

Resident Stylist — Facility Partner Packet

Introduction

This Facility Partner Packet provides an overview of how Resident Stylist works with senior living and care communities to deliver convenient, safe, and professional hair and grooming services. The packet summarizes operational expectations for business offices, admissions staff, and care teams, ensuring a smooth, consistent experience for residents and staff alike.

Resident Stylist simplifies the process of offering on-site salon services by managing scheduling, professional standards, and billing—so that facilities can focus on resident well-being while maintaining a polished, welcoming environment.

Summary of Key Procedures

1. Business Office Procedures

Resident Stylist partners directly with facility business offices to manage all service authorizations, invoicing, and payments. Services are only provided for residents with both signed consent and available funds. At the end of each service day, stylists submit a detailed invoice. Facilities may pay weekly, bi-weekly, or monthly, and will receive a monthly statement for any unpaid balances. Timely payments ensure uninterrupted services for residents.

2. Admissions Procedures

Admissions teams should introduce Resident Stylist services to new residents and their responsible parties during the intake process. Consent forms and pricing details are included in admission packets. Completed forms are distributed to the business office, activities, and social services teams to facilitate smooth scheduling. Grooming is an essential part of maintaining dignity, confidence, and a positive facility image.

3. Transportation Coordination

Facility staff assist residents with transport to and from the salon area. The stylist provides a daily appointment list to all relevant departments. Stylists do not perform transport duties but work closely with staff to coordinate timing. Residents should be prepared, appropriately dressed, and seated in wheelchairs. Geri-chairs are not suitable for salon services. Encouragement from staff helps residents view salon visits as an enjoyable, uplifting experience.

4. Consent & Scheduling

No services are provided without signed consent from the resident or their representative. Once forms are received, the business office verifies funding and creates a pre-approved list of residents. This list is shared with staff to plan transport and timing. On the day of service, the stylist checks in upon arrival and begins appointments once residents are ready. After services, residents are escorted back to their usual areas.

5. Billing & Payment Terms

Each service day concludes with an invoice left by the stylist. A monthly statement summarizing unpaid balances is issued to the business office. Payments should specify invoice numbers for clarity. Facilities are asked to remit payment within 30 days, with partial payments completed within 60 days. Late accounts may result in a temporary service pause. Prompt payments help ensure consistent staffing and reliable service continuity.

6. Family Communication

A sample letter to families and responsible parties is included for distribution alongside the consent form. The letter introduces Resident Stylist as the facility's professional salon partner, explains service options, and encourages families to return signed permission slips promptly. Families may also purchase gift certificates for their loved ones, offering grooming as a meaningful, confidence-boosting experience.

Contact Information

Resident Stylist
Alanna Cattach
Glendale, AZ
602-206-5072
info@residentstylist.com
residentstylist.com

This document outlines the partnership framework between Resident Stylist and participating care communities. It is designed to support smooth operations, uphold compliance, and enhance the daily lives of residents through professional, compassionate grooming services.



Resident Stylist — Facility Cover Letters

Facility Business Office

Resident Stylist Procedures

Resident Stylist has been selected to provide professional hair care services to residents in your facility.

Please note: Each care community operates differently. The following guidelines apply where relevant:

- All residents must have approval before any stylist can perform a service. Approval should only be granted to residents who have both a signed consent form and available funds for the service.
- Residents without available funds or signed consent should be noted, and services will not be performed for them.
- At the end of each day, the stylist will provide the business office with an invoice listing all residents serviced. Invoices may be paid weekly, bi-weekly, or monthly. Please include the relevant invoice numbers on any checks issued to Resident Stylist.
- A monthly statement summarizing unpaid invoices will be mailed at the end of each month.

Payment should be made to:

Resident Stylist

Glendale, AZ
602-206-5072

For billing inquiries, please contact **Alanna Cattach** at Resident Stylist at **602-206-5072** or via **info@residentstylist.com**.

Thank you for your cooperation and continued support.

Facility Admissions Office

Resident Stylist Procedures

Resident Stylist has been selected as your facility's trusted provider for on-site hair and grooming services.

Please note: Each facility's workflow may differ. The following procedures apply as appropriate:

- All new residents should be informed about the availability of on-site hair care during the admissions process. A price list and consent form should be included in every admissions packet.
- Please discuss the services with the resident and their responsible party and ensure the consent form is signed.
- Regular grooming is a vital part of long-term resident care, helping to maintain dignity and enhance self-esteem. Well-groomed residents not only feel better but reflect positively on the facility's professional image.
- Completed consent forms should be distributed to the business office, activities department, social services, and salon coordinator. These forms confirm authorization for services and allow stylists to schedule appointments accordingly.

For questions or support, contact:

Resident Stylist

Glendale, AZ

602-206-5072

info@residentstylist.com

residentstylist.com

Thank you for your collaboration and care.

Facility Transport Team

Resident Stylist Procedures

Resident Stylist is proud to partner with your facility to deliver on-site hair and grooming services for residents.

Please note: Every facility may have unique transportation protocols. The following procedures apply where relevant:

- Personal grooming plays a crucial role in a resident's quality of life and self-esteem. It also supports your facility's appearance for visitors and inspectors.
- The stylist will provide a daily list of residents scheduled for salon services. Copies will be shared with nursing stations, reception, activities, and relevant support staff.
- Stylists do **not** transport residents. Facility staff are asked to assist residents to and from the salon.
- Residents should be encouraged positively to attend appointments unless unwell or unavailable.
- The stylist will announce arrival each day, signaling when transport can begin.
- Following services, residents should be returned promptly to their designated areas.
- Please ensure residents are dressed appropriately and seated in a wheelchair (services cannot be performed in Geri-chairs).

Thank you for your continued cooperation and commitment to resident care.

Resident Stylist

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residentstylist.com

Facility Consent & Scheduling Procedures

Resident Stylist has been selected to provide hair care services to residents at your facility.

Please note: Processes may differ by facility. The following procedures are recommended:

- A standard consent form (attached) should be included in each admissions packet. Discuss available services during the intake process.
- Consent forms must be signed by the resident, responsible party, or legal representative. No services will be performed without written consent unless specifically authorized by a director-level staff member. Nurses may not provide authorization.
- Once forms are received, the business office will verify funding and compile a pre-approved list of residents for the stylist.
- This approved schedule should be distributed to all relevant departments for coordination and transport.
- On service days, stylists will announce arrival, and residents can begin being escorted to the salon. Residents should be appropriately dressed and seated in wheelchairs.
- Stylists do not transport residents. Please assist in ensuring everyone scheduled receives their appointment.
- Following completion, residents should be safely returned to their respective areas.
- At the end of the day, an invoice will be submitted. Monthly statements will follow for any unpaid balances.

For questions or clarification, contact:

Alanna Cattach

Resident Stylist

Glendale, AZ

602-206-5072

info@residentstylist.com

residentstylist.com

Thank you for your support and professionalism.

Payment Procedure Overview

Thank you for partnering with Resident Stylist and for the opportunity to serve your residents and community.

To ensure accurate billing and smooth operations, please follow these payment guidelines:

- Each time a stylist provides services, they will leave a daily invoice detailing the residents served. The facility manager or business office will confirm where invoices should be submitted.
- A monthly statement will summarize outstanding invoices. Payment may be made from either the daily invoices or the monthly statement.
- When submitting payment, please note the specific invoice numbers being paid. Payments without invoice references may result in processing delays.
- Payments older than **30 days** may result in a temporary pause in salon services.
- We kindly request payment in full within 30 days unless an alternative arrangement has been made. Partial payments are acceptable if the remaining balance is paid within 30 days.
- Resident Stylist compensates stylists bi-weekly, regardless of when payment is received. Prompt payments from facilities help maintain service consistency and stylist retention.

Thank you for your cooperation and ongoing partnership.

Alanna Cattach

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Sample Letter to Resident Families / Carers / Responsible Parties

Subject: Introducing Resident Stylist — On-Site Hair Care for Residents

Dear Family Member or Responsible Party,

[Facility Name] is pleased to announce our partnership with **Resident Stylist**, a trusted provider of professional on-site hair care services for senior living and care communities. Our stylists are licensed professionals experienced in working with older adults and delivering quality, compassionate service.

Our shared goal is to enhance residents' confidence and comfort through regular grooming. Enclosed is a permission form outlining available services and frequency options. Please indicate your preferences and return the signed form at your earliest convenience so we can schedule your loved one's appointments.

Service charges will be applied to the appropriate resident account after each appointment. Gift certificates are also available through Resident Stylist if you'd like to offer a personalized grooming experience as a thoughtful gift.

If you have any questions or wish to discuss services further, please contact our office at the details below.

Warm regards,

Alanna Cattach

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