

GM593

Measure Title: Submitting for consideration and confirmation to the State Board of Barbering and Cosmetology, Gubernatorial Nominee, ANNE TOKUNAGA, for a term to expire 6-30-2017.

Report Title: State Board of Barbering and Cosmetology

Description:

Companion:

Package:

Current Referral: CPN

Introducer(s):

<u>Sort by Date</u>		Status Text
4/1/2015	S	Received.
4/1/2015	S	Referred to CPN.
4/2/2015	S	The committee(s) on CPN has scheduled a public hearing on 04-17-15 8:30AM in conference room 229.



DAVID Y. IGE
GOVERNOR

SHAN S. TSUTSUI
LT. GOVERNOR

STATE OF HAWAII
OFFICE OF THE DIRECTOR
DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS
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CATHERINE P. AWAKUNI COLÓN
DIRECTOR

JO ANN M. UCHIDA TAKEUCHI
DEPUTY DIRECTOR

**TO THE SENATE COMMITTEE ON
COMMERCE AND CONSUMER PROTECTION**

**TWENTY-EIGHTH LEGISLATURE
Regular Session of 2015**

Friday, April 17, 2015
8:30 a.m.

TESTIMONY ON GOVERNOR'S MESSAGE NO. 593.

**TO THE HONORABLE ROSALYN H. BAKER, CHAIR,
AND MEMBERS OF THE COMMITTEE:**

My name is Laureen Kai and I am the Executive Officer for the Board of Barbering and Cosmetology, Department of Commerce and Consumer Affairs ("Department"). The Department thanks you for the opportunity to testify on Governor's Message No. 593, regarding the appointment of Anne Tokunaga to the Board of Barbering and Cosmetology ("Board"). The Department supports the confirmation of Ms. Tokunaga's appointment to the Board.

Ms. Tokunaga has served on the Board as an interim Board member since September 10, 2014. As statutorily required, Ms. Tokunaga is one of two licensed beauty operator members of the Board, who must have been licensed to practice for at least 5 years and have been actively and continuously engaged as licensees for that period. Ms. Tokunaga more than satisfactorily meets all requirements. This

appointment for your consideration is for the remainder of a term to expire June 30, 2017.

Ms. Tokunaga has been licensed in Hawaii as an esthetician since 2001, a nail technician since 2004, and as a cosmetologist (a license category encompassing all categories, including hair, esthetics, and nails) since 2014. With a Bachelor's degree from the University of Hawaii at Manoa and an Associate of Applied Sciences degree in Cosmetology from Honolulu Community College, Ms. Tokunaga has utilized her considerable knowledge of and experience in the beauty industry in various experience settings, including beauty salons, wedding planning services, resorts, as well as in a plastic surgery medical clinic. With this wealth of knowledge and experience, she has proven to be a valuable member of the Board who diligently prepares for meetings and actively participates in discussions and deliberations. Since her interim appointment, Ms. Tokunaga has attended seven of seven scheduled meetings, reflecting her reliability and commitment to her service to the Board.

The Department supports the confirmation of Ms. Tokunaga to the Board of Barbering and Cosmetology, and thanks you for the opportunity to provide testimony.

Cathy K. Iwai
2091 Mauna Place
Honolulu, HI 96822

April 16, 2015

Office of Senator Rosalyn H. Baker
Chair, Senate Committee on Commerce and Consumer Protection
415 South Beretania Street, #230
Honolulu, HI 96813

RE: **Error! Reference source not found.** – Nomination #GM 593

Upholding high standards for Hawaii's cosmetologists, estheticians, nail technicians, electrologists and other related professions is critically important to protect consumers and ensure they are provided the best care and attention.

That is why I am very pleased to recommend Anne Tokunaga as a member of the Hawaii Board of Barbering and Cosmetology. With more than a decade as an esthetician and nail technician, Anne is well acquainted with the issues and challenges of the industry.

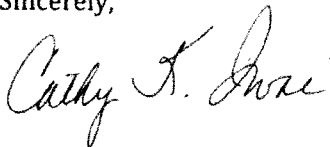
The combination of Anne's educational background and leadership and management experience in various Hawaii companies makes her an ideal candidate for the board. Her experience in customer service and marketing makes her an excellent addition to the board.

I have known Anne since she provided salon service at Macy's. Her ability to clearly communicate and her liaison and negotiation skills allow her to flourish. Her ethics, objectivity and knowledge will definitely be useful for the board and, ultimately, this will benefit consumers.

I would like to wholeheartedly recommend Anne to the board. If you have any questions, I would be glad to assist you. You can reach me at cwai@icfsnf.com or (808) 673-0234.

Thank you very much.

Sincerely,



Cathy K. Iwai

TESTIMONY OF LYNNETTE F. MCKAY
BEFORE THE SENATE COMMITTEE ON COMMERCE AND CONSUMER PROTECTION
Senator Rosalyn H. Baker, Chair
Senator Brian T. Taniguchi, Vice Chair

IN SUPPORT OF
GM 593, Submitting for consideration and confirmation as a Member
of the Board of Barbering and Cosmetology, Gubernatorial Nominee
ANNE K. TOKUNAGA, for a term to expire 6-30-2017.

Good Morning Chair Baker, Vice Chair Taniguchi,

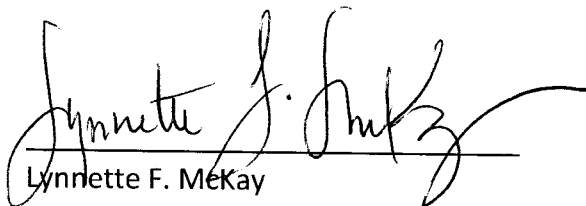
I am writing in support of Gubernatorial Nominee Anne K. Tokunaga's confirmation to the Board of Barbering and Cosmetology. She brings a wealth of knowledge from the professional and business sectors that will be a great asset to our Board.

Before attending the Esthetician course at Honolulu Community College she received her B.A. degree in management and communication at University of Hawaii. After receiving an Esthetician license, she continued schooling, first by getting a Nail Technician license and finally her Cosmetology license and has been actively involved in the industry ever since.

Anne's input at the Board meetings have been valuable in matters pertaining to our objective regarding consumer protection. She is very conscientious, articulates well, is responsible, and possesses the ability to manage and work well with people. With her strong background and work experience Anne will be a positive addition to the Board of Barbering & Cosmetology.

Once again, I ask for your support in confirming the Gubernatorial Nominee Anne K. Tokunaga to serve on our Board.

Respectfully submitted,

A handwritten signature in black ink, appearing to read 'Lynnette F. McKay', with a long horizontal flourish extending to the right.

Lynnette F. McKay
COSM Asst. Prof.

Honolulu Community College

(1) Why do you want to be a member of the Board?

This is a rewarding way to make a contribution to my community and the Barbering and Beauty industry. It is a way I can share my knowledge and expertise and gain valuable skills as well as life experiences at the same time. As a practicing licensed beauty operator, I believe it is important for each individual to follow the state laws and rules of our industry, to operate within our range of practice, and to protect public welfare.

(2) What do you perceive are the roles and responsibilities of a member of the Board?

Being present and prepared for meetings. To establish and maintain positive and respectful working relations with fellow board members, and other agencies with whom I network. To maintain confidentiality regarding information or documents which should not be disclosed publicly. When deciding on a problem, being able to refer to the appropriate laws and rules. To support decisions made by the board, and to be aware that the board is publicly accountable for its decisions, and to know that I can not personally speak for the board nor make a commitment for the board.

(3) In what ways do you feel that you can help protect the consumer?

By supporting policies or actions through laws or rules which protect consumers against unfair practices, and ensuring the competency and quality of licensees through licensing standards that are fair and reasonable.

(4) Given your understanding of the roles and responsibilities of a Board member, why do you believe that you are qualified for the position? Please include a brief statement of your skills, expertise and knowledge that would aid you as a member of the Board.

My experience includes over ten years as a beauty operator, and I am passionate about our industry. My years spent working in an established plastic surgery clinic has taught me the importance of maintaining integrity within that specialty of practice as well.

I am skilled in problem-solving, analyzing and synthesizing information, am a perceptive listener and effective communicator. My interpersonal skills and sensitivity to the needs of others allows me to inspire teamwork and earn trust with people I work with. I have received acknowledgement from my managers and clients for my conscientious efforts in rendering quality services.

It is my wish to contribute my time and energy toward ensuring the health and safety of consumers by promoting ethical standards and by enforcing the laws and rules of our industry in Hawaii.

(5) What do you hope to accomplish during your term of service?

During my term of service, I hope to participate in promoting public interest; in promoting policies or actions which are also fair towards business; in rule making; in

defining the scope or practice, granting, denying, or conditioning licenses; and in the decision making process to issue final orders in disciplinary cases.

(6) Name three qualities that best describe you and how these qualities will benefit the Board.

SENSE OF TEAM WORK: As a Board member, it is important for me to work with my fellow Board members as a cohesive group and do my part in accomplishing overall Board goals. Our actions on behalf of our industry can set a tone for the way our industry functions. I am open-minded, and am a good listener particularly to opinions that differ from my own. I respect my fellow Board members and help where I can, making collaborations go smoother.

INTEGRITY: Being honest and having strong moral principles affects all aspects of the Board. I am able to develop trusting relationships with people I work with. During discussions and deliberations at Board meetings, I am able to provide honest feedback on issues. I have the ability to compromise when needed, and conversely, am able to stand up for my convictions when appropriate. When required, I am able to make decisions leaving my personal agenda behind no matter how strongly I believe them, so that I can make decisions based on factual information and stand behind them.

DISCIPLINE: It takes a certain level of commitment to serve the Board. I am able to stay focused on goals and am determined to continue helping achieve Board objectives. I am dedicated to do my part fully and contribute to the Board and its activities.

(7) Name a previous experience you've had that will be beneficial as a Board member.

Several years ago, two new graduates of a nail school, were hired at our salon. I was not involved in the hiring process, but was asked to coach these two new technicians and help orient them to our salon.

After speaking with each of them, I soon found out that neither of them had their beauty operator license in the nail category, nor did they seem to have obtained a Temporary permit which would have allowed them to work for three consecutive examinations offered by the board after the permit's date of issuance. Upon discovering this information, I contacted our Director who immediately had a meeting with our newly designated salon manager regarding this situation. Though the two employees successfully graduated their nail school training, they did not follow through on obtaining their Temporary permits.

Without being properly licensed by the Board of Barbering and Cosmetology, the two new technicians were not legally allowed to perform any nail services on the public. So they were put on probation and allowed time to file for a Temporary permit which would allow them to work for compensation during three consecutive examination periods as indicated in our State of Hawaii Beauty Culture laws. My Director was extremely grateful for my reporting this situation promptly to her so that the incident could be corrected without harm to anyone.

This experience helped me to see that knowing the state requirements, laws and rules, is essential to business operation within the context of the law. It further strengthened my desire to participate in protecting and supporting the public through regulation and education while promoting the integrity of the industry.

(8) Can you foresee any possible conflicts of interest that could arise during your service on the Board? How would you overcome conflicts of interest?

At this time, I do not foresee any possible conflicts of interest. But if any should arise during the time of my service on the Board, these are the steps to take:

- 1) Identify and disclosing the conflict of interest.
- 2) Decide on further action: avoid or mitigate any effects of the conflict of interest.
- 3) Follow through on the agreed plan of action.