

**International Salon and Spa Academy**

# **Consumer Information 2021**

Thomas J. Twardowski, President

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## **International Salon and Spa Academy**

### **CAMPUS DRUG AND ALCOHOL POLICY**

International Salon and Spa Academy is an accredited private proprietary post-secondary training institution that adhere to all local, state and federal regulations and laws. School policy requires compliance with the Drug Free Schools and Communities Amendments of 1989 (a Federal law). The school has adopted the following drug and alcohol prevention program.

The use, possession, distribution, sale or manufacture by a student or employee of alcohol or illicit drugs anywhere on school property or during any school authorized campus activity is forbidden. Students or employees in violation of state, federal or local regulations with respect to illegal drug or alcohol use may be subject to both criminal prosecution and campus disciplinary action.

#### **LEGAL SANCTIONS**

Any student or employee convicted of the unlawful manufacture, distribution, dispensation, possession, use or abuse of drugs or alcohol is subject to criminal penalties under local, state, or federal law. These penalties vary in severity from a fine of \$100.00 up to \$8,000.00 and/or a jail sentence of 30 days up to life imprisonment. The exact penalty depends upon the nature of severity of the individual offense.

#### **SCHOOL SANCTIONS**

Possession, use, sale or manufacture of alcohol or illegal drugs in any amount by a student on school property or at a school-authorized activity, will result in disciplinary probation, suspension or termination. The severity of the sanction depends upon the nature and severity of the individual offense.

Possession, use, sale or manufacture or furnishing a minor with alcohol or illegal drugs in any amount by an employee on school property, or at a school authorized activity will result in suspension or dismissal depending on the nature and severity of the violation.

#### **DEFINITIONS OF SANCTIONS**

##### **STUDENTS:**

Disciplinary probation: A specified period of time in which a student is advised in writing of probable suspension or termination for future violation of this policy.

Suspension: Temporary interruption of training for a specified period, with the student advised in writing of probable termination for future violation of this policy.

Termination: A permanent dismissal from the school. Conditions for appeal of termination are outlined in the school catalog.

##### **EMPLOYEES:**

Suspension: Unpaid interruption of employment for a specified period, with WRITTEN WARNING of probable dismissal for future violation of this policy.

Dismissal: Termination of employment with the employee notified in writing that he/she is ineligible for rehire by the school at any time in the future.

**\*\* These sanctions are in addition to any criminal sanctions, which may be imposed by the judicial system. Student and employees are subject to both employee and student sanctions.**

<b><u>SUBSTANCE</u></b>	<b><u>HEALTH RISKS</u></b>	<b><u>EFFECTS</u></b>
Alcohol (at .10 blood alcohol and above).		Impaired motor abilities; reduced judgment; sleepiness; nausea; vomiting; liver disorders including Hepatitis and Cirrhosis; fetal alcohol syndrome (most common symptom is mental retardation). Excessive use of alcohol is proven to be a factor in cancer of the mouth, tongue, throat, esophagus, liver, and breast.
Cannabis Marijuana, Hash, Hash Oil, THC.		Diminished short-term memory, motivation, cognitive coordination, oral communication and reaction time;
Cocaine (includes Crack).		anxiety and panic reaction; damaged lungs and respiratory system; carcinogenic elements in smoke are proven to contribute to cancer of the mouth, throat, esophagus and lung. Increased likelihood of risk taking; seizures; sleeplessness; paranoia, irregular heartbeat, can cause sudden death by stroke or heart failure even in young users; cocaine psychosis (paranoia and hallucinations) ulceration of mucous membranes in nose; sexual dysfunction; during pregnancy: severe physical and emotional problems in babies.
Depressants, Tranquilizers, Barbiturates, Methaqualone.		Dangerous effects when mixed with alcohol; calmness and relaxed muscles; slurred speech, staggering gait, loss of motor coordination; altered perceptions; respiratory depression which can result in coma or death; disruption of normal sleep cycle; tolerance develops severe withdrawal symptoms; physical and psychological dependence; during pregnancy: birth defects and brain tumors in children.
Stimulants (excluding Cocaine), Amphetamines, Met amphetamines.		Increased heart and respiratory rates; elevated blood pressure; decreased appetite; headaches; blurred vision; dizziness; sleeplessness; anxiety; amphetamine psychosis; violent behavior; hallucinations; delusions; paranoia; drug tolerance and dependence; mood swings; ulcers; mental confusion.
Hallucinogens, LSD, Mescaline, Psilocybin, Phencyclidine (PCP), MDMA (ecstasy), MDA.		Distorted sense of distance, space and time; blockage of pain sensations; nausea, vomiting and diarrhea; severe mood disorders, panic, depression, anxiety; greater suggestibility and feelings of invulnerability; unpredictable reactions if drugs are "cut" with impurities; tolerance after 3-4 daily doses (higher doses are required to produce same effects).
Narcotics, Opium, Morphine, Codeine, Thebaine, Heroin, Methadone, Darvon, Demerol.		Feeling of euphoria followed by drowsiness; nausea and vomiting; respiratory depression; central nervous system depression; use of unsterile needles promotes: AIDS, Hepatitis B and Endocarditic (infection in the heart); women dependent on opiates have multiple pregnancy complications: spontaneous abortions, stillbirths, anemia and diabetes.

### **TREATMENT RESOURCES**

If at any time, a faculty or staff member believes a student or co-worker has a drug or alcohol abuse problem, the following list will be provided to the suspected abuser:

Alcohol Abuse (24 hour helpline)	(800) 283-2600
Alcoholics Anonymous (24hrs):	(719) 573-5020
A Turning Point:	(719) 550-1011
Behavioral Health Referral Center:	(719) 776-8482
Cedar Springs Behavioral Health Systems:	(719) 633-4114
Center for the Prevention of Domestic Violence	(719) 633-1462
Cocaine Anonymous:	(719) 590-8720
Domestic Violence (24 hour helpline)	(719) 633-3819
El Paso County Health Department Drug & Alcohol Clinic:	(719) 578-3150
Narcotics Anonymous:	(719) 776-8482
Pathways:	(719) 593-2376
Pikes Peak Mental Health Center (24hrs):	(719) 390-2400
Rape Crisis Center (24 hour service)	(719) 633-3819
Riegel Center:	(719) 776-8741
Social Services	(719) 636-6000
Victim Services (Colorado Springs Police Department)	(719) 444-7540

This policy is delivered to all students and employees no later than September 30 each year.

## NOTICE OF A DRUG-FREE WORKPLACE STATEMENT

1. International Salon and Spa Academy, (hereinafter referred to as "this institution") has a policy of maintaining a Drug-Free Workplace. All students are hereby notified that the manufacture, distribution, dispensing, possession or use of controlled substances (drug and alcohol) is prohibited this institution's workplace. The workplace for this institution is defined in Paragraph 2 below.
2. In compliance with the Drug-Free Workplace Act of 1988, this institution's "workplace" consists of the following location:
  - a. the entire campus facility
  - b. any location used for an off-site school function, i.e., competition, hair show, graduation, etc.
  - c. students must comply with the policy while off-site if they are participating in any activities with this institution in any capacity
3. Non-compliance with the terms in Paragraph 1 above will result in the following action being taken by this institution:
  - a. Mandatory counseling, rehabilitation given by a Federal State or local health, law enforcement, or other appropriate agency which is approved for purposes of chemical abuse counseling and rehabilitation.
  - b. Notification to the proper law enforcement authorities
  - c. Termination of enrollment
4. All students must read, understand and sign the following statement:
  - a. I understand that International Salon and Spa Academy, by participating in Title IV Federal Funds Programs, must establish a policy of a Drug-Free Workplace and as a student of International Salon and Spa Academy I must acknowledge and agree to abide by the terms of Paragraph 1 above.
  - b. I must notify the School Director of any criminal drug statute conviction of a violation occurring in the workplace not later than ten days after such conviction.
  - c. I understand that this institution has established a Drug-Free Awareness Program to inform students about:
    1. The dangers of drug abuse in the workplace
    2. This institution's policy of maintaining a Drug-Free Workplace
    3. Any available drug counseling, rehabilitation and student assistance programs
    4. The penalties that may be imposed upon student for drug abuse violations occurring in the workplace (See Paragraph 3 above)

I have read and understand the conditions explained in Paragraph 4. I have received a copy of this statement and I agree to willingly participate in the Drug-Free Workplace Program.

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Date

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Student Signature

## **STUDENT GRIEVANCES**

A grievance procedure is to be followed by all students who seek resolution of a grievance, complaint or concern related to their training. The procedure is as follows:

- The student should attempt to resolve the grievance at the staff level nearest the source or cause of the concern; most concerns can be resolved there.
- If the issue cannot be resolved at the source, the student is encouraged to present the concern to the Executive Director or the next level of authority.
- After a timely review of information received, a maximum of ten (10 days) is allowed in which a report will be given to the student of the findings of the grievance and a decision made.
- If the student remains dissatisfied with the decision, the student must submit a written grievance to be considered by the Grievance Committee.
- The written document must include a clear concise statement of the problem and request a specific remedy or corrective action for the committee's consideration.
- The Grievance Committee will be allowed twenty (20) calendar days in which to discuss the matter with all interested parties and provide the student a written determination stating the reason for the decision.
- The grievance committee consists of various Academy personnel.
- If the student remains dissatisfied with the decision, he or she may request an appointment with the Executive Director to review the decision of the Grievance Committee.
- The Executive Director has the authority to either confirm or revise any previous decision.
- The student will be informed within five (5) working days from the date of the meeting, of the Executive Director's assessment and judgment.
- When further appeal is desired, the student may pursue the matter with the Colorado Department of Education, Division of Private Occupational Schools, or The National Accrediting Commission of Career Arts and Sciences. <http://www.naccas.org/contact-us>
- All complaints must be filed online with the Colorado Department of Higher Education, Division of Private Occupational Schools. There is a two year limitation from the student's last date of attendance for the Division to investigate the student complaints. <https://higher.ed.colorado.gov/DPOS/Complaints/DPOSFileComplaint.aspx>
- The Academy is licensed and approved in Colorado to prepare individuals for licensure and entry level employment in Colorado. If you are planning on working in a state other than Colorado, you must investigate requirements for licensure and employment in that state.

## **CAMPUS CRIME AND SEXUAL ASSAULT/HARASSMENT POLICY**

The safety and security of students, staff and faculty are of utmost importance to the Institutions' administration. All must be aware of and actively participate in the Institutions' safety and security policies. Institution policy requires compliance with the Campus Security Act of 1990 and the Campus Security Act of 1998 (Federal laws). The schools have adopted the following policies and procedures, which apply to all students, employees and campus visitors.

### **CAMPUS CRIME POLICY AND PROCEDURES**

All employees and students are required to file an incident report with the Campus Administration for all crimes and unsafe incidents within 24 hours of the occurrence of the incident. Incident reports are available in the Business Office or at the front counter in the clinic. All incident reports will be filed in the crime file at each individual campus. The Annual Crime Report is filed annually with the U.S. Department of Education from reports contained in the crime file along with reports procured from the city Police Department. The Executive Director bears the responsibility of campus notification of any incident or known crime that may pose a threat to students or staff members. The Administration bears the responsibility for the annual crime and security report.

Colorado Revised Status 18-8-115, Duty to Report a Crime, requires all persons who believe a crime has been committed to promptly report the suspected crime to law enforcement authorities. You can report a crime by calling the Colorado Springs Police Department at (719) 444-7000. In case of an emergency, call 911 immediately. Officers will respond to crime reports as appropriate, using federal, state and municipal laws as guideline.

Campus hours of operation are:

International Salon and Spa Academy

Monday	8:00 AM – 9:00 PM
Tuesday - Thursday	8:00 AM – 9:00 PM
Friday	8:00 AM – 5:00 PM
Saturday	8:00 AM – 3:00 PM
Sunday	12:00 PM – 6:00 PM

A staff member is in the building and in charge of security during all hours of operation. Although no school employees are authorized to make an arrest, all are trained in the correct procedure to diffuse volatile situations and promptly report all crimes to the city police department.

The Campus Crime policy is distributed to all employees and students no later than September 30th each year.

All staff members must be cognizant of all crime prevention and security procedures. At a minimum, staff members are responsible for:

1. Assuring all possessions are stored securely and all offices and classrooms are locked when unattended.
2. Immediately reporting suspected criminal activity to the Administration. A written incident report must be filed within 24 hours of the incident.
3. Acting in a responsible and cautious manner when criminal activity poses a threat to employees, students or visitors. Personal safety must be everyone's primary concern. Therefore, staff members are trained not to confront, antagonize or attempt to apprehend criminal suspects. They should observe the activity, immediately contact the local police and offer every cooperation with the authorities upon their arrival.

As prescribed in the school catalog, students are required to comply with all rules, regulations and Standards of Conduct as published by the institution in its Catalog, as well as with civil and criminal law at all times. Should violations occur, violators will be subject to appropriate disciplinary action. Such action will depend upon the severity of the violation. Disciplinary action may include written warning, probation, suspension, dismissal or referral to local police.

All visitors, applicants, student clinic guests, family members and vendors are required to enter the premises through the lobby and check in with the front desk attendant.



## **SEXUAL OFFENSE PROCEDURES**

Any victim of a sexual assault, including, but not limited to rape, whether on campus or off, will be advised to immediately report the incident to the local police. Upon request, a member of the school administration will assist the victim with the report. It is vital that all evidence be preserved to assist law enforcement personnel with the investigation of the incident. School officials will direct you to the nearest hospital where qualified medical personnel will examine you and collect vital forensic evidence from your person.

If the said victim and the alleged perpetrator are both students, it must be understood that both are entitled to the same rights regarding any campus hearing that may be held to determine appropriate action. Both may have family members and/or legal representation present at the campus hearing. The Academy's Administration will hear the circumstances, review evidence, and then make a decision as to the appropriate action to be taken. All involved parties will be notified in writing of the decision and action to be taken.

The school administration is available to assist victims of sexual offenses, whether the offense occurred on or off campus. When further assistance is required, such as mental health counseling, the student will be referred to local support agencies as described in the school's general catalog.

## **SEXUAL HARASSMENT POLICIES**

The Academy strives to provide a vocational learning environment, which protects individual dignity and the integrity of human relationships. As a place of work and learning, the environment must be free of sexual harassment and related retaliation. Such conduct is reprehensible because it undermines the integrity of the Academy and threatens the careers, educational experience and well being of students, faculty and staff.

The law defines two types of sexual harassment. They are:

1. "Quid pro quo" which is defined as making conditions of employment (hiring, promotion, salary increase, retention, etc.) contingent on the victim's providing sexual favors.
2. "Hostile working environment" which is defined as speech or conduct of a sexually discriminating nature, which was neither welcomed or encouraged, committed by or permitted by a supervisor, which is so offensive to a reasonable person as to create an abusive working environment or impair his/her job.

The school does not permit sexual harassment of any nature at any time. If a student or staff member believes such has occurred, he/she must report it immediately to the next level of supervision. The claim will be investigated by the Administration, a decision as to the validity of the claim will be made and appropriate action will be taken.

## **SEX OFFENDER INFORMATION**

Colorado Revised Statute requires that sex offenders register with the law enforcement agency where they reside. The local law enforcement agency is required to maintain a list of offenders for their city/community. For a list of sexual offenders for Colorado Springs, go to <https://coloradosprings.gov/police-department/page/sex-offender-information>. If you live in El Paso county, go to <https://www.epcsheriffsoffice.com/services/sex-offenders-search> or contact the El Paso County Sheriff's office at 390-5555. At the time of this publication, there is no statewide list of sexual offenders, but you may obtain a limited list at <http://sor.state.co.us/?SOR=home.sorreg>

### **Title IX Coordinator:**

**Carrie Petersen**

**Executive Director**

**5707 N. Academy Blvd.**

**Colorado Springs, CO 80918**

**719-597-1413 ext 1012**

**[carrie@issaco.edu](mailto:carrie@issaco.edu)**

**Title IX and VAWA training and certification updated yearly in July.**

## CAMPUS CRIME STATISTICS

In compliance with the Campus Security Act of 1998, the school provides the following criminal activity statistics of campus and its surrounding area.

# CAMPUS CRIME STATISTICS

	On-Campus			Non-Campus/Public Property		
	2018	2019	2020	2018	2019	2020
Category	Criminal Homicide by Type					
Murder/Non-Negligent manslaughter	0	0	0	0	0	0
Negligent manslaughter	0	0	0	0	0	0
	Other Criminal Offenses					
Aggravated Assault	0	0	0	0	0	0
Robbery	0	0	0	0	0	0
burglary	0	0	0	0	0	0
Motor Vehicle Theft	0	0	0	0	0	0
Arson	0	0	0	0	0	0
Domestic Violence	0	0	0	0	0	0
Dating Violence	0	0	0	0	0	0
Stalking	0	0	0	0	0	0
	Forcible Sex Offenses by Type					
Rape	0	0	0	0	0	0
Fondling	0	0	0	0	0	0
	Non-Forcible Sexual Offenses by Type					
Incest	0	0	0	0	0	0
Statutory Rape	0	0	0	0	0	0
	Disciplinary Actions					
Liquor Law Violations	0	0	0	0	0	0
Drug Law Violations	0	0	0	0	0	0
Weapons Possession	0	0	0	0	0	0
	Arrests on Campus					
Liquor Law Violations	0	0	0	0	0	0
Drug Law Violations	0	0	0	0	0	0
Weapons Possession	0	0	0	0	0	0

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Fondling	0	0	0	0	0	0	0	0	0
Incest	0	0	0	0	0	0	0	0	0
Statutory rape	0	0	0	0	0	0	0	0	0
Robbery	0	0	0	0	0	0	0	0	0
Aggravated assault	0	0	0	0	0	0	0	0	0
Burglary	0	0	0	0	0	0	0	0	0
Motor Vehicle theft	0	0	0	0	0	0	0	0	0
Arson	0	0	0	0	0	0	0	0	0
Simple Assault	0	0	0	0	0	0	0	0	0
Larceny=theft	0	0	0	0	0	0	0	0	0
Intimidation	0	0	0	0	0	0	0	0	0
Destruction/damage/ vandalism of property	0	0	0	0	0	0	0	0	0

Hate Crimes	On Campus - 2019								
	2019 total	Race	Religion	Sexual orientation	Gender	Gender Identity	Disability	Ethnicity	National Origin
Murder/Non-negligent Manslaughter	0	0	0	0	0	0	0	0	0
Rape	0	0	0	0	0	0	0	0	0
Fondling	0	0	0	0	0	0	0	0	0
Incest	0	0	0	0	0	0	0	0	0
Statutory rape	0	0	0	0	0	0	0	0	0
Robbery	0	0	0	0	0	0	0	0	0
Aggravated assault	0	0	0	0	0	0	0	0	0
Burglary	0	0	0	0	0	0	0	0	0
Motor Vehicle theft	0	0	0	0	0	0	0	0	0
Arson	0	0	0	0	0	0	0	0	0
Simple Assault	0	0	0	0	0	0	0	0	0
Larceny=theft	0	0	0	0	0	0	0	0	0
Intimidation	0	0	0	0	0	0	0	0	0
Destruction/damage /vandalism of property	0	0	0	0	0	0	0	0	0

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## 2019 CAMPUS PERFORMANCE STATISTICS

As required by the U.S. Department of Education, we are providing you with the completion, licensure and employment rates for last year:

	<u>COS</u>	<u>HS</u>	<u>MAN</u>	<u>EST</u>	<u>BAR</u>	<u>TOTAL</u>
Students Scheduled to Complete Course	95	0	29	105	43	272
Students Who Completed Course	50	0	18	94	26	188
Students Who Took State Examination	25	0	9	51	10	95
Students Who Passed State Examination	25	0	9	51	9	94
Students Eligible for Employment	47	0	17	93	26	183
Students Who Obtained Related Employment	34	0	16	56	19	125

CAMPUS COMPLETION RATE: 69.12%  
 CAMPUS LICENSURE RATE: 98.95%  
 CAMPUS PLACEMENT RATE: 68.31%

### **COSMETOLOGY:**

Completion Rate: 52.63%  
 Licensure Rate: 100%  
 Placement Rate: 72.34%

### **BARBER:**

Completion Rate: 60.47%  
 Licensure Rate: 90%  
 Placement Rate: 73.08%

### **ESTHETICS:**

Completion Rate: 89.52%  
 Licensure Rate: 100%  
 Placement Rate: 60.22%

### **NAIL TECHNICIAN:**

Completion Rate: 62.07%  
 Licensure Rate: 100%  
 Placement Rate: 94.12%

The following information is provided as required by the U.S. Department of Education:

## Occupational Outlook Handbook\* **Barbers, Cosmetologists, and Other Personal Appearance Workers**

### **What Barbers, Hairstylists, and Cosmetologists Do**

Barbers, hairstylists, and cosmetologists provide haircutting, hairstyling, and a range of other beauty services.

#### **Duties**

Barbers, hairstylists, and cosmetologists typically do the following:

Inspect and analyze hair, skin, and scalp to recommend treatment

Discuss hairstyle options

Wash, color, lighten, and condition hair

Chemically change hair textures

Cut, dry, and style hair

Receive payments from clients

Clean and disinfect all tools and work areas

Barbers, hairstylists, and cosmetologists provide hair and beauty services to enhance clients' appearance. Those who operate their own barbershop or salon have managerial duties that may include hiring, supervising, and firing workers, as well as keeping business and inventory records, ordering supplies, and arranging for advertising.

**Barbers** cut, trim, shampoo, and style hair, mostly for male clients. They also may fit hairpieces, perform facials, and offer facial shaving. Depending on the state in which they work, some barbers are licensed to color, bleach, and highlight hair and to offer permanent-wave services. Common tools include combs, scissors, straight razors, and clippers. **Hairstylists** offer a wide range of hair services, such as shampooing, cutting, coloring, and styling. They often advise clients, both male and female, on how to care for their hair at home. Hairstylists also keep records of products and services provided to clients, such as hair color, shampoo, conditioner, and hair treatment used. Tools include hairbrushes, scissors, blow dryers, and curling and flat irons. **Cosmetologists** provide scalp and facial treatments and makeup analysis. Some also clean and style wigs and hairpieces. In addition, most cosmetologists actively recommend professional hair care products or salon hair care products.

### **Work Environment**

Barbers usually work in barbershops and must stand for long periods.

Barbers held about 82,300 jobs in 2018. The largest employers of barbers were as follows:

Self-employed workers	75%
Personal care services	24

Hairdressers, hairstylists, and cosmetologists held about 683,800 jobs in 2018. The largest employers of hairdressers, hairstylists, and cosmetologists were as follows:

Personal care services	47%
Self-employed workers	44
Retail trade	7

Barbers, hairstylists, and cosmetologists work mostly in a barbershop or salon, although some work in a spa, hotel, or resort. Some lease booth space from a salon owner. Some manage salons or open their own shop after several years of experience.

Barbers, hairstylists, and cosmetologists usually work in pleasant surroundings with good lighting. Physical stamina is important, because they are on their feet for most of their shift. Prolonged exposure to some chemicals may cause skin irritation, so they often wear protective clothing, such as disposable gloves or aprons.

### **Work Schedules**

Many barbers, hairstylists, and cosmetologists work full time; however, part-time positions are also common. Those who run their own barbershop or salon may have long workdays. Work schedules often include evenings and weekends—the times when barbershops and beauty salons are busiest. Those who are self-employed usually determine their own schedules.

### **How to Become a Barber, Hairstylist, or Cosmetologist**

Workers must obtain a license through a state-approved barber, hairstyling, or cosmetology program.

All states require barbers, hairstylists, and cosmetologists to be licensed. To qualify for a license, candidates are required to graduate from a state-approved cosmetology program.

#### **Education**

A high school diploma or equivalent is required for some positions. In addition, every state requires that barbers, hairstylists, and cosmetologists complete a program in a state-licensed barber or cosmetology school. These programs are mainly found in postsecondary vocational schools and typically lead to a postsecondary nondegree award or certificate. Most of these workers take advanced courses in hairstyling or in other personal appearance services to keep up with the latest trends. Those who want to open their own business also may take courses in sales and marketing.

#### **Licenses, Certifications, and Registrations**

Barbers, hairstylists, and cosmetologists must obtain a license in order to work. Qualifications for a license vary by state, but generally, a person must fulfill the following criteria:

Reached a minimum age of 16

Received a high school diploma or equivalent

Graduated from a state-licensed barber or cosmetology school

After graduating from a state-approved training program, students take a state licensing exam that includes a written test and, in some cases, a practical test of styling skills or an oral exam.

In many states, cosmetology training may be credited toward a barbering license and vice versa, and a few states combine the two licenses. A fee usually is required to apply for a license, and continuing education units (CEUs) may be required with periodic license renewals.

Some states have reciprocity agreements that allow licensed barbers and cosmetologists to get a license in another state without needing additional formal training or state board testing, but such agreements are not common. Consequently, people who want to work in a particular state should review the laws of that state before entering a training program.

### **Important Qualities**

**Creativity.** Barbers, hairstylists, and cosmetologists must keep up with the latest trends and be ready to try new hairstyles for their clients.

**Customer-service skills.** Workers must be pleasant, friendly, and able to interact with customers in order to retain clients.

**Listening skills.** Barbers, hairstylists, and cosmetologists should be good listeners. They must listen carefully to what the client wants in order to make sure that the client is happy with the result.

**Physical stamina.** Barbers, hairstylists, and cosmetologists must be able to stand on their feet for long periods.

**Tidiness.** Workers must keep a neat personal appearance and keep their work area clean and sanitary. This requirement is necessary for the health and safety of their clients and for making clients comfortable enough so that they will want to return.

**Time-management skills.** Barbers, hairstylists, and cosmetologists need to manage their time efficiently when scheduling appointments and providing services. For example, routine haircuts do not require the precise timing of some other services, such as applying neutralizer after a permanent wave. Clients who receive timely hair care are more likely to return.

### **Pay**

Barbers, Hairstylists, and Cosmetologists

Median hourly wages, May 2019

#### **Total, all occupations**

\$19.14

#### **Barbers**

\$14.50

#### **Personal appearance workers**

\$12.71

#### **Barbers, hairstylists, and cosmetologists**

\$12.63

#### **Hairdressers, hairstylists, and cosmetologists**

\$12.54

Note: All Occupations includes all occupations in the U.S. Economy.

Source: U.S. Bureau of Labor Statistics, Occupational Employment Statistics

The median hourly wage for barbers was \$14.50 in May 2019. The median wage is the wage at which half the workers in an occupation earned more than that amount and half earned less. The lowest 10 percent earned less than \$9.76, and the highest 10 percent earned more than \$27.23.

The median hourly wage for hairdressers, hairstylists, and cosmetologists was \$12.54 in May 2019. The lowest 10 percent earned less than \$8.86, and the highest 10 percent earned more than \$24.94.

In May 2019, the median hourly wages for barbers in the top industries in which they worked were as follows:

Personal care services \$14.44

In May 2019, the median hourly wages for hairdressers, hairstylists, and cosmetologists in the top industries in which they worked were as follows:

Personal care services \$13.08

Retail trade 10.37

Barbers, hairstylists, and cosmetologists may receive tips from customers. High quality work and customer service usually contribute to greater tip totals.

Many barbers, hairstylists, and cosmetologists work full time; however, part-time positions are also common. Those who run their own barbershop or salon may have long workdays. Work schedules often include evenings and weekends—the times when beauty salons and barbershops are busiest. Those who are self-employed usually determine their own schedules.

### **Job Outlook**

Barbers, Hairstylists, and Cosmetologists

Percent change in employment, projected 2018-28



## Personal appearance workers

9%

## Hairdressers, hairstylists, and cosmetologists

8%

## Barbers, hairstylists, and cosmetologists

8%

## Barbers

7%

## Total, all occupations

5%

Note: All Occupations includes all occupations in the U.S. Economy.

Source: U.S. Bureau of Labor Statistics, Employment Projections program

Employment of barbers, hairstylists, and cosmetologists is projected to grow 8 percent from 2018 to 2028, faster than the average for all occupations. The need for barbers will stem primarily from an increasing population, which will lead to greater demand for basic hair care services. In addition, demand for hair coloring, hair straightening, and other advanced hair treatments has risen in recent years, a trend that is expected to continue over the coming decade.

## Job Prospects

Overall job opportunities are expected to be good. A large number of job openings will stem from the need to replace workers who transfer to other occupations, retire, or leave the occupation for other reasons. However, workers should expect strong competition for jobs and clients at higher paying salons, of which there are relatively few and for which applicants must compete with a large pool of experienced hairstylists and cosmetologists.

Employment projections data for barbers, hairstylists, and cosmetologists, 2018-28

Occupational Title	Employment 2018	Projected Employment 2028	Change, 2018-2019 Percent      Numeric	
SOURCE: U.S. Bureau of Labor Statistics, Employment Projections program				
Barbers, hairdressers, hairstylists and cosmetologists	766,100	830,000	8	63,900
Barbers	82,300	88,400	7	6,100
Hairdressers, hairstylists, and cosmetologists	683,800	741,700	8	57,800

## What Manicurists and Pedicurists Do

Manicurists and pedicurists polish or buff nails.

Manicurists and pedicurists clean, shape, and beautify fingernails and toenails.

### Duties

Manicurists and pedicurists typically do the following:

Discuss nail treatments and services available

Remove nail polish

Clean, trim, and file nails

Reduce calluses and rough skin

Massage and moisturize hands (for a manicure) and feet (for a pedicure)

Polish or buff nails

Advise clients about nail and skin care for hands and feet

Promote and sell nail and skin care products

Clean and disinfect their work area and tools

Manicurists and pedicurists work exclusively on the hands and feet, providing treatments to groom fingernails and toenails. A typical treatment involves soaking the clients' hands or feet to soften the skin in order to remove dead skin cells. Manicurists and pedicurists apply lotion to the hands and feet to moisturize the skin. They also may shape and apply polish to artificial fingernails.

Manicurists and pedicurists use a variety of tools, including nail clippers, nail files, and specialized cuticle tools. They must be focused while they perform their duties, because most of the tools they use are sharp. Keeping their tools clean and sanitary is important.

Some manicurists and pedicurists operate their own nail salon, which requires performing business tasks such as keeping inventory records and ordering supplies. They also hire and supervise workers and sell nail care products, such as nail polish and hand or foot

cream. A small but growing number of workers make house calls. Mobile manicure and pedicure services are popular because clients consider them convenient.

### **Work Environment**

Manicurists and pedicurists work in spas or nail salons, and often sit for long periods.

Manicurists and pedicurists held about 156,300 jobs in 2018. The largest employers of manicurists and pedicurists were as follows:

Personal care services 69%

Self-employed workers 28

Manicurists and pedicurists usually work in a nail salon, spa, or hair salon. The job involves a lot of sitting. Manicurists and pedicurists who provide mobile services may travel to their clients' locations.

Manicurists and pedicurists use chemicals when working on fingernails and toenails, so they often wear protective clothing, including protective gloves and masks.

### **Work Schedules**

Although most manicurists and pedicurists work full time, many have variable schedules and work part time. Schedules may vary according to the type of establishment. For example, a full-service salon may require manicurists and pedicurists to work an 8-hour day. However, a boutique hair salon may require fewer work hours on a part-time basis. Longer work days are not unusual for self-employed workers. Weekends and evenings tend to be the busiest times for manicurists and pedicurists.

### **How to Become a Manicurist or Pedicurist**

Manicurists and pedicurists must pass a state-approved cosmetology program before licensure.

Manicurists and pedicurists must complete a state-approved cosmetology or nail technician program and then pass a state exam for licensure, which all states except Connecticut require.

### **Education**

Manicurists and pedicurists must complete a state-approved cosmetology or nail technician program. Currently, there are hundreds of programs nationwide.

### **Licenses, Certifications, and Registrations**

State licensing requirements vary. However, applicants need to be at least 16 years old and have a high school diploma or the equivalent. After completing a state-approved cosmetology or nail technician program, manicurists and pedicurists must take a written exam and a practical exam to get a license through their state board. Mobile manicure and pedicure services require a separate license. The [National-Interstate Council of State Boards of Cosmetology](#) provides information on state examinations for licensing, with sample questions. The [Professional Beauty Association](#) and the [American Association of Cosmetology Schools](#) also provide information on state examinations, as well as offering other professional links.

### **Important Qualities**

**Business skills.** Manicurists and pedicurist who run their own nail salon must understand general business principles. For example, they should be skilled at administrative tasks, such as accounting and personnel management, and be able to manage a salon efficiently and profitably.

**Creativity.** The ability to neatly finish small, intricate designs is important, as is the ability to suggest nail designs and match them to individual tastes.

**Customer-service skills.** Good listening and interpersonal skills are important in working with clients. Also, meeting the needs of clients, including interacting with them while doing a manicure or pedicure, encourages repeat business.

**Dexterity.** A steady hand is essential in achieving a creative and precise nail design. In addition, because manicurists and pedicurists often use sharp tools, they must have good finger dexterity.

### **Pay**

Manicurists and Pedicurists

Median hourly wages, May 2019

#### **Total, all occupations**

\$19.14

#### **Personal appearance workers**

\$12.71

#### **Manicurists and pedicurists**

\$12.39

Note: All Occupations includes all occupations in the U.S. Economy.

Source: U.S. Bureau of Labor Statistics, Occupational Employment Statistics

The median hourly wage for manicurists and pedicurists was \$12.39 in May 2019. The median wage is the wage at which half the workers in an occupation earned more than that amount and half earned less. The lowest 10 percent earned less than \$9.73, and the highest 10 percent earned more than \$17.66.

In May 2019, the median hourly wages for manicurists and pedicurists in the top industries in which they worked were as follows:

Personal care services \$12.40

Although most manicurists and pedicurists work full time, some have variable schedules and work part time. Schedules may vary according to the type of establishment. For example, a full-service salon may require manicurists and pedicurists to work an 8-hour day. However, a boutique hair salon may require fewer work hours on a part-time basis. Longer work days are not unusual for self-employed workers. Weekends and evenings tend to be the busiest times for manicurists and pedicurists.

### **Job Outlook**

Manicurists and Pedicurists

Percent change in employment, projected 2018-28

**Manicurists and pedicurists**

10%

**Personal appearance workers**

9%

**Total, all occupations**

5%

Note: All Occupations includes all occupations in the U.S. Economy.

Source: U.S. Bureau of Labor Statistics, Employment Projections program

Employment of manicurists and pedicurists is projected to grow 10 percent from 2018 to 2028, faster than the average for all occupations.

The projected increase in employment reflects demand for new types of nail services, such as mini-sessions (quick manicures at a low cost) and mobile manicures and pedicures (nail services offered outside of the salon).

The desire among many women and a growing number of men to lead a healthier lifestyle through better grooming and wellness also should result in higher employment for manicurists and pedicurists.

Considered a low-cost luxury service, manicures and pedicures will continue to be in demand by individuals at all income levels.

### **Job Prospects**

Job opportunities should be very good overall. The growing number of nail salons and the need to replace workers who leave the occupation each year will result in many job openings.

Employment projections data for manicurists and pedicurists, 2018-28

Occupational Title	Employment 2018	Projected Employment 2028	Change, 2018-2019	
			Percent	Numeric
SOURCE: U.S. Bureau of Labor Statistics, Employment Projections program				
Manicurists and pedicurists	156,300	172,000	10	15,700

### **What Skincare Specialists Do**

Skincare specialists remove unwanted hair using wax or laser treatment.

Skincare specialists cleanse and beautify the face and body to enhance a person's appearance.

#### **Duties**

Skincare specialists typically do the following:

Evaluate clients' skin condition and appearance

Discuss available treatments and determine which products will improve clients' skin quality

Remove unwanted hair, using wax, lasers, or other approved treatments

Clean the skin before applying makeup

Recommend skin care products, such as cleansers, lotions, or creams

Teach and advise clients on how to apply makeup, and how to take care of their skin

Refer clients to another skincare specialist, such as a dermatologist, for serious skin problems

Disinfect equipment and clean work areas

Skincare specialists give facials, full-body treatments, and head and neck massages to improve the health and appearance of the skin.

Some may provide other skin care treatments, such as peels, masks, and scrubs, to remove dead or dry skin.

In addition, skincare specialists create daily skincare routines for clients based on skin analysis and help them understand which skincare products will work best for them. A growing number of specialists actively sell skincare products, such as cleansers, lotions, and creams.

Those who operate their own salons have managerial duties that include hiring, firing, and supervising workers, as well as keeping business and inventory records, ordering supplies, and arranging for advertising.

### **Work Environment**

Skincare specialists work in salons, beauty spas, and sometimes in medical offices.

Skincare specialists held about 71,800 jobs in 2018. The largest employers of skincare specialists were as follows:

Personal care services	47%
Self-employed workers	28
Offices of physicians	8
Health and personal care stores	7
Traveler accommodation	3

Skincare specialists usually work in salons and beauty and health spas. Some work in medical offices. Skincare specialists may have to stand for extended periods of time.

Because skincare specialists must evaluate the condition of the skin, good lighting and clean surroundings are important. Protective clothing and good ventilation also may be necessary, because skincare specialists often use chemicals on the face and body.

### **Work Schedules**

Skincare specialists typically work full time, and many work evenings and weekends. Working more than 40 hours a week is common.

### **How to Become a Skincare Specialist**

Skincare specialists must pass a state-approved cosmetology program before getting licensed.

Skincare specialists must complete a state-approved cosmetology or esthetician program and then pass a state exam for licensure, which all states except Connecticut require.

### **Education**

Skincare specialists typically complete a state-approved cosmetology or esthetician program. Although some high schools offer vocational training, most people receive their training from a postsecondary vocational school. The [Associated Skin Care Professionals](#) organization offers a [State Regulation Guide](#), which includes the number of prerequisite hours required to complete a cosmetology program.

### **Licenses, Certifications, and Registrations**

After completing an approved cosmetology or esthetician program, skincare specialists take a written and practical exam to get a state license. Licensing requirements vary by state, so those interested should contact their state board.

The [National-Interstate Council of State Boards of Cosmetology](#) provides contact information on state examinations for licensing, with sample exam questions. The [Professional Beauty Association](#) and the [American Association of Cosmetology Schools](#) also provide information on state examinations, and offer other professional links.

Many states offer continuing education seminars and programs designed to keep skincare specialists current on new techniques and products. Post-licensing training is also available through manufacturers, associations, and at trade shows.

### **Important Qualities**

**Business skills.** Skincare specialists who run their own salon must understand general business principles. For example, they should be skilled at administrative tasks, such as accounting and personnel management, and be able to manage a salon efficiently and profitably.

**Customer-service skills.** Skincare specialists should be friendly and courteous to their clients. Repeat business is important, particularly for self-employed workers.

**Initiative.** Self-employed skincare specialists generate their own business opportunities and must be proactive in finding new clients.

**Physical stamina.** Skincare specialists must be able to spend most of their day standing and massaging clients' faces and bodies.

**Tidiness.** Workers must keep a neat personal appearance and keep their work area clean and sanitary. This requirement is necessary for the health and safety of their clients and increases the likelihood that clients will return.

**Time-management skills.** Time-management skills are important in scheduling appointments and providing services.

### **Pay**

Skincare Specialists

Median hourly wages, May 2019

**Total, all occupations**

\$19.14

**Skincare specialists**

\$16.39

**Personal appearance workers**

\$12.71

Note: All Occupations includes all occupations in the U.S. Economy.

Source: U.S. Bureau of Labor Statistics, Occupational Employment Statistics

The median hourly wage for skincare specialists was \$16.39 in May 2019. The median wage is the wage at which half the workers in an occupation earned more than that amount and half earned less. The lowest 10 percent earned less than \$9.85, and the highest 10 percent earned more than \$30.07.

In May 2019, the median hourly wages for skincare specialists in the top industries in which they worked were as follows:

Offices of physicians	\$19.80
Personal care services	15.94
Health and personal care stores	15.18
Traveler accommodation	13.67

Skincare specialists typically work full time, and many work evenings and weekends. Working more than 40 hours a week is common.

### **Job Outlook**

Skincare Specialists

Percent change in employment, projected 2018-28

#### **Skincare specialists**

11%

#### **Personal appearance workers**

9%

#### **Total, all occupations**

5%

Note: All Occupations includes all occupations in the U.S. Economy.

Source: U.S. Bureau of Labor Statistics, Employment Projections program

Employment of skincare specialists is projected to grow 11 percent from 2018 to 2028, much faster than the average for all occupations.

The projected increase in employment reflects demand for new services being offered, such as minisessions (quick facials at a lower cost) and mobile facials (making house calls). In addition, the desire among many women and a growing number of men to reduce the effects of aging and to lead a healthier lifestyle through better grooming, including skin treatments for relaxation and well-being, should result in employment growth.

#### **Job Prospects**

Job opportunities should be good because of the growing number of beauty salons and spas. Those with related work experience should have the best job opportunities.

#### **Employment projections data for skincare specialists, 2018-28**

Occupational Title	Employment 2018	Projected Employment 2028	Change, 2018-2019	
			Percent	Numeric
SOURCE: U.S. Bureau of Labor Statistics, Employment Projections program				
Skincare specialists	71,800	79,600	11	7,800

#### **Related Occupations**

Other workers who provide a personal service to clients and usually must be professionally licensed or certified include massage therapists and fitness workers.

#### **Sources of Additional Information:**

A list of licensed training schools and licensing requirements for cosmetologists may be obtained from:

National Accrediting Commission of Career Arts and Sciences

3015 Colvin Street

Alexandria, VA 22314

[www.naccas.org](http://www.naccas.org)

Information about a career in cosmetology is available from:

National Cosmetology Association

401 N. Michigan Ave., 22<sup>nd</sup> floor

Chicago, IL 60611

[www.salonprofessionals.org](http://www.salonprofessionals.org)

\*from U.S. Bureau of Labor Statistics

Institution: International Salon and Spa Academy (127316)

User ID: P1273161

## Completers by Level

Institutions must report the number of students who earned an award by level. This screen will be shown for each of the following consolidated award levels for which there is a reported completion:

- Postsecondary awards, certificates, or diplomas of less than 1 academic year
  - Less than 900 clock hours, or
  - Less than 30 SEMESTER or TRIMESTER credit hours, or
  - Less than 45 QUARTER credit hours
- Postsecondary awards, certificates, or diplomas of at least 1 but less than 4 academic years
  - 900 or more clock hours, or
  - 30 or more SEMESTER or TRIMESTER credit hours, or
  - 45 or more QUARTER credit hours
- Associate's degrees
- Bachelor's degrees
- Master's degrees
- Doctor's degrees
- Postbaccalaureate and post-master's certificates

## Postsecondary award, certificate, or diploma of less than 1 academic year:

Less than 900 clock hours, or less than 30 semester or trimester credit hours, or less than 45 quarter credit hours

Number of students by gender, by race and ethnicity, and by age earning this award between July 1, 2018 and June 30, 2019. Each student should be counted once per award level. For example, if a student earned a master's degree and a doctor's degree, he/she should be counted once in master's and once in doctor's. A student earning two master's degrees should be counted only once.

- Report Hispanic/Latino individuals of any race as Hispanic/Latino
- Report race for non-Hispanic/Latino individuals only

	Number of Students	Total Awards
<b>By Gender</b>		
Men	1	1
Women	128	128
<b>TOTAL</b>	129	129
<b>PY TOTAL</b>	89	

## By Race/Ethnicity

Nonresident alien		0
Hispanic/Latino	27	27
American Indian or Alaska Native	1	1
Asian	3	3
Black or African American	10	10
Native Hawaiian or Other Pacific Islander	1	1
White	77	77
Two or more races	10	10
Race and ethnicity unknown		0
<b>TOTAL</b>	129	129

## By Age

Under 18	1	
18-24	59	
25-39	48	
40 and Above	21	
Age Unknown		



Institution: International Salon and Spa Academy (127316)

User ID: P1273161

## Completers by Level

Institutions must report the number of students who earned an award by level. This screen will be shown for each of the following consolidated award levels for which there is a reported completion:

- Postsecondary awards, certificates, or diplomas of less than 1 academic year
  - Less than 900 clock hours, or
  - Less than 30 SEMESTER or TRIMESTER credit hours, or
  - Less than 45 QUARTER credit hours
- Postsecondary awards, certificates, or diplomas of at least 1 but less than 4 academic years
  - 900 or more clock hours, or
  - 30 or more SEMESTER or TRIMESTER credit hours, or
  - 45 or more QUARTER credit hours
- Associate's degrees
- Bachelor's degrees
- Master's degrees
- Doctor's degrees
- Postbaccalaureate and post-master's certificates

## Postsecondary award, certificate, or diploma of at least 1 but less than 4 academic years:

900 or more clock hours, or 30 or more semester or trimester credit hours, or 45 or more quarter credit hours

Number of students by gender, by race and ethnicity, and by age earning this award between July 1, 2018 and June 30, 2019. Each student should be counted once per award level. For example, if a student earned a master's degree and a doctor's degree, he/she should be counted once in master's and once in doctor's. A student earning two master's degrees should be counted only once.

- Report Hispanic/Latino individuals of any race as Hispanic/Latino
- Report race for non-Hispanic/Latino individuals only

	Number of Students	Total Awards
<b>By Gender</b>		
Men	15	15
Women	61	61
<b>TOTAL</b>	76	76
<b>PY TOTAL</b>	79	
<b>By Race/Ethnicity</b>		
Nonresident alien		0
Hispanic/Latino	17	17
American Indian or Alaska Native	2	2
Asian	2	2
Black or African American	14	14
Native Hawaiian or Other Pacific Islander	0	0
White	37	37
Two or more races	4	4
Race and ethnicity unknown		0
<b>TOTAL</b>	76	76
<b>By Age</b>		
Under 18	1	
18-24	41	
25-39	29	
40 and Above	5	
Age Unknown		
		76

## **Weather and Emergency Closure Procedure**

The Executive Director and appointed staff member will establish if one of the following needs to happen:

- A. Closure
- B. Delayed start
- C. Early Closure

Determination will occur before 6:00 AM for the day program, and 3:00 PM for the evening program.

Guest Services will see to the following matters:

- A. Call and reschedule all appointments for the time period effected.
- B. Persons/Clients not personally contacted. Take the contact information for these people home with you and after leaving messages, continue to attempt to contact in order to reschedule.
- C. Change voice mail for persons calling in.
- D. Take the directions to change the voice mail home with you in case it is necessary to make further changes.
- E. Print off and take home with you the appointment list for the next two (2) days. Be sure you have contact numbers
- F. Put signs in the front and back windows.

Due to \_\_\_\_\_, International Salon and Spa Academy will begin appointments and classes at \_\_\_\_\_AM today.

Thank you, the Management

Or you will post:

International Salon and Spa Academy will be closed today due to \_\_\_\_\_.

Please refer to Colorado Springs TV media for continued updated information.

Thank you, the Management

- G. The Executive Director will notify or appoint an employee to notify the media of delays or closures.
- H. A phone tree will be developed to assure staff is updated on delays or closures
- I. Staff is responsible for having personal contact information updated.
- J. International Salon and Spa Academy does understand the concern for the safety of its students and staff. Persons who live in outlying areas may need to make the personal decision as to their ability to attend school. If you are not able to attend the Academy you will need to phone the Academy at least 15 minutes before your scheduled time to arrive. Instructors need to speak to a person in administration, establish classes and work that they are responsible for. Instructors' lesson plans should be available along with any materials needed for class.
- K. Delays and closures are not paid for staff. Students do not receive hours for delays or closures and all time missed must be made up before the contracted graduation date.



## **TIMELY WARNING**

In the event that a situation arises, either on or off campus, that, in the judgment of a School Official, constitutes ongoing or continuing threat, a campus wide “timely warning” will be issued verbally.

Depending on the particular circumstances of the situation, especially in all situations that could pose an immediate threat to the community and individuals, the Academy may also post a notice on the bulletin board, website ([www.issaco.edu](http://www.issaco.edu)), on our phone system and on the exterior of the building.

All personnel, students, and occupants of the campus are to follow the lighted green exit signs to the nearest exit. Exits are located at the front of the building, the rear of the building, and in room 7. The nearest exit may be behind you.

Anyone with information warranting a timely warning should report the circumstances to a School Official by phone (719-597-1413) or in person.

## **VACCINATION POLICY**

At this time, neither the state of Colorado nor International Salon and Spa Academy require vaccinations.

# Non-Resource & Sliding Scale Referrals for Mental Health, Wellness & Physical Health For the Colorado Springs Metro Area

## **AGENCIES/CENTERS**

Colorado Springs Pregnancy Center	719-591-2609
Colorado Springs Pride Center	719-471-4429
Comom-Free Dental for Children/Adults	719-598-5161
C.U. Center on Aging	719-471-4884
Centro de la Familia Therapists speak Spanish	719-227-9170
Department of Human Services	719-636-0000
Ecumenical Social Ministries	719-228-6797
El Paso County Health Department	719-578-3199
Fountain Valley Senior Services	719-520-6471
Inside Out Youth Services	719-328-1056
Kids in need of Dentistry	719-227-1018
Marion House SET Clinic	719-475-2097
Mission Medical Clinic	719-219-3402
Peak Parent Center- Disability Advocates	719-531-9400
Peak Vista Community Health Centers	719-632-5700
Pikes Peak Suicide Prevention Partnership	719-573-7447
Pikes Peak Workforce Center	719-667-3700
Planned Parenthood	719-475-7162
Pueblo Suicide Prevention Center	719-564-6642
Senior Information and Assistance Center	719-471-2096
SET Family Medical Clinic	719-776-8850
Southern Colorado Aids Project (S-Cap)	719-578-9092
TESSA	719-633-1462
The Independence Center	719-471-8181
Vet Center	719-471-9992
Veterans Administration	719-327-5697
Westside CARES Emergency Assistance	719-389-0755
Women's Wellness Connection	719-630-4964
Zach's Place	719-329-1717

## **SHELTERS**

Alano Houses	719-520-1732
Interfaith Hospitality Network	719-329-1244
Liza's place for women	719-635-3643
J & J New Beginnings	719-323-3138
Posada in Pueblo	719-545-8776
Salvation Army	719-578-9190
Shelters in Pueblo	719-545-8195
Center for Prevention of Domestic Violence	719-633-3819
Youth Urban Peak	719-630-3223
Veterans House	719-667-5588
Wayside Cross Rescue Mission-Pueblo	719-545-5744
Winter Warming Shelter, New Hope Center	719-578-9190

## **HELP LINES/HOT LINES**

Connect Care	719-314-2523 or 572-6149
Partnership for Prescription Assistance	1-888-477-2669
Pikes Peak United Way info and Referral Line	211
Resource Advocacy Center	719-633-1822
Suicide prevention Hotline	1-800-273-TALK

## **MENTAL HEALTH**

A Cognitive Connection	719-640-5406
Adult Youth & Family Counseling Services	719-442-1779
Amber Butler- Adult/Child Counselor	719-442-0250
Associates in Counseling	719-598-0982
Ayuda- Mental Health, Spanish Speaking	719-459-6710
Cathy Groundlund-Adult/Child Counselor	719-210-5997
Colorado Counseling & Counseling Services	719-444-0250
Compassionate Counseling	719-278-7565
DBSA Offers Free Support Groups	719-477-1515
Denise Laliberte- Adult/Child Counselor	719-475-0877
Diane Buscarello- Indiv/ Family Therapy	719-520-1711
Doug Randolph- Therapyworks	719-322-4745
Franciscan Community Counseling	719-955-7008
Heart and Soul Counseling Services	719-488-3333
Inner Harmony Therapy Services	800-661-6323
Janet Jones-Child Counselor	719-264-6835
Journey's Counseling in Woodland Park	719-687-6927
Kimberly Templin-Adult/Child Counselor	719-337-8128
Krista Johnson- Child Counselor	719-632-2663
Kirsten A. Bilzing- Adult/Child Counselor	719-229-3012
Marlene Milner- Transpersonal Psychology 18+	719-520-3999
Meghan Gordon-Adult/Child Counselor	720-841-4167
Michael Galvin PhD	719-634-4444
National Alliance on Mental Illness (NAMI)	719-473-8477
New Heights Behavioral Health (Disabilities)	719-344-6379
Parkview Behavioral Health in Pueblo	719-584-7327
Renee Bailey-Adult/Child Counselor	719-201-8425
Rita Lewis Adult/Child Counselor	719-357-7772
Rockies Counseling Center	719-442-0606
Shera Smith-Adult/Child Counselor	719-287-0147
Spanish Peaks in Pueblo	719-545-2746
The Counseling Couch	719-473-6612
The Lotus Center for Self Discovery, Inc	719-229-8280

## **ADDICTION & RECOVERY**

1 <sup>st</sup> Alliance Treatment Services	719-510-6571
ACI Counseling Services- \$10 DUI Classes	719-646-2748
Alano House	719-520-1732
Alcoholics Anonymous	719-573-5020
Al-non & AL-A-Teen	719-632-0063
Art of Redirection Counseling	719-593-9228
Ayuda IOP ,Spanish Speaking Therapist	719-459-6710
Bridge to Awareness IOP in Colo Spgs	719-471-2514
Bridge to Awareness IOP in Fountain	719-390-4652
Bridge to Awareness IOP in Pueblo	719-296-1366
Cocaine Anonymous Hotline	719-448-0110
Colorado Quit Line	800-784-8669
Cripple Creek Rehab & Wellness Center	719-689-2931
CrossRoads Turning Points Pueblo Detox	719-546-6666 ext 2
Crossroads Turning points Pueblo	719-924-9511

Crystal Meth Anonymous	719-440-4282
Drug and Alcohol Prevention and Counseling	719-578-3150
El Paso County Detox Center	719-390-2046
Genesis Outpatient Substance Abuse Center	719-632-3510
Harbor House Collaborative	719-473-5557
Narcotics Anonymous	719-637-1580
Phoenix MultiSport	719-434-3387
Resada in Patient Substance Abuse Center	719-456-2600
Sober Living House	719-388-3376

## CATEGORY LISTINGS

### ABUSE REPORTING, PREVENTION

A Turning Point of Colorado Springs.....	550-1011
CAsa .....	447-9898
Child Abuse, Neglect, Prevention & Reporting.....	444-5700
Colorado Springs Police Department.....	444-7000
Department of Human Services.....	636-0000 / TTY: 7-1-1 RELAY
Domestic Violence Crisis Hotline.....	633-3819
El Paso County Sheriff's Department.....	390-2000
Emily Griffith Centers for Children .....	636-2122
Genesis Alcohol, Drug & Domestic Violence Treatment Program.....	632-3510
Kidpower .....	520-1311
KPC Kids' Place.....	634-5439
National Coalition Against Domestic Violence .....	(303) 839-1852
Pikes Peak Family Connections, Inc.....	634-5439
Safe Passage (Children's Advocacy Center).....	636-2460
Social Work Services (Ft. Carson) .....	526-4585
TESSA (Center for Prevention of Domestic Violence) .....	633-1462 / 24-Hour: 633-3819

### BASIC LIVING NECESSITIES

Airman and Family Readiness Center - Peterson AFB.....	556-6141
Army Community Services (Ft. Carson) .....	526-4590
Assistance League of Colorado Springs .....	475-1029
Care & Share, Inc.....	528-1247
Crossfire Ministries, Inc.....	447-1806
Divine Redeemer Food Pantry.....	633-5559
Dress for Success.....	471-3170
Ecumenical Social Ministries.....	636-1916
Supplemental Nutrition Assistance Program (SNAP).....	636-0000
Family Connection Center (Ft. Carson) . .....	526-1070
Good News Foundation.....	638-8985
Kids Crossing .....	632-4569
Life Support Center, Inc. ....	578-1222
Lighthouse Mobile Ministries .....	633-6800
Manna Food Ministries.....	635-1057
Marian House Soup Kitchen .....	475-7314
Meals on Wheels .....	884-2300
Mercy's Gate.....	277-7470
Operation Back to School.....	597-1821
Operation School Bell (Assistance League).....	475-2627
Salvation Army.....	635-2213
Seventh Day Adventist Community Services Center .....	578-5616
Springs Rescue Mission .....	632-1822
Walt Fortman Community Center.....	382-8515
Westside Cares (Westside residents only).....	389-0759
WIC Program (Women, Infants and Children's Program).....	578-3199
WomenPartnering.....	577-9404

## **BUDGET COUNSELING**

Army Community Services (Ft. Carson).....	526-4590
Consumer Credit Counseling Service.....	576-0909
Cornerstone Credit Counselors, Inc.....	272-7867
Expanded Food and Nutrition Education Program.....	520-7691
Mercy's Gate.....	277-7470
Airman and Family Readiness Center – Peterson AFB.....	556-6141
Westside Cares (Westside residents only).....	389-0759
Women of Courage.....	548-4425

## **CRIME PREVENTION**

9-1-1 Emergency Services.....	9-1-1
AspenPointe Crisis Services.....	24-Hour: 635-7000
Colorado Springs Police Department.....	444-7595
Colorado State Patrol.....	635-0385
Crime Stoppers.....	634-STOP (7867)
District Attorney's Office.....	520-6000
Domestic Violence Crisis Hotline.....	633-3819
El Paso County Sheriff's Department.....	390-2000
Jail, El Paso County Criminal Justice Center.....	390-2000
National Domestic Violence Hotline.....	(800) 799-7233
Neighborhood Justice Center.....	520-6000
Southern Colorado Cure.....	510-9797

## **DISABILITIES & SPECIAL NEEDS**

Adult Protective Services.....	444-5755
Alpine Autism Center.....	203-6903
Amblicab Paratransit.....	633-4677
American Council of the Blind and Visually Impaired of Colorado .....	(888) 775-2221
The Arc of the Pikes Peak Region.....	471-4800
Attention Deficit Disorder (ADD/ADHD) & Autism Focus Training (All Ages) .....	687-1229
Autism Society of Colorado, Pikes Peak Chapter.....	(720) 214-0794
BethHaven, Inc.....	632-5920
Brain Injury Association of Colorado.....	(303) 355-9969
C-C Boarding Home .....	635-7159
Canine Companions for Independence.....	260-6151
Center for Hearing, Speech and Language.....	597-3390
Cerebral Palsy Association.....	638-0808
CHADD (Children & Adults with Attention Deficit Disorders) of Colorado Springs.....	591-2691
Cheyenne Village, Inc.....	592-0200
Child Development Center of Colorado Springs.....	574-8300
Child Find (School District 11).....	328-3111
City of Colorado Springs Therapeutic Recreation Program /.....	385-6958
Colorado Access.....	(800) 511-5010 / TTY: (888) 803-4494
Colorado Autism Center.....	313-2709
Colorado Fund for People with Disabilities .....	(303) 733-2867
Colorado Lions Camp.....	687-2087
Colorado School for the Deaf and Blind .....	578-2100
Colorado Springs Down Syndrome Association.....	633-1133
Colorado Springs Fragile X Syndrome Support Group.....	391-2249
Colorado Springs Independence Center (For people with disabilities).....	471-8181 / Video Phone: 358-2513
Community Living Alternatives, Inc.....	(303) 745-8015
Community Partnership for Child Development (CPCD).....	635-1536
Cystic Fibrosis Foundation - Denver.....	(303) 296-6610
Department of Human Services.....	636-0000 / TTY: 7-1-1 RELAY
Developmental Pediatrics.....	475-0477
Disabled American Veterans.....	591-8787
Division of Vocational Rehabilitation.....	635-3585 / TTY: 635-0529
Early Head Start (CPCD).....	635-1536
Early Intervention Colorado.....	(888) 777-4041
El Paso County Public Health .....	578-3199 / TTY: 578-3193
Epilepsy Foundation of Colorado.....	(888) 378-9779
Goodwill at Home.....	381-9468
Discover Goodwill .....	635-4483

Division of Vocational Rehabilitation.....	635-3585 / TTY: 635-0529
Head Start (CPCD).....	635-1536
Legal Center for People with Disabilities and Older People .....	(303) 722-0300
March of Dimes.....	473-9981
Meals on Wheels.....	884-2330
Medicaid-Medicare Services.....	(800) 633-4227
Goodwill Career Development Center.....	444-5041
Lighthouse International (Visually Handicapped Services).....	(800) 829-0500
Mosaic .....	380-0451
Multiple Sclerosis Alliance of Southern Colorado.....	633-4603
Muscular Dystrophy Association (Support Group).....	260-8777
National Association for Parents of Visually Impaired.....	(800) 562-6265
National Federation of the Blind - Colorado .....	265-1083 / (303) 778-1130 ext. 233
Operation School Bell (Assistance League).....	475-2627
Peak Parent Center, Inc.....	531-9400
Pikes Peak Board of Cooperative Educational Services (PPBOCES - Special Education Services) ....	570-7474
Pikes Peak Partnership and Disability Services, Inc. ....	633-4601
Pikes Peak Therapeutic Riding Center.....	495-3908
Rebuilding Together.....	344-1746
Relay Colorado.....	7-1-1 / (800) 682-8706 / TTY: 800-682-8786
Resource Exchange, The.....	380-1100
Rocky Mountain ADA, Meeting the Challenge Inc. ....	444-0268 / TTY: (800) 949-4232
Rocky Mountain Health Care.....	457-0660
School District 11 Preschool Program.....	328-3111
Sign Language Network.....	Video: 358-2461 / TTY: 599-4517
Social Security Administration.....	(888) 880-0688
Special Kids, Special Families.....	447-8983
Special Olympics .....	574-8480
Stuttering Foundation, The .....	(800) 992-9392
Metro Mobility (ADA Paratransit Service).....	392-2396
Taxi Service - Yellow Cab.....	777-7777
Temporary Assistance for Needy Families (TANF).....	444-8178
The Resource Exchange (TRE).....	380-1100

## EMERGENCY ASSISTANCE

9-1-1 Emergency Services.....	911
American Red Cross.....	632-3563
AspenPointe Crisis Hotline.....	635-7000
Bijou House.....	635-5078
Care and Share, Inc.....	528-1247
Catholic Charities of Colorado Springs.....	636-2345
Colorado Springs Police Department.....	444-7000
Child Abuse, Neglect, Prevention, and Reporting.....	444-5700
Detoxification Facility.....	520-7122
Ecumenical Social Ministries.....	636-1916
Evans Army Community Hospital (Ft. Carson) .....	526-7000
KPC Kids' Place.....	634-5439
National Runaway Switchboard.....	(800) 786-2929
Salvation Army Family Services.....	636-3891
Springs Rescue Mission. ....	635-1287
Suicide Prevention Partnership.....	596-5433
TESSA - Center for Prevention of Domestic Violence.....	633-3819
Walt Fortman Community Center .....	382-8515

## HEALTH SERVICES, INFORMATION

Academy Kids Dental Center - Dental, Orthodontics and Vision.....	391-2336 / 304-5400
Air Force Academy Medical Services.....	333-5111
Aly Kaly Shrine, Children's Screening Clinic.....	597-4264 / 544-0658
Alzheimer's Association Helpline.....	(303) 813-1669 / (800) 272-3900
American Cancer Society.....	636-5101
American Council of the Blind and Visually Impaired of Colorado .....	(888) 775-2221
American Diabetes Association.....	(800) 676-4065
American Heart Association (AHA) .....	635-7688
American Lung Association.....	365-5924 / (800) LUNG-USA

Arthritis Foundation .....	520-5711
Breast Cancer Support Group.....	579-9602
CancerCare .....	(800) 525-3777
Center for Hearing, Speech and Language .....	597-3390
Centura Health at Home.....	272-7500
Centura Health.....	776-5000
Cerebral Palsy Association of Colorado Springs.....	638-0808
Child Development Center of Colorado Springs.....	574-8300
Colorado Access.....	(800) 511-5010 / TTY: (888) 803-4494
Colorado Child Health Plan Plus.....	(800) 359-1991
Colorado Springs Osteopathic Foundation.....	635-9057
Community Health Partnership.....	632-5094
Department of Human Services.....	636-0000 / TTY: 7-1-1 RELAY
Developmental Pediatrics.....	475-0477
Dream Centers Women's Clinic .....	388-1594
El Paso County Medical Society.....	591-2424
El Paso County Public Health.....	578-3199
ENTRADA School-Based Health Center (Harrison D-2).....	226-3944
Evans Army Community Hospital (Ft. Carson).....	526-7000
Expanded Food and Nutrition Education Program .....	520-7691
Freedom Prescription Services.....	(877) 226-5303
Health Advisor Nurse Line (Penrose Hospital).....	776-5555
HealthLink (Memorial Hospital) .....	444-2273
Healthy Communities EPSDT Outreach Program .....	365-9386
Kids in Need of Dentistry.....	227-1018
La Leche League.....	481-2909
Life Network/Colorado Springs Pregnancy Center.....	591-2724 / 623-2870
March of Dimes.....	473-9981
Medicaid-Medicare Services.....	(800) 633-4227
Memorial Hospital .....	365-5000
Memorial Pediatric Rehabilitation Center.....	365-5422
Memorial Urgent and After Hours Care, Prenatal Classes.....	365-2888
MissionMedical.....	219-3402
Mountain Doula .....	687-4232
Multiple Sclerosis Alliance of Southern Colorado .....	633-4603
Muscular Dystrophy Association (Support Group) .....	260-8777
National Association for Parents of Visually Impaired .....	(800) 562-6265
National Cancer Institute Cancer Information Service .....	(800) 4-CANCER
National Children's Cancer Society.....	(314) 241-1600
Nursefinders.....	634-7700
Odyssey HealthCare (Hospice).....	573-4166
Peak Vista Health Centers.....	632-5700
Penrose Cancer Center.....	776-2515
Penrose Community Urgent Care.....	776-3216
Pikes Peak Hospice .....	633-3400
Planned Parenthood.....	475-7162 / 573-8880
Rocky Mountain Health Care.....	457-0660
Rocky Mountain Poison and Drug Center.....	800-222-1222
S.E.T. Family Medical Clinics.....	776-8850
Small Smiles Dentistry (Medicaid recipients) .....	442-0071
Southern Colorado AIDS Project (S-CAP).....	578-9092
Summit Home Health Care .....	533-0084
Veterans Medical Clinic.....	327-5660
Visiting Nurse Association of Colorado/.....	577-4448

#### **HOUSING (PERMANENT AND TEMPORARY) & HOUSING NEEDS**

Bijou House.....	578-1629
Catholic Charities of Central Colorado.....	636-2345
Colorado House and Resource Center.....	325-0100
Colorado Housing Enterprises.....	(303) 428-1448
Colorado Springs Gospel Home - Liza's Place.....	635-3643 / 291-3406
Colorado Springs Relocating Service, Inc.....	685-8200
Colorado Springs Utilities.....	448-4800
Ecumenical Social Ministries.....	636-1916

Energy Resource Center.....	591-0772
Esperanza Village Condominiums.....	574-4135
Family Life Services.....	632-4661
Greccio Housing Unlimited.....	475-1422
Griffith Centers for Children. ....	475-0562
Habitat for Humanity.....	475-7800
Housing Authority of Colorado Springs.....	387-6700
Housing Authority of Fountain .....	382-5639
Housing Rehabilitation Program.....	385-5912
Interfaith Hospitality Network of Colorado Springs / .....	329-1244
Job Corps.....	(800) 733-5627 / (970) 487-3576
L.E.A.P. (Low-Income Energy Assistance Program).....	(866) 432-8435
Maternity of Mary (Calhan).....	683-4831
Mercy's Gate.....	277-7470
Partners in Housing.....	473-8890
Relationship Resources, Inc.....	(800) 788-9171
Rocky Mountain Community Land Trust.....	447-9300
Salvation Army, R.J. Montgomery Center.....	578-9190
Springs Rescue Mission.....	632-1822
Westside Cares (Westside residents only) .....	389-0759

#### **LEGAL ASSISTANCE / ASISTENCIA LEGAL**

21 SW/JA Peterson Air Force Base Legal Office.....	556-4871
El Paso County Child Support Services.....	457-6331
Colorado Civil Rights Division.....	(800) 262-4845
Colorado Division of Labor.....	(303) 318-8441
Colorado Legal Services.....	471-0380
District Attorney's Office / .....	520-6000
Equal Employment Opportunity Commission.....	(800) 669-4000
Legal Assistance (Ft. Carson).....	526-5572
Legal Center for People with Disabilities and Older People.....	(800) 288-1376 / TTY: (303) 722-3619
Neighborhood Justice Center.....	520-6000
Public Defender's Office.....	475-1235
Rocky Mountain Immigrant Advocacy Network.....	(303) 433-2812

#### **SUBSTANCE ABUSE**

Alano Recovery Homes.....	520-1732
A Turning Point of Colorado Springs. ....	550-1011
Al-Anon and Al-Ateen.....	(888) 425-2666
Alcoholics Anonymous.....	573-5020
Bridge to Awareness Counseling Center.....	471-2514
Cedar Springs Behavioral Health System, Inc.....	633-4114
Colorado Treatment Services.....	434-2061
Community Alcohol, Drug, Rehabilitation & Education Center (C.A.D.R.E.C.)	303) 295-2521
Connect Care LLC.....	572-6133
Genesis Alcohol, Drug & Domestic Violence Treatment Program.....	632-3510
Harbor House Collaborative.....	473-5557
Light House Assessment Center .....	572-6340
Journeys Counseling Center.....	687-6927
Narcotics Anonymous. ....	637-1580
Federal Substance Abuse and Mental Health Services Administration.....	(800) 729-6686 National Council on
Alcoholism and Drug Dependence, Inc. (NCADD).....	(800) 622-2255 / (212) 269-7797