WHY DOES MY BUSINESS REQUIRE A SECURITY AND PATRON MANAGEMENT PLAN?

The contents of the plan you submit will be reviewed by the City of Edmonton’s Bylaw Enforcement section / Adult Entertainment Inspectors (Enforcement Officers) to ensure your business promotes a safe environment for all working practitioners, clients and the surrounding community.

1. The Security and Patron Management Plan must be tailored to your specific business location.
2. The role of Enforcement Officers involves visiting your business to ensure the contents of your approved Security and Patron Management Plan are being followed.
3. Enforcement Officers can request that your business licence be reviewed if you breach a condition of your business license. The fine amount for failing to follow an approved Security and Patron Management Plan is $2,000.
4. Related City of Edmonton Bylaws:
   - Business Licensing Bylaw, Bylaw 13138
   - Public Places Bylaw, Bylaw 14614
   - Zoning Bylaw, Bylaw 12800
This information is collected under the authority of section 33(c) of the Freedom of Information and Protection of Privacy Act (Alberta) (FOIP Act) for the purposes of enforcing the City of Edmonton’s Business License Bylaw, Bylaw 13138 (the Bylaw) and for assessing whether you meet the requirements to hold a particular type of business license under the Bylaw. This information will be collected, used and disclosed in accordance with the FOIP Act. In particular, personal information submitted may be disclosed to appropriate business areas within the City of Edmonton to assess or ensure compliance with the Bylaw. Information may also be disclosed to external agencies and regulatory authorities in accordance with the notification and consultation provisions found under the Bylaw. If you have any questions about the collection, use or disclosure of this information, please contact the Licensing and Policy Clerk, 5th Floor Edmonton Tower 10111-104 Avenue Edmonton AB, 780-496-5244
SECURITY

PHYSICAL SECURITY

(A) DOORS, LOCKS, LIGHTING AND WINDOWS

QUESTION 1:
Please provide names that are/will be responsible for the maintenance, repairs and reporting of any damage to doors, locks, lighting & windows?

<table>
<thead>
<tr>
<th>Name</th>
<th>Name</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

QUESTION 2:
As the business owner(s) I/we will ensure all doors, locks, lighting and windows are properly maintained.

YES

NO

PERSONAL SECURITY

(A) PERSON(S) IN CARE AND CONTROL

The owner, designated manager or person in care and control must ensure there are a minimum of two persons present at the business at all times.

For example, if there are only two practitioners present while the business is open, only one practitioner is permitted to accept a client. The other practitioner must remain in care and control of the premises in the event of an emergency. Also, if one of those practitioners leaves the premises for any reason, the other practitioner must close the business and not continue to provide services to a client, or accept any client, until the other practitioner returns. This will include turning off the open sign and locking the business doors.

In some cases, the business may hire a person other than a licensed practitioner to remain in care and control of the premises (for example, a receptionist). In those situations, that person will remain in care and control of the business while the licensed practitioner is providing services to a client. These individual’s names must be provided to Enforcement Officers. Officers want to ensure the individual is approved to be there by the owner.
### QUESTION 1:
Please provide a list of names of employees who are permitted to remain in care and control of the premises and who do not work as body rub practitioners:

<table>
<thead>
<tr>
<th>Name:</th>
<th>Name:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name:</td>
<td>Name:</td>
</tr>
<tr>
<td>Name:</td>
<td>Name:</td>
</tr>
<tr>
<td>Name:</td>
<td>Name:</td>
</tr>
</tbody>
</table>

### QUESTION 2:
You will ensure that a minimum of two employees, at least one of whom is a manager or other person in care and control of the Body Rub Centre, are present on the premises at all times whenever the Body Rub Centre is open to the public.

- [ ] Yes
- [ ] No

### QUESTION 3:
If the minimum standard set out in (2) cannot be met, you or your employees will close the business (e.g., lock doors, turn off any signs and stop providing services to any clients).

- [ ] Yes
- [ ] No

### QUESTION 4:
You will not operate the Body Rub Centre between the hours of 11:00 PM and 07:00 AM.

- [ ] Yes
- [ ] No

### QUESTION 5:
You will inform Enforcement Officers of any changes to the approved employee/manager/reception list in question 1.

- [ ] Yes
- [ ] No

## (B) EXPECTATION OF AVAILABILITY FOR AUTHORITIES

The expectation for all owners is to ensure your business is available to Enforcement Officers at all times. Doors are to be unlocked upon arrival or the doors are answered (if locked) within a reasonable timeframe.

### QUESTION 1:
You will ensure that your business is available for Enforcement Officers to inspect at all times.

- [ ] Yes
- [ ] No

---

This information is collected under the authority of section 33(c) of the Freedom of Information and Protection of Privacy Act (Alberta) (FOIP Act) for the purposes of enforcing the City of Edmonton’s Business License Bylaw, Bylaw 13138 (the Bylaw) and for assessing whether you meet the requirements to hold a particular type of business license under the Bylaw. This information will be collected, used and disclosed in accordance with the FOIP Act. In particular, personal information submitted may be disclosed to appropriate business areas within the City of Edmonton to assess or ensure compliance with the Bylaw. Information may also be disclosed to external agencies and regulatory authorities in accordance with the notification and consultation provisions found under the Bylaw. If you have any questions about the collection, use or disclosure of this information, please contact the Licensing and Policy Clerk, 5th Floor Edmonton Tower 10111-104 Avenue Edmonton AB, 780-496-5244.
<table>
<thead>
<tr>
<th>QUESTION 2: You ensure that Enforcement Officers will be able to contact and speak to the owner when requested.</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>QUESTION 3: If applicable, you will ensure Enforcement Officers will have access to available language translators upon request.</td>
<td>Yes</td>
<td>No</td>
</tr>
</tbody>
</table>

Please list the person(s) and contact numbers that would provide language translation for Enforcement Officers if needed.

<table>
<thead>
<tr>
<th>Name</th>
<th>Contact Number</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**WORKING CONDITIONS**

**(A) LAYOUT OF CENTRE/STUDIO OR SPA**

<table>
<thead>
<tr>
<th>QUESTION 1: How many rooms/areas are there in the studio? (client rooms, bathrooms, staff room, kitchen, foyer)</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>QUESTION 2: You understand that no person is permitted to live within the business as per the Zoning Bylaw, Bylaw 12800</strong></td>
<td>Yes</td>
</tr>
</tbody>
</table>

*This information is collected under the authority of section 33(c) of the Freedom of Information and Protection of Privacy Act (Alberta) (FOIP Act) for the purposes of enforcing the City of Edmonton's Business License Bylaw, Bylaw 13138 (the Bylaw) and for assessing whether you meet the requirements to hold a particular type of business license under the Bylaw. This information will be collected, used and disclosed in accordance with the FOIP Act. In particular, personal information submitted may be disclosed to appropriate business areas within the City of Edmonton to assess or ensure compliance with the Bylaw. Information may also be disclosed to external agencies and regulatory authorities in accordance with the notification and consultation provisions found under the Bylaw. If you have any questions about the collection, use or disclosure of this information, please contact the Licensing and Policy Clerk, 5th Floor Edmonton Tower 10111-104 Avenue Edmonton AB, 780-496-5244.*
## B) SMOKING

**QUESTION 1:**
You understand that, as per the Public Places Bylaw, Bylaw 14614, smoking is prohibited inside all buildings and no smoking is permitted within 5 meters of any entrance to a building. This includes electronic cigarette devices.

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
</table>

**QUESTION 2:**
Is there a designated smoking area outside the business?

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
</table>

## C) USE OF DRUGS AND ALCOHOL BEFORE OR DURING WORK

At no time are illegal drugs and alcohol allowed in the business.

**QUESTION 1:**
As the owner(s) of the business, you understand that the use of alcohol and illegal drugs within the business is prohibited.

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
</table>

**QUESTION 2:**
As the owner(s) of the business, you understand that no Body Rub practitioner is allowed to work inside the business if under the influence of drugs and alcohol.

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
</table>

**QUESTION 3:**
As the owner(s) of the business, you will ensure any practitioner that arrives to the business or is found under the influence of drugs or alcohol will be asked to leave immediately.

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
</table>

## TECHNICAL SECURITY

### A) ALARMING/DISARMING SYSTEM

**QUESTION 1:**
Is your business’s security system registered with a security company?

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
</table>

Name of Security Company:
QUESTION 2:
Does your security system have alarm triggers (doors, windows, rooms)

Triggers:

QUESTION 3:
What is the Edmonton Police Service Alarm permit number registered to your alarm system?

(B) SECURITY CAMERAS

QUESTION 1:
Does your business have security cameras?

Number of security cameras

□ 1  □ 2  □ 3  □ 4  □ 5  □ Other: __________

Location of security cameras

QUESTION 2:
Who has access to camera footage?

Name: Position Title:  
Name: Position Title:  
Name: Position Title:  

QUESTION 3:
Do the cameras have recording capabilities?

□ Yes  □ No
QUESTION 4:
How long is the recorded footage maintained for?

- 7 Days
- 14 Days
- 30 Days
- 60 Days
- 90+ Days

(C) PANIC/HELP BUTTONS

QUESTION 1:
Are there panic buttons located within each room of the business where a body rub service will be provided by a practitioner to a client?

Yes
No

Please specify the number of rooms where a body rub service will be provided and the number of panic buttons in each of those rooms:

Number of rooms:
Number of panic buttons in each room:

QUESTION 2:
If the answer to (1) is yes, is this panic button system tied in with the alarm system?

Yes
No

Please describe how this alarm system works.

QUESTION 3:
Is staff trained in the event of an emergency?

Yes
No

What are staff trained to do in the event of an emergency?
QUESTION 4:
Are panic/help buttons tested to confirm if they are functional?

Yes  No

How often are these panic buttons tested?

Daily  Weekly  Monthly  Quarterly  Yearly

Who tests these panic buttons?


How are these “tests” tracked and recorded?


(D) CASH HANDLING & STORAGE PROCEDURES

QUESTION 1:
How is cash handled/stored? (till, safe, dropbox, lockers)


QUESTION 2:
Is cash removed each day?

Yes  No
PATRON MANAGEMENT

DEALING WITH DISORDERLY PATRONS

**QUESTION 1:**
Do you have policy or procedures on how the business will manage intoxicated or disorderly patrons?

Please explain your policy or procedures

**QUESTION 2:**
Do you provide training to new practitioners or managers/receptionists regarding intoxicated/disorderly patrons?

Please explain the training you provide

**QUESTION 3:**
Does the business refuse entry to intoxicated or disorderly patrons?

This information is collected under the authority of section 33(c) of the Freedom of Information and Protection of Privacy Act (Alberta) (FOIP Act) for the purposes of enforcing the City of Edmonton’s Business License Bylaw, Bylaw 13138 (the Bylaw) and for assessing whether you meet the requirements to hold a particular type of business license under the Bylaw. Information may also be disclosed to external agencies and regulatory authorities in accordance with the notification and consultation provisions found under the Bylaw. If you have any questions about the collection, use or disclosure of this information, please contact the Licensing and Policy Clerk, 5th Floor Edmonton Tower 10111-104 Avenue Edmonton AB, 780-496-5244.
| QUESTION 4: |
| As the owner, do you report/keep track of intoxicated/disorderly patrons? |
| Yes | No |

*Please explain how you track intoxicated/disorderly patrons or those that have been refused entry before?*

| QUESTION 5: |
| Have you explained to the staff where the contact information for reporting emergencies and non-emergencies is kept in the Body Rub Centre? |
| Yes | No |

*Where will this contact information be kept?*

| QUESTION 6: |
| Are all practitioners/staff informed of the mandatory City of Edmonton poster identifying the deemed conditions of the business licence and other information relevant to the operation of a Body Rub Centre? |
| Yes | No |

*Where will this contact information be kept?*
QUESTION 7:
You will ensure that no minors are allowed in the business.

QUESTION 8:
You acknowledge that you will:

- a) Refuse entry to or remove from the business premises persons who appear to be intoxicated or under the influence of drugs.
- b) Remove persons whose behaviour becomes quarrelsome, riotous, or disorderly.
- c) Remove persons who are involved in illegal activities, such as drug possession or trafficking.
- d) Refuse entry to persons who have been removed from the premises repeatedly.
- e) Report illegal activities to the Edmonton Police Service.
- f) Refuse entry to persons identified by the Edmonton Police Service who, within the past three years, have been convicted of an indictable criminal offence.

Please be advised that you can and should contact Edmonton Police Service for help in removing persons engaged in disorderly, illegal or unsafe conduct as described above.
**ENFORCEABLE OFFENCES**

As an owner of a Body Rub Centre in the City of Edmonton, this responsibility comes with specific regulations that must be followed. The onus is on the owner(s) to be aware of what their responsibilities are and adhere to them. Enforcement Officers are available to discuss these responsibilities with owners and are willing to work with owners to gain compliance. Enforcement Officers are available via adultservices@edmonton.ca and will respond to owner inquiries within 2 business days.

Below is a list of enforceable offences that Enforcement Officers may issue for non-compliance:

<table>
<thead>
<tr>
<th>ENFORCEABLE OFFENCES</th>
<th>1st OFFENCE</th>
<th>2nd OFFENCE</th>
<th>3rd OFFENCE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Offence</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fail to post licence</td>
<td>$200</td>
<td>$400</td>
<td>Court</td>
</tr>
<tr>
<td>Fail to produce licence on demand</td>
<td>$200</td>
<td>$400</td>
<td>Court</td>
</tr>
<tr>
<td>Fail to permit business licence inspection</td>
<td>$200</td>
<td>$400</td>
<td>Court</td>
</tr>
<tr>
<td>Obstruction of MEO</td>
<td>$200</td>
<td>$400</td>
<td>Court</td>
</tr>
<tr>
<td>Operate business without a licence</td>
<td>$1,554</td>
<td>$3,108</td>
<td>Court</td>
</tr>
<tr>
<td>Fail to maintain current/accurate employee list</td>
<td>$2,000</td>
<td>$4,000</td>
<td>Court</td>
</tr>
<tr>
<td>Fail to produce employee list on demand</td>
<td>$2,000</td>
<td>$4,000</td>
<td>Court</td>
</tr>
<tr>
<td>Advertise Body Rub Centre with contact information that has not been previously provided to the City</td>
<td>$2,000</td>
<td>$4,000</td>
<td>Court</td>
</tr>
<tr>
<td>Fail to comply with approved security and patron management plan</td>
<td>$2,000</td>
<td>$4,000</td>
<td>Court</td>
</tr>
<tr>
<td>Fail to display licence number on advertisements</td>
<td>$2,000</td>
<td>$4,000</td>
<td>Court</td>
</tr>
<tr>
<td>Fail to have required employee minimum</td>
<td>$2,000</td>
<td>$4,000</td>
<td>Court</td>
</tr>
<tr>
<td>Operating the body rub centre during 11PM – 7 AM</td>
<td>$2,000</td>
<td>$4,000</td>
<td>Court</td>
</tr>
<tr>
<td>Employ an unlicensed body rub practitioner</td>
<td>$2,000</td>
<td>$4,000</td>
<td>Court</td>
</tr>
<tr>
<td>Fail to display in prominent location posted with deemed conditions and other relevant information</td>
<td>$2,000</td>
<td>$4,000</td>
<td>Court</td>
</tr>
</tbody>
</table>
**APPLICANT DECLARATION**

I have reviewed all enforceable offences and understand what fines I may be issued for non-compliance issues with Enforcement Officers.

Owners/managers must notify the City of Edmonton immediately when a change to the enclosed Security & Patron Management Plan has occurred. Please contact the following for any changes:

Phone: 780-442-5054  
Email: adultservices@edmonton.ca

**CONTROL PLAN REVIEWED & APPROVED BY:**

<table>
<thead>
<tr>
<th>EMEO/PRINT NAME</th>
<th>DATE</th>
<th>SIGNATURE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**CONTROL PLAN REVIEWED & AGREED UPON BY OWNER:**

<table>
<thead>
<tr>
<th>OWNER/PRINT NAME</th>
<th>DATE</th>
<th>SIGNATURE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Business Name/Licence #</th>
<th>BUSINESS ADDRESS</th>
<th>OWNER CONTACTS #</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*Body Rub Centre Security & Patron Management Plan  | 01.19*

This information is collected under the authority of section 33(c) of the Freedom of Information and Protection of Privacy Act (Alberta) (FOIP Act) for the purposes of enforcing the City of Edmonton’s Business License Bylaw, Bylaw 13138 (the Bylaw) and for assessing whether you meet the requirements to hold a particular type of business license under the Bylaw. This information will be collected, used and disclosed in accordance with the FOIP Act. In particular, personal information submitted may be disclosed to appropriate business areas within the City of Edmonton to assess or ensure compliance with the Bylaw. Information may also be disclosed to external agencies and regulatory authorities in accordance with the notification and consultation provisions found under the Bylaw. If you have any questions about the collection, use or disclosure of this information, please contact the please contact the Licensing and Policy Clerk, 5th Floor Edmonton Tower 10111-104 Avenue Edmonton AB, 780-496-5244