



SALON UPDATES

Pandemic Holidays
2020



Hi Client-Fam,

As always, I hope everyone is doing well during this time. I know this year has been difficult for everyone, whether it's been politics, work, taking care of kids in school while juggling literally everything, and just living through a pandemic while feeling total uncertainty. Did I cover it all? Lol. It's been rough. We all want things back to normal but we are far from that. I'm writing this because there are a lot of things on my mind, especially with the covid surge that is currently happening in Colorado.

So I figured I'd go through it all in this salon update.

I'll be going through my salon cleaning process, covid protocols, color kit clarifications, and the cancellation policy.

Also I'll be sharing some personal things here that I'm going through at the moment. So let's get started....

Covid-19 Disinfecting Process

Everyone knows I'm all about the details and I've talked about my covid disinfecting process with all of you, there simply hasn't been much time to put it in writing (other than the blogging that I did about Covid).

Everyone has been so wonderful during this time and I appreciate it very much, this has been tough.

All the disinfecting below is done in-between every client.

Disinfecting the suite takes about 15 minutes:

- Lysol disinfectant is sprayed in the air, Lysol is sprayed on my curtains and my door, Lysol is layered in the client basket.
- The client shelf is wiped down with disinfectant, your chair and the shampoo chair is wiped down with disinfectant, the shampoo bowl and all styling tools are sprayed with disinfectant and cleaned.
- My styling station is wiped down with disinfectant, all hair styling products I used are wiped down with disinfectant, all appliances used for styling are wiped down with disinfectant all the way down from the cord to the plug.
- My stylist tray and stool are wiped down with disinfectant, as well as the broom/dustpan and trash can lid.
- I have a virus killing air purifier.
- (If I'm running behind, the suite is completely disinfected before you enter, and you'll see me finish scrubbing and drying my pre-sprayed disinfected tools).

Covid-19 Holidays

This section is my major update. Since Colorado is in a terrible Covid surge just before the holidays, we need to have a tough conversation. Some of you know that my neighbor in the suites had a client call her with a Covid positive diagnosis. My neighbor had to shut down her salon for two weeks. When she told me this, it remained heavy on my mind. DORA is our licensing and regulating board, through all of this they have never told us what to do if we get the call. It was time for me to acknowledge possible scenarios.

I sent out emails to Tri-County Health Department and to DORA. Tri-County was amazing and answered each email right away while DORA told me that I was to abide by my county health department protocols.

These are the Tri-County Protocols:

The 48 Hour Rule

If a client has tested positive....

Asymptomatic Positive- You are considered infectious 48 hours prior to testing date.

Symptomatic Positive- You are considered infectious 48 hours prior to symptoms starting.

48 Hour Rule And Salon Shut Down

If you have been in the salon for an appointment during that timeframe....

I must shut the salon down for two weeks and go into quarantine.

This is simply because as a beauty professional I cannot abide by the 6 foot social distancing rule.

We are in close proximity to one another and as such I will have to go into quarantine.

If I exhibit symptoms during this time, then I must call my clients from that timeframe in the salon to inform them that they also need to quarantine. Plus there is much worse news that will be discussed further down this update if this becomes a possibility.

The Difficult Conversation

This is holiday season, so obviously the timing of this surge is particularly terrible. I need everyone to understand that if I have to shut down because of a Covid positive client, there will be two weeks of clients negatively impacted. I cannot makeup those appointments. They are gone. Our decisions impact the people around us every day, especially during a pandemic.

The Next Difficult Conversation

I know people are pandemic fatigued. I know people are going outside of their immediate family bubble maskless. If you're going to be around others for the holidays there are very important questions to be asking. Have they quarantined before seeing you and your family? Have they been in airports or around people who have? Will they take a rapid test if they have?

If There Is A Covid Positive Client Shutdown

I will recommend that you try to book immediately to see Nani or Demi at Heads Up Salon 303-974-6444

I will be unable to get you in on my books and I will see you at your next scheduled appointment.

If I Am Ever Covid Positive Or My Husband

This brings us to the worse news I had mentioned above...

I will have to shut down my business for 24 days. This is because I cannot fulfill complete isolation requirements from my husband in our home. This is 10 days of someone being in a positive quarantine, followed by a 14 day mandatory quarantine by the other person in the home.

Should this ever happen,

I will recommend that you try to book immediately to see Nani or Demi at Heads Up Salon 303-974-6444

I will be unable to get you in on my books and I will see you at your next scheduled appointment.

I want everyone on the same page and to understand the seriousness of the situation. This situation is a domino effect that effects everyone. Especially me and my business.

Color Kit Update

Since we are in a pandemic and have experienced a full-blown shutdown, I know everyone was excited to have their kits shipped to them. Mass shipping was not a problem because the salon was closed and I was not working in the salon doing my job. I don't keep shipping supplies on-hand and I need everyone to understand that *shipping is not a service that I offer at all*.

I also need to mention that since we're in a pandemic, my beauty supplies are not always available, this is how it will be until this pandemic is over. Factories are working at 50% or less with employee restrictions. This scenario has happened a few times, if I don't have what you need at the time of your appointment, you will need to come by the salon before my first client to get your refills when I have time to do that on my schedule. I'm sorry it's not convenient but there is only one of me.

Last Minute Cancels and Reschedule Policy

This doesn't happen often and there are many reasons for a last minute cancel or reschedule, ranging from: unexpected work meetings, to work travel, or just plain getting sick. I need everyone to know that last minute cancels are paid for 100% via invoice. This is my income. I will try to get you rescheduled within two weeks if I can, but if I can't, it will be a lost appointment.

A last minute cancel or reschedule is usually late at night the night before or in the morning on the day of. It's a timeframe I can't work around, or even fill with someone who might've wanted it, or even done a musical chairs with another client. It's just dead space and total lost income.

Everyone has been awesome with this XO

(This policy is not something that I usually talk about, so I figured I should mention it here).

2021 Appointments

Deep sigh lol. Joking aside, we all know that I'm working myself to death. I handle scheduling out for the year on my days off. That time has been occupied with writing hair books. Most everyone has an appointment in January or February and that should be located on your appointment screenshot that I sent a million years ago. If you don't see that appointment on your screenshot and don't have it in your phone calendar then send me a text. I will be booking everyone out for 2021 over Christmas break and will send out your appointment text messages after New Years.

My Personal Updates

The massive Masters Of Color book is kicking my butt. It's just plain hard. And I'm battling severe exhaustion. There would normally be a lot of people working on something like this at a publisher. For me to do this by myself is huge and I have to respect that. Plus all of the other work with Bolder Beauty. With that said, the finish date is now unknowable and I can't even think of my novel (which makes me sad).

What I really want to talk about is my Snickers. Matt took him to the vet recently and Snix heart murmur is louder. I've discovered that the term heart murmur is a nice way of saying heart disease, or bad valves, or whatever else. We've discovered that Snix coughing is from him trying to get fluid out of his lungs. It's a common symptom that we didn't know about. He's been coughing a lot more lately. His heart beats faster and feels rough through his chest. Things seemed to have changed pretty quickly with him.

He's still my lil champion with his trit-trot strutting and he's still playful because that's just him. It's just when he coughs or the sounds he makes when he's sleeping that lets me know all is not well. It breaks my heart. We don't know what to expect or even when to expect it. We just continue to give him love.

I know this was a tough update for the holidays but somehow we'll get through this.

Love you all XO