

Branquinho, Christopher LCRB:EX

From: LCRB Liquor LCRB:EX
Sent: May 20, 2022 9:16 AM
To: LCRB Complaints LCRB:EX
Cc: Branquinho, Christopher LCRB:EX
Subject: FW: Underage Alcohol Serving/Drinking - Joey's Burnaby (1899 Rosser Ave #109, Burnaby, BC V5C 6R5)

Good morning,

This email was sent to our general help desk email I thought it should be forward to you. I believe the licence # numbers are 212968 and 212994.

Regards,

Licensing Help Desk | Justin T
Liquor and Cannabis Regulation Branch
Ministry of Public Safety and Solicitor General
Toll free: 1-866-209-2111
Fax: (250) 952-7066

Please note:

Due to security concerns, and to keep your financial information private, the Liquor and Cannabis Regulation Branch will not accept electronically transmitted applications containing credit card information

Liquor Licensees, we're modernizing! If you haven't yet, please set up your [Business BCeID](#) as soon as possible to ensure your smooth transition to our [new online licensing portal](#). As of March 2021, you'll need your Business BCeID to manage your licence and submit applications.

[Learn more.](#) [Create account/BCeID.](#) [Questions?](#)

From: s.22
Sent: May 18, 2022 3:40 PM
To: LCRB Liquor LCRB:EX <LCRBLiquor@gov.bc.ca>
Cc: Dix.MLA, Adrian LASS:EX <Adrian.Dix.MLA@leg.bc.ca>
Subject: Re: Underage Alcohol Serving/Drinking - Joey's Burnaby (1899 Rosser Ave #109, Burnaby, BC V5C 6R5)

[EXTERNAL] This email came from an external source. Only open attachments or links that you are expecting from a known sender.

Dear Sir or Madame,

I am a parent of s.22 s.22 JOEY Burnaby. It is an upscale restaurant located at 1899 Rosser Ave., Unit 109, Burnaby, BC V5C 6R5.

s.22

s.22

This did not happen, in fact, my s.22 was, in fact, served alcoholic drinks. While s.2 did not drink excessively, upon s.22 return I noticed that s.22 demeanor was altered. When I pressed s.22 on whether s.2 had any alcohol, s.2 was evasive. It appears even after s. had been served the alcohol, the establishment made no effort to contact us or prevent s.22 from driving home. I am extremely disappointed and upset by this.

I was even more outraged when my s.22 confided to my wife that the small amount of alcohol s.2 had to drink was little compared to what s.22 were given to drink drank. s.22

s.22 s.22 My
s.22 advised my wife that when s.2 left JOEY'S s.22 witnessed a waitress open a new bottle
of s.22 s.22 -in this case s.22 I don't know
how the s.22 minors that remained at the restaurant went home.

The next morning, my s.22 advised s.2 couldn't remember what s.2 drank, but that s.2 had only had a little bit of alcohol.

I am sending this email both as a concerned parent and citizen: both for the safety of my own s.22, and others on the road.

I ask that you reply to my email at your earliest opportunity and advise what, if any, action will be taken against this establishment for willfully, and irresponsibly serving underage teenagers alcohol.

I have copied this email to our MLA, Adrian Dix, Minister of Health, as well.

Thank you,

s.22

Branquinho, Christopher LCRB:EX

From: LCRB Notifications LCRB:EX
Sent: May 20, 2022 12:20 PM
To: Branquinho, Christopher LCRB:EX
Subject: Notification: You have been assigned a complaint Investigation in Dynamics.
LCRB:0191613

You have been assigned a complaint Investigation in Dynamics. Click [here](#) to access the record.

Branquinho, Christopher LCRB:EX

From: LCRB Notifications LCRB:EX
Sent: May 20, 2022 12:20 PM
To: Branquinho, Christopher LCRB:EX
Subject: Notification: You have been assigned an investigation in Dynamics. LCRB:0191614

You have been assigned an investigation in Dynamics.
Establishment: Joey Burnaby Grill Lounge (212968)
Click [here](#) to access the record.

Branquinho, Christopher LCRB:EX

From: Trelenberg, Michelle LCRB:EX
Sent: May 20, 2022 12:42 PM
To: Branquinho, Christopher LCRB:EX
Cc: Cridland, Ronald LCRB:EX
Subject: High Priority Complaint

Hi Chris,

I am assigning you a complaint for the Joey's in Burnaby. This one is a high priority file as it involves allegations regarding minors and has been sent out to different Ministries and the MLA. If you have any questions around this complaint file or want to run something by someone, Ron Cridland, the Mgr. of Investigations will be covering for me while I am off and he will be a great resource if you need it.

Thanks,

Michelle

Branquinho, Christopher LCRB:EX

From: BC Secure File Transfer Notification Service <DoNotReply@gov.bc.ca>
Sent: May 24, 2022 12:53 PM
To: Branquinho, Christopher LCRB:EX
Subject: Delivery Receipt for package '865699817'

Package Delivery Receipt

TKLASSEN@JOEYRESTAURANTS.COM viewed package 865699817 at 5/24/2022 12:52:33 PM.

You are receiving this email because our records show you posted package 865699817 and requested delivery receipts for the package.

Please use the following URL and your username/password to view the complete history of this package:

(
s.15

Regards,
BC Secure File Transfer Notification Service

Branquinho, Christopher LCRB:EX

From: TKLASSEN@JOEYRESTAURANTS.COM via BC Secure File Transfer Notification Service
<DoNotReply@gov.bc.ca>
Sent: May 25, 2022 1:59 PM
To: Branquinho, Christopher LCRB:EX
Subject: New Package Is Waiting

New Package Notification

A new package has been posted for you.

Please use the following URL and your username/password to view this package over a secure connection. After viewing this package, you may also download any associated attachments or compose a reply using your favorite web browser.

(s.15
)

Regards,
BC Secure File Transfer Notification Service

Branquinho, Christopher LCRB:EX

From: BC Secure File Transfer Notification Service <DoNotReply@gov.bc.ca>
Sent: May 25, 2022 3:09 PM
To: Branquinho, Christopher LCRB:EX
Subject: Delivery Receipt for package '866118776'

Package Delivery Receipt

TKLASSEN@JOEYRESTAURANTS.COM viewed package 866118776 at 5/25/2022 3:09:19 PM.

You are receiving this email because our records show you posted package 866118776 and requested delivery receipts for the package.

Please use the following URL and your username/password to view the complete history of this package:

(
s.15

Regards,
BC Secure File Transfer Notification Service

Branquinho, Christopher LCRB:EX

From: BC Secure File Transfer Notification Service <DoNotReply@gov.bc.ca>
Sent: May 25, 2022 3:57 PM
To: Branquinho, Christopher LCRB:EX
Subject: Delivery Receipt for package '866118776'

Package Delivery Receipt

TKLASSEN@JOEYRESTAURANTS.COM viewed package 866118776 at 5/25/2022 3:56:40 PM.

You are receiving this email because our records show you posted package 866118776 and requested delivery receipts for the package.

Please use the following URL and your username/password to view the complete history of this package:

(
s.15

Regards,
BC Secure File Transfer Notification Service

Branquinho, Christopher LCRB:EX

From: TKLASSEN@JOEYRESTAURANTS.COM via BC Secure File Transfer Notification Service
<DoNotReply@gov.bc.ca>
Sent: May 25, 2022 3:58 PM
To: Branquinho, Christopher LCRB:EX
Subject: New Package Is Waiting

New Package Notification

A new package has been posted for you.

Please use the following URL and your username/password to view this package over a secure connection. After viewing this package, you may also download any associated attachments or compose a reply using your favorite web browser.

(s.15
)

Regards,
BC Secure File Transfer Notification Service



Package to TKLASSEN@JOEYRESTAURANTS.COM

To: TKLASSEN@JOEYRESTAURANTS.COM

From: Branquinho, Christopher LCRB:EX at 5/24/2022 10:33:38 AM

Cc: Trelenberg, Michelle LCRB:EX

Subject: Notice to Produce - Joey Burnaby Grill Lounge #212968#212994

Mailbox:

[My Mailboxes](#) ▸ [Sent](#)

Will Expire: in 20 days

Read Status: Read by some recipients

Hello,

Please find attached The Notice to Produce document pursuant to section 42 of the Liquor Control and Licensing Act.

I am a designate of the general manager and I am requesting you to produce the record(s), liquor sample or other thing(s) set out in the table attached on page 2 no later than **11:59 p.m. on May 31, 2022.**

If for any reason you are unable to provide the record(s) requested, please indicate so in reply email or letter.

Please reach out if you have any questions.

Best regards,

Christopher Branquinho

Liquor and Cannabis Inspector

Liquor & Cannabis Regulation Branch

101 – 9180 King George Blvd, Surrey, BC, V3V 5V9

Office: (236) 468-3382

Mobile: (604) 831-1573

Files:

Notice to Produce - LQR 5-24-2022_212968_212994.pdf (149.9 KB)

Reply: [RE: Notice to Produce - Joey Burnaby Grill Lounge #212968#212994](#) (from TKLASSEN@JOEYRESTAURANTS.COM at 5/25/2022 1:58:52 PM)

[Return to Normal View](#)



Pursuant to section 42 of the *Liquor Control and Licensing Act*, you are required, upon receipt of this notice, to produce for inspection, the below listed record(s), liquor sample or other thing that is required by the general manager or is otherwise related to the inspection.

This Notice to Produce is a time sensitive document.

Date: May 24, 2022

Name of Establishment/Event: Joey Burnaby Grill Lounge

Address of Establishment/Event: 107 - 1899 Rosser Ave, BURNABY BC V5C3Z1

Notice to Produce in relation to:

Licence/Permit No.: 212968 & 212994

Licensee/Permittee Address: 2400-1177 West Hastings St, Vancouver BC V6E2K3

Dear Sir/Madam:

Re: Licence/Permit No.: 212968 & 212994

Pursuant to section 42 of the *Liquor Control and Licensing Act* (the Act) (attached) the general manager or their designate may require the licensee or permittee to produce records, liquor samples or other things that are required under the Act or by the terms and conditions of a licence or permit to be kept by the licensee or permittee.

Section 80 of the Liquor Control and Licensing Regulation (the Regulation), sets out the prescribed records for all licensees, except U-Brew and U-Vin licensees. Section 51 of the Regulation prescribes the records that must be kept by a licensee who holds a U-Brew and U-Vin licence. In addition to the record-keeping requirements in Section 80 of the Regulation, licensed manufacturers must also keep the records outlined in Section 31 of the Regulation.

I am a designate of the general manager and I am requesting you to produce the record(s), liquor sample or other thing(s) set out in the table below no later than 11:59 p.m. on May 31, 2022

	DESCRIPTION OF RECORD, LIQUOR SAMPLE OR OTHER THING	SCOPE
1.	All Network Video Recorder (NVR) IP Camera / Digital Video Recorder (DVR) CCTV footage	6:00pm May 17 th , 2022 – 11:00pm May 17 th , 2022
2.	All record of drink tickets distributed OR food/liquor receipts	6:00pm May 17 th , 2022 – 11:00pm May 17 th , 2022
3.	List of all staff in attendance either working or as guests Include: full name of employee, title, Serving it Right number (if applicable)	6:00pm May 17 th , 2022 – 11:00pm May 17 th , 2022

Please be advised that pursuant to sections 51 to 53 of the Act, the general manager may take action against licensees, former or deemed licensees, permittees and former permittees where all the required records/items are not provided by the above date.

Failure to provide all the items outlined in the table above by the date specified in this notice may be considered a contravention of section 43(a)(iii) of the Act. The prescribed penalty for this contravention, as set out in Item 29 of Schedule 2 of the Regulation, is a 10 to 15-day suspension and/or a \$7,500 to \$10,000 monetary penalty for the first contravention.

IMPORTANT: The above information has been requested through the "BC Government Secure File Transfer Service" (SFTS). All specified documents and/or video records must be provided using the SFTS. Upon receipt of an email through the SFTS from a Liquor and Cannabis Regulation Branch (LCRB) inspector, follow the instructions in the email to activate your service and use the service to upload the information as requested above. In the case of samples or other items, the inspector will provide direction on the process for their submission.

If you have any questions, you may contact me at 604-831-1573 or Christopher.Branquinho@gov.bc.ca.

Yours truly,

C. Branquinho

Inspector Christopher Branquinho
Liquor and Cannabis Regulation Branch

cc. Regional Manager

Attachments: *Liquor Control and Licensing Act*, sections 42 and 43

Section 42 Liquor Control and Licensing Act Inspections

- 42 (1)** For the purpose of the administration of this Act or the regulations, the general manager may
- (a) require a licensee or permittee to produce records that are required under this Act or by the terms and conditions of a licence or permit to be kept by the licensee or permittee,
 - (b) require a person to produce records that may contain information relating to goods or liquor transported or received for transport in British Columbia,
 - (c) inspect one or more of the following:
 - (i) records referred to in paragraphs (a) and (b);
 - (ii) an establishment or event site and the operations carried on there;
 - (iii) a person's premises that are used for the storage of liquor or ethyl alcohol and the operations carried on there;
 - (iv) records found in an establishment, at an event site or on the premises referred to in subparagraph (iii), which records are associated with the operation of the establishment, event site or premises or are otherwise related to the inspection,
 - (d) require a licensee or permittee to provide information relating to the inspection, and
 - (e) require an employee or patron of, or a person retained by, a licensee or permittee to produce identification.
- (2)** The general manager may remove the records referred to in subsection (1) for the purposes of inspection or making copies or extracts.
- (3)** In conducting an inspection under subsection (1), the general manager
- (a) may
 - (i) take samples of liquor for testing or analysis, or
 - (ii) inspect and remove for inspection, or for the purposes of testing and analysis, other things found in an establishment, at an event site or on the premises referred to in subsection (1) (c) (iii), which other things are associated with the operation of the establishment, event site or premises or are otherwise related to the inspection,
 - (b) must carry, and present on request, identification in a form the general manager establishes, and
 - (c) may request and receive the assistance of a peace officer.
- (4)** If the general manager retains records, removes records or things or takes a liquor sample, the general manager must
- (a) give a receipt for the records or things removed or the liquor samples taken, and
 - (b) return the records or things removed within a reasonable time.

Section 43 Liquor Control and Licensing Act Licensee or permittee must cooperate

- 43** For the purposes of section 42, a licensee or permittee
- (a) must cooperate with the general manager by
 - (i) allowing the general manager to immediately enter and inspect an establishment or event site,
 - (ii) facilitating the inspection of a premises referred to in section 42 (1) (c) (iii), and
 - (iii) promptly producing and allowing inspection and removal of the records, liquor samples and things the general manager is entitled to inspect or remove under section 42, and
 - (b) must not obstruct the general manager or withhold, destroy, conceal or refuse to provide information or produce a record, liquor sample or other thing that is required by the general manager or is otherwise related to the inspection.



Package to TKLASSEN@JOEYRESTAURANTS.COM

To: TKLASSEN@JOEYRESTAURANTS.COM

From: Branquinho, Christopher LCRB:EX at 5/25/2022 3:05:50 PM

Subject: RE: Notice to Produce - Joey Burnaby Grill Lounge #212968#212994

Mailbox:

[My Mailboxes](#) ▸ [Sent](#)

Will Expire: in 21.2 days

Read Status: ●● Read by all recipients

Hi Tegan,

Thank you for your response.

I'm ok with the request for an extension and will note the file accordingly as June 3, 2022.

Unfortunately, due to privacy concerns, I can't reveal more information apart from that a complaint was received from the general public regarding Joeys Burnaby Grill Lounge and I have been assigned to investigate it.

If you would like to discuss this further, feel free to reach out to me at 604-831-1573.

Best regards,

Christopher Branquinho
Liquor and Cannabis Inspector
Liquor & Cannabis Regulation Branch
101 – 9180 King George Blvd, Surrey, BC, V3V 5V9
Office: (236) 468-3382
Mobile: (604) 831-1573

>----- Original Package -----

>Subject: RE: Notice to Produce - Joey Burnaby Grill Lounge #212968#212994

>Date: 5/25/2022 1:58:52 PM

>From: TKLASSEN@JOEYRESTAURANTS.COM (tklassen@joeyrestaurants.com)

>

>Hello Christopher,

>

>Confirming receipt of The Notice to Produce document(s).

>Joey will absolutely compile the requested documentation for your review.

>

>The location has advised that they do not recall an Inspector attending the location on May 17, 2022.

>Are you able to provide me with some context around the concern?

>

>Lastly, I understand that you would like the documentation submitted by midnight on May 31, 2022.

>May I request an extension until the end of next week, June 3/22 at midnight?

>

>I look forward to hearing from you.

>

>Thank you,

>

>Tegan Klassen

>

>>----- Original Package -----

>>Subject: Notice to Produce - Joey Burnaby Grill Lounge #212968#212994

>>Date: 5/24/2022 10:33:38 AM

>>From: Branquinho, Christopher LCRB:EX (cbranqui)

>>

>>Hello,

>>

Please find attached The Notice to Produce document pursuant to section 42 of the Liquor Control and Licensing Act.

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I am a designate of the general manager and I am requesting you to produce the record(s), liquor sample or other thing(s) set out in the table attached on page 2 no later than **11:59 p.m. on May 31, 2022.**

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If for any reason you are unable to provide the record(s) requested, please indicate so in reply email or letter.

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Please reach out if you have any questions.

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Best regards,

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Christopher Branquinho

>>Liquor and Cannabis Inspector

>>Liquor & Cannabis Regulation Branch


>>101 – 9180 King George Blvd, Surrey, BC, V3V 5V9


>>Office: (236) 468-3382


>>Mobile: (604) 831-1573

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 In reply to: [RE: Notice to Produce - Joey Burnaby Grill Lounge #212968#212994](#) (from TKLASSEN@JOEYRESTAURANTS.COM at 5/25/2022 1:58:52 PM)

 Reply: [RE: Notice to Produce - Joey Burnaby Grill Lounge #212968#212994](#) (from TKLASSEN@JOEYRESTAURANTS.COM at 5/25/2022 3:57:39 PM)

 [Return to Normal View](#)



Signed onto the BC Secure File Transfer Service as Branquinho, Christopher LCRB:EX (cbranqui).

[My Account](#)

[Sign Out](#)

[Help](#)



Package from

TKLASSEN@JOEYRESTAURANTS.COM

To: Branquinho, Christopher LCRB:EX

From: TKLASSEN@JOEYRESTAURANTS.COM at 5/25/2022 1:58:52 PM

Cc: Trelenberg, Michelle LCRB:EX

Subject: RE: Notice to Produce - Joey Burnaby Grill Lounge #212968#212994

Mailbox:

[My Mailboxes](#) ▸ [Inbox](#)

Will Expire: in 21.1 days

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I look forward to hearing from you.

Thank you,

Tegan Klassen

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>Liquor and Cannabis Inspector

>Liquor & Cannabis Regulation Branch


>101 – 9180 King George Blvd, Surrey, BC, V3V 5V9


>Office: (236) 468-3382

>Mobile: (604) 831-1573

>

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 In reply to: [Notice to Produce - Joey Burnaby Grill Lounge #212968#212994](#) (from [Branquinho, Christopher LCRB:EX](#) at 5/24/2022 10:33:38 AM)

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 [Return to Normal View](#)



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Mailbox:

[My Mailboxes](#) ▸ [Inbox](#)

Will Expire: in 21.2 days

Hello Christopher,

Noted and thank you for the extension.

I will be in contact if I have any questions throughout the process.

Tegan Klassen

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>Date: 5/25/2022 3:05:50 PM

>From: Branquinho, Christopher LCRB:EX (cbranqui)

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>Liquor & Cannabis Regulation Branch

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>>>Liquor and Cannabis Inspector

>>>Liquor & Cannabis Regulation Branch


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 In reply to: RE: Notice to Produce - Joey Burnaby Grill Lounge #212968#212994 (from Branquinho, Christopher LCRB:EX at 5/25/2022 3:05:50 PM)

 Return to Normal View

Communication with Licensee	5/25/2022 2:00 PM	Christopher Branqui...	Response from licensee. Email and my reply ...	Investigation: Joey Burnaby ...
Communication with Licensee	5/24/2022 12:52 PM	Christopher Branqui...	Deliver receipt of Notice to Produce. email p...	Investigation: Joey Burnaby ...
Communication with Licensee	5/24/2022 10:30 AM	Christopher Branqui...	Sent Notice to Produce through BC Secure Tr...	Investigation: Joey Burnaby ...
Communication with Other P...	5/20/2022 2:31 PM	Christopher Branqui...	Incoming phone call from Complainant s.22	Investigation: Joey Burnaby ...
Communication with Other P...	5/20/2022 2:05 PM	Christopher Branqui...	Contacted complainant s.22	Investigation: Joey Burnaby ...
Internal Communication	5/20/2022 12:19 PM	Christopher Branqui...	Received complaint from Acting Regional Ma...	Investigation: Joey Burnaby ...

Investigation Activity**Joey Burnaby Grill Lounge (212968) - Int...****OVERVIEW**

Type	Internal Communication	Other Type (Pls. Specify)
Activity Date	5/20/2022 12:19 PM	
Description	Received complaint from Acting Regional Manager & Regional Supervisor Michelle Trelenberg. Read over complaint and highlighted key points for additional questions for complainant.	
Related Records		
Source Complaint	Complaint: Joey Burnaby Grill Lounge (212968)	
Source Investigation	Investigation: Joey Burnaby Grill Lounge (212968) - 5/20/2022 12:18 PM	

Investigation Activity

Joey Burnaby Grill Lounge (212968) - Co...

OVERVIEW

Type	Communication with Other Party	Other Type (Pls. Specify)
Activity Date	5/20/2022 2:05 PM	
Description	Contacted complainant s.22 answered but was just in the middle of something and will call back in 30 minutes. Provided business cellular number 604-831-1573 for call back.	
Related Records		
Source Complaint	Complaint: Joey Burnaby Grill Lounge (212968)	
Source Investigation	Investigation: Joey Burnaby Grill Lounge (212968) - 5/20/2022 12:18 PM	

Investigation Activity

Joey Burnaby Grill Lounge (212968) - Co...

OVERVIEW

Type	Communication with Other Party	Other Type (Pls. Specify)
Activity Date	5/20/2022 2:31 PM	
Description	<p>Incoming phone call from Complainant s.22 from s.22 2:31pm May 20, 2022.</p> <p>s.22 went over details of s.22 complaint email to the branch with inspector Branquinho.</p> <p>Inspector Branquinho asked for s.22 to clarify that all information is from s.22 and attended the event. s.22 confirmed this. s.22 wanted to remain nameless. Inspector Branquinho acknowledged.</p> <p>s.22</p> <p>s.22</p> <p>Inspector Branquinho asked what s.22 was hesitant to answer as s.22</p> <p>s.22 acknowledged. s.22 inspector</p> <p>s.22 also advised Inspector that s.22 . This bottle of s.22</p> <p>s.22 -in this case s.22</p> <p>s.22 advised that s. concern is for safety of s.22 and minors s.22 feels establishment did not do enough to prevent issues outlined in complaint email. Added this</p>	

puts public at risk.

s.22 wanted to know next steps. Inspector Branquinho advised he could not share the outcome of the investigation or what inspector will do to investigate it. Currently just gathering information and will investigate.

Inspector Branquinho asked s.22 would provide a written/verbal statement, s.22 does not want to provide information to Inspector Branquinho.

Inspector Branquinho provided s.22 with contact information if s.2 changes s.2 mind and would like to provide a written statement or if s. has any additional information to provide inspector.

Call concluded 2:46pm May 20, 2022.

Related Records

Source Complaint

Complaint: Joey Burnaby Grill
Lounge (212968)

Source Investigation

Investigation: Joey Burnaby Grill
Lounge (212968) - 5/20/2022 12:18
PM

Investigation Activity**Joey Burnaby Grill Lounge (212968) - Co...****OVERVIEW**

Type	Communication with Licensee	Other Type (Pls. Specify)
Activity Date	5/24/2022 10:30 AM	

Description

Sent Notice to Produce through BC Secure Transfer Service. Email posted below. PDF attached to investigation documents.

>----- Original Package -----

>Subject: Notice to Produce - Joey Burnaby Grill Lounge #212968#212994

>Date: 5/24/2022 10:33:38 AM

>From: Branquinho, Christopher LCRB:EX (cbranqui)

>

>Hello,

>

Please find attached The Notice to Produce document pursuant to section 42 of the Liquor Control and Licensing Act.

>

I am a designate of the general manager and I am requesting you to produce the record(s), liquor sample or other thing(s) set out in the table attached on page 2 no later than 11:59 p.m. on May 31, 2022.

>

If for any reason you are unable to provide the record(s) requested, please indicate so in reply email or letter.

>

Please reach out if you have any questions.

>

Best regards,

>

Christopher Branquinho

>Liquor and Cannabis Inspector

>Liquor & Cannabis Regulation Branch

>101 – 9180 King George Blvd, Surrey, BC, V3V 5V9

>Office: (236) 468-3382

>Mobile: (604) 831-1573

Related Records

Source Complaint

Complaint: Joey Burnaby Grill
Lounge (212968)

Source Investigation

Investigation: Joey Burnaby Grill
Lounge (212968) - 5/20/2022 12:18
PM

Investigation Activity

Joey Burnaby Grill Lounge (212968) - Co...

OVERVIEW

Type	Communication with Licensee	Other Type (Pls. Specify)
Activity Date	5/24/2022 12:52 PM	

Description

Deliver receipt of Notice to Produce, email posted below and pdf to investigation documents.

From: BC Secure File Transfer Notification Service <DoNotReply@gov.bc.ca>
Sent: May 24, 2022 12:53 PM
To: Branquinho, Christopher LCRB:EX <Christopher.Branquinho@gov.bc.ca>
Subject: Delivery Receipt for package '865699817'

Package Delivery Receipt

TKLASSEN@JOEYRESTAURANTS.COM viewed package 865699817 at 5/24/2022 12:52:33 PM.

You are receiving this email because our records show you posted package 865699817 and requested delivery receipts for the package.

Please use the following URL and your username/password to view the complete history of this package:

(<https://filetransfer.gov.bc.ca/human.aspx?OrgID=9585&Arg12=msghistory&Arg06=865699817&Arg08=tqa95s0bplx1zcc4>)

Regards,
BC Secure File Transfer Notification Service

Related Records

Source Complaint

Complaint: Joey Burnaby Grill
Lounge (212968)

6/8/22, 11:10 AM

Investigation Activity: Joey Burnaby Grill Lounge (212968) - Communication with Licensee

Source Investigation

**Investigation: Joey Burnaby Grill
Lounge (212968) - 5/20/2022 12:18
PM**

Investigation Activity**Joey Burnaby Grill Lounge (212968) - Co...****OVERVIEW**

Type	Communication with Licensee	Other Type (Pls. Specify)
Activity Date	5/25/2022 2:00 PM	

Description

Response from licensee. Email and my reply posted below. (Notice to produce extension granted until June 3/2022 11:59pm)

>----- Original Package -----

>Subject: RE: Notice to Produce - Joey Burnaby Grill Lounge #212968#212994

>Date: 5/25/2022 1:58:52 PM

>From: TKLASSEN@JOEYRESTAURANTS.COM (tklassen@joeyrestaurants.com)

>

>Hello Christopher,

>

Confirming receipt of The Notice to Produce document(s).

>Joey will absolutely compile the requested documentation for your review.

>

The location has advised that they do not recall an Inspector attending the location on May 17, 2022. Are you able to provide me with some context around the concern?

>

Lastly, I understand that you would like the documentation submitted by midnight on May 31, 2022. May I request an extension until the end of next week, June 3/22 at midnight?

>

I look forward to hearing from you.

>

Thank you,

>

Tegan Klassen

>----- Original Package -----

>Subject: RE: Notice to Produce - Joey Burnaby Grill Lounge #212968#212994

>Date: 5/25/2022 3:05:50 PM

>From: Branquinho, Christopher LCRB:EX (cbranqui)

>

>Hi Tegan,

>

Thank you for your response.

>

I'm ok with the request for an extension and will note the file accordingly as June 3, 2022.

>

Unfortunately, due to privacy concerns, I can't reveal more information apart from that a complaint was received from the general public regarding Joeys Burnaby Grill Lounge and I have been assigned to investigate it.

>

If you would like to discuss this further, feel free to reach out to me at 604-831-1573.

>

Best regards,

>

Christopher Branquinho
Liquor and Cannabis Inspector
Liquor & Cannabis Regulation Branch
101 – 9180 King George Blvd, Surrey, BC, V3V 5V9
Office: (236) 468-3382
Mobile: (604) 831-1573

>----- Original Package -----

>Subject: RE: Notice to Produce - Joey Burnaby Grill Lounge #212968#212994

>Date: 5/25/2022 3:57:39 PM

>From: TKLASSEN@JOEYRESTAURANTS.COM (tklassen@joeyrestaurants.com)

>

>

>Hello Christopher,

>

Noted and thank you for the extension.

I will be in contact if I have any questions throughout the process.

>

Tegan Klassen

>

>>----- Original Package -----

>>Subject: RE: Notice to Produce - Joey Burnaby Grill Lounge #212968#212994

>>Date: 5/25/2022 3:05:50 PM

>>From: Branquinho, Christopher LCRB:EX (cbranqui)

-> Notice to produce extension granted until June 3/2022 11:59pm.

Related Records

Source Complaint

Complaint: Joey Burnaby Grill
Lounge (212968)

Source Investigation

Investigation: Joey Burnaby Grill
Lounge (212968) - 5/20/2022 12:18
PM

From: [LCRB Complaints LCRB:EX](#)
To: s.22
Subject: Initial Complaint Response Letter
Date: May 20, 2022 3:38:00 PM

File #: 212968

Date: May 20, 2022

s.22

By email to: s.22

Dear Complainant,

The *Liquor Control and Licensing Act* and the *Cannabis Control and Licensing Act* allows the General Manager of the Liquor and Cannabis Regulation Branch (LCRB) to delegate responsibility for the regulation of compliance and enforcement matters to the Deputy General Manager (DGM) of the Compliance and Enforcement Division (C&E). In turn, the DGM delegates responsibility to manage complaints related to anything on the following list to a Regional Manager of C&E:

- liquor manufacturing in B.C. (including manufacturer onsite stores and service areas)
- private liquor retail sales (liquor stores, wine stores)
- hospitality liquor sales (bars, pubs, nightclubs, restaurants)
- liquor sales at special events held under a special event permit, and
- private non-medical cannabis retail sales

I acknowledge your complaint against Joey Burnaby Grill Lounge (212968) at 107 - 1899 Rosser Ave BURNABY V5C3Z1 received on May 20, 2022. Within your complaint you allege contraventions against the following:

- The service of liquor to minors.

Your complaint has been assigned to a Liquor and Cannabis Inspector who may contact you for further information. Regarding your complaint, the LCRB will determine either that:

- There is not enough evidence to prove a contravention
- A contravention has occurred, but it is appropriate to deal with through compliance meetings with the licensee or permittee, and recording details in the establishment's file at the LCRB; or
- A contravention has occurred and the LCRB will take enforcement action against the licensee or permittee in which case they have the right to sign a waiver accepting responsibility or dispute the alleged contravention at a hearing.

The LCRB operates under administrative law and can only release information related to investigations or enforcement action if a waiver is signed or a decision is made at a hearing. This ensures privacy of those involved, administrative fairness to the licensee or permittee, and the integrity of the compliance and enforcement process. Either way, you will be informed when the investigation into your complaint has concluded.

If you have any questions or additional information, please email:
LCRBComplaints@gov.bc.ca.

Thank you for taking the time to submit your concerns.

Sincerely,

Michelle Trelenberg
A/Regional Manager
Liquor and Cannabis Regulation Branch

Cc: Liquor and Cannabis Inspector Burnaby

\vc

LCRB FOI LCRB, LCRB LCRB:EX

From: Trelenberg, Michelle LCRB:EX
Sent: May 20, 2022 12:50 PM
To: Castle, McKenzie LCRB:EX
Subject: complaint file - For you situational awareness

Just for you situational awareness.

I assigned Chris a complaint file today for Joey's Burnaby and it is regarding alleged service of liquor to minors at an event. The letter has gone to the Ministry of Health and to Adrian Dix. I have advised Chris that this is a high priority file and that if he needs any assistance at all to reach out to Ron for questions or if he wants to run anything by someone.

I attempted to reach him by phone as well but he is in the field today.

Thanks,

Michelle