

# BODY RUB CENTRE SECURITY & PATRON MANAGEMENT PLAN

*Business Licence Bylaw 13138.*

The Business Licence Bylaw 13138 requires that all Body Rub Centres have a Security and Patron Management Plan in place. This ensures businesses take steps to protect the safety and security of staff, customers, and the community.

## **COMPLETING YOUR SECURITY AND PATRON MANAGEMENT PLAN**

Every business is unique, so your Security and Patron Management Plan must be tailored to your specific business location. Complete the Security and Patron Management Plan by fully answering all of the questions within this document. If you are applying for a new business licence, include the completed plan with your application. If you are renewing your business licence, we suggest that you submit the completed plan at least one month before your current licence expires.

Email your completed Security and Patron Management Plan to: [\*\*businesslicenceapplications@edmonton.ca\*\*](mailto:businesslicenceapplications@edmonton.ca)

Alternatively, you can mail or deliver it in person to:

*Business Licensing,  
2nd Floor, Edmonton Tower,  
10111 - 104 Avenue NW,  
Edmonton, AB T5J 0J4*

Your Security and Patron Management Plan must be reviewed and approved by the City before your licence can be issued or renewed. Plans are generally reviewed within 10 business days; however, additional time will be needed if your plan is incomplete or needs to be revised. The City will contact you once your plan has been reviewed.

## **APPLICATION AND RENEWAL REQUIREMENTS**

The following documents are required for all **new licences** and **renewals**:

- Corporate Registry Search (CORES) document less than 90 days old obtained from a provincial registry office in Alberta. Documents must display the legal entity (company), confirm the company is active, and list the company's directors.
- Police information check (PIC) issued by Edmonton Police Service (EPS) less than 90 days old for all owners, partners, directors, officers
- Security and Patron Management Plan (this document)

## BUSINESS LICENCE INFORMATION

Business Licence Name or Number:

Business Address:

Contact Name:

Contact Phone Number:

## CARE AND CONTROL OF THE BUSINESS

The owner of a body rub centre must ensure at least two employees are on the premises at all times while the business is open to the public. One of these employees must be a manager or other person in care and control of the business. The person in care and control:

- must be available and on-site at all times,
- cannot provide body rub services while in care and control of the premises, and
- is responsible for ensuring the Security and Patron Management Plan is being followed.

These individuals may be required to confirm their identity by a Municipal Enforcement Officer or the Edmonton Police Service.

Please provide the full name of every person who will be in care and control of the business:

	First Name	Last Name
1		
2		
3		
4		
5		

## PART A – SECURITY PLAN

<p><b>1. Personal Security</b></p> <p>The person in care and control of a body rub centre must ensure that the centre's open sign is on at all times while the business is open to the public.</p>	<p><b>Initial</b></p>
<p><b>2. Inspection by a Municipal Enforcement Officer or the Edmonton Police Service</b></p> <p>If the doors are locked, the person in care and control of a body rub centre must immediately open the door to any Municipal Enforcement Officer or Police Officer who has shown their badge while the open sign is on. Upon entry, officers will introduce themselves and identify the purpose of their visit.</p>	<p><b>Initial</b></p>
<p><b>3. Floorplan</b></p> <p>How many rooms and/or designated areas are there on the premises?</p> <p style="text-align: center;"><b>Number</b></p> <p>Client rooms: _____</p> <p>Bathrooms: _____</p> <p>Staff areas (e.g. lunch room, kitchen, etc.): _____</p> <p>Foyer / customer waiting area: _____</p> <p>Other areas: _____ Description: _____</p>	
<p><b>4. Alcohol</b></p> <p>The person in care and control of a body rub centre must ensure that no alcohol is stored or consumed on the business premises.</p>	<p><b>Initial</b></p>
<p><b>5. Alarm System</b></p> <p>Does your business have an alarm system registered with the Edmonton Police Service?</p> <p><b>If yes</b>, what is the Alarm Permit Number:</p>	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p>

## PART A – SECURITY PLAN

### 6. Security Cameras

Yes

No

Does your business have an alarm system registered with the Edmonton Police Service?

If yes, what type of camera system does the business have?

Digital  Analogue

If yes, do the cameras record?

Yes  No – Go to question 7

If yes, how long are video recordings stored for?

If yes, please provide the name and telephone number of everyone with access to the camera footage.

	First Name	Last Name	Contact Number
1			
2			
3			
4			
5			

### 5. Panic/Help Buttons

Yes

No

Are client rooms equipped with panic or help buttons?

If yes, how many panic or help buttons are in each client room?

If yes, what happens when a panic or help button is pushed?

If yes, who is responsible for responding when a panic or help button is pushed?

## PART A – SECURITY PLAN

### 5. Panic/Help Buttons

If yes, how long does it take for someone to respond?

If yes, what is the response procedure?

If yes, are your panic or help buttons connected to your alarm system?

Yes     No

If yes, how often are the panic or help buttons tested?

Daily     Weekly     Monthly     Yearly     Other (please specify):

If yes, who is responsible for testing the panic or help buttons?

If yes, how are the tests tracked and recorded?

## PART B – PATRON MANAGEMENT PLAN

### 1. Dealing with Disorderly Patrons

The person in care and control of a body rub centre must not allow any disorderly patrons on the premises.

This includes patrons who:

- are under the influence of drugs or alcohol
- are violent or threatening
- have been removed previously from the body rub centre, and
- who are involved in illegal activities.

The person in care and control of a body rub centre must remove or refuse entry to these individuals, and report any illegal activities to the Edmonton Police Service.

Initial

## **PART B – PATRON MANAGEMENT PLAN**

Please describe your procedures for responding to intoxicated or disorderly patrons:

Please describe how practitioners, employees, and the persons in care and control of the body rub centre are trained on these procedures:

Please describe how you track incidents involving disorderly patrons, and patrons who have been refused entry before:

## PART B – PATRON MANAGEMENT PLAN

### 2. Emergency and Non-Emergency Contact Information

Initial

The person in care or control of a body rub centre must ensure all employees and practitioners have access to up-to-date emergency and non-emergency contact information at all times.

Where is emergency and non-emergency contact information located?:

How often is emergency and non-emergency contact information reviewed and updated?:

The person in care and control of a body rub centre must ensure that the poster provided by the City of Edmonton with relevant information about body rub centres is posted on-site in a prominent location.

Where will this poster be displayed?:

## PART C – ACKNOWLEDGMENT

### **After Your Licence is Issued**

Once you receive your business licence, your business can operate. City of Edmonton Municipal Enforcement Officers will visit your business periodically to ensure your Security and Patron Management Plan is accurate and is being followed.

You must notify the City of Edmonton immediately by email at [adultservices@edmonton.ca](mailto:adultservices@edmonton.ca) if there are circumstances that require changes to your Security and Patron Management Plan. Failing to notify the City of any changes may mean that your business activities are no longer in compliance with your Security and Patron Management Plan.

**If your Security and Patron Management Plan is not followed, you may receive a fine of \$2,000. The City may also cancel, suspend, or impose conditions on your business licence.**

## PART C – ACKNOWLEDGMENT

### Owner / Operator Responsibilities

Owning and operating a body rub centre in the City of Edmonton comes with specific requirements that must be followed. The onus is on the owner, and anyone else in care and control of a body rub centre, to understand their responsibilities.

**The following are some of the actions that may result in a charge or fine for failing to comply with an approved control plan. These actions may also result in your licence being suspended, cancelled, or refused; or result in conditions being added to your licence:**

### Security

- Fail to ensure that, when any member of the public or a client enters the business, the centre's open sign remains on.
- Fail to open the door immediately to any Municipal Enforcement Officer who has shown their badge while the open sign is on. **Upon entry, officers will introduce themselves and identify the purpose of their visit.**
- Fail to ensure any practitioner that is under the influence of alcohol and drugs is not permitted to work while under the influence. **An employee who is under the influence does not count toward the minimum employee count. The employer should take reasonable steps to ensure the employee is safe, or returned to a safe location while intoxicated.**
- Fail to ensure alcohol is not stored or consumed on the business premises.
- Fail to prevent minors from entering the business.
- Fail to notify Municipal Enforcement Officers when a change to your Security Plan, or a change to your business operations that may affect your Security Plan has occurred.

### Patron Management

- Fail to refuse entry to, or remove persons from the business who appear to be intoxicated or under the influence of drugs.
- Fail to remove persons whose behavior becomes quarrelsome, riotous, or disorderly.
- Fail to remove persons who are involved in illegal activities; such as, drug possession or trafficking.
- Fail to refuse entry to persons who have been removed from the premises repeatedly.
- Fail to report illegal activities to the Edmonton Police Service.
- Fail to refuse entry to persons identified by the Edmonton Police Service who, within the past three years, have been convicted of an indictable offence.
- Fail to notify Municipal Enforcement Officers when a change to your Patron Management Plan, or a change to your business operations that may affect your Patron Management Plan has occurred.

Municipal Enforcement Officers are available to help you understand your responsibilities and comply with the City's bylaws. You can contact an officer by email at [adultservices@edmonton.ca](mailto:adultservices@edmonton.ca) and someone will respond within two business days.



# SECURITY AND PATRON MANAGEMENT PLAN ACKNOWLEDGMENT

I have reviewed, understood, and agree to abide by the contents of this Security and Patron Management Plan once it has been approved by the City of Edmonton (the "City"). I acknowledge that I must immediately notify the City at [adultservices@edmonton.ca](mailto:adultservices@edmonton.ca) of any circumstances that require a change to this Security and Patron Management Plan or risk being found acting out of compliance with my approved Control Plan. I understand that if I do not follow the rules and procedures in this document, or the most current version of this document that has been approved by the City, the City may issue fines of \$2,000 for each occurrence; and/or impose conditions, cancel, suspend, or refuse to issue my business licence.

## SECURITY AND PATRON MANAGEMENT PLAN REVIEWED AND ACCEPTED BY:

ECEO (print name)	DATE	SIGNATURE

## ACKNOWLEDGMENT OF FINALIZED CONTROL PLAN BY OWNER:

OWNER(S)	DATE	SIGNATURE