Longevity

Alright, so let's get started. We do have a couple of new people jumping on here, so I want to go over a couple things real quick that we covered in the very first session, right? If you do not have a copy of the workbook, here's a link directly to grab that. I do recommend taking the time to fill that out because I need to see that in order for you to get your certificate. Ok, this workbook is also located up on the website where the recordings will be up and the recordings and the transcripts will be up later this evening.

If you're having trouble accessing the website, please let me know that so I can straighten that out for you. And to get that what the workbook to me. You have a couple ways of doing that. If you're going to be a groom Expo, bring it over to groom Expo. I will have certificates with me. I will be there until Sunday morning. Ok, don't try to. Email or send this in Facebook Messenger. It is too large a workbook. This here is to a drive folder and then which you can upload it there.

If you upload anything, please send me a message that you've uploaded the workbook to the drive folder. Ok. Also I will need your mailing address in order to mail that out to you. Ok, so let's. Stop that. And let's do the next screen share. It's this one. Hold on a second nope. Bear with me a second while I get the correct PowerPoint up. I think it's this one. Nope, it's not that one. Haven't you have too many PowerPoints? This one.

All right, hold on one second. Here we go. Ok, try one more time. Ah yeah, longevity is next. So let's do a share screen. I had to make sure I had the right PowerPoint up though. There we go. Ok, welcome to the third session, right? This is all on longevity. Ok, so again, these are all the ways you get ahold of me. The best way to do it is either send me a message via the private Facebook group on Facebook, through Messenger on Facebook, or Send Me a text at my cell number.

So what are we looking to accomplish in this module? All right, these are expensive vehicles, right? Whether it's a trailer or it's a van or whatever, it's these fans are very pricey, OK? You want them to last as long as possible and want to make sure that, you know, we don't forget the most valuable asset, and that is you. So in this module, what we're going to cover is vehicle maintenance equipment, maintenance sanitation equipment and then you.

All right. So let's start off with vehicle maintenance, OK? All right, and we've touched on this before, your mechanic relationship is something that's going to be really valuable down the line. So when you are their loyal customer, just like when we think about ourselves and we have that 2-3-4 week client, they tip well, they look to get squeezed and we usually make a. Figure out how to do that because there are good client. You know what mechanics that aren't any different, all right? They're used to people yelling and screaming at them.

And so is it isn't any different than what we deal with. So treat them kindly, treat them with respect, box of doughnuts and do their services OK. This may also be something that plays into which your vehicle you choose is. Where can you get it maintained. All right, so I lived in a it was a city, but a small city. But I had. Dodge Ford and Mercedes dealerships with service departments so that did not play a part in. You know which vehicle I was getting at any given time, right? If you're thinking about a hand being and the closest dealership to do any work on it, it's three hours away umm you may want to reconsider that, because your vehicle is going to need maintenance, right? One of the many reasons that I really disliked having a generator is because the one in place where I had to bring it to.

Was two hours away and I had to be the first appointment of the day because their main business was dealing with the big trucks. So the mobile grooming generators, you know, I needed to be there at 7:00 in the morning. For the first appointment, which meant 2 hour drive, I was up at 4:00 in the morning and hitting the road by about four thirty to allow for a little bit of traffic so that I can get my generator done OK? There are services that need to be done to your vehicle now on the diesels.

Like do you want to make a mention of DEFDEF fluid you needed to run your vehicle. Ok, there is a little icon kind of looks weird. It looks like a shower like raindrops or something like that, but that's your DEF fluid that light goes on. You need to make sure you take care of that because what happens if you get low on that? Your vehicle will not start and then you will have to be towed in so that they could put the. And fix whatever you damaged. Alright so the DEF fluid is really important and when my vehicle was under warranty and I highly recommend getting the warranties again.

These are expensive vehicles, repairs can be stupidly expensive so you want to make sure you have a service contract on it. And you factor that into the price of the vehicle, which then factors into the price. Of what it costs for you to do business and your pricing right so there are oil changes. And the manufacturer will let you know what your schedule is. So there's like basically, for lack of better word, A and B services, they might have like different names to it, OK.

But one of the services is just the oil change and then the next service is something far more detail, including the oil change and then it's sort of alternates, right? Diesel tends to be more expensive to do services, however you don't have to do them as often. So, I mean, honestly, six of one, half dozen of the other, all right? It's really, do you know where to get this service? And when my vehicle is under warranty, I'm going to their place because I don't want to hear any problems that someone else did something that wasn't correct. You've serviced my vehicle. You deal with this. All right. Ours do need to be rotated on a certain schedule.

Getting the manufacturer will tell you when you pick up your vehicle all right how often these tires need to be rotated. They have to be the right tires. For the vehicle. So there's like ratings on the tires, and you will need to make sure when you replace those tires, you replace them with the correct tires. Not the ones that are 400$ cheaper but the correct tires. Because you have a lot of weight on these vehicles, and those vehicles need to stop, all right? And part of your stopping are your tires that need to be maintained, and when they need to be replaced, they need to be replaced umm.

The last time I replaced tires a little over 3 ish years ago. Would cost me about a little over a grant and they were on sale. Ok. But that's what I would buy. That's what I budgeted for. I budgeted my tires to run me about a thousand, and that they should last me with care at least two years. That depends on how far you drive, what you're driving radius is, and you're braking. Do you slam on your brakes? Cause if you slam on your brakes all the time, that's going to wear your tires down a little bit faster. Ok. Your brakes are also going to be like a thousand dollar item. You can get the actual figure amounts from where you service your vehicles.

I need only brakes replace. What is that going to run me? I had estimated before I retired that I would need in my. Capital fund. 8000$ over the course of two years that I would spend between the services, the tires and the brakes, I was probably spending about 8 grand for the care of this vehicle. Ok, so if you break that down, let's do some math. 8000 is 4000$ a year. 4000 If I work 50 weeks, that's 80 bucks a week. Needs to go into that capital fund to cover the expenses. That I will have over the course the average expenses over the course of the two years that I have this vehicle.

Your vehicle is older. You don't have warranties on it. You could probably have to budget more than that for it. ok of. Ok, your vehicle. Will not make you money sitting in a repair facility. You need to make sure that. You keep up your vehicles. I do the services because along with every service they check. The workings of the vehicle. So they'll check my fluids, they'll check my lines, right? Something that can be a minor problem fixed now, or it could be a major problem fixed later.

Ok? So I want them to catch something before it becomes a problem, all right? And also by having that relationship with my dealership, the only thing I want to hear when I call up with a problem is yes ma'am, bring it right over. Only thing I want to hear. So in addition to your vehicle, you'll have equipment, right? And we are by the way, in your workbook now on page 48 So you have wired in, give me a call and then basically everything else. All right. So what's wired into your vehicle, that is your AC, your heating system, your dryers are probably wired in.

And even if they're not wired in. They're plugged in the same thing your bathing systems. Cleaning those bathing systems will properly will extend the life of that bathing system tremendously. Your vacuum Clipper, VAX, OK, so your dryers should be maintained yearly, all right? There's brushes in there might be some filters, and you may be able to do it yourself. You may have to send your dryer and depending on what dryer that you have. Ok. Me, I like to send things in. Yeah, I know. I know I can change the brushes on my. Canine 2 yeah, it's not a problem.

I would much prefer having somebody go over it, make sure everything is good, and then send it back to me. Ok, you're a C. Whether it is inside your vehicle or on top of your vehicle, minimum once a year you need to go in there and clean that out again. There are services who could do that for you. Most RV places can do that for you. I am not certain. And I'm sure Ashley here can tell me what is the recommendation to clean an AC on a handy unit. Alright, your heating systems again, all of this should be yearly, should be scheduled.

Really, you don't have to do it all in one shot, and in fact I have. And you can make copies. It is page 50 in the workbook. And you can make a copy of this for every month. Write down what gets scheduled when your. Everything else, because you're not. And the same thing with Clippers. I would consider Clippers something wired in and should be sent out for service at least once a year. All right? The everything else, that's your sisters, your blades, your sharpening. Who sharpening service. You should have a schedule for doing that. If you go to trade shows you can bring them into the trade show.

Most trade shows they will sharpen scissors on site, but blades go back with them and have to be shipped out. Ok Ashley, the outside condenser coils near the driver side needs to be checked for debris at least quarterly. Inside coils of AC should be checked around the same time in the filter washed OK. Your manufacturer, whatever vehicle you get they're they should include. An equipment maintenance like checklist or when they should be done.

All right. Just don't like toss that to the side. Know in advance when you need to do things. So my planner. This, by the way, is my planner of choice. All right, you could have your own planner, but I move ahead in the book when things need to get done so that it's not all of a sudden now my dryer is not working. Oh, I was supposed to send that out a month ago to get repaired, to get to get taken care of. So know what needs to be done what, know what the schedule it is. Put it into a planner so that it gets done again.

It's not just the. You're coming down. If your AC is down because you weren't maintaining it and it's 110 degrees. You're not working until you get that fixed, OK? And it's the same thing with your grooming equipment, all right? If you have no blades left, you can't work either, right? So no. What needs to get done when it gets done and schedule it in your book to get done? Sanitation OK, so. I had my first mobile grooming van. It was about a year old at the time and I needed to bring it to Hershey because the manufacturer wanted to do a little bit of warranty work.

They had to fix the floor on it, so I bring my van in. It's about a year old and someone else brings in their van and it's six months old. My van looked like it rolled off the showroom floor at a year, OK? The other van looked like it rolled out of a war zone, all right. It was dirty, it just looked old, and that's what sanitation does to your vehicle. Sanitation extends the life of your vehicle, so it's more than just keeping yourself and the pets safe from Suzanne X. And zoonotic is something that can be passed between species, or contagion, something that's passed between species. Great, you don't want to inadvertently transmit something.

All right, because that can just simply knock you out of the park, right? You don't want to be the mobile groomer that just spread parvo among all of your clients. Ok, so sanitation, all right, now this is not a sanitation class, so I'm just going to discuss a couple of things. The biggest thing with sanitation has to do with your check in process. So when you check in a pet. For grooming, you want to make sure this pet is not sick. Because part of sanitation, keeping it clean is not grooming sick pets. Ok, so a sick pet would present as looking lethargic. There could be discharge from the eyes and the nose.

All right. They don't seem to track you know, they just seem a little out of it. There's a cough, right? Especially if you groom cats. Anything with a cat at the upper respiratory illnesses, those are highly contagious. So one thing I am is I'm going to recommend that you do take a separate sanitation class, because again, that is like a four hour class unto itself. Ok, but a couple of basics, right? You want to make sure you're using the correct products? Right, so cleaners do that.

They clean well. Cleaners do not disinfect. All right? Disinfectants were better on clean surfaces. So sanitation starts with cleaning first. Ok? And you can use almost anything for cleaning. Ok. My personal choice for cleaning was vinegar and water 5050 and I threw a little couple drops of essential oils and the sibling to make it smell better. Vinegar is cheap. It's a great cleaner it has. It's a slightly acidic, so it scrubs better.

And it has antibacterial properties. Not that it's an antibacterial and it is not a disinfectant, OK? It just helps to clean up. The dirt and grime. Ok, the disinfectant falls under a couple of different categories. Ok, first of all, there's bleach. And it's 10 % bleach, not 9, not 11. All right, nine is an effective and 11 is not necessary. It's not going to disinfect better than 10 %. In fact, the higher the concentration of bleach, the more likely you are to cause damage to your own lungs.

Ok, so 10 % bleach there are quats. Quaternary in ammonium disinfectants and they are very good at what they do. All right again mixed in the right order. I mean the right percentages applied and left on for the time it says to leave it on. Good question. Ok, Ashley has a point. Says do not use bleach for anything in a handy van. It will void the warranty. Ok, that's good to know. So I'm assuming what Ashley means is not which way are we going? Wrong direction? Ok, I'm assuming what? And you know what in the comments specify that a little bit more.

All right, so quats are a really good choice. They are very effective, but you have to use them in the manner that they are intended to use. All right? On the side of the bottle, it'll tell you how to use it right. So all right now. What needs to be cleaned? Ok, first of all, you're bathing system. Needs to be cleaned. Your bathing system. You will extend the longevity. This is not some place you want to skip. Ok, you want to take it apart and you want to clean it out alright in fact, Ashley.

Ok, This is why bleach products degrade seals, especially in the tub in the bathing unit. Ok. Actually has a really good workshop on how to clean out a bathing system all right, and I do recommend possibly contacting her. Has to show you the correct way to clean out a bathing system, because if not, what are breeds bacteria? The film from the soap stays in there and you can you can transmit a lot of things. If that bathing system is not cleaned out, and no matter that it is supposed to be cleaned out, that's all of them, OK? Have checklists checklist personally make my world go around.

Ok, so in the workbook there is just simply a sample of what a checklist would be for a mobile grooming van. Ok? And the order in which I would do things right there would be. Chevy was a Alaskan malamute, huge dog, and when I grew chevy was not only the last dog of the day, Chevy was the last dog of the week so that I can like gut out my truck and clean after him.

He was not a reasonable clean in between grooming. Ok? So because it's got the sample checklist there. Your equipment, so your tools. I'm not a fan of the of the sprays. All right. That's spraying the CFC's You breathe that into your lungs and it's kind of toxic. Artero has a spray that doesn't use the CFC's I've not had an opportunity to like really test it out but that'll be a purchase that I make at. Cream Expo so I can kind of see for myself. Right, but other than that. A huge fan of UV sanitizers, and while I don't like to drop necessarily brand names for a lot of things, I'm dropping a brand that brand name here.

And that's too clean, right? Tool clean has done the testing, their units have been inspected that they do what it is you want they want to do. So what a UV sanitizer does is that it uses UV light to sanitize. The surfaces of tools and equipment, right? Again, clean tools and equipment. So Combs and brushes I would like wash in the tub, dry them off. The scissors would be oiled. Ok you get a scissor. Wet you oil it and I would put it in the UV sanitizer.

Now if you have a unit which bounce lights off of all directions then it's just 20 minutes. But if you have other units where the light is just coming down from the top then you have to flip it over. For then another 20 minutes. Right, so. Use the disinfectant sprays with caution. Alright, I do have some hopes for the Arturo 1. To use. And the UV oven, right? And they make different things. They make unit ones. They make a unit that you can just put in your van at the end of the day and it'll sanitize the entire vehicle overnight.

Your supplies, they need to be stored properly. Ok, we have limited room in the mobile grooming van to have like gallons and stuff like that. Bottles need to be kept closed, right? So if you get water into shampoo, then you know what? You need to, like, use it all up because water breeds bacteria, so you want to make sure you keep water and hair and other debris out of your shampoo containers. If you travel with gallons, I am going to tell you put the gallons in the tub while you drive because there is nothing like driving an oh wow.

Boy, that smells nice. And then you're like, oh crap, yeah, gallon fell over and now you have two inches of shampoo. Coating the bottom of your van and now you got to get that off, OK, keep them in your tub and it's always the hundred dollar gallon it's. Never the ten dollar cheap one that you have. But anyway. What I would do is that when I ordered the gallons, I would order two sixteen ounce bottles with that, all right? So I would keep the 16 ounce bottles in my van, so up along my wall where it was easy to handle, I would have the one bottle and then I would have the other 16 ounce bottle stored separately.

So when that bottle was finished, I would then bring it into the house. I would take the other one, put it back up in its place. So now I have a full bottle. And then I would clean out those bottles and I would, I mean clean them out, I mean thoroughly clean them out, wash them and dry them. And yes, I would use bleach on them, dry them and then refill them. All right. I have a friend who you who buys the ketchup, the empty ketchup bottles from like Amazon.

And she buys the clear one, so she just could put some tape on the outside of it and she uses those instead. This way I don't have, I don't keep the gallons in my vehicle. All I'm keeping is my the shampoos that I'm using on a regular basis in 16 ounce bottles and when one is finished. Then I replace it. And you could also run those bottles through the dishwasher too, by the way. You need to have. Doubles of everything. I've had double dryers. At one point I actually had when I had my generator, I had double generator umm.

Scissors, Clippers, Combs. You want to make sure that once you leave the house. You don't have to go back right and another point of maintenance. Is your water pump OK? It's the water. That's the pump that comes to the water out of the fresh tanks into your tub. Ok, you want to make sure you have a spare of those? Ok, because. That one will go on the coldest day of the year when there's snow and ice on the ground and you've got to go in the back and change out that water pump. Probably one of the easiest repairs you can do.

Make sure you have a spare on that. All right. Any questions before we move on to you? All right, so there's two parts that's taking care of ourselves, OK? It has to do with ergonomics and self-care So what does ergonomics, right? All right, ergonomics is using the equipment doesn't hurt our body. Ok. So I'm going to tell you, the investment you make now and the equipment you need now that's going to be more money, is going to increase your longevity as a groomer. And less pain in your body.

Ok, so ergonomic equipment that would be your swivel scissors. Ok, there is a learning curve to working with swivels. All right, so let. Whoever you buying from, show you how to use them, OK? And then practice them OK. It's like I said, so there is there is a little learning curve there. Ok, but having swivel scissors can prevent carpal tunnel and other elbow issues, all right? Orthopedic mats, I'm a huge believer.

I had them everywhere. So I had one orthopedic mat in front of the table, another orthopedic mat in front of the tub. I'd one on top of the table for my pets and one in the tub, OK? And not the cheap ones. You get what you pay for. You're looking for basically restaurant quality, orthopedic, Mets. All right. There's some cushion to it right now. The orthopedic mats made it a little bit more work on me. At the end of the day in a mobile van, because what would happen is, you know, water splashes, water gets underneath the mats.

And now I have to. Clean the mats. On a daily basis, but you know what? My knees and my hips and my back were really appreciative of those orthopedic mats. Ok, work at the correct height. Tables go up, tables go down. Work at the height that is comfortable so you are not bending over the table. If you're working on the back of let's say a golden leg and it's at this height, now you want to work on the feet, raise that dog up rather than you bending over. Ok, no, your weight limit. On OK and look for more compliant pets. Again, you don't have to groom every pet just because they called you.

All right, no is a complete sentence, right? If you're twisting and turning and trying to groom a pet, that's all over the place, right? One of the best things that are out in the market, and again, this is new, is all for groomers, has the groomers wall, and it keeps the pet instead of reaching over because they're going to the back of the table, keeping them closer to you. You're not bending over.

Then there is self-care So I'm going to talk 1st about scheduling vacation time. You cannot be on the hamster wheel day in, day in, day out, day in, day out without it taking a toll on your mental health. This is where burnout comes out. Burnout happens when we don't take care of ourselves. All right, you are an asset of your business. You are no different than your generator, your Clipper, your umm.

Your scissors, all right? You are an important part of your business and if you are hurt or you're referring to out, you are not working at full capacity, all right? You've become a liability to your business. So take that vacation time or vacation time. Does it helps you reset your brain? All right, you need to have that off switch. When I go on vacation, I go on vacation. I do not take my computer with me. All right, it stays home.

I put a vacation message up on my email and I will return phone calls and everything. When I get home, I make sure my messages are clear. Calls will be returned after this period of time. None of us are developing a cure for cancer prevention or preventing nuclear war. The dog can wait. The cat can wait. You need your mental health time, and even if you don't go anywhere, if you do a staycation, that's fine. Do something fun in your area. Go to a zoo, go to botanical gardens.

Go out to dinner, go to a movie. All right. What you don't do is you don't answer your business phone and you don't respond to messages. You are on vacation good. And I schedule. Five weeks of vacation a year. So when I'm figuring out my pricing is not out 50, it's a I'm working 47 We see here and that's how my pricing was. I'm making sure I take adequate time off, all right.

And as far as again with the phone calls, there has to be a beginning and an end to your day. Ok, so there's a point in which your day begins and a point in which your day ends and when your day ends. Your business needs to shut down, OK, so if someone texts you at 11:00 at, night does that mean you have to respond to that? Ok, respond to them in the morning, right? And I will guarantee you that almost most people who do that because I just text my vet yesterday about 9:00 because I needed to pick up some insulin and needles for my for my dog that I thought pick up on Thursday not expecting a response.

I'm not even expecting them to look at it. Until the next morning, there's nobody monitoring that. They closed down and what you should too. All right, so have a beginning and an end to your day. So if you get up in the morning, your first inclination should not need to reach for the phone to check messages. It should be to wake up and start your day, whatever your routine is.

Then deal with your business. At what time you decide businesses now open. This is the time that calls are being returned. Your messages should be clear. Phone calls are returned between the hours of this and this. On the days of the week and the days that you're open. All right umm chiropractor. They are. You know what i think a lot of us understand the value of a masseuse and getting massages done, but the value of a chiropractor.

Alright, a good one is if they're worth their weight in gold. So in addition to scheduling regular massages, you ought to be scheduling regular chiropractic visits. And on some insurances it's a covered item. So check with your insurance policy to see if that's covered or not covered. Most chiropractic visits really are not that expensive, even if you don't have insurance eat have regular meals throughout the day, all right? I mean, you start your day with breakfast, you stop and have lunch.

And being mobile is wonderful, OK? In Connecticut there was where I my service area. There were a lot of lakes and parks and boat launches and they made really great places to stop, sit down, eat my lunch and go back and lunches were scheduled. Into my skin and a lot of times, sometimes they were scheduled around. What was the good deli I was going past. Oh, I'm going past this deli at this time. I will be stopping in there, grabbing my lunch, OK? And sometimes, so sometimes they would be like, well, I can't be in this area until lunchtime because this is where this is.

So there's a lot of things as you can see that go into, you know, scheduling clients, right? So stop. Have an actual sit down lunch. Don't work on anything, bring a book, play a game, whatever. But take your lunch, OK? And when you need a break, take a break, all right? You find yourself being frustrated by a pet, you need to step back for a minute, all right? We work by ourselves. So we don't have someone else saying hey. Why don't you take a breather? I'll watch your pet for a minute. We have to make that determination ourselves, so take care of yourself. Because again, you are an asset of your business, OK? Do we have any questions? You know, ashley is really picky about our time as well you should be.

Because we are not our businesses. Our businesses support us. We are not here to support the business. Does that make sense? Businesses are to better our lives, OK? Business is not an entity all right? Alright, and that'll bring into boundaries of clients who are pushy. Don't get on my schedule. Boundaries are an important part of self-care Alright. Being able to like know is that complete sentence and working for people who don't respect you, who disrespect you might be aggressive to you and let's actually bring this up real quick too, OK, so you have a client that is aggressive, OK? That's a 9-1-1 call.

Ok. And what happens when you dial 9-1-1 is that things are recorded. So if you have a client that is being verbally abusive. Threatening violence. That's a 9-1-1 call. When you call 9-1-1 you call them up. You tell them where you are, what you're doing, and that you have a client here who is threatening you. Ok, and that you fear for your personal safety? All right. We're going to take a 15 minute break.

It's about a quarter to the hour, so we will be back on top of the hour for the last session, which is going to be. On the business end of this, so we're going to discuss business plans, operating manuals, emergency and disaster planning and marketing so. See you in just a bit.