Sanitation Part 4

Okay, let's finish up. So in this section we're going to talk about safety protocols that are going to include pre grooming, lobby, drop off, your groomers, pickup, payment, and knowing your state rules and regulations.

Let's start off with pre-grooming. Client communication is paramount. Set your boundaries and expectations with your clients beforehand. This includes drop off and pickup routines, what happens for early or late arrivals. For those clients that are habitually late, have them put some skin into the game, either prepay or collect the non-refundable deposit. Let them know that adherence to the new rules will keep themselves, you, or staff you and the other clients safe. If they don't follow your new rules, you run the risk of being fined or closed down. Email the paperwork, or add it to your website for easy download. have them sign it and acknowledge the new rules. If you do not have some sort of PDFfiller app on your website, have them sign it take a pic and send it to you. You can store it in Google drive. Very simple. I have received and understand the COVID-19 safety policies. signed and dated. Your employees should be aware of the new rules and regulations. And they should sign as well and that should go into the employee manual as well as the business manual.

Your insurance company should also have a copy of your rules, they may want it.

Plug in everything you unplugged the night before. I'm a big believer that things should not be plugged in all the time. The only things that stay plugged in for me on my water heater, my security system, and computer. With the reminder texts, I asked if anyone in the family is not feeling well and reschedule if necessary. Have a waiting list ready to go. Be clear on your mask wearing requirements. And let them know that all consultations and changes to the grooming will be done via phone and they need to be ready to answer any questions during the groom. Let them know how you've decided on payments. And before you open the door to your first client of the day sanitize your touch points.

OSHA may require you to have printed out protocols. Your local department of health if they decide to do spot inspections, may want to see them. So have signage and checklists for your employees. You can check temperature. They had the little temperature guns that you put up the forehead. They tend to be very accurate. Make sure that paperwork is signed by your employees. Decide how drop off will be and how the pets will be dropped off during the day. Doors should be locked and reminder of the policies taped to the inside of the door if possible.

Any changes made to the outside of the building to accommodate contact less drop off needs to be run by the fire marshal, your landlord and your insurance company to be sure that you're actually covered. You may want to provide a sanitizing station. Your state may require you to have a sanitizing station, which will consist of single use gloves masks hand sanitizer plus a garbage can to throw it in. This is a setup that somebody has done on the inside of their shop. They've got it fenced off, they put up the plexiglass shield on it, so the clients can actually come in without actually having contact.

Here's some examples of outside once again, you want to be careful with the outside ones because you don’t need a pet getting loose from you. The other issue with having this type of setup especially this one here, is cage aggressive pets, right? This setup is not going to work for a pet that is cage aggressive. And if that's the case, you will have to consider a another means of contact less pickup. Drop off curbside. Control of pet is important. Talk to your insurance company regarding specific restrictions or non-coverage. Pros is that you keep clients out of your facility. Cons now you're in their space and it is vitally important that you have control of this pets that they do not get loose.

Lobby- keep those doors locked. Don't allow your clients to use your bathrooms. You could have one in at a time and keep laminated copies of the new protocol and sanitation on the counter for people to look at. Keep in mind that if you keeping open windows even with screens, will not prevent an unsecure pet from escaping. Remember that phones and cell phones are touch points and make sure you do that snout to tail assessment before the owner leaves your parking lot. Gum color, gait, focus, and coat condition are the four most important things to check for.

Pets that need to be potty should have a fresh lead and disinfect any collars and leashes that stay with you. You can have a case like this, you can put up a Plex Plexiglas barrier. I like to set up this one was pretty ingenious. Alright, I particularly like it because all the stuff for sale is behind the curtain. So the clients can't like touch anything. The employee the owner has to has to hand it to them.

Home Base Shops- Please remember that this is your home and any exposure you bring to your shop can impact your immediate family.

Housecall groomers- avoid client bathrooms. Be careful not to dehydrate yourself because of that. Drink water and either route so that you have time to go home or invest in a porta potti or a big ol 711 Slurpee cup.

Mobile- Stay out of client's homes, keep them out of your van You can put a crate in the van with the open door, the client can put the pet into the crate you close the door, let the pet out and then you just reverse it on pickup. Sanitize any client touch points and put the pet right into the tub. Consider rescheduling any pet that needed the owner to help unless you have a family member who can you help you. Keep that six foot distance with non-family members.

House called groomers. Things to consider if you're working outside- pet getting loose. if there's a fenced in yard, less of an issue. A pop up tent for working in the hot summer. summer A pop up tent can help protect you and the pet from the sun. Portable pools- you can find them easily at such as this one from Amazon, and sunscreen for working outside in the sun. Water hookups should include either warm water fill or have the clients leave jugs of hot water you can mix it to cold from the hose. Completely set up before you go get the pet. If you need to be in their home. First see if laundry rooms, garages, or enclosed porches will work. Wipe down everything you will touch and then wipe down everything you've touched Have clients wear masks while you're in their homes. And don't risk dehydration just because you don't want to use the bathroom. Route around going home if possible. And one thing that Chris needs here, knee pads

This is a setup for a beauty parlor, which I thought was pretty clever. Everyone can work on their station, there is barriers in between. and this is a very simple setup. It is just a shower rod holder, the one with the sticky that goes to the sticks to the wall. The shower curtains are fairly lightweight. But it allows everybody to work without having contacts.

Pick up-Sanitize all your touch points. Make sure that you have made your clients clear on what you expect payment. If you're planning on doing signature less credit card, make sure you contact your credit card processor to let you know you're doing that. And while you're doing that, right. Actually, it's better to invoice them. Any of the big processors such as square gives you the option to invoice.

Know your rules for your state. Okay, so we're going to do a quick share. So all I've done here is in the Google bar search bar, I've typed state slash COVID-19 slash regulations.

State sites tend to keep things Current and up to date.

Okay, so make sure you know what is required of you rules. Now your third assignment is create a document that outlines your new protocols for your clients. Everything that I'm asking you to do as an assignment. All right. This one should be on your website on our social media pages. Your cleaning checklists should be in your business manual and that your employees should sign off on that. So your thoughts your third assignment, you can email me Mary@PawsitivelyPretty.com. All three of the assignments just put salon safety in the subject line so I know what it is. You also need to complete the test pass the test in order for me to send you your certificate.