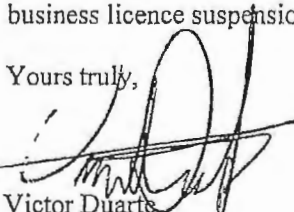
Under the Business Regulation Bylaw No 7538, section 14.1.1(b), a Therapeutic Touch Clinic operator must permit such business to be open only between the hours of **8:00 a.m. and 9:30 p.m., each day.**

A recent complaint received by the City of Richmond clearly shows your business is not adhering to the permitted operating hours as regulated through the noted bylaw.

I have attached a copy of a receipt provided to the writer which clearly shows a service time outside the permitted operating hours.

This letter serves notice as a Warning to your business to maintain regulatory compliance. Failure to do so, may result on summary conviction, to the penalties provided for by law, including business licence suspension or cancelation.

Yours truly,


Victor Duarte
Acting Supervisor, Business Licence

VMD:vmd

Attachment 6

City of Richmond
Community Charter

15699736.

BL 06856

MUNICIPAL TICKET INFORMATION

TRANS CODE 3102

ISSUED TO:

SURNAME OR CORPORATE NAME MARCO HEALTH CENTRE		<input type="checkbox"/> YOUNG PERSON	
GIVEN NAMES (OR CORPORATE NAME CONT'D)		GENDER M F	BIRTHDATE YY MM DD
ADDRESS 4400 HAZEL BRIDGE WAY - UNIT #100			
CITY RICHMOND	PROVINCE BC	POSTAL CODE V6X3R8	

The by-law enforcement officer says that he or she has reasonable and probable grounds to believe, and does believe, that the above named

on or about

DATE OF OFFENCE
YY MM DD
16 09 02

 at the time of

24 HR CLOCK
HH MM
22 09

at or near **4400 HAZEL BRIDGE WAY - #100** City of Richmond,
STREET ADDRESS Province of British Columbia

Did commit the offence indicated, under the following by-law:

BUSINESS REGULATION BY-LAW 7538

By-law Name

DESCRIPTION OF OFFENCE	USE FOR ONE OFFENCE ONLY	SECTION	FINE AMOUNT
OPERATING OUTSIDE PERMITTED HOURS		B.1.1(a)	\$

If you wish to dispute the allegation contained in this ticket, you may appear at the following location to give notice of dispute:

City of Richmond
6911 No. 3 Road
Richmond, B.C. V6Y 2C1

or deliver, have delivered, or mail a **Notice of Dispute** to the above address as described on the reverse. The fine amount may be paid in accordance with the prescribed instructions (see reverse).

For Court Use If Ticket Disputed		YY	DATE	MM	DD
AT HEARING					
<input type="checkbox"/> CONVICTED		<input type="checkbox"/> DISMISSED			
SIGNATURE OF JUSTICE					
BY-LAW ENFORCEMENT OFFICER NAME OR NUMBER VICTOR DUARTE					
DATE OF SERVICE 16 09 02					
BY-LAW ENFORCEMENT OFFICER SIGNATURE					
AREAS OF THIS TICKET SHADED IN GREY ARE NOT PART OF THE OFFENCE CHARGED					

If the fine is not paid or the allegation contained in this ticket is not disputed (see reverse) within 14 days from the date of service of this ticket, you will be deemed to have pleaded guilty to the offence charged and the fine amount will be immediately payable.



City of Richmond

6911 No. 3 Road
Richmond, BC V6Y 2C1
604-276-4000

Attachment 7

Progress Log Business Licence

Main 604-276-4328 Fax 604-276-4157

Business Name: MARCO HEALTH CENTRE
Address: # 100 - 4400 HAZELBRIDGE WAY
Owner: Jin Ming che / Zhi Hong Chen
Licence No.: # 15699736 Telephone No.: 604-396-3155 / 778-898-6806

Date	Details
Sept 02, 2016 @ 22:00 hr.	Inspector Manyi Lo + Supervisor Victor Duarte attended the business for inspection. The business 'Macro Health Centre' was found operating outside permitted hours. During inspection, there were THREE customers (two having foot massage and one is having acupuncture) with 3 staffs (two owners and one female staff).
	Verbal warning was given to owners, telling them they should not operate after 9:30 PM.
	Violation Notice BLO6856 was issued under Section 13.1.1(a) of Business Regulation Bylaw # 7538.
	'Operating outside permitted hours'.
	Ticket/Violation Notice was delivered to owner in person by Victor Duarte.
	Owners were told that they will hear from City of Richmond to review business licence.
	Inspector Manyi Lo + Supervisor Victor Duarte left the business at 22:07 hr.



City of Richmond

Report to Council

To: Richmond City Council
From: Carli Edwards, P.Eng.
Chief Licence Inspector
Date: October 11, 2016
File: 12-8275-20-AMANDA
#/2016-Vol 01
Re: Business Licence Suspension – King Feet Massage

Staff Recommendation

That the business licence of A & K Health Enterprises Ltd., doing business as King Feet Massage, operating from premises located at 4940 No. 3 Road Unit 132, Richmond BC, be suspended for a period of 10 consecutive days from November 14th 2016 to November 23rd 2016, inclusive.

Carli Edwards, P.Eng.
Chief Licence Inspector
(604-276-4136)

Att. 3

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

Staff Report

Origin

The City's Business Licencing Division administers a licencing program for approximately 14,000 licence holders and regulates the activities of approximately 24 business types including therapeutic touch clinics. This report deals with the activities and bylaw infractions of A & K Health Enterprises Ltd., doing business as King Feet Massage ("King Feet"), operating from a premises located at 4940 No. 3 Road Unit 132, Richmond BC.

King Feet is licenced as a therapeutic touch clinic and must adhere to all applicable bylaws, including Part Fourteen of Business Regulation Bylaw No. 7538 (Attachment 1). This business has come to the attention of the Chief Licence Inspector after several complaints regarding staying open later than the permitted hours (9:30 p.m. each day).

Findings of Fact

On February 8, 2013, a complaint was received regarding operating outside permitted hours and a licence inspector followed up with Pui Sze (Eugenia) Chan regarding the complaint. At the time of this complaint, Ms. Chan identified herself as the manager of the business.

On March 14, 2016, a complaint was received on a number of therapeutic touch clinics, including King Feet, for operating outside permitted hours. An inspector spoke with Ms. Chan about the complaint and reminded her that she was previously warned about the same complaint.

On March 30, 2016, as a result of an application for change of ownership, Ms. Chan was again reminded about permitted operating hours. Ms. Chan confirmed she is aware of the regulations.

On April 1, 2016, another complaint was received and the complainant provided a statement and a receipt for service from King Feet dated March 26, 2016 at a time of 10:37 p.m.

On April 5, 2016, Ms. Chan attended City Hall to meet with a licence inspector to discuss complaints made for operating outside of permitted hours. At the meeting, Ms. Chan was provided with a copy of the receipt and informed the licence inspector that she was unaware that her staff were working late. Ms. Chan was issued a Municipal Ticket Information (MTI) BL 06671, which included a \$100 fine. The meeting was followed up with a warning letter mailed to the business regarding hours of operation (Attachment 2).

On August 10, 2016, another complaint was received that King Feet continued to operate later than permitted hours.

On September 2, 2016, inspection of the business is performed at 10:08 p.m., at which time inspectors find the doors locked, but a staff member offers to let the inspectors inside and provided an offer of massage services. During the inspection, the inspectors observe 11 customers and 9 staff inside the business.

On September 30, 2016, the Chief Licence Inspector met with Ms. Chan, as well as her legal counsel, Steve Lam, to present the history of findings related to bylaw violations at King Feet. At the meeting, Mr. Lam explained that Ms. Chan has been taking a leave from the business for the last 10 months to

care for her newborn baby at home and has left operation of the business in the hands of her managers. Upon receipt of the complaints in March, April and August, Ms. Chan did not take any action with the manager or with the staff other than asking the employees to return their keys. Subsequent to the inspection in September, the night manager has been moved to the morning shift and Ms. Chan has resumed supervision of the business for the closing time. In discussion regarding a potential suspension of the business licence, Chan indicated that any suspension would be harmful to her business.

Analysis

Business Regulation Bylaw No. 7538, Part Fourteen: Therapeutic Touch Clinic Regulation, permits therapeutic touch clinics to operate between 8:00 a.m. and 9:30 p.m. This regulation provides equity among different clinics and balances neighbourhood impact with the public demand for services to provide equity among businesses and to mitigate potential impact on the adjacent community. King Feet's business operations provided them an unfair competitive advantage over business operators within the same business classification.

King Feet was issued several verbal warnings, an MTI fine and a written warning prior to an inspection which found 11 clients in the premises beyond permitted operating hours. During the inspection (which occurred after 10 p.m.), there was no indication that the business was even in the process of closing, evidenced by one of the inspectors being offered an appointment at that time. While the owner has stated that they have now taken action to conform to the regulations in the bylaw, there was no substantial action taken as a result of the previous warnings.


Given the degree of severity of the infractions, it is the recommendation of the Chief Licence Inspector that the business licence for A & K Health Enterprises Ltd., doing business as King Feet Massage, be suspended for 10 days. Suspension of the licence is warranted by Part 23.1 of Business Regulation Bylaw No. 7538 for failing to comply with section 14.1.1 (b).

Financial Impact

None.

Conclusion

Therapeutic touch clinics are regulated businesses under the Business Regulation Bylaw and are permitted to operate only between the hours of 8:00 a.m. and 9:30 p.m. King Feet's ongoing and repeated violation of this bylaw warrants business licence discipline as recommended.



Carli Edwards, P.Eng.
Chief Licence Inspector
(604-276-4136)

CE:ce

- Att. 1: Part Fourteen of Business Regulation Bylaw No. 7538
2: Letter of Warning
3: Summary of Findings as presented to Business Owner

PART FOURTEEN: THERAPEUTIC TOUCH CLINIC REGULATION

14.1 Operator Obligations

14.1.1 Every **Therapeutic Touch Clinic operator** must:

- (a) provide the **Licence Inspector** with 24 hours' written notice of any changes in the personnel employed or engaged in such **business**, and the applicable provisions of the **Business Licence Bylaw** apply to any new persons proposed to be employed or engaged by the said **Therapeutic Touch Clinic**;
- (b) permit such business to be open only between the hours of 8:00 a.m. and 9:30 p.m. each day; and
- (c) provide the **Licence Inspector** with the name, age, birthdate, current address and picture identification of every **person** proposed to be employed or engaged in such **business**, together with such additional information which the **Licence Inspector** may require.

Attachment 9



City of
Richmond

Ref # 09494513

6911 No. 3 Road,
Richmond, BC V6Y 2C1
www.richmond.ca

April 05, 2016
File: 15 711874

Finance and Corporate Services Department
Business Licences
Telephone 604-276-4328
Fax 604-276-4157

KING FEET MASSAGE
4940 NO 3 RD UNIT 132
RICHMOND B.C.
V6X 3A5

Attention: Euginia Chan

Re: King Feet Massage – WARNING NOTICE
4940 No 3 Rd Unit 132

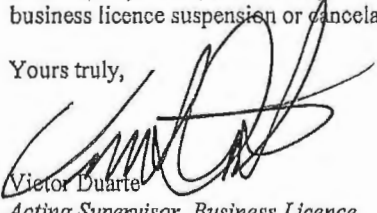
A & K Health Enterprises Ltd, doing business as, King Feet Massage's business activity is categorized under the City of Richmond's Business Licence Bylaw No. 7360, as a Therapeutic Touch Clinic.

Under the Business Regulation Bylaw No 7538, section 14.1.1(b), a Therapeutic Touch Clinic operator must permit such business to be open only between the hours of 8:00 a.m. and 9:30 p.m. each day.

A recent complaint received by the City of Richmond clearly shows your business still not adhering to the permitted operating hours as regulated through the noted bylaw. There was a previous complaint received on March 14, 2016 which the writer spoke with you regarding your violation of the regulations. Further on March 30, 2016, under the change of ownership application process you clearly indicated you understood the permitted operating hours your business is required to follow. With all this in mind, it was determined that a Municipal Ticket Information, BL 06671 was warranted and therefore, issued to your Business with an attached fine of \$100.00.

This letter serves notice as a Warning to your business to maintain regulatory compliance. Failure to do so, may result, on summary conviction, to further penalties provided for by law, including business licence suspension or cancellation.

Yours truly,


Victor Duarte

Acting Supervisor, Business Licence

VMD:vmd

Licence Review

INFORMATION:

Business: A & K Health Enterprises Ltd. dba:
King Feet Massage

Address: 4940 No 3 Road Unit 132, Richmond, BC V6X 3A5

Ref. File: 09494513

Meeting Date: Thursday, September 22, 2016

Time: 10:30 a.m.

Location: Room M.1.002, Richmond City Hall, 6911 No. 3 Road, Richmond, BC

History:

February 8, 2013 – Complaint received regarding A & K Health Enterprises Ltd., doing business as, (hereinafter referred to as **King Feet Massage**) for operating outside permitted hours. – **Attachment 1**

February 13, 2013 – Inspection conducted by Licence Inspector, Victor DUARTE, (hereinafter referred to as DUARTE) at 4940 No 3 Road – Unit # 131 – **King Feet Massage**. DUARTE spoke with Manager, Pui Sze (Eugenia) CHAN (hereinafter referred to as CHAN) regarding business operating outside permitted hours. – **Attachment 1**

March 14, 2016 - Complaint received by DUARTE on a number of businesses operating outside permitted hours. **King Feet Massage** among list received by DUARTE.

March 14, 2016 – DUARTE speaks with CHAN regarding complaint. CHAN is informed she was warned 1-2 years ago. DUARTE instructs CHAN that business pamphlet forwarded to DUARTE which shows operating hours for **King Feet Massage** as 11:00 AM to 10:30 PM. CHAN states she is the owner and is instructed to attend City Hall for a change of Ownership. Notes added to file – **Attachment 2** Copy of pamphlet – **Attachment 3**

March 16, 2016 – Application received for change of owner with attached Incorporation Certificate and Notice of Articles which shows CHAN has been owner since at least 2011. **Attachment 4**

Mar 30, 2016 – Licence process follow up for change of ownership. DUARTE speaks with CHAN regarding operating hours. CHAN confirms she is aware and is complying with permitted hours of operation. – **Attachment 5**

April 01, 2016 – 15:01 hrs - Individual attends City Hall to speak with DUARTE. Individual files complaint with DUARTE regarding 5 businesses. **King Feet Massage** is one of the businesses, complainant states is violating hours of operation. Complainant provides statement to DUARTE and provides a receipt of service received from **King Feet Massage** on March 26, 2016, with a time of 22:37 hrs. Complainant informs DUARTE that attendance was made at **King Feet Massage** at 21:40 and complainant left at 22:40. DUARTE speaks with CHAN who is to attend City Hall on April 05, 2016 to meet with DUARTE -Copy of notes and Receipt – **Attachment 6**

April 05, 2016 – CHAN attends City Hall to speak with DUARTE regarding complaint of her business operating outside permitted hours. DUARTE provides copy of receipt. CHAN acts like she is not aware that her staff stayed open late. CHAN is informed that she is responsible for her business and to make sure her business closes on time. DUARTE issues Municipal Ticket Information (MTI) BL 06671 - \$100 fine. Copy of Municipal Ticket Information (BL 06671) – **Attachment 7** Copy of Notes from meeting with CHAN – **Attachment 8**

April 05, 2016 – Warning Notice letter written and mailed to business on April 06, 2016 – **Attachment 9**

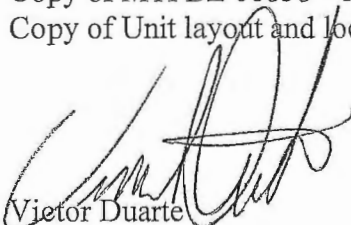
Current Information:

August 10, 2016 – DUARTE receives a telephone call from complainant informing DUARTE a number of the Therapeutic Touch Treatment businesses are operating outside permitted hours. DUARTE documents information. **King Feet Massage** listed as one of the violating businesses.

September 02, 2016 – Man Yi LO (hereinafter referred to as LO), Sign/Licence Inspector, conducts evening inspections with DUARTE at various locations.

September 02, 2016 at or about **22:08 hrs** – LO and DUARTE arrive at 4940 No 3 Rd Unit 132, **King Feet Massage**. Business “OPEN” sign is turned off. Male is observed sitting in Reception area. Entrance door is locked. DUARTE knocks at the front door and identifies self to individual. DUARTE states, “Open the door, City Inspection”, Individual states he does not work at location. DUARTE asks individual to call one of the staff. Individual gets up, out of the chair and moves to hall way where he stopped and looked both ways.

DUARTE hears the back door being opened with the sound of keys unlocking the door. DUARTE moved to the back door just as a female employee was opening the door. DUARTE walks past the employee into the business. Female employee asks DUARTE “You want a massage”. LO informs staff we are conducting an inspection. DUARTE commences to open doors of rooms and observes what is going on and then moves on to the next room. In DUARTE’s estimate, there were 11 customers inside premises and nine staff counted, with one staff member about to depart. MTI issued as a Violation Notice and left with Meng Ling Ying. Copy of MTI BL 06858 – **Attachment A**, Copy of notes from Inspection – **Attachment B** Copy of Unit layout and location of Clients and staff – **Attachment C**


Victor Duarte
Supervisor, Business Licences
City of Richmond

Duarte, Victor

From: Duarte, Victor
Sent: February 13, 2013 13:05
To: [REDACTED]
Subject: RE: [REDACTED]

[REDACTED]

I hope you have had a wonderful Chinese New Year.

As I explained to you in the past, all businesses in your business category are regulated to the same operating hours. King Feet is no exception.

I attended King Feet at 4940 No 3 Road - Unit # 131 this morning and spoke with the Manager regarding their operating hours. I informed them they were to follow the strict operating hours and be closed by 9:30 p.m.. I advised them they were being warned further violations of the regulation could result in fines, suspension of their Business Licence or a Licence Cancellation.

This information will be added to their file and further violations will be dealt with as required. I thank you for the information and if you find further issues arising, please advise me and I will deal with the issue.

I do not think there will be further problems as I advised them the City takes these violations seriously and has strict enforcement regarding this violation.

Best Regards,

Victor Duarte
Licence Inspector
City of Richmond

From: [REDACTED]
Sent: February 8, 2013 10:59 PM
To: Duarte, Victor
Subject: [REDACTED]

Hi Victor,

Happy Chinese New Year ~

This is [REDACTED] from [REDACTED] at [REDACTED]. We met sometime ago in your office to discuss the possibility of our business hour extension.

Recently we have heard from our clients that our neighbor competitor, King Feet, located on Alexandra Rd. is running a long hour business. It shows 10 am to 10:30 pm on their business hour sign. I thought we are regulated under the same regulation and only permitted to operate the business until 9:30 pm as we are only one block away.

We would appreciate if you could confirm this.

Ref # 09494513

MAR 14/2016.

KINGFEET- 13:13- T/C TO KING FEET - 604-278-4300

INFO FORWARDED TO DWARTE SHOWS close at 10:30-

DWARTE ASKED TO SPEAK WITH MANAGER - IND STATES

SHE IS THE MANAGER DWARTE ASKS WHAT TIME DO YOU

CLOSE. IND STATES LAST APPOINTMENT IS AT 10:00.

DWARTE IDENTIFIES SELF AND INFORMS IND DWARTE WOULD

LIKE TO SPEAK WITH EUGENIA CHAN OR YONG MEI HE

DWARTE INFORMS CAROL CHAN - ACTING MANAGER, I SPOKE

WITH HER LAST YEAR ALREADY. CHAN STATES, NO, SHE

IS KNEW, DWARTE NEVER SPOKE WITH HER. DWARTE STATES

DWARTE SPOKE WITH EUGENIA CHAN OR YONG MEI HE - CHAN

STATES SHE DOES NOT KNOW YONG MEI HE. EUGENIA IS OFF

TODAY - DWARTE REQUESTED CONTACT INFO & ASKED CAROL TO HAVE

EUGENIA TO CONTACT DWARTE.

13:27 HRS - DWARTE SPOKE WITH EUGENIA WHO STATES HER

MANAGER IS KNEW & DOES NOT KNOW OPERATING HOURS. DWARTE

INFORMS EUGENIA THAT SHE WAS WARNED 1-2 YEARS AGO.

NOW 2ND TIME. DWARTE STATES I HAVE A COPY OF YOUR

BUSINESS PERMIT WHICH SHOWS YOU ARE OPEN UNTIL

10:30 - YOUR MANAGER DOES NOT DETERMINE BUS OPERATING

HOURS - YOU DO - YOU ARE THE OWNER IF THERE IS A

THIRD VIOLATION THERE WILL BE SERIOUS REPROSECUTIONS.

YOU WILL BE ATTENDING A LICENSE REVIEW HEARING

WHICH MAY BE A LICENSE SUSPENSION. EUGENIA

APOLOGIZED AND STATED SHE WOULD BE COMPLIANT.

Attachment 3



King Feet Massage

[Website](#)[Directions](#)

Acupuncture Clinic

Address: 4940 No 3 Rd #132, Richmond, BC V6X 3A5

Phone: (604) 278-4300

Hours: Open today 11AM–10 30PM ▾

Reviews

[Write a review](#)[Add a photo](#)

"I stopped by the Richmond location for a **foot massage** "



"I have gotten some pretty good foot and **body massages** there "



"The **staff** were not friendly nor organized "

[View all Google reviews](#)



**City of
Richmond**

Business Licence Application

Business Licence Department
6911 No. 3 Road, Richmond, BC V6Y 2C1

www.richmond.ca

Business Licence Department Tel: 604-276-4328 Fax: 604-276-4157

Office Use Only:

Business Licence Number: 09 494513

☐ New ☐ Change of Address ☒ Change of Owner* ☐ Change of Name ☐ Change of Business Use

Have you previously applied for a business licence in Richmond? ☐ Yes ☐ No

Business Type: ☒ Commercial/Industrial Premises ☐ Non-Resident ☐ Home Occupation
(See Appendix A & C) (See Appendix B)

Proposed Start Date: _____ or Effective Date of Change: 16 03 16
Month Day Year Month Day Year

BUSINESS INFORMATION (All to complete)

☐ Sole Ownership ☐ Partnership ☒ Corporation **Copy of Certificate to be submitted with application**

Business or Trade Name: A & R Health Enterprises Ltd.

Registered Company Name: King Foot Massage

Business Address: B2-6911 No. 3 Rd Unit No: 132

City: Richmond Province: BC Postal Code: V6X 3A5

Bus. Tel.: 604-278-1300 Fax: _____

Cell: 778-882-2801 Email: info@kingfoot.ca

Mailing Address: _____ Unit No: _____

(If different from above)

City: _____ Province: _____ Postal Code: _____

Describe All Business Activities/Services In Richmond: Body Massage Reflexology

Acupuncture

Number of Employees (To include owners): (FT): _____ (PT): 4-5

Copy of contractor TQ to be submitted with application

Contractors TQ No.: _____ TQ Holder's Name: CITY OF RICHMOND

Gas Contractors Bond No.: _____

MAR 16 2016

Commercial & Home Occupation Uses Only

Are goods sold to the general public?

☐ Yes ☒ No **RECEIVED**

Is any part of the business sub-contracted?

☐ Yes ☒ No

Are goods, vehicles, or equipment stored on premises? ☐ Yes ☒ No If yes, please describe:

* Transfer of Business Licence Appendix D to be completed and submitted with this application.

CNCL - 45

(Special)

Commercial/Industrial Business (Premises in Richmond only)Liquor Licence? ☐ Yes ☐ No If yes, type? ☐ Food Primary ☐ Liquor Primary ☐ With Endorsement

No. Seats (Restaurants & liquor establishments): _____

No. Merchandise Machines: _____

No. Amusement Machines: _____

Describe any Structural Changes to Business Premises: ☐ Proposed ☐ Completed ☒ None

Sharing Premises With: _____

Floor Area (In sq. ft.):

Retail: _____

Wholesale: _____

Office: _____

1980

Warehouse: _____

Outside: _____

NOTE: Zoning Bylaw No. 8500 – On-Site Vehicle Parking – Part A, Section 7.1.1 requires that sufficient parking is available for commercial/industrial businesses.

Do you have the sufficient parking:

☒ Yes ☐ No

A new sign or alterations to an existing sign requires a permit.

Has the required sign permit been applied for?

☐ Yes ☒ No

Richmond Representative for Business: _____

Eugenie Chan

Title: _____

Owner

Tel.: _____

778-882-2861

Emergency Contact Name: _____

Eugenie Chan

Tel.: _____

778-882-2861

After Hours Number

OWNERSHIP INFORMATION

(All to complete. Additional owners can be submitted on separate paper.)

Name: _____

Pui Sze (Eugenie) Chan

Title/Position: _____

Owner

Home Address: _____

28-2891 Jack Bell Drive

City: _____

Richmond

Province: _____

BC

Postal Code: _____

V6V 2T7

Tel.: _____

Cell: _____

778-882-2861

Email: _____

suzie@olivia.ca

I hereby make application for a business licence in accordance with the above-stated information and declare that the statements are true and correct. I agree, if granted a licence, to comply with all relevant bylaws now in force or which may come into force in the City of Richmond.

Name: _____

Pui Sze (Eugenie) Chan

Title: _____

Owner

Signature: _____

Eugenie Chan

Date: _____

Note: This application will not be processed without the application fee. In order to receive the fee amount, please contact the Licence Department. Business Licences are public records and are available for inspection on request at City Hall. The City also makes business licence information available in various additional publications on the City website and/or in hard-copy format. If you do not wish your business information to be made available in any additional publications, a request in writing to decline publication must be received by the Licence Inspector. All information gathered for business licencing purposes is managed in accordance with the Freedom of Information and Protection of Privacy Act.

Office Use Only:

Folder Type: _____

SU

Sub Type: _____

Therapeutic Touch

Fee: _____

\$46

Folder Type: _____

Sub Type: _____

Fee: _____

Received by: _____

an

Date: _____

March 16/16

Approved by Chief Licence Inspector: _____

CNCL - 46

Date: _____

MAR 30/16



Number: BC0853892

CERTIFICATE OF INCORPORATION

BUSINESS CORPORATIONS ACT

I Hereby Certify that A & K HEALTH ENTERPRISES LTD. was incorporated under the Business Corporations Act on June 8, 2009 at 05:02 PM Pacific Time.

CITY OF RICHMOND

MAR 16 2016

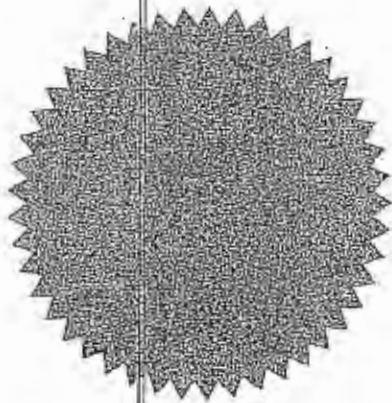
RECEIVED

Issued under my hand at Victoria, British Columbia

On June 8, 2009

RON TOWNSHEND

Registrar of Companies
Province of British Columbia
Canada



**CNCL - 47
(Special)**



BC Registry
Services

Mailing Address:
PO BOX 9431 Stn Prov Govt.
Victoria BC V8W 9V3
www.corporateonline.gov.bc.ca

Location:
2nd Floor - 940 Blanshard St
Victoria BC
250 356-8626

CERTIFIED COPY
Of a Document filed with the Province of
British Columbia Registrar of Companies

Notice of Articles

BUSINESS CORPORATIONS ACT

RON TOWNSHEND
November 30, 2011

This Notice of Articles was issued by the Registrar on: December 1, 2011 12:01 AM Pacific Time

Incorporation Number: BC0853892

Recognition Date and Time: Incorporated on June 8, 2009 05:02 PM Pacific Time

NOTICE OF ARTICLES

Name of Company:

A & K HEALTH ENTERPRISES LTD.

REGISTERED OFFICE INFORMATION

Mailing Address:

#110 - 4400 HAZELBRIDGE WAY
RICHMOND BC V6X 3R8
CANADA

Delivery Address:

#110 - 4400 HAZELBRIDGE WAY
RICHMOND BC V6X 3R8
CANADA

RECORDS OFFICE INFORMATION

Mailing Address:

#110 - 4400 HAZELBRIDGE WAY
RICHMOND BC V6X 3R8
CANADA

Delivery Address:

#110 - 4400 HAZELBRIDGE WAY
RICHMOND BC V6X 3R8
CANADA

CITY OF RICHMOND

MAR 16 2016

RECEIVED

CNCL - 48
(Special)

DIRECTOR INFORMATION

Last Name, First Name, Middle Name:

CHAN, PUI SZE

Mailing Address:

63 - 6833 LIVINGSTON PLACE
RICHMOND BC V7C 5T1
CANADA

Delivery Address:

63 - 6833 LIVINGSTON PLACE
RICHMOND BC V7C 5T1
CANADA

AUTHORIZED SHARE STRUCTURE

- | | | | |
|---------------|----------------|--|--|
| 1. No Maximum | Class A Shares | Without Par Value | With Special Rights or Restrictions attached |
| 2. No Maximum | Class B Shares | With a Par Value of 0.10 Canadian Dollar(s) each | With Special Rights or Restrictions attached |
| 3. No Maximum | Class C Shares | With a Par Value of 1.00 Canadian Dollar(s) each | With Special Rights or Restrictions attached |

CITY OF RICHMOND

MAR 16 2016

RECEIVED

CNCL - 49
(Special)

City of Richmond
Service Use Inspection Card

09494513

Property Roll Number: 083513021

Folder #: ~~15711874~~

Site Address: 4940 No 3 Rd Unit 132 Richmond V6X 3A5

Expires: November 1, 2016

Legal Description: Except Plan LMP46132.

Issued: October 2, 2015

Attachment 5

By: WEB

Type: Therapeutic Touch Treatments

Work Proposed:

Folder Description: Body/Foot massage, hot-stone massage, Accupuncture

Contact: Eugenia Chan

Work: (778) 882-2801

Business: King Feet Massage

Work: (604) 278-4300

Company Name A & K Health Enterprises Ltd

Work:

Zoning: 040

Subdivision:

Ownership Type	Corporation
# Part Time Employees	5
Zoning	040
Office Area	1980
Stock on Premises	No
Effective date of change	Mar 16, 2016
Stock Sold to Public	No
Subcontracted	No
North American Industry C	812190
Cellular Number	778-882-2801

Inspections: Process

Comments

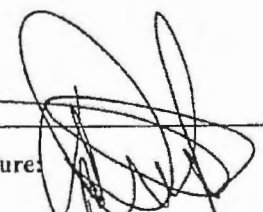
To Start Date

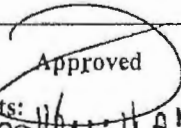
Inspector

Licence Inspection

03/30/16 Victor Duarte

Results: ☒ Approved ☐ Review ☐ Rejected

Date: MAR 30/16 Signature: 

Comments: 
MAR 30/11:11 AM

TEL # Direct to VIM - MESSAGE Left REITERATION
OPERATING HOURS - SIGNAGE, PANPHLETS & BUS HOURS
ON OPEN SIGN ALL STATE 9:30 PM AS CLOSURE
OIC TO ISSUE CNCL - 50
11:25 - Y/C READ (Special) - CONFIRMS AWARE & COMPLIANT
WITH OPER HOURS - 10.

KING FEET
4940 NO. 3 RD V6X3A4
RICHMOND BC
22206383
GP2220638302

*** PURCHASE ***

03-26-2016 22:37:37
Acct # [REDACTED] C
Exp Date **/** Card Type [REDACTED]
Name: [REDACTED] MasterCard

Trace # 4610
Inv. # 4762
Auth # 02076Z RRN 001006841

Total \$38.50

(00) APPROVED-THANK YOU

Retain this copy for your
records
customer copy

Attachment 6

16:33 HRS - T/C TO EUGENIA CHAN, OF KING FEET. DUARTE INFORMED CHAN THAT DUARTE HAS SPOKE WITH HER ON 2 SEPARATE OCCASIONS RE OPERATIONS POST PERMITTED HOURS AND HAS WARNED HER AND YET CONTINUES TO BREAK THE RULES. CHAN STATES SHE IS FOLLOWING THE RULES. DUARTE INFORMED CHAN I HAVE A WITNESS WHO ATTENDED HER BUS ON MAR 26/16 AT 21:40 & LEFT AT 22:40 AND DUARTE HAS A COPY OF THE RECEIPT TO PROVE IT. DUARTE INSTRUCTED CHAN THAT SHE WOULD BE RECEIVING A \$100 FINE. IF IT CONTINUES IT WILL BE A POTENTIAL COURT FINE OF \$2000 &/OR A LICENSE SUSPENSION. CHAN STATES OH MY GOODNESS. CNCL 51 (Special) CHAN 11:00 HRS ON APR 05/16

Attachment 7

City of Richmond
Community Charter

MUNICIPAL TICKET INFORMATION

ISSUED TO **EUGENIA CHAN**

09494513

BL 06671

TRANS CODE 3102

SURNAME OR CORPORATE NAME ASK HEALTH		<input type="checkbox"/> YOUNG PERSON	
GIVEN NAMES (OR CORPORATE NAME CONT'D) ENTERPRISES LTD		GENDER M F	BIRTHDATE YY MM DD
ADDRESS 4940 NO 3RD			
CITY RICHMOND	PROVINCE BC	POSTAL CODE V6X3A5	

The by-law enforcement officer says that he or she has reasonable and probable grounds to believe, and does believe, that the above named

on or about **16/03/26** at the time of **22:37**
 at or near **4940 NO 3RD**, City of Richmond,
 STREET ADDRESS Province of British Columbia

Did commit the offence indicated, under the following by-law:

BUSINESS LICENCE BY-LAW NO 2360

By-law Name

DESCRIPTION OF OFFENCE	USE FOR ONE OFFENCE ONLY	SECTION	FINE AMOUNT
OPERATING A BUSINESS WITHOUT A LICENCE		4.1.1	\$100.00

If you wish to dispute the allegation contained in this ticket, you may appear at the following location to give notice of dispute:

City of Richmond
6911 No. 3 Road
Richmond, B.C. V6Y 2C1

or deliver, have delivered, or mail a **Notice of Dispute** to the above address as described on the reverse. The fine amount may be paid in accordance with the prescribed instructions (see reverse).

For Court Use If Ticket Disputed		DATE YY MM DD
AT HEARING <input type="checkbox"/> CONVICTED <input type="checkbox"/> DISMISSED		
SIGNATURE OF JUSTICE		
BY-LAW ENFORCEMENT OFFICER NAME OR NUMBER VICTOR D. [Signature]		DATE OF SERVICE 16/04/05
BY-LAW ENFORCEMENT OFFICER SIGNATURE [Signature]		
AREAS OF THIS TICKET SHADDED IN THEY ARE NOT PART OF THE OFFENCE CHARGED		

If the fine is not paid or the allegation contained in this ticket is not disputed (see reverse) within 14 days from the date of service of this ticket, you will be deemed to have pleaded guilty to the offence charged and the fine amount will be immediately payable

MUN - FORM A 08/2010

COURT COPY

CNCL - 52
(Special)

APR 01/16 15:01 HRS.

DUARTE met WITH JOANNA WANG who stated she has worked FOR SHIRLEY SHAW FOR 7 years over 30 employees. WANG states she is assistant to Shirley Shaw's on her own WITHOUT SHAW'S APPROVAL or KNOWLEDGE attended THE following BUSINESSES. WANG provided a sheet WITH 5 BUSINESS NAME on it. WANG informed Duarte that she went out TO THE 5 LOCATIONS LISTED AS 1) KING FEET, 2) SHANG RI-LA 3) COMPLACENT FOOT REFLEX 4) MARGO HEALTH CENTRE. 5) LUCKY FEET MASSAGE. WANG provided 5 RECEIPTS ONE FROM EACH LOCATION EACH DATED AND TIME STAMPED AFTER 10 PM. DUARTE informed WANG Duarte would Deal WITH THIS. WANG complains WORKERS LOSE clients as they GO TO THESE LOCATIONS OPERATING Later MARGO HEALTH CENTRE.

13:52- Duarte spoke WITH LANG YUN GUO. Re HER HUSBANDS BUS. GUO states HUSBAND IS IN CANADA HIS PARTNERS DO NOT speak ENGLISH- GUO ASKING why Duarte contacted on 18- notes added TO AMANDA COMMENTS-

16:33 HRS- T/C TO EUGENIA CHAN, OF KING FEET. DUARTE informed CHAN THAT DUARTE HAS spoken WITH HER ON 2 separate OCCASIONS Re OPERATING Post permitted HOURS AND HAS WARNED HER AND yet continues to BREAK THE RULES. CHAN states she IS FOLLOWING THE RULES. Duarte informed CHAN I HAVE A WITNESS WHO attended her BUS ON MAR 26/16 AT 21:40 I left AT 22:40 AND DUARTE HAS A copy OF THE RECEIPT TO PROVE IT. DUARTE INSTRUCTED CHAN THAT she would be receiving a \$100 FINE. IF IT continues IT will be A potential court FINE OF \$2000 S/OR A licence suspension. CHAN states OH MY GOODNESS OF WITH ATTEND C/H 11:00 AM ON APR 05/16



City of
Richmond

Ref # 09494513

6911 No. 3 Road,
Richmond, BC V6Y 2C1
www.richmond.ca

April 05, 2016
File: 15 711874

Finance and Corporate Services Department
Business Licences
Telephone 604-276-4328
Fax 604-276-4157

KING FEET MASSAGE
4940 NO 3 RD UNIT 132
RICHMOND B.C.
V6X 3A5

Attention: Euginia Chan

Re: King Feet Massage – WARNING NOTICE
4940 No 3 Rd Unit 132

A & K Health Enterprises Ltd, doing business as, **King Feet Massage's** business activity is categorized under the City of Richmond's Business Licence Bylaw No. 7360, as a Therapeutic Touch Clinic.

Under the Business Regulation Bylaw No 7538, section 14.1.1(b), a Therapeutic Touch Clinic operator must permit such business to be open only between the hours of **8:00 a.m. and 9:30 p.m. each day.**

A recent complaint received by the City of Richmond clearly shows your business still not adhering to the permitted operating hours as regulated through the noted bylaw. There was a previous complaint received on March 14, 2016 which the writer spoke with you regarding your violation of the regulations. Further on March 30, 2016, under the change of ownership application process you clearly indicated you understood the permitted operating hours your business is required to follow. With all this in mind, it was determined that a Municipal Ticket Information, BL 06671 was warranted and therefore, issued to your Business with an attached fine of \$100.00.

This letter serves notice as a Warning to your business to maintain regulatory compliance. Failure to do so, may result, on summary conviction, to further penalties provided for by law, including business licence suspension or cancelation.

Yours truly,

Victor Duarte
Acting Supervisor, Business Licence

VMD:vmd

Attachment A

City of Richmond
Community Charter

MUNICIPAL TICKET INFORMATION

ISSUED TO:

BL 06858

TRANS CODE 3102

SURNAME OR CORPORATE NAME ASK HEALTH ENTERPRISES LTD dba		<input type="checkbox"/> YOUNG PERSON	
GIVEN NAMES (OR CORPORATE NAME CONT'D) KING- FEET MASSAGE		GENDER M <input type="checkbox"/> F <input type="checkbox"/>	BIRTHDATE YY <input type="checkbox"/> MM <input type="checkbox"/> DD <input type="checkbox"/>
ADDRESS 4940 NO 3 RD - UNIT # 132			
CITY RICHMOND	PROVINCE BC	POSTAL CODE V6X3A5	


The by-law enforcement officer says that he or she has reasonable and probable grounds to believe, and does believe, that the above named

on or about **16 09 02** at the time of **22 18**
 at or near **4940 NO 3RD - # 132**, City of Richmond,
 STREET ADDRESS Province of British Columbia

Did commit the offence indicated, under the following by-law:

BUSINESS REGULATION BYLAW 7538

By-law Name

DESCRIPTION OF OFFENCE OPERATING OUTSIDE PERMITTED HOURS	USE FOR ONE OFFENCE ONLY	SECTION 13.1.1(a)	FINE AMOUNT \$
<p>If you wish to dispute the allegation contained in this ticket, you may appear at the following location to give notice of dispute:</p> <p style="text-align: center;">City of Richmond 6911 No. 3 Road Richmond, B.C. V6V 2C1</p> <p>or deliver, have delivered, or mail a Notice of Dispute to the above address as described on the reverse. The fine amount may be paid in accordance with the prescribed instructions (see reverse).</p>			
<p>For Court Use If Ticket Disputed</p> <p>AT HEARING <input type="checkbox"/> CONVICTED <input type="checkbox"/> DISMISSED</p>		<p>DATE YY <input type="checkbox"/> MM <input type="checkbox"/> DD <input type="checkbox"/></p>	
SIGNATURE OF JUSTICE			
BY-LAW ENFORCEMENT OFFICER NAME OR NUMBER VICTORIA DUARTE		DATE OF SERVICE 16 09 02	
BY-LAW ENFORCEMENT OFFICER SIGNATURE 			
AREAS OF THIS TICKET SHADED IN GREY ARE NOT PART OF THE OFFENCE CHARGED			

If the fine is not paid or the allegation contained in this ticket is not disputed (see reverse) within 14 days from the date of service of this ticket, you will be deemed to have pleaded guilty to the offence charged and the fine amount will be immediately payable.

MUN - FORM A 08/2010

COURT COPY

CNCL - 55
(Special)



Attachment B

City of Richmond

6911 No. 3 Road
Richmond, BC V6Y 2C1
604-276-4000

Progress Log
Business Licence

Main 604-276-4328 Fax 604-276-4157

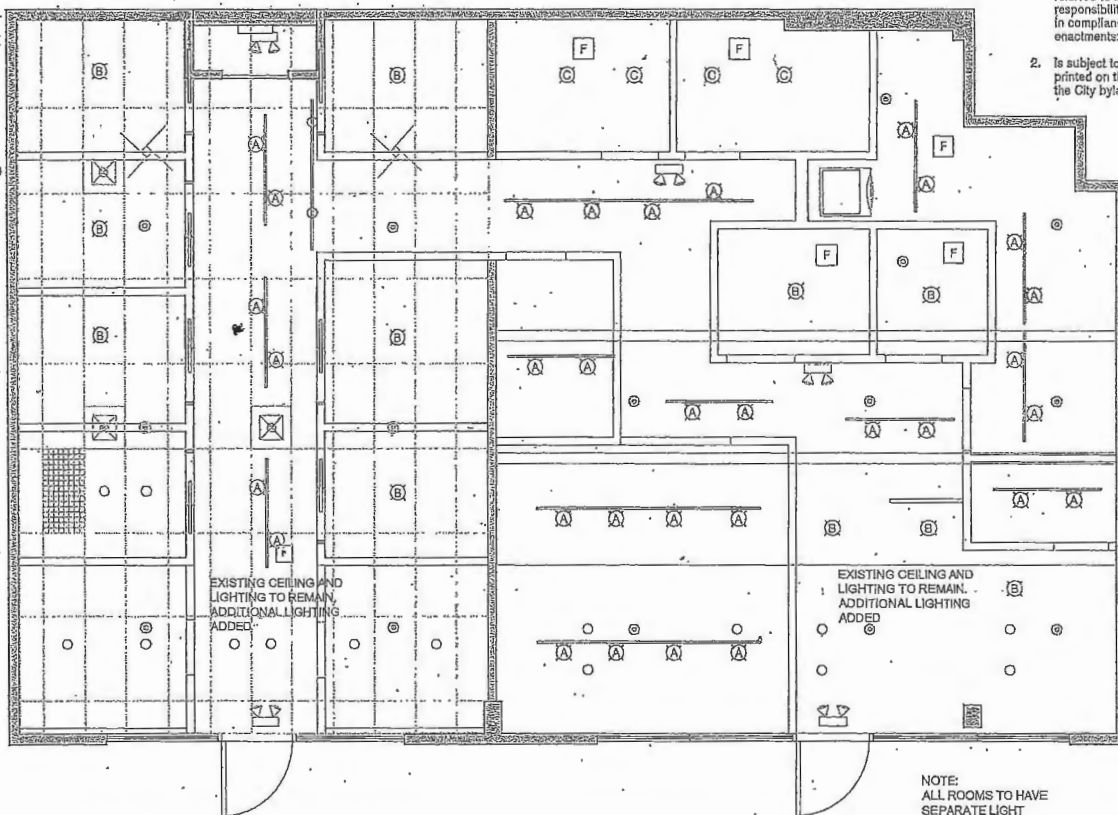
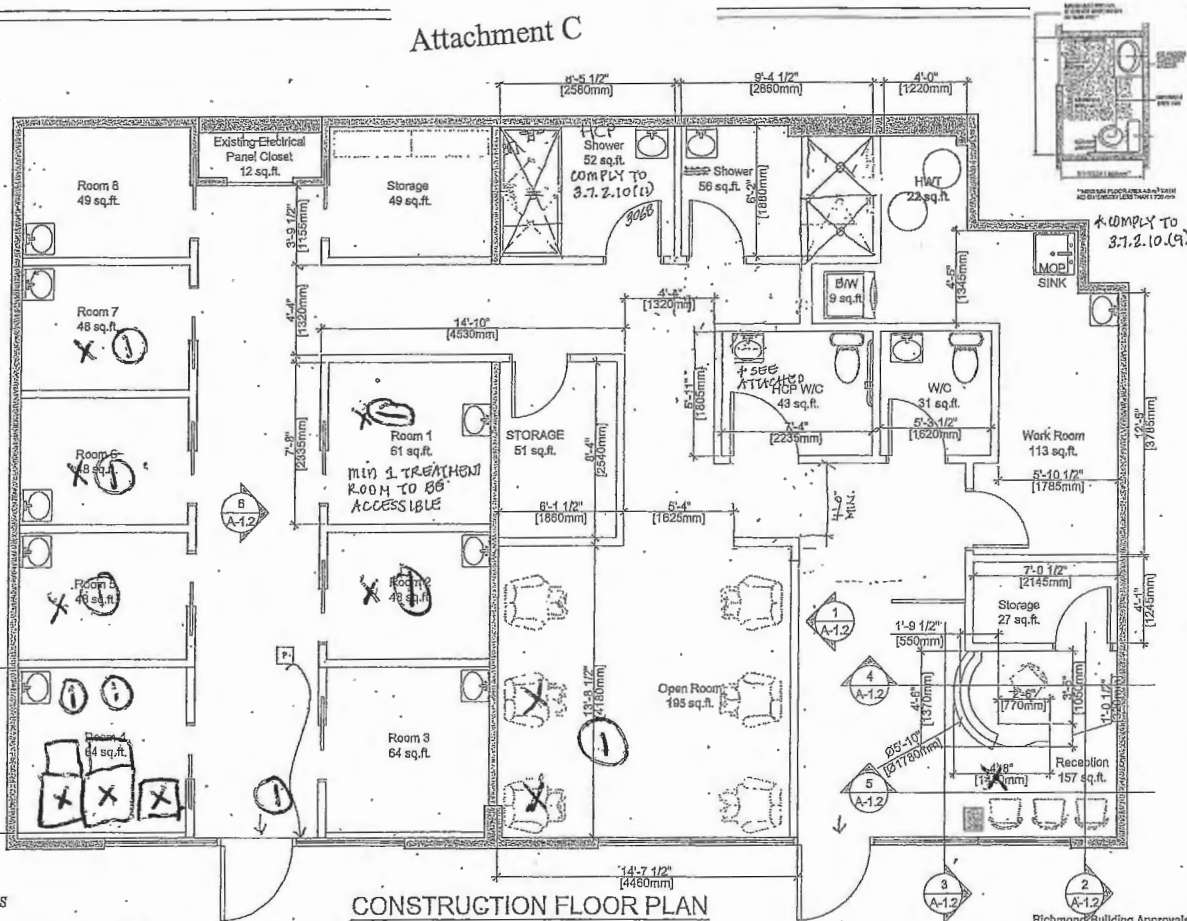
Business Name: A&K HEALTH ENTERPRISES LTD dba: KUNG FEET MASSAGE
Address: 4940 NO 3RD - unit #132
Owner: EUGENIA CHAN
Licence No.: 09494513 Telephone No.: 778-882-2801

Date	Details
SEP 02/16 - 22:08 HRS	SITE INSPECTION CONDUCTED AT ABOVE NOTED BUS. DWORTE COULD SEE LIGHTS THROUGH TRANSPARENT DOOR AT BACK DOOR. DWORTE COULD SEE SILHETTE OF PERSON INSIDE. FRONT DOOR CLEAR GLASS - OPEN SIGN HAS BEEN TURNED OFF BUT LIGHTS ON IN UNIT. MALE SITTING ON LOBBY WITH BACK TO DOOR. DWORTE TRIED FRONT DOOR - LOCKED - DWORTE KNOCKED MALE LOOKED AT DWORTE - DWORTE SAID "OPEN THE DOOR - CITY INSPECTION" - IND STATES TO DO WORK HERE - DWORTE SAID CAN YOU CALL SOMEONE THAT DOES - IND GOT UP AND WENT TO HALLWAY & LOOKED BOTH WAYS BUT DID NOT MOVE. DWORTE KNOCKED AGAIN. DWORTE COULD HEAR BACK DOOR OWNER - SOUND OF KEYS UNDER A DOOR - DWORTE MOVED TO BACK DOOR JUST AS DWORTE ARRIVED AT BACK DOOR FEMALE IN PINK JACKET ABOUT TO EXIT. DWORTE WALKED PAST FEMALE WHO ASKED DWORTE "YOU WANT MASSAGE?" MALE INFORMED FEMALE WE WERE INSPECTING DWORTE OPENED FIRST DOOR & FOUND

Progress Log- Continued

Date	Details
1st Room	2 Females on a Lounger having their feet massaged by 2 staff 3rd on female customer sitting on a chair left. talking with other 2 female customers
2nd Room	1 female & one customer on massage on left. BED.
3rd Room	1 female & one customer on massage on left. BED.
4th Room	1 female & one customer on massage on left. BED.
5th Room	
RIGHTSIDE	1 female & one customer on massage BED
6th Room	1 male & one customer on massage RIGHTSIDE BED.
	(COUPLE)
7th Room	2 customers sitting in Loungers - 1 female employee.
LOBBY	1 male states he finished & is waiting for his girlfriend.
	TOTAL 8 STAFF - 11 CUSTOMERS.
	1 staff Dependent.
	STAFF STATED NO ONE WAS IN CHARGE MANAGER left already & OWNER NOT THERE.
	DURANTE spoke with MENEZ last night
	BL 8462598 who informed DURANTE last person to leave, locked up. DURANTE left MTI BL 26858 AS A VIOLATION NOTICE AND LEFT BUS CARD AND INFORMED ALENK TO FORWARD TO OWNER WHO WILL BE RECEIVING A letter from the city & possible summons, on Hearing. W.

Attachment C



REVISION BY
18.06.09 issued for Building Permit

THIS DRAWING & DESIGN IS THE PROPERTY OF EDSON DESIGN. AND MAY NOT BE REPRODUCED WITHOUT WRITTEN PERMISSION. ALL INFORMATION SHOWN ON THIS DRAWING IS FOR USE IN THIS SPECIFIC PROJECT ONLY AND SHALL NOT BE USED OTHERWISE. CONTRACTOR SHALL VERIFY AND BE RESPONSIBLE FOR ALL DIMENSION ON THE JOB. REPORT ANY VARIATIONS OR DISCREPANCIES SHOWN ON THIS DRAWING.

APPROVALS

APPROVED

PRINT NAME

DATE



Richmond Building Approvals Department

City review of this document:

1. does not relieve the Owner of lands referred to in this document from full responsibility for work being carried out in compliance with City and Provincial enactments;
2. Is subject to terms and conditions printed on the permit and prescribed in the City bylaws.

KING FOOTS
PROFESSIONAL
FOOT MASSAGE

Project

CITY OF RICHMOND

JUL 20 2009

King Foots
Professional Foot Massage
Unit 131 & 132
4940 No.3 Road
Richmond, BC

Drawing
Demolition Plan /
Construction Plan /
Legend / Exterior Elev.

Date 18.06.2009

Scale As Shown

Sheet No. A.1.1

Job No. 2009-02

Drawn By E.L.

REFLECTED CEILING PLAN

Scale: 1/4"=1'-0"

CNCL - 58
(Special)

09479510

EDSON DESIGN