

**BEFORE THE MISSOURI
STATE BOARD OF COSMETOLOGY AND BARBER EXAMINERS**

STATE BOARD OF COSMETOLOGY)	
AND BARBER EXAMINERS,)	
)	
Petitioner,)	
)	
v.)	Case No. PV16-0010
)	
LOAN TRAN, OWNER)	
d/b/a VICTORIA'S NAILS)	
)	
Respondent.)	

**FINDINGS OF FACT, CONCLUSIONS
OF LAW, AND DISCIPLINARY ORDER**

At its regularly scheduled meeting on January 23, 2017, and pursuant to notice described in the Findings of Fact, the Missouri State Board of Cosmetology and Barber Examiners ("Petitioner") took up the probation violation complaint alleging that Loan Tran, Owner, d/b/a Victoria's Nails ("Respondent") failed to comply with the terms of her probation for her "Class MO – manicurist" license and her cosmetology establishment license.

The Petitioner appeared at the hearing through its attorney Jamie Cox. Respondent appeared pro se, with the assistance of an interpreter. Division of Professional Registration Legal Counsel Thomas Mark Townsend served as the board's legal advisor at the hearing, during deliberations, and in the preparation of this order.

Findings of Fact

1. The Missouri State Board of Cosmetology and Barber Examiners is an agency of the State of Missouri created and existing pursuant to § 329.015, RSMo,¹ for the purpose of executing and enforcing the provisions of Chapters 328 and 329, RSMo.
2. Respondent is a natural person, whose address of record for the Petitioner is 5302 Smart Avenue, Kansas City, Missouri 64124.
3. Respondent holds a “Class MO-manicurist” operator license, license number 2006033601.
4. Respondent holds an establishment license, number 2009018349, for Victoria’s Nails, located at 1127 Brooklyn Avenue, Kansas City, Missouri 64127
5. On or about December 4, 2014, Respondent signed a settlement agreement with the Petitioner, which placed Respondent’s “Class MO-manicurist” operator license and establishment license on probation for three years for sanitation and licensure violations at Victoria’s Nails. Respondent’s probation was effective on or about December 26, 2014
6. During the probationary period, Respondent was entitled to offer and engage in the practice of cosmetology, provided that she adheres to all of the terms and conditions of the Settlement Agreement.
7. The 2014 settlement agreement states on page 6 that Respondent, identified as Licensee, shall comply with all provisions of Chapter 329, all applicable board regulations, all applicable federal and state drug laws, rules and regulations and all applicable federal and state criminal laws.

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

8. On or about August 30, 2016, the Board's inspector conducted an inspection of Victoria's Nails. The establishment was open, and Respondent was not present during the inspection.

9. The August 30, 2016 inspection revealed that two posted operator licenses did not have a photo attached, EPA registered disinfectant was not deep enough to immerse clean implements, floors needed to be cleaned, workstations and rollabouts needed to be cleaned, the restroom needed to be cleaned, there were no individual towels in the restroom, and there was no soap in the restroom in violation of 20 CSR 2085-10.010 and 20 CSR 2085-11.020.

10. On or about September 14, 2016, the Petitioner sent Respondent a violation notice regarding the August 30, 2016 inspection.

11. On or about September 27, 2016, the Board's inspector conducted an inspection of Victoria's Nails. The establishment was open, and Respondent was present during the inspection.

12. The September 27, 2016 inspection revealed that two posted operator licenses did not have a photo attached, walls and doors in the establishment needed to be cleaned, repaired or painted, and walls in the restroom needed to be cleaned, in violation of 20 CSR 2085-10.010 and 20 CSR 2085-11.020.

13. On or about October 14, 2016, the Petitioner sent Respondent a violation notice regarding the September 27, 2016 inspection.

14. Respondent's conduct violated Chapter 329, RSMo, and the Petitioner's rules and regulations, and constituted a violation of her probation and settlement agreement with the Board

Conclusions of Law

15. The Board has jurisdiction in this proceeding, pursuant to the December 4, 2014 settlement agreement and § 324.042, RSMo, to determine whether Respondent has violated the terms and conditions of the December 4, 2014 settlement agreement.

16. Section 324.042 RSMo provides:

Any board, commission, or committee within the division of professional registration 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.

17. Respondent violated the terms of discipline set forth in the December 4, 2014 settlement agreement, as described in the Findings of Fact of this Order.

18. The December 4, 2014 settlement agreement and § 324.042, RSMo, allow the Board to take such disciplinary action that the Board deems appropriate for failure to comply with the terms of the December 4, 2014 settlement agreement as described in the Findings of Fact of this Order.

Decision and Order

19. It is the decision of the Missouri State Board of Cosmetology and Barber Examiners that Respondent has violated the terms of the December 4, 2014 settlement agreement, and Respondent's "Class MO – manicurist" license and her cosmetology establishment license are, therefore, subject to further disciplinary action.

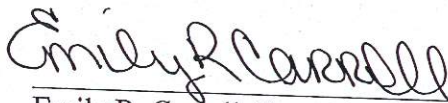
20. The Missouri State Board of Cosmetology and Barber Examiners orders that Respondent's "Class MO – manicurist" license and her cosmetology establishment license, receive no additional discipline at this time. Respondent's "Class MO-

manicurist" operator license, license number 2006033601 and establishment license, number 2009018349, shall continue to be subject to the terms and conditions set forth in the December 4, 2014 settlement agreement.

21. The Board will maintain this Order as an open record of the Board as provided in Chapters 328, 329, 610, and 324, RSMo.

SO ORDERED, EFFECTIVE THIS 23rd DAY OF February, 2017.

MISSOURI STATE BOARD OF COSMETOLOGY
AND BARBER EXAMINERS



Emily R. Carroll, Executive Director

SETTLEMENT AGREEMENT BETWEEN MISSOURI BOARD OF COSMETOLOGY AND BARBER EXAMINERS AND VICTORIA'S NAILS, LOAN TRAN, OWNER

000226 DEC 11 2014

Come now Victoria's Nails, Loan Tran, 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 establishment license and "Class MO-manicurist" license 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 licenses, and, additionally, the right to a disciplinary hearing before the Board under § 621.110, RSMo 2000.

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 a preponderance of 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 her 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 licenses, along with citations to law and/or regulations the Board believes was violated.

For the purpose of settling this dispute, Licensee stipulates that the **RECEIVED** factual allegations contained in this settlement agreement are true and stipulates with the Board that Licensee's establishment license, numbered **DEC 11 2014**

Missouri Board of Cosmetology
& Barber Examiners

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

2009018349 and operator license, numbered 2006033601 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 establishment license issued by the Board on or about September 10, 2009, License No. 2009018349, for Victoria's Nails, located at 1127 Brooklynn Avenue, Kansas City, MO. Licensee also holds a class MO operator, License No. 2006033601. Licensee's Missouri establishment license and operator license were at all times relevant herein, and are now, current and active.
3. On or about September 11, 2013, the Board conducted an inspection of Victoria's Nails. Owner Loan Tran was present during the inspection and Victoria's Nails was open for business. The inspection revealed the following violations: Licensee did not have a current and active operator license, with photograph attached, properly posted to allow for easy identification by clients, board representatives, or the general public in violation of 20 CSR 2085-10.010(3)(A) and (B) and an unlicensed individual was performing a pedicure, in violation of 20 CSR 2085-10.060(3). On or about September 24, 2013, the Board sent Licensee a violation notice following the September 11, 2013 inspection.
4. On or about May 1, 2014, the Board conducted an inspection of Victoria's Nails. Owner Loan Tran was present during the inspection and Victoria's Nails was open for business. The inspection revealed the following violations: Victoria's Nails had dirty buffers in drawers and pedi-bucket; metal implements were dusty, in violation of 20 CSR 2085-11.020(2)(D); four of the pedi-stools needed repair or replacement, the dryer tables needed cleaning, trash cans needed cleaning, all manicure workstations and roll-a-bouts needed cleaning inside and out, and workstations needed cleaning inside and out, in violation of 20 CSR 2085-11.020(1)(B); one of the operators did not have a current and active operator license, with photograph attached, properly posted to allow for your easy identification by clients, board representatives, or the general public in violation of 20 CSR 2085-10.010(3)(A); the restroom needed cleaning and to be uncluttered, with individual towels provided, pursuant to 20 CSR 2085-11.202(1)(D); and the clean towels provided for use by patrons were not in a closed cabinet or

RECEIVED
DEC 11 2014

Missouri Board of Cosmetology
& Barber Examiners

pursuant to 20 CSR 2085-11.020(2)(A)(2). On or about June 6, 2014, the Board sent Licensee a violation notice following the May 1, 2014 inspection.

5. On or about June 19, 2014, the Board conducted an inspection of Victoria's Nails. Owner Loan Tran was present during the inspection and Victoria's Nails was open for business. The inspection revealed the following violations: the establishment license was not posted in plain view where it could be easily be seen by the public, as required by 20 CSR 2085-10.010(3); it was difficult to determine if the metal implements were clean in the drawers in violation of 20 CSR 2085-11.020(2)(D); the armrests on several manicure tables needed repair or replacement, several pedi-stools and chairs needed repair or replacement, all work stations and roll-a-bouts needed cleaning inside and out, pursuant to 20 CSR 2085-11.020(1)(B); the floor needed sweeping as required pursuant to 20 CSR 2085-11.020(2)(I); one of the operators did not have a photograph attached to her license as required pursuant to 20 CSR 2085-10.010(3)(A); and clean towels were not in a closed cabinet or drawer pursuant to 20 CSR 2085-11.020(2)(A)(2). On or about July 7, 2014, the Board sent Licensee a violation notice following the June 19, 2014 inspection.

6. On or about August 6, 2014, the Board conducted an inspection of Victoria's Nails. Owner Loan Tran was present during the inspection and Victoria's Nails was open for business. The inspection revealed the following violations: the pedicure boxes needed to be cleaned inside and out, as required by 20 CSR 2085-11.020(2)(D); the vinyl chairs needed repair or replacement, as required pursuant to 20 CSR 2085-11.020(1)(B); and a closed cabinet or drawer was not provided for clean towels and linens as required pursuant to 20 CSR 2085-11.020(2)(A)(2). On or about September 24, 2014, the Board sent Licensee a violation notice following the August 6, 2014 inspection.

7. Section 329.030, RSMo, states:

It is unlawful for any person in this state to engage in the occupation of cosmetology or to operate an establishment or school of cosmetology, unless such person has first obtained a license as provided by this chapter.

8. Regulation 20 CSR 2085-10.010 states, in relevant part:

(3) Display of license. Establishment licenses shall be posted within the establishment in plain view at all times so that it may be easily seen by the public. Establishment licenses issued to a station or booth rental establishment shall be posted in plain view at the respective work station.

RECEIVED

DEC 11 2014

Missouri Board of Cosmetology
Barber Examiners

(A) Operator licenses, apprentice licenses, or student temporary permits shall either be posted at each respective assigned work station or all posted together in one (1) conspicuous, readily accessible, central location within the establishment area that will allow easy identification of the persons working in the establishment by clients, board representatives, or the general public.

(B) A two inch square (2" x 2") photograph taken within the last five (5) years shall be attached to operator licenses. A two inch square (2" x 2") photograph taken within the last five (5) years shall be attached to apprentice licenses and student temporary permits.

9. Regulation 20 CSR 2085-10.060(3) states:

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.

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

(1) Physical Facilities.

...

(B) Floors, Walls, Ceilings, Equipment and Contents. For areas where all classified occupations of cosmetology are practiced, including retail cosmetic sales counters, all floors, walls, ceilings, equipment and contents shall be constructed of washable materials and must be kept clean and in good repair at all times.

...

(D) Restrooms. All cosmetology establishments shall provide adequate and conveniently located restrooms, for use by patrons and operators. All schools shall provide two (2) or more restrooms to separately accommodate male and female students. All restrooms shall be provided with, at least, an operating toilet, a functional sink with hot and cold running water, soap (liquid or powder), and individual towels[.]

(2) Sanitation Requirements.

RECEIVED

DEC 11 2014

(D) Disinfecting and Storing Implements. All implements (instruments or tools) used in cosmetology establishments and schools, including scissors, clips, blades, rods, brushes, combs, etc. shall be thoroughly cleansed after each use. All implements which may come in contact directly or indirectly with the skin of the patron shall be disinfected with an Environmental

Missouri Board of Cosmetology
& Barber Examiners

Protection Agency (EPA)-registered disinfectant, which may be a spray solution. The label on the disinfectant shall show that it is EPA-registered with demonstrated bactericidal (disinfectant), virucidal, and fungicidal activity and shall be used according to the manufacturer's instructions. All implements shall be completely immersed in the solution or, if not capable of immersion, thoroughly dipped in the solution for a period of not less than five (5) minutes. Implements shall either be stored in the solution or removed and stored in a dust-tight cabinet, covered container, or drawer at all times when not in use. The dust-tight cabinet, covered container, or drawer shall be kept free of other items not capable of being disinfected. Implements shall be permitted to air dry.

11. As a result of the violations, as described above in paragraphs 4 through 6, in violation of the statutes and regulations contained in paragraphs 7 through 10, Licensee violated lawful regulations adopted pursuant to chapter 329, RSMo, and failed to properly guard against contagious, infectious or communicable diseases or the spread thereof for which the Board has cause to take disciplinary action against Licensee's establishment and "Class MO-manicurist" licenses.

12. Cause exists for the Board to take disciplinary action against Licensee's establishment and "Class MO-manicurist" licenses 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;

...

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

RECEIVED

DEC 11 2014

Joint Agreed Disciplinary Order

Missouri Board of Cosmetology
& Barber Examiners

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 § 621.045.3, RSMo:

13. The terms of discipline shall include that the cosmetology establishment and manicurist licenses be placed on **PROBATION** for a period of three (3) years ("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 correct all sanitation violations from the September 11, 2013, May 1, 2014, and June 19, 2014 inspections within 30 days 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, 2015.
- 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, 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 § 329.140.3, 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.
- H. If Licensee fails to comply with the terms of this Settlement Agreement, in any respect, the Board may impose such additional or other discipline that it deems appropriate, (including imposition of the revocation).
- 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.

RECEIVED

DEC 11 2014

Missouri Board of Cosmetology
& Barber Examiners

14. 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.

15. 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.

16. 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.

17. 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 license of the licensee. If Licensee desires the Administrative Hearing Commission to review this Agreement, Licensee may submit this request to:
Administrative Hearing Commission, Truman State Office Building, Room 640, 301 W. High Street, P.O. Box 1557, Jefferson City, Missouri 65101.

18. 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 license and issue findings of fact and conclusions of law stating that the facts agreed to by the parties are grounds for disciplining Licensee's license. Effective the date the Administrative Hearing Commission determines that the

RECEIVED

DEC 11 2014

Missouri Board of Cosmetology
& Barber Examiners

agreement sets forth cause for disciplining Licensee's license, the agreed upon discipline set forth herein shall go into effect.

LICENSEE

Loan Tran
Victoria's Nails
Loan Tran, Owner

Loan Tran
Loan Tran

Date 12/14/2014

BOARD

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

Date 12/11/14

RECEIVED

DEC 11 2014

Missouri Board of Cosmetology
& Barber Examiners