BarberCosmo
Board of Barbering & Cosmetology

HEALTH AND SAFETY COURSE



BarberCosmo
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HEALTH AND SAFETY COURSE

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California Board of Barbering and Cosmetology

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BARBERS · COSMETOLOGISTS · HAIRSTYLISTS
MANICURISTS · ESTHETICIANS · ELECTROLOGISTS

FORWARD

The California Board of Barbering and Cosmetology is very proud to provide instructors and future professionals within the barbering and beauty industry this newly revised curriculum, Health and Safety Course. This course includes up-to-date and topical information important to the well-being of barbers, cosmetologists, hairstylists, manicurists, estheticians, electrologists, and the millions of consumers they serve.

The occupational health professionals from the Labor Occupational Health Program, based at the School of Public Health, University of California, Berkeley, worked extensively to research, create, and test the first edition of the Health and Safety for Hair Care and Beauty Professionals—A Curriculum on Hazards at Work. This revised publication has incorporated much of their original research.

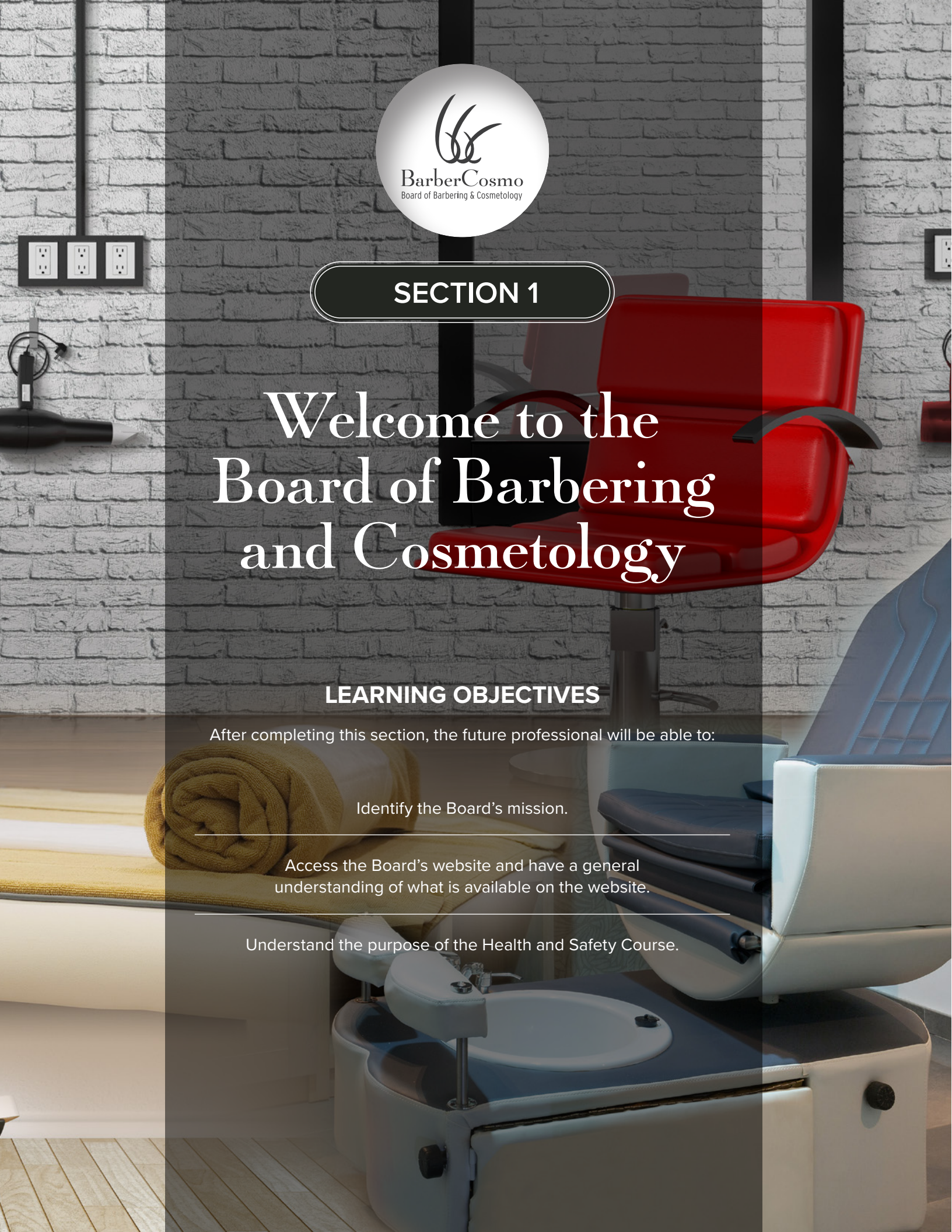
The Board requires completion of the Health and Safety Course by all future professionals who wish to sit for a licensing exam.

Although there is a wealth of information in the pages that follow, the Health and Safety Course is intended to be used as only a guide, a starting point. By using the information they acquire from the Health and Safety Course, future professsionals will be able to follow safe practices at work and hopefully have a long and healthful career.

California Board of Barbering and Cosmetology

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Board of Barbering & Cosmetology

SECTION 1

Welcome to the Board of Barbering and Cosmetology

LEARNING OBJECTIVES

After completing this section, the future professional will be able to:

Identify the Board's mission.

Access the Board's website and have a general understanding of what is available on the website.

Understand the purpose of the Health and Safety Course.

Congratulations on your decision to enter the barbering and beauty industry. You will no doubt find it both rewarding and fulfilling. So, welcome!

The California Board of Barbering and Cosmetology (Board) is very proud to provide future professionals with a Health and Safety Course. This course includes up-to-date and topical information important to the well-being of barbers, cosmetologists, hairstylists, estheticians, manicurists, electrologists, and the millions of consumers they serve. Occupational health professionals from the Labor Occupational Health Program, University of California, Berkeley, representatives from the California Department of Public Health and the Department of Consumer Affairs, in conjunction with the Board, have worked to research, create, test, and revise text material for this course.

The Board also regulates health and safety and coursework in barbering, cosmetology, and electrology schools. The Board shares dual oversight of approved schools with the Bureau of Private Postsecondary Education (BPPE). BPPE administers student services and the Student Tuition Recovery Fund and conducts outreach and educational activities for private postsecondary educational institutions and students within the state. The Board regulates the school curriculum and the minimum standards for school equipment, administers the licensing examination, and enforces health and safety regulations.

What does the Board do?

The Board regulates barbering, cosmetology, hair care, skin care, nail care, and electrology services in California as well as the establishments where these services are performed. The Board's highest priority is protecting and educating consumers who use barbering, cosmetology, hairstyling, manicuring, esthetic, and electrology services. Anyone who provides the following services to a consumer for a fee must be licensed by the Board and work in state-licensed establishments or be in possession of a Personal Service Permit if providing services outside of a state-licensed establishment:

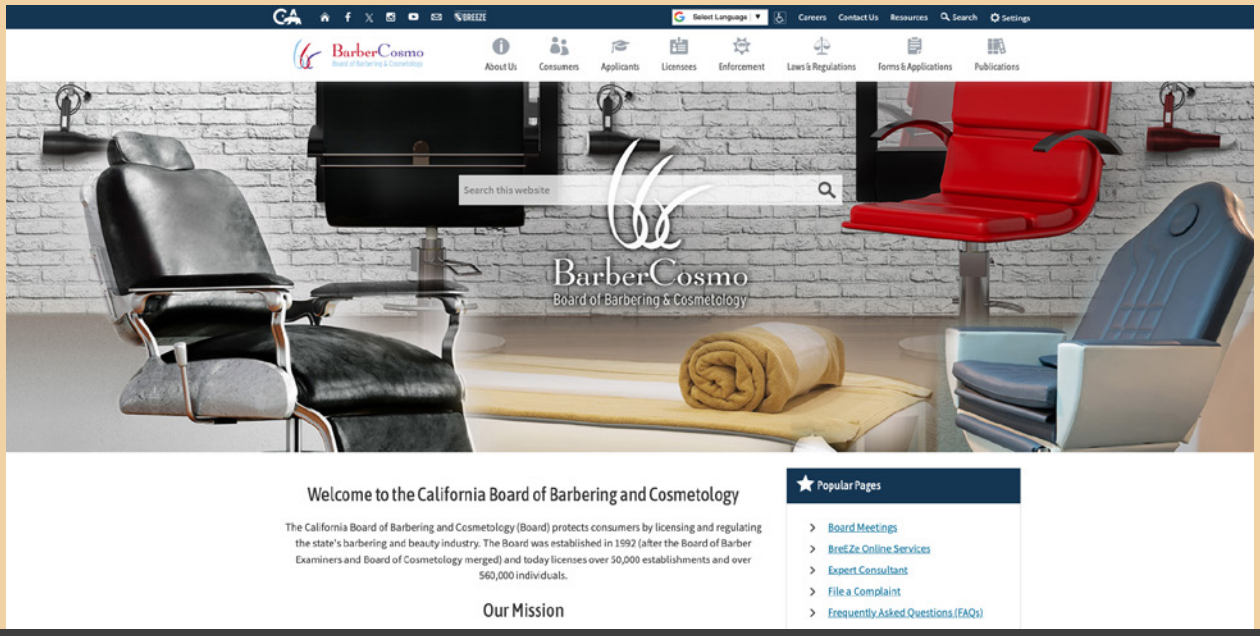
- Hairdressing and styling.
- Haircutting.
- Shaving.
- Manicuring and pedicuring.
- Skin care (including waxing, makeup application, and lash extensions).
- Electrology.

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The Board of Barbering and Cosmetology regulates the school curriculum, minimum equipment held in the school, and health and safety violations.

BPPE
Bureau for Private Postsecondary Education

The Bureau of Private Postsecondary Education administers student services and the Student Tuition Recovery Fund and conducts outreach and educational activities for private postsecondary educational institutions and students within the state.



www.barbercosmo.ca.gov

These two regulatory entities work closely together to make sure that future professionals and consumers alike are safe in the school environment. Understanding what each entity does can save future professionals frustration as questions arise during schooling. For instance, if there are questions regarding grants or the student tuition recovery program, or problems with the repayment of a loan, the Bureau of Private Postsecondary Education can be reached at www.bppe.ca.gov or by calling (888) 370-7589. If there are concerns that a school is not providing the proper equipment for training, there is a health and safety concern on the campus, or the school is not teaching Board-required curriculum, the Board should be contacted. The Board wants to make sure future professionals start their careers off right by learning good, sound health and safety practices. To help reinforce that objective, the Board makes it a practice to regularly inspect schools for health and safety violations. Schools with repeated health and safety violations can have their school codes revoked, which means the Board will not accept training hours from these schools. To see if a school is Board-approved, go to www.barbercosmo.ca.gov/schools/approved_schools.pdf. In order to sit for a Board licensing examination, a future professional must receive training from a school with a valid school code issued from the Board.

How Can I Stay Current with What the Board Requires?

Staying current and up to date is essential for success in the barbering and beauty industry. The Board regularly updates its official website: www.barbercosmo.ca.gov. Future professionals will want to visit this site frequently and take advantage of the many tools provided.

I Don't Speak or Read English. Now What?

Earnest effort has been made to make the material presented on the Board's website understandable and easy to read. Most publications are translated into English, Spanish, Simplified Chinese, Vietnamese, and Korean. In addition, the Google translator button can be found at the bottom of the Board's homepage.

What is Available on the Board's Website?

The Board's mission is proudly displayed on the website's opening banner: "To ensure the health and safety of California consumers by promoting ethical standards and by enforcing the laws of the barbering and beauty industry." This mission reflects the dedication of every Board employee.



Board of Barbering and Cosmotology website with BReEZe icon in lower left hand corner.

Notice the different sections on the homepage. Pay close attention to the "**Popular Pages**" box that contains links to information on upcoming board meetings, workers' rights, frequently asked questions, and more.

BreEZe And How to Use It

On the home page, take special note of the **BreEZe** icon. After clicking on the icon, register so that a user ID and password can be created with BreEZe. Registering will allow an individual, when ready, to renew licenses online without hassle or worry. Fines can also be paid online using the BreEZe system.

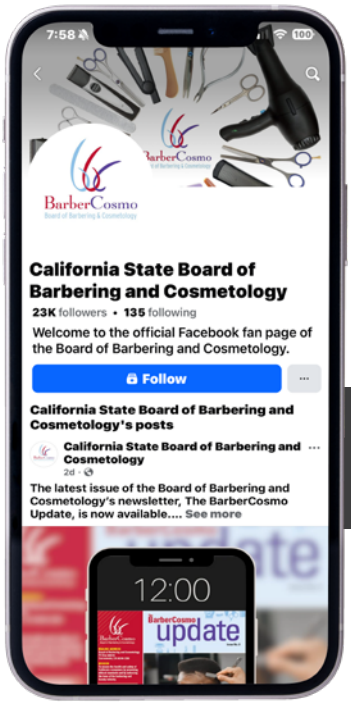
Consumers can use the "**License Search**" button to view a license status and disciplinary actions or to file a complaint.

Rules and Regulations

At the top of the homepage, future professionals will notice the "**Laws & Regulations**" tab. Future professionals should make sure to always have a copy of the current laws and regulations. Periodic review of the laws and regulations is encouraged to avoid compliance difficulties.

Stay in Touch!

The Board would like to stay connected with all future professionals and licensees as they journey through this fabulous career. To receive an email message or notification when the Board is holding a meeting, sign up on the Board's interested party list. See the "**Subscribe**" button on the Board's homepage under "**Stay Connected.**" In addition, take a moment to follow the Board's social media pages to keep in touch with what is going on with the Board and the laws that affect the barbering and beauty industry.



Board of Barbering and Cosmotology Facebook page.

Find Answers!

There is a wealth of information at a future professional's disposal. Take time and view all that the Board has made available to future professionals, licensees, and consumers. Questions? Email the Board at barbercosmo@dca.ca.gov.

Now Let's Talk "Health and Safety!"

Each member who served on the revision of the Health and Safety Course is passionate about the barbering and beauty industry and wants to make sure that all future professionals have the tools needed to be able to have a long and healthy career. The training can be viewed in a written format or, if available, online. The Health and Safety Course is divided into 10 sections.

SECTION 1

THE CALIFORNIA BOARD OF BARBERING AND COSMETOLOGY

This section provides an overview of the Board, its mission, and available resources.

SECTION 2

SAFELY USING CHEMICALS

Future professionals will learn about chemicals that may be found in an establishment that have the potential to harm an individual's health. This section discusses why chemicals may be harmful, how they may get into the human body, and how much exposure is too much.

SECTION 3

SAFETY DATA SHEETS

This section discusses one of the very best ways to get information on chemicals used in an establishment: The Safety Data Sheet (SDS). Each section of the SDS will be reviewed and explained in detail.

SECTION 4

PROTECTION FROM HAZARDOUS CHEMICALS

In this section, future professionals will learn how to prevent injuries while working with chemicals.

SECTION 5

ERGONOMICS

This section reviews ergonomics, common ergonomic problems found in establishments, and how to reduce these problems.

SECTION 6

COMMUNICABLE DISEASES

Future professionals work with people constantly. This section will discuss specific diseases that future professionals may be exposed to on the job and how this exposure may occur. Protective strategies will be presented.



SECTION 7

HEALTH AND SAFETY LAWS AND AGENCIES

Information on agencies that regulate health and safety in the workplace will be provided. By the end of this section, future professionals will know whom to contact when faced with a health and safety concern at work.



SECTION 8

SOLVING HEALTH AND SAFETY PROBLEMS

This section discusses possible health and safety problems that may be found in the workplace and offers preventive strategies.



SECTION 9

WORKERS' RIGHTS

This section provides a brief summary of basic workers' rights Californians are entitled to and what action should be taken if those rights are not being provided.



SECTION 10

PHYSICAL AND SEXUAL ABUSE AWARENESS

The future professional will be introduced to agencies that have the resources to aid at-risk clients. Strategies will be discussed and employed to assist the future professional when faced with an at-risk client.

The Health and Safety Course offers interactive exercises, case studies, and short quizzes.

So, let's get started!

It is the Board's hope that all future professionals have a long and healthy career in the barbering and beauty industry.



SECTION 2

Safely Using Chemicals

LEARNING OBJECTIVES

After completing this section, the future professional will be able to:

Identify chemical products commonly used in the workplace.

Explain why some chemicals may be harmful to an individual's health and what makes the chemical harmful.

Describe how chemicals get into the body.

Identify some health problems that may be caused by chemicals.

This lesson is about chemicals in an establishment that may harm a future professional or a client's health. We will discuss why chemicals may be harmful, how they may harm an individual, how they may get into the body, and how much exposure is too much. First, we will discuss where chemicals are in the workplace.

WHERE ARE CHEMICALS FOUND IN THE WORKPLACE?

Many products used by barbers, cosmetologists, manicurists, estheticians, and electrologists contain chemicals. For this activity, it is not important to know the names of the particular chemicals in the product or even the exact product name. For now, just name some of the products commonly used when providing barbering and beauty services, such as:

- Shaving cream.
- Hair coloring.
- Nail polish.
- Makeup.
- Permanent wave solution.
- Chemical peels.
- Artificial nails.
- Chemical hair relaxer or chemical straightening.
- Hairspray.
- Shampoo.

Chemicals can be found in many products that are commonly used in the workplace.

WHAT FORM CAN A CHEMICAL TAKE?

Chemicals can take different forms. A chemical can be a:

- Solid.
- Liquid.
- Gas.
- Vapor.

A solid chemical has a definite shape. It includes dust, fibers, and powders, which consist of small particles. An example of a solid chemical is facial powder.

A liquid chemical is one that flows, like water. An example of a liquid chemical is acetone, which is commonly found in nail polish remover. When a liquid is pumped or sprayed into the air (like hairspray), it may be broken up into small droplets. Then it is called a mist.

A gas floats and moves freely in the air. Often an individual cannot see or smell a gas, but it can still be inhaled along with the air when breathing.



The more chemicals an individual gets into their lungs and on their hands, the more their health is at risk.

What Makes a Chemical Hazardous to an Individual's Health?

Consider what makes a chemical hazardous to an individual's health. How hazardous a chemical is to an individual's health depends on several factors:

- The toxicity of the chemical. Is it toxic or nontoxic? Will it harm the individual's body?
- The amount of the chemical an individual is exposed to. This is called concentration.
- The length of time an individual is exposed to the chemical.
- Individual sensitivity to the chemical. Individuals can react differently to chemical exposure.
- The chemical's interaction with other chemicals an individual is exposed to.
- The way an individual is exposed to the chemical. How did the chemical get into the body?

Toxicity is the ability of a chemical to cause harm to the body. With toxic chemicals, even a very small amount can cause harm. With relatively harmless chemicals, even a large amount will have little or no effect on an individual's health. When considering the use of chemicals and the toxicity of a chemical, it is important to determine the concentration of the chemical.

Concentration is the amount of a particular chemical in the air that individuals breathe, the amount that gets onto the skin, or the amount swallowed. In chemistry classes, future professionals learned that concentration is the strength of a chemical, but when discussing health and safety hazards, concentration refers to the amount of chemical exposure.

As the **length of time** an individual is exposed to a chemical increases, the more the chemical gets on or into their body. For example, if an individual spends six hours every day doing chemical services like perms, chemical blowouts, or acrylic nails, they are exposed to chemicals much longer than someone who does chemical services only two hours a day. The more chemicals that get into an individual's lungs and on their hands, the more their health is at risk.



Chemicals used for hair treatments.

Different individuals react differently to the same chemical. **Individual sensitivity** to a chemical is how an individual's body reacts to a chemical. Some individuals may have a reaction when exposed to a small amount of a chemical, while others do not react until exposed to a large amount. Different factors contribute to individual sensitivity, including:

Heredity	No one knows why but some individuals seem to inherit a higher sensitivity to chemicals.
Age	Some chemicals have more serious effects on the very young or elderly.
Pregnancy	With certain chemicals, pregnant women are more at risk. These chemicals may harm the mother, the fetus, or both.
Alcohol Use	Alcoholic beverages may increase the effects of some toxic chemicals on the liver and possibly on other organs.
Tobacco Use	Smoking can leave lungs vulnerable to harmful effects of chemicals.
General Health	Exposure to certain chemicals can cause more effects for individuals who are already in poor health. For example, an individual with lung disease who breathes in vapors will probably suffer worse symptoms than an individual who is healthy.
Gender	Some chemicals can affect males more than females or females more than males.
Use of Medications or Other Drugs	Certain chemicals may interact with drugs or medications and produce effects more serious than the chemical alone would cause.

If Individuals Are Exposed to Several Different Chemicals Every Day, Are They More at Risk?

This depends on what chemicals are on or inside an individual and whether there is an interaction between the chemicals. Two chemicals may create an effect much worse when combined than either of them alone would produce. A future professional may be familiar with an example of this if they have ever taken medication. A doctor or a medicine label may warn an individual not to mix the medication with alcohol as the interaction can produce negative effects such as internal bleeding and/or organ damage. Exposure to one chemical may also weaken the body's defenses against another chemical. For example, while methyl ethyl ketone (found in some nail polish removers) does not cause nerve damage itself, it increases n-hexane's (found in some cleaning products) ability to cause this effect.

Lastly, when several chemicals produce similar health effects, an individual could react as if exposed to a large dose of one chemical. For instance, since numerous chemicals can cause dizziness, exposure to several of these chemicals at once could cause dizziness much quicker and more severely than one chemical would.

How Do Chemicals Get Into The Body?

Chemicals can get into the body in three main ways, referred to as **routes of exposure**. They are:

Breathing. Once an individual breathes a chemical into their lungs, it may stay there or be carried to other parts of the body by the bloodstream.



Woman who breathed chemicals into her lungs.



Woman with skin rash from chemical exposure.

Skin and eye contact. Some chemicals can harm the skin directly. They can cause burns, irritation, or dermatitis. Examples of chemicals that may harm the skin are perm solutions, chemical blowout solutions, and hair relaxers. Some chemicals can pass right through the skin and enter the bloodstream. This is more likely to occur if the skin is cut, cracked, or dry.

Some chemicals may seriously burn or irritate the eyes. Eyes may be at risk if chemicals splash, if an individual touches their eyes when their fingers have chemicals on them, or if chemicals produce vapors that get into the eyes.

Swallowing. Most individuals do not swallow harmful chemicals on purpose. However, an individual could swallow them unintentionally if they eat or drink after they have been working around chemical products. Chemicals on the hands or in the air can get on food or drink, and an individual can ingest these chemicals. Therefore, while working with chemicals, it is important to leave the work area when eating or drinking. In addition, future professionals should always thoroughly wash their hands with soap and water for at least 20 seconds after handling any chemical product.

STAY SAFE

It is always safest to keep exposure to any harmful chemical as low as possible. In California, the California Division of Occupational Safety and Health (Cal/OSHA) sets Permissible Exposure Limits (or PELs)—laws that dictate the maximum amount of chemical exposure individuals can experience on the job. These exist for chemicals commonly used in the establishment, in addition to hundreds more. View the list of Cal/OSHA PELs at Cal/OSHA's webpage for Title 8, Section 5155, Permissible Exposure Limits for Chemical Contaminants Table AC-1. **http://dir.ca.gov/Title8/5155table_ac1.html**

Note: Section 5155 requires the employer to monitor the exposure of any employees who may be exposed above the permissible exposure limits.

Is Chemical Exposure Occurring?

Notice a product's **odor**. If an individual smells a chemical, they are breathing it in, and it is entering their body. However, since not all harmful chemicals produce a smell, an individual cannot rely solely on their sense of smell to warn them of exposure.

Secondly, if an individual breathes or swallows a chemical, it may leave a **taste** in their mouth. However, not all chemicals that leave a taste in an individual's mouth are harmful. Individuals should not rely solely on their sense of taste as a warning of exposure.

In addition, if an individual coughs up mucus with **particles** in it, or if they blow their nose and there are visible particles, they have inhaled a chemical in particle form.

Furthermore, the likelihood of inhaling dust, powder, or mist is higher if it is allowed to **collect on surfaces** in the workplace. Watch for collection on tables, chairs, shelves, and even on hair and clothes.

Lastly, chemicals may cause **symptoms** that an individual may experience. These can include watery eyes, a burning feeling on the skin, irritation of the nose or throat, dizziness, or a headache. While the flu or other diseases may cause many of these symptoms, they can also be clues to chemical exposure at work.

Other clues or signs of exposure can be if workers in the establishment have similar symptoms at the same time, if symptoms get worse near the end of a work shift, or if symptoms are better when an individual is away from work.

Of course, the best way to know for sure if exposure is occurring is by air testing. Professionals can use special instruments to find out how much of a particular chemical is in the air at the workplace.



Chemicals may cause watery eyes, a burning feeling on the skin, irritation of the nose or throat, dizziness, or a headache.



Notice if a product being used has an odor.

QUESTIONS FOR REVIEW

What are the forms that a chemical can take?

A) Gases, solids, liquids
B) Liquids, mist, vapors, gases
C) Solids, liquids, gases, vapors
D) Vapors, liquids, mist

What should be considered when determining how hazardous a chemical is?

A) If the individual is allergic to the chemical
B) Heredity, age, gender, general health
C) Toxicity, concentration, length of time, individual sensitivity, interaction, route of exposure
D) All the above

What are the three main routes of exposure in an establishment?

A) Eating, drinking, smoking
B) Breathing, skin and eye contact, swallowing
C) Injecting, inhaling, infection
D) Spilling, spraying, shaking

What governmental agency in California sets the Permissible Exposure Limits (PELs) of chemicals?

A) Board of Barbering and Cosmetology
B) U.S. Food and Drug Administration
C) U.S. Department of Labor
D) California Occupational Safety and Health Administration (Cal/OSHA)

What should be watched for to determine if chemical exposure is occurring?

A) Unusual smell
B) Common symptoms developing with coworkers
C) Hearing unusual sounds
D) Unusual taste in mouth

Record answers to questions in the exam booklet.



The likelihood of inhaling dust, powder, or mist is higher if it is allowed to collect on surfaces in the workplace.

Chemical Health Hazards

Working in an establishment can present the future professional with several challenges to staying healthy. Potential threats to health are called “health hazards.” Some examples of health hazards that may be found in an establishment include exposure to harmful chemicals, vapors, dust, viruses, bacteria, fungi, excessive noise, heat, or cold. In this portion of the course, we are going to consider health hazards related to the chemicals used at work.

It is often difficult to see the connection between an individual’s health symptoms and particular chemicals used on the job because chemicals may cause effects that take a long time to show up. It could be years before exposure to a chemical causes a serious health problem. In addition, some symptoms of exposure to chemicals, like itchy eyes or a runny nose, are so common that it may be hard to determine if a chemical caused the problem. Furthermore, different individuals can react in different ways to the same chemical. Some individuals may notice health effects when they work with the chemical, and others may never have a problem.

What Are We Going to Learn?

This lesson will look at the symptoms an individual may get when exposed to certain chemicals in the establishment. Consideration will be given to how chemicals can affect the various organs of the body.



Manicurist in an establishment providing a manicure.

Take a Moment

Think of some health problems that might be caused by chemicals. For now, do not think about the particular chemicals that might cause them, only the health problems themselves. Also, do not worry about whether it is likely individuals will suffer from these problems. Instead, consider any health effects caused by chemical exposure that have been publicized on TV, online, or in the news.

What Did You Come Up With?

Health problems could include asthma, a skin rash, miscarriage, dizziness, sore throat, watery eyes, sneezing, birth defects, dermatitis, headache, allergies, tiredness, runny nose, wheezing, or cancer.

Let's Discuss

Now, let's discuss the two types of health effects chemicals could have on the future professional.

If exposed to a reactive chemical, individuals may experience an acute effect from the chemical. **Acute effects** may be minor, like nose or throat irritation from breathing ammonia, or they could be serious, like eye damage from a splash of hair relaxer or passing out from chemical vapors. What all these acute effects have in common is that they happen immediately.

On the other hand, individuals could experience a chronic effect from chemical exposure. A **chronic effect** may take years to show up. Chronic effects are usually caused by regular exposure to a harmful substance over a long period. These effects are typically permanent. For example, an individual may develop asthma after years of inhaling hairspray.

What both acute and chronic effects have in common is that irritants cause them. Irritants are chemicals that cause irritation. The skin, nose, throat, or lungs will immediately react when exposed to irritants. Many of the products used in the establishment contain irritants. For example, some shampoos contain chemicals added to produce a frothy lather, but they may cause irritation on the scalp.



Cosmetologist shampooing a woman s hair.



WILL MY CAREER CHOICE AFFECT MY ABILITY TO HAVE CHILDREN?

Future professionals may wonder if exposure to chemicals in the establishment could affect their ability to have children. While obstetricians may prefer to err on the side of caution, several studies have shown there is no statistically significant association between being a cosmetologist and poor pregnancy outcomes (such as miscarriage, stillbirth, and premature delivery). If individuals have proper working conditions, their risks of reproductive complications should not be higher than those of any other profession.

Other studies have shown that some chemicals in manicuring and sculptured nail products, like glycol ethers, can cause birth defects and infertility in laboratory animals.

Although such studies suggest that the same might happen in humans, it is not certain.

What Are Irritants?

An irritant can be described as a substance that causes slight inflammation or other discomfort to the body. Some examples of products that are used in an establishment on a daily basis that may irritate the eyes, nose, throat, and lungs include disinfectants, skin exfoliation products, permanent wave solutions, chemical blowout solutions, chemical hair relaxers, acrylic nail products, and hairsprays. Continuous exposure to irritants may cause a licensee to develop an allergy to a particular chemical. For example, wearing latex gloves daily over time may result in a serious allergy to latex.

What is an Allergy?

An allergy is a reaction some licensees have when they become overly sensitive to a particular chemical. Licensees will have a reaction every time exposure to that chemical occurs—no matter how small the amount, and that reaction will often get more severe with each exposure.

Allergens are chemicals that cause allergies. If a licensee is not allergic to a chemical the first time it is used, they may develop an allergy after using it several times, or it may take years. Allergies develop at different rates for different people. Common symptoms of allergies are a stuffy nose, watery eyes, sneezing, wheezing, and coughing.

How Does All of This Affect the Future Professional?

As an individual progresses through their career, they may become aware of certain conditions that seem to be more prevalent within the barbering and beauty industry. Future professionals may hear terms like contact dermatitis, allergic dermatitis, or skin rash. Dermatitis is an inflammation of the skin. A skin rash is a general term used to describe many forms of dermatitis. If contact with a skin irritant caused the dermatitis, it is contact dermatitis. If an allergic reaction caused the dermatitis, it is allergic dermatitis.

Symptoms of dermatitis include flaking, dryness, redness, itching, and burning of the skin. Future professionals are especially at risk of contracting dermatitis on their hands and arms, as there are several products they use daily that could irritate the skin. Continued exposure to disinfectants, skin exfoliation products, permanent wave solutions, blowout straightening solutions, chemical hair relaxers, and shampoo has the potential to cause dermatitis.

What Are Some Other Chemicals Future Professionals Should be Aware Of?

MMA

Methyl methacrylate (MMA) is a chemical that can be found in some acrylic nail products, and it is a chemical of concern. Dust from acrylic nails containing MMA can get onto the skin, face, eyelids, nose, and fingers. MMA can cause red, itchy, swollen skin with tiny blisters. It can also cause a scratchy throat, runny nose, and cough. Individuals may experience headaches, dizziness, and drowsiness, or have difficulty concentrating or paying attention. Individuals may even experience numbness and muscle weakness. The Board of Barbering and Cosmetology prohibits the use of MMA in establishments in California. **Do not use products that contain MMA.**

THE TOXIC TRIO

Toluene can cause dry or cracked skin and irritated, burning, itchy eyes, nose, and throat. Individuals could experience headaches and dizziness when exposed. It can directly affect the brain, and individuals may not be able to concentrate, remember, or recognize words. It can harm a developing fetus or pregnant woman, and it is suspected to cause miscarriages.

Formaldehyde can cause watery, burning eyes, skin rashes, and breathing problems such as asthma, coughing, and wheezing. It can even cause cancer. Formaldehyde can be found in some shampoos, blowout, and hair straightening products.

Dibutyl phthalate can cause birth defects in male fetuses.

As with the toxic trio, some chemicals can affect the central nervous system. The brain and spinal cord make up the central nervous system. Getting headaches, dizziness, nausea, drowsiness, restlessness, and lack of coordination are all symptoms that the central nervous system is under attack.

Breathing the vapors of certain chemicals most likely causes central nervous system effects, but sometimes chemicals are also absorbed through the skin.



Toluene



Formaldehyde



Dibutyl phthalate

HAIR COLORING PRODUCT

Some hair coloring products contain coal tar dyes. Common terms for coal tar dyes are:

4-methoxy-m-phenylenediamine (4-MMPD).
Paraphenylenediamine.
2-nitro-phenlenediamine.
2, 4-diaminoaniside.
2, 4-diaminoaniside sulfate.

Repeated exposure to coal tar and products made from it may cause cancer, especially cancer of the bladder.

The U.S. Food and Drug Administration (FDA) requires products with coal tar dyes to have a label saying, "Caution–This product contains ingredients which may cause skin irritation on certain individuals and a preliminary test according to accompanying directions should first be made. This product must not be used for dyeing the eyelashes or eyebrows; to do so may cause blindness." Unfortunately, this label does not warn people that the product may also cause cancer.

CHEMICAL BLOWOUTS

Chemical hair straightening treatments, sometimes called "chemical blowouts," are a method of temporarily straightening hair by sealing liquid keratin and a preservative solution into the hair with a flat iron. Many of these solutions contain the chemical methylene glycol (formaldehyde, formalin), which, when heated, may release formaldehyde gas into the air. The FDA has this to say:

"Skin sensitivity can develop after repeated contact with formaldehyde-related ingredients. When formaldehyde is released into the air, it can cause serious irritation of your eyes, nose, and lungs. The greater the exposure, in terms of both duration and concentration, to products that contain formaldehyde-related ingredients, the higher the health risks."

The warning letters issued by the FDA address products that contain methylene glycol, which, when heated, releases formaldehyde into the air. Because these products must be applied with heat, formaldehyde is released when people use them following directions on the label. For FDA's complete statement, see **www.fda.gov/cosmetics/productsingredients/products/ucm228898.htm**.

OSHA states that formaldehyde presents a health hazard if workers are exposed. It can irritate the eyes and nose; cause allergic reactions of the skin, eyes, and lungs; and is linked to nose and lung cancer. For OSHA's complete statement, see **www.osha.gov/SLTC/formaldehyde/hazard_alert.html**.

SHAMPOOS AND CONDITIONERS

Some shampoos and conditioners contain chemicals called TEA (triethanolamine) or DEA (diethanolamine). If TEA or DEA are in a product that also contains the chemical BNPD, they can react with it to produce nitrosamines. The chemical name for BNPD is 2–bromo-2-nitroprone-1, 3-diol. Nitrosamines are classified as suspected human carcinogens by the state and federal governments, which means they cause cancer in animals, and some scientists believe that they may also cause cancer in humans.

LIQUID DISINFECTANTS

The use of disinfectants is vital for consumer protection. However, continual exposure to liquid disinfectants may cause skin irritation. Therefore, for your safety and protection, the Board's regulations state that a licensee must use gloves or tongs when removing disinfected tools from the disinfectant. This requirement is put in place to protect an individual's skin from exposure to this chemical.

PARABENS

Parabens are commonly found in makeup, moisturizers, shaving products, and hair care products. Common ingredient names used for parabens are: methylparaben, propylparaben, and butylparaben. Parabens are often used as a preservative to control microbial growth in cosmetic products, as they prevent the growth of fungi, bacteria, and yeast.

Some have speculated whether there is a connection between parabens and cancer, with some suggesting that parabens can cause cancer by acting like estrogen, a common hormone, through a process called endocrine disruption. See more at: **www.cosmeticsinfo.org/ingredient/paraben/**.

The FDA believes that, at the present time, there is no reason for consumers to be concerned about the use of cosmetics containing parabens. However, the agency will continue to evaluate new data in this area. If the FDA determines that a health hazard exists, the agency will advise the industry and the public, and will consider its legal options under the authority of the Federal Food, Drug, and Cosmetic Act in protecting the health and welfare of consumers. See more at: **www.fda.gov/cosmetics/productsingredients/ingredients/ucm128042.htm**.



QUESTIONS FOR REVIEW

What is dermatitis?

A) Dry hands and arms
B) An inflammation of the skin
C) Irritated and watery eyes
D) Flaky scalp

What comprises the central nervous system?

A) Muscles and brain
B) Spinal cord and nerves
C) Nerves and muscles
D) Brain and spinal cord

What is a symptom of the nervous system being under attack?

A) Headache
B) Dizziness
C) Lack of coordination
D) All of the above

The toxic trio can cause multiple health problems.

True or False?

Methyl methacrylate monomer (MMA) can be safely used in nail establishments.

True or False?

Smoking increases the harmful effects of other chemicals.

True or False?

Record answers to questions in the exam booklet.

How You Can Find Out What Chemicals a Product Contains?

First, always **check the label** of a product for its ingredients. If the ingredients are not listed, individuals must **check the Safety Data Sheet** (SDS). Reading the product's SDS is probably the best way to find out which chemicals the product contains. Section 3 will discuss the SDS in more detail.

Employers are required to maintain Safety Data Sheets for products used in the establishment. Establishment owners can request an SDS directly from the manufacturer or supplier. Individuals should know which chemicals are in the products being used, their possible health effects, and how to use the products safely.

Natural Products

When a product is labeled "All Natural" or "Natural," most individuals assume the product is safe for use. **This is not always true**. Be sure to check the SDS on all products to find out what chemicals the products contain. If an SDS does not exist for the product and no ingredients are on the label, consider if this is really safe for use.



Always check the label of a product for its ingredients.

Case Studies

Read the following case studies that reflect "real life" problems that may be encountered when using a particular chemical product at work. Do your best to answer the questions presented regarding products, their typical ingredients, and health problems that various chemicals can cause. Also, take time to consider the question, "What can I do to protect myself?"

For answers to all questions, please refer to the exam booklet.



CASE STUDY #1

You just started to work in a nail establishment. You do about seven full sets of sculptured nails each day and three manicures with polish. Your eyes and throat feel irritated at the end of each day.

What are some specific chemicals in sculptured nail products and nail polish that might be causing these problems?

During which steps of the work process can these chemicals get into your body?

What can you do to protect yourself?



CASE STUDY #2

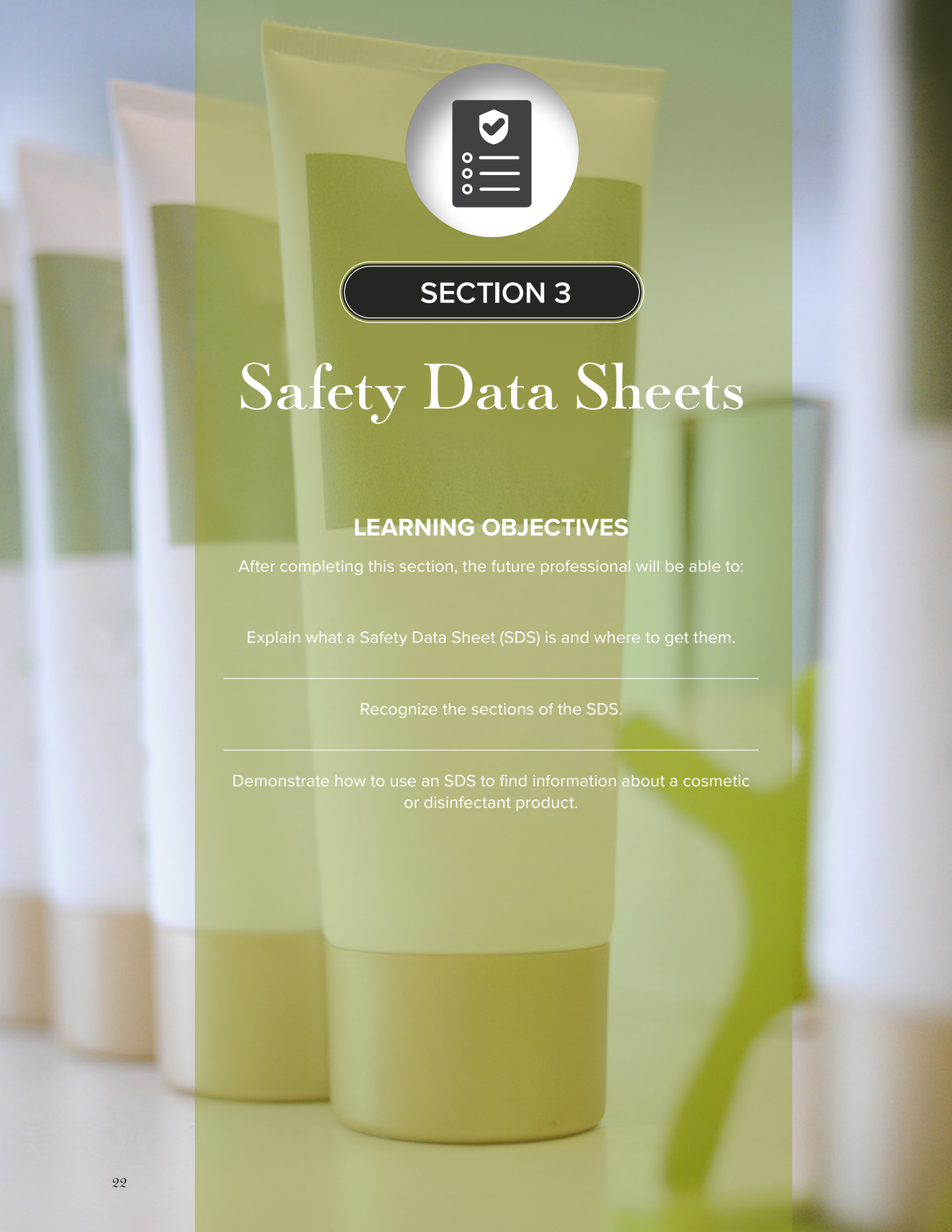
You have been working in a very busy establishment for three years. Recently, every time you give a chemical blowout you start feeling dizzy, you get a headache, and you have difficulty breathing.

What could be the chemical in the blowout causing this problem?

During which steps of the process can this chemical get into your body?

What can you do to protect yourself?

NEXT LESSON
Safety Data Sheets, what they are, where to find them, and how to read them.



SECTION 3

Safety Data Sheets

LEARNING OBJECTIVES

After completing this section, the future professional will be able to:

Explain what a Safety Data Sheet (SDS) is and where to get them.

Recognize the sections of the SDS.

Demonstrate how to use an SDS to find information about a cosmetic or disinfectant product.

One of the best ways a future professional can get information about chemicals used in the establishment is by reviewing the product's Safety Data Sheet (SDS).

What is an SDS?

An SDS is a bulletin that gives useful information about a chemical product and its hazards. This includes:

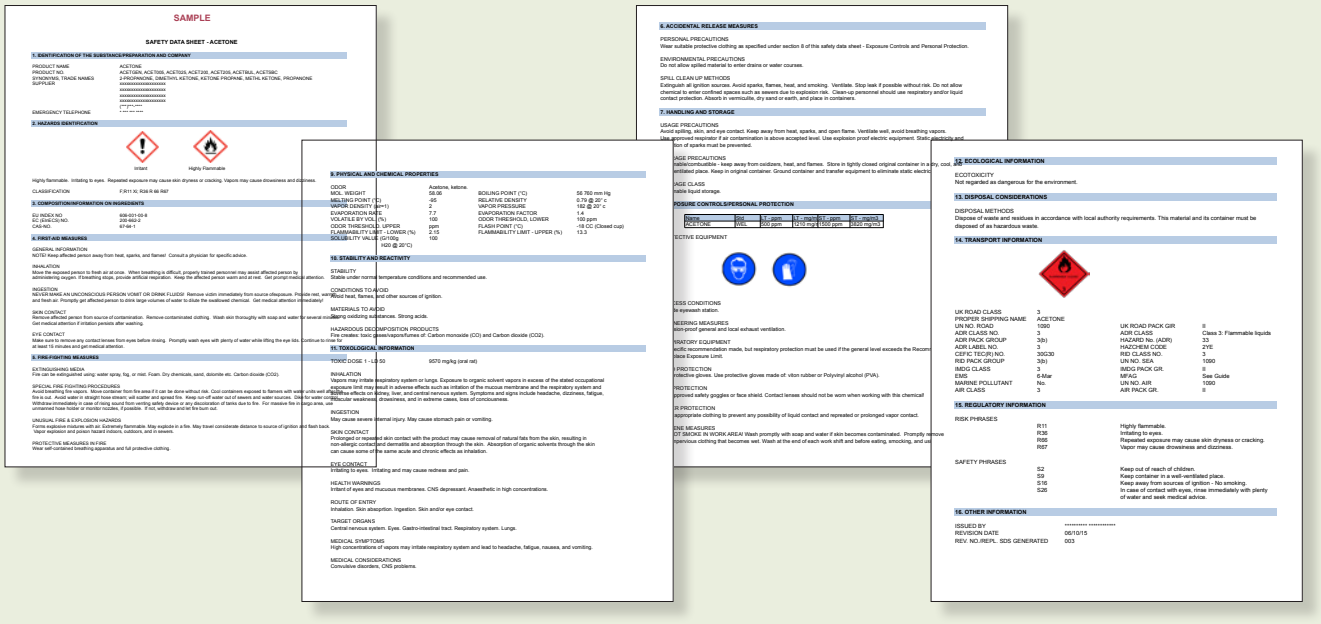
- The names of any dangerous ingredients.
- Health and safety hazards of the chemicals.
- Precautions to take when using the product.
- Emergency procedures if there is an accident, such as a spill or fire.
- Information on the flammability of the product.

SDSs are required by law for many chemical products and replaced Material Safety Data Sheets, or MSDSs, effective December 1, 2013.

Where Can I Get an SDS?

The simple answer is from the employee's employer. Cal/OSHA requires employers to maintain SDSs and ensure they are readily accessible to employees for all hazardous chemicals used in the establishment. If there is not an SDS in the establishment for a particular product, the employer must ask the manufacturer or distributor for it or retrieve it from the manufacturer's website. If a manufacturer or distributor has not responded to repeated attempts to request an SDS, contact a Cal/OSHA office and file a complaint.

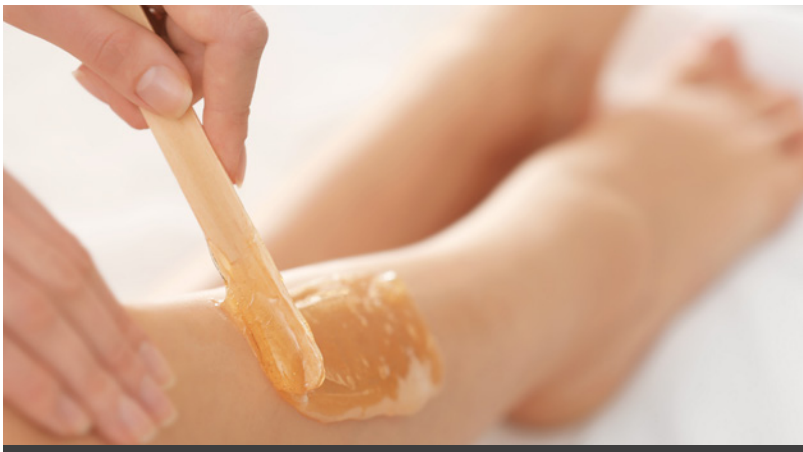
In addition, employers are required to provide training to their staff on the SDS. Employers should be diligent with their own training so that they will have the correct information to offer to their employees when requested.



Samples of Safety Data Sheets (SDSs).

Independent Contractors

If an individual meets the qualifications for independent contractor status, as defined by the Internal Revenue Service (IRS), they are considered an employer and must comply with Cal/OSHA requirements. Knowing the correct worker classification will affect employer/employee obligations and responsibilities. For additional information on determining worker classifications, please see Section 9 of this course.



Independent contractors must comply with Cal/OSHA requirements.

SDS Limitations

While SDSs provide a lot of useful information not always found on the product label, there is also a major drawback. SDSs can be difficult to read, and the future professional may be unfamiliar with the technical or scientific words used on the document. In these instances, do research with a chemical reference book or consult with the California Division of Occupational Safety and Health (Cal/OSHA) and/or the California Department of Public Health (CDPH).

QUESTIONS FOR REVIEW

Important information on the identity and hazards of a chemical is always posted on the container label.
True or False?

How can workers get information about the chemicals in a product?

A) Chemical reference books
B) Safety Data Sheets
C) Asking the employer
D) Consulting a state agency
E) All of the above

Record answers to questions in the exam booklet.

SDS Sections 1 through 8

Sections 1 through 8 contain general information about the chemical, identification, hazards, composition, safe handling practices, and emergency control measures. This information should be helpful to those who need to get the information quickly.

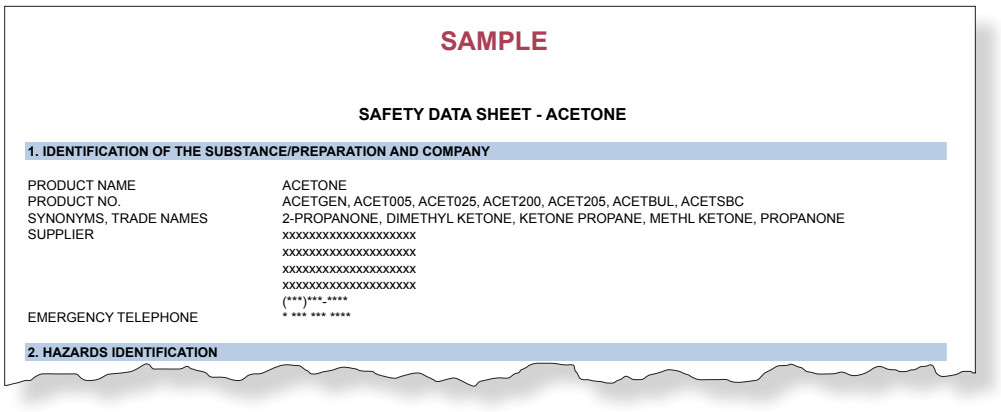
Section 1: Identification

The first section of the SDS identifies the chemical as well as the manufacturer or distributor. The information found in this section includes:

- The product name used on the label and other means of identification.
- Information about the supplier of the chemical, including name, address, and phone number.
- An emergency phone number for obtaining information about spills and other accidents 24 hours a day, seven days a week.

Properly identifying a product and its recommended uses is an important part of working safely with the chemical. Information about the supplier and an emergency number are critical, especially in the event of an accident involving the product.

On the SDS sample, the product name an individual is most likely familiar with is acetone, but, as noted, there are many other names for it. The supplier information has been omitted in the sample, but this is where an individual would find the address and phone numbers of the supplier on the SDS.



SAMPLE

SAFETY DATA SHEET - ACETONE

1. IDENTIFICATION OF THE SUBSTANCE/PREPARATION AND COMPANY

PRODUCT NAME	ACETONE
PRODUCT NO.	ACETGEN, ACET005, ACET025, ACET200, ACET205, ACETBUL, ACETSBC
SYNONYMS, TRADE NAMES	2-PROPANONE, DIMETHYL KETONE, KETONE PROPANE, METHL KETONE, PROPANONE
SUPPLIER	xxxxxxxxxxxxxxxxxxx xxxxxxxxxxxxxxxxxxx xxxxxxxxxxxxxxxxxxx xxxxxxxxxxxxxxxxxxx (***)***-****
EMERGENCY TELEPHONE	* *** *** ****

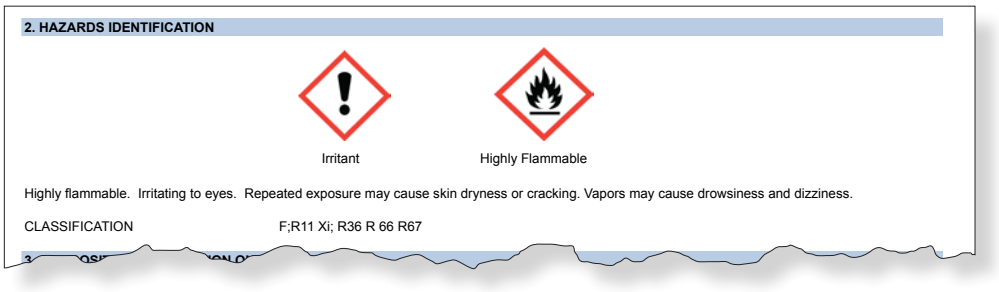
2. HAZARDS IDENTIFICATION

SDS Section 1: Identification

Section 2: Hazard(s) Identification

The second section of the SDS identifies hazards of the chemical and the warning information associated with those hazards. Hazard classification can include physical hazards such as if the product is flammable, health hazards such as if the product is toxic or cancer-causing, or environmental hazards. Consulting this section helps individuals understand the risks of the hazards associated with the products used in the establishment.

On the sample SDS, notice the term "CLASSIFICATION" underneath the listed hazards. These classifications are risk phrases—basically, a shorthand way to list the hazards. For example, F stands for "highly flammable," R36 stands for "irritating to eyes," R66 stands for "repeated exposure may cause skin dryness and cracking," and R67 stands for "vapors may cause drowsiness and dizziness."



2. HAZARDS IDENTIFICATION

Irritant

Highly Flammable

Highly flammable. Irritating to eyes. Repeated exposure may cause skin dryness or cracking. Vapors may cause drowsiness and dizziness.

CLASSIFICATION F;R11 Xi; R36 R 66 R67

SDS Section 2: Hazard Identification



Examples of chemicals in the workplace.

When working with chemicals, it is important to know what the hazard icons represent.



The **Flame icon** is associated with products and chemicals that are flammable or combustible. When this icon is present, refer to the product's label for additional hazardous statements, such as, "Keep away from heat or flames" or "Do not store by sources of high heat." This icon will help individuals quickly identify potential fire or explosion hazards—for example, it would be dangerous to use a microwave to heat up a flammable product, or to light salon candles while applying it.



The **Flame Over Circle icon** is specific to solids, liquids, or gases that are classified as oxidizers. Oxidizers are substances that cause materials to burn much more intensely and rapidly than normal. An example would be gasoline on wood.



The **Corrosion icon** refers to chemicals that have a corrosive (damaging) effect on skin and/or membranes.



The **Skull and Crossbones icon** indicates the chemical is highly toxic or fatal if swallowed, inhaled, or absorbed through skin contact.



The **Health Hazard icon** identifies chemicals and products that could lead to chronic or acute health problems.



The **Exclamation Mark icon** indicates that while the chemical may potentially harm an individual's health or safety, it represents the lower end of the scale for specific hazards. This would include symptoms such as irritation, dizziness, and allergic reaction.

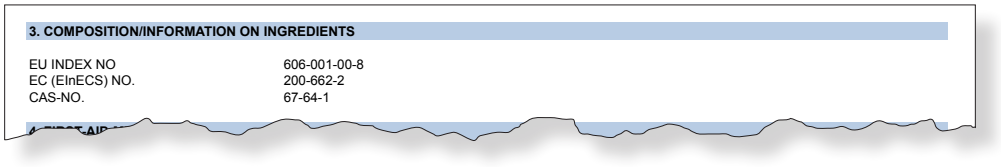


The **Environment icon** indicates that the chemicals/products could be toxic to aquatic life with long-lasting effects. Products with this symbol should not be dumped down drains.

Section 3: Composition/Information on Ingredients

Section 3 contains information regarding the chemical composition and ingredients. This can include the chemical name, Chemical Abstracts Service (CAS) number, European Inventory of Existing Commercial Chemical Substances index number (EU Index No), concentration, and other unique identifiers. This information would be helpful if an individual had to research a specific chemical substance.

The SDS is only required to list potentially hazardous ingredients; it is not necessary to list every ingredient in this section (although some companies do so). For a complete list of ingredients, if not provided on the SDS, consult the label or contact the manufacturer.



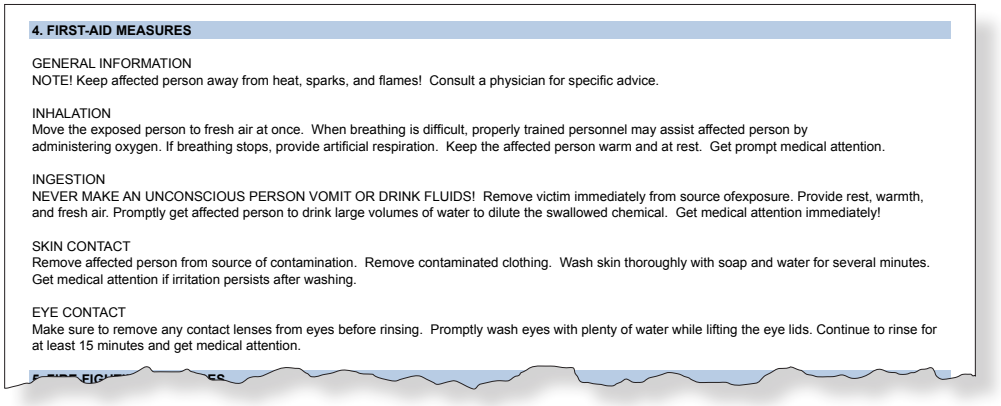
3. COMPOSITION/INFORMATION ON INGREDIENTS

EU INDEX NO	606-001-00-8
EC (EInECS) NO.	200-662-2
CAS-NO.	67-64-1

SDS Section 3: Composition/Information on Ingredients

Section 4: First-Aid Measures

Section 4 should be of particular importance to those working in an establishment, as it describes the initial care that may be administered. First-aid measures are categorized by the routes of exposure—inhalation, ingestion, and skin and eye contact. This section lists common symptoms, health effects, and whether an individual should seek immediate medical attention.



4. FIRST-AID MEASURES

GENERAL INFORMATION
NOTE! Keep affected person away from heat, sparks, and flames! Consult a physician for specific advice.

INHALATION
Move the exposed person to fresh air at once. When breathing is difficult, properly trained personnel may assist affected person by administering oxygen. If breathing stops, provide artificial respiration. Keep the affected person warm and at rest. Get prompt medical attention.

INGESTION
NEVER MAKE AN UNCONSCIOUS PERSON VOMIT OR DRINK FLUIDS! Remove victim immediately from source ofexposure. Provide rest, warmth, and fresh air. Promptly get affected person to drink large volumes of water to dilute the swallowed chemical. Get medical attention immediately!

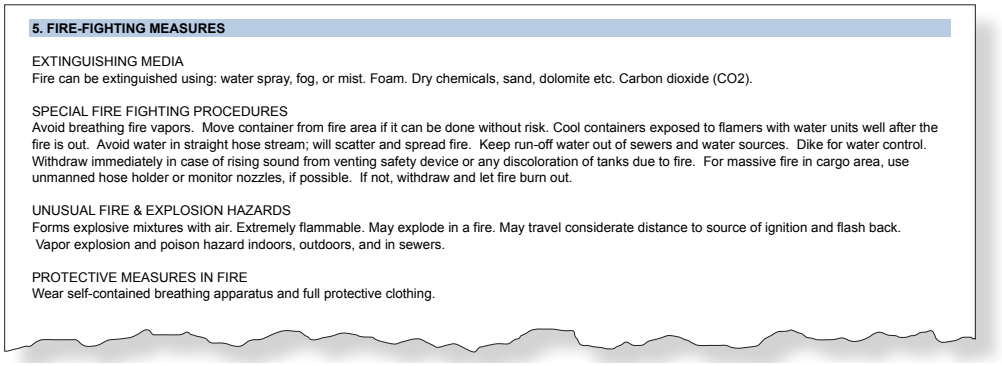
SKIN CONTACT
Remove affected person from source of contamination. Remove contaminated clothing. Wash skin thoroughly with soap and water for several minutes. Get medical attention if irritation persists after washing.

EYE CONTACT
Make sure to remove any contact lenses from eyes before rinsing. Promptly wash eyes with plenty of water while lifting the eye lids. Continue to rinse for at least 15 minutes and get medical attention.

SDS Section 4: First-Aid Measures

Section 5: Fire-Fighting Measures

Section 5 provides recommendations for fighting a fire caused by the chemical.



5. FIRE-FIGHTING MEASURES

EXTINGUISHING MEDIA
Fire can be extinguished using: water spray, fog, or mist. Foam. Dry chemicals, sand, dolomite etc. Carbon dioxide (CO_2).

SPECIAL FIRE FIGHTING PROCEDURES
Avoid breathing fire vapors. Move container from fire area if it can be done without risk. Cool containers exposed to flamers with water units well after the fire is out. Avoid water in straight hose stream; will scatter and spread fire. Keep run-off water out of sewers and water sources. Dike for water control. Withdraw immediately in case of rising sound from venting safety device or any discoloration of tanks due to fire. For massive fire in cargo area, use unmanned hose holder or monitor nozzles, if possible. If not, withdraw and let fire burn out.

UNUSUAL FIRE & EXPLOSION HAZARDS
Forms explosive mixtures with air. Extremely flammable. May explode in a fire. May travel considerate distance to source of ignition and flash back. Vapor explosion and poison hazard indoors, outdoors, and in sewers.

PROTECTIVE MEASURES IN FIRE
Wear self-contained breathing apparatus and full protective clothing.

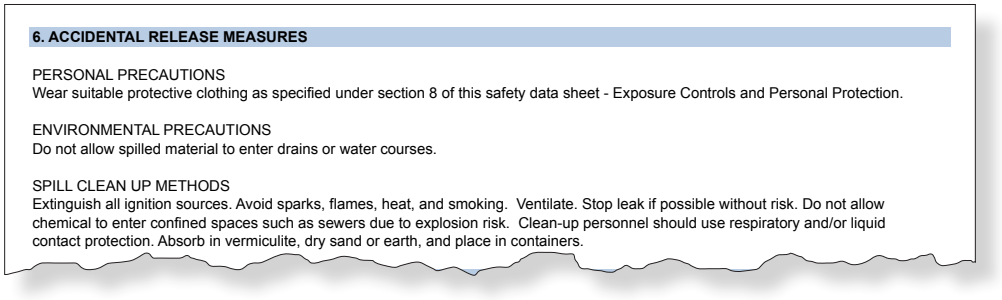
SDS Section 5: Fire-Fighting Measures

Section 6: Accidental Release Measures

Section 6 recommends the appropriate response to spills, leaks, or releases, including containment and cleanup practices, to prevent or minimize exposure to people, properties, or the environment. For example, it outlines:

- Personal precautions and personal protective equipment.
- Environmental precautions.
- Spill cleanup methods.

Under personal precautions, on the sample acetone SDS, notice that the SDS is directing the reader to another section—Section 8, which deals with exposure controls and personal protection.



6. ACCIDENTAL RELEASE MEASURES

PERSONAL PRECAUTIONS
Wear suitable protective clothing as specified under section 8 of this safety data sheet - Exposure Controls and Personal Protection.

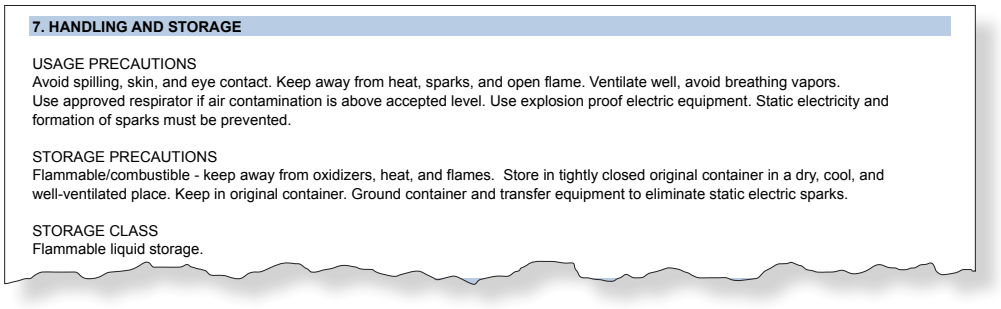
ENVIRONMENTAL PRECAUTIONS
Do not allow spilled material to enter drains or water courses.

SPILL CLEAN UP METHODS
Extinguish all ignition sources. Avoid sparks, flames, heat, and smoking. Ventilate. Stop leak if possible without risk. Do not allow chemical to enter confined spaces such as sewers due to explosion risk. Clean-up personnel should use respiratory and/or liquid contact protection. Absorb in vermiculite, dry sand or earth, and place in containers.

SDS Section 6: Accidental Release Measures

Section 7: Handling and Storage

Section 7 provides guidance on the safe handling practices and conditions for safe storage of chemicals, such as identifying incompatibilities and what substances need to be stored elsewhere.



7. HANDLING AND STORAGE

USAGE PRECAUTIONS
Avoid spilling, skin, and eye contact. Keep away from heat, sparks, and open flame. Ventilate well, avoid breathing vapors. Use approved respirator if air contamination is above accepted level. Use explosion proof electric equipment. Static electricity and formation of sparks must be prevented.

STORAGE PRECAUTIONS
Flammable/combustible - keep away from oxidizers, heat, and flames. Store in tightly closed original container in a dry, cool, and well-ventilated place. Keep in original container. Ground container and transfer equipment to eliminate static electric sparks.

STORAGE CLASS
Flammable liquid storage.

SDS Section 7: Handling and Storage

Personal protective equipment icons that individuals may come across include:



Safety Glasses



Safety Shoes



Hearing Protection



Respirator



Full Face Shield



Gloves



Welding Shirts/Arm Bands



Harness



Apron/Chaps

Section 8: Exposure Controls/Personal Protection

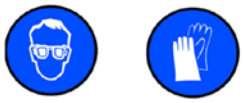
Section 8 is an important section of the SDS, as it instructs individuals on how to minimize harmful exposures through exposure limits, engineering controls, and personal protection. The section details control parameters, such as occupational exposure limit values. The section also lists the permissible exposure limit (PEL) and the threshold limit value (TLV). In addition, it lists the appropriate engineering controls, such as ventilation and enclosed processes required when working with the substance, replacing a toxic substance with a less hazardous one, or limiting the amount of time a worker is exposed to a hazardous substance. Lastly, Section 8 discusses individual protection measures, such as required personal protective equipment.

The blue icons indicate that safety glasses and gloves should be used when handling acetone. Personal protective equipment icons that individuals may come across are shown on page 30.

8. EXPOSURE CONTROLS/PERSONAL PROTECTION

Name	Std	LT - ppm	LT - mg/m	ST - ppm	ST - mg/m3
ACETONE	WEL	500 ppm	1210 mg/r	1500 ppm	3820 mg/m3

PROTECTIVE EQUIPMENT



PROCESS CONDITIONS
Provide eyewash station.

ENGINEERING MEASURES
Explosion-proof general and local exhaust ventilation.

RESPIRATORY EQUIPMENT
No specific recommendation made, but respiratory protection must be used if the general level exceeds the Recommended Workplace Exposure Limit.

HAND PROTECTION
Use protective gloves. Use protective gloves made of: viton rubber or Polyvinyl alcohol (PVA).

EYE PROTECTION
Use approved safety goggles or face shield. Contact lenses should not be worn when working with this chemical!

OTHER PROTECTION
Wear appropriate clothing to prevent any possibility of liquid contact and repreated or prolonged vapor contact.

HYGIENE MEASURES
DO NOT SMOKE IN WORK AREA! Wash promptly with soap and water if skin becomes contaminated. Promptly remove non-impervious clothing that becomes wet. Wash at the end of each work shift and before eating, smocking, and using the toilet.

SDS Section 8: Exposure Controls/Personal Protection

Now let's test your understanding of SDS Sections 1 through 8.

QUESTIONS FOR REVIEW

SDSs should be consulted only after an emergency such as a spill, fire, or explosion.
True or False?

Water is the best way to extinguish a fire.
True or False?

If there is a chemical spill, it should not be cleaned up immediately.
True or False?

Record answers to questions in the exam booklet.

SDS Sections 9 through 11

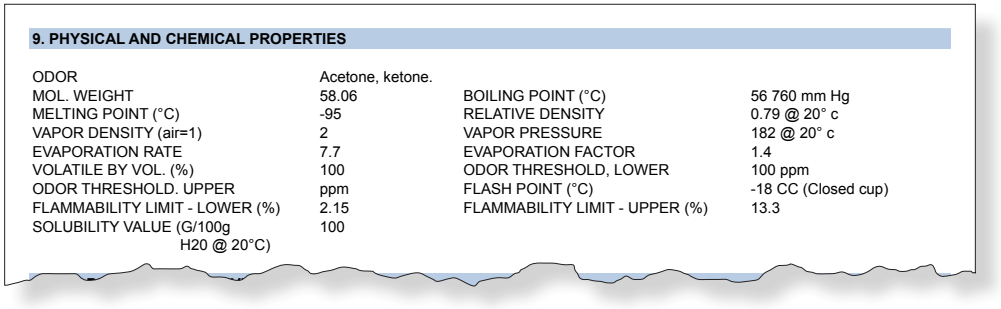
Sections 9 through 11 contain other technical and scientific information, such as physical and chemical properties, stability and reactivity information, toxicological information, and exposure control information.

SDS Section 9: Physical and Chemical Properties

Section 9 identifies physical and chemical properties associated with the substance. This can include information such as:

- Appearance—that is, the substance's physical state—solid, liquid, gas, and color.
- Odor.
- pH, which tells an individual whether the chemical is an acid or alkaline base.
- Flash point.
- Evaporation rate.
- Flammability and upper and lower flammability or explosive limits.

Future professionals may have heard of these terms in chemistry classes. Future professionals are encouraged to research the meanings of these terms if they are unfamiliar.



9. PHYSICAL AND CHEMICAL PROPERTIES

ODOR	Acetone, ketone.		
MOL. WEIGHT	58.06	BOILING POINT (°C)	56 760 mm Hg
MELTING POINT (°C)	-95	RELATIVE DENSITY	0.79 @ 20° c
VAPOR DENSITY (air=1)	2	VAPOR PRESSURE	182 @ 20° c
EVAPORATION RATE	7.7	EVAPORATION FACTOR	1.4
VOLATILE BY VOL. (%)	100	ODOR THRESHOLD, LOWER	100 ppm
ODOR THRESHOLD. UPPER	ppm	FLASH POINT (°C)	-18 CC (Closed cup)
FLAMMABILITY LIMIT - LOWER (%)	2.15	FLAMMABILITY LIMIT - UPPER (%)	13.3
SOLUBILITY VALUE (G/100g H20 @ 20°C)	100		

SDS Section 9: Physical and Chemical Properties

Section 10: Stability and Reactivity

In Section 10, the substance's stability and reactivity are displayed. These are two important things to know. An individual needs to know how a substance might become unstable or react with air, water, or other substances and thus become hazardous. In this section, individuals will read about:

- The chemical's stability or reactivity.
- The possibility of hazardous reactions.
- Conditions to avoid, such as heat or flames.
- Incompatible materials that must be kept away from the substance.
- Hazardous decomposition products.

Think about the importance of this section. What if an individual did not know the conditions under which a substance is stable or unstable? What if an individual did not know what might cause a hazardous reaction? Workers could be in grave danger. On the sample SDS for acetone, notice that, when working with acetone, individuals should avoid heat, flames, and other sources of ignition. This was noted in Sections 2 and 7 of the SDS, which stated acetone is flammable.

10. STABILITY AND REACTIVITY

STABILITY
Stable under normal temperature conditions and recommended use.

CONDITIONS TO AVOID
Avoid heat, flames, and other sources of ignition.

MATERIALS TO AVOID
Strong oxidizing substances. Strong acids.

HAZARDOUS DECOMPOSITION PRODUCTS
Fire creates: toxic gases/vapors/fumes of: Carbon monoxide (CO) and Carbon dioxide (CO_2).

Section 10: Stability and Reactivity



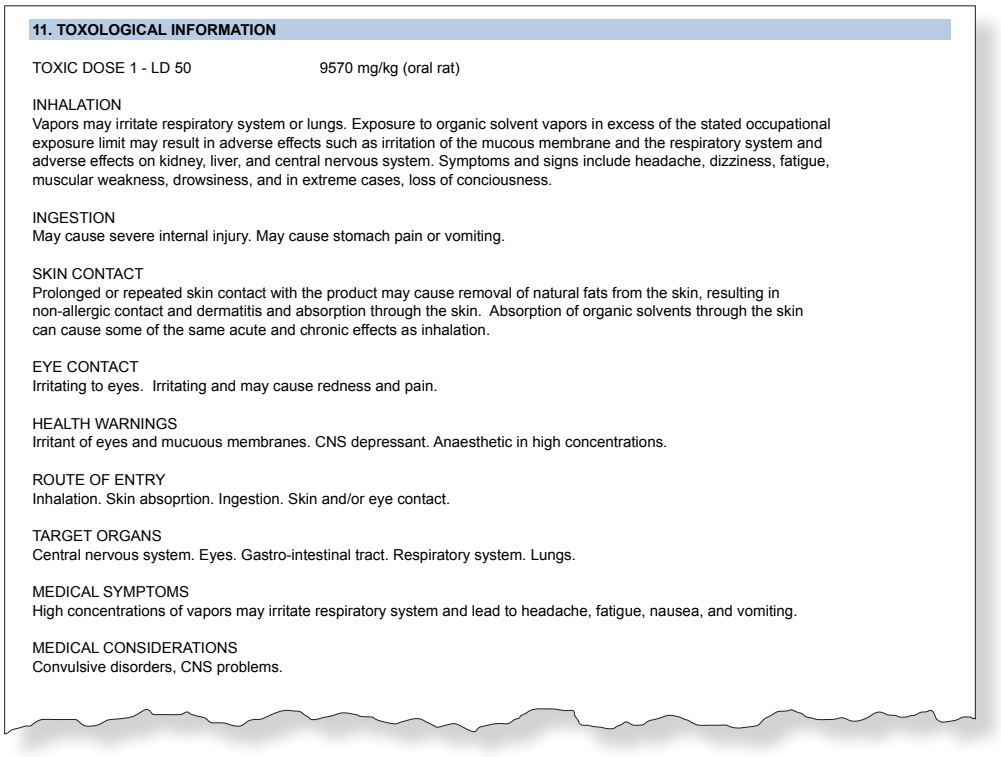
When working with acetone, individuals should avoid heat, flames, and other sources of ignition.

Section 11: Toxicological Information

Section 11 describes the various health effects of the substance as well as the available data used to identify those effects, including:

- Information on the likely routes of exposure—inhalation, ingestion, and skin and eye contact.
- Symptoms related to the physical, chemical, and toxicological characteristics.
- Immediate and delayed health effects and chronic health effects from short- and long-term exposure.
- Numerical measures of toxicity.
- Whether the chemical is listed in the National Toxicology Program (NTP) Report on Carcinogens or International Agency for Research on Cancer (IARC) Monographs, or by OSHA.

If an individual works with harmful substances, they will want to know all there is to know about how and why to avoid exposures. For example, since the sample SDS states prolonged or repeated skin contact with acetone can result in dermatitis, individuals should minimize exposure as much as possible.



11. TOXOLOGICAL INFORMATION

TOXIC DOSE 1 - LD 50 9570 mg/kg (oral rat)

INHALATION
Vapors may irritate respiratory system or lungs. Exposure to organic solvent vapors in excess of the stated occupational exposure limit may result in adverse effects such as irritation of the mucous membrane and the respiratory system and adverse effects on kidney, liver, and central nervous system. Symptoms and signs include headache, dizziness, fatigue, muscular weakness, drowsiness, and in extreme cases, loss of conciousness.

INGESTION
May cause severe internal injury. May cause stomach pain or vomiting.

SKIN CONTACT
Prolonged or repeated skin contact with the product may cause removal of natural fats from the skin, resulting in non-allergic contact and dermatitis and absorption through the skin. Absorption of organic solvents through the skin can cause some of the same acute and chronic effects as inhalation.

EYE CONTACT
Irritating to eyes. Irritating and may cause redness and pain.

HEALTH WARNINGS
Irritant of eyes and mucuous membranes. CNS depressant. Anaesthetic in high concentrations.

ROUTE OF ENTRY
Inhalation. Skin absoprtion. Ingestion. Skin and/or eye contact.

TARGET ORGANS
Central nervous system. Eyes. Gastro-intestinal tract. Respiratory system. Lungs.

MEDICAL SYMPTOMS
High concentrations of vapors may irritate respiratory system and lead to headache, fatigue, nausea, and vomiting.

MEDICAL CONSIDERATIONS
Convulsive disorders, CNS problems.

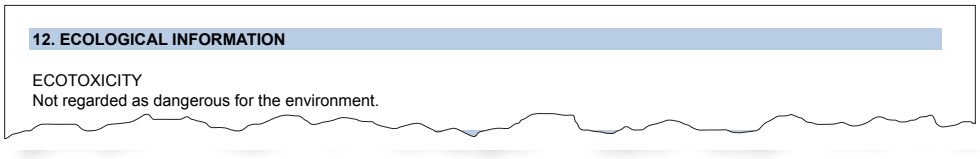
Section 11: Toxicological Information

SDS Sections 12 through 16

SDSs must also contain Sections 12 through 16 to be consistent with the UN Globally Harmonized System of Classification and Labeling of Chemicals (GHS); however, OSHA will not enforce the content of these sections because they concern matters handled by other agencies.

Section 12: Ecological Information

Section 12 provides information about how the substance could affect the environment if released.

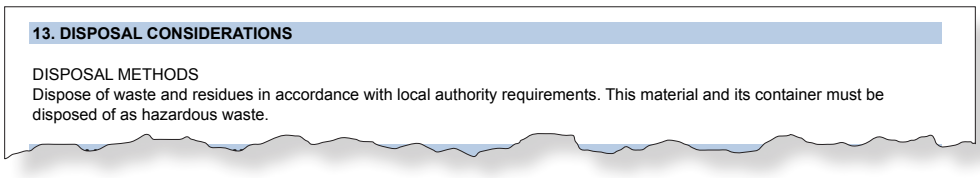


SDS Section 12: Ecological Information

Section 13: Disposal Considerations

Section 13 provides guidance on proper disposal practices, recycling or reclamation of the chemical(s) or container, and safe handling practices. Think about the substances individuals may work with and the proper procedures for disposing of these substances and any contaminated materials.

On the sample SDS, note that acetone and its container must be disposed of as a hazardous waste. It should be taken to a hazardous waste treatment, storage, disposal, or recycling facility. To find a hazardous waste disposal facility in your regional area, visit the Environmental Protection Agency website at www.epa.gov.



SDS Section 13: Disposal Considerations

Section 14: Transport Information

Section 14 explains requirements for safe transportation of the chemical by road, air, rail, or sea.

Generally speaking, since the future professional will not be a manufacturer and will not be transporting chemical products, they will not need to reference this section in detail. In this section of the sample SDS, note that acetone is not a marine pollutant, and it is a flammable liquid.

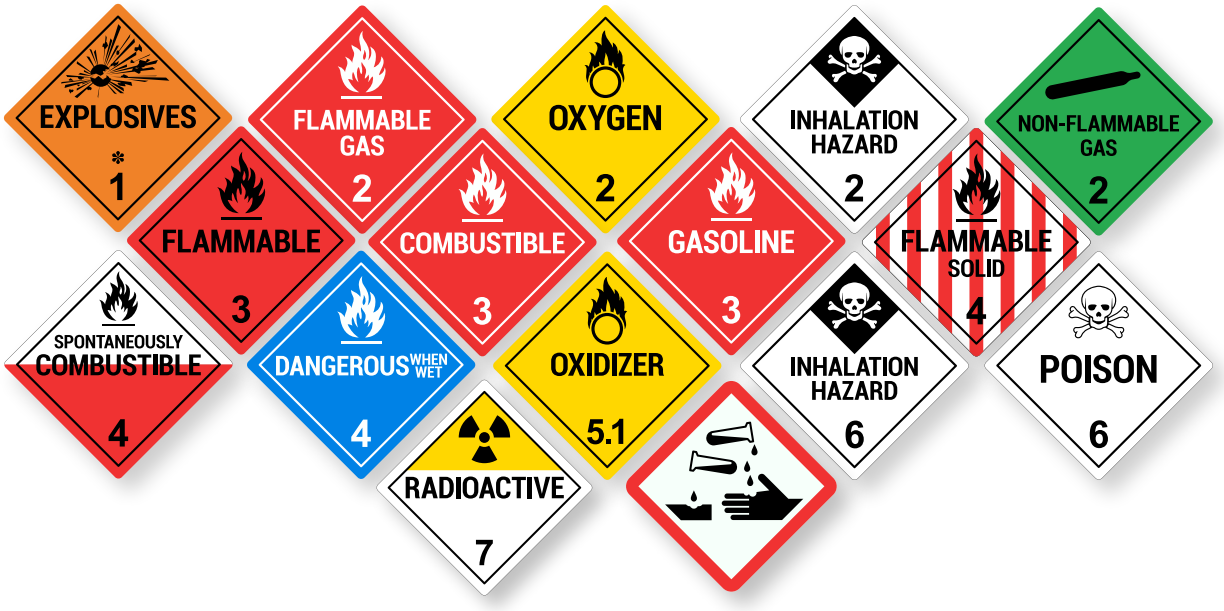
14. TRANSPORT INFORMATION



UK ROAD CLASS	3		
PROPER SHIPPING NAME	ACETONE		
UN NO. ROAD	1090	UK ROAD PACK GIR	II
ADR CLASS NO.	3	ADR CLASS	Class 3: Flammable liquids
ADR PACK GROUP	3(b)	HAZARD No. (ADR)	33
ADR LABEL NO.	3	HAZCHEM CODE	2YE
CEFIC TEC(R) NO.	30G30	RID CLASS NO.	3
RID PACK GROUP	3(b)	UN NO. SEA	1090
IMDG CLASS	3	IMDG PACK GR.	II
EMS	6-Mar	MFAG	See Guide
MARINE POLLUTANT	No.	UN NO. AIR	1090
AIR CLASS	3	AIR PACK GR.	II

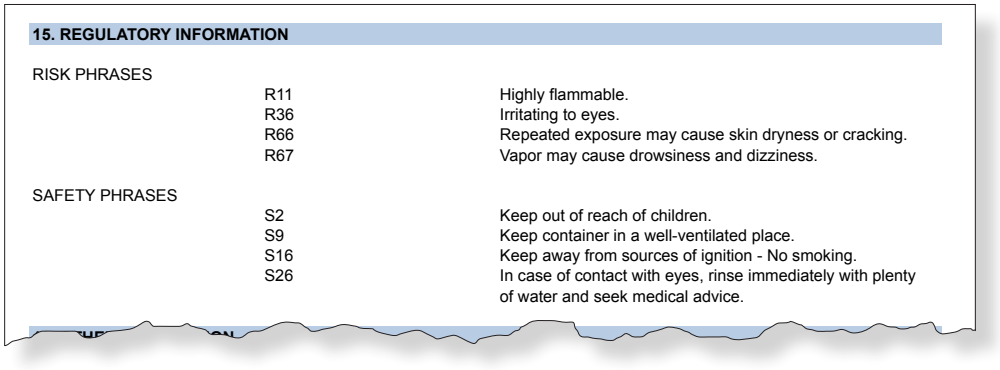
SDS Section 14: Transport Information

Acetone is a flammable liquid. The flammable hazard symbol is found in Section 14. Here are other self-explanatory **hazard icons** the future professional may come across: explosives, flammable gas, oxygen, inhalation hazard, non-flammable gas, flammable, combustible, gasoline, flammable solid, spontaneously combustible, dangerous when wet, oxidizer, inhalation hazard, poison, radioactive, corrosive.



Section 15: Regulatory Information

Section 15 identifies the safety, health, and environmental regulations specific for the product that may not be indicated anywhere else on the SDS. On the sample SDS, safety phrases that specifically warn workers to keep the product out of reach of children are present.



15. REGULATORY INFORMATION

RISK PHRASES

R11	Highly flammable.
R36	Irritating to eyes.
R66	Repeated exposure may cause skin dryness or cracking.
R67	Vapor may cause drowsiness and dizziness.

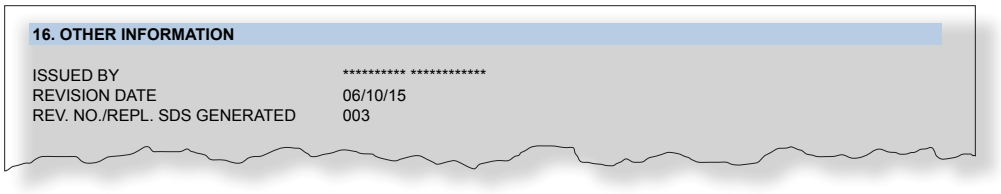
SAFETY PHRASES

S2	Keep out of reach of children.
S9	Keep container in a well-ventilated place.
S16	Keep away from sources of ignition - No smoking.
S26	In case of contact with eyes, rinse immediately with plenty of water and seek medical advice.

SDS Section 15: Regulatory Information

Section 16: Other Information

Section 16 contains other relevant information, such as when the SDS was prepared, when the last known revision was made, where changes were made to the previous version, and other useful information that did not fall under the other sections. The sample SDS for acetone notes that the SDS was revised on June 10, 2015.



16. OTHER INFORMATION

ISSUED BY	********** **********
REVISION DATE	06/10/15
REV. NO./REPL. SDS GENERATED	003

SDS Section 16: Other Information

QUESTIONS FOR REVIEW

Which of the following will an individual find on an SDS?

A) Hazard information
B) Physical properties
C) Handling and storage
D) A and C
E) All of the above



The exclamation mark icon indicates:

A) A chemical is combustible under high temperatures
B) A chemical is toxic when swallowed, inhaled, or absorbed through the skin
C) A chemical may cause cancer, target organ toxicity, and aspiration toxicity
D) A chemical may cause irritation, dizziness, or allergic reaction
E) All of the above

If a chemical product is flammable, an individual should:

A) Smoke near it as long as the lid is on
B) Store it under water to keep it cool
C) Store it away from heat or flames
D) Pour it into a different container

Cal/OSHA requires SDSs to state when the revisions were made.

True or False?

Record answers to questions in the exam booklet.

NEXT LESSON

Chemical safety practices, including chemical storage and disposal methods as well as clean up procedures to prevent chemical injuries.



SECTION 4

Protection from Hazardous Chemicals

LEARNING OBJECTIVES

After completing this section, the future professional will be able to:

Recognize chemical safety hazards.

List ways to reduce chemical hazards.

Identify and list safe work practices.

This section considers ways to prevent injuries while working with chemicals. If they are not used, stored, and disposed of properly, some chemicals in the establishment can cause accidents that may cause injury.

Chemical Accidents

Think of some examples of chemical accidents.

- Chemicals spilling or leaking.
- Chemicals catching fire or exploding.
- Chemicals accidentally mixing together causing an unexpected reaction.
- Chemicals harming people or the environment if not disposed of correctly.

When working with chemicals, safety precautions are just as important as health precautions. A fire, explosion, spill, leak, or other chemical accident can have tragic results for workers, co-workers, and clients. Accidents can happen quickly—in just a few seconds or a few minutes—so it is important to be prepared by knowing how to prevent chemical accidents and what to do if they occur.

Flammable or Combustible Chemicals

Chemicals that are flammable and combustible catch on fire and burn easily. They can ignite when they are near a flame (like a candle), spark (like from an electric plug), or a hot object (like a curling iron). The difference between a flammable chemical and a combustible chemical is how easily the chemical catches on fire. A flammable chemical will catch fire and burn faster and more easily than a combustible one, but both kinds will burn.

Some examples of fire hazards in a typical establishment are acetone, alcohol, nail polish, hairspray, styling gel, straightener solution, and aerosol cosmetics. In the past, establishment clients were severely burned after they had curl activator and aerosol products applied to their hair and went near candles, matches, or cigarettes. While manufacturers often change their formulas and ingredients, products used today still have dangerous chemicals in them that should be avoided or used with caution. If a product or any ingredient in it is a fire hazard, the product's label may provide the information. But do not rely solely on the label. As discussed in the previous lesson, always check the product's Safety Data Sheet (SDS).

Safety Precautions

There are many precautions individuals can take to work safely around chemicals that are flammable or combustible, including:

- Being aware of which chemicals may be fire hazards.
- Avoiding flammable or combustible chemicals. (Use a safer chemical if possible.)
- Preventing flammable or combustible chemicals from coming near a flame, spark, or hot object.
- Checking all electrical equipment to make sure there are no broken or frayed cords that might spark or get hot.
- Avoiding warming up chemicals by putting them into a microwave or using a hot blow-dryer on them. (Never warm up any chemicals, even if they are not flammable or combustible.)

Be Prepared

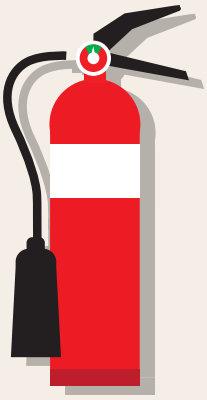
Though chemical fires are preventable, there are several ways to prepare in case one does occur. First, make sure the establishment has a fire extinguisher available and ensure everyone in the establishment knows where it is and how to use it. If the establishment does not have a fire extinguisher, ask the employer to purchase and install one. Also, check the SDS before there is a fire to see if there are any special firefighting instructions. As discussed in the previous lesson, do not use water on some kinds of chemical fires. Additionally, know how to call for emergency help and what to do until help arrives. Furthermore, have first aid supplies available in the establishment at all times.

FIRE EXTINGUISHERS

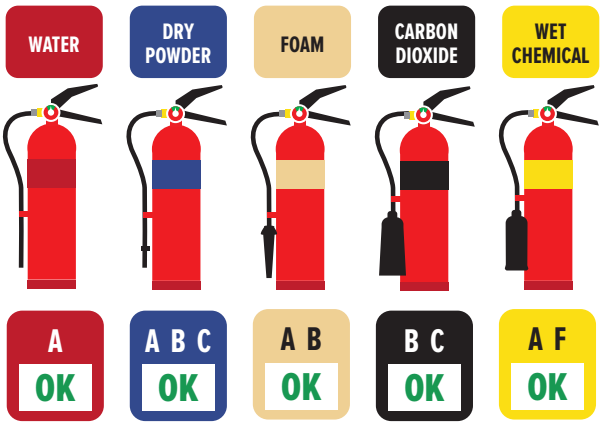
Portable fire extinguishers are classified according to the type of fire they are designed to fight. The label on the extinguisher indicates what kind of fire it should be used for. There are five classes of fires:

- **Class A** fires involve ordinary combustible materials like wood, cloth, and paper.
- **Class B** fires involve flammable liquids, gases, and greases.
- **Class C** fires involve energized electrical equipment and electrical wiring.
- **Class D** fires involve combustible metals like magnesium, titanium, and zinc.
- **Class F** fires involve cooking appliances that include combustible cooking media, such as vegetable or animal oils and fats.

It is very important to use the correct extinguisher on a fire. For example, individuals should not use an extinguisher that is rated for Class A on a Class C fire. There is a fire extinguisher available that is effective against Class A, B, and C fires—it is called a multipurpose extinguisher. A multipurpose extinguisher may be purchased in most hardware stores or from companies that sell safety equipment.



Multipurpose extinguishers can be purchased in most hardware stores or from companies that sell safety equipment.



The label colors on fire extinguishers identify the type of extinguishing material they contain. **Red** water based (for Class A fires), **Blue** = dry powder (for Class A, B, and C fires), **Cream** = foam (for Class B fires), **Black** = carbon dioxide (for Class B and C fires), and **Yellow** wet chemical (for Class F fires).

CHEMICAL STORAGE

To maintain health and safety while storing chemicals, make it a practice to follow these guidelines:

- Always store chemical products in their original labeled containers. It could be dangerous if someone does not know what product is in a container. For example, if bleach is stored in a plastic water bottle, it would be easy for someone to drink it by mistake and have serious health consequences. This guideline also ensures that the chemical is stored in the proper kind of container. For example, acetone should not be kept in certain kinds of plastic bottles as it can melt specific plastics. Read the SDS to confirm what type of container is safe and what kind of gloves can safely be used.
- Always check the label and the SDS for any special storage instructions. This will be a clear indicator of proper storage guidelines.
- Store chemical products out of direct sunlight in a cool, dark place with good ventilation. Chemicals can react or change with heat, so a storage room or cabinet is best.
- Make sure chemical containers are in good condition. Check that the containers are undamaged to avoid dangerous leaks and spills.
- Never store chemical products near food or areas where food will be consumed. This can lead to contamination and accidental ingestion.
- Store all chemicals, especially flammables and combustibles, away from flames, sparks, heat, and hot objects. Consider purchasing fireproof metal cabinets for storing highly flammable chemicals.
- After using a product, close the container tightly. This helps prevent spills and vapors from getting into the air.
- Store chemicals in a secure place where the containers will not fall and spill. Use guards along the front of shelves to keep containers from falling.
- Do not store large or heavy containers on high shelves where individuals will have to reach awkwardly to get them. The container could be dropped, or it might break or spill.
- Do not store chemicals with acids in them near chemicals with bases. These are called incompatible chemicals. They can mix if their containers break, leak, or spill, and cause a dangerous chemical reaction.



Prevention

The most important rule for spills and leaks is to ensure their prevention. But, if a chemical does spill or leak, first check the SDS for any special cleanup instructions. Remember that cleanup procedures may be different for different chemicals. Once the proper cleanup instructions are known and the appropriate cleanup supplies have been gathered, the spill should be cleaned up immediately. If a hazardous chemical gets on clothes, on the skin, or in the eyes, remove the affected clothing and flush the skin or eyes with water for at least 15 minutes. It is a good idea to have an emergency eye wash station in the establishment. Depending on the chemical, individuals may also need medical help.

Chemical Disposal

It is important to know how a chemical should be disposed of when individuals are done with the chemical. Read the product's label and SDS for disposal instructions. Be especially careful when disposing of certain products. For example, there are some chemicals that should never be poured down the drain or thrown into the trash. It is important to remember that chemicals could hurt people outside the establishment or harm the environment.

If an individual does not know the proper way to discard a chemical being used in the establishment, the Board of Barbering and Cosmetology suggests the following:

- Read and follow the disposal instructions printed on the label of the product.
- Call or check online for instruction on how to properly dispose of hazardous waste through your local business/small generator program.
- Call or check online for your county's Environmental Health Department.
- Call or check online for your local or county Hazardous Waste Department.

Contact the California Department of Toxic Substances Control for advice by calling **(800) 728-6942** or emailing **RAO@dtsc.ca.gov**. Individuals should be prepared to explain what chemical they are discarding and how much of the chemical is being discarded.



Worker disposing of hazardous waste.

DID YOU KNOW?

Hazardous waste is waste that is dangerous or potentially harmful to our health and the environment. Improper disposal of hazardous wastes can harm the health of humans as well as animals and plant life. It can also contaminate soil and the local water supply and pollute the air.

CASE STUDY

One day you go into your establishment s storeroom to have lunch. The table where workers eat is next to a rack of open metal shelves. On the shelves are many bottles with different chemical products. You notice three old brown bottles on one shelf that have no markings or labels but contain a liquid. You wonder what it is. You also see some other bottles on a high shelf. They are big and heavy and very close to the edge. You worry that they might fall. It s a warm day, and the storeroom is hot and stuffy. You change your mind and decide to go outdoors to eat your lunch.

What rules for chemical storage are being broken in this establishment?

What suggestions would you make to improve this situation?

Protection from Chemicals

Think about the equipment and methods an individual can use to protect themselves from both health and safety hazards while working with chemicals.

These may include:

- Gloves.
- Fire extinguisher.
- Respirator.
- Ventilation.
- Training.
- Dust mask.
- Safety glasses.
- Storage cabinet.
- Safer chemicals.
- Apron.
- Goggles.

The best way individuals can protect themselves is to stop the exposure to the dangerous chemical and hazard or to reduce the exposure as much as possible.

Five Key Ways to Reduce Chemical Hazards

There are different methods to help stop or reduce exposure. Usually these methods are grouped into five categories:

1. Avoid Harmful Chemicals.
2. Isolate the Work Process.
3. Use Good Ventilation.
4. Work in a Safe Way.
5. Use Personal Protective Equipment.

1 Avoid Harmful Chemicals

First, avoid harmful chemicals by using a safer product or safer process. For example, if an individual were to stop using nail polish with formaldehyde and use formaldehyde-free nail polish instead, they would avoid exposing themselves and clients to that dangerous chemical. However, individuals should make sure that the formaldehyde-free nail polish does not contain other harmful chemicals like toluene and dibutyl phthalate. It would be pointless to switch from using a product with one chemical to another that is just as dangerous or more dangerous than the original one. To avoid hazardous chemicals, many establishments across America are "going green" by choosing safer products that are free from harmful chemicals. In addition to using safer products, individuals should look for ways to improve work processes. For example, a safe process is using tongs or gloves instead of bare hands to remove disinfected tools from the disinfectant solution. This process is required by the California Code of Regulations. Every service performed and every product used in an establishment has a different health or safety risk, so individuals must determine which route is best for them.

2 Isolate the Work Process

A second way to reduce chemical hazards is to isolate the work process—in other words, work away from other people. For example, you could mix developer and hair color in a separate room with good ventilation so co-workers and clients in the main service area will not be exposed to the fumes while they are being mixed. Another example is doing artificial nails in a separate area of the establishment to minimize exposure of vapors and dusts.

3 Use Good Ventilation

The third way to reduce chemical hazards is to use a good ventilation system. Ventilation is a system that either removes harmful chemicals from the air before individuals can breathe them in or supplies enough fresh air to dilute the harmful chemicals in the air. There are two main types of ventilation: local exhaust ventilation and general dilution ventilation.



Mix developer and hair color in a separate room with good ventilation so co workers and clients in the main service area won t be exposed to the fumes.

LOCAL EXHAUST VENTILATION

Local exhaust ventilation is the most effective type of ventilation, as it removes harmful chemicals from the air at the place where they are being used. It pulls chemical vapors away before they spread into the room and into the breathing space. A local exhaust ventilation system consists of hoods, ducts, and fans to move the air, and sometimes an air cleaner.

One type of local exhaust ventilation system used in establishments is the vented manicure table. These tables are used when working on a client's nails because many nail processes create chemical vapors and nail dust. Local exhaust ventilation is built into the table and protects both workers and clients. An internal fan creates suction that pulls chemical vapors and dust away from the client's hand and out through a duct. Whenever possible, a system like this should be set up to vent the vapors outdoors. It should not exhaust them back inside the establishment. Sometimes all that is needed is to run the duct through a window.

A special type of vented table is able to circulate the air back into the establishment safely. It contains filters that clean the air before it is re circulated. Separate filters located under the table are used to capture vapors (charcoal filters) and nail dust (dust filters). Both charcoal filters and dust filters must be changed on a regular basis as they can fill with vapors and dust, and then stop working.

Another example of a local exhaust ventilation system is a fume hood. This can be used when mixing chemicals, as it pulls vapors away right at the point where the mixing is done. Fume hoods are sold at safety supply stores and must be installed by a health and safety professional.

Sometimes the mixing area and fume hoods are in a separate room away from the main service area, so the establishment is using two kinds of protection ventilation as well as isolating the process.

How can an individual decide where to place a local exhaust ventilation system? Here are some helpful hints:

- Place the system so it captures vapors and dust close to the point where they are produced.
- Place it so it draws the vapors and dust away from clients and workers.
- Do not place the system near a door or where there is a lot of foot traffic because individuals passing by can disturb the air currents and interfere with the system.
- Never place a general purpose fan in a position where it blows air across the local exhaust ventilation system, as that could ruin the ability of the system to capture chemicals.
- Consult an industrial hygienist (a health and safety specialist) or a ventilation engineer before purchasing, installing, or deciding how to position a local exhaust ventilation system.

GENERAL DILUTION VENTILATION

A general dilution ventilation system works by bringing fresh air into a room to keep harmful substances thinned out (diluted). This method lowers the concentration of chemical vapors in the air and is used in most establishments. Dilution ventilation can be either mechanical or natural. A mechanical system uses fans and vents to remove stale air and supply replacement air, while a natural system provides fresh air by opening windows or doors. The natural system cannot always be used, such as when it is too cold, raining, or the windows and doors are not placed in the right position to bring fresh air inside. Since dilution ventilation does not actually remove chemicals from the air, this method does not really protect individuals against chemical hazards. It is only intended as a way to control temperature, humidity, and mild odors. With chemicals that are less harmful, however, dilution ventilation is better than no ventilation. Local exhaust ventilation, when it can be used, is a better way to be protected from chemical hazards.

Work in a Safe Way

The fourth way to reduce chemical hazards is to work in a safe way. Working safely with chemicals means that all future professionals should follow certain guidelines called safe work practices. It is a good idea for the establishment to set up a written list of do's and don'ts for every process that uses chemicals. All licensees should then have a copy of these guidelines and understand them to protect themselves and their clients. To get you started, the Board has provided examples of some recommended safe practice guidelines individuals may see in an establishment's plan.

Chemical Storage

DO:

- Store chemicals in their original labeled containers.
- Close containers securely when storing them.
- Use a fireproof metal cabinet for extremely flammable chemicals.

DO NOT:

- Store chemicals where they will be exposed to heat or sunlight.
- Store chemicals where containers can fall and spill.
- Store flammable chemicals near sparks, open flames, or other possible sources of ignition.
- Store chemicals near food or eating areas.
- Store incompatible chemicals near each other (they can react with each other if mixed).

Chemical Disposal

(Depends upon the particular chemical, but generally)

DO:

- Check the SDS for specific disposal instructions.
- Check with the California Department of Toxic Control Substances if you have questions regarding the disposal of hazardous substances.

DO NOT:

- Pour dangerous chemicals down the sink drain.
- Throw dangerous chemicals in the regular trash.

Chemical Mixing

DO:

- Set up a special area just for chemical mixing.
- Ensure the mixing area has good ventilation.
- Ensure the mixing area has protective equipment like aprons, gloves, and goggles or other eye protection available.
- Ensure the mixing area has an emergency eye wash and a place nearby to wash hands.

DO NOT:

- Mix chemicals near food or eating areas.

Eating/Drinking

DO:

- Have a separate area available for eating and drinking.

DO NOT:

- Eat or drink around chemicals.

Good Housekeeping

DO:

- Keep areas where chemicals are used clean, neat, and dry.
- Clean up all spills right away.
- Use proper cleanup methods as listed on the SDS.
- Keep all safety equipment in good working order.
- Test ventilation equipment regularly to make sure it's working properly.

Work Scheduling

DO:

Space out chemical services (like perms) throughout the day so individuals will not be exposed to the same chemical continuously. The establishment's schedule should not require anyone to do the same process all day long.

Chemical Inventory

DO:

- Maintain an inventory that lists all hazardous chemicals used in the establishment.
- Keep an SDS sheet for each hazardous chemical.

EMERGENCY PREPAREDNESS PLAN

Establishments should have an emergency preparedness policy plan. This policy is a plan of action to be conducted in response to an emergency event, such as a fire, in the establishment. This plan should be prepared by the establishment owner. The Board recommends this plan state that every employee has a right to get information and training about the hazard at work. In fact, this training is guaranteed by law. Training should include:

- What specific hazards there are in the establishment.
- How individuals can protect themselves.
- Where SDSs are kept and how to read them.
- What health and safety rules should be followed in the establishment.
- What health and safety rights workers have under the law.
- Signs indicating where fire exits are located.
- Notices stating evacuation procedures and assembly points.

This information should be given in a way that everyone can understand. As an example, the Board has provided some recommended emergency guidelines you may see in an establishment's plan:

Emergency Planning

DO:

- Keep emergency equipment, like fire extinguishers, eye washes, and first aid kits, in the establishment.
- Know what to do in an emergency. Read all directions and warnings printed on chemical products before there is an accident.
  - In the event a hazardous chemical gets on an individual's skin or clothing, remove the affected clothing, flush the affected skin with water for 15 minutes, and get medical attention, if necessary.
- Check the SDS for information on handling emergencies.

DO NOT:

- Try to fight a chemical fire unless it is known how that chemical reacts.
- Try to fight a chemical fire unless the right kind of fire extinguisher for that chemical is available.
- Try to clean up a large chemical spill unless the proper way to clean up that chemical is known.

Use Personal Protective Equipment

The last of the five key ways to reduce chemical hazards is personal protective equipment. Personal protective equipment, called PPE, is any piece of equipment that is designed to protect an individual from chemicals by placing a barrier between the individual and the chemical. Safety Data Sheets should be consulted to determine what kind of PPE should be used when handling a chemical product.

Unlike some of the other methods of protection, PPE doesn't remove the hazard from the establishment—it only shields an individual from the hazard. It is always better to get rid of the hazard altogether. Besides being less effective than eliminating the hazard entirely, some PPE can also be uncomfortable and awkward to use. While PPE is not the best way to protect yourself from chemicals, it is better than no protection at all. In many establishments, PPE may be the only protection available.

GLOVES

To protect hands and forearms when working with chemicals, gloves specifically designed for chemicals should be used. There are different types of gloves for different chemicals, so use the right glove for the chemical being used. For example, if working with a hair relaxer that contains sodium hydroxide, use gloves designed to keep out sodium hydroxide. The gloves' package should indicate which chemicals the gloves are designed for. Nitrile gloves are superior to latex or vinyl in terms of protection from chemicals. They are also more resistant to punctures and tears. Gloves only keep chemicals out for a limited time—after that, they break down, and the chemical can get through and cause harm. The length of time the glove will work well is called the breakthrough time. When the breakthrough time is up, throw the gloves away and use a new pair. Look for the breakthrough time on the package or check with the manufacturer. Many gloves are designed to be disposable, so they should only be used once. Never wash or reuse disposable gloves. The California Board of Barbering and Cosmetology requires licensees to dispose of gloves immediately after use. Also, always wash your hands after using gloves or when changing gloves.



Use the right type of glove for the chemical being used.



Safety glasses offer the best protection against flying particles like nail fragments or nail dust.

GOGGLES OR SAFETY GLASSES

To protect the eye area, wear chemical splash goggles or safety glasses. Chemical splash goggles protect against chemical splashes, as they form a seal around the eye area. Some types have side vents to prevent them from fogging up, but they are designed so that splashing chemicals cannot get through. Safety glasses offer the best protection against flying particles like nail fragments or nail dust. They have side shields to prevent particles coming from the side to the eye area, something prescription glasses or sunglasses do not have.





Wear a long sleeved shirt and an apron or smock.

PROTECTIVE CLOTHING

To protect skin from chemicals, wear a long-sleeved shirt and an apron or smock. If performing nail services, long-sleeved shirts prevent acrylic dust from touching your skin and getting on clothes. It is best to use an apron or smock made of plastic or some other liquid-resistant material that will keep chemicals off. Cloth will not do the job since it absorbs chemicals. Remember, do not wear a plastic apron or smock during thermal processes, as hot equipment can melt the plastic apron.

DUST MASKS

To protect the nose and mouth area from dust, wear a dust mask. They may look like medical masks used in hospitals, but they are specifically designed to keep individuals from inhaling particles. It is best to use a round dust mask with a metal strip that can be adjusted to fit the bridge of the nose. Wearing the wrong mask, wearing a mask that does not fit, or not changing the mask (when soiled) can be bad for an individual's health. The best mask to protect against particles, such as acrylic powder, is a NIOSH-approved N95 mask. "N95" should be printed on the mask. Since dust masks only protect individuals from particles, individuals can still be exposed to chemical vapors.

To be protected from chemical vapors, wear a NIOSH certified chemical cartridge respirator. These are masks with special cartridges in them to capture chemical vapors and clean the air as an individual breathes. These are hardly used by licensees, as they are bulky, must be individually fitted to a person's face, require special training on how to use and maintain them, and require a written respiratory protection program to be implemented.

Owner Responsibility

Cal/OSHA rules say that the employer is responsible for supplying all necessary protective equipment. Employers should have protective equipment available for all employees. Independent contractors should provide their own equipment. Employers and independent contractors can buy equipment from stores, catalogs, or websites. Employers and independent contractors should make sure that any equipment they are considering purchasing is both comfortable to the wearer and practical for use. There are many different manufacturers and companies, so find something that works for the individual using the equipment. After purchasing PPE, remember to keep an adequate supply on hand at all times. PPE may be an extra cost, but safety should be the top priority.



It is best to use a round dust mask with a metal strip that can be adjusted to fit the bridge of the nose.

QUESTIONS FOR REVIEW

Workers are safe from chemical exposure as long as the establishment door is open.
True or False?

Personal protective equipment (PPE) is not the best way for workers to protect themselves from chemicals.
True or False?

Which of the following are ways to reduce chemical hazards?

A) Use vented manicure tables
B) Transfer chemical products to smaller bottles to limit exposure
C) Mix chemicals in an area away from others
D) A and C
E) All of the above

What does "breakthrough time" refer to?

A) The length of time for a fire to spread from one point to another
B) The length of time to put out a fire
C) The length of time gloves provide protection before breaking down
D) The length of time for a chemical to break down and produce vapor
E) The length of time it takes for a chemical to absorb into your skin

A multipurpose extinguisher can be used to fight:

A) Class A, B, and C fires
B) Any fire in which water should not be used
C) Insects and vermin
D) Class A, B, C, and D fires
E) All of the above

Record answers to questions in the exam booklet.

NEXT LESSON
Identification of common ergonomic problems found in an establishment and how to reduce these problems.

What's Wrong with This Picture?

This picture shows a typical work situation in an establishment. In the picture, there are several things wrong: There are chemical hazards and workers who are not taking proper precautions. Using what you have learned, identify what is wrong in the picture and think of what protective measures would make the situation safe.





SECTION 5

Ergonomics

LEARNING OBJECTIVES

After completing this section, the future professional will be able to:

Identify common ergonomic hazards within a typical workplace.

Determine how to reduce those hazards.

In this lesson, ergonomics, common ergonomic problems found in establishments, and how to reduce these problems will be considered.

What is Ergonomics?

Ergonomics is a science that looks at:

- How individuals do their work.
- What body movements and positions they use.
- What tools and equipment they use.
- How to prevent the types of injuries that can result from improper activities and equipment.

Licensees spend a lot of time standing, bending, reaching, and repeating the same motions all day long. These activities can cause fatigue and pain in various parts of the body. Sometimes they can even cause serious injury.

Ergonomics suggests ways to better design jobs and equipment so they are easier on the body. It can help individuals avoid movements and positions that might cause injuries. Good ergonomic design fits the job and tools to the needs of the worker's body. Ergonomics can make work more comfortable and less likely to cause injuries to the hand, wrist, shoulder, neck, back, foot, and leg.

Employers

The California Occupational Safety and Health Administration (Cal/OSHA) has a regulation that requires employers to develop, implement, and maintain an effective injury and illness prevention program. For more details, go to **www.dir.ca.gov/Title8/3203.html**.

Cal/OSHA also has an ergonomics standard that requires employers to take action to prevent repetitive motion injuries when two or more employees doing the same type of work are diagnosed with a work-related repetitive motion injury (RMI). Every employer subject to this regulation is required to establish and implement a program designed to minimize RMIs. The program must include a worksite evaluation, control of exposures that have caused RMIs, and training of employees.

The regulation can be found in the California Code of Regulations, General Industry Safety Orders, Title 8, Section 5110.

For details, go to: **www.dir.ca.gov/dosh/dosh1.html**. Section 5110 can be found at **www.dir.ca.gov/Title8/5110.html**.

Some of the solutions presented in this lesson require only basic changes in how an individual moves and holds their body. Others may require the use of different techniques, tools, or equipment, some of which may not be readily available. It is the employer's responsibility, with employee involvement, to find a combination of solutions that will work best for them and for the workplace.

The human body may not feel symptoms right away. Some symptoms occur immediately, but others develop gradually over a long period.

This lesson will consider some steps individuals can take to prevent pain and injury now and in the future. Take a look at some target areas on the following pages.

Hand and Wrist

Most of the muscles that move an individual's hand and fingers are actually in the forearm. Tendons, which are like cords passing through the wrist, connect the muscles to the hand and fingers. Using the fingers on your right hand, feel the muscles on the inside of your left forearm. Keep feeling them while you gently open and close your left hand into a fist. You should feel the muscles moving in your left forearm—these muscles move your left hand. Now, with the fingers of your right hand, feel the tendons on the inside of your left wrist. Keep feeling them as you open and close your left hand again. You should feel the tendons moving in your left wrist. These tendons are passing the movement from the forearm muscles to the hand.



The Problem

Two of the hand and wrist issues that can occur are **tendinitis** and **carpal tunnel syndrome**. Tendinitis is swelling and inflammation of the tendons. When an individual uses their hand and wrist in certain ways, stress can be put on the tendons. If this stress continues over time, tendinitis may develop. Tendinitis makes it painful to use the hand, especially when grasping things. The carpal tunnel is a tunnel in the wrist surrounded by bone and tissue. A nerve and several tendons pass through this tunnel. If an individual has tendinitis and the tendons swell, there is less room in the tunnel for the nerves. When the nerves are squeezed this way, the condition is called carpal tunnel syndrome. Carpal tunnel syndrome often leads to numbness and weakness in the hand. If left untreated, it can make it very difficult to grasp things or use the hand. If an individual starts to feel numbness, tingling, or weakness in the hand, they should see a medical specialist immediately. ■

There are several motions that can place stress on the tendons, causing tendinitis and carpal tunnel syndrome. One of the most common motions is **bending the wrist**. When the wrist bends, the tendons must also bend, causing friction and irritation. When the wrist is bent, the muscles have to work harder—both to support the hand and to move it. It is better to hold the wrist relatively straight, as when making a fist. One easy way to tell if the wrist is bent backward or forward too much is the appearance of wrinkles on the back or front of the wrist.

Another cause of stress on the tendons is **frequent or forceful pinching or gripping motions**. The harder the muscles and tendons work, the more likely they are to become swollen. Additionally, **doing the same hand and wrist motion repeatedly** causes stress. If an individual were to perform any motion many times without allowing the tendons to rest, the

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An example of a service in an establishment that makes a person bend the wrist is cutting and styling hair.

When the wrist is bent, muscles have to work harder, and the tendons don t move as freely.

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tendon could become swollen and inflamed. Lastly, **doing more than one of the above** will greatly increase the stress on the tendons. For example, if an individual were to both bend the wrist and repeat the same motion, like when curling hair, the chances of tendinitis or carpal tunnel syndrome increases.

One example of a service in an establishment that can make a person bend the wrist is cutting and styling hair. As a person cuts different sections of the hair, they may hold the shears with their wrist in a bent position.

An additional example is when a person holds a hair dryer at the crown or frontal area of a client's head and stands behind or beside the client, causing them to bend their wrist downward. This could also be the case when a person uses a round brush on a client.

A person might use forceful pinching or gripping motions when:

- Cutting with shears that are not sharp or have not been lubricated properly.
- Cutting with shears that do not fit the hand well.
- Using a comb that does not glide smoothly.

Repeating motions might occur if they are cutting hair and using shears all day. If the shears are dull, they will have to cut more times to get the same work done. Combing and holding the hair while cutting would also be repeated with every cut.

A person may not realize that all of these motions are stressful on the body, but if a person does not stop to think about how to perform these services in a safer way, there could be effects on their health and comfort. ■



The Solution

To prevent **hand and wrist** problems, get a better "fit" between the body and the job by either:

- Changing how the job is done.
- Changing the tools and equipment used.

Using the previous example of cutting and styling hair, how can an individual keep from bending their wrist when working on a client?

- First, the height of the chair should be adjusted to allow the wrist to be straight. Lower the chair when working on the crown of the head, and raise the chair to work below ear level. To avoid bending the wrist, the chair should be a type that goes up and down at least five inches.
- Next, the chair should be swiveled so that the worker doesn't have to reach over or across the client.
- Also, the client's head should be tilted so that the worker does not have to bend their arms, hands, and wrists as much.
- In addition, workers should hold hair dryers sideways. When drying the crown or far side of the head, change the grip on the hair dryer handle so the dryer is being held sideways or use a hair dryer with a flexible handle so that the handle can bend instead of the wrist.
- Lastly, good hair cutting techniques should be practiced. For example, instead of keeping the wrist bent downward when cutting the sides, back, and front, techniques should be used that allow the wrist to be kept straight.

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A wrist brace can provide support.

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There are also many ways to avoid forceful pinching or gripping while cutting and styling a client's hair.

- First, shears should be chosen that fit the worker's hand. Shears come in different sizes and designs. If the individual has slender fingers, they may need to use plastic rings in the finger holes so that the fingers fit snugly inside the finger holes. The finger holes should stay near the fingertips and shouldn't "ride up" toward the hand.
- Next, check the lubrication, sharpness, and tension adjustment of the shears daily to reduce the effort involved in cutting hair.
- As stated previously, individuals should practice good hair cutting techniques, as proper position of the client's head will help reduce pinching and gripping.
- In addition, a comfortable comb should be chosen—one that feels well balanced in the worker's hand. The comb should glide through hair with as little friction as possible. A comb with a silicone coating often glides more easily.
- Lastly, tools that are ergonomically designed should be used as they become available.

How can an individual reduce the number of repetitive motions when cutting and styling hair?

- When using a round brush, twirl the handle between the thumb and index finger, instead of continually bending the wrist. A brush with a handle that allows a person to do this comfortably should be chosen.
- Additionally, keep shears sharp. Sharp shears will allow an individual to use fewer cuts to remove the same amount of hair.

Think about other hand and wrist problems a licensee might face.

- When might a manicurist bend their wrist?
- When might an esthetician use forceful pinching or gripping motions?

It is better to think about these potential problems and how to avoid them before they occur. ■

Shoulders

The muscles in the shoulder are connected to the arm by tendons. Between the shoulder tendons and the bones of the shoulder are small sacs of fluid called bursa. They help "lubricate" the shoulder so it moves easily. When individuals use or move their shoulders in certain ways, stress can be put on the muscles, tendons, and bursa. The result may be muscle aches, tendinitis, or bursitis.

Muscle aches in the shoulder are usually the result of overworking the shoulder. Shoulders tire easily, as they are not designed for long periods of use without rest. For example, when a person keeps their arm raised above their shoulder or at shoulder height, the muscles of the shoulder and neck begin to ache after a short time. To illustrate, try this experiment: hold one arm at shoulder height, straight out in front of you. Notice that, after just a few seconds, your shoulder muscles start to feel tired.



One of the activities in the establishment that may cause shoulder problems is holding heavy clippers, especially if the arm is stretched out.

Some activities in the establishment that may cause shoulder problems include:

- Reaching to the crown of a client's head to cut, dry, or curl their hair.
- Reaching across a client's body to shampoo or dry hair.
- Reaching across a table to manicure a client's hands.
- Reaching for shears and combs on the counter.
- Reaching for supplies on a high shelf.
- Holding heavy clippers, especially if the arm is stretched out. ■

The Problem

Tendinitis can occur in the **shoulder** as well as in the hand and wrist. Shoulder tendons may become swollen and inflamed, causing pain. Frequent stress on the shoulder can cause tendinitis. An individual might get tendinitis in the shoulder if they:

- Often reach out and/or reach up.
- Often hold their arm up, so that the elbow is above shoulder height.
- Repeat shoulder movements.

Remember that the bursa are sacs filled with fluid. They are located between the tendons and bones in the shoulder. When they get squeezed between the tendons and bones, they can become inflamed, resulting in bursitis. Bursitis can make it painful, or even impossible, to raise the arm. An individual can get bursitis if they often raise their arm too high, so that the elbow is above their shoulder. Shoulder problems like muscle aches, tendinitis, and bursitis all have something in common. They can all be caused by holding your arm stretched away from the body, or holding the arm above shoulder height, or both. Individuals are especially likely to have problems if they do these things often.

The Solution

To avoid shoulder problems when working on a client, always try to keep elbows close to the body and not held too high. This way, the muscles and tendons of the shoulder have better leverage and do not have to work as hard. This will also prevent the bursa from being squeezed like they are when the arm is raised.

To prevent shoulder problems in the establishment, individuals can use some of the same guidelines we discussed in preventing hand and wrist injuries.

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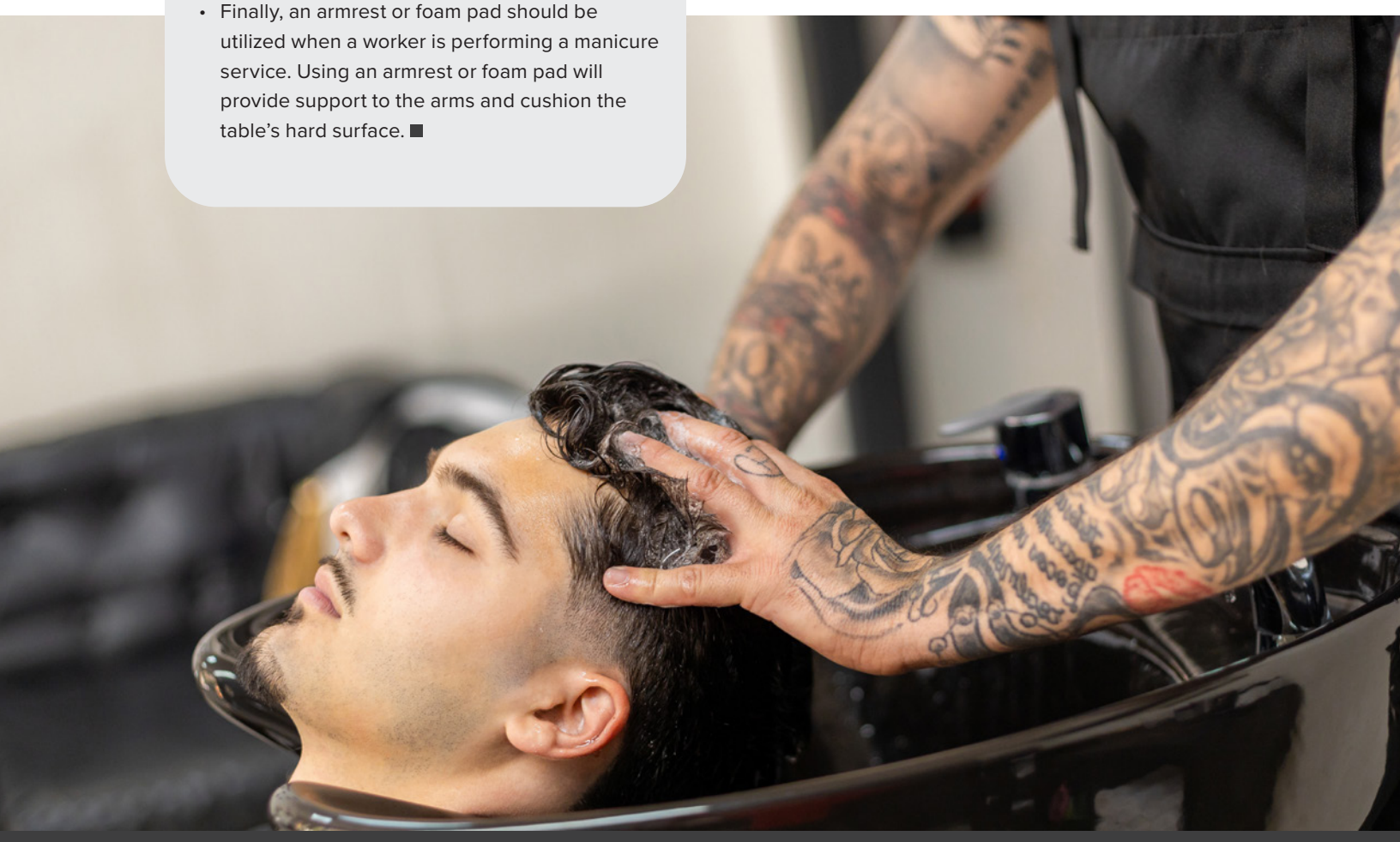
- First, the worker should adjust the height of the chair when working on a client. Arms should be positioned close to the sides of the body.
- In addition, the client's chair should be swiveled so that the worker can get as close to the client as possible when cutting, perming, coloring, styling, and shampooing.
- The client's head should be tilted to a position that is comfortable for the worker.
- Tools should be held in a manner that doesn't require the worker to raise their arms, such as gripping a hair dryer sideways when drying the crown or far side of the head.
- In addition, techniques should be used that allow the worker to keep their elbows close to their sides. For instance, the client should extend their hand toward the worker when a manicure service is being performed.
- Finally, an armrest or foam pad should be utilized when a worker is performing a manicure service. Using an armrest or foam pad will provide support to the arms and cushion the table's hard surface. ■

Points to Consider

When performing a service, the following questions should be considered with the intent of avoiding hand, wrist, and shoulder problems:

- Is my wrist bent?
- Am I making any pinching or gripping motions?
- Am I doing any motions repeatedly?
- Am I often reaching out or reaching up?
- Is my arm held in an extended position, away from my body?
- Is my arm often raised too high, above the shoulder?

If you find yourself saying "yes" to any of these questions, think of how improvements can be made in the positions, movements, techniques, and tools being used. Make a conscious effort to become aware of how to prevent ergonomic problems.



To avoid shoulder problems, get as close to the client as possible when cutting, perming, coloring, styling, and shampooing.

QUESTIONS FOR REVIEW

Carpal tunnel syndrome is not very common among licensees.
True or False?

Small sacs of fluid between the shoulder tendons and bones of the shoulder are called:

A) Burs
B) Nerves
C) Bursas
D) Carpal tunnel
E) Muscles

Which motions can place stress on tendons?

A) Bending the wrist
B) Forceful pinching
C) Repeating motions
D) Doing more than one of the above
E) All of the above

Record answers to questions in the exam booklet.

This lesson will now focus on the neck, back, foot, and leg, and how space and equipment in an establishment can be designed to reduce ergonomic problems.

Neck and Back

An individual's spine runs from the top of their neck down to the lower back. It is made up of many bones called vertebrae, one below another. Between each pair of vertebrae are joints and discs. These give the neck and back flexibility, so they can move. Discs are flexible because they have a substance like jelly inside.



To avoid back problems, work with the back straight, raise the client s chair/table to a comfortable height, and tilt the client s head for better positioning.

The Problem

Bending forward or twisting the body can result in neck and back problems. When an individual stands in a normal posture, they will have a small hollow in the back of their neck and back. When an individual bends forward, these hollows disappear, resulting in the discs being squeezed. The discs are also squeezed when a person twists their body, such as reaching for something. As the discs are squeezed, they can press on different parts of the spine, including nerves. This can cause pain in the neck or back. It can also cause pain or numbness down the arm or leg, often called a **pinched nerve or sciatica**.

If an individual were to spend many years bending forward or twisting the body, the constant squeezing of the discs could cause the "jelly" inside a disc to leak out. If a big blob leaks out at one time, we say that the disc is **ruptured** or **herniated**. This problem can cause a lot of pain and numbness if it irritates a nerve. If it occurs in the neck, an individual may feel pain or numbness down one or both of the arms. If it happens in the lower back, an individual may feel pain or numbness in their hip or leg. ■

The Solution

Individuals may bend forward or twist their body when:

- Shampooing a client.
- Cutting hair (especially low on the client's head, below ear level).
- Performing a facial.
- Giving a pedicure.
- Performing an electrology service.
- They cannot see clearly.

To avoid bending forward or twisting, the most important rule is to work with the back straight. Bend at the hips instead of the waist, which is called the straight-back bend. The spine is tilted but not bent or twisted. Use procedures that allow the back to remain straight. For example, if available, use a free-standing sink to wash a

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client's hair. By standing behind the client, an individual can reach their hair without twisting. Also, as mentioned earlier in the lesson, raise the client's chair to a height that is comfortable to the worker, and tilt the client's head to a better position.

It has been said that sitting up is good for the back, however, it may be difficult to do facials, manicures, or pedicures in that position. Licensees should still try to find some way to follow the basic rule of working with the back in a straight position. To bend at the hips instead of the waist, many licensees sit at the front edge of their chair. Some chairs have a seat that tilts forward, so the chair does the bending for the worker. A kneeling chair or a chair with a wedge-shaped cushion might also help. In addition, workers should make sure they have good lighting and clear eyesight, so they do not have to bend over to see.

Besides bending forward or twisting, workers can hurt their back by reaching overhead, bending backward, or standing for long periods. These actions put extra pressure on the joints between vertebrae and can cause lower back pain. Sometimes an individual may bend backward without being aware of it, such as when reaching for supplies on a high shelf. When a person stands for a long time, they might unintentionally begin to "sway" or lean backward. Also, individuals tend to bend backward when they stand or walk in high-heeled shoes.

To prevent back problems caused by reaching up or bending backward, follow these guidelines:

- Bend the knees slightly and pull in the abdominal muscles at the "belly button" when reaching up. This is called a pelvic tilt. This tilt prevents the back from arching.
- Place one foot on a small stool or on a rung under the client's chair when standing for long periods of time.
- Avoid wearing high-heeled shoes.
- Stand on a foot stool or ladder when reaching for supplies on a high shelf.
- Store commonly used supplies on lower shelves. ■



Foot and Leg

As a future professional, you may have already realized that most of your time spent working on clients will mean standing on your feet most of the day.

The Problem

A foot and leg problem that licensees may be prone to is **swelling of the feet and ankles**. If an individual stands still for a long period, the calf muscles will not work hard enough to circulate the blood pumped to the feet. The blood will be pumped back up the legs, and the feet and ankles may swell. This can cause the feet to ache, and shoes may feel tight. This may also develop into another problem, **varicose veins (swollen veins)**. If an individual stands for a long period, they have a higher risk of getting varicose veins. **Calluses and irritation** are another potential problem, as pressure on any part of the foot reduces circulation. Individuals can get calluses, irritation, and other problems at the "pressure point." Possible causes may be shoes with poor arch support, hard soles, or improper fit. Wearing high-heeled shoes (higher than 1.5 inches) puts more pressure on the individual's toes, especially if the shoes have pointed toes. Another cause can be standing on a hard floor, as this causes pressure to build up on the heel or the "ball" of the foot. ■



Avoid wearing heels.

The Solution

To prevent foot and leg problems, follow these guidelines:

- Do not stand for a long period without taking a break and sitting down.
- Change positions frequently and rotate between standing and sitting.
- Raise feet onto a stool when taking a break. It is best if the stool is as high as the chair being used so that the individual's legs go out straight.
- Use a stool or moveable seat so that the worker can sit and rest their feet while working on a client. Some seats attach to the client's chair and swivel to different positions around the client as the individual works.
- Wear comfortable, rubber-soled shoes with good arch support. This type of shoe will help spread the pressure of standing to the entire foot.
- Use shock-absorbing inserts inside the shoes. Shoe inserts are available at many stores. They are especially important if the worker is wearing shoes with hard soles.
- Avoid shoes with high heels or pointed toes.
- Use a cushioned floor mat around the client's chair to prevent having to stand on a hard floor. This way, the pressure is more evenly spread around the whole foot. The mat should have sloped edges to reduce the chance of people tripping on it.
- Use support hose or compression socks to reduce swelling in the legs. These will also help legs feel less tired. ■



Standing on a hard floor causes pressure to build up on the heel or the "ball" of the foot.



Consider using shock absorbing insoles inside shoes.

Establishment Design

Besides changing a worker's positions and movements, the establishment can be designed to make work easier on the body. Good positions and movements are easier if space and equipment are well-designed. Good design can help prevent all the different types of injuries discussed in this ergonomics lesson.

Poor Establishment Design

Poor design can force a worker to bend, stoop, twist, and reach in awkward ways.
Bad designs include:

- Workstations that are too close together or that extend out too far from the wall. Workers may not have enough space for roll-about tables and may have to reach farther for supplies.
- Low cabinets above work surfaces. Workers may have to bend under the cabinet to avoid hitting their head.
- High cabinets. Workers may have to reach too high to get supplies. ■

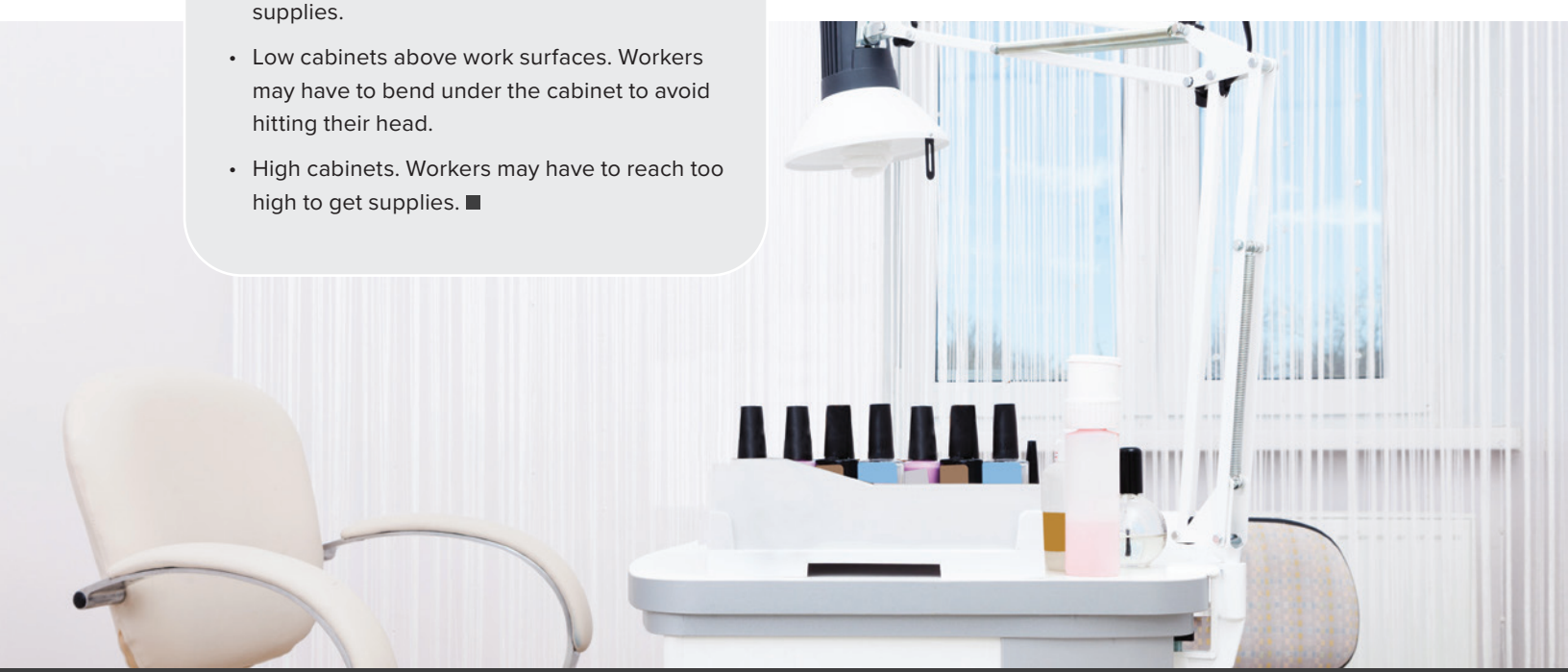
Well-Designed Workstations

Well-designed workstations and equipment allow workers to keep their bodies in good positions. They make movements easy and convenient. They also make it possible to move around and switch between sitting and standing, so workers are not in either position all day.

Here are a few ideas for good workstation design:

- Hydraulic chairs for clients should be adjustable at least five inches up and down. The foot pedal should be easy to reach and use. Very short or tall workers may need an electric lift chair, which can adjust up and down as much as 12 inches.

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A well designed manicure station with a chair on each side. A lamp, product bottles, and nail polish are on the surface of the table.



Workers may benefit from doing gentle stretching exercises between clients or whenever they have a break.

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- Stools or rolling seats. These let workers sit while working on clients.
- Manicure stations should have arm rests for both the client and the worker. If no arm rests are available, foam pads can help support the arms and cushion them from the table's hard surface.
- Manicurists' chairs should have a seat or cushion that tilts forward toward the table. This allows the manicurist to lean forward at the hips without bending the spine. ■

Points to Consider

When performing a service, ask the following questions to avoid neck, back, foot, and leg problems:

- Am I bending my neck and back often?
- Am I twisting?
- Am I often reaching overhead?
- Am I often bending backward?
- Does this service require standing for a long time?
- Am I swaying or leaning backward?
- Am I wearing shoes with high heels, poor arch support, hard soles, or improper fit?
- Is the floor too hard?

If the answer to any of these questions is "yes", consider how to improve your position and movements to prevent ergonomic problems.

Stretching Exercises

Individuals may benefit from doing gentle stretching exercises between clients or during scheduled breaks. Stretch hands, wrists, shoulders, neck, back, feet, and legs to prevent them from becoming stiff or tense. Do not pull or push excessively, and if there is any pain or discomfort, stop immediately.

Practice recognizing ergonomic problems that may be found in an establishment. Find what is wrong in this picture:



A manicurist hunched over, looking at a client s hand, arms against the table surface, with the lamp pointed away from her station.

Hopefully future professionals noticed:

- The licensee is not sitting up with her back straight.
- The licensee's arm is not cushioned from the hard table surface.
- The lamp is not properly positioned to light the work area.



A manicurist raising the client s hand, sitting up with her back straight, and using an arm cushion, with the lamp properly positioned to light the work area.

Now, list what improvements have been made:

- The licensee is raising the client's hand instead of bending forward.
- The licensee is not bending her head or neck forward.
- The licensee's arm is cushioned from the table's hard surface.
- The lamp is properly positioned to light the work area.

QUESTIONS FOR REVIEW

Sitting for a long period is better than standing.
True or False?

To prevent neck and back injuries, the most important rule is to work with the back in a straight position.
True or False?

The establishment can be designed to make work easier on a worker's body.
True or False?

Which of the following is NOT a valid reason for using lifting techniques that keep the back in a neutral (straight) position?
A) Constant movement can squeeze the discs in the back and cause a rupture
B) The spine is naturally straight and should remain that way
C) Extra pressure on the joints between vertebrae can cause lower back pain
D) Squeezed discs can cause a pinched nerve
E) A and C

Why are high-heeled shoes not recommended?
A) They can cause the wearer to bend backward
B) They put extra pressure on the toes
C) They can cause calluses and irritation
D) They can cause back problems
E) All of the above

Record answers to questions in the exam booklet.

This concludes our lesson on ergonomics. Many hand, wrist, shoulder, neck, back, foot, and leg problems in an establishment can be prevented by employing a thoughtful workstation design, using well-fitted equipment, and by practicing safe work techniques.

NEXT LESSON
How communicable diseases spread and how individuals can protect themselves from exposure.



SECTION 6

Communicable Diseases

LEARNING OBJECTIVES

After completing this section, the future professional will be able to:

Describe how communicable diseases spread.

Identify some specific communicable diseases that could be spread in the workplace.

Explain how an individual can be protected against contracting diseases at work.

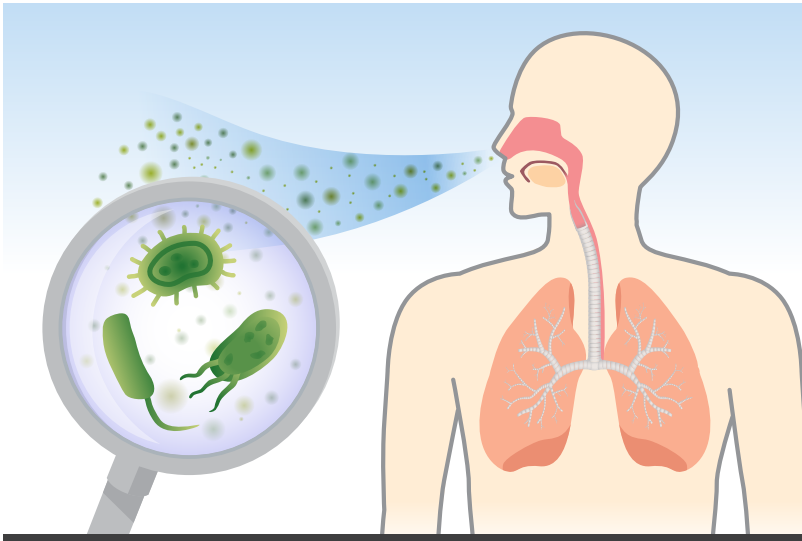
This lesson on health and safety will focus on communicable diseases. Licensees work with people constantly. This lesson will focus on specific diseases that a future professional may be exposed to on the job and how the exposure might occur. Suggestions will be provided on ways to protect oneself.

What is a Communicable Disease?

A **communicable disease** is a contagious illness that is spread from person to person or from animals to people. There are several kinds of organisms that cause communicable diseases: bacteria, viruses, parasites, and fungi.

Infection may occur if:

- There is a harmful organism present (bacteria, virus, parasite, or fungus) in large enough numbers.
- The organism gets into the body.
- The immune system is unable to fight off the organism (e.g., when individuals are sick, receiving certain medical treatments, or under stress).



Many respiratory diseases can be spread through the air when an infected person coughs, sneezes, or spits.

How Does an Individual Contract a Communicable Disease?

There are several ways organisms can get into the body. One way is through the air, such as by breathing air that has been contaminated by an infected person. Many respiratory diseases can be spread **through the air** when an infected person coughs, sneezes, or spits. Some examples of these diseases are the common cold, chicken pox, measles, tuberculosis, and whooping cough.

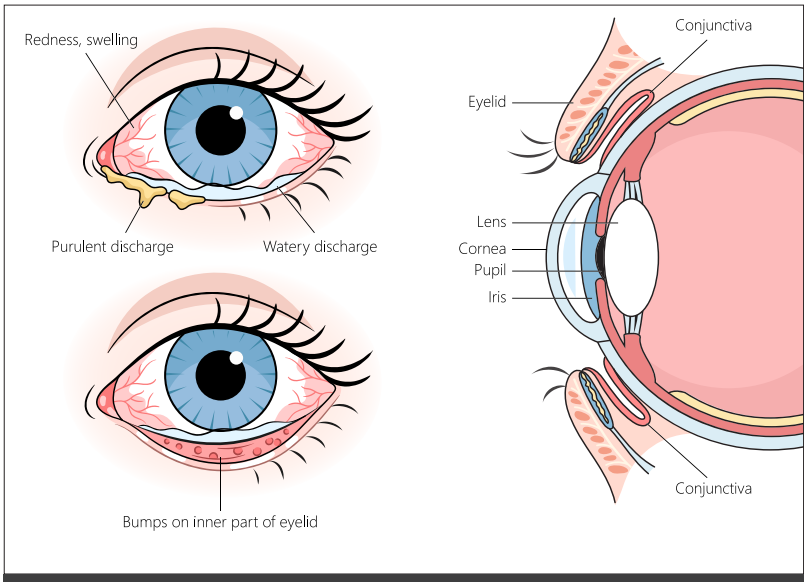
Another way a communicable disease may be contracted is **through water or food**. Individuals swallowing water or food that has been contaminated by feces is a common contaminant, and many harmful organisms live in the intestine and leave the body in the stool. For example, feces may contain bacteria or viruses that cause diarrhea. The organisms in feces can be spread if someone goes to the bathroom, does not wash their hands, and then handles food. Some diseases spread this way are salmonella, hepatitis A, and rotavirus.

Additionally, a harmful organism can get into the body **through an insect or animal bite**. Many insects and animals like mice or rats can transmit disease organisms through their bite. Insects and animals that do this are called vectors. Diseases like Lyme disease are carried by ticks, and infections like malaria or Zika are carried by mosquitoes.

Another way is **through direct contact**. Organisms on the skin can spread if an infected person touches someone else. Examples include lice, ringworm, and colds. Colds may be spread by direct contact with someone's saliva or runny nose. This could occur if someone does not wash their hands after blowing their nose and then shakes another person's hand. They may then rub their eye or bite their nails, allowing the disease organisms to enter their body.

Fomite transmission is when an organism can remain viable on a surface such as a station, shampoo bowl, or door handle. Touching contaminated objects like used tissues can also spread colds.

Lastly, a few diseases can be transmitted **through contact with the blood or bodily fluids of an infected person**. These diseases include HIV/AIDS, hepatitis B, and hepatitis C. These diseases will be discussed in the second half of this lesson.



Purulent conjunctivitis (pink eye).

Am I at Risk?

It is important to note that a future professional is at no greater risk of getting communicable diseases than the general population. Nevertheless, as a future professional, you have a special responsibility because, if precautions are not taken, you could pass diseases to a client. For example, if a future professional has a cold sore and touches it and then touches a client, they could infect the client with the herpes virus. Individuals should not go to class or work if they are not feeling well or if they are suffering from symptoms. Take care to protect yourself and your clients by seeing a doctor before returning to classes or work.



Head lice.

Safety Precautions

The California Board of Barbering and Cosmetology has health and safety regulations to prevent the spread of diseases and infection. Section 984 of the California Code of Regulations states that establishments are prohibited from knowingly allowing a licensee afflicted with an infection or parasitic infestation capable of being transmitted to a client to serve clients in the establishment. At the same time, licensees are prohibited from providing a service to a person with an infectious or parasitic disease.

Examples of infections or parasitic infestations where future professionals should not work or serve a client include, but are not limited to, the following:

- Cold, influenza, or other respiratory illness accompanied by a fever, until 24 hours after resolution of the fever.
- Streptococcal pharyngitis (strep throat), until 24 hours after treatment has been initiated and 24 hours after resolution of fever.
- Purulent conjunctivitis (pink eye), until examined by a physician or other licensed clinician and approved for return to work.
- Pertussis (whopping cough), until five days of antibiotic therapy has been completed.
- Varicella (chicken pox), until the sixth day after onset of rash or sooner if all lesions have dried and crusted.
- Mumps, until nine days after onset of parotid gland swelling.
- Tuberculosis, until a local health department authority states that the individual is noninfectious.
- Impetigo (bacterial skin infection), until 24 hours after treatment has begun.
- Head lice, until the morning after first treatment.
- Scabies, until after treatment has been completed.

Please note that blood-borne diseases such as HIV/AIDS, hepatitis B, and hepatitis C are not considered infectious or communicable diseases by the Board for the purpose of this section.

In addition, the Board prohibits licensees from performing services upon a surface of the skin or scalp where such skin is inflamed or broken, or where a skin infection or eruption is present. Furthermore, a licensee is prohibited from performing services if the skin of their hands is inflamed or broken, or where a skin infection or eruption is present, without wearing gloves. The Board's mission is to protect consumers, but these regulations protect licensees as well.



Hand washing may be the single most important act to help stop the spread of infection.

Hand Washing

Hand washing may be the single most important act to help stop the spread of infection and stay healthy. Think of it like a "do-it-yourself" vaccine. The Centers for Disease Control and Prevention (CDC) recommends you wash your hands:

- Before, during, and after preparing food.
- Before and after eating or smoking.
- Before and after caring for someone who is sick.
- Before and after treating a cut or wound.
- After using the toilet.
- After changing diapers or cleaning up a child who has used the toilet.
- After blowing your nose, coughing, or sneezing.
- After touching an animal, animal feed, or animal waste.
- After handling pet food or treats.
- After touching garbage.

The Board requires every licensee performing services to thoroughly wash their hands with soap and water or use any equally effective alcohol-based hand-cleaning product immediately before serving each client. Alcohol-based hand sanitizers can quickly reduce the number of microbes on hands in some situations, but sanitizers do not eliminate all types of germs and are

not as effective when hands are visibly dirty or greasy. Washing hands with soap and water is the best way to reduce the number of microbes on them in most situations.

While individuals may already know that washing their hands is important, many people do not know how to effectively wash their hands. First, wet hands with clean, running water. Turn off the tap and apply soap. Lather hands by rubbing them together with soap. Lather the back of the hands, between the fingers, and under the nails. Scrub hands for at least 20 seconds. Rinse hands well under clean, running water. Dry hands using a new, clean paper towel or air dry them. Take a moment and view the CDC's video on proper handwashing procedures: **www.cdc.gov/handwashing/**.

Immunizations

Vaccinations are available for the measles, mumps, rubella, tetanus, diphtheria, pertussis (whooping cough), varicella (chicken pox), influenza, human papillomavirus, hepatitis A and B, meningococcal disease (meningitis), pneumonia, COVID 19, and shingles. Receiving and keeping up to date with immunizations may help preserve a healthy establishment environment. However, not all vaccines are recommended for all people; medical professionals should be consulted to determine which vaccines are best to protect workers and the clients they serve.



Proper Disinfection of Tools

One of the best ways to prevent diseases from spreading in the establishment is by properly disinfecting tools that have been used on a client. This is required by the Board. To disinfect non-porous, non-electrical items, such as combs, hairbrushes, nail clippers, or tweezers, first remove all visible debris. Next, wash the tools with soap or detergent and water, and rinse with clean water. Dry the tools with a new, clean paper towel, then immerse the tools completely in an EPA-registered disinfectant used according to the manufacturer's instructions. Use a properly mixed disinfectant that has demonstrated bacterial, virucidal, and fungicidal activity. Rinse and dry the tools with a new, clean paper towel and store them in a clean, covered place that is labeled "clean" or "disinfected."

Any tools or items that cannot be disinfected, such as emery boards, wax sticks, cotton balls, and neck strips, must be disposed of immediately after use. Used linens, such as towels, sheets, and gowns, must be placed in a closed container and washed before use on another client. After using electrical equipment on a client, it must be disinfected with an EPA-registered disinfectant proven to kill bacteria, fungi, and viruses (the label should tell you). Always follow the manufacturer's instructions for cleaning equipment. For additional information, refer to the Barbering and Cosmetology Act and its rules and regulations on disinfection at **www.barbercosmo.ca.gov**.



Disinfect non porous, non electrical items, such as combs, hairbrushes, nail clippers, clipper guards, or tweezers. First remove all visible debris, then wash the tools with soap or detergent and water, and rinse with clean water.



After tools are washed and dried, immerse them completely in an EPA registered disinfectant used according to the manufacturer s instructions.

Case Studies

Read the following case studies that reflect “real life” problems workers might run into when working in an establishment. Answer the questions presented regarding communicable diseases.

For answers to all questions, please refer to the exam booklet.

CASE STUDY #1

There is an outbreak of lice in your community. You are working as a barber. Your establishment s policy is to check each child s hair for evidence of lice before working on it. A client brings in his seven year old son for a haircut. As you inspect the child s hair, you see white specks close to the scalp. You suspect that they might be lice eggs (nits).

How could you get lice in this situation?

How could you protect yourself?

What should you say to your client?

CASE STUDY #2

You are working in an establishment doing facials. A client requests a facial. You notice that she has a cold sore around the corner of her mouth. It looks cracked, and you think that it might drain during the facial.

What diseases could you get by touching a draining sore with your bare hands?

How could you protect yourself?

What should you say to your client?



CASE STUDY #3

You are working on a client in the summertime. You notice that he has red, scaly patches shaped like rings on his scalp. You also notice these rings on his face and neck.

What disease could you get by touching the scaly patches with your bare hands?

What should you say to your client?

What should you do to protect yourself after the client leaves?

CASE STUDY #4

When one of your favorite clients is making an appointment, he mentions that he has a bad cold but desperately needs his hair cut and styled for an important job interview.

How could you get a cold from this client?

How could you protect yourself?

What should you say to your client?

Individuals working in an establishment should be aware of potential symptoms of communicable diseases that clients may have. Although future professionals are not doctors and cannot diagnose a disease or illness, if they notice symptoms, they should take steps to ensure the client's health as well as their own is not put at risk. Workers should not be afraid to refuse service if necessary.

This concludes the first part of the lesson on communicable diseases. It is possible to protect yourself from exposure to many diseases at work. Washing hands before and after serving a client, properly disinfecting your tools, and refusing to work on clients when the client has a communicable disease will help prevent infection.



Workers should not be afraid to refuse service if necessary.

QUESTIONS FOR REVIEW

The Board of Barbering and Cosmetology prohibits licensees infected with HIV/AIDS from providing services in an establishment.
True or False?

Bacteria, viruses, parasites, and fungi cause communicable diseases.
True or False?

Washing your hands is not as important as disinfecting your tools.
True or False?

How can organisms get into the body?
A) Through water or food
B) Through direct contact
C) Through an insect or animal bite
D) Through the air or contaminated surfaces
E) All of the above

Record answers to questions in the exam booklet.

Now we will discuss some very serious communicable diseases—HIV/AIDS, hepatitis B, and hepatitis C. Future professionals have a much greater chance of getting these diseases off the job than in the workplace, however, future professionals should still learn what they are, how they spread, and how to protect themselves.

As a future professional, it is possible, but not too likely, to be exposed to these diseases at work, as they are spread by blood or other body fluids. When you use sharp instruments like razors, clippers, or tweezers, they might puncture a client's skin and then accidentally puncture yours. Alternatively, if the client has one of these diseases, their blood can enter your body through an open wound, cut, sore, or skin rash.

Clients also face a risk of infection. If equipment in the establishment is not properly disinfected, it can pass disease organisms from one client to another.

What is HIV?

HIV, the human immunodeficiency virus, is a virus that attacks cells that help the body fight infection, making a person more vulnerable to other infections and diseases. HIV destroys white blood cells, which play an important role in helping the body fight diseases.

What is AIDS?

If left untreated, HIV can lead to the disease AIDS (acquired immunodeficiency syndrome). "Acquired" means that individuals are not born with the disease; they get it from other people. "Immune deficiency" means that the disease damages the body's immune system, which slows down or prevents the body from healing itself. Without a healthy immune system, individuals have trouble fighting off all kinds of organisms that can make them sick. "Syndrome" means that it is not a single disease. AIDS is a collection of different illnesses. When the immune system is damaged, many different organisms can infect the body. The term AIDS refers to the most advanced stages of an HIV infection.

HEALTH RISKS

People with AIDS get many diseases because of their weakened immune system. These infections are often called "opportunistic" because they take advantage of a person's weak immune system, and they can cause devastating illnesses. The most common opportunistic disease among people with AIDS in the United States is pneumocystis carinii pneumonia. Sometimes called PCP, this is a very rare form of pneumonia. Fungus causes this disease that results in inflammation and fluid buildup in the lungs. Other common diseases and infections people with AIDS get are:

- **Tuberculosis, also called TB** – a bacterial infection that can sometimes cause severe lung damage.
- **Candidiasis, also called thrush** – a severe yeast infection in both men and women; in the vagina, throat, or lungs.
- **Cytomegalovirus** – a common herpes virus that can cause damage to the eyes, digestive system, lungs, or other organs.
- **Cryptococcal meningitis** – an infection that causes swelling and irritation of the membranes and fluid around the brain and spinal cord.

TREATMENT

While there are medications for people living with HIV/AIDS that slow down the rate at which HIV weakens the immune system, there is no cure for an HIV infection. Currently, there is not a vaccine to prevent HIV/AIDS. This is why it is important to protect yourself and prevent spreading the virus.

HOW DOES HIV/AIDS SPREAD?

The only body fluids that spread HIV/AIDS are:

- Blood.
- Semen.
- Vaginal fluid.
- Breast milk.
- Any body fluid that contains blood.

Body fluids that do not spread HIV/AIDS are:

- Saliva.
- Sweat.
- Tears.
- Nasal secretions.
- Vomit.

The kinds of contact among people that can spread HIV/AIDS include:

- Sexual contact with an infected person (vaginal intercourse, anal sex, or oral sex).
- Sharing needles and syringes with an infected person (such as during drug use).
- Contact from an infected mother (to her baby during pregnancy, childbirth, or through breast milk).
- Being stuck with an HIV-contaminated needle or sharp object.

Individuals cannot get HIV/AIDS from any kind of casual contact with another person. Individuals cannot get HIV/AIDS:

- Through the air.
- Shaking hands.
- Eating together.
- Sharing items (like books, paper, pens, or phones).
- Sharing the bathroom.
- Getting insect bites.

Despite common misbeliefs, anyone can get HIV/AIDS. The majority of people with HIV/AIDS were infected from sexual contact with an infected partner. Latex condoms are the best type of condoms for HIV prevention. A condom is more effective against HIV/AIDS and other diseases if it is used with a spermicide. If a lubricant is used with a condom, a water-based lubricant is best, as an oil-based lubricant like petroleum jelly can damage the condom.



PERSONAL RIGHTS

Individuals have a right to keep their test results or status confidential. They do not have to tell anyone, not even their employer. It is important to know that a worker cannot be fired from their job just because they tested positive for HIV. People with HIV/AIDS are protected from job discrimination under state and federal law.

HOW CAN I FIND OUT IF I AM INFECTED?

The only way to know if you have HIV is to get tested. To know if an individual is infected with the AIDS virus, a blood test needs to be performed. Blood produces antibodies to fight off foreign substances that enter the body, like viruses. So, if HIV gets into a person's bloodstream, a specific antibody is produced. The antibody test looks for this particular antibody in the blood and indicates if a person is infected with AIDS. The HIV antibody test may not be positive right after exposure. The body will usually produce antibodies within three months, but sometimes it can take up to six months. As soon as an individual's body begins to produce antibodies, the test will register as positive. However, even then, an individual may not have any symptoms of HIV/AIDS. Symptoms may not show up until years later.

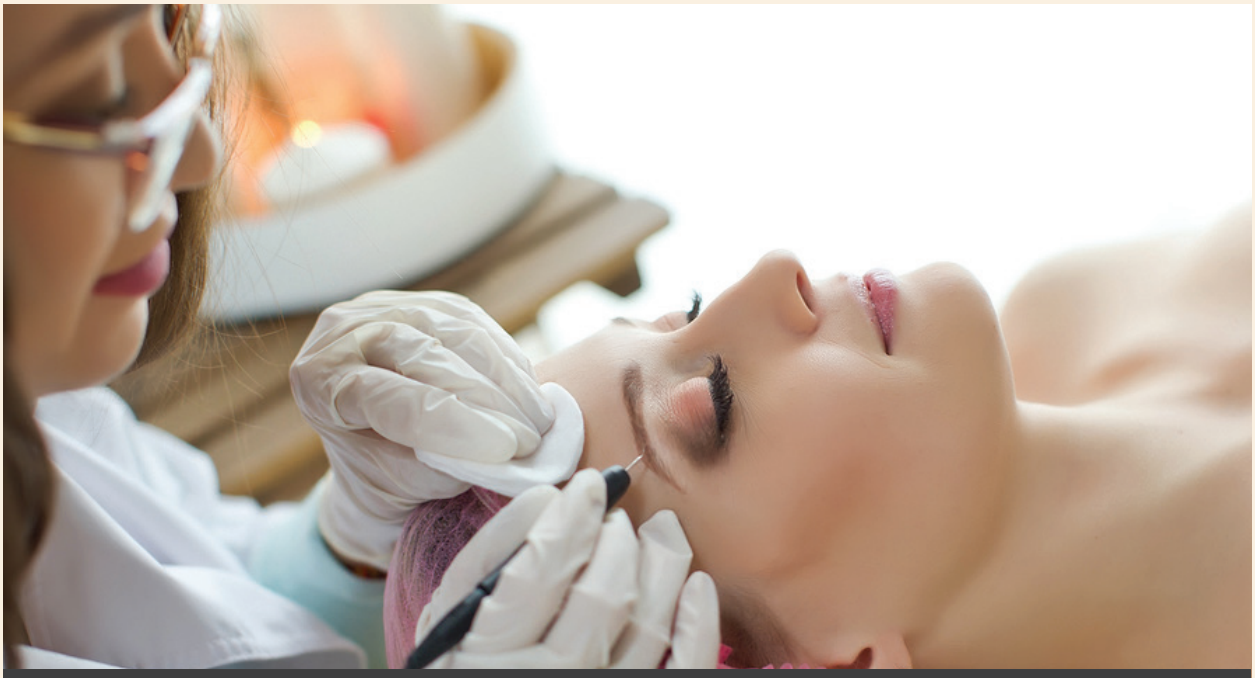
For information about testing and counseling, call:

- A medical professional.
- The local public health department.
- An AIDS service organization.
- The local Red Cross chapter.
- The California Department of Health Services Office of Aids: (916) 449-5900.

BLOOD EXPOSURE PREVENTION

To prevent infection and reduce blood exposure at work, follow these guidelines:

- Handle all sharp instruments carefully (razors, nail clippers, etc.).
- Use a puncture-proof container when throwing away sharp objects like razor blades.
- Disinfect tools, equipment, and surfaces immediately if they get blood on them.
- Disinfect all tools after they are used on clients, even if no visible blood is present.
- Wash your hands before and after contact with each client.
- If a client bleeds, advise them to rinse the injured area under running water and pat the area dry with a paper towel. Offer the client antiseptic and an adhesive bandage.
- If you get someone's blood on your skin, immediately wash with soap and water. Lather for at least 10 seconds, then rinse.
- If you have sores, scratches, cuts, or broken skin (from dermatitis), wear protective gloves.



Handle all sharp instruments carefully and wear protective gloves.

Standard Precautions

The U.S. Public Health Service says that all U.S. workers must follow certain guidelines if they might come into contact with blood or body fluids on the job. These guidelines are called Standard Precautions. The U.S. Department of Labor Occupational Safety and Health Administration (OSHA) has similar rules. These agencies say that to protect yourself you must treat all blood and bodily fluids containing blood as if you know they are infected. In other words, there's no need to decide if a client or co-worker might have HIV/AIDS, or to take different precautions with different people. If you treat all blood as if it is infected, you protect yourself all the time.

For more information on HIV/AIDS, go to www.hiv.gov.

The Board recommends the following procedures if blood exposure occurs:

Client Injury

1. Stop the service.
2. The worker should put gloves on their hands.
3. If appropriate, assist the client to the sink and rinse the injured area under running water.
4. Pat the injured area dry using a new, clean paper towel.
5. Offer the client antiseptic and an adhesive bandage for the injured area.
6. Place all single-use, disposable items in a bag and place in the trash container.
7. Remove all tools from the work station, then properly clean and disinfect the tools.
8. Clean and disinfect the work station.
9. Remove the used gloves from hands and dispose of them.
10. Wash hands.
11. Return to the service.

Future Professional Injury

1. Stop the service.
2. Explain the situation to the client and excuse yourself.
3. If appropriate, rinse the injured area under running water.
4. Pat the injured area dry using a new, clean paper towel.
5. Apply antiseptic and an adhesive bandage to the injured area.
6. Put gloves on hands.
7. Place all single-use, disposable items in a bag and place in the trash container.
8. Remove all tools from the work station, then properly clean and disinfect the tools.
9. Clean and disinfect the work station.
10. Remove gloves from hands and dispose.
11. Wash hands.
12. Return to the service.

What is Hepatitis?

Hepatitis is a disease that causes inflammation of the liver. Hepatitis can be caused by many different things viruses, bacteria, drugs, or chemicals. When it is caused by viruses or bacteria, it is called infectious hepatitis. There are several different types of infectious hepatitis. Hepatitis A, B, and C are the most common. Hepatitis A was mentioned earlier in our discussion of diseases that spread through contaminated water or food, but it can also be spread from direct contact. Hepatitis B and hepatitis C, however, are spread through an infected person's blood or body fluids.

HOW IS HEPATITIS CONTRACTED?

Hepatitis B and hepatitis C are caused by two different viruses. Although each can cause similar symptoms, such as fever, fatigue, loss of appetite, nausea, vomiting, dark urine, abdominal pain, and jaundice (the eyes and skin turn yellow), they have different modes of transmission and treatments. It is possible to have both hepatitis B and C infections at the same time.

Hepatitis B

Hepatitis B is the most common infectious hepatitis worldwide. It is caused by a virus that grows in liver cells. The hepatitis B virus is also called HBV. When the virus inflames the liver, the condition is called acute hepatitis B. Most people get better after an acute hepatitis B infection, but for some, the disease can develop into chronic hepatitis B. This can eventually lead to cirrhosis (hardening of the liver) and liver cancer. HBV is spread in the same body fluids as HIV (blood, semen, vaginal fluid, and breast milk); however, it can also be spread in saliva. The best way to prevent HBV is to be vaccinated.

Hepatitis C

Hepatitis C is the most common infectious hepatitis in the United States. Hepatitis C is spread through contact with contaminated blood, most commonly through shared needles used with drugs, and sometimes by cross contaminated tattoo needles or ink. While uncommon, the disease can also be sexually transmitted or passed from a mother with the virus to a child while giving birth. Hepatitis C also tends to be chronic. The hepatitis C virus is called HCV. Currently, there is no vaccine for HCV.

While it may take months before people infected with the hepatitis B and C virus to start to show symptoms, for some people symptoms never show up. They become carriers, meaning individuals can get the disease from them. If the carrier is not experiencing symptoms, they may not even realize they have the disease and that they are passing the disease to someone else.

The hepatitis B virus and hepatitis C virus are more common than HIV/AIDS and much easier to get. The hepatitis B virus and hepatitis C virus are greater risks to licensees, as they are much sturdier viruses. The hepatitis B virus can survive outside the body for seven days, even if it dries out, and the hepatitis C virus can survive outside the body at room temperature for up to three weeks. That is why it is very important to disinfect tools, equipment, and surfaces, especially if blood gets on them.

TREATMENT

There are many medications available to treat chronic hepatitis B and C, but prevention is very important. Since the hepatitis B virus and hepatitis C virus are spread in the same ways as HIV, workers should take the same precautions in the establishment. For example, handle sharp instruments carefully and dispose of them in puncture proof containers. Disinfect tools properly after use. Workers should wash hands before and after having contact with clients. Visible blood should be immediately washed off and gloves should be worn if workers or clients have cuts or sores.

If a worker does happen to get stuck by a razor or another sharp tool that might be contaminated with blood, they should do all of the following:

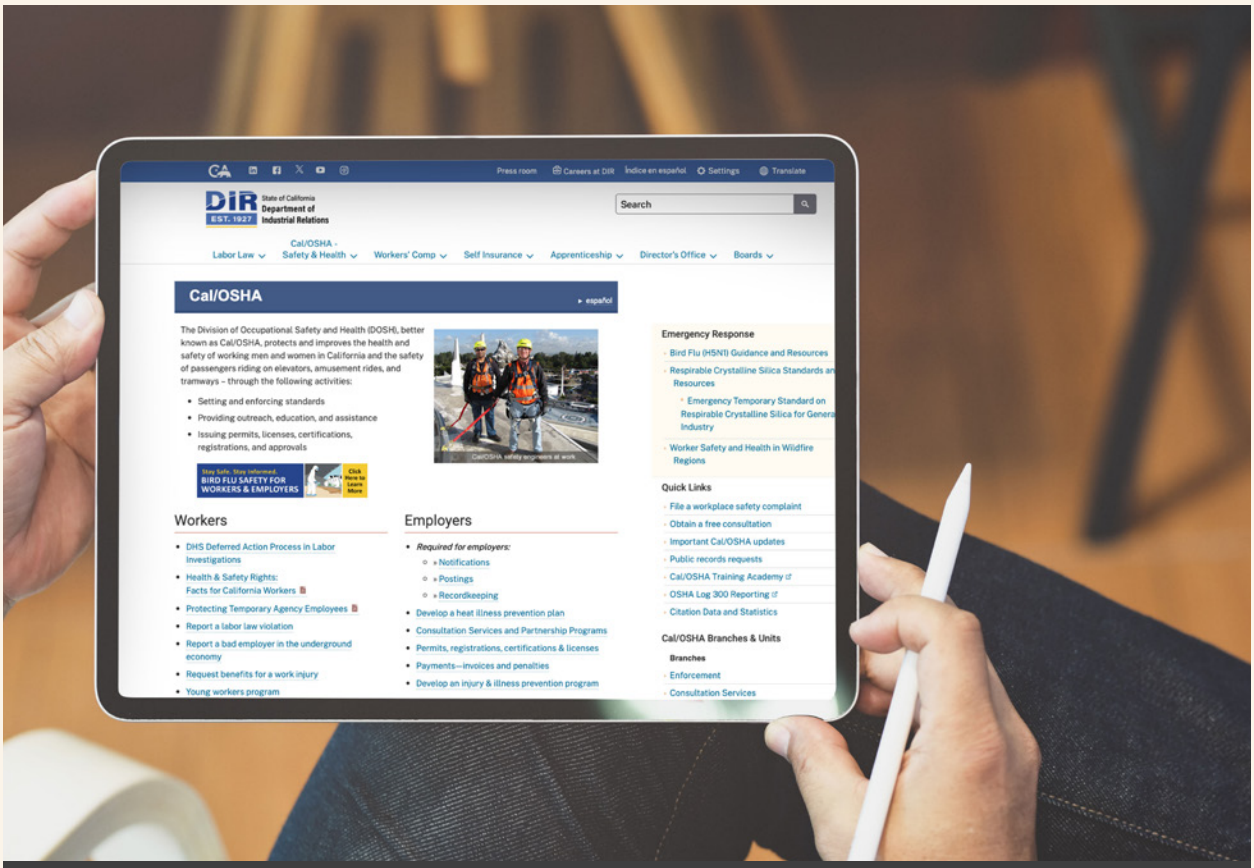
- Wash the wound immediately and thoroughly with soap and water.
- Report the incident to a supervisor or employer.
- Write down the name and contact information for the person whose blood was contacted.
- Get medical treatment.

Cal/OSHA Requirements

In California, Cal/OSHA has rules on Occupational Exposure to Bloodborne Pathogens (Section 5193 of the California Code of Regulations, Title 8, General Industry Safety Orders). These rules are designed to protect workers against diseases that are spread by blood. They cover all workers who "reasonably anticipate" contact with blood or other potentially infectious materials on the job. Most of those directly affected are healthcare and public safety workers, but the rules may also cover employees working in an establishment.

Cal/OSHA considers job exposure to blood to mean someone's blood getting into someone else's blood through skin contact, through mucous membranes (in the eyes, nose, or mouth), or through a sharp instrument. For an employee to be covered by the bloodborne disease rule, the exposure must occur while they are performing their job duties.

Because employees working in the barbering and beauty industry have some chance of blood exposure on the job, it is possible that they are covered by the rules. It is the employer's responsibility, not OSHA's or Cal/OSHA's, to determine if employees are covered. Employers can call the Cal/OSHA Consultation service to ask whether the Bloodborne Pathogen rules apply to their employees.



Cal/OSHA website.



Sample sharps containers.

Employees who feel that they are being exposed to blood and are not properly protected have a right to file a Cal/OSHA complaint. (Future professionals and independent contractors are not covered by Cal/OSHA as they are not considered employees).

Cal/OSHA's Bloodborne Pathogen rules say employers must:

- **Establish a written exposure control plan** that identifies who has exposure to blood and how to reduce the danger.
- **Update the plan annually** to reflect changes in tasks, procedures, and positions that affect occupational exposure, as well as technological changes that eliminate or reduce occupational exposure.
- **Implement the use of universal precautions** that everyone in the establishment must follow to treat all blood as if it could be infected.
- **Identify and use engineering controls** to isolate or remove the danger of exposure to blood. For example, puncture-proof boxes should be available to dispose of contaminated sharp instruments like razors.
- **Identify and ensure the use of work practice controls** so workers perform their jobs safely with a low possibility of exposure.
- **Provide and maintain personal protective equipment** such as gloves, gowns, eye protection, and masks whenever exposure to blood is likely.
- **Make hepatitis B vaccinations available** to all workers with occupational exposure.
- **Provide free, confidential post-exposure medical evaluation and follow up** to any occupationally exposed workers who experience an exposure incident.
- **Use labels and signs to communicate hazards** on containers containing blood, waste, and sharps.
- **Provide information and training** about Cal/OSHA's Bloodborne Pathogen rules, infectious bloodborne diseases, safe work practices, and what to do if exposed to blood on the job.
- **Maintain worker medical and training records** and a sharps injury log.

Cal/OSHA requires employers give employees a free medical evaluation and follow-up if they have had any blood exposure. This process should be confidential. The employer should send the employee to a medical professional who will:

- **Investigate and document** how the exposure occurred.
- **Identify the person** whose blood the employee was exposed to.
- **Test that person** for disease (with their consent).
- **Test the employees** (with employee consent) to see if a viral infection occurred.
- **Provide immediate treatment,** when needed, including the hepatitis B vaccine or other medications.
- **Provide counseling.**
- **Evaluate any illness** the employee reports in the future that might be related to the exposure.

As with all Cal/OSHA regulations, employers can be cited and fined if they do not follow these rules. For more information about bloodborne pathogens, go to Cal/OSHA's website at **www.dir.ca.gov/title8/5193.html**.



Receive immediate treatment when needed.

QUESTIONS FOR REVIEW

Workers only need to disinfect their tools if they cut a client. Otherwise, they can just use soap and water.
True or False?

Hepatitis B cannot be spread through saliva.
True or False?

The Hepatitis B virus is easier to get than HIV/AIDS.
True or False?

Which of the following body fluids can transmit HIV?
A) Blood
B) Saliva and sweat
C) Tears and nasal secretions
D) Semen and breast milk
E) A and D

Record answers to questions in the exam booklet.

It is important to remember that most tasks done by licensees do not expose an individual to blood. Therefore, the chance of getting exposed to HIV/AIDS, hepatitis B, and hepatitis C in an establishment is very low. If all of the precautions that have been discussed in this lesson are utilized, an individual will be protected against exposure.

NEXT LESSON
Health and safety rights, agencies that oversee these rights, and important laws and regulations that protect licensees.



SECTION 7

Health and Safety Laws and Agencies

LEARNING OBJECTIVES

After completing this section, the future professional will be able to:

List several state and federal agencies that oversee health and safety in the workplace.

Explain how these agencies and laws protect workers.

Use these laws and the agencies that enforce them to solve specific health and safety problems at work.

This lesson is about a worker's health and safety rights. We will look at the many agencies that regulate health and safety in an establishment. This topic is complicated because health and safety rights and regulations are different for owners, employees, and independent contractors (self-employed licensees who rent their stations). Laws and regulations can be important tools to use in solving health and safety problems. However, there are some gaps in protection—areas where there are no laws or regulations.



U.S. Food and Drug Administration (FDA) Website Mockup.

First, we will look at legal rights and regulations, what they mean, and where they come from. The second half of the lesson will focus on how various laws and agencies can help solve some specific health and safety problems in the establishment.

Rights as an Employee

Employees have important legal rights, which include:

- A safe workplace.
- Information about the chemicals they work with and training on how to work safely.
- The right to file a complaint with the California Occupational Safety and Health Administration (Cal/OSHA) or the California Board of Barbering and Cosmetology and have the workplace inspected.

Agencies That Regulate Health and Safety

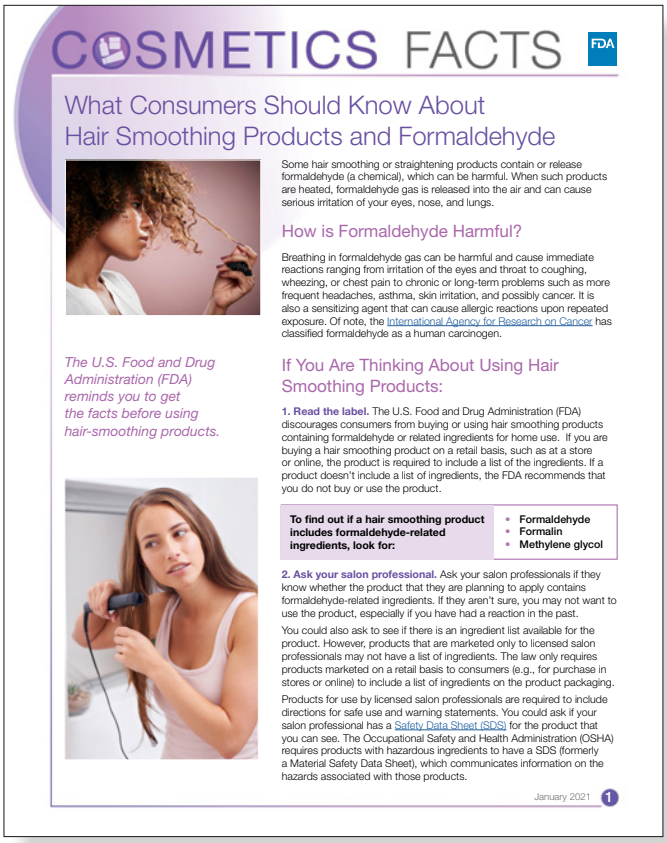
From our previous lessons, list some agencies that regulate health and safety in an establishment.

Possible answers may include:

- U.S. Food and Drug Administration.
- U.S. Department of Labor Occupational Safety and Health Administration.
- Cal/OSHA.
- California Board of Barbering and Cosmetology.
- Department of Industrial Relations.

THE U.S. FOOD AND DRUG ADMINISTRATION

The U.S. Food and Drug Administration (FDA) is responsible for regulating cosmetic products, such as those used in establishments and at home. However, the FDA does not make sure every cosmetic is safe before it is marketed. The FDA cannot force cosmetic manufacturers to prove that their products are safe before putting them on the market. If manufacturers have not conducted safety tests, they must simply put a warning label on the product that states "Warning: The Safety of This Product Has Not Been Determined." However, most products do not have this warning. This does not mean that all products without this warning have been tested. The FDA does not have the power to check up on a manufacturer's claim that safety testing was done, so the FDA has to take the manufacturer's word for it.



COSMETICS FACTS

FDA

What Consumers Should Know About Hair Smoothing Products and Formaldehyde

Some hair smoothing or straightening products contain or release formaldehyde (a chemical), which can be harmful. When such products are heated, formaldehyde gas is released into the air and can cause serious irritation of your eyes, nose, and lungs.

How is Formaldehyde Harmful?

Breathing in formaldehyde gas can be harmful and cause immediate reactions ranging from irritation of the eyes and throat to coughing, wheezing, or chest pain to chronic or long-term problems such as more frequent headaches, asthma, skin irritation, and possibly cancer. It is also a sensitizing agent that can cause allergic reactions upon repeated exposure. Of note, the International Agency for Research on Cancer has classified formaldehyde as a human carcinogen.

The U.S. Food and Drug Administration (FDA) reminds you to get the facts before using hair-smoothing products.

If You Are Thinking About Using Hair Smoothing Products:

1. Read the label. The U.S. Food and Drug Administration (FDA) discourages consumers from buying or using hair smoothing products containing formaldehyde or related ingredients for home use. If you are buying a hair smoothing product on a retail basis, such as at a store or online, the product is required to include a list of the ingredients. If a product doesn't include a list of ingredients, the FDA recommends that you do not buy or use the product.

To find out if a hair smoothing product includes formaldehyde-related ingredients, look for:

- **Formaldehyde**
- **Formalin**
- **Methylene glycol**

2. Ask your salon professional. Ask your salon professionals if they know whether the product that they are planning to apply contains formaldehyde-related ingredients. If they aren't sure, you may not want to use the product, especially if you have had a reaction in the past.

You could also ask to see if there is an ingredient list available for the product. However, products that are marketed only to licensed salon professionals may not have a list of ingredients. The law only requires products marketed on a retail basis to consumers (e.g., for purchase in stores or online) to include a list of ingredients on the product packaging.

Products for use by licensed salon professionals are required to include directions for safe use and warning statements. You could ask if your salon professional has a Safety Data Sheet (SDS) for the product that you can see. The Occupational Safety and Health Administration (OSHA) requires products with hazardous ingredients to have a SDS (formerly a Material Safety Data Sheet), which communicates information on the hazards associated with those products.

January 2021 1

FDA safety tip sheet about hair smoothing products and formaldehyde.

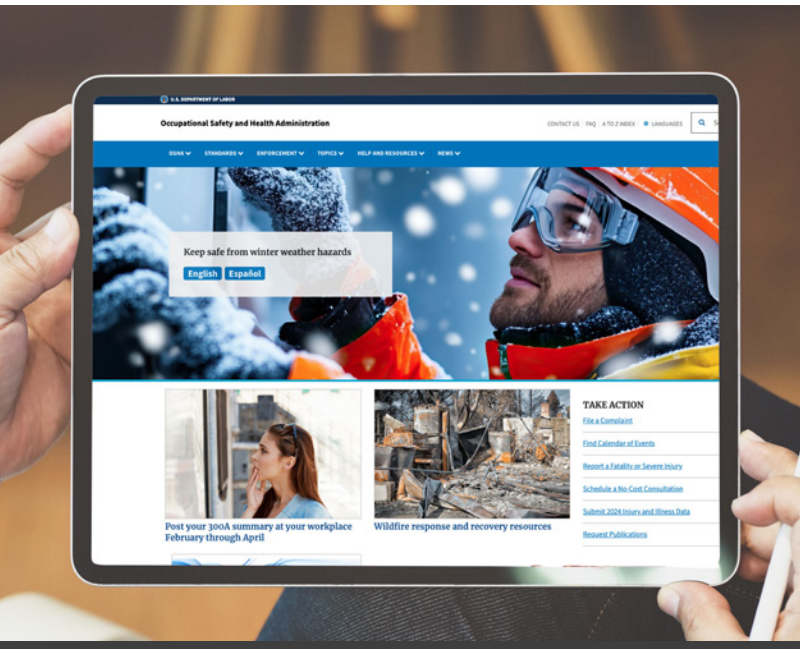
In addition, the FDA does not routinely test products on its own. Of the hundreds of possibly harmful chemicals used in products, the FDA has conducted tests on only a small number. The FDA usually decides to test a product only after receiving consumer complaints. Therefore, it is very important that people using products report problems not only to the manufacturer but also directly to the FDA.

As a future professional, it is important to remember the FDA is primarily concerned with public and consumer safety, not worker safety. When safety testing is done by a manufacturer or the FDA, they are looking at whether or not the product is dangerous to consumers, not licensees. While a chemical found to be hazardous to consumers will also be hazardous to licensees using it on their jobs, a chemical found to be relatively safe for consumers may not be safe for licensees who use it repeatedly over time.

Once the FDA finds out a product contains harmful chemicals, it can take steps to remove it from the market. The FDA has the power to take action against a product if:

- It is adulterated, that is, it contains an ingredient that will harm users under normal conditions of use.
- It is misbranded, that is, the label includes information that is false or misleading.

If the FDA decides that a cosmetic is either adulterated or misbranded, it can request that the manufacturer voluntarily take it off the market. In special cases, the FDA can ban the use of a substance that is proven to cause serious illness or disease, like cancer. For example, in 2006, the FDA restricted the use of lash/brow dyes and tints (including vegetables tints) as they have been known to cause serious eye injuries. The FDA maintains that there are no approved lash/brow tints that can be used in the eye area. The FDA has issued an "Import Alert" as a means to intercept products intended for tinting lashes and brows.



Occupational Safety and Health Administration (OSHA) website.

THE U.S. DEPARTMENT OF LABOR OCCUPATIONAL SAFETY AND HEALTH ADMINISTRATION

The Occupational Safety and Health Administration (OSHA) is the federal agency responsible for making sure that the workplace is safe. In 1970, Congress passed the federal Occupational Safety and Health Act. This law is designed to prevent worker injuries and illnesses caused by the job. It states that every employee has the right to work in a workplace free of health and safety hazards.

The Occupational Safety and Health Act instituted OSHA. OSHA issues health and safety regulations, which are called standards. These require employers to:

- Limit worker exposure to certain chemicals.
- Give workers health and safety training.
- Have safety equipment, like respirators and ventilation systems, where necessary.
- Reduce fire and electrical hazards.
- Keep records of job-related injuries and illnesses.
- Take many other steps to make the workplace safe.

States are allowed to run their own OSHA programs if they choose. However, the state standards must be at least as strong as the standards set nationwide by the federal OSHA. California has its own OSHA program called Cal/OSHA, which protects California workers. If employers do not follow Cal/OSHA standards that apply to them, they are breaking the law.

CAL/OSHA

Cal/OSHA standards that apply to licensees and many other occupations are called **General Industry Safety Orders**, and are found in **Title 8 of the California Code of Regulations**.

Cal/OSHA covers almost all workers in the state, no matter what job they do. There are a few exceptions, like people who work for the federal government. State and local government workers are covered. Cal/OSHA also does not cover independent contractors. Independent contractors are self-employed licensees. They are not considered “employees” as defined by the State Labor Code, so Cal/OSHA does not cover them. However, determining whether a person is an employee or an independent contractor can be tricky.

Worker Status—Independent Contractor or Employee?

The category a person falls into usually depends on how much control they have over their work. Some factors to consider are who assigns the work, who sets the hours, and who supplies the products and materials. If the establishment owner has control over these matters, then the worker is probably considered an employee under the law and is covered by Cal/OSHA. This is true even if there is a signed contract indicating that they are an independent contractor.

EMPLOYER RESPONSIBILITIES

Employers are legally responsible for providing a safe and healthful workplace under state and federal law. The employer must comply with all health and safety standards. Cal/OSHA can order the employer to correct hazardous conditions and can fine the employer for not following the standards.

Employee Training

Employers must provide workers with training about the hazardous chemicals in the workplace. (**Safety Order 5194 of the California Code of Regulations, Title 8**).

Training should include:

- How to read a Safety Data Sheet (SDS).
- Possible health hazards of the chemicals used in the workplace.
- How to use specific chemicals safely and how employees can protect themselves from chemical hazards.
- Retraining when employees begin to use a new hazardous chemical.

Most hazardous chemical products must be clearly labeled with their name, their ingredients, and a warning about their possible health and safety risks. However, since cosmetic products are regulated by the FDA, cosmetics are not covered by this Cal/OSHA labeling requirement.

Form 300

Upon request, the employer must provide employees with records of work-related injuries and illnesses, results of tests done to monitor chemicals in the workplace, and copies of their own employee medical records. If an employee works in an establishment with more than 10 employees, Cal/OSHA requires the employer to keep a written record of all work-related injuries and illnesses. This record is called Form 300. Employees have the right to see and copy all Form 300s for the past five years. Also, a summary of the information on the Form 300 must be posted in the workplace in a visible location. These requirements are found in **Sections 14300–14400 of the California Code of Regulations, Title 8**. Establishments with 10 or fewer employees are not required to fill out Form 300. For more information on Form 300, visit **www.dir.ca.gov/dosh**.

WORKER STATUS—INDEPENDENT CONTRACTOR OR EMPLOYEE?

The category a person falls into usually depends on how much control they have over their work. Some factors to consider are who assigns the work, who sets the hours, and who supplies the products and materials. If the establishment owner has control over these matters, then the worker is probably considered an employee under the law and is covered by Cal/OSHA. This is true even if there is a signed contract indicating that they are an independent contractor.



Employers must provide workers with training about the hazardous chemicals in the workplace.

Records Request

Employers must allow employees to see and copy any workplace monitoring records, which include:

- Tests the employer has done to measure the amount of chemicals in the air.
- Medical tests the employer has given to see how much of a toxic chemical has been absorbed into the employee's body.

Employees also have the right to observe these tests when they are done. These requirements are found in **Section 3204 of the California Code of Regulations, Title 8, General Industry Safety Orders**. Employers must allow employees to see and copy company medical records, which include:

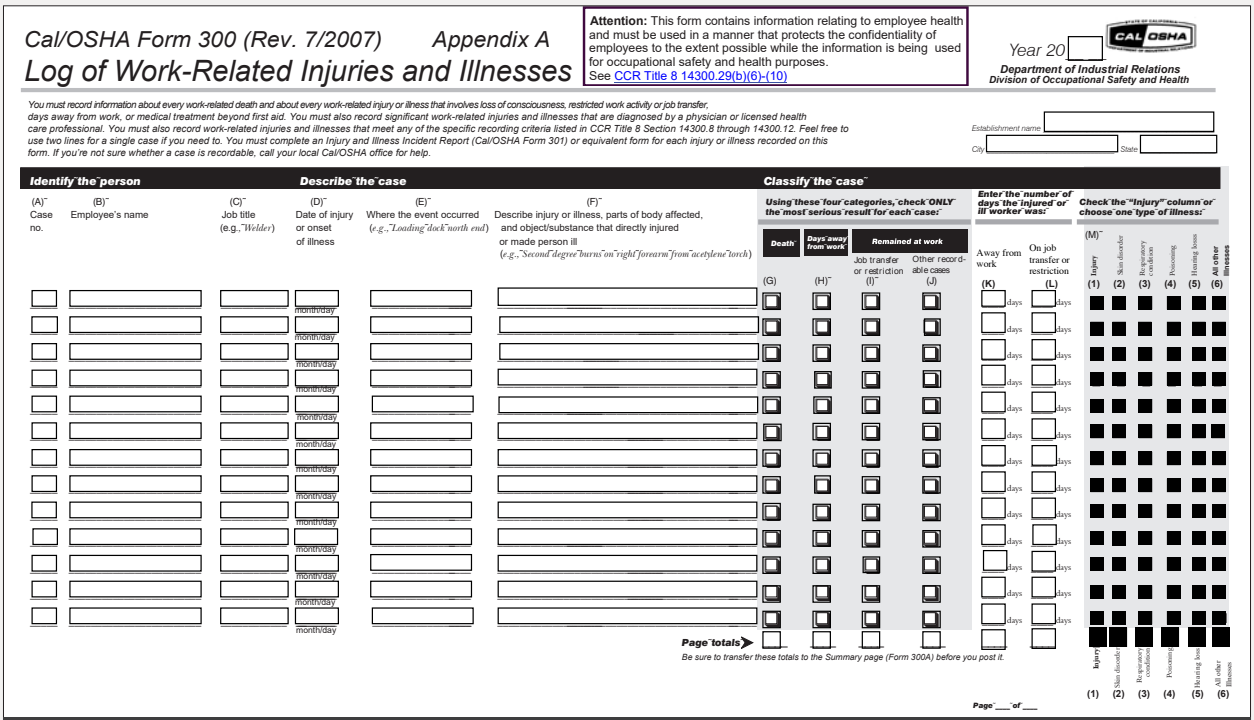
- Information from medical questionnaires or histories conducted by the employer.
- Results of medical examinations conducted or requested by the employer.
- Any medical opinion or diagnosis.
- Information on medical treatments.

These requirements are found in **Section 3204 of the California Code of Regulations, Title 8, General Industry Safety Orders**.

Illness Prevention Program

California employers must have a written plan for preventing worker injuries and illnesses. Since 1991, Cal/OSHA has required every California employer to have an effective Injury and Illness Prevention Program (IIPP). It must be in writing and available to workers. These requirements are found in **Section 3203 of the California Code of Regulations, Title 8, General Industry Safety Orders**. Employers must:

- Identify who is responsible for health and safety in the workplace.
- Set up a system to communicate with all workers about health and safety.
- Identify and evaluate all workplace hazards, using such methods as regular inspections.
- Find methods to correct unsafe work practices and conditions.
- Provide health and safety training using language workers can understand.
- Set up a process to investigate accidents and illnesses.
- Encourage workers to report hazards on the job without fear of firing or discrimination.



Cal/OSHA Form 300 (Rev. 7/2007) *Appendix A*

Log of Work-Related Injuries and Illnesses

Attention: This form contains information relating to employee health and must be used in a manner that protects the confidentiality of employees to the extent possible while the information is being used for occupational safety and health purposes.
See CCR Title 8 14300.29(b)(6)-(10)

Year 20 ___

CAL OSHA

Department of Industrial Relations
Division of Occupational Safety and Health

You must record information about every work-related death and about every work-related injury or illness that involves loss of consciousness, restricted work activity or job transfer, days away from work, or medical treatment beyond first aid. You must also record significant work-related injuries and illnesses that are diagnosed by a physician or licensed health care professional. You must also record work-related injuries and illnesses that meet any of the specific recording criteria listed in CCR Title 8 Section 14300.8 through 14300.12. Feel free to use two lines for a single case if you need to. You must complete an Injury and Illness Incident Report (Cal/OSHA Form 301) or equivalent form for each injury or illness recorded on this form. If you're not sure whether a case is recordable, call your local Cal/OSHA office for help.

Establishment name

City State

Identify the person | **Describe the case** | **Classify the case**

(A) Case no.	(B) Employee's name	(C) Job title (e.g., Welder)	(D) Date of injury or onset of illness	(E) Where the event occurred (e.g., Loading dock north end)	(F) Describe injury or illness, parts of body affected, and object/substance that directly injured or made person ill (e.g., Second degree burns on right forearm from acetylene torch)	Using these four categories, check ONLY the most serious result for each case: Death (G)	Days away from work (H)	Remained at work: Job transfer or restriction (I)	Remained at work: Other recordable cases (J)	Enter the number of days the injured or ill worker was: Away from work (K)	On job transfer or restriction (L)	Check the "Injury" column or choose one type of illness: (M) Injury (1)	Skin disorder (2)	Respiratory condition (3)	Poisoning (4)	Hearing loss (5)	All other illnesses (6)
			month/day							days	days						

Page totals ➤

Be sure to transfer these totals to the Summary page (Form 300A) before you post it.

Page ___ of ___

Sample of Form 300.

What Can I Do?

If an employee observes an unsafe condition at work, the employee can complain to Cal/OSHA. To file a Cal/OSHA complaint, call any one of their offices. Be specific and detailed. The employee should describe the specific task, equipment, or chemicals causing concern. Even if it is unclear as to whether a Cal/OSHA standard or regulation is actually being violated, employees still have the right to make a complaint. Cal/OSHA will not give out the complainant's name to anyone unless they say they may do so. For more information, see Cal/OSHA's fact sheet, Health and Safety Rights: Facts for California Workers online at: **http://dir.ca.gov/dosh/documents/health-and-safety-rights-for-workers.pdf**.

Cal/OSHA has many offices located throughout the state. For the phone numbers of a local office, go to **www.dir.ca.gov/dosh/districtoffices.htm**.

Independent Contractors

Independent contractors are not covered by Cal/OSHA. However, there is still a lot an independent contractor can do to protect their health and safety on the job. Just because independent contractors are considered self employed and cannot rely on employers or Cal/OSHA for protection, it does not mean they shouldn't do everything in their power to protect themselves. Independent contractors should find out what chemicals are in the products they work with by getting SDSs from the manufacturers. They can also draw up a plan for protecting themselves from health and safety hazards. If there are several independent contractors in the establishment, they can work together to develop an IIPP that will protect everyone. IIPPs are a good idea for independent contractors, but they are not legally required as they are for employers. To get ideas on how to construct an IIPP, visit Cal/OSHA's website. Cal/OSHA has provided a guide on how to develop an IIPP, complete with checklists and self inspection sheets to make the process simple. Go to: **www.dir.ca.gov/dosh/dosh_publications/iipp.pdf**.

California Board of Barbering And Cosmetology

The California Board of Barbering and Cosmetology's primary responsibility is to protect the consumers who use barbering and beauty services. To do that, the Board has set standards for each service. For example, it requires that all equipment be disinfected. The Board's examination tests a candidate's ability to meet these standards to perform services without harming the client. However, the Board also sees the need for future professionals and licensees to learn about the dangers that they may face when using chemicals on clients. At the request of the Board, California law requires the Board examination to include questions about harmful substances used on the job. In the end, both workers and clients are better protected from the harmful effects of chemicals. The Board also has a regulation that coincides with an agency already mentioned the FDA. As mentioned earlier, the FDA has restricted the use of lash/brow tints and dyes. So, as of January 1, 2015, schools may teach brow and lash tinting, but there are not currently any products on the market that can be used in California. Section 989 of the California Code of Regulations states, "No establishment or school shall use a product in a manner that is disapproved by the FDA, Occupational Safety and Health Administration, or EPA." So, until product manufacturers develop a tint that the FDA deems safe for use, no lash/brow tinting services should be performed by cosmetologists.



QUESTIONS FOR REVIEW

Cal/OSHA helps both employees and employers.
True or False?

The FDA and the Board of Barbering and Cosmetology are primarily concerned with protecting worker safety.
True or False?

What does it mean if a product is adulterated?
A) It can be used by adults (ages 18 and over) only
B) It contains an ingredient that will harm users under normal conditions of use
C) The FDA has tested it and found it causes diseases
D) B and C
E) All of the above

Which of the following statements about Cal/OSHA is false?
A) They have two ventilation standards that apply to ventilation systems in establishments
B) They require employers to keep a written record of all work-related injuries and illnesses
C) They protect employees and independent contractors
D) Their standards must be at least as strong as the standards set nationwide by federal OSHA
E) They cover almost all workers in the state, no matter what job they do

Upon request, the employer must provide workers with:
A) Records of work-related injuries and illnesses
B) Copies of their own employee medical records
C) Copies of employees' medical records
D) All of the above
E) A and B

Record answers to questions in the exam booklet.

This lesson so far has given future professionals a lot of information about health and safety laws and agencies. Now, let's use this knowledge and apply it to a real-life problem a worker may face when working as a licensee in an establishment. Try your best to answer the questions below. As you will see, correcting health and safety problems can require many different strategies. There are several ways to approach these questions, and there are no "right" answers. Often, the laws and regulations are limited, or they have gaps or loopholes. However, in spite of these problems, the law does provide some very important protection. It can be a vital tool for workers to use in making sure that the workplace is safe.

CASE STUDY #1

You are concerned that other licensees in the establishment are not disinfecting their instruments properly.

Which agency could you turn to for help?

What can that agency do?

CASE STUDY #2

You think that a particular cosmetic product used in the establishment might be causing skin irritation among clients and co workers. You wonder if consumers have ever reported problems with the product.

Which agency could you turn to for help?

What can that agency do?





CASE STUDY #3

You have been working in a large establishment for several years. Recently you have developed asthma and wonder if it could be related to something you are doing at work. You want to find out if any other employees in that establishment have had similar problems in the past.

Under the law, what record can you get that might give you this information?

What is another way you could find out?

CASE STUDY #4

You want to find out about the possible health effects of a new brand of hairspray you have recently begun using at work.

An SDS for this product should be available in your workplace. What is an SDS? What will it tell you?

CASE STUDY #5

You have asked for an SDS. Your employer has it but refuses to give it to you.

How can you get your employer to give you the SDS?

Which agency could you turn to for help?

CASE STUDY #6

You want information on your employer s plan for preventing health and safety problems.

Under the law, where can you get this information?

What does your employer s plan have to include?





CASE STUDY #7

You are an establishment owner and you want to provide your employees with the safest and healthiest work environment you can. However, you are not sure how to improve working conditions and comply with Cal/OSHA standards.

Which agency can you turn to for help?

What help can you get there?

NEXT LESSON
Workplace safety and solving safety problems.



SECTION 8

Solving Health and Safety Problems

LEARNING OBJECTIVES

After completing this section, the future professional will be able to:

Describe how to use health surveys and workplace inspections to investigate health and safety hazards.

Develop an action plan to correct hazards.

Identify resource groups and organizations available for assistance.

This lesson will discuss preventative measures that can be used by the future professional to prevent workplace harm to themselves and to their clients.

In previous lessons, several different ways to get information about chemicals and other health and safety hazards on the job were considered. For example, future professionals learned:

- Employees can use Safety Data Sheets (SDSs) to find out about the chemicals being used.
- Employees can request injury and illness records from employers to learn about what problems workers have had.
- When an employer tests for chemicals in the air at work, employees have the right to know the results. Employees can use them to find out the amount of their chemical exposure.

In this lesson, the future professional will see what can be found out about a worker's health by using a health survey and what information can be obtained from a typical workplace by doing a non-official health and safety inspection.

The Health Survey

The first method to find what symptoms and health complaints workers have that might be job-related is the health survey. When learning about hazards on the job, the survey is an important part of the detective work. Use a survey form to collect information about health problems or symptoms workers may have. Some of these problems might be related to work. The survey can sometimes give individuals clues about what is causing them.

What is a Health Survey?

A health survey is usually a questionnaire that asks individuals to answer specific questions about their health. A survey can be used to find out about one particular problem or to get an overview of all the health problems that individuals are experiencing. Many different types of health surveys have been developed by unions, employers, and health and safety groups.

Using The Health Survey

When performing a health survey, it is best if everyone in the workplace fills out a copy of the questionnaire. The more complete the information, the better the chance an individual has at figuring out the reasons for any problems that show up.

The survey results can help identify the hazards that exist in the workplace. For example, the survey may ask:

- Do manicurists report frequent sneezing, coughing, or sore throats?
- Could chemicals in nail products be the cause?
- Are people getting skin rashes that seem to be related to the chemicals they use?
- Has anyone developed allergies that might come from chemical vapors?
- Are people who do the same work reporting the same problems. For example, are many licensees who do perms getting skin rashes on their hands?

If many people have the same symptoms, it is probably not an individual problem. It could be related to something they all have in common—their work. See if licensees say their symptoms are worse at work and clear up when they go home or if the symptoms are worse when they do certain tasks at work. These can be further clues that the problem is job-related.

The Follow-Up Plan

After conducting a health survey, a follow-up plan may be created. First, review the results of the survey with each worker who filled out the form.

If workers are told what problems are found, they may be able to take steps to protect themselves. Next, decide on a strategy for action. The following questions may need to be considered:

- Will you go to your employer with the problems that you found?
- Will you form a health and safety committee to deal with the hazards in your workplace?
- Will you call the California Occupational Safety and Health Administration (Cal/OSHA)?

Whichever approach is chosen, efforts should be made to try to get as many co-workers as possible to join in.



The Workplace Inspection

The other important method of detective work is the workplace inspection. As part of the workplace injury and illness prevention program, employers are required to conduct routine workplace health and safety inspections. Employers should encourage workers to participate in these inspections and even conduct their own inspections to identify health and safety hazards. It is a good idea to use a checklist during a workplace inspection to be reminded of the possible hazards that may exist.

It is best to do a workplace inspection at a time when workers are actually working. This allows for potential hazards to be seen when there are licensees working and using typical equipment, tools, and materials. In addition to filling out the checklist, notes should be taken during the inspection to help with remembering the details of the inspection. Taking photos or drawing a diagram of the different work processes and a map showing the locations of possible hazards may be helpful. It can also be extremely useful to talk to co-workers during the inspection, as they may be able to provide information about other problems that are not covered on the checklist. Try to get as much information as possible.

This section has introduced two methods to gather information in the establishment about health and safety hazards: the Health Survey and the Workplace Inspection. Now let's consider how to develop an action plan to correct these hazards.

THE ACTION PLAN

An action plan should include these steps:

1. Identify the hazards.
2. Choose which problems to work on first, based on the potential severity.
3. Get more information about the nature of the hazards and how to eliminate or control them.
4. Figure out short-term and long-term goals.

5. Involve your co-workers.
6. Document the problems.
7. Find out what steps have already been taken.
8. Decide how to get changes made.
9. Set a time limit for fixing the problems.
10. Determine what obstacles there are to solving the problems.
11. Find ways to overcome the obstacles.
12. Identify a person responsible for making sure the problem is taken care of.

The first step of an action plan is to **identify the hazards**. How can the worker find out what they are? This can be accomplished by conducting a health survey among the workers and by doing a workplace inspection.

The second step in an action plan is to **choose which problems to work on first**. When looking for hazards in a workplace, it is quite likely that an individual may find many problems that should be fixed. Since no one can tackle everything at once, priorities must be set. Some hazards may be very important, while others are not so important. When choosing which problem to work on, consideration should be given to several factors. Choose a problem that:

- People care about the most.
- Affects the most people.

For hazards that cannot be immediately taken care of, always determine interim hazard control measures that can be implemented while the problems are being corrected. These control measures could be things such as temporary modifications to tools, workstations, or floor surfaces, and the use of personal protective equipment and respirators.

The third step is to **get more information about the hazards**. As discussed in previous lessons, individuals can get information by reading Safety Data Sheets (SDSs), using the Internet, and asking health and safety resource groups for help.

The fourth step is to **figure out short-term and long-term goals**. Sometimes the best solutions to a problem are not possible right away, as they may require major changes in the workplace or they may be too expensive. Individuals may need to separate their solutions into short-term goals and long-term goals. They may need to first fix the problem temporarily and then fix it permanently later.

The fifth step is to **involve co-workers**. It is usually easier to solve problems when individuals work as a group. In addition, solving one or two problems may get people enthusiastic and excited, which may make it easier to get their help in solving other problems later.

The sixth step is to **document the problems found**. Get all the records together: health survey results, inspection results, and information on products used in the establishment. The employer (usually the establishment owner) is responsible for helping workers gather this information.

The seventh step is to **find out what steps have already been taken**. Do not waste time if the owner is already aware of the problems and is in the process of fixing them. Ask the owner if anything is already being done to correct the hazards.



The eighth step is to **decide how to get changes made**. Along with co-workers, decide what needs to be done and how to make it happen. Set realistic goals and try to get everyone to agree on the plan so everyone will be committed to it.

The ninth step is to **set a time limit for fixing the problems**. Include a schedule in the plan, showing when the different hazards are to be corrected. Set a schedule that allows everyone involved to manage the time it takes to fix the problems. Once completed, present the plan in a meeting with the whole staff, including the establishment owner.

The tenth step is to **determine what obstacles there are to solving the problems**. The establishment owner and the workers may be unwilling to make changes for various reasons, such as high costs and resistance to changing their work processes. Recognizing these obstacles will help in completing the next step.

If the employer, owner, or co-workers respond to the action plan with reluctance about the changes, follow the eleventh step and **find ways to overcome the obstacles**. This step is not always straightforward and may require several different tactics. For example, if the employer or owner does not believe the health problems found are work-related, point out that several people who work in the same area of the establishment and who do the same work have experienced the same problems. Research the chemicals used in the different processes to see if they can cause the particular health problems that people have reported. Also, point out that Cal/OSHA may require the employer to fix the problems anyway if someone files a complaint. When facing resistance from co-workers, remind them of the health problems they may face if they do not correct the hazards and protect themselves. Be creative and think of many ideas to get the changes made.

The twelfth step is to **identify a person responsible for making sure the problem is taken care of**. Designate a leader to champion the plan. Choose someone who is accountable and possesses the necessary skills to manage the project.

Case Study

Read the following case study that reflects a "real life" problem that may be experienced when working in an establishment. Do your best to answer the questions presented.

For answers to all questions, please refer to the exam booklet.

CASE STUDY

You and some co workers at a full service establishment named Kool Kuts did a health survey of your co workers and a workplace inspection to find out what problems exist. From the health survey completed by eight workers (six licensees all contractors, one receptionist an employee, and one owner), you found:

- Seven reported regular headaches.
- Six reported shortness of breath.
- Five reported rashes or other skin problems.
- Four reported allergies.
- Three reported shoulder or back pain.

From the inspection, you found:

- Emergency phone numbers are not posted.
- There is only one fire extinguisher.
- Large, heavy containers are stored on high shelves.
- There is poor air circulation in the workplace.
- The air has a chemical smell.
- There are no vented manicure tables.
- There is no ventilation system.
- No protective gloves are available for use when licensees work with chemicals.
- No Safety Data Sheets (SDSs) are available.
- There are no cushioned mats for workers to stand on.

Continued on page 107

Continued from page 106

Based on these results, what two hazards would you choose to work on first?

Why did you choose these two particular hazards?

How could you get more information about these hazards?

What changes would you need to make to correct the two hazards? What would be your short term and long-term goals?

Now that you have decided on your goals, what would you do to get the two hazards corrected?

The owner responded that she wasn't going to spend money to buy a vented table. For one thing, she wasn t sure that people s symptoms were related to the job. She also said that she couldn't give more information on the chemicals being used because she didn't have it.

At the same meeting, your co workers said there was no way they would use gloves even if they were supplied. They said that gloves are too uncomfortable and clients don't like them.

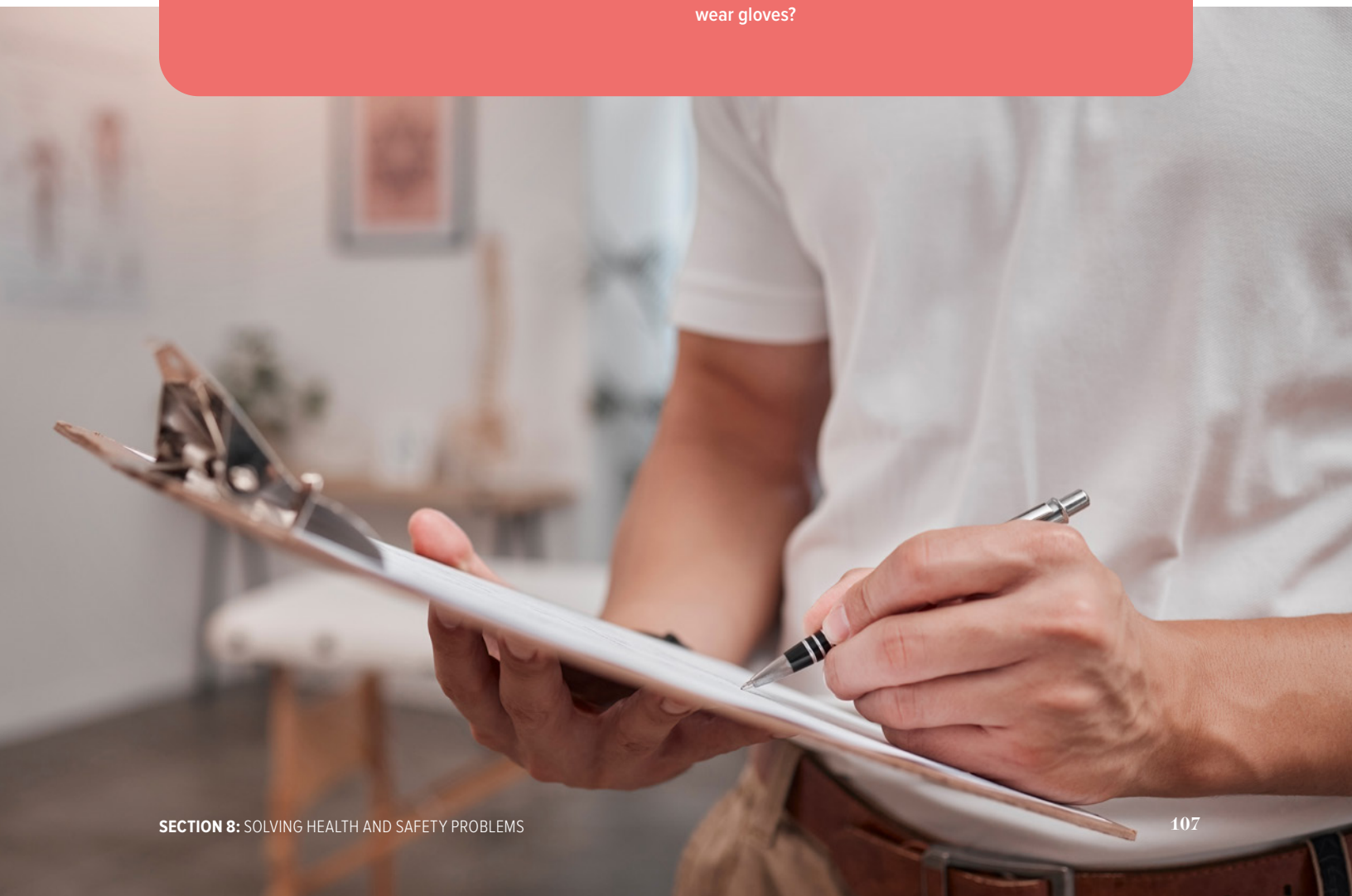
What obstacles are there to getting changes made?

What would you say to the establishment owner when she claims she doesn t have more information about product ingredients?

How could you convince the establishment owner that people s health problems might be work related?

How would you respond to the establishment owner s concern about money?

What would you say to your co workers who don t want to wear gloves?



Where Can I Go for Help?

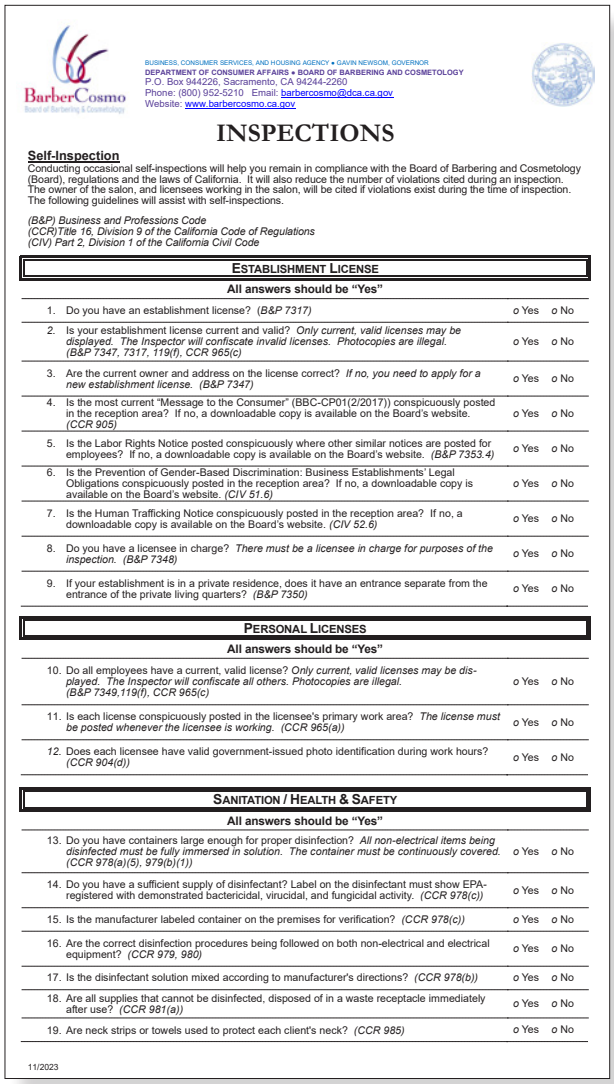
There are various groups and public agencies that can help with research on hazards and help figure out effective solutions. Do research and find one that best fits your needs.

Cal/OSHA can provide information on health and safety laws that might apply to problems in the workplace. If you think the establishment owner is violating a health and safety regulation or standard (for example, if the owner refuses to provide SDSs), make a complaint to Cal/OSHA. The establishment owner can also get help from Cal/OSHA's consultation service if they decide to improve conditions.

The California Board of Barbering and Cosmetology has several resources on its website about its regulations and how to stay in compliance.

For instance, visit **www.barbercosmo.ca.gov/consumers/salon_sense.shtml**. Scroll to the **self-inspection worksheet**. This worksheet was designed to be used to make sure establishments and workspace areas are violation-free. Future professionals will want to print a copy and keep it close by, so they can always feel comfortable when visited by a Board inspector. For information on what to expect during the inspection process, review the brochure at **https://barbercosmo.ca.gov/forms_pubs/inspected_expect_brochure.pdf**.

In addition, the Board provides a list of the most commonly cited violations and how to avoid being cited for these violations: **https://barbercosmo.ca.gov/laws_regs/common_violations.pdf**.



BARBER COSMO
Board of Barbering & Cosmetology

BUSINESS, CONSUMER SERVICES, AND HOUSING AGENCY • GAVIN NEWSOM, GOVERNOR
DEPARTMENT OF CONSUMER AFFAIRS • BOARD OF BARBERING AND COSMETOLOGY
P.O. Box 944226, Sacramento, CA 94244-2260
Phone: (800) 952-5210 Email: barbercosmo@dca.ca.gov
Website: www.barbercosmo.ca.gov

INSPECTIONS

Self-Inspection
Conducting occasional self-inspections will help you remain in compliance with the Board of Barbering and Cosmetology (Board), regulations and the laws of California. It will also reduce the number of violations cited during an inspection. The owner of the salon, and licensees working in the salon, will be cited if violations exist during the time of inspection. The following guidelines will assist with self-inspections.

(B&P) Business and Professions Code
(CCR)Title 16, Division 9 of the California Code of Regulations
(CIV) Part 2, Division 1 of the California Civil Code

ESTABLISHMENT LICENSE

All answers should be "Yes"

1.	Do you have an establishment license? *(B&P 7317)*	o Yes o No
2.	Is your establishment license current and valid? *Only current, valid licenses may be displayed. The Inspector will confiscate invalid licenses. Photocopies are illegal. (B&P 7347, 7317, 119(f), CCR 965(c)*	o Yes o No
3.	Are the current owner and address on the license correct? *If no, you need to apply for a new establishment license. (B&P 7347)*	o Yes o No
4.	Is the most current "Message to the Consumer" (BBC-CP01(2/2017)) conspicuously posted in the reception area? If no, a downloadable copy is available on the Board's website. *(CCR 905)*	o Yes o No
5.	Is the Labor Rights Notice posted conspicuously where other similar notices are posted for employees? If no, a downloadable copy is available on the Board's website. *(B&P 7353.4)*	o Yes o No
6.	Is the Prevention of Gender-Based Discrimination: Business Establishments' Legal Obligations conspicuously posted in the reception area? If no, a downloadable copy is available on the Board's website. *(CIV 51.6)*	o Yes o No
7.	Is the Human Trafficking Notice conspicuously posted in the reception area? If no, a downloadable copy is available on the Board's website. *(CIV 52.6)*	o Yes o No
8.	Do you have a licensee in charge? *There must be a licensee in charge for purposes of the inspection. (B&P 7348)*	o Yes o No
9.	If your establishment is in a private residence, does it have an entrance separate from the entrance of the private living quarters? *(B&P 7350)*	o Yes o No

PERSONAL LICENSES

All answers should be "Yes"

10.	Do all employees have a current, valid license? *Only current, valid licenses may be displayed. The Inspector will confiscate all others. Photocopies are illegal. (B&P 7349,119(f), CCR 965(c)*	o Yes o No
11.	Is each license conspicuously posted in the licensee's primary work area? *The license must be posted whenever the licensee is working. (CCR 965(a))*	o Yes o No
12.	Does each licensee have valid government-issued photo identification during work hours? *(CCR 904(d))*	o Yes o No

SANITATION / HEALTH & SAFETY

All answers should be "Yes"

13.	Do you have containers large enough for proper disinfection? *All non-electrical items being disinfected must be fully immersed in solution. The container must be continuously covered. (CCR 978(a)(5), 979(b)(1))*	o Yes o No
14.	Do you have a sufficient supply of disinfectant? Label on the disinfectant must show EPA-registered with demonstrated bactericidal, virucidal, and fungicidal activity. *(CCR 978(c))*	o Yes o No
15.	Is the manufacturer labeled container on the premises for verification? *(CCR 978(c))*	o Yes o No
16.	Are the correct disinfection procedures being followed on both non-electrical and electrical equipment? *(CCR 979, 980)*	o Yes o No
17.	Is the disinfectant solution mixed according to manufacturer's directions? *(CCR 978(b))*	o Yes o No
18.	Are all supplies that cannot be disinfected, disposed of in a waste receptacle immediately after use? *(CCR 981(a))*	o Yes o No
19.	Are neck strips or towels used to protect each client's neck? *(CCR 985)*	o Yes o No

11/2023

The self-inspection checklist is currently available in multiple languages on the Board's website: **www.barbercosmo.ca.gov/consumers/salon_sense.shtml**.

QUESTIONS FOR REVIEW

Only workers should fill out a health survey because they are the ones who use the chemicals.
True or False?

It is best to do your inspection at a time when workers are not working so you are not in the way.
True or False?

Which of the following steps of an action plan is in the correct order?

A) Identify the hazards, set a time limit for fixing the problems, decide how to get changes made
B) Document the problems, determine the obstacles, figure out short-term goals
C) Conduct a survey, find out what steps have been taken, choose which problem to work on
D) Get more information about the hazards, figure out short-term and long-term goals, involve your co-workers
E) B and C

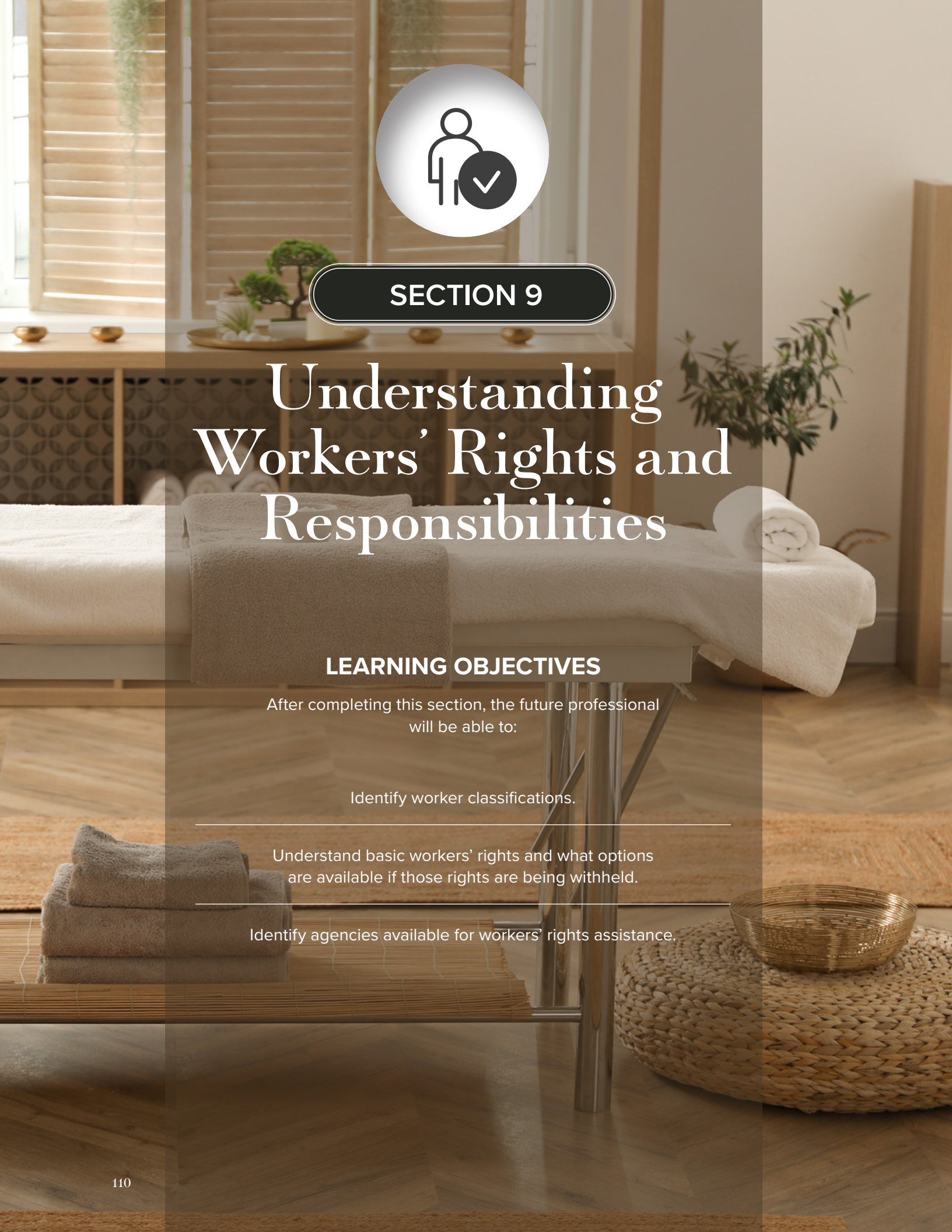
What should you do if the establishment owner and your co-workers do not want to fix the health and safety hazards?

A) Consult health and safety agencies for advice
B) Report the owner to Cal/OSHA
C) Remind co-workers of health problems that could be caused by hazards
D) Keep thinking of new ways to convince them
E) All of the above

Record answers to questions in the exam booklet.

Keep in mind, if there is a health and safety problem at work, workers will need an action plan. Remember that an action plan has several different steps. Try to remember them and follow them at the job to make working conditions safer and healthier for everyone. Remember, work together with co-workers to create a safe, healthy establishment environment.

NEXT LESSON
Understanding workers' rights and responsibilities.



SECTION 9

Understanding Workers' Rights and Responsibilities

LEARNING OBJECTIVES

After completing this section, the future professional will be able to:

Identify worker classifications.

Understand basic workers' rights and what options are available if those rights are being withheld.

Identify agencies available for workers' rights assistance.

The barbering and cosmetology industry offers a number of employment options. A future professional may decide to be an employee of a cutting-edge establishment, be an independent contractor (booth renter), or own their own establishment. Whichever direction they take, it is important for them to know and understand workers' rights and responsibilities.

Workers in every state have certain defined rights that cannot be violated, including the right to a minimum wage, safe working conditions, and reasonable breaks. It is important for all workers to know and understand their rights before taking any job or becoming an establishment owner.

The purpose of workers' rights is to ensure that all employees are being treated lawfully, including being paid at least a minimum wage, and are not being subjected to any form of harassment within the workplace. This lesson will present information on basic workers' rights and what action can be taken if these rights are not being provided. Please note that the materials provided in this lesson are not all inclusive.

Minimum Wage

An amount of money that is the least amount of money per hour that workers must be paid according to the law.

Workers' Rights and Responsibilities

Knowing the proper worker classification is essential for knowing what rights a person may be entitled to. For instance, the rights of an employee in an establishment are much different than the rights of an establishment owner. Take a moment to review the various worker classifications found in the barbering and beauty industry.

KNOW YOUR WORKER CLASSIFICATION

Establishment Owner

Establishment owners are in business for themselves. They are responsible for the establishment and do not work for someone else. An establishment could be a **sole proprietor**, a **partnership**, or a **corporation**. Many owners are also workers. Establishment owners are responsible for reporting all income and expenses to the Internal Revenue Service (IRS), withholding employment taxes (if they have employees), securing municipal (county/city) business permits, and paying all taxes due. Establishment owners are responsible for classifying workers correctly as employees or independent contractors (booth renters).



Establishment owners are responsible for the business and do not work for someone else. Many establishment owners are also workers.

EXAMPLE

Tiffany owns Clips Barbershop. Tiffany purchases all the supplies used in the Barbershop and sets the establishment's hours of operation. She has determined the cost of services provided and the menu of services. She maintains a lease agreement with the property owners. She has put in place a strict dress code requirement, and since the barbershop has six barbers, she completes an employee work schedule. She regularly offers training for the employees so they can keep up to date with current trends. She regularly offers technical assistance to her team members. Tiffany sends each of her employees a W-2 because she is the owner of the establishment.

Independent Contractor (Booth Renter)

Independent contractors (booth renters) are licensees who rent or lease a workstation in someone else's establishment. They are typically self-employed and are often responsible for record keeping, setting their work hours, providing a menu of services, and collecting their own client payments. They hold a key to the establishment and can come and go depending on workflow. They are financially responsible for the profit or loss in their own business and receive all income generated from their work. They are responsible for the timely filing of their tax returns and payment of taxes related to their business as well as getting their own municipal business permit. An independent contractor (booth renter) may work inside of an establishment owned by an establishment owner but maintains a separate identity. An independent contractor (booth renter) works for themself and is not subject to the will or control of the establishment owner.

EXAMPLE

Mark is a barber and esthetician who has a business contract with two large establishments where he provides his services. In his contracts, he is provided with a workstation for which he pays $600 per month to each establishment. He keeps his own appointment book and sets his own hours of operation at his convenience and has created his own menu of services. He has been provided with a key to the establishment. He provides his own barbering tools, skin products, and makeup. Mark handles his own payments from customers and is responsible for filing and paying tax on his income and tips. Mark is an independent contractor (booth renter).

Note: If the business contract specifies that Mark must:

- Work four days a week from 9 a.m.–5 p.m.
- Use only the products provided by the establishment.
- Provide only the services listed on the establishment's menu of services.
- Charge prices set by the establishment owner.

Then Mark may no longer be an independent contractor (booth renter). He may be considered an employee since someone else has the right to control his work.



Manicurists

In 2020, Assembly Bill 5 amended the Labor Code to address employment classification, introducing an exemption specifically for licensees of the Board of Barbering and Cosmetology. The amendment set forth criteria for these licensees to be classified as independent contractors rather than employees. To qualify, licensees needed to set their own rates, handle their own payments, receive direct payment from clients, and maintain their own business licenses. However, this provision for manicurists expired on January 1, 2025. Now, the employment status of Board licensed manicurists will be governed by the "ABC" test established by the Dynamex court decision.

According to the ABC test, a worker is considered an employee (rather than an independent contractor) unless the hiring entity can demonstrate that the worker:

(A) Operates free from the hiring entity's control and direction in performing their work.

(B) Performs work that is outside the usual course of the hiring entity's business.

(C) Is engaged in an independently established trade, occupation, or business.

For resources and information on Employment Status Law or AB 5, please visit **www.labor.ca.gov/EmploymentStatus/**.

Employees

Employees receive a W-2 form from their employer for wages earned and are responsible for reporting their tips to their employer. They follow a work schedule established by the establishment owner. They offer services in the establishment that have been determined by the establishment owner. They are subject to the will and control of the employer, who has the authority to tell them what to do and how to do it.

Tax Obligations

Contact the IRS, legal counsel, or a tax accountant for detailed information regarding specific tax obligations. The following sections are guidelines and are not all inclusive.

EXAMPLE

Patricia works at Blaze Hair Salon owned by Judy. Patricia is told to be at work Tuesday through Saturday, 9 a.m.–5 p.m. Patricia does not purchase the products used on her clients. Instead, she uses the products supplied by the establishment. The establishment has a receptionist who books Patricia's appointments. Patricia would prefer to only do haircuts; however, the establishment is a full-service establishment, so Patricia must provide chemical services to her clients when requested. Judy observes the work that Patricia does and provides technical direction when needed. Patricia reports all her tips to Judy. Patricia is Judy's employee.



Employees follow a work schedule established by the establishment owner and offer services in the establishment that have been determined by the establishment owner.



Establishment Owner

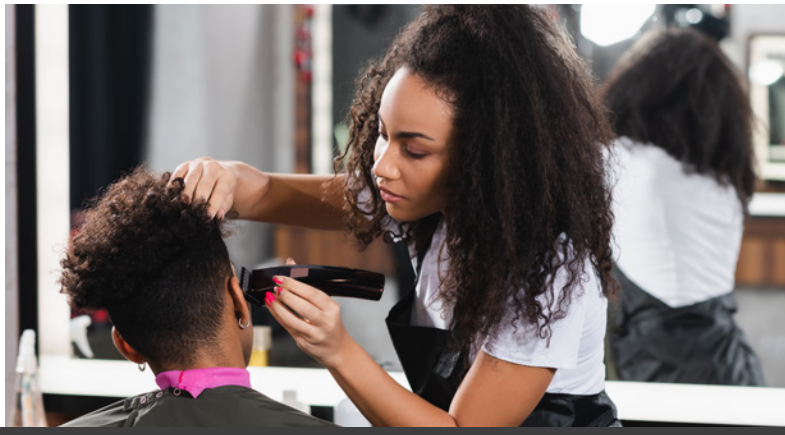
An establishment owner with employees should consult with the proper regulatory entities regarding how to:

- File employment tax on all employees.
- Prepare and file a W-2 form wage and tax statement to report wages, tips, and other compensation paid to all employees to the IRS.
- File Social Security and Medicare tax withholdings on all employees.
- Maintain workers' compensation insurance on all employees.
- Maintain unemployment insurance on all employees.
- Collect and pay sales taxes.
- Be responsible for state and local taxes and business permits.

Independent Contractor (Booth Renter)

In addition to reviewing the establishment owner tax obligations stated above, an independent contractor may complete a W-9 form (Request for Taxpayer Identification Number and Certification).

The Internal Revenue Service and the Employment Development Department provide services to assist individuals in determining if a worker should be classified as an independent contractor or an employee.



An independent contractor (booth renter) may work inside of an establishment owned by an establishment owner but maintains a separate identity.

Internal Revenue Service (IRS)

Determination of Worker Status for Purposes of Federal Employment Taxes and Income Tax Withholding (Form SS-8).

Form SS-8 may be filed with the IRS by either the establishment owner or the worker for assistance in establishing a worker classification. The IRS will review the facts and circumstances and officially determine the worker's status.

Form SS-8:
www.irs.gov/pub/irs-pdf/fss8.pdf

Additional Information:
www.irs.gov/newsroom/understanding-employee-vs-contractor-designation

Employment Development Department (EDD)

Employers

Determination of Employment Work Status for Purposes of State of California Employment Taxes and Personal Income Tax Withholding (DE 1870).

This form is to be used by business entities who would like to receive a determination on whether a worker is an employee for purposes of California Unemployment Insurance, Employment Training Tax, State Disability Insurance, and Personal Income Tax Withholding.

Form DE 1870:
www.edd.ca.gov/pdf_pub_ctr/de1870.pdf

Workers

Preliminary Worker Classification Assessment or Audit Lead Referral (DE 230).

This form may be used by a worker who believes that they have been misclassified as an independent contractor or to provide information on the business entity to the EDD as a potential employment tax audit lead.

Form DE 230:
www.edd.ca.gov/pdf_pub_ctr/de230.pdf

Employee

An employee will receive a W-2 form from each employer they worked for during the year. Employers issue these forms in January of the following year. The W-2 form combines all wages and reported tips. It shows the amount of federal taxes withheld and paid throughout the year.



One of the ways income can be earned is through commission on product sales.

QUESTIONS FOR REVIEW

An independent contractor (booth renter):

A) Uses the establishment's products, pays rent, calls the owner to see if they have to come to work

B) Uses their own products, has a key to the establishment, pays rent, books their own appointments

C) Has the receptionist book their appointments, pays rent, has to check the work schedule to see when the owner wants them in the establishment

The purpose of workers' rights is to:

A) Ensure that all employees are being treated lawfully, including being paid at least a minimum wage, and are not being subjected to any form of harassment within the workplace

B) Put the power back in the hands of the people who do all the work

C) Make sure people are earning enough to make a living

To understand all of my tax obligations I should contact:

A) Department of Industrial Relations

B) Labor Commissioner's Office

C) Internal Revenue Service

Record answers to questions in the exam booklet.



An employer cannot withhold tips or refuse to pay overtime.

As a licensee working as an employee, income will probably be earned in three different ways: **tips**, **wages** (or salary), and **commission** on product sales.

Minimum Wage

If an employee works in a county or city in California that has adopted a higher mandated minimum wage, the employer is required to pay the higher mandated minimum wage.

The minimum wage requirement cannot be waived by any work agreement made between the employee and the establishment owner. In other words, an employee cannot agree to work for just tips and no minimum wage, nor can an employee just be paid a flat commission without a base minimum wage. Employers are expected to pay the minimum hourly wage, and the employee may keep their tips. Tips do not belong to the establishment owner. If an employee has not been paid the mandated minimum wage, and the establishment owner has made no efforts to rectify the situation, the employee may file a wage claim with the Division of Labor Standards or file a lawsuit against the employer for lost wages.



To find out the minimum wage amount for your city or county go to:

www.minimum wage.org/wage by state.asp
or search online for: City/County, California+minimum wage amount.

Overtime

An employer who requires or permits an employee to work overtime is generally required to pay the employee overtime at time and one half of the regular rate of pay for all hours worked in excess of 8 hours per day or 40 hours per week. The overtime requirement may not be waived by an agreement between the employer and employees. An announcement by the employer that no overtime work will be permitted or that overtime work will not be paid for unless authorized in advance will also not impair the employee's right to compensation. To gain additional information, call toll-free at **(866) 487-9243** or visit the U.S. Department of Labor's Wage and Hour Division website: **http://www.wagehour.dol.gov/**.

Tips

Tips are not gifts. If a service has been provided to a customer and they have paid more than what was stated as the fee, then that additional amount is a tip. Tips are taxable and must be reported to your employer. For additional information regarding how to report tips, please see: **www.irs.gov/uac/About-Publication-531**.

Tips belong to the service provider. Unlike under federal regulations, in California, an employer cannot use an employee's tips as a credit toward its obligation to pay the minimum wage. California law requires that employees receive the minimum wage plus any tips left for them by clients of the employer's business. See **Labor Code Section 351**, which states:

"No employer or agent shall collect, take, or receive any gratuity or a part thereof that is paid, given to, or left for an employee by a patron, or deduct any amount from wages due an employee on account of a gratuity, or require an employee to credit the amount, or any part thereof, of a gratuity against and as a part of the wages due the employee from the employer. Every gratuity is hereby declared to be the sole property of the employee or employees to whom it was paid, given, or left for. An employer that permits patrons to pay gratuities by credit card shall pay the employees the full amount of the gratuity that the patron indicated on the credit card slip, without any deductions for any credit card payment processing fees or costs that may be charged to the employer by the credit card company. Payment of gratuities made by patrons using credit cards shall be made to the employees not later than the next regular payday following the date the patron authorized the credit card payment."



Tips are taxable and must be reported to your employer.



An employee may be able to file a wage claim if they were not provided a meal and/or rest period in accordance with the applicable Industrial Welfare Commission Order.

Piece-Rate Versus Commission Wages

A piece-rate paid employee is a person paid on a piece-rate basis for any work performed during a pay period, which differs from traditional commission wages. On January 1, 2016, Assembly Bill 1513 went into effect and added Section 226.2 to the California Labor Code, which no longer permits an establishment employer to pay a flat commission or percentage wage without a base wage amount for both productive time and rest periods. This section of law pertains to the piece-rate wage model and establishes:

- Compensation and wage statement requirements for rest and recovery periods and "other nonproductive time" for piece-rate employees.
- For certain employers and under certain circumstances, an "**affirmative defense**" to any claim or cause of action for damages or statutory penalties based on an employer's alleged failure to pay compensation due for rest and recovery periods and other nonproductive time for time periods prior to the effective date of the statute.

Affirmative Defense

A defense in which the defendant introduces evidence, which, if found to be credible, will negate criminal or civil liability, even if it is proven that the defendant committed the alleged acts.

For specifics on this method of compensation, please review the FAQs provided by the Department of Industrial Relations at: **http://www.dir.ca.gov/pieceratebackpayelection/AB_1513_FAQs.htm**.

On January 1, 2018, Senate Bill 490 went into effect and added Section 204.11 to the California Labor Code, which allows establishment owners and employees to agree to a percentage or flat sum commission in addition to a base hourly rate if the following requirements are met:

- The employee is a licensee of the Board and is paid for providing services where a license is required.
- The employee's base hourly rate is at least two times the state minimum wage rate in addition to commissions paid.
- The employee's wages are paid at least twice during each calendar month on a day designated in advance by the employer as the regular pay day.
- Employees are compensated for rest and recovery periods at a rate of pay not less than the employee's regular base hourly rate.

For specifics on this method of compensation, please contact the Department of Industrial Relations at **www.dir.ca.gov**.

Filing a Wage Claim

What can be done if an employer withholds an employee's tips or refuses to pay minimum wage or overtime? What if an employee tells an employer that they are going to report them to the Labor Commissioner's Office, and the owner fires the employee? Is there anything that can be done?

Employees have legal options if an employer withholds wages or tips. They have the right to file a wage claim or file a lawsuit against the employer for lost wages.

An employee or former employee may file a wage claim to recover:

- Unpaid wages, including overtime, commissions, and bonuses.
- Wages paid by check issued with insufficient funds.
- Final paycheck not received.
- Unused vacation hours that were not paid upon termination of the employment relationship, e.g., left job, discharged, or laid off.
- Unauthorized deductions from paychecks.
- Unpaid/nonreimbursed business expenses.
- Failure to provide a meal and/or rest period in accordance with the applicable Industrial Welfare Commission Order.
- Liquidated damages for failure to receive minimum wage for each hour worked, including rest periods.
- Waiting time penalties for failure to receive final wages timely upon separation of employment.
- Penalties for paycheck(s) that have bounced or are not negotiable within 30 days of receipt.
- Penalties for employer's failure to allow inspection or copying of payroll records within 21 days of request.
- Sick Leave Pay for time accrued and used for which the employee was not paid (effective July 1, 2015).

For an in-depth discussion on how to file a wage claim and the procedures and forms involved, visit: **www.dir.ca.gov/dlse/faq_minimumwage.htm**.



If your employer discriminates or retaliates against you, you can file a discrimination/retaliation complaint.



Regardless of citizenship status, employees have the right to work for a minimum wage, keep their tips, and have a safe, healthy workplace.

Discrimination or Retaliation

If an employer discriminates or retaliates against an employee (for example, they fire an employee because the employee asked them why they weren't being paid the minimum wage, or because the employee filed a claim or threatened to file a claim with the Labor Commissioner), the employee can file a discrimination/retaliation complaint with the Labor Commissioner's Office (also called the Division of Labor Standards Enforcement). Alternatively, an employee can file a lawsuit in court against the employer. Employees in California have the right to speak to representatives of the Office of the California Labor Commissioner or any other government or law enforcement agency about any issues affecting working conditions. Employers cannot fire, demote, suspend, or discipline employees for asking questions or providing information to a government agency.

Filing a Lawsuit

If an employee decides to file a lawsuit for lost wages, they may choose to consult with legal representation on how to proceed.

Workers' Compensation

Workers' compensation benefits are designed to provide employees with the medical treatment necessary to recover from work-related injuries or illness, partially replace wages that are lost while recovering, and help them return to work. Workers' compensation benefits do not include damages for pain and suffering or punitive damages.

The Division of Workers' Compensation (DWC) monitors the administration of workers' compensation claims and provides administrative and judicial services to assist in resolving disputes that arise in connection with claims for workers' compensation benefits.

California employers are required by law to have workers' compensation insurance, even if they only have one employee. If employees get hurt or sick because of work, employers are required to pay for workers' compensation benefits. Workers' compensation insurance provides six basic benefits: medical care, temporary disability benefits, permanent disability benefits, supplemental job displacement benefits, vocational rehabilitation, and death benefits.

DWC's mission is to minimize the adverse impact of work-related injuries on California employees and employers. There are several offices throughout the state.

DWC Information and Assistance Unit Phone Number: (800) 736-7401.

For locations: **https://dir.ca.gov/dwc/contactdwc.htm**.

The Family and Medical Leave Act

The Family and Medical Leave Act (FMLA) applies to employers who employ 50 or more employees. Employees may be eligible for this benefit if they are working for a large chain establishment. Eligible employees are entitled to take unpaid, job-protected leave with continuation of group health insurance coverage for up to 12 work weeks in a 12-month period for:

- The birth of a newborn child.
- The placement and care of a child for adoption or foster care.
- The serious health condition of the employee or the employee's spouse, child, or parent.
- Qualifying needs arising out of a covered military member's active-duty status.

For information regarding FMLA, visit **www.dol.gov/whd/fmla/index.htm**.



An employee may be eligible for FMLA due to the birth of a newborn child or the placement and care of a child for adoption or foster care.

Immigrant Workers

The Department of Labor's Wage and Hour Division continues to enforce the Fair Labor Standards Act without regard to whether an employee is documented or undocumented. Regardless of citizenship status, employees have the right to work for a minimum wage, keep their tips, and have a safe, healthy workplace.

Right to Refuse Service

Employees and establishment owners have the right to refuse service to a client if there is a justifiable reason that does not discriminate against a protected class and if they are applying the refusal of service evenly to all clients. In general, refusal of service is justified in cases where a client's presence interferes with the safety and well-being of other clients, staff, and the establishment itself. The most basic examples of this include clients who have an infection or parasitic infestation, clients causing a disturbance or being unreasonably rowdy, or clients lacking adequate hygiene.



Employees and establishment owners cannot refuse service based on race, religion, sex, or age.



Employees and establishment owners have the right to refuse service to a client who has an infection or parasitic infestation such as head lice.

The California Code of Regulations, Article 12, Section 984 provides state-mandated conditions for when it is necessary to refuse service on a client. This would include clients with an infection or parasitic infestation capable of being transmitted to the service provider, other staff, or clients. The infection or parasitic infestation could include but is not limited to:

- A cold, influenza, or other respiratory illness accompanied by a fever.
- Strep throat.
- Pink eye.
- Whooping cough.
- Chickenpox.
- Mumps.
- Tuberculosis.
- Impetigo.
- Head lice.
- Scabies.
- Skin or scalp that is broken, abraded, or cut.
- Skin or scalp that is inflamed or where an eruption is present.

Employees and establishment owners cannot refuse service based on a protected class. In California, protected classes include:

- Race or color.
- National origin or citizenship status.
- Religion or creed.
- Sex.
- Age.
- Disability, pregnancy, or genetic information.
- Military or veteran status.
- Marital status.
- Sexual orientation or gender identity.
- Medical condition or AIDS/HIV status.
- Political affiliations or activities.
- Status as a victim of domestic violence, assault, or stalking.

Please consult with a legal representative for details on how California handles its antidiscrimination law pertaining to refusal of service.

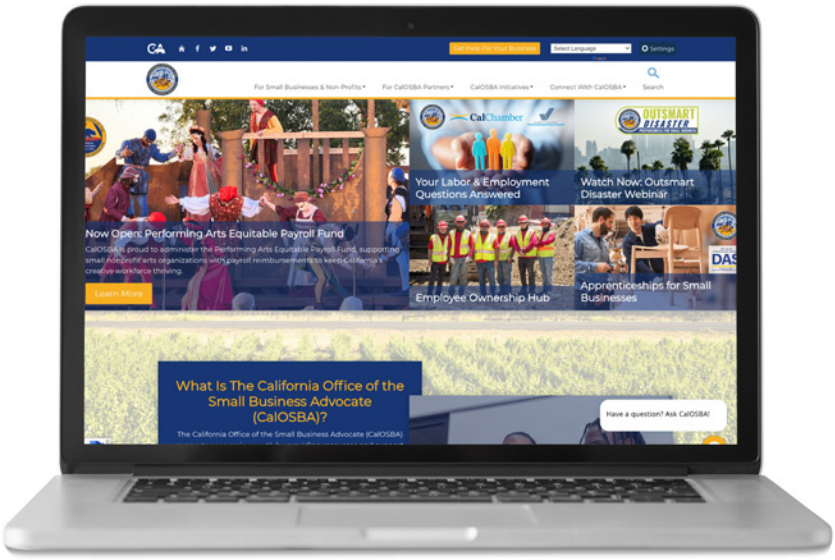
Local, State, and Federal Requirements For Establishment Ownership

The California Governor's Office of Business and Economic Development (Go-Biz) provides an abundance of information for business owners in California, including a list of local, state, and federal requirements for owners opening a business in the barbering and beauty industry. When considering opening a new establishment, review the information provided on the Quick Start Guide for Barber Shops and Beauty Salons: **http://businessportal.ca.gov/wp-content/Documents/Quick-Start-Guides/QSG-barber-shops-beauty-salons.pdf**.

MUNICIPALITIES:

Cities or towns that have corporate status and local government.

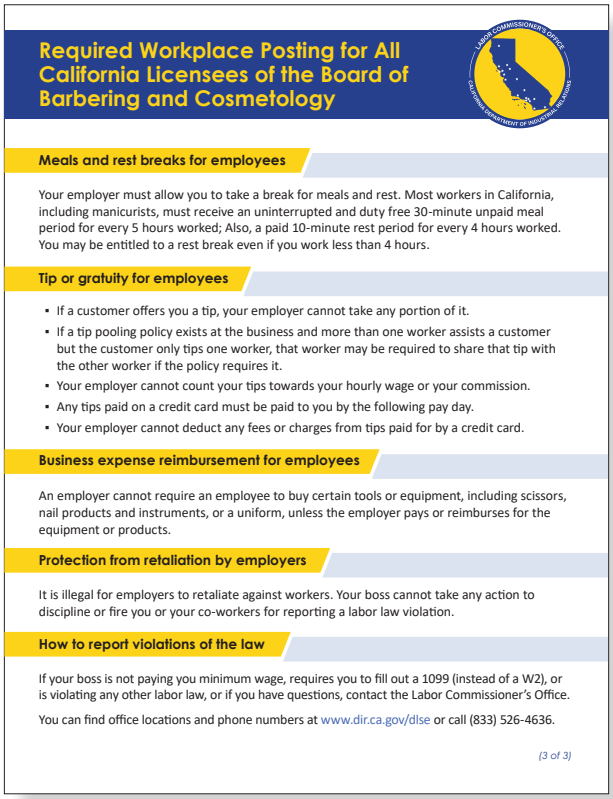
In addition, since different municipalities may have different requirements, make sure to visit the CalGold site for assistance in permit requirements and fees: **www.calgold.ca.gov**.



California Office of the Small Business Advocate website.

Department of Industrial Relations (DIR) Required Workplace Posting

As of January 1, 2017, all barbering and beauty establishments are required by the DIR to post the notice shown on this page where workers can view it. This notice is informational and informs workers of basic workers' rights they are entitled to while working in California.



Required Workplace Posting for All California Licensees of the Board of Barbering and Cosmetology

Meals and rest breaks for employees

Your employer must allow you to take a break for meals and rest. Most workers in California, including manicurists, must receive an uninterrupted and duty free 30-minute unpaid meal period for every 5 hours worked; Also, a paid 10-minute rest period for every 4 hours worked. You may be entitled to a rest break even if you work less than 4 hours.

Tip or gratuity for employees

- If a customer offers you a tip, your employer cannot take any portion of it.
- If a tip pooling policy exists at the business and more than one worker assists a customer but the customer only tips one worker, that worker may be required to share that tip with the other worker if the policy requires it.
- Your employer cannot count your tips towards your hourly wage or your commission.
- Any tips paid on a credit card must be paid to you by the following pay day.
- Your employer cannot deduct any fees or charges from tips paid for by a credit card.

Business expense reimbursement for employees

An employer cannot require an employee to buy certain tools or equipment, including scissors, nail products and instruments, or a uniform, unless the employer pays or reimburses for the equipment or products.

Protection from retaliation by employers

It is illegal for employers to retaliate against workers. Your boss cannot take any action to discipline or fire you or your co-workers for reporting a labor law violation.

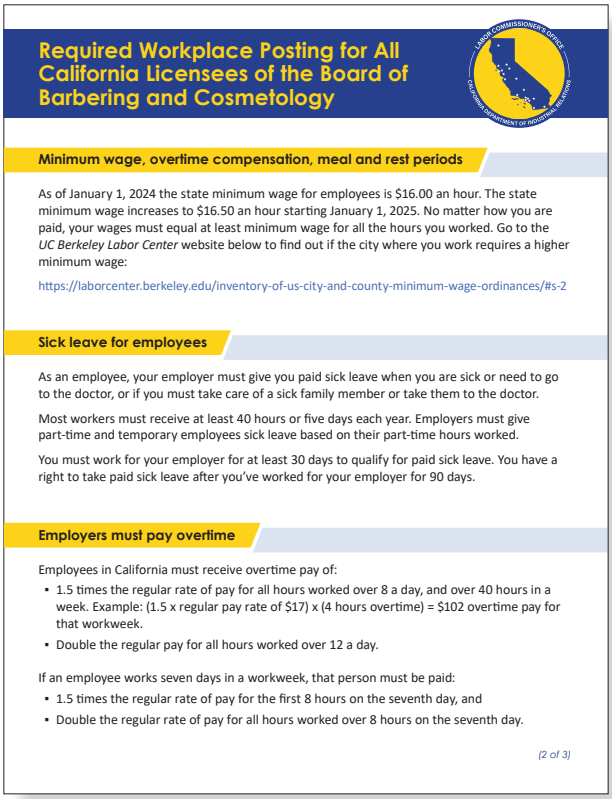
How to report violations of the law

If your boss is not paying you minimum wage, requires you to fill out a 1099 (instead of a W2), or is violating any other labor law, or if you have questions, contact the Labor Commissioner's Office.

You can find office locations and phone numbers at www.dir.ca.gov/dlse or call (833) 526-4636.

(3 of 3)

The DIR requires this notice to be posted where barbering and beauty establishment workers can view it.



Required Workplace Posting for All California Licensees of the Board of Barbering and Cosmetology

Minimum wage, overtime compensation, meal and rest periods

As of January 1, 2024 the state minimum wage for employees is $16.00 an hour. The state minimum wage increases to $16.50 an hour starting January 1, 2025. No matter how you are paid, your wages must equal at least minimum wage for all the hours you worked. Go to the *UC Berkeley Labor Center* website below to find out if the city where you work requires a higher minimum wage:

https://laborcenter.berkeley.edu/inventory-of-us-city-and-county-minimum-wage-ordinances/#s-2

Sick leave for employees

As an employee, your employer must give you paid sick leave when you are sick or need to go to the doctor, or if you must take care of a sick family member or take them to the doctor.

Most workers must receive at least 40 hours or five days each year. Employers must give part-time and temporary employees sick leave based on their part-time hours worked.

You must work for your employer for at least 30 days to qualify for paid sick leave. You have a right to take paid sick leave after you've worked for your employer for 90 days.

Employers must pay overtime

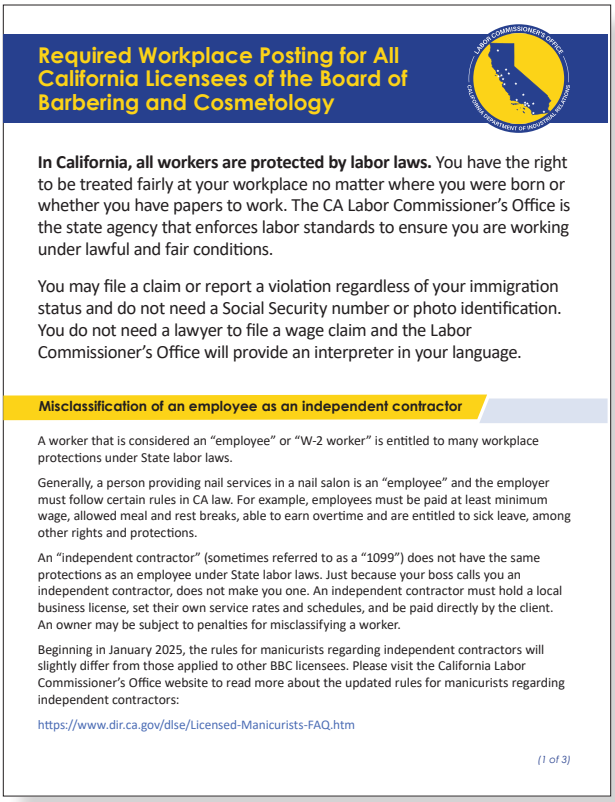
Employees in California must receive overtime pay of:

- 1.5 times the regular rate of pay for all hours worked over 8 a day, and over 40 hours in a week. Example: (1.5 x regular pay rate of $17) x (4 hours overtime) = $102 overtime pay for that workweek.
- Double the regular pay for all hours worked over 12 a day.

If an employee works seven days in a workweek, that person must be paid:

- 1.5 times the regular rate of pay for the first 8 hours on the seventh day, and
- Double the regular rate of pay for all hours worked over 8 hours on the seventh day.

(2 of 3)



Required Workplace Posting for All California Licensees of the Board of Barbering and Cosmetology

In California, all workers are protected by labor laws. You have the right to be treated fairly at your workplace no matter where you were born or whether you have papers to work. The CA Labor Commissioner's Office is the state agency that enforces labor standards to ensure you are working under lawful and fair conditions.

You may file a claim or report a violation regardless of your immigration status and do not need a Social Security number or photo identification. You do not need a lawyer to file a wage claim and the Labor Commissioner's Office will provide an interpreter in your language.

Misclassification of an employee as an independent contractor

A worker that is considered an "employee" or "W-2 worker" is entitled to many workplace protections under State labor laws.

Generally, a person providing nail services in a nail salon is an "employee" and the employer must follow certain rules in CA law. For example, employees must be paid at least minimum wage, allowed meal and rest breaks, able to earn overtime and are entitled to sick leave, among other rights and protections.

An "independent contractor" (sometimes referred to as a "1099") does not have the same protections as an employee under State labor laws. Just because your boss calls you an independent contractor, does not make you one. An independent contractor must hold a local business license, set their own service rates and schedules, and be paid directly by the client. An owner may be subject to penalties for misclassifying a worker.

Beginning in January 2025, the rules for manicurists regarding independent contractors will slightly differ from those applied to other BBC licensees. Please visit the California Labor Commissioner's Office website to read more about the updated rules for manicurists regarding independent contractors:

https://www.dir.ca.gov/dlse/Licensed-Manicurists-FAQ.htm

(1 of 3)

Helpful Definitions

Minimum wage: an amount of money that is the least amount of money per hour that workers must be paid according to the law.

Date	Minimum Wage for Employers with 25 Employees or Less	Minimum Wage for Employers with 25 Employees or More
1/1/2020	$12/hour	$13/hour
1/1/2021	$13/hour	$14/hour
1/1/2022	$14/hour	$15/hour
1/1/2023	$15.50/hour	$15.50/hour
1/1/2024	$16/hour	$16/hour
1/1/2025	$16.50/hour	$16.50/hour

Sole proprietor: someone who owns an unincorporated business by themself.

Partnership: the relationship between two or more persons who join to carry on a trade or profession.

Corporation: a large business or organization that under the law has the rights and duties of an individual and follows a specific purpose.

Affirmative defense: a defense in which the defendant introduces evidence, which, if found to be credible, will negate criminal or civil liability, even if it is proven that the defendant committed the alleged acts.

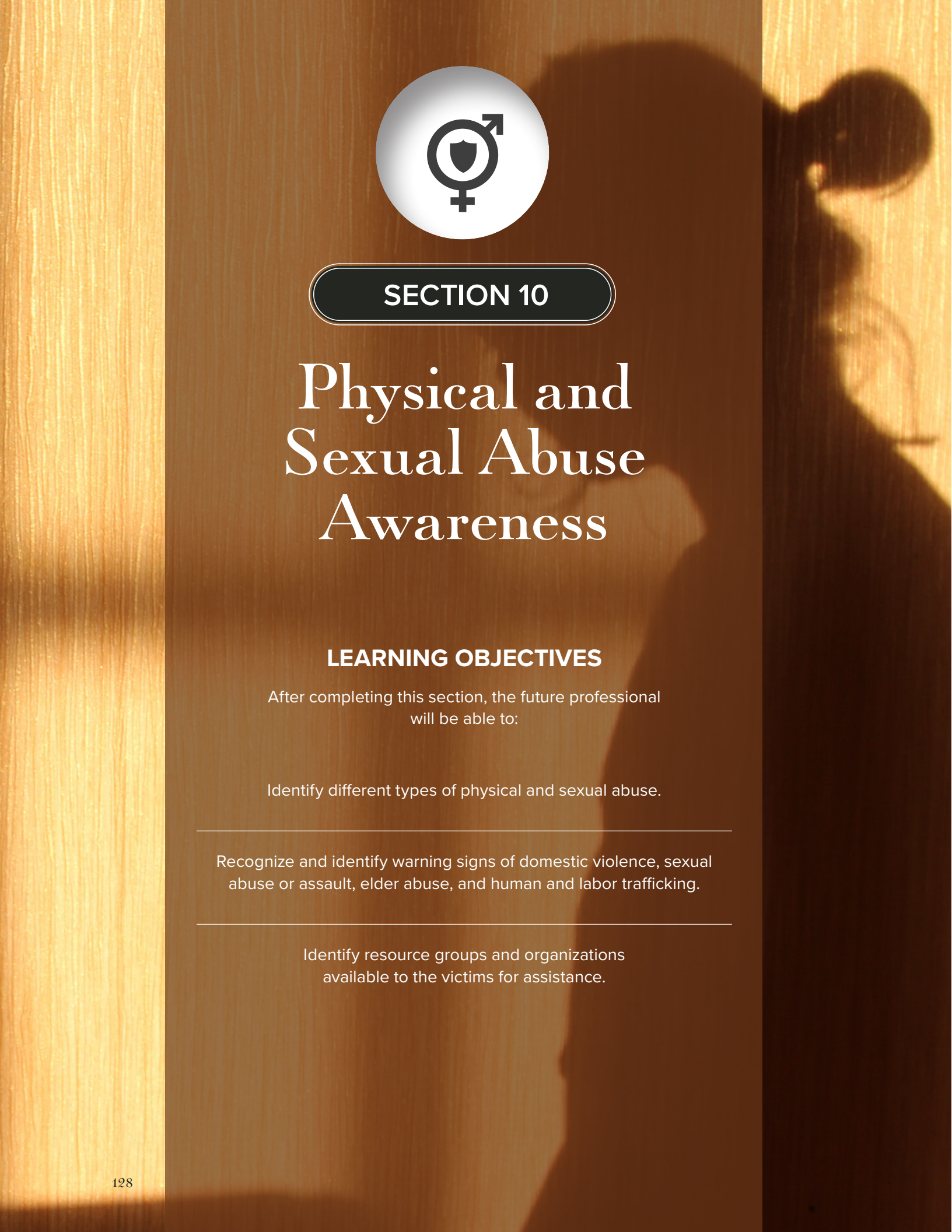
Municipalities: cities or towns that have corporate status and local government.

In Conclusion

This lesson highlighted some basic workers' rights, what to do, and whom to contact if those rights are not being provided. Please note that the materials provided in this lesson are not comprehensive. Always make it a priority to stay updated on basic rights by contacting the agencies previously listed.

NEXT LESSON

Awareness of the different types of physical and sexual abuse the licensee may encounter while providing services to clients. Identification of organizations the licensee may direct a victim to for assistance.



SECTION 10

Physical and Sexual Abuse Awareness

LEARNING OBJECTIVES

After completing this section, the future professional will be able to:

Identify different types of physical and sexual abuse.

Recognize and identify warning signs of domestic violence, sexual abuse or assault, elder abuse, and human and labor trafficking.

Identify resource groups and organizations available to the victims for assistance.

Future professionals in the barbering and beauty industry are in a unique position to help assist victims of physical and sexual abuse. Due to the intimate nature of many services provided and the close personal bonds that are often formed between a future professional and a client, the future professional may see things often missed by the casual observer. This close bond is often carried on as the future professional progresses into their career as a licensee of the Board.



#NoViolenceinBeauty is a Board-sponsored campaign designed to help stop physical and sexual abuse.

It is the intent of this lesson to provide awareness to the future professional through an overview of the types of physical and sexual abuse they may encounter while engaging with their clients, how to recognize the signs of abuse, and most importantly, where to direct the victims for help. Case studies will be presented to help the future professional in determining the best method for assisting a victim.

The awareness training presented within this lesson is not all inclusive but rather a starting point in the expansion of knowledge for the future professional. Future professionals are encouraged to continue to expand their knowledge on the subjects presented as they progress through their careers and to actively look for ways to provide safe aid to at-risk clients.

SPECIAL NOTE TO THE FUTURE PROFESSIONAL

If you believe you have identified a victim of any sort of physical or sexual abuse, contact local law enforcement, explain the situation, and leave it in their hands. Do not attempt to rescue the victim; it may be unsafe for both you and the potential victim. Allow law enforcement to do their job. For urgent situations, notify local law enforcement immediately by calling 911.

CAUTION:
At times, involving law enforcement can sometimes create a more dangerous situation for the victim, so use the utmost discretion during these situations.

#NoViolenceinBeauty

The California Board of Barbering and Cosmetology actively seeks to promote physical and sexual abuse awareness. #NoViolenceinBeauty is a Board-sponsored campaign designed toward that end. See what the Board is currently doing to help stop physical and sexual abuse by visiting **www.barbercosmo.ca.gov/consumers/noviolenceinbeauty.shtml**.

Domestic Violence

The National Coalition Against Domestic Violence defines domestic violence as the willful intimidation, physical assault, battery, sexual assault, and/or other abusive behavior as part of a systematic pattern of power and control perpetrated by one intimate partner against another. It includes physical violence, sexual violence, threats, emotional, and/or psychological abuse. Domestic violence is prevalent in every community and affects all people regardless of age, socioeconomic status, sexual orientation, gender, race, religion, or nationality. Domestic violence is a learned pattern of behavior.

It can take many forms, including:

- **Physical Abuse:** Hitting, slapping, shoving, grabbing, pinching, biting, hair-pulling, etc.
- **Sexual Abuse:** Coercing or attempting to coerce any sexual contact or behavior without consent.
- **Emotional Abuse:** Undermining an individual's sense of self-worth and/or self-esteem.
- **Economic Abuse:** Making or attempting to make an individual financially dependent.
- **Psychological Abuse:** Causing fear by intimidation, threatening physical harm, and more.

ANYONE CAN BE A VICTIM

Warning signs that a client may be experiencing domestic violence may include:

- **Physical Signs:** Bruises, cuts, burns, or other injuries with vague or inconsistent explanations.
- **Behavioral Signs:** Anxiety, depression, fearfulness, or withdrawal. The client often cancels appointments at the last minute for reasons that sound untrue.
- **Control:** A partner insists on accompanying the client to appointments or checking up on them frequently.
- **Isolation:** The client mentions being cut off from friends, family, or financial resources.



ANYONE can be a victim of domestic violence.

Abusive partners to the lesbian, gay, bisexual, transgender, queer (LGBTQ) and HIV-affected communities may use additional tactics of asserting power over their partners. These tactics may be more difficult for the future professional to identify; however, if the future professional witnesses any of the tactics listed below, it is likely that the client may be experiencing abuse. The following list has been adapted from a list developed by FORGE (FORGE-Forward.org):

- Using pronouns not preferred or calling someone "it."
- Threatening to "out" someone to their employer, friends, or family members.
- Telling the partner they will never find another partner who treats them better (social isolation).
- Ridiculing how someone's body looks.
- Claiming they know what's best for someone, how they should dress or wear makeup, and negating personal decisions.



Affirmative Defense

A licensee or an applicant for licensure who completes the physical and sexual abuse awareness training covered by the health and safety course and required by Section 7389 and their employer shall NOT be required to act on information obtained during the course of employment concerning potential physical and sexual abuse unless otherwise required by law.

California Business and Professions Code Section 7319.7(a).

Providing Assistance to a Victim of Domestic Violence

If you believe you have encountered a victim of domestic violence, provide support to the client.

Ways to Support a Client:

1. **Reach Out:** Attempt to reach out to the client by gently stating your observation and expressing concern for them: "I couldn't help but notice you have bruising on your neck. I am concerned about you."
2. **Listen:** Provide a safe and non-judgmental space for your client to share their experiences.
3. **Believe:** Validate their feelings and experiences without judgment.
4. **Provide Resources:** Know local resources and organizations that can offer support, such as shelters, hotlines, and counseling services.

Important Steps to Take:

1. **Safety First:** Ensure the safety of yourself and your client.
2. **Confidentiality:** Respect the privacy and confidentiality of your client.
3. **Resource Sharing:** Offer information about local support services and hotlines.
4. **Social Media:** Don't post information about a client on social media that could be used to identify them or where they spend time.

*Source: National Domestic Violence Hotline. "Supporting Others." **www.thehotline.org/support-others/***

Threat Assessment

Future professionals should never put themselves, their clients, or the potential victim at risk. Caution and discretion should be used when providing aid to a victim. Efforts should be made to assess the level of risk to the future professional when attempting to assist a domestic violence survivor. The future professional may consider asking the domestic violence survivor the following questions:

- Are you still living with the person causing you harm?
- Have you ever tried to leave?
- What happened when you left?
- Do you have a restraining order issued?
- Does the abuser have any guns, knives, or other weapons available to them?
- Do they monitor your whereabouts, stalk you, or follow you around?

Information provided by the domestic violence survivor from these questions may help the future professional in determining what actions are appropriate and whether or not the information should be provided to law enforcement.

Always exercise the utmost caution when attempting to assist a domestic violence survivor. Never put the survivor, yourself, other students, staff, or clients in danger.

Providing Assistance to a Victim of Domestic Violence

DO:

- Tell them you are concerned for their safety.
- Believe them.
- Remind them that it is not their fault and they do not deserve to be abused.
- Be supportive and patient.
- Encourage them to document threatening text messages, voicemails, and social media posts.
- Provide them with information on where they can go for help and support.
- Ask what you can do to make the space or service as safe as possible and make any adjustments if possible/reasonable.

DO NOT:

- Tell the victim you know how they feel.
- Be forceful or judgmental.
- Try to be a counselor.
- Try to intervene or speak directly to the alleged abuser.
- Post any pictures of your client on social media if there are safety concerns about stalking or harassment.



Safety Planning

A safety plan is a personalized action plan designed to optimize the survivor's safety at every stage of an abusive relationship. A good safety plan involves assistance on how to cope with emotions, how to tell friends and family about the abuse, how to take legal action, and more. When assisting survivors of domestic violence, the future professional may direct the survivor to organizations such as the National Domestic Violence Hotline for assistance in safety planning.

These professionals are in the best position to help the survivor in putting a personalized safety plan in place, including providing victims with information on legal services and options.

The National Domestic Violence Hotline is the only national organization that directly serves victims of domestic abuse. They are highly trained expert advocates who are available by phone to talk with anyone affected by physical, emotional, verbal, sexual, or financial abuse. Their phone number is (800) 799-7233. The Hotline also offers an online chat service at **www.thehotline.org** that is available 24/7. The services are free and confidential, and they currently have the largest and most comprehensive database of local and national resources in the country.

Refusing Assistance

At times the future professional may become aware that abuse is happening to a client, but it seems that the victim does not want any assistance or aid. There are many reasons why a victim may choose to stay with an abuser. Some of these reasons may be that they believe:

- Their life is in danger if they leave.
- The abuse is temporary.
- They can change the abuser.
- "It will never happen again."
- They have a responsibility to the family to stay.
- There are more good times ahead.
- They have no other option to support themselves (e.g. immigrant populations, individuals with limited English proficiency, etc.).

Never disparage or demean a victim for their choice. Always respect their right to privacy or right to refuse help. Most importantly, remember the future professional's role in victim assistance is to direct the victim to professionals trained to aid the victim. If that assistance is not welcome, it is inappropriate to pressure the victim to act when they are not ready to do so, and it may even put the victim's life in danger.

If you believe a client, yourself, or your establishment is in immediate danger, call 911.



CASE STUDY #1

Kevin is a 35 year old African American man who comes in regularly for haircuts. He has always been cheerful and talkative, but lately, he has become quiet and seems distracted. You notice a few bruises on his face and neck, which he brushes off as accidents. During a conversation, Kevin reveals that his partner Michael has been physically and emotionally abusive. He mentions feeling ashamed and isolated because he believes that, as a man, he should be able to handle the situation on his own.

How can you help Kevin feel safe and supported while respecting his feelings of shame and isolation?

What resources and support systems are available specifically for LGBTQ+ community members experiencing domestic violence?

How can you address the stigma associated with seeking help and encourage Kevin to reach out for support?

CASE STUDY #2

Maria is a new client who comes to your salon asking for a haircut and highlights. During her first visit, she tells you that she is new to the area and moved to get away from an abusive relationship. She is scared that her abuser might find her and doesn t know much about the legal help she can get. Maria speaks some English and is worried about being alone because most of her family lives in another state.

What steps can you take to ensure Maria feels safe and supported in your salon?

How would you address Maria s fears about her abuser finding her and her concerns regarding her limited support system?

What community resources can you refer Maria to that offer culturally and linguistically appropriate services?

CASE STUDY #3

Emily is a 32 year old woman who visits your clinic for electrolysis treatments. She has been coming for a few years and several months ago mentioned she was dating a new person. Recently, you notice she has been missing some appointments. When she does come in, she has visible bruises and seems more anxious than usual. During a treatment session, Emily opens up and shares that her partner has been physically and emotionally abusive. She confides that she is afraid to leave because her partner has threatened to harm her if she tries to go. Emily also mentions that she feels isolated because he has not allowed her to hang out with her friends or see her family, and he gets angry when she brings up the topic.

How can you create a safe and supportive environment for Emily during her treatments?

What steps can you take to address Emily s fears about her partner s threats and her feeling of isolation?

What local community resources can you refer Emily to that offer support for individuals experiencing domestic violence?

CASE STUDY #4

You are a new electrology future professional attending classes. You have befriended Meg, a fellow electrology student. You notice lately that Meg is withdrawing from social interaction with you and the other students. Additionally, she has a sore neck that recently was so bad she could not handle receiving an electrology service on her eyebrows, and she has been crying in the bathroom. After class you notice Meg s partner is always waiting for her, and one day you observe an argument in the parking lot that turns physical with a push.

What should you do? How would you handle this situation?

Should you make the class instructor aware of what you saw?

Cycle of Violence

In 1979, Dr. Lenore Walker developed the Cycle of Violence theory. This theory explores the reasons why victims stay with abusers beyond commonly acknowledged reasons such as low self-esteem, isolation, and family pressure. The theory explores the phases an abusive relationship goes through as it progresses to violence. These phases may not happen to all domestic violence survivors, but these are actions that may occur over a period of time. The Cycle of Violence phases are:

Tension Building

Tension builds within the relationship. The abuser may be overly sensitive, angry, and threatening. During this time the victim may try to calm down the abuser, try to reason with them, or completely withdraw or avoid the abuser.

Explosion

A peak of violence (physical/sexual/emotional) is reached during this phase. Tension is released, and the abuser no longer has control of themself. The victim may fight back or try to reason with the abuser.

Honeymoon

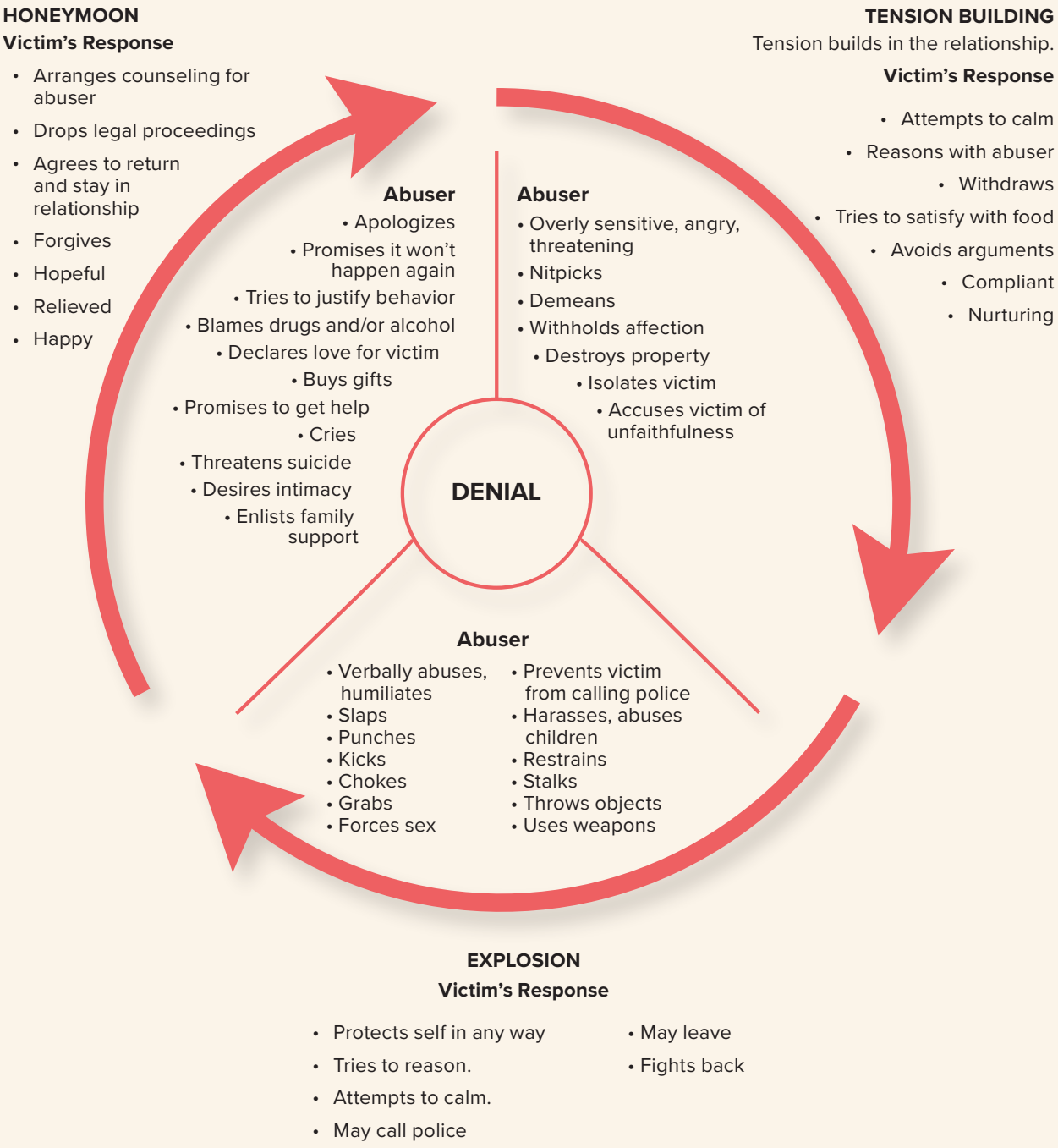
During this phase the abuser begins to feel ashamed (not for hurting the victim but for the chance of being caught and punished for their actions) and may attempt to apologize or justify their actions. The abuser may promise that the abuse will never happen again and may try to blame other factors such as stress at work or alcohol or even the victim. They may be very loving and attentive and may deny the abuse took place or say it was not as bad as the victim claims. The victim may feel relieved and happy and, after having shared such an emotional experience with the abuser and "getting through" something together, may feel even closer to the abuser than before. This feeling can be addictive and may be one reason why a victim chooses to stay with an abuser.

This cycle can happen hundreds of times, and each stage can last a different amount of time in each relationship.



Withdrawing from relationships or spending less time with friends can be a warning sign that a person may be the victim of sexual assault or abuse.

This cycle can happen hundreds of times, and each stage can last a different amount of time in each relationship.



Graphic depicts the 'Cycle of Violence' developed by psychologist Dr. Lenore E. Walker, EdD, author of 'The Battered Woman Syndrome,' now in its fourth edition.

QUESTIONS FOR REVIEW

Domestic violence only occurs in older, economically challenged neighborhoods.
True or False?

Domestic violence only includes physical abuse.
True or False?

Which of the following most accurately defines domestic violence?
A) Violence between workers who do domestic chores for a household where they are employed
B) Physical violence, sexual violence, threats, emotional and/or psychological abuse
C) Violence that has occurred within the borders of the United States

What should you do if a client discloses that they are experiencing domestic violence?
A) Ignore the disclosure and continue with the appointment
B) Listen, provide support, and offer information about local resources
C) Tell the client to handle the situation on their own
D) Confront the abuser directly

Record answers to questions in the exam booklet.

Sexual Abuse or Assault

While the legal definition of sexual abuse or assault varies from state to state, the American Psychological Association provides the following definition for sexual abuse:

"**Sexual abuse** is unwanted sexual activity, with perpetrators using force, making threats or taking advantage of victims who are not able to give consent. Most victims and perpetrators know each other. Immediate reactions to sexual abuse include shock, fear or disbelief. Long-term symptoms include anxiety, fear or post-traumatic stress disorder."

RAINN (Rape, Abuse & Incest National Network) is the nation's largest anti-sexual violence organization. RAINN provides the following warning signs that a person may be the victim of sexual assault or abuse:

- Withdrawing from other relationships or activities, for example, spending less time with friends.
- Saying that their partner does not want them to engage in social activities or is limiting their contact with others.
- Disclosing that sexual assault has happened before.
- Any mention of a partner trying to limit their contraceptive options or refusing to use safer sexual practices, such as refusing to use condoms or not wanting them to use birth control.
- Mentioning that their partner is pressuring them to do things that make them uncomfortable.
- Signs that a partner is controlling their means of communication, such as answering their phone or text messages or intruding into private conversations.
- Visible signs of physical abuse, such as bruises or black eyes.
- Unusual weight gain or weight loss.
- Unhealthy eating patterns, like a loss of appetite or excessive eating.
- Sexually transmitted infections (STIs) or other genital infections.
- Signs of depression, such as persistent sadness, lack of energy, changes in sleep or appetite, withdrawing from normal activities, or feeling "down."
- Anxiety or worry.
- Notable changes in self-care, such as paying less attention to hygiene, appearance, or fashion.
- Self-harming behavior.
- Expressing thoughts about suicide or suicidal behavior.
- Excessive drinking or drug use.

If you suspect that sexual abuse or an assault has occurred, talk to someone who is trained to help. Call the **National Sexual Assault Hotline at (800) 656-HOPE (4673)** or chat online at https://hotline.rainn.org/online/.





Elder abuse includes harm by people the older person knows, has a relationship with, or relies on for services.

Elder Abuse and Dependent Adult Abuse

According to the Centers for Disease Control and Prevention (CDC), elder abuse "is an intentional act or failure to act that causes or creates a risk of harm to an older adult. An older adult is someone age 60 or older. The abuse often occurs at the hands of a caregiver or a person the elder trusts."

Dependent Adult Abuse

Dependent adult abuse refers to any form of mistreatment or harm inflicted on an adult (18–64, with disabilities) who relies on others for care or support. Signs of abuse in adults with disabilities may manifest differently than in the general population due to communication barriers or dependency on caregivers.

There are five types of abuse:

1. Physical abuse.
2. Psychological abuse.
3. Financial exploitation.
4. Neglect and abandonment.
5. Sexual abuse.

In the United States, it is estimated that over 10% of those age 65 and older experience some form of elder abuse in a given year. Elder and dependent adult abuse is frequently caused by those known to and trusted by older adults and adults with disabilities, such as family members, caregivers, friends, loved ones, service providers, and peers. Maltreatment can also be caused by strangers. Abusers can be anyone, of any age, race, or socioeconomic status, and elder abuse can happen in multiple settings (homes, group homes, day programs, nursing homes, or assisted living facilities).

TYPES AND SIGNS OF ELDER AND DEPENDENT ADULT ABUSE:

- **Physical abuse:** signs include unexplained injuries and bruises, fractures and injuries that happen over and over, or painful reactions if touched.
- **Psychological abuse:** signs include withdrawal, depression, fear, sudden changes in alertness, unusual sadness, quietness, or being controlled or threatened.
- **Financial exploitation:** signs include sudden changes in financial situations, missing valuables, a sudden addition of names on their bank account card, or the sudden appearance of uninvolved relatives claiming their right to an older adult's possessions.
- **Neglect and abandonment:** signs include poor hygiene, malnutrition, dehydration, being unattended for long periods of time, or an older adult's report of being neglected or abandoned.
- **Sexual abuse:** signs include unexplained STDs, a sudden change in demeanor, or an older adult's report of being sexually assaulted.



When responding to and supporting an older adult who you suspect is being abused or who has reported abuse:

- Approach the situation with care, empathy, and confidentiality. Express your concern for their well-being.
- Listen attentively to the client's concerns and observations.
- Report suspected abuse to Adult Protective Services (APS) or local law enforcement.
- Provide resources and support to the client, such as contacting a trusted family member or friend and sharing resources with them as well.

REPORTING ELDER ABUSE

Each California county has an **Adult Protective Services (APS)** agency to help elderly adults (65 years and older) and dependent adults (18–64, who are disabled), when these adults are unable to meet their own needs or are victims of abuse, neglect, or exploitation. County APS agencies investigate reports of abuse of elders and dependent adults who live in private homes, apartments, hotels, or hospitals.

APS staff also provide information and referrals to other agencies and educate the public about reporting requirements and responsibilities under the Elder and Dependent Adult Abuse Reporting Laws.

Cross-reporting APS agencies, law enforcement agencies, and the Office of the State Long-Term Care Ombudsman (OSLTCO) have the responsibility to cross-report allegations of abuse to the appropriate law enforcement agencies, public agencies, and licensing entities having jurisdiction over these cases.

To report elder abuse or dependent adult abuse in the community, contact your local county APS office at www.cdss.ca.gov/inforesources/Adult-Protective-Services. Abuse reports may also be made to your local law enforcement agency.

Benefits to Reporting Abuse

- The elder or dependent adult can be given options to keep him/her safe from harm.
- The APS worker can link the client or family to needed community resources.
- Unaware family members and friends can be alerted to step in to help.
- The APS worker can find ways to help the caregiver handle stress.
- In some cases, the abuse perpetrator can be prosecuted, lessening the harm to others.
- The individual making the report can feel relief that a professional is assessing the situation.



CASE STUDY #5

Mr. Johnson, an elderly client, mentions during his haircut that he s been having trouble paying his bills lately. He confides in you that his niece, who recently moved in with him, has been pressuring him to give her access to his bank accounts and has been taking money without his permission. Mr. Johnson seems embarrassed and ashamed to discuss the situation further, but you notice a significant change in his demeanor and financial situation.

How would you approach a conversation with the client to express your concerns and offer support?

What resources or referrals could you provide to the client to help them address the situation?

CASE STUDY #6

Ms. Garcia, an elderly client who usually takes great pride in her appearance, has been coming to your salon looking disheveled and unkempt lately. She mentions that her caregiver has been too busy to help her with personal grooming tasks like bathing and styling her hair. Ms. Garcia seems reluctant to discuss the issue further and brushes off your concerns, but you notice signs of neglect, such as poor hygiene and dehydration.

How would you approach a conversation with the client to express your concerns and offer support?

What resources or referrals could you provide to the client to help them address the situation?

CASE STUDY #7

John, a 22 year old with Down syndrome, is a regular client at your barbershop. He comes in every month for a haircut and enjoys the social interaction with the staff. Over the past few visits, you ve noticed some concerning changes in his behavior. During his last appointment, John seemed unusually withdrawn and hesitant to engage in conversation. He also appeared to have lost weight and was wearing dirty clothes, which is unusual for him. When you asked him about these changes, John became evasive and quickly changed the subject. You also noticed some bruising on his arms, which he brushed off as accidental. As you interact with him, you sense that something may be wrong, but he seems reluctant to open up about it.

How would you approach a conversation with the client to express your concerns and offer support?

What resources or referrals could you provide to the client to help them address the situation?

QUESTIONS FOR REVIEW

Elder and dependent adult abuse is only physical.
True or False?

Adult protective service agencies assist:

A) Elderly adults (65 years and older) and dependent adults (18–64, who are disabled), when these adults are unable to meet their own needs or are victims of abuse, neglect, or exploitation

B) Elderly adults (55 years and older) and the sick and infirm

C) Parents who are experiencing threats or violence from their children

Name three warning signs that elder or dependent adult abuse may be occurring.

_____

_____

_____

_____

Record answers to questions in the exam booklet.

Human Trafficking

Human trafficking can take many forms. Two of the most severe forms of human trafficking are:

- Sex trafficking.
- Labor trafficking.

Sex trafficking may be defined as the recruitment, harboring, transporting, obtaining, patronizing, soliciting, or advertising of a person for a commercial sex act, in which a commercial sex act is induced by force, fraud, or coercion or in which the person induced to perform such an act has not attained 18 years of age.

Labor trafficking may be defined as the recruitment, harboring, transportation, or obtaining of a person for labor or services, through the use of force, fraud, or coercion, for the purpose of subjection to involuntary servitude, peonage, debt bondage, or slavery.

The Health and Beauty industry has been identified nationally by the National Human Trafficking Hotline as one of the top industries for labor trafficking. California is one of the largest sites of human trafficking in the United States. In 2018, 1,656 cases of human trafficking were reported in California. Of those cases, 1,226 were sex trafficking cases, 151 were labor trafficking cases, 110 involved both labor and sex trafficking, and 169 were unspecified.



An individual may not be working in an establishment that sex or labor traffics, but they may become aware of an establishment that does.

Everyone has the potential to discover a human trafficking situation. So, while an individual may not be working in an establishment that sex or labor traffics, they may become aware of an establishment that does.

The potential is there for human trafficking to be found in an establishment. The National Human Trafficking Resource Center and the U.S. Department of State provide the following red flags for human trafficking:

Poor mental health or abnormal behavior

You observe someone:

- Is fearful, anxious, depressed, submissive, tense, or nervous/paranoid.
- Exhibits unusually fearful or anxious behavior after bringing up law enforcement.
- Avoids eye contact.
- Gives answers that appear to be scripted and rehearsed.
- Is unable to speak with you alone.

Poor physical health

You observe someone:

- Lacks health care.
- Appears malnourished.
- Shows signs of physical and/or sexual abuse, physical restraint, confinement, or torture.

Living conditions

You observe someone:

- Lives with their employer.
- Has poor living conditions.
- Lives with multiple people in a cramped space.

If you have the opportunity to speak with the potential victim privately without jeopardizing the victim's safety, here are some sample questions provided by the Department of State to follow up on any red flags that have been detected:

- Can you leave your job if you want to?
- Can you come and go as you please?
- Have you been hurt or threatened if you tried to leave?
- Has your family been threatened?
- Do you live with your employer?
- Where do you eat and sleep?
- Are you in debt to your employer?
- Do you have your passport/identification? Who has it?

If you believe you have identified a victim of human trafficking, alert the **National Human Trafficking Resource Center**. The resource center is a national 24-hour, toll-free, multilingual, anti-trafficking hotline. Call **(888) 373-7888** to report a tip or receive general information.

QUESTIONS FOR REVIEW

The two most severe forms of human trafficking are sex and labor trafficking.
True or False?

Provide two questions to ask a potential trafficked victim to help determine if they need assistance.

_____

_____

_____

_____

If a victim of human trafficking has been identified, which organization may be notified?

A) Department of Motor Vehicles
B) National Human Trafficking Resource Center
C) California Board of Barbering and Cosmetology

Record answers to questions in the exam booklet.

In Conclusion

You have reached the end of the California Board of Barbering and Cosmetology's Health and Safety Course. Hopefully, you have gained insight and information that you will be able to use in your future as a licensee. Thank you for working with the Board of Barbering and Cosmetology so that all licensees and consumers can have a safe, healthy experience.

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HEALTH AND SAFETY COURSE

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