

Responses to Survey - Board of Barbers & Cosmetologists

Total responses: 104 (of which 4 out-of-state)

<p>Highest Compliment</p>	<p>Ability to monitor on behalf of licensees - 30 Ability to streamline Continuing Ed - 13 Ability to keep profession from criticism because of bad actors - 9 None - 42 Other: - In my 25 years of experience I have found the state inspectors to be fair and common sense, - The board has been easy to deal with. Better than most boards I have had to deal with. I am glad they are there for us. - Our inspector has been helpful rather than harmful. - I feel the administration does an excellent job. - State inspector is very professional. (2)</p>
<p>Biggest Complaint</p>	<p>Licensing fees too high - 25 Licensing renewal timelines too strict - 5 Lack of Information - 14 Regulations too strict - 6 Board's response to unlicensed practice - 8 None - 35 Other:-- Website isn't always up and running to renew licenses. (3) - Having the barber board combined with the cosmetologists board. - People getting license that have been in prison [when they got out] then got into trouble again but still kept their license. - Lack of response to calls and messages left regarding information about rules/ laws.(3) - Our board needs to require continuing education to keep the "professional" in professional license. - I don't own a computer to renew online. - Would like salon and personal license paid on same date. - I have been going to Board of Barbers and Cosmetologists for 12yrs and nothing is ever followed through. They appoint board members to committees to look into issues and no outcome. They are still working on issues brought up 2-3 years ago and still nothing resolved. Some members are there for the trips but that's about all. Also i watch members during the meetings and several are not familiar with the agenda because they are ill prepared to comment on the subjects and you can see their laptops and they are not even on the page they should be. They are skipping ahead to read material that should have been viewed when they received it prior to meeting. - Not a complaint, but I believe Montana should adopt an apprenticeship program similar to other states to make hiring easier. There is a shortage of cosmetologists, and part of the reason is the requirement to attend school is too much of a time commitment. If Montana had an apprenticeship program (similar to Maryland, for example), it would make hiring much more straightforward, and would make mid-life career changes more affordable and accessible for those looking to enter the cosmetology profession. - My biggest complaint is having to have on file in the shop or salon manufacturer's equipment manuals. Especially trying to locate them through the manufacturer because, I believe like most people, they have been discarded once read. - I am a cosmetologist and have been waiting a 3-year period to get my teaching certificate. Just recently the board has decided one needs to be consecutively working for only 6 months and complete 650 hours of school to receive the teaching certificate/license. We do not have a school in Helena and [I] work full time and am not able to travel to another school out of my area. - Seem to harass and punish professionals while home hair stylists work unfettered. - Board regulates estheticians, but there is not an esthetician on the board? Regulations regarding peel restrictions and microdermabrasion are NOT comparable with other states, and keep us from being able to do the best job possible. I did submit a reasonable variance request for a (nationally) widely used machine and was denied for ridiculous reasons. No flexibility or understanding of the needs of the esthetician. The public needs a mid-way point between over the counter, self administered treatment and the high-priced medical office. Estheticians should be that compromise. The current restrictions on the tools we can use makes us little more than glorified face-washers. I'm not asking for more leniency than what's provided for Estheticians by other states. I feel a seasoned Esthetician...should be a board member. Esthetics should NOT be included in the scope of practice of a cosmetologist. They have ONE chapter in their book on skincare. Esthetics should be separated for cosmetology with that regard, and the Esthetician should then have the full scope of practice I have mentioned above. A Cosmetologist should not be licensed to administer facials, peels or microdermabrasion. Currently, a member of the public can get any of these services from a Cosmetologist, and not even be told about the difference in education. Give the Esthetician the distinction they have earned, and allow them to practice with the many tools available to them. A Cosmetology school should not be licensed to teach Estheticians, unless they have a true Esthetician teaching the program. - Tracking of previous licensing records/disregard for certifications in specialized fields as in cranial prosthesis/Hair replacement. - Lack of information sent out to people or businesses about changes made to state laws pertaining to us.</p>

Other reasons the board is important: - Monitor unsafe practices. -- The Board of Barbers and Cosmetologists plays a significant role in public health and safety. Design, implementation, and enforcement of rules and regulations by the Board of Barbers and Cosmetologists provides a high standard to which all service providers must reach, therefore, establishing professionalism and integrity in our industry. - I feel it's very necessary for the board to stay intact and not let anyone be able to do hair. For the people that went to school and did their time, it's not fair. - There are always those who don't want to use sanitary measures, Health and safety not only for the public, but for the licensed professional too. "Professional" being the key word here....Pride in work ethics and concern for our patrons.- They regulate our laws and keep the ones that are not out. I feel Montana's board should look at North Dakotas board and go by the way they do things. The two boards are completely separate and do not affiliate with each other. The reasoning for that is because they are two different professions and should be treated as two different professions. - Without a Board there could be a lot of complications with persons that are not qualified to work on the public, considering that nail techs, cosmetologist, barbers, and estheticians use some form of chemicals in a lot of their services. Safety and Sanitation is a big deal in our industry and needs to be monitored. - I like that it keeps us all educated and qualified to work with the public. - I feel that it helps keep our profession professional so that not just any person out there can practice barbering & cosmetology without a license and legally charge for the services. I feel the sanitation laws are very important to help prevent the spread of germs and disease. There are some laws I think could be relaxed and others that I think should remain as is! - It is nice to know that the person who holds the license actually went to school for that occupation. Hair dressing is an easy thing to slide into. Making sure that the hair dresser has a license is very important to me and my fellow cosmetologists as well as for the clients. - The licensing board is very important in maintaining the rules and regulations of this state. It is very frustrating when you do everything you can to follow the rules and let your clients know this, then you have those who have no regard for the rules. I went to Pela Beauty Academy in Whitefish, and I was so impressed with how safety and cleanliness were the main factors in teaching. It is very important that the public safety be at the forefront. - Passing a BAR, so to speak, causes those who are not ready to be in the public to be weeded out. - The licensing requirement maintains at least a minimum professional standard and also enforces policies and requirements essential to the public health and safety. Cosmetologists and Barbers use sharp implements in close proximity to (and in some cases in direct contact with) the human body, which presents the potential for personal injury, blood spill hazards. Additionally, the necessity of physical contact in the performance of our duties presents the potential for the spread of communicable diseases. If the profession is no long licensed and regulated, I predict that the profession will go downhill and become a public safety and health hazard. Do NOT stop regulating us, please! - I think that the Board of Barber's and Cosmetologists is important but I also think that the rule requirements are becoming redundant and out-of-control. Just simply - TOO MUCH !!! - I believe it is important to be certain that standards are met for sanitation, safety and regulation to allow for a fair playing field in our industry. - Unlicensed (usually uneducated in the arts) people performing could seriously damage the health of consumers. - It's the Hair styling business!!! Education is out-dated, if you run a dirty unsafe salon people won't come.

Public Health - 14	Public Welfare - 5	Public Safety - 10	None of these - 12	All or combination - 60
Scope of Practice:	Too Narrow - 20	Too Broad - 4		Just Right - 72

Problems with own BA or other professions' scope of practice - None with own profession =
 -- **Comment regarding too broad a scope:** If a licensee is not actually practicing his/her profession then I think that he/she should have an inactive license which should limit them to the benefits of one who is currently practicing.
 - **Comments regarding too narrow a scope:** -- Because of the lack of a provision for apprenticeship programs. Though we have physical contact with the public, we are not doctors and nurses, and what we do could definitely be taught by experienced professionals with some years of experience under their belts. My own experience has been that my employees have learned more about what is truly useful, practical, and applicable from me on the job than they learned in their entire 2000 school program (and my experience as a new cosmetologist 29 years ago was the same--I learned more on the job in my first year at the elbow of an experienced professional than I did in cosmetology school). Creating a provision for apprenticeships as a pathway to licensure would bolster our profession with an abundant source of potential new hires who learn on the job as they earn and assume progressively higher levels of professional experience. Maryland has a fantastic apprenticeship model that provides an easy entrance into on the job training, and ultimately the ability to take the state board exam and earn their cosmetology license. -- We have a wealth of skin care education under our belts, yet we can't "treat" a client with effective products unless we work with a Dr. This is very limiting. - It isn't necessary for someone to shampoo to be licensed. Allowing interns would make it possible to do some of the training needed. -

Comments regarding too narrow a scope, continued: -- Utah & Virginia both offer two-tiered Education in Esthetics, a Basics course & a Masters course, each with the same amount of hours. I am an Instructor of these two courses. My job and goal is to empower my students, I feel it would behoove Montana to adopt this 2nd tier of Esthetics Education. This additional education allows my current graduated and licensed students to obtain employment with Dermatologists and Dr's. and earn a hire wage, because of the additional practical and written theory. It is a win-win application for the State, the medical field, the educational arena and most of all the Student!. Many States offer advanced training but not as a license...and not equal to the hours of the Basic hours... for me, this is not in the interest of the public, without the additional hours and education in Esthetics. Laser training would be an additional scope of practice as in Arizona. -Properly trained Estheticians can achieve a very high level of skin conditioning, scar revision, and more, with the application of topical peels and dermabrasion that is within the scope of practice for estheticians across the country. These tools are freely sold to estheticians by mainstream suppliers. Montana regulations should be brought up to modern standards, and I feel that as an esthetician, I am not properly represented on the board. Specific peels that are restricted are Jessners, TCA, anything with pH above 3, and any peel over 30%, all of which are available to my colleagues in other states. In fact, my clients can buy 70% peels online, and use them with no supervision, potentially causing alot of damage to themselves. It would be far safer for the public to be able to get those treatments from a licensed professional. The microdermabrasion machine restrictions are archaic. An esthetician should be able to purchase any machine she wishes, not only those specific models on the 'list' of the board. Tips and heads should be sanitizable, as with any tool, and not have to be 'disposable'. Our brushes and extractors don't have to be disposable. It doesn't make any sense. The rule sets too high a barrier to entry for microdermabrasion due to the lack of being able to shop freely for a machine. Also, the restrictions on lancets makes a difficult job of correctly performing extractions without damaging the pore. I specialize in acne treatment and correct lancet use would help my clients clear faster with less scarring. -- In the esthetics portion the public can purchase devices at mass retailers and use them, but the board will not allow professionals to use them in the salon. The Board of barbers and Cosmetologists have had a comittee working on this for 2-3 years but they have not done one thing. - I am a barber and I feel that any person doing hair whether a barber or cosmetologist should be allowed to do the same procedures whether on hair or skin etc... We went to school for the same amount of time and I really feel it's all the same. I've worked with cosmetologists most of the 26 years I've been licensed and I feel I'm just as capable, if not more in some cases to do anything they would do to the skin as well as hair! - School taught me things that later I found out I am not allowed to do. eyelash tinting is an example. - Barbering is a huge part of cosmetologist's well-rounded care, straight razor shaving and other barbering skills need to be integrated further into the cosmetology license. We are losing an art, by not using some of the required 2000hrs.to learn barbering skills.

What laws/regulations have caused the most problems? None =

I strongly DISAGREE with the booth rental license and fee, I feel it was MADE UP to keep track of booth renters and to create another fee for revenue. I feel a booth renter in a salon is a relationship between the owner and hairstylist NOT the state board. - Duration of renewal too soon. 5-year increments would be much more effective. - For esthetics specifically, the board is just there to make money. I'm happy to pay fees to a board willing to expand their understanding of acceptable practices and scope of practice, - We have a need to broaden the structure in the field of our hair alternative education. As I understand it, the board mandates that legally to educate a master licensed hairstylist, it requires a full instructor's license, when a permit or certification is admissible in specific areas, and can be viable. Without them, it we are limiting the knowledge to fulfill the needs of the public and stylist's income. It would prove prudent to have certifications for teaching of this new specific growth in technology, not all want to fulfill the role of the primary hairdressing instructors as well. Specifically Cranial Prosthetics. The master license would prove to be the burden of proof for knowledge of coloring, cutting hair, sanitation and health laws. New frontiers are progressing and are being taught in other states with allowances of certification and permits, even in partnering with physicians who also have the upper license and education of our profession. - The Board is necessary to prevent unqualified individuals from working on members of the public. - Having Msds sheets for hair color, and shampoo is a little crazy to me. Most of the information needed is on the packaging and we went to school and got licensed, I think color and shampoo are basic items that are learned. It's over kill on this and salons should not be in trouble for not having them. - Residential salon rules; overboard on the sanitation rules. I can go to a restaurant and eat off dishes sitting in the open air for days but God forbid I use a comb, brush even a towel on a client that hasn't been heavily sanitized and in a covered container. I'm all about cleanliness, and always kept a spic and span salon, but what are the statistics on illness from a clean comb or towel sitting in an OPEN container or only washed with hot water and bacterial soap. Seems to me the places where I am consuming should have more public "health and safety" standards then an industry that uses a tool that comes in contact with someone's hair. I am sorry for the rant, but it is something that has always bothered me and thought of as ridiculous. - This new law to keep a list of every ingredient in the products we have in the salon. What a pain when everything is on the bottle or the packaging! - The size of the board could be reduced. - late licensing penalties

Consumer complaint filed?	No = 87 Yes = 5 Board was effective = 5 1) They decided to do an investigation on the party...that has not been completed yet! 2) Administration quickly responded. 3) An unlicensed person was advertising and providing services out of her home. The board of Barbers cosmetologists was able to get this person to cease and desist their unlawful practice 4) Discussion of continuing ed. Person wrote letter in support. 5) Matter dropped..
Nonlicensee comments	Saying Board of Barbers and Cosmetologists: Necessary for Public Health - 167, Public Safety - 111, Public Welfare - 91 Of 1346 respondents some marked all or a combination.

as of June 2013: