

SETTLEMENT AGREEMENT BETWEEN MISSOURI BOARD OF COSMETOLOGY AND BARBER EXAMINERS AND BELLA NAIL AND SPA, PHUC T. DO, OWNER

Come now Bella Nail and Spa, Phuc T. Do, Owner (collectively, "Licensee") and the Missouri Board of Cosmetology and Barber Examiners ("Board") and enter into this settlement agreement for the purpose of resolving the question of whether Licensee's cosmetology operator and establishment licenses will be subject to discipline.

Pursuant to the terms of § 536.060, RSMo,¹ the parties hereto waive the right to a hearing by the Administrative Hearing Commission of the State of Missouri ("AHC") regarding cause to discipline the Licensee's license, and, additionally, the right to a disciplinary hearing before the Board under § 621.110, RSMo.

Licensee acknowledges that Licensee understands the various rights and privileges afforded Licensee by law, including the right to a hearing of the charges against Licensee; the right to appear and be represented by legal counsel; the right to have all charges against Licensee proven upon the record by competent and substantial evidence; the right to cross-examine any witnesses appearing at the hearing against Licensee; the right to present evidence on Licensee's own behalf at the hearing; the right to a decision upon the record by a fair and impartial administrative hearing commissioner concerning the charges pending against Licensee and, subsequently, the right to a disciplinary hearing before the Board at which time Licensee may present evidence in mitigation of discipline; and the right to recover attorney's fees incurred in defending this action against Licensee's licenses. Being aware of these rights provided Licensee by operation of law, Licensee knowingly and voluntarily waives each and every one of these rights and freely enters into this settlement agreement and agrees to abide by the terms of this document, as they pertain to Licensee.

Licensee acknowledges that Licensee has received a copy of the inspection reports and other documents relied upon by the Board in determining there was cause to discipline Licensee's license, along with citations to law and/or regulations the Board believes was violated.

For the purpose of settling this dispute, Licensee stipulates that the factual allegations contained in this settlement agreement are true and stipulates with the Board that Licensee's cosmetology operator license,

¹ All statutory references are to Missouri Revised Statutes 2000, as amended, unless otherwise indicated.

number 2014007569, and cosmetology establishment license, number 2014010004, are subject to disciplinary action by the Board in accordance with the provisions of Chapters 621 and 329, RSMo.

Joint Stipulation of Fact and Conclusions of Law

1. The Missouri Board of Cosmetology and Barber Examiners ("Board") is an agency of the State of Missouri created and established pursuant to § 329.015, RSMo, for the purpose of executing and enforcing the provisions of Chapters 328 and 329, RSMo.

2. Licensee holds a cosmetology operator license issued by the Board on or about March 11, 2014, license number 2014007569. Licensee's Missouri operator license was at all times relevant herein, and is now, current and active.

3. Licensee holds a cosmetology establishment license issued by the Board on or about April 1, 2014, license number 2014010004, for Bella Nail and Spa, located at 2929 W. Broadway, Sedalia, Missouri. Licensee's Missouri establishment license was at all times relevant herein, and is now, current and active.

4. On or about May 31, 2016, the Board received a complaint regarding Bella Nail and Spa. During a "Deluxe Spa Pedicure" a patron was injured by the use of a Credo tool on the patron's heel, a violation of 20 CSR 2085-11.020(L). The complaint alleged that the Patron's heel became bloody; that nail glue was used in an attempt to close the cut; that no safety gloves were used by Licensee when attempting to dress the wound; and Licensee continued to try to finish the pedicure after the injury was sustained, all violations of 20 CSR 2085-11.020(F). The Licensee, in correspondence received by the Board on August 8, 2016, acknowledged the Patron suffered an injury because of an employee's use of a "Mr. Pumice Pumi Bar Ultimate". Licensee acknowledged using "super glue" in an attempt to seal the cut; and acknowledged she continued to try to finish the pedicure subsequent to the injury. Licensee denied razor or blades as a callus treatment, noting the shop has a sign posted regarding the prohibition of the use of razor and blades for callus removal.

5. On or about June 7, 2016, the Board conducted an inspection of Bella Nail and Spa. Owner Phuc T. Do was present during the inspection and Bella Nail and Spa was open for business. The inspection revealed the following violations: Ngoc Anh Le Thi was providing cosmetology services within the establishment without a Missouri License, in violation of 20 CSR 2085-10.060. On or about June 23, 2016, the Board sent Licensee a violation notice following the June 7, 2016 inspection.

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6. Follow-up inspections conducted on or about July 6, 2016, and August 17, 2016, found no violations.

7. Regulation 20 CSR 2085-10.060 states, in relevant part:

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(3) Prohibited Practices Within An Establishment.

In a licensed establishment, only persons properly licensed by the board shall be allowed to perform barbering, hairdressing, manicuring, or esthetician services on any person within the establishment. The provisions of this section shall apply even if services are being provided for no compensation. For purposes of this section, barbering, hairdressing, manicuring, or esthetician services shall be defined as follows:

(A) "Barbering"—engaging in the capacity so as to shave the beard or cut and dress the hair of any person;

(B) "Esthetician services"—Using mechanical or electrical apparatuses or appliances, cosmetic preparations, antiseptics, tonics, lotions, or creams, not to exceed ten percent (10%) phenol, either directly or indirectly, in any one (1), or any combination, of the following practices: massaging, cleansing, stimulating, manipulating, exercising, beautifying, or similar work upon the scalp, face, neck, ears, arms, hands, bust, torso, legs, or feet and removing superfluous hair by means other than electric needle or any other means of arching or tinting eyebrows or tinting eyelashes of any person;

(C) "Hairdressing"—Arranging, dressing, curling, singeing, waving, permanent waving, cleansing, cutting, bleaching, tinting, coloring, or similar work upon the hair of any person by any means; or removing superfluous hair from the body of any person by means other than electricity, or any other means of arching or tinting eyebrows or tinting eyelashes. Hairdressing also includes any person who either with the person's hands or with mechanical or electrical apparatuses or appliances, or by the use of cosmetic preparations, antiseptics, tonics, lotions, or creams engages for compensation in any one (1) or any combination of the following: massaging, cleaning, stimulating, manipulating, exercising, beautifying, or similar work upon the scalp, face, neck, arms, or bust; and

(D) "Manicuring"—Cutting, trimming, polishing, coloring, tinting, cleaning, or otherwise beautifying a person's fingernails, applying artificial fingernails, massaging, cleaning a person's hands and arms; pedicuring, which includes cutting, trimming, polishing, coloring, tinting, cleaning, or otherwise beautifying a person's toenails, applying artificial toenails, massaging, or cleaning a person's legs and feet.

8. Regulation 20 CSR 2085-11.020 states, in relevant part:

(2) Sanitation Requirements.

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(F) Blood Spill Procedures. If a cut is sustained or a blood spill should occur, the following steps must be followed by the licensee, apprentice, or salesperson:

1. Licensee, apprentice, student, or salesperson cut/blood spill procedure:
 - A. Licensee, apprentice, student, or salesperson must stop service immediately;
 - B. Clean cut area with soap (liquid or powder) and water and apply antiseptic. If necessary, liquid, spray, or powder styptic may be applied to stop bleeding. Note: Do not allow containers, brushes, or nozzles to touch or contact the wound—use an applicator as appropriate;
 - C. Cover injury with adhesive bandage;
 - D. If work area and/or equipment are soiled with blood, the licensee, student, apprentice, or salesperson shall place disposable gloves or a finger guard on their hands and clean/disinfect the area and soiled objects;
 - E. Dispose of all contaminated objects and disposable gloves in a covered waste receptacle and clean hands with an antimicrobial cleanser; and
 - F. Place a clean disposable glove on if cut is sustained on the hand.
2. Patron cut/blood spill procedure.
 - A. Licensee or student must stop service immediately;
 - B. Licensee or student must place disposable gloves on hands;
 - C. Cleanse cut area of patron, apply antiseptic and/or liquid styptic or spray styptic, as necessary. Note: Do not allow container or nozzles to touch or contact the wound; use an applicator as appropriate;
 - D. Cover cut area with adhesive bandage as indicated;
 - E. If work area and/or equipment are soiled with blood, licensee or student cosmetologist shall disinfect work area and/or blood spill area and dispose of or disinfect all contaminated objects; and
 - F. Remove and dispose of all contaminated objects and disposable gloves and clean hands with an antimicrobial cleanser.

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(L) Prohibited Practices. To prevent the risk of injury or infection—

1. A licensee shall not use or offer to use in the performance of cosmetology services, or possess on the premises of a licensed cosmetology establishment, any razor-type callus shaver designed or intended to cut growths of skin on hands or feet such as corns and calluses including, but not limited to, a credo blade or similar type instrument. Any licensee using a razor-type callus shaver prohibited by this rule at a licensed cosmetology establishment or in the performance of any cosmetology, manicuring, or esthetician services shall be deemed to be rendering services in an unsafe and unsanitary manner. Cosmetology establishment licensees shall ensure that razor type callus shavers are not located or used on the premises of the cosmetology establishment;

2. The board shall provide a flyer prohibiting the use of these razor-type callus shavers. Every cosmetology establishment and cosmetology school shall post such flyer in plain view of the public in each of their establishment(s) and school(s); and

3. Violation of this rule shall constitute grounds for discipline under section 329.140.2(15), RSMo.

9. As a result of the violations, as described above in paragraphs 4 through 5, in violation of the regulations contained in paragraphs 7 through 8, Licensee violated lawful regulations adopted pursuant to chapter 329, RSMo, and failed to properly guard against contagious, infections or communicable diseases or the spread thereof for which the Board has cause to take disciplinary action against Licensee's operator and establishment, license.

10. Cause exists for the Board to take disciplinary action against Licensee's operator and establishment license under § 329.140.2(6) and (15) RSMo, which states in pertinent part:

The board may cause a complaint to be filed with the administrative hearing commission as provided by chapter 621, RSMo, against any holder of any certificate of registration or authority, permit or license required by this chapter or any person who has failed to renew or has surrendered the person's certificate of registration or authority, permit or license for any one or any combination of the following causes:

...

(6) Violation of, or assisting or enabling any person to violate, any provision of this chapter, or of any lawful rule or regulation adopted pursuant to this chapter;

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(15) Failure or refusal to properly guard against contagious, infectious or communicable diseases or the spread thereof

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Joint Agreed Disciplinary Order

Based upon the foregoing, the parties mutually agree and stipulate that the following shall constitute the disciplinary order entered by the Board in this matter under the authority of § 621.045, RSMo:

11. The terms of discipline shall include that Licensee's operator and establishment licenses be placed on **PROBATION** for a period of three (3) year ("disciplinary period"). During Licensee's probation, Licensee shall be entitled to offer and engage in the practice of cosmetology under Chapter 329, RSMo, provided Licensee adheres to all of the terms of his Settlement Agreement.

I. SPECIFIC REQUIREMENTS

- A. Licensee shall comply with all cosmetology statutes and regulations, and specifically those noted in paragraphs 7 through 8 above, as of the date of execution of this Agreement.

II. GENERAL REQUIREMENTS

- A. Licensee shall meet with the Board or its representatives at such times and places as required by the Board after notification of a required meeting.
- B. Licensee shall submit reports to the Missouri Board of Cosmetology and Barber Examiners, Post Office Box 1062, Jefferson City, Missouri 65102, stating truthfully whether Licensee has complied with all the terms and conditions of this Settlement Agreement by no later than January 1 and July 1 during each year of the disciplinary period. The first report shall be due January 1, 2017.
- C. Licensee shall keep the Board apprised of Licensee's current home and work addresses and telephone numbers. Licensee shall inform the Board within ten days of any change of home or work address and home or work telephone number.
- D. Licensee shall comply with all provisions of the Chapter 329, RSMo; all applicable federal and state drug laws, rules, and regulations; and all federal and state criminal laws. "State" here includes the state of Missouri and all other states and territories of the United States.
- E. During the disciplinary period, Licensee shall timely renew Licensee's licenses and timely pay all fees required for licensing and comply with all other board requirements necessary to maintain Licensee's licenses in a current and active state.
- F. If at any time during the disciplinary period, Licensee removes Licensee from the state of Missouri, ceases to be currently licensed under provisions of Chapter 329, RSMo, or fails to advise the Board of Licensee's current place of business and residence, the time of Licensee's absence, unlicensed status, or unknown whereabouts shall not be deemed or taken as any part of the time of discipline so imposed in accordance with § 329.140, RSMo.
- G. During the disciplinary period, Licensee shall accept and comply with unannounced visits from the Board's representatives to monitor Licensee's compliance with the terms and conditions of this Settlement Agreement.

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- H. If Licensee fails to comply with the terms of this Settlement Agreement, in any respect, the Board, in accordance with § 324.042, RSMo, may impose additional discipline when it finds after hearing that a licensee, registrant, or permittee has violated any disciplinary terms previously imposed or agreed to pursuant to settlement. The board, commission, or committee may impose as additional discipline any discipline it would be authorized to impose in an initial disciplinary hearing.
- I. This Settlement Agreement does not bind the Board or restrict the remedies available to it concerning any other violation of Chapter 329, RSMo, by Licensee not specifically mentioned in this document.

12. The parties to this Agreement understand that the Missouri Board of Cosmetology and Barber and Examiners will maintain this Agreement as an open record of the Board as provided in Chapters 329, 610 and 324, RSMo.

13. The terms of this settlement agreement are contractual, legally enforceable, and binding, not merely recital. Except as otherwise provided herein, neither this settlement agreement nor any of its provisions may be changed, waived, discharged, or terminated, except by an instrument in writing signed by the party against whom the enforcement of the change, waiver, discharge, or termination is sought.

14. Licensee, together with Licensee's heirs and assigns, and Licensee's attorneys, do hereby waive, release, acquit and forever discharge the Board, its respective members and any of its employees, agents, or attorneys, including any former Board members, employees, agents, and attorneys, of, or from, any liability, claim, actions, causes of action, fees, costs and expenses, and compensation, including but not limited to, any claims for attorney's fees and expenses, including any claims pursuant to § 536.087, RSMo, or any claim arising under 42 U.S.C. § 1983, which may be based upon, arise out of, or relate to any of the matters raised in this case, its settlement, or from the negotiation or execution of this settlement agreement. The parties acknowledge that this paragraph is severable from the remaining portions of this settlement agreement in that it survives in perpetuity even in the event that any court of law deems this settlement agreement or any portion thereof to be void or unenforceable.

15. If no contested case has been filed against Licensee, Licensee has the right, either at the time the settlement agreement is signed by all parties or within fifteen days thereafter, to submit the agreement to the Administrative Hearing Commission for determination that the facts agreed to by the parties to the settlement agreement constitute grounds for denying or disciplining the licenses of the licensee. If Licensee desires the Administrative Hearing Commission to review this Agreement, Licensee may submit this request to:

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Administrative Hearing Commission, Truman State Office Building, Room 640, 301 W. High Street, P.O. Box 1557, Jefferson City, Missouri 65101.

16. If Licensee has requested review, Licensee and Board jointly request that the Administrative Hearing Commission determine whether the facts set forth herein are grounds for disciplining Licensee's licenses and issue findings of fact and conclusions of law stating that the facts agreed to by the parties are grounds for disciplining Licensee's licenses. Effective the date the Administrative Hearing Commission determines that the agreement sets forth cause for disciplining Licensee's licenses, the agreed upon discipline set forth herein shall go into effect.

LICENSEE



Bella Nail and Spa
Phuc T. Do, Owner

Date November 3 / 2016

BOARD



Emily R. Carroll,
Executive Director
Missouri Board of Cosmetology and Barber Examiners

Date 11 / 7 / 2014

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