

OPERATIONAL PLAN

SECURITY AND PATRON MANAGEMENT FOR BODY RUB CENTRE

Bylaw 20002 – Business Licence Bylaw

The purpose of this Operational Plan is to educate businesses on relevant operating requirements, and to support businesses in adopting practices that help to ensure the safety and security of Body Rub Practitioners working on the premises. Bylaw 20002 – Business Licence Bylaw requires all businesses licensed under the Body Rub Centre business category to have, and follow an approved Operational Plan.

Effective January 17, 2022, you must complete the Operational Plan using this form before a licence can be issued or renewed. For future renewals, you will have the option of reviewing your existing plan and re-submitting it if the content is still up-to-date. Your licence cannot be issued or renewed until your Operational Plan has been reviewed and approved by the City of Edmonton. You must also submit an updated Operational Plan if the information you supplied in your approved plan is no longer up-to-date – even if your licence is still valid.

Please allow **at least** 15 business days for review. Additional time may be needed if there are concerns with your plan.

How to complete your Operational Plan:

Here are some things you can do to complete your plan successfully:

1. Give yourself enough time to work through each of the questions.
2. Read the questions carefully and be specific in your answers. Make sure you have fully answered each question.
3. Consider measures that are appropriate for your business. What works for another business may not work for yours.
4. Avoid committing to measures that you won't be able to follow. You must follow your approved plan, so it's important to specify measures that are reasonable and realistic.
5. Consider asking the body rub practitioners who work on the premises to provide input.

How to submit your Operational Plan:

To avoid delays, we suggest that you submit your completed plan when you pay your fees if you are applying for a new business licence, or as soon as you receive your renewal notice if you are renewing your licence.

You can submit your completed Operational Plan:

- Online (renewal only) at edmonton.ca/businesslicenser renewal using the PIN found in your renewal notice
- By email to businesslicenceapplications@edmonton.ca
- By mail or in person to 2nd Floor, 10111 – 104 Avenue, Edmonton AB T5J0J4

After you submit your Operational Plan:

A Municipal Enforcement Officer (MEO) from the City's Community Standards and Neighbourhoods Branch will review your Operational Plan and may need to meet with you for clarification or if there are concerns with your plan. The MEO will work with you to understand your unique business and suggest opportunities to strengthen the public safety measures in your plan. They may also request changes to your plan. Once their review is complete, the MEO will provide a recommendation to the Business Licence Service Team.

After your licence has been issued, an MEO will visit your body rub centre periodically to ensure the Operational Plan is up-to-date and is being followed.

Privacy statement

Personal information is collected for the purpose of administration of Edmonton Bylaw 20002 – Business Licence Bylaw and will be used to assess all matters relevant to your application for this licence, including issuance, expiry, ongoing renewal and review of your licence. Collection is authorized under section 33(c) of the Freedom of Information and Protection of Privacy (FOIP) Act and is managed and protected in accordance with the Act. The information in this form may be shared with other applicable government bodies or enforcement agencies for the purposes of notifying the affected entities of your application for a business licence, or for requesting input from the affected entities to assess your application for, or determine appropriate conditions, if any, for a business licence. Questions about the collection? Please contact Service Advisor, Edmonton Service Centre, 2nd floor, 10111 – 104 Avenue NW, Edmonton, AB, T5J0J4, or businesslicenceapplications@edmonton.ca.

PART A – BUSINESS INFORMATION

Business address

Business licence number (if known)

Business name (if applicable)

Legal entity name – *This can be found on your corporate registration documents.* **Leave this empty if your business is an unregistered sole proprietorship or an unregistered partnership.**

Owner or responsible partner – “Owner” means the person who owns and operates a business as an unregistered sole proprietorship. “Responsible partner” means one of the partners in an unregistered partnership who assumes responsibility for the business licence. **Leave this empty if your business is a corporation or other registered business organization.**

Owner or responsible partner first name

Owner or responsible partner last name

Business contact information

Contact first name

Contact last name

Phone number

Email address

PART B – CARE AND CONTROL OF THE BUSINESS

Personnel

Bylaw 20002 – Business Licence Bylaw requires the licensee to:	
Ensure that anyone who conducts business on the premises as a body rub practitioner has a valid business licence with the Body Rub Practitioner business category.	Initial
Ensure that a minimum of two (2) employees are on the premises at all times while the body rub centre is open to the public, or while customers are allowed on the premises. At least one (1) of these employees must be in care and control of the body rub centre. The person in care and control may be a body rub practitioner, but must not conduct business as a body rub practitioner while in care and control of the body rub centre.	Initial

- 1. Provide the full name and job title of each person who will be in care and control of the business.** While they are in care and control of the business, these people will be responsible for ensuring this Operational Plan and all applicable City bylaws are followed.

Name	Job title	Name	Job title
Name	Job title	Name	Job title
Name	Job title	Name	Job title
Name	Job title	Name	Job title
Name	Job title	Name	Job title

Hours of operation

Bylaw 20002 – Business Licence Bylaw requires the licensee to:	
Prevent customers from entering the body rub centre between 11:00 p.m. and 7:00 a.m.	Initial
Ensure no customers remain inside the body rub centre between 12:00 a.m. (midnight) and 7:00 a.m.	Initial
Display an open sign at the entrance to the premises at all times when customers are allowed to enter the body rub centre (i.e. during open hours), or when customers are still inside the body rub centre between 11:00 p.m. and 12:00 a.m. (midnight).	Initial
Grant a Municipal Enforcement Officer (MEO) or Police Officer access to the body rub centre if access is requested while the body rub centre is open, or while customers are allowed on the premises. <i>An officer will present a badge or identification, and upon entry will identify themselves and state the purpose of their visit.</i>	Initial

2. What will the hours of operation be for your body rub centre?

	Open	Close
Monday		
Tuesday		
Wednesday		
Thursday		
Friday		
Saturday		
Sunday		

PART C – SAFETY AND SECURITY

Floorplan

1. How many rooms or designated areas will your body rub centre have?

	Number	Description
Client areas		
Bathrooms		
Staff areas (e.g. lunch room)		
Client waiting areas		
Other areas		

Security features

2. Will your body rub centre have an alarm system registered with the Edmonton Police Service?

Yes No

If yes:

- a. What is your City of Edmonton alarm permit number?

3. Will your body rub centre have surveillance cameras?

Yes No

If yes:

- a. Will the cameras record?

Yes b. How long will recordings be kept?

- c. How will recorded footage be stored (e.g. DVD, video tape, cloud server, etc.)?

No

4. Will your body rub centre have a panic or help alarm that employees can activate from all client rooms?

Yes No

If yes:

- a. How will the panic or help alarm be activated?

5. Describe your procedures for employees to call for help in a client room, including the use of help or panic alarms if applicable.

6. Describe your procedures for responding to an employee's call for help in a client room.

Drugs and alcohol

Bylaw 20002 – Business Licence Bylaw requires the licensee to ensure alcohol and illicit drugs are not allowed in the body rub centre at any time.

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7. How will you ensure that alcohol or illicit drugs are not consumed or kept on the premises?

Refusal of entry

Bylaw 20002 – Business Licence Bylaw requires the licensee to refuse entry to, or remove from the body rub centre any person who:

- Appears to be intoxicated or under the influence of drugs, including an employee;
- Is riotous, combative, or disorderly;
- Is found to be, or known to be involved in illegal activities such as drug possession or trafficking;
- Has been removed from the premises repeatedly (i.e. more than once); or
- The Edmonton Police Service has identified as a banned patron.

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Bylaw 20002 – Business Licence Bylaw requires the licensee to prohibit any person under 18 years of age from the body rub centre, regardless of that person's relationship to the owners and employees.

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8. Describe your procedures for refusing entry to, or removing people when required.

9. How will you ensure that minors are not allowed on the premises?

PART D – OTHER REQUIREMENTS

Advertising

Bylaw 20002 – Business Licence Bylaw requires the licensee to:

- Provide the City with all names, telephone numbers, websites, and email addresses used to advertise or promote the business; and
- Display the business licence number on all advertisements for the business.

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If you are applying for a new business licence, please include your advertising information in your application. To update your advertising information on an existing business licence, call 780-442-5054 or email businesslicenceapplications@edmonton.ca

Use of the premises

In accordance with Bylaw 20002 – Business Licence Bylaw, a body rub centre must not provide, or arrange to provide services to a customer anywhere other than on the premises of the body rub centre.

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A body rub centre must not be used as a private dwelling. In accordance with Bylaw 12800 – Zoning Bylaw, dwellings require permits that are typically not allowed in commercial zones. Contact developmentquestions@edmonton.ca if you have any questions about development permits.

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Information poster

Bylaw 20002 – Business Licence Bylaw requires the City of Edmonton's approved information poster for body rub centres to be displayed in a prominent location on the premises. The poster contains information relevant to the operation of a body rub centre, including information on relevant bylaw requirements and human trafficking.

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1. Where will you display the City's body rub information poster in your body rub centre?

Approved Operational Plan

Bylaw 20002 – Business Licence Bylaw requires the licensee to comply with the approved version of this Operational Plan. A copy of this approved plan must be kept on the premises and made available to all employees.

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PART E – TIPS AND RESOURCES

There are many other ways your business can operate safely and responsibly that are not a requirement of your business licence. Here are some ideas to consider:

Understand your responsibilities – especially any other legal requirements that apply to your business. Seek independent legal advice if you are not sure that you fully understand your responsibilities as the owner of a body rub centre.

Have an emergency response plan in place. The plan should include procedures for responding to disturbances and removing disorderly or intoxicated customers. Ensure all employees are trained in it, and review it with them regularly.

Keep an incident log. Record details of any disturbances, customer removals, refusals of entry, and other safety-related incidents.

Provide up-to-date emergency and non-emergency contact information. Keep it where your employees can access it quickly and easily.

Report criminal activities to the Edmonton Police Service (EPS) and follow any requirements they may have for preserving the scene of a crime.

Apply for the EPS Agent Status Program. This grants EPS the authority to act on your behalf with your direction, including banning patrons from your business. Granting Agent status helps EPS to keep you, your employees, and your property safe and will not result in unwanted police visits or inspections. After you sign up, remember to post the EPS Agent sticker near the main entrance, and call EPS if someone needs to be banned from your business or has violated a previous ban.

Add safety and security features to your body rub centre. Consider investing in good quality locks for entrance doors, security cameras with recording capabilities in entrances and common areas (but not in client rooms), and a panic alarm system that employees can use to call for help from client rooms at the touch of a button.

Keep your business premises clean and well-maintained – both inside and outside.

Remember, there are resources available to assist you and the people who work at your body rub centre.

- Adult Entertainment Support Team (City of Edmonton): adultservices@edmonton.ca
- Business Licence Service Team (City of Edmonton): 780-442-5054
- Edmonton Police Service: 780-423-4567 (non-emergency) or 911 (emergency)
- Action Coalition on Human Trafficking Alberta: 780-218-5815
- Healthlink (Alberta Health Services): 811
- Centre to End All Sexual Exploitation (CEASE): 471-6137

PART F – ACKNOWLEDGMENT

I have reviewed, understood, and agree to abide by the contents of this Operational Plan once it is approved by the City of Edmonton (the "City"). I understand that if I do not follow the rules and procedures in this document or the most current approved version of this document, the City may issue a fine for each day the plan is not followed. I acknowledge that I must immediately notify the City at businesslicenceapplications@edmonton.ca of any changes to my business operations that require a change to this Operational Plan, or the City may issue a fine. Fines issued under Bylaw 20002 – Business Licence Bylaw start at a minimum of \$250 and are specified under Schedule C of the Bylaw.

I understand that this Operational Plan does not amount to a waiver of, or limit on any of the City's powers, including enforcement powers. I acknowledge that if I violate City of Edmonton bylaws, including, but not limited to the offences outlined in this document, the City may issue a fine for each offence. This includes violations that occur while the rules and procedures in this document are being followed.

I understand that in addition to, or in place of the fines described above, the City may impose conditions, cancel, suspend, or refuse to issue my business licence in accordance with section 24 of Bylaw 20002 – Business Licence Bylaw.

Licensee name

Licensee signature

Date

OFFICE USE ONLY

Plan reviewed by (staff name)

Recommendation / outcome

Date

Approved Refused

Staff signature

NEED HELP?

Phone: **780-442-5054**

INFORMATION

For additional information,
visit: edmonton.ca/businesslicences

Edmonton