

**CITY OF TEMPE
DEVELOPMENT REVIEW COMMISSION**

**Meeting Date: 12/12/2023
Agenda Item: 7**

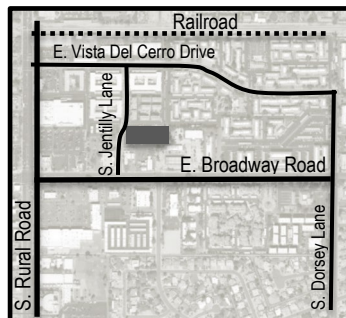
ACTION: Request a Use Permit to allow a massage establishment for **ASCENSION MASSAGE THERAPY**, located at 1801 South Jentilly Lane Suite C-16. The applicant is Lora Vance, LMT.

FISCAL IMPACT: N/A

RECOMMENDATION: Staff – Approve, subject to conditions

BACKGROUND INFORMATION: ASCENSION MASSAGE THERAPY (PL230339) is proposed within the south east building C, on the south side of the building within a four-building commercial office center called Jentilly Square, which consists of multiple suites. This suite contains a lobby and two adjoining rooms. The request includes the following:

ZUP230079 Use Permit to allow a massage establishment.



Property Owner	Frank Brouwer, Future Estates, Inc.
Applicant	Lora Vance, Ascension Massage Therapy
Zoning District	CSS, Commercial Shopping & Service
Site Area	49,833 s.f.
Total Building Area	19,278 per Certificate of Occupancy for Buildings A-D
Suite C-16 Area	409 s.f.
Vehicle Parking	Approximately 86 total on site shared between all suites (1 min. required based on suite size, 66 spaces required for site for general office/commercial/service/retail uses)
Bicycle Parking	4 spaces provided on site (none required per zoning ordinance 405, 4 min. required by current code)
Hours of Operation	9:00 a.m. to 9:00 p.m. M-F, Saturday 9:00 am to 6:00 pm
Building Code Occupancy	Type III 1- Hour, Group B-2

ATTACHMENTS: Development Project File

STAFF CONTACT(S): Diana Kaminski, Senior Planner (480) 858-2391

Department Director: Jeff Tamulevich, Community Development Director
 Legal review by: N/A
 Prepared by: Diana Kaminski, Senior Planner
 Reviewed by: Mailén Pankiewicz, Principal Planner

COMMENTS

The site is located north of Broadway Road, south of the Union Pacific Railroad, east of Rural Road and west of Dorsey Lane, on the east side of South Jentilly Lane. Surrounding uses include condominiums and apartments to the north, northwest and northeast of the site, a grocery store, permanent makeup boutique, glass repair and other commercial service uses to the west and a plasma center and restaurant uses to the southwest, a car wash and bar to the south and other commercial uses to the southwest. The site is comprised of two parcels that are part of Tract E within the Broadway Square Plat. The site is located within the Alameda Character Area Five. Upon further research into the history of the site, it was determined that the property is within the CSS Commercial Shopping and Service District with a small portion of 4' along the northern edge that is within the R-4 zoning, this is the area where a variance to not require the site wall for the office development would later become a cross access easement. (See History and Facts section of the report for more information).

The four Class B office buildings (smaller scale with shared common areas and fewer amenities) were built in 1973 and share driveway access with the condominiums to the north. The site has a long history of massage uses over the past thirty years, creating a center focused on similar health and wellness uses that share common restroom facilities and parking within the center. This fall, code enforcement identified eight current massage establishments operating in suites without the required use permits, several may have been under the impression that prior use permits granted on the property applied to all of them, however the property owner has not applied for a property-wide use permit, it is up to each tenant of the suites to apply for these use permits or transfers if evidence of a prior use permit and continuous operation was provided. There is no shared parking file on record for the property. The original parking on record was 96 required based on the Zoning Ordinance 405 requirement for 1 space per 200 square feet of commercial uses; the current code requires 1 space per 300 square feet of commercial uses (66 spaces); a current aerial count indicates 86 spaces on site. This use does not impact the parking requirements on site. Suite C-16 has a lobby and two adjoining rooms that could be used as office space or massage rooms. The applicant does not have other employees and has been subleasing to another therapist who is now vacating the sublease. The owner's lease agreement allows subletting suite space. The applicant will be looking for a new subletter, inclusive of compatible office uses or another massage therapist. use permit for this suite. If a new business shares the space with Ascension Massage Therapy, they would be required to comply with the conditions of this use permit including hours of operation; the use permit would be applied to both businesses within suite C-16. If a hearing review or use permit revocation proceeding would be required in the future, the applicant of record is the responsible party for this use permit. A special condition has been added to address any future sublease businesses sharing this suite.

PUBLIC INPUT

Upon completion of this report staff has not received any public comments or inquiries regarding this request.

POLICE INPUT

The Tempe Police Department has conducted a background check on the proposed business and has no issues with this request.

USE PERMIT

The proposed use requires a Use Permit to allow a massage establishment within the CSS zoning. The applicant has provided a letter of explanation outlining the business operations and her current massage license status. Below is an evaluation of the use in context of Section 6-308(E) criteria for a Use Permit (*in italics*):

1. *Any significant increase in vehicular or pedestrian traffic;* Suite C-16 is approximately 420 square feet and serves two massage therapists operating with specified business hours from 9am to 9pm weekdays and 9am to 6pm on Saturdays. The suite is required to have one parking space and shares parking on site with other businesses. Based on the scale and operation of this use it is not anticipated this will generate significant traffic beyond anticipated service uses.
2. *Nuisance arising from the emission of odor, dust, gas, noise, vibration, smoke, heat or glare at a level exceeding that of ambient conditions;* The use is entirely indoors, requires a quiet environment for the benefit of the customers, and will not create nuisances in excess of surrounding uses, including a car wash and bar to the south of the site.

3. *Contribution to the deterioration of the neighborhood or to the downgrading of property values, which is in conflict with the goals, objectives or policies for rehabilitation, redevelopment or conservation as set forth in the city's adopted plans or General Plan;* The Alameda Character Area Plan and General Plan promote a 20-minute livable city, which would encourage small service businesses within walking and biking distance of residents and large employee centers to connect these services to their customers where they live and work. The proposed use promotes health and wellness and serves people of all ages.
4. *Compatibility with existing surrounding structures and uses;* The proposed use is contained within buildings that were built in 1973 with no proposed changes to the exterior of the buildings, and there is a long history of similar uses on this site. The clustering of similar uses creates a synergy for businesses and customers within the health and wellness industry, making this a compatible use.
5. *Adequate control of disruptive behavior both inside and outside the premises which may create a nuisance to the surrounding area or general public;* The applicant has demonstrated professional licensure and practice in the industry with no outstanding complaints or issues identified. The businesses will be controlled by the proprietor of the establishments to assure both customer comfort and safety.

REASONS FOR APPROVAL:

Based on the information provided by the applicant and the above analysis staff supports approval of the requested Use Permit. This request meets the required criteria and will conform to the conditions.

SHOULD AN AFFIRMATIVE ACTION BE TAKEN ON THIS REQUEST, THE FOLLOWING NUMBERED CONDITIONS OF APPROVAL SHALL APPLY, BUT MAY BE AMENDED BY THE DECISION-MAKING BODY.

CONDITION(S) OF APPROVAL: (Non-standard conditions are identified in bold)

EACH NUMBERED ITEM IS A CONDITION OF APPROVAL. THE DECISION-MAKING BODY MAY MODIFY, DELETE OR ADD TO THESE CONDITIONS.

1. The Use Permit for a massage establishment in suite C-16 is valid only after a Building Permit has been obtained, the required inspections have been completed and a Final Inspection has been passed.
2. The Use Permit is valid for the plans as submitted within this application. Any additions or modifications may be submitted for review during the building plan check process.
3. Hours of operation to end no later than 9pm on a daily basis.
4. **The Use Permit for a massage establishment in suite C-16 is approved for Ascension Massage Therapy and any sublease within this suite. Any tenant within the suite must comply with these conditions of approval. Prior to the vacant room being subleased, the applicant shall submit verification of the tenant, inclusive of all requisite permits and licenses for their operation.**
5. **Should condition number 4 not be met, the applicant shall return to the appropriate decision-making body for review of compliance with conditions of approval within six (6) months. The timing for the six-month review period to commence begins when the business is in full operation. Advise Community Development staff when in full business operation.**
6. The property owner shall replace any nonconforming building lighting with compliant light fixtures. Details can be resolved during Building Safety Plan Review.
7. The property owner shall replace all dead or missing trees in the street frontage and landscape areas including the parking landscape islands; along with any other missing landscape material.

CODE/ORDINANCE REQUIREMENTS:

THE BULLETED ITEMS REFER TO EXISTING CODE OR ORDINANCES THAT PLANNING STAFF OBSERVES ARE PERTINENT TO THIS CASE. THE BULLET ITEMS ARE INCLUDED TO ALERT THE DESIGN TEAM AND ASSIST IN OBTAINING A BUILDING PERMIT AND ARE NOT AN EXHAUSTIVE LIST.

USE PERMIT:

- The Use Permit is valid for Thera-Med Massage (dba Infinitely-U Integrative Energy Bodywork) and may be transferable to successors in interest through an administrative review with the Community Development Director, or designee.

- The use permit approval shall be void if the use is not commenced or if an application for a building permit has not been submitted, whichever is applicable, within twelve (12) months after the use permit is granted or within the time stipulated by the decision-making body.
- The decision-making body, upon finding that the applicant has not taken corrective actions to resolve issues related to the permit/approval and that a continuation of the permit/approval is not in the interest of the public health, safety and general welfare, can revoke the permit/approval after providing written notice of its intentions to the holder of the permit.
- Specific requirements of the **Zoning and Development Code (ZDC)** are not listed as a condition of approval but will apply to any application. To avoid unnecessary review time and reduce the potential for multiple plan check submittals, become familiar with the ZDC. Access the ZDC through <http://www.tempe.gov/zoning> or purchase from Development Services.
- Any intensification or expansion of use shall require a new Use Permit.
- All required permits and clearances shall be obtained from the Audit and Licensing Division of the City of Tempe prior to the Use Permit becoming effective.
- All required Federal, State, County, and Municipal permits, licenses, and clearances shall be obtained, or the Use Permit is void.

SIGNS: Separate plan review process is required for signs in accordance with requirements of ZDC Part 4 Chapter 9 (Signs). Refer to www.tempe.gov/signs.

POLICE DEPARTMENT SECURITY REQUIREMENTS:

- If the development includes a use listed in [City Code Section 26-70\(c\)](#), the Owner is required to prepare a security plan with the Police Department. The architect should be involved to verify any modification that would require design revisions. To avoid revisions to permitted construction documents, initial meetings with the Police Department regarding the security plan are recommended before building permits are issued. At a minimum, the Owner shall contact the Police Department to begin security plan process approximately eight weeks prior to receipt of certificate of occupancy.

HISTORY & FACTS:

1930s-1950s	Historic aerials show the area and subject site used for agricultural purposes with the railroad established to the north and Broadway Road established to the south.
May 17, 1960	Area was annexed into City of Tempe
January 24, 1964	Area was zoned PSC-1 Planned Neighborhood Shopping Center in Zoning Ordinance 405 Sometime between 1964 and 1967 the property was zoned from PSC-1 to C-2 zoning, although both zoning classifications remained in the zoning code. PSC-1 and C-2 commercial zoning required a use permit for massage establishments.
April 27, 1967	City Council approved Broadway Square Subdivision Plat, which created Tract E, which included the subject site.
September 25, 1967	Planning & Zoning Commission approved a request to change a portion of Tracts D and E from C-2 and I-2 to R-4 residential for an apartment community north of the subject site.
October 26, 1967	City Council approved Ordinance No. 405.58, a zoning map amendment to change a portion of the Jentilly Lane area from C-2 to R-4.
1969	Aerials show the establishment of the residential community to the north with a drive on the south side, that would later serve the office development to the south.
January 17, 1972	The Board of Adjustment approved removal of the required six-foot masonry wall between the R-4 parcel to the north and the C-2 district.

- January 19, 1972 The Design Review Board approved the site plan, landscape plan and building elevations for the proposed office building.
- January 24, 1972 The Planning & Zoning Commission heard and approved a Development Plan and recommended approval of the General Plan of Development for a 1.2-acre parcel located at 1801 South Jen Tilly Lane in the C-2 General Commercial District. The parcel of land measured 193 feet by 320 feet, located 200 feet north of Broadway Road, the lot was zoned C-2 with the exception of the north four feet which was shown on the map at the time to be within the R-4 multi-Family residential district. This proposal was for four office buildings with parking on all sides except the Jen Tilly frontage. This put the parking on the north within the R-4 zoned portion of the property but serving the parking needs of the office development.
- February 10, 1972 The Tempe City Council approved the General Plan of Development for the office buildings as described above.
- June 7, 1973 Certificate of Occupancy on four office buildings with 95 required parking spaces and 96 provided parking spaces and C-2 zoning noted on the property record card.
- The site has had many use permits issued over the years, including transfers of use permits, the following history is based on records available in archived files, showing the past use of the site for massage uses. Earlier use permits did not allow transfers of use permits to new tenants, requiring applicants to return to hearing for new use permits. Later code interpretations allowed businesses that continued in operation to transfer use permits to a new business operation in the same suite, as long as there was the same use within a year of the transfer being requested. Once a suite vacated from that use for more than a year, the use permit would no longer be valid. There is no record of what current businesses operating in the center were original use permit holders in continuous operation and which businesses may have changed names or operators over the past fifty years.
- December 22, 1982 The Board of Adjustment approved a use permit to operate an ambulance-based service at 1801 South Jentilly Lane Suite A-8, in the C-2 zoning district. A82-12.5
- May 25, 1994 The Board of Adjustment approved a use permit to operate a 598 square foot beauty and wellness consulting business including small group (8 maximum persons) classes in at 1801 South Jentilly Lane Suite D-4, listed in the C-2 zoning district based on maps of the stie at the time. BA940128
- November 3, 1998 The Hearing Officer approved a use permit to allow a massage therapist and physical therapist located at 1801 South Jentilly Lane Suite A-4, in the R-4/C-2 zoning district (with note that R/O uses were allowed at this location). BA980313
- August 20, 2002 The Hearing Officer approved a use permit for a massage therapy service located at 1801 South Jentilly Lane Suite C-16, in the C-2 zoning district. BA020179
- April 1, 2003 The Hearing Officer approved a use permit to operate a massage and acupuncture service located at 1801 South Jentilly Lane Suite A-18, in the C-2 zoning district. BA030048
- May 6, 2003 The Hearing Officer approved a use permit to operate a massage therapy service located at 1801 South Jentilly Lane Suite D-4, in the C-2 zoning district. BA030086
- January 20, 2005 City Council adopted the new Zoning & Development Code with C-2 zoning changing to CSS Commercial Shopping and Service. This zoning district allows massage establishments by use permit.
- March 10, 2009 Community Development Department staff administratively approved a use permit transfer to allow a massage therapy establishment at 1801 South Jentilly Lane, Suite C-16, listed as being in the R-4 Multi-Family zoning district based on maps of the site at that time. PL090075
- December 4, 2014 City Council approved a condominium plat for The Place on Jentilly, establishing the south driveway as shared with the office complex to the south by a 3.8' wide cross access agreement to be granted by separate instrument, allowing access to the existing parking for the subject site.

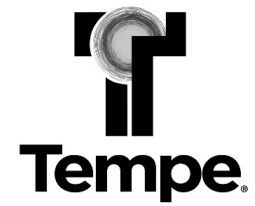
- January 9, 2012 Community Development Department staff administratively approved a use permit transfer to allow a massage therapy establishment at 1801 South Jentilly Lane, Suite A-20, listed as being in the R-4 Multi-Family zoning district based on maps of the site at that time. PL110434
- July 3, 2014 Community Development Department staff administratively approved a use permit transfer to allow a massage therapy establishment at 1801 South Jentilly Lane, Suite B-10, listed as being in the R-4 Multi-Family zoning district based on maps of the site at that time. PL140239
- November 29, 2023 Community Development Department staff issued a Zoning Administrator's Opinion for zoning classifications located at 1730 South Jentilly Lane & 1801 South Jentilly Lane for the purpose of clarifying the correct legal zoning districts of record for the subject property. Ordinance No. 405.58, a zoning map amendment action by City Council, changed a portion of the Jentilly Lane area from C-2 to R-4, on October 26, 1967. This zoning ordinance documentation validates the statements made in the January 24, 1972 staff report as the legal description identifies rezoning to R-4 for the north 469 feet of Tract D and E of the Broadway Square Subdivision. (See attachment). The Planning and Zoning Commission staff report for the original development project at 1801 South Jentilly Lane provided zoning description information. The report stated, "The lot is zoned C-2 General Commercial, except the north four feet which is in the R-4 Multi-family Residence District." The R-4 zoned areas for each property at 1730 and 1801 South Jentilly Lane are only located along a four (4) feet portion shared driveway with the neighboring property owners and have no significant impact to the properties primary allowed uses and zoning standards regulated under the CSS district.

ZONING AND DEVELOPMENT CODE REFERENCE:

[Section 3-302, Permitted Uses in Office/Industrial Districts](#)

[Section 6-308, Use Permit](#)

[Section 6-313, Security Plan](#)



DEVELOPMENT PROJECT FILE

for

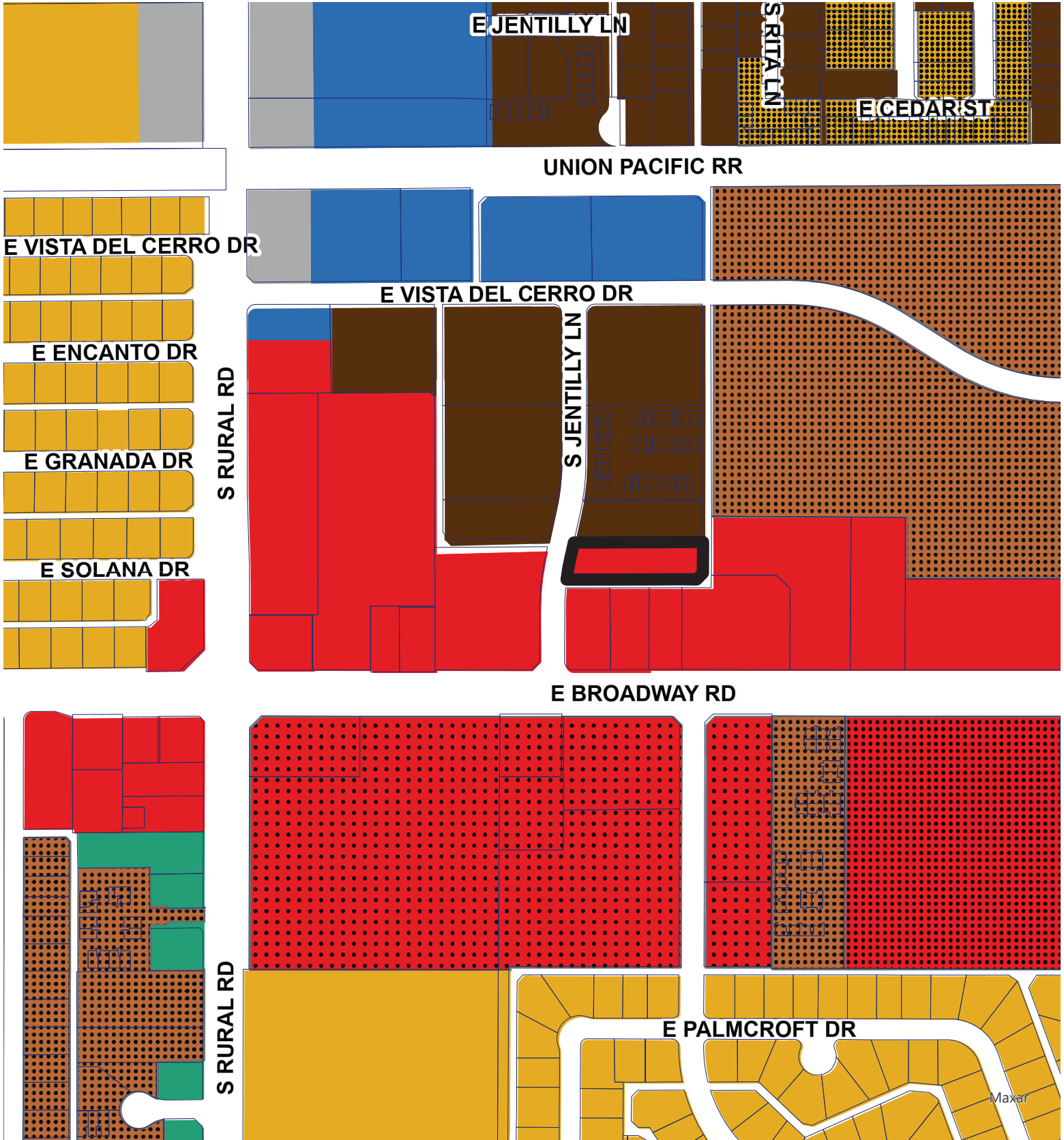
ASCENSION MASSAGE
(PL230339)

ATTACHMENTS:

- 1-11. Site Context (Location Map, Aeria, Site Photos)
- 12-13. Applicant's Letter of Explanation
- 14. Site Plan
- 15. Floor Plan

Ascension Massage Therapy

PL230339



- | | |
|--|---|
| General Industrial District (GID) | Residential/Office (RO) |
| Mixed Use Educational (MU-ED) | Single-Family Residential (R1-6) |
| Commercial Shopping and Services (CSS) | Single-Family Residential Planned Area Dev (R1-PAD) |
| Planned Commercial Center Neighborhood (PCC-1) | Multi-Family Residential Limited (R-3) |
| Planned Commercial Center General (PCC-2) | ATTACHMENT 1 Multi-Family Residential General (R-4) |

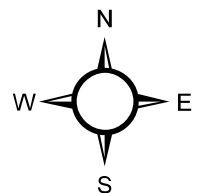


Ascension Massage Therapy

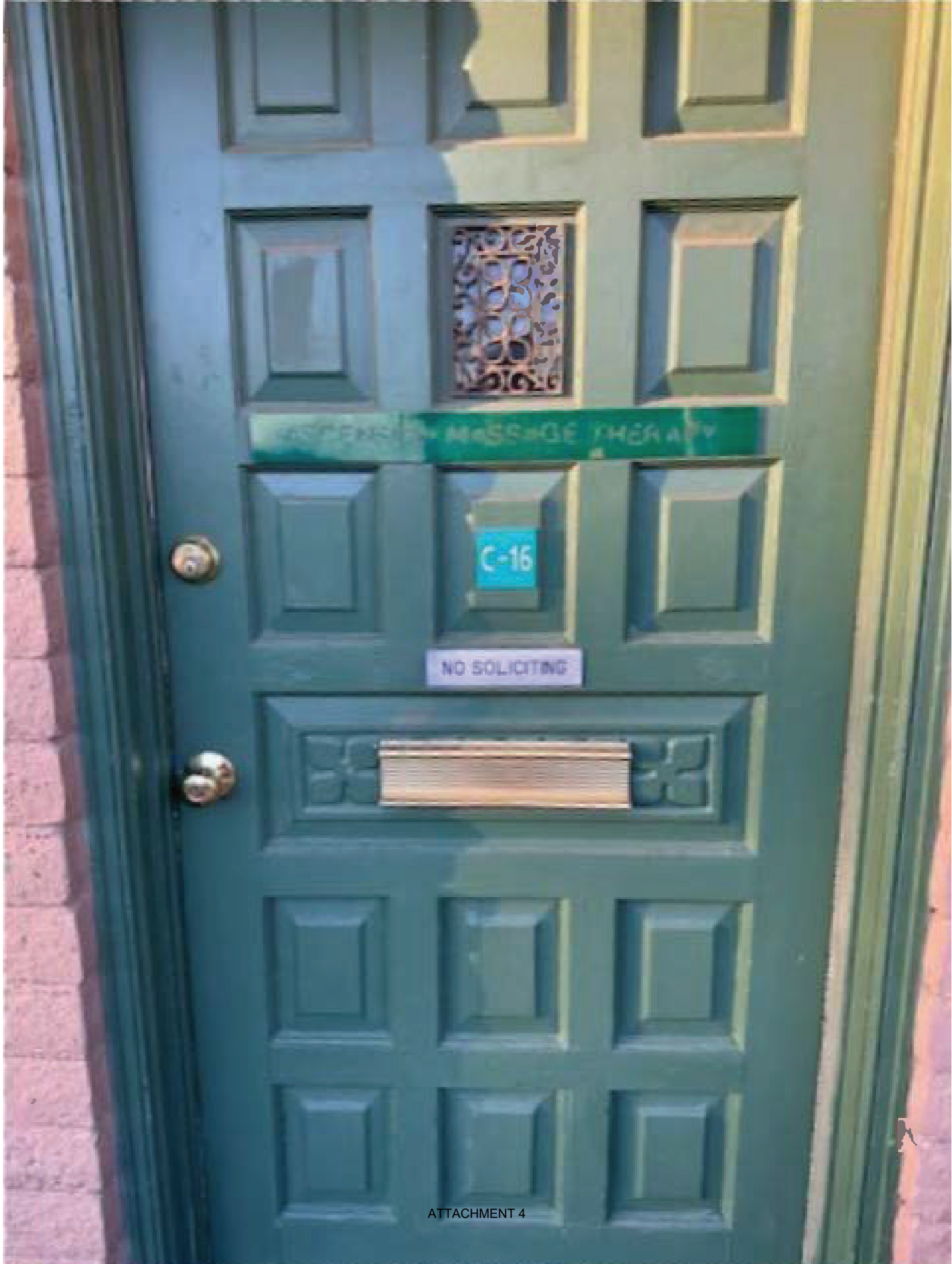
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Aerial Map









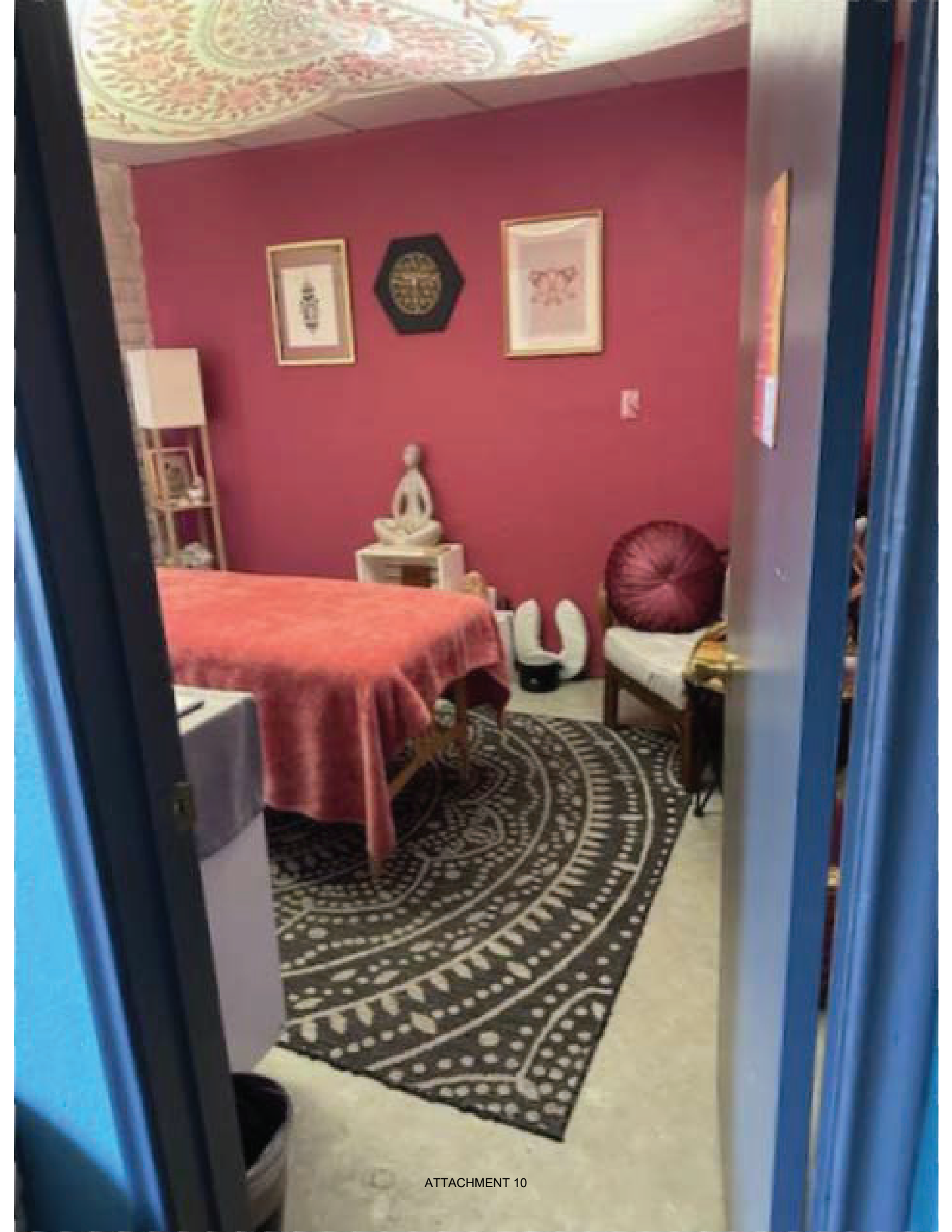


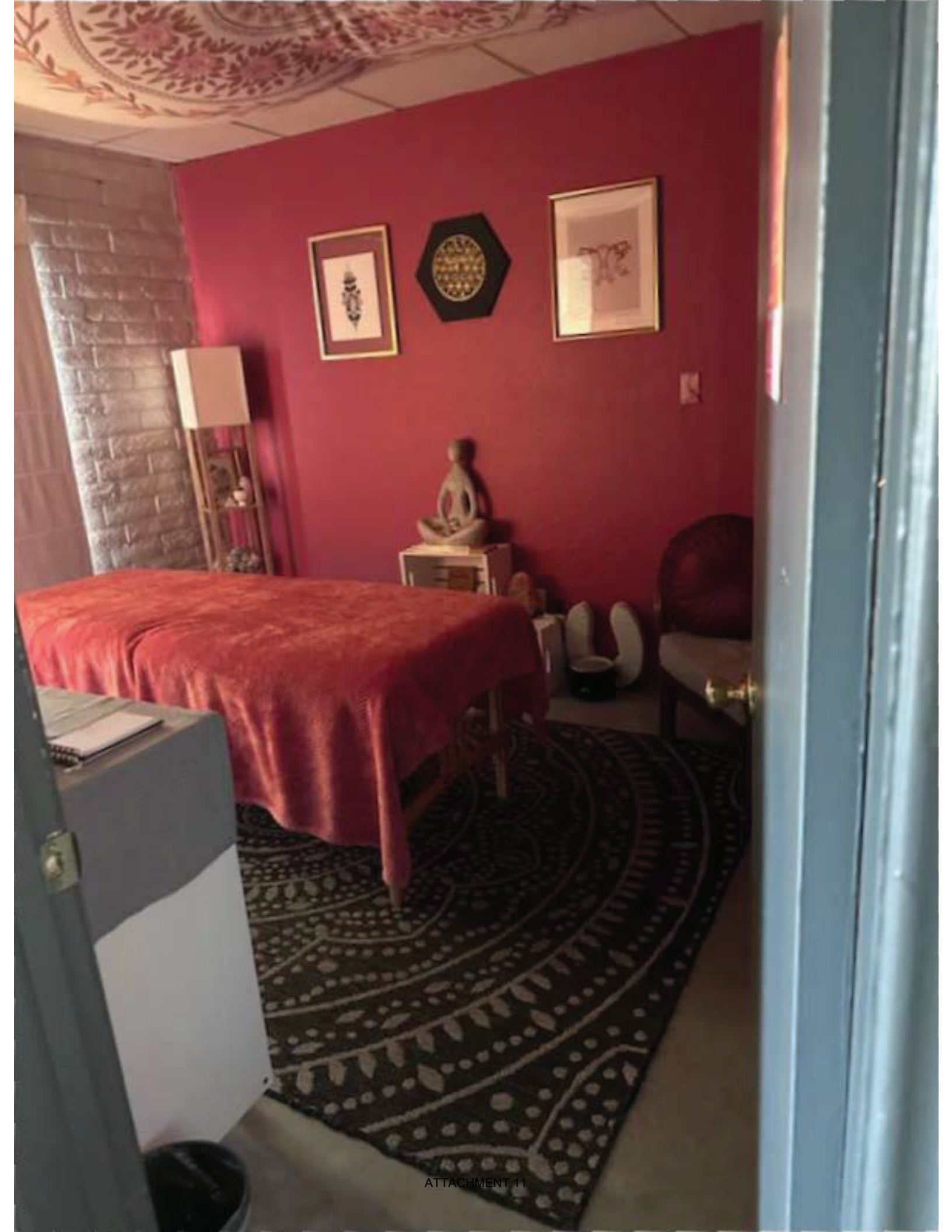


ATTACHMENT 7









Ascension Massage Therapy
1801 South Jentilly Lane Suite C16
Tempe, Arizona 85281
(Treatment Room 1)

Owner – Lora A Hale-Vance
Massage License Number – MT 00113P

I began my career in massage therapy by attending Phoenix Therapeutic Massage College in October of 2000. The original program was 760 hours of practical and academic study of the human body and massage for use in a clinical or spa environment. At the end of the curriculum, in November of 2000, I felt more education was necessary. I signed on to take the Master Therapist program at Phoenix Therapeutic Massage College for an additional 400 hours of study. I graduated the Master Therapist program in February of 2001. I have maintained a minimum of 24 hours of continuing education every two years as required by the Arizona State Board of Massage Therapy. I currently have over 1400 hours of education in Massage Therapy. My focus during my entire career has been sports massage, deep tissue, fascial and trigger point therapy. While I do perform a relaxing Swedish massage, energy work, reflexology, craiosacral or pregnancy massage, my preference is deep therapeutic work.

My first employment opportunity was at BodyCare, a day spa in Scottsdale, Arizona. I worked there until 2003 and then followed some therapists who opened their own day spa, The Massage Studio, a few miles away. During my employment at The Massage Studio, the name of the business changed to The Massage and Esthetics Studio when one of the owners obtained her esthetics license. The Massage and Esthetics Studio closed in August of 2008 due to difficulties arising from the recession at that time. I became an independent therapist and have been self-employed since that time.

The objective for Ascension Massage Therapy is to provide relaxation and therapeutic massage to relieve stress, chronic pain, headaches and discomfort in the client. Each session begins with a discussion of areas of complaint and preferred pressure to reach the goals of the session. Clients are instructed to undress to their comfort level and lay under a sheet on the treatment table while the therapist steps out of the room. Once the client is ready, the therapist enters the room to begin therapy for the duration of the massage.

Hours of operation at Ascension Massage Therapy is by appointment only Monday through Friday between the hours of 9:00 am to 9:00 pm, Saturday between the hours of 9:00 am and 6:00 pm. The amount of hours are scheduled each day depends on availability with a maximum of 5 to 6 hours scheduled in a day. The average amount of hours scheduled is three per day. On the rare occasion an exception is made to work outside posted availability it is an 8:00 am appointment. The goal of hours per week is 15 to 20.

Recently, a therapist subleased treatment room two. Due to the expense involved with obtaining the Use Permit and her uncertainty of remaining in the Phoenix Valley, Phoenix Women's Health Massage has given notice to vacate the suite. The thirty day notice was received by Lora Hale-Vance on November 1, 2023. At this time there are no candidates to sublease Treatment

Room two. Until a new sublease tenant is found the suite will remain empty. When a new tenant is found, and if that tenant is a Licensed Massage Therapist, the new tenant will be directed to the City of Tempe to obtain the proper licenses and Use Permit for the space. I do plan to seek someone to sublease that may be in a different profession, such as counseling, health or nutrition coaching, etc., which would omit the need for a Use Permit from the City of Tempe. I am hoping to fill the space within the next six months but currently have no candidates.

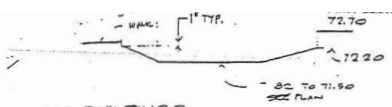
Ascension Massage uses treatment room one and the lobby space. It is a friendly, welcoming environment. Noise inside and outside of suite C16 is kept to a minimum to cultivate a calm environment.

There is a sink with plumbing in the suite to cleanse hands after each session. If staff or client needs to use the restroom there are men's and women's restrooms in building A in the Jentilly Office Complex. The restrooms are accessible by key, have ramps and large stalls that meet ADA requirements.

Parking is located just outside the suite, with handicapped spaces available. The parking lot is private and signs are posted for use by tenants and tenant clientele only. There is cross traffic on Jentilly Lane but it does not enter the private parking lot of the Jentilly Office Complex. Vehicular traffic is based on client rotation and does not disturb public traffic in any way.

All noise and lighting from Suite C16 is kept to a minimum. The Jentilly Office Complex has security lighting that does not pose the threat of light pollution to any adjacent properties. There is no lighted signage at Jentilly Office Complex. Suite C16 has no plans to alter the exterior of the building or area surrounding the building. Ascension Massage Therapy operates in a way to keep noise, disruption and stress at a level appropriate for a massage studio. There is a residential complex that shares driveway space on the north end of Jentilly Office Complex to access private residential and private business parking spaces. Traffic in the private drive areas do not cause issue for complaint. It has been my observation that tenants of Jentilly Office Complex and residents in the complex on the north side of Jentilly have a respectful rapport with minimal interaction. Suite C16 is on the south side of Jentilly Office Complex, therefore interaction with the north side of the complex is rare.

Loa A. Vance
Ascension Massage Therapy
1801 S. Jentilly Ln Ste C16
Tempe, AZ 85281
602-528-4553



TWEEN BUILDINGS

Note: Do Not Scale,
Suite Partywall
Are Approximate.

(FIELD VERIFIED BY
INSPECTIONS 7-30-02)

pg 1 of 2

FOR BUILDING PERMIT
OWNER RETAINING MAXIMUM
DRAINAGE WATER ON SITE
IN BUILDINGS IS CRITICAL
AS DETAILED.

1801

ANALYSIS

- ONE
- TWO
- THREE
- FOUR
- FIVE
- SIX
- SEVEN
- EIGHT
- NINE
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- TWELVE
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SEPARATION WALL EXTENDING 30'
BETWEEN CLASS A+B; C+D+E

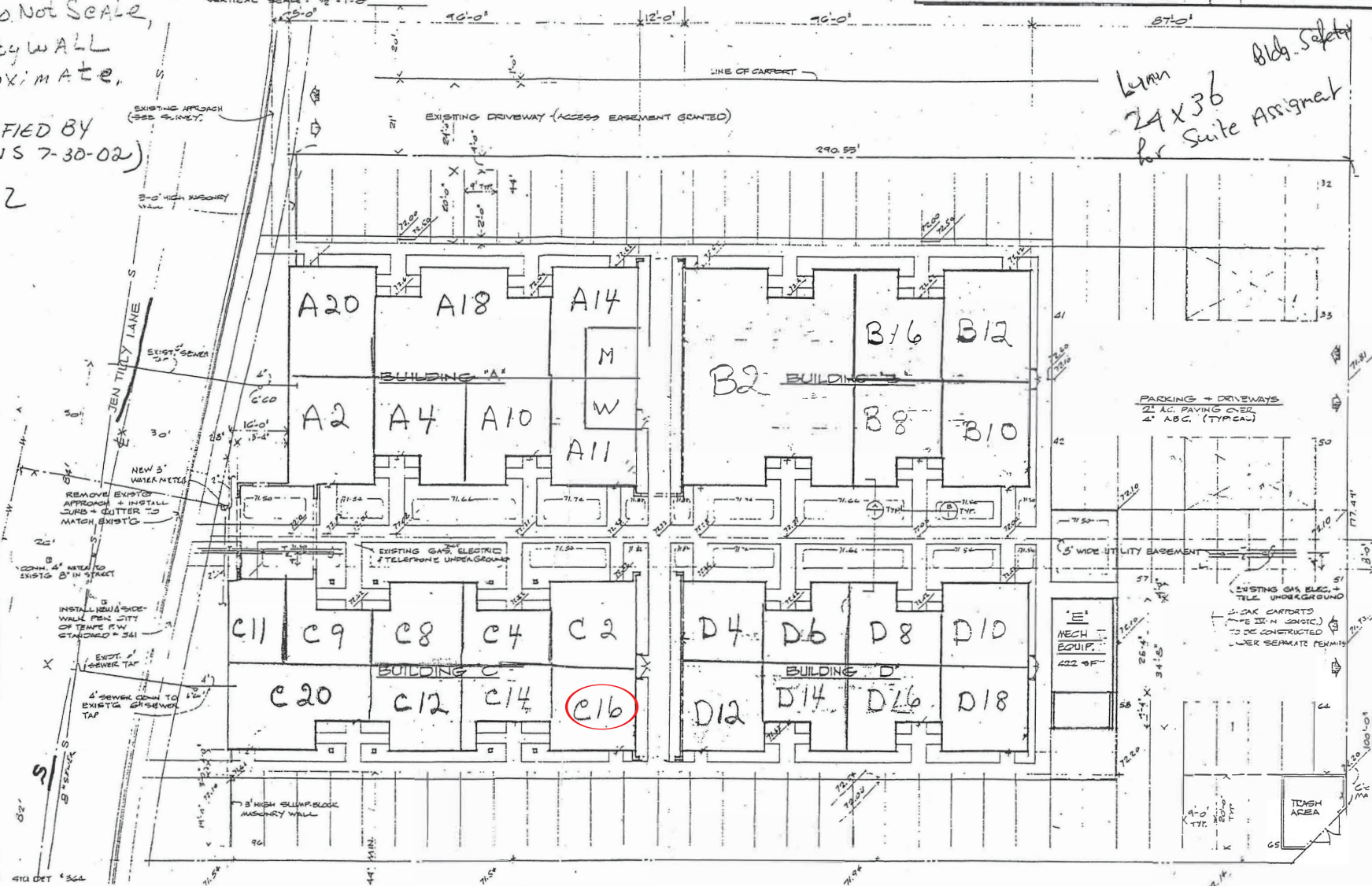
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PROFILE OF CROSS WALKS

HORIZONTAL SCALE: 1/4" = 1'-0"
VERTICAL SCALE: 1/4" = 1'-0"

4	FLOOR PLAN	10	MECHANICAL
5	EXTERIOR ELEV., DETAILS	11	MECHANICAL - EQUIP
6	EXTERIOR ELEV., MISC DETAILS	12	ELECTRICAL PLAN

Learn Bldg. Safety
24x36
for Suite Assignment



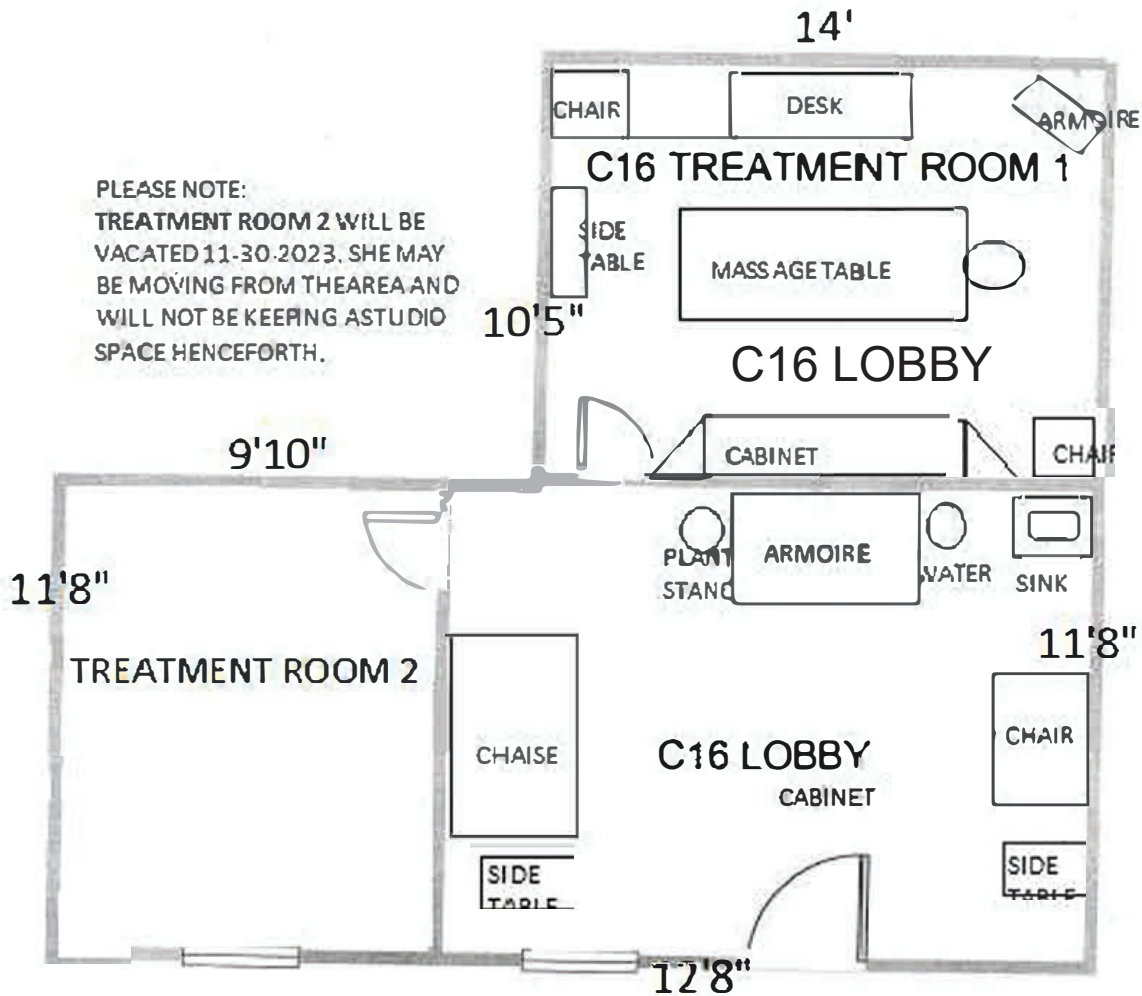
PARKING + DRIVEWAYS
2" AC. PAVING OVER
2" ABC. (TYPICAL)

5' WIDE UTILITY BASEMENT

MECH EQUIP.
422 SF

EXISTING GAS, ELEC. & TELE. UNDERGROUND
2" OAK CARPORTS (TYPE 22-N (GENERIC)) TO BE CONSTRUCTED LOWER SEPARATE PERMITS

TWASH AREA



PLEASE NOTE:
 TREATMENT ROOM 2 WILL BE
 VACATED 11-30-2023. SHE MAY
 BE MOVING FROM THE AREA AND
 WILL NOT BE KEEPING A STUDIO
 SPACE HENCEFORTH.

SEPERATE MEN'S AND WOMEN'S RESTROOMS ARE AVAILABLE FOR STAFF AND CLIENTS IN A SEPERATE BUILDING. RESTROOMS ACCESSIBLE BY KEY. RAMPS AND HANDICAP STALLS AVAILABLE FOR INDIVIDUALS IN NEED.

PARKING FOR REGULAR AND HANDICAPPED CLIENTS AVAILABLE OUTSIDE THE ENTRANCE OF C16.

TREATMENT ROOM 1 - 146 SQ FT
 TREATMENT ROOM 2 - 115 SQ FT
 LOBBY - 148 SQ FT TOTAL = 409 SQ FT