



To whom it may concern,

My name is Alaina LeBlanc and I am the owner and operator of Pawfections Pet Salon located in Kennebunk Maine. Last week I requested to be considered an “essential business” during this difficult time. The State denied my request due to a social distancing risk they believed I had at my shop. The denial letter included “unless business could be done remotely”.

Over the weekend I received a letter which stated various ways a “non-essential” business could continue to operate if certain guidelines were met. (I will attach the letter) I contacted the State and they informed me to write a letter which details my business and how we would continue to operate in accordance with the State’s requirements.

Pawfections Pet Salon is located at my house, in an attached building, separated by an exterior door. We currently have two groomers who work together in the shop. The shop is separated into a few different rooms. The reception area is, and will be closed until the State’s COVID-19 restrictions are lifted. Our main grooming room is large which allows the 2 groomers to maintain distancing of 6 feet.

Before the “non-essential” shut-down, we took numerous actions to keep our own “distancing” from customers. Here are some of the changes we made operationally:

- All customers **must BOOK online** or by phone!-**ALL VISITS ARE BY APPOINTMENT ONLY.**
- When customers arrive with their pet, they must stay in their vehicle! (**pet in rear seat**)
- Groomer will retrieve the pet using the shops provided leash. (no customer leashes)
- The dog will then be walked directly into the shops bathing station and cleaned.
- Appointment blocks are 3 hours, so there is minimal activity each day.
- After the dog is groomed, the customer is contacted via text application.
- The text application directs the customer to pay online for the appointment.
- ALL PAYMENTS ARE MADE ELECTRONICALLY BEFORE CUSTOMER RETURNS.
- When customer returns, the groomer returns the pet to the back of the vehicle.
- The customer will never enter the shop nor have any contact with the groomer.

These are just a handful of the operational changes I put in place and they were working ideally before the shutdown. There are many reasons why I am requesting to continue to operate during this time. **Most importantly, many dog breeds require professional grooming and medicated baths for their health.**

Certain dogs develop mats very quickly which leads to skin issues and other serious health risks. In addition, if these breeds do not continue to get the professional attention we offer, it would lead to unnecessary Veterinary Hospital visits, which are expensive and already overwhelmed. Many Veterinarians refer their patients to us for continued care for the pet's needs.

We take tremendous pride in the safety of ourselves, our customers, and our community. We take the restrictions extremely serious, and for these reasons I sincerely ask for the State to allow Pawfections Pet Salon to continue business.

Please visit our website at www.pawfectionspetsalon.com, for more information about us and our commitment to keeping the community informed with up-to-date information related to COVID-19. Thank you so much for your time and careful consideration about my business.

Sincerely,

Alaina LeBlanc
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