

**BOARD FOR BARBERS AND COSMETOLOGY
TENTATIVE AGENDA**

Monday, November 9, 2020 – 9:00 a.m., Board Room 2, 2nd Floor
Department of Professional and Occupational Regulation, 9960 Mayland Drive
Richmond, Virginia 23233 804-367-8590

I. CALL TO ORDER

II. APPROVAL OF AGENDA

1. Board for Barbers and Cosmetology Board Meeting Tentative Agenda, November 9, 2020

III. APPROVAL OF MINUTES

2. Board for Barbers and Cosmetology Meeting Draft Minutes, September 14, 2020

IV. COMMUNICATIONS

Email message and publication from Nevada State Board of Cosmetology

V. PUBLIC COMMENT PERIOD *

VI. CASES

- | | | | | |
|-----|------------|---------------------------------|------------------|---------------|
| 3. | 2016-02978 | Jacklyn Ngoc Le | (L. Quesenberry) | Disciplinary |
| 4. | 2019-01804 | MTV Nails | (L. Quesenberry) | Disciplinary |
| 5. | 2016-03161 | Linh Thi Nguyen | (R. Gilanshah) | Disciplinary |
| 6. | 2016-03464 | Yen Van Nhuc | (R. Gilanshah) | Disciplinary |
| 7. | 2016-03312 | Hang Thi Anh Nguyen | | Consent Order |
| 8. | 2017-02279 | Van Thi Ngoc Duong | | Consent Order |
| 9. | 2017-02294 | Sang Thi Bach | | Consent Order |
| 10. | 2020-02096 | A Head Of The Times Corporation | | Consent Order |
| 11. | 2016-02967 | Huong Thi Nguyen | | Prima Facie |
| 12. | 2016-02972 | Annie My Ngo | | Prima Facie |
| 13. | 2016-02994 | Jenny Ho | | Prima Facie |
| 14. | 2016-03014 | Thao Ly Thi Nguyen | | Prima Facie |
| 15. | 2016-03022 | Thi Mai Nguyen | | Prima Facie |
| 16. | 2016-03037 | Thien Nga Thi Bui | | Prima Facie |
| 17. | 2016-03058 | Cam I. Dang | | Prima Facie |
| 18. | 2016-03136 | Lan Thi Bernett | | Prima Facie |
| 19. | 2016-03139 | Le Tram T. Nguyen | | Prima Facie |
| 20. | 2016-03150 | Le-Thu Thi Duong | | Prima Facie |
| 21. | 2016-03157 | Lieu Tuyet Nguyen | | Prima Facie |
| 22. | 2016-03200 | Phuong T. Nguyen | | Prima Facie |
| 23. | 2016-03202 | Phuong Bich Lu | | Prima Facie |
| 24. | 2016-03209 | Dung Anh Vo | | Prima Facie |
| 25. | 2016-03212 | Dung Quang Tran | | Prima Facie |

26. 2016-03223	Thuy Le Thi Nguyen	Prima Facie
27. 2016-03254	Long Thanh Le	Prima Facie
28. 2016-03282	Manh Phuoc Nguyen	Prima Facie
29. 2016-03288	Ha Thi Thu Cao	Prima Facie
30. 2016-03293	Hai Thi Nguyen	Prima Facie
31. 2016-03328	Tommy Van Nguyen	Prima Facie
32. 2016-03351	Hieu Thao Bui	Prima Facie
33. 2016-03381	Phuong T. Do	Prima Facie
34. 2016-03387	Phuong Thi Thuy Le	Prima Facie
35. 2016-03402	Sherry Lynn Todaro	Prima Facie
36. 2016-03404	Hong Loan Thi Nguyen	Prima Facie
37. 2016-03406	Sieu K. Taing	Prima Facie
38. 2016-03426	Tam T. Dang	Prima Facie
39. 2016-03448	Travis Trong Huynh	Prima Facie
40. 2016-03454	Xem Thi Nguyen	Prima Facie
41. 2016-03461	Yen Bach Le	Prima Facie
42. 2017-02277	Thu Lan Thi Nguyen	Prima Facie
43. 2017-02285	Trang Thi Thuy Dang	Prima Facie
44. 2017-02427	Le Thi Thuy Dang	Prima Facie
45. 2020-02756	Lance Wade King	Licensing
46. 2020-02757	Beanka Margaret Johnson	Licensing
47. 2020-02774	Rachel Francisca Manriquez	Licensing
48. 2020-02775	Tina Adele Kenny	Licensing
49. 2020-02778	Jeanne Marie Vuncanon	Licensing

VI. EXAMINATIONS

A. STATISTICS

B. REPORT ON EXAMINATIONS

VII. REGULATORY ACTION AND BOARD GUIDANCE

A. REGULATORY REPORT

B. NEW BUSINESS

A. DISCUSSION – RESUMING BOARD COMMITTEES

C. ADJOURN

* 5-minute public comment, with the exception of any open disciplinary files. Persons desiring to attend the meeting and requiring special accommodations and/or interpretive services should contact the Board Office at (804) 367-8590 at least ten (10) days before the meeting so that suitable arrangements can be made for an appropriate accommodation. The Department and Board fully comply with the Americans with Disabilities Act.

2021 MEETING DATES:

January 11, 2021

March 15, 2021

May 17, 2021

July 12, 2021

September 20, 2021

November 8, 2021

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BOARD FOR BARBERS AND COSMETOLOGY

DRAFT MINUTES OF MEETING

The Board for Barbers and Cosmetology met on Monday, September 14, 2020, at the Offices of the Department of Professional and Occupational Regulation, 9960 Mayland Drive, 2nd Floor, Board Room 2, Richmond, Virginia. The following board members were present:

Oanh Pham Kim Dang
Renee' H. Gilanshah
Margaret B. LaPierre
Bo Machayo
Lonnie Quesenberry
Matthew D. Roberts
Sandra G. Smith

The following board members were not present:

Gilda Acosta
Darrin L. Hill
Alfred O. Mayes

DPOR staff present for all or part of the meeting included:

Mary Broz-Vaughan, Agency Director
Stephen Kirschner, Executive Director
Tamika Rodriguez, Licensing Operations Administrator
Cathy Clark, Administrative Assistant

Representative from the Office of the Attorney General was present for all or part of the meeting by telephone:

Elizabeth Peay, Assistant Attorney General

Ms. LaPierre, Chair, determined a quorum was present and called the meeting to order at 9:10 a.m.

Call to Order

The Board took the Tentative Agenda under consideration. Ms. LaPierre asked for any amendments. Mr. Kirschner indicated that one case was removed from the Tentative Agenda after it was distributed to the Board (Item 23, File Number 2016-03426 Tam T. Dang). The respondent has requested an Informal Fact-Finding (IFF) Conference.

Approval of Agenda

Upon a motion by Mr. Roberts and seconded by Mr. Quesenberry, the Board voted to adopt the amended Agenda.

The members voting 'yes' were Ms. Gilanshah, Ms. LaPierre, Mr. Machayo, Mr. Quesenberry, Mr. Roberts, and Ms. Smith. There were no negative votes. The motion passed unanimously.

The Board took the minutes of the July 13, 2020 Board Meeting under consideration. Ms. LaPierre asked for any amendments. There were none.

**Approval of Minutes
for the July 13, 2020
Meeting of the
Board for Barbers
and Cosmetology**

Upon a motion by Mr. Quesenberry and seconded by Mr. Roberts, the Board voted to approve the minutes.

The members voting 'yes' were Ms. Gilanshah, Ms. LaPierre, Mr. Machayo, Mr. Quesenberry, Mr. Roberts, and Ms. Smith. There were no negative votes. The motion passed unanimously.

The Board reviewed an email communication dated March 19, 2020 from esthetician licensee and spa owner, DeeAnn Slover, regarding the scope of practice of cosmetologists and estheticians pertaining to the performance of facials (See Addendum 1). The Board took the comments and suggestions in Ms. Slover's correspondence under consideration.

Communications

**Ms. Dang arrived at
the meeting**

Ms. LaPierre asked if there was public comment. There was none.

Public Comment

Cases

Upon a motion by Mr. Roberts and seconded by Ms. Gilanshah, the Board voted to consider and accept six (6) Consent Order cases as a block.

**Board Considers
and Approves
Consent Order
Cases As A Block**

The members voting 'yes' were Ms. Dang, Ms. Gilanshah, Ms. LaPierre, Mr. Machayo, Mr. Quesenberry, Mr. Roberts, and Ms. Smith. There were no negative votes. The motion passed unanimously.

In the matter of **File Number 2016-03350, Hien Dieu Uong**, the Board reviewed the record, which consisted of the Consent Order. Hien Dieu Uong did not appear at the meeting in person, by counsel, or by any other qualified representative.

**File Number 2016-
03350, Hien Dieu
Uong**

By signing the Consent Order, Hien Dieu Uong acknowledges an understanding of the charges and admits to the violation of the Count as outlined in the Report of Findings and consents to the following term(s):

Count 1:	18 VAC 41-20-280.3	\$ 2,500.00

	SUB-TOTAL (MONETARY PENALTIES)	\$ 2,500.00
	BOARD COSTS	\$ 150.00
	TOTAL	\$ 2,650.00

In addition, for violation of Count 1, Hien Dieu Uong agrees to revocation of Cosmetologist license, Number 1201113157.

Upon a motion by Mr. Roberts and seconded by Ms. Gilanshah, the Board voted to accept the Consent Order.

The members voting 'yes' were Ms. Dang, Ms. Gilanshah, Ms. LaPierre, Mr. Machayo, Mr. Quesenberry, Mr. Roberts, and Ms. Smith. There were no negative votes. The motion passed unanimously.

In the matter of **File Number 2016-03401, Sarah Ngoc Le**, the Board reviewed the record, which consisted of the Consent Order. Sarah Ngoc Le did not appear at the meeting in person, by counsel, or by any other qualified representative.

File Number 2016-03401, Sarah Ngoc Le

By signing the Consent Order, Sarah Ngoc Le acknowledges an understanding of the charges and admits to the violation of the Count as outlined in the Report of Findings and consents to the following term(s):

Count 1:	18 VAC 41-20-2803 (Four violations at \$500 each)	\$ 2,000.00

SUB-TOTAL (MONETARY PENALTIES)		\$ 2,000.00
BOARD COSTS		\$ 150.00
TOTAL		\$ 2,150.00

In addition, for violation of Count 1, Sarah Ngoc Le agrees to revocation of Cosmetologist license, Number 1201118875.

Upon a motion by Mr. Roberts and seconded by Ms. Gilanshah, the Board voted to accept the Consent Order.

The members voting 'yes' were Ms. Dang, Ms. Gilanshah, Ms. LaPierre, Mr. Machayo, Mr. Quesenberry, Mr. Roberts, and Ms. Smith. There were no negative votes. The motion passed unanimously.

In the matter of **File Number 2016-03440**, the Board reviewed the record, which consisted of the Consent Order. Vuong Kim Trieu did not appear at the meeting in person, by counsel, or by any other qualified representative.

File Number 2016-03440, Vuong Kim Trieu

By signing the Consent Order, Vuong Kim Trieu acknowledges an understanding of the charges and admits to the violation of the Count as outlined in the Report of Findings and consents to the following term(s):

Count 1:	18 VAC 41-20-280.3	\$ 2,500.00

SUB-TOTAL (MONETARY PENALTIES)		\$ 2,500.00
BOARD COSTS		\$ 150.00
TOTAL		\$ 2,650.00

In addition, for violation of Count 1, Vuong Kim Trieu agrees to revocation of Cosmetologist license, Number 1201119870.

Upon a motion by Mr. Roberts and seconded by Ms. Gilanshah, the Board voted to accept the Consent Order.

The members voting 'yes' were Ms. Dang, Ms. Gilanshah, Ms. LaPierre, Mr. Machayo, Mr. Quesenberry, Mr. Roberts, and Ms. Smith. There were no negative votes. The motion passed unanimously.

In the matter of **File Number 2017-02284, Tran Duy**, the Board reviewed the record, which consisted of the Consent Order. Tran Duy did not appear at the meeting in person, by counsel, or by any other qualified representative.

File Number 2017-02284, Tran Duy

By signing the Consent Order, Tran Duy acknowledges an understanding of the charges and admits to the violation of the Count as outlined in the Report of Findings and consents to the following term(s):

Count 1:	18 VAC 41-20-280.3 (Four violations at \$500 each)	\$ 2,000.00

SUB-TOTAL (MONETARY PENALTIES)		\$ 2,000.00
BOARD COSTS		\$ 150.00
TOTAL		\$ 2,150.00

In addition, for violation of Count 1, Tran Duy agrees to revocation of Cosmetologist license, Number 1201112326.

Upon a motion by Mr. Roberts and seconded by Ms. Gilanshah, the Board voted to accept the Consent Order.

The members voting 'yes' were Ms. Dang, Ms. Gilanshah, Ms. LaPierre, Mr. Machayo, Mr. Quesenberry, Mr. Roberts, and Ms. Smith. There were no negative votes. The motion passed unanimously.

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In the matter of **File Number 2017-02424, Leuyen Thi Vo**, the Board reviewed the record, which consisted of the Consent Order. Leuyen Thi Vo did not appear at the meeting in person, by counsel, or by any other qualified representative.

File Number 2017-02424, Leuyen Thi Vo

By signing the Consent Order, Leuyen Thi Vo acknowledges an understanding of the charges and admits to the violation of the Count as outlined in the Report of Findings and consents to the following term(s):

Count 1:	18 VAC 41-20-280.3	\$ 2,250.00

	SUB-TOTAL (MONETARY PENALTIES)	\$ 2,250.00
	BOARD COSTS	\$ 150.00
	TOTAL	\$ 2,400.00

In addition, for violation of Count 1, Leuyen Thi Vo agrees to revocation of Cosmetologist license, Number 1201110708.

Upon a motion by Mr. Roberts and seconded by Ms. Gilanshah, the Board voted to accept the Consent Order.

The members voting 'yes' were Ms. Dang, Ms. Gilanshah, Ms. LaPierre, Mr. Machayo, Mr. Quesenberry, Mr. Roberts, and Ms. Smith. There were no negative votes. The motion passed unanimously.

In the matter of **File Number 2017-02428, Minhchau Thi Do**, the Board reviewed the record, which consisted of the Consent Order. Minhchau Thi Do did not appear at the meeting in person, by counsel, or by any other qualified representative.

File Number 2017-02428 Minhchau Thi Do

By signing the Consent Order, Minhchau Thi Do acknowledges an understanding of the charges and admits to the violation of the Count as outlined in the Report of Findings and consents to the following term(s):

Count 1:	18 VAC 41-20-280.3	\$ 2,250.00

	SUB-TOTAL (MONETARY PENALTIES)	\$ 2,250.00
	BOARD COSTS	\$ 150.00
	TOTAL	\$ 2,400.00

In addition, for violation of Count 1, Minhchau Thi Do agrees to revocation of Cosmetologist license, Number 1201112575.

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Upon a motion by Mr. Roberts and seconded by Ms. Gilanshah, the Board voted to accept the Consent Order.

The members voting 'yes' were Ms. Dang, Ms. Gilanshah, Ms. LaPierre, Mr. Machayo, Mr. Quesenberry, Mr. Roberts, and Ms. Smith. There were no negative votes. The motion passed unanimously.

Upon a motion by Mr. Roberts and seconded by Ms. Gilanshah, the Board voted to consider sixteen (16) Prima Facie cases as a block, accept the violations, and approve the sanctions.

**Board Considers
and Approves Prima
Facie Cases As A
Block**

The members voting 'yes' were Ms. Dang, Ms. Gilanshah, Ms. LaPierre, Mr. Machayo, Mr. Quesenberry, Mr. Roberts, and Ms. Smith. There were no negative votes. The motion passed unanimously.

In the matter of **File Number 2016-02992, Bich Ngoc Thi Nguyen**, the Board reviewed the record, which consisted of the Notice of Prima Facie Case, Report of Findings, including exhibits, and the Recommendation. Bich Ngoc Thi Nguyen did not appear at the meeting in person, by counsel or by any other qualified representative.

**File Number 2016-
02992, Bich Ngoc
Thi Nguyen**

Concerning Count 1, upon a motion by Ms. Gilanshah and seconded by Mr. Roberts, the Board adopted the Report of Findings which contains the facts regarding the regulatory and/or statutory issues in this matter, and found substantial evidence that Bich Ngoc Thi Nguyen violated the following section of its Regulations and imposes the listed monetary penalties:

Count 1:	18 VAC 41-20-280.A.3	\$ 2,250.00

TOTAL		\$ 2,250.00

The Board also imposes the following sanction: Revocation of Bich Ngoc Thi Nguyen's cosmetologist license number 1201118260, for violation of Count 1.

The members voting 'yes' were Ms. Dang, Ms. Gilanshah, Ms. LaPierre, Mr. Machayo, Mr. Quesenberry, Mr. Roberts, and Ms. Smith. There were no negative votes. The motion passed unanimously.

In the matter of **File Number 2016-03074, Chau Minh Dang**, the Board reviewed the record, which consisted of the Notice of Prima Facie Case, Report of Findings, including exhibits, and the Recommendation. Chau Minh Dang did not appear at the meeting in person, by counsel or by any other qualified representative.

**File Number 2016-
03074, Chau Minh
Dang**

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Concerning Count 1, upon a motion by Ms. Gilanshah and seconded by Mr. Roberts, the Board adopted the Report of Findings which contains the facts regarding the regulatory and/or statutory issues in this matter, and found substantial evidence that Chau Minh Dang violated the following section of its Regulations and imposes the listed monetary penalties:

Count 1:	18 VAC 41-20-280.A.3	\$ 2,250.00

TOTAL		\$ 2,250.00

The Board also imposes the following sanction: Revocation of Chau Minh Dang's nail technician license number 1206018971, for violation of Count 1.

The members voting 'yes' were Ms. Dang, Ms. Gilanshah, Ms. LaPierre, Mr. Machayo, Mr. Quesenberry, Mr. Roberts, and Ms. Smith. There were no negative votes. The motion passed unanimously.

In the matter of **File Number 2016-03197, Phung Kim Tran**, the Board reviewed the record, which consisted of the Notice of Prima Facie Case, Report of Findings, including exhibits, and the Recommendation. Phung Kim Tran did not appear at the meeting in person, by counsel or by any other qualified representative.

File Number 2016-03197, Phung Kim Tran

Concerning Count 1, upon a motion by Ms. Gilanshah and seconded by Mr. Roberts, the Board adopted the Report of Findings which contains the facts regarding the regulatory and/or statutory issues in this matter, and found substantial evidence that Phung Kim Tran violated the following section of its Regulations and imposes the listed monetary penalties:

Count 1:	18 VAC 41-20-280.A.3 (Two violations at \$2,250 each)	\$ 4,500.00

TOTAL		\$ 4,500.00

The Board also imposes the following sanction: Revocation of Phung Kim Tran's cosmetologist license number 1201120431, for violation of Count 1.

The members voting 'yes' were Ms. Dang, Ms. Gilanshah, Ms. LaPierre, Mr. Machayo, Mr. Quesenberry, Mr. Roberts, and Ms. Smith. There were no negative votes. The motion passed unanimously.

In the matter of **File Number 2016-03210, Dung Kim Nguyen**, the Board reviewed the record, which consisted of the Notice of Prima Facie Case, Report of Findings, including exhibits, and the Recommendation. Dung Kim

File Number 2016-03210, Dung Kim Nguyen

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Nguyen did not appear at the meeting in person, by counsel or by any other qualified representative.

Concerning Count 1, upon a motion by Ms. Gilanshah and seconded by Mr. Roberts, the Board adopted the Report of Findings which contains the facts regarding the regulatory and/or statutory issues in this matter, and found substantial evidence that Dung Kim Nguyen violated the following section of its Regulations and imposes the listed monetary penalties:

Count 1:	18 VAC 41-20-280.A.3	\$ 6,750.00
	(Three violations at \$2,250 each)	-----
TOTAL		\$ 6,750.00

The Board also imposes the following sanction: Revocation of Dung Kim Nguyen's cosmetologist license number 1201120430, for violation of Count 1.

The members voting 'yes' were Ms. Dang, Ms. Gilanshah, Ms. LaPierre, Mr. Machayo, Mr. Quesenberry, Mr. Roberts, and Ms. Smith. There were no negative votes. The motion passed unanimously.

In the matter of **File Number 2016-03234, Thuy Kieu Thi Nguyen**, the Board reviewed the record, which consisted of the Notice of Prima Facie Case, Report of Findings, including exhibits, and the Recommendation. Thuy Kieu Thi Nguyen did not appear at the meeting in person, by counsel or by any other qualified representative.

File Number 2016-03234, Thuy Kieu Thi Nguyen

Concerning Count 1, upon a motion by Ms. Gilanshah and seconded by Mr. Roberts, the Board adopted the Report of Findings which contains the facts regarding the regulatory and/or statutory issues in this matter, and found substantial evidence that Thuy Kieu Thi Nguyen violated the following section of its Regulations and imposes the listed monetary penalties:

Count 1:	18 VAC 41-20-280.A.3	\$ 6,750.00
	(Three violations at \$2,250 each)	-----
TOTAL		\$ 6,750.00

The Board also imposes the following sanction: Revocation of Thuy Kieu Thi Nguyen's cosmetologist license number 1201119591, for violation of Count 1.

The members voting 'yes' were Ms. Dang, Ms. Gilanshah, Ms. LaPierre, Mr. Machayo, Mr. Quesenberry, Mr. Roberts, and Ms. Smith. There were no negative votes. The motion passed unanimously.

In the matter of **File Number 2016-03265, Duyen To Tran**, the Board reviewed the record, which consisted of the Notice of Prima Facie Case, Report of Findings, including exhibits, and the Recommendation. Duyen To Tran did not appear at the meeting in person, by counsel or by any other qualified representative.

File Number 2016-03265, Duyen To Tran

Concerning Count 1, upon a motion by Ms. Gilanshah and seconded by Mr. Roberts, the Board adopted the Report of Findings which contains the facts regarding the regulatory and/or statutory issues in this matter, and found substantial evidence that Duyen To Tran violated the following section of its Regulations and imposes the listed monetary penalties:

Count 1:	18 VAC 41-20-280.A.3	\$ 6,750.00
	(Three violations at \$2,250 each)	

TOTAL		\$ 6,750.00

The Board also imposes the following sanction: Revocation of Duyen To Tran's cosmetologist license number 201119866, for violation of Count 1.

The members voting 'yes' were Ms. Dang, Ms. Gilanshah, Ms. LaPierre, Mr. Machayo, Mr. Quesenberry, Mr. Roberts, and Ms. Smith. There were no negative votes. The motion passed unanimously.

In the matter of **File Number 2016-03378, Ratha Konh**, the Board reviewed the record, which consisted of the Notice of Prima Facie Case, Report of Findings, including exhibits, and the Recommendation. Ratha Konh did not appear at the meeting in person, by counsel or by any other qualified representative.

File Number 2016-03378, Ratha Konh

Concerning Count 1, upon a motion by Ms. Gilanshah and seconded by Mr. Roberts, the Board adopted the Report of Findings which contains the facts regarding the regulatory and/or statutory issues in this matter, and found substantial evidence that Ratha Konh violated the following section of its Regulations and imposes the listed monetary penalties:

Count 1:	18 VAC 41-20-280.A.3	\$ 2,250.00

TOTAL		\$ 2,250.00

The Board also imposes the following sanction: Revocation of Ratha Konh's cosmetologist license number 1201117973, for violation of Count 1.

The members voting 'yes' were Ms. Dang, Ms. Gilanshah, Ms. LaPierre, Mr. Machayo, Mr. Quesenberry, Mr. Roberts, and Ms. Smith. There were no negative votes. The motion passed unanimously.

In the matter of **File Number 2016-03390, Phuong Thao Huynh Nguyen**, the Board reviewed the record, which consisted of the Notice of Prima Facie Case, Report of Findings, including exhibits, and the Recommendation. **Phuong Thao Huynh Nguyen** did not appear at the meeting in person, by counsel or by any other qualified representative.

Concerning Count 1, upon a motion by Ms. Gilanshah and seconded by Mr. Roberts, the Board adopted the Report of Findings which contains the facts regarding the regulatory and/or statutory issues in this matter, and found substantial evidence that Phuong Thao Huynh Nguyen violated the following section of its Regulations and imposes the listed monetary penalties:

Count 1:	18 VAC 41-20-280.A.3	\$ 4,500.00
	(Two violations at \$2,250 each)	

TOTAL		\$ 4,500.00

The Board also imposes the following sanction: Revocation of Phuong Thao Huynh Nguyen's cosmetologist license number 1201119539, for violation of Count 1.

The members voting 'yes' were Ms. Dang, Ms. Gilanshah, Ms. LaPierre, Mr. Machayo, Mr. Quesenberry, Mr. Roberts, and Ms. Smith. There were no negative votes. The motion passed unanimously.

In the matter of **File Number 2016-03392, Quan Hoang Tran**, the Board reviewed the record, which consisted of the Notice of Prima Facie Case, Report of Findings, including exhibits, and the Recommendation. **Quan Hoang Tran** did not appear at the meeting in person, by counsel or by any other qualified representative.

Concerning Count 1, upon a motion by Ms. Gilanshah and seconded by Mr. Roberts, the Board adopted the Report of Findings which contains the facts regarding the regulatory and/or statutory issues in this matter, and found substantial evidence that Quan Hoang Tran violated the following section of its Regulations and imposes the listed monetary penalties:

Count 1:	18 VAC 41-20-280.A.3	\$ 6,750.00
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(Three violations at \$2,250 each)

TOTAL	----- \$ 6,750.00
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The Board also imposes the following sanction: Revocation of Quan Hoang Tran's cosmetologist license number 1201118179, for violation of Count 1.

The members voting 'yes' were Ms. Dang, Ms. Gilanshah, Ms. LaPierre, Mr. Machayo, Mr. Quesenberry, Mr. Roberts, and Ms. Smith. There were no negative votes. The motion passed unanimously.

In the matter of **File Number 2016-03394, Hong Thi Nguyen**, the Board reviewed the record, which consisted of the Notice of Prima Facie Case, Report of Findings, including exhibits, and the Recommendation. Mr. Hong Thi Nguyen did not appear at the meeting in person, by counsel or by any other qualified representative.

File Number 2016-03394, Hong Thi Nguyen

Concerning Count 1, upon a motion by Ms. Gilanshah and seconded by Mr. Roberts, the Board adopted the Report of Findings which contains the facts regarding the regulatory and/or statutory issues in this matter, and found substantial evidence that Hong Thi Nguyen violated the following section of its Regulations and imposes the listed monetary penalties:

Count 1:	18 VAC 41-20-280.A.	\$ 2,250.00
TOTAL		----- \$ 2,250.00

The Board also imposes the following sanction: Revocation of Hong Thi Nguyen's cosmetologist license number 1201115795, for violation of Count 1.

The members voting 'yes' were Ms. Dang, Ms. Gilanshah, Ms. LaPierre, Mr. Machayo, Mr. Quesenberry, Mr. Roberts, and Ms. Smith. There were no negative votes. The motion passed unanimously.

In the matter of **File Number 2016-03396, Hong Thi Thu Nguyen**, the Board reviewed the record, which consisted of the Notice of Prima Facie Case, Report of Findings, including exhibits, and the Recommendation. Hong Thi Thu Nguyen did not appear at the meeting in person, by counsel or by any other qualified representative.

File Number 2016-03396, Hong Thi Thu Nguyen

Concerning Count 1, upon a motion by Ms. Gilanshah and seconded by Mr. Roberts, the Board adopted the Report of Findings which contains the facts regarding the regulatory and/or statutory issues in this matter, and found

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substantial evidence that Hong Thi Thu Nguyen violated the following section of its Regulations and imposes the listed monetary penalties:

Count 1:	18 VAC 41-20-280.A.3 (Three violations at \$2,250 each)	\$ 6,750.00

TOTAL		\$ 6,750.00

The Board also imposes the following sanction: Revocation of Hong Thi Thu Nguyen's cosmetologist license number 1201117749, for violation of Count 1.

The members voting 'yes' were Ms. Dang, Ms. Gilanshah, Ms. LaPierre, Mr. Machayo, Mr. Quesenberry, Mr. Roberts, and Ms. Smith. There were no negative votes. The motion passed unanimously.

In the matter of **File Number 2016-03397, Sambo Sok**, the Board reviewed the record, which consisted of the Notice of Prima Facie Case, Report of Findings, including exhibits, and the Recommendation. Sambo Sok did not appear at the meeting in person, by counsel or by any other qualified representative.

File Number 2016-03397, Sambo Sok

Concerning Count 1, upon a motion by Ms. Gilanshah and seconded by Mr. Roberts, the Board adopted the Report of Findings which contains the facts regarding the regulatory and/or statutory issues in this matter, and found substantial evidence that Sambo Sok violated the following section of its Regulations and imposes the listed monetary penalties:

Count 1:	18 VAC 41-20-280.A.3 (Three violations at \$2,250 each)	\$ 6,750.00

TOTAL		\$ 6,750.00

The Board also imposes the following sanction: Revocation of Sambo Sok's cosmetologist license number 1201115281, for violation of Count 1.

The members voting 'yes' were Ms. Dang, Ms. Gilanshah, Ms. LaPierre, Mr. Machayo, Mr. Quesenberry, Mr. Roberts, and Ms. Smith. There were no negative votes. The motion passed unanimously.

In the matter of **File Number 2016-03399, Sang N. Hien**, the Board reviewed the record, which consisted of the Notice of Prima Facie Case, Report of Findings, including exhibits, and the Recommendation. Sang N.

File Number 2016-03399, Sang N. Hien

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Hien did not appear at the meeting in person, by counsel or by any other qualified representative.

Concerning Count 1, upon a motion by Ms. Gilanshah and seconded by Mr. Roberts, the Board adopted the Report of Findings which contains the facts regarding the regulatory and/or statutory issues in this matter, and found substantial evidence that Sang N. Hien violated the following section of its Regulations and imposes the listed monetary penalties:

Count 1:	18 VAC 41-20-280.A.3	\$ 2,250.00

TOTAL		\$ 2,250.00

The Board also imposes the following sanction: Revocation of Sang N. Hien's cosmetologist license number 1201112063, for violation of Count 1.

The members voting 'yes' were Ms. Dang, Ms. Gilanshah, Ms. LaPierre, Mr. Machayo, Mr. Quesenberry, Mr. Roberts, and Ms. Smith. There were no negative votes. The motion passed unanimously.

In the matter of **File Number 2016-03410, Siriwan Jumreonsuk**, the Board reviewed the record, which consisted of the Notice of Prima Facie Case, Report of Findings, including exhibits, and the Recommendation. Siriwan Jumreonsuk did not appear at the meeting in person, by counsel or by any other qualified representative.

File Number 2016-03410, Siriwan Jumreonsuk

Concerning Count 1, upon a motion by Ms. Gilanshah and seconded by Mr. Roberts, the Board adopted the Report of Findings which contains the facts regarding the regulatory and/or statutory issues in this matter, and found substantial evidence that Siriwan Jumreonsuk violated the following section of its Regulations and imposes the listed monetary penalties:

Count 1:	18 VAC 41-20-280.A.3	\$ 2,250.00

TOTAL		\$ 2,250.00

The Board also imposes the following sanction: Revocation of Siriwan Jumreonsuk's nail technician license number 1206018710, for violation of Count 1.

The members voting 'yes' were Ms. Dang, Ms. Gilanshah, Ms. LaPierre, Mr. Machayo, Mr. Quesenberry, Mr. Roberts, and Ms. Smith. There were no negative votes. The motion passed unanimously.

In the matter of **File Number 2016-03456, Xuan Nhít Nguyen**, the Board reviewed the record, which consisted of the Notice of Prima Facie Case, Report of Findings, including exhibits, and the Recommendation. Xuan Nhít Nguyen did not appear at the meeting in person, by counsel or by any other qualified representative.

File Number 2016-03456, Xuan Nhít Nguyen

Concerning Count 1, upon a motion by Ms. Gilanshah and seconded by Mr. Roberts, the Board adopted the Report of Findings which contains the facts regarding the regulatory and/or statutory issues in this matter, and found substantial evidence that Xuan Nhít Nguyen violated the following section of its Regulations and imposes the listed monetary penalties:

Count 1:	18 VAC 41-20-280.A.3 (Three violations at \$2,250 each)	\$ 6,750.00
TOTAL		6,750.00

The Board also imposes the following sanction: Revocation of Xuan Nhít Nguyen's cosmetologist license number 1201111475, for violation of Count 1.

The members voting 'yes' were Ms. Dang, Ms. Gilanshah, Ms. LaPierre, Mr. Machayo, Mr. Quesenberry, Mr. Roberts, and Ms. Smith. There were no negative votes. The motion passed unanimously.

In the matter of **File Number 2017-02301, Thanh V. Vu**, the Board reviewed the record, which consisted of the Notice of Prima Facie Case, Report of Findings, including exhibits, and the Recommendation. Thanh V. Vu did not appear at the meeting in person, by counsel or by any other qualified representative.

File Number 2017-02301, Thanh V. Vu

Concerning Count 1, upon a motion by Ms. Gilanshah and seconded by Mr. Roberts, the Board adopted the Report of Findings which contains the facts regarding the regulatory and/or statutory issues in this matter, and found substantial evidence that Thanh V. Vu violated the following section of its Regulations and imposes the listed monetary penalties:

Count 1:	18 VAC 41-20-280.A.3	\$ 2,250.00
TOTAL		\$ 2,250.00

The Board also imposes the following sanction: Revocation of Thanh V. Vu's cosmetologist license number 1201111472, for violation of Count 1.

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The members voting 'yes' were Ms. Dang, Ms. Gilanshah, Ms. LaPierre, Mr. Machayo, Mr. Quesenberry, Mr. Roberts, and Ms. Smith. There were no negative votes. The motion passed unanimously.

In the matter of **File Number 2020-01204, Michelle Angelica Tatis**, the Board reviewed the record, which consisted of the application files, transcript, exhibits, and the Summary of the Informal Fact-Finding Conference. Michelle Angelica Tatis appeared at the meeting in person and addressed the Board.

File Number 2020-01204, Michelle Angelica Tatis

Upon a motion by Mr. Quesenberry and seconded by Ms. Dang, the Board voted to accept the recommendation in the Summary of the Informal Fact-Finding Conference and approve Michelle Angelica Tatis' permanent cosmetic tattooer license.

The members voting 'yes' were Ms. Dang, Ms. Gilanshah, Ms. LaPierre, Mr. Machayo, Mr. Quesenberry, Mr. Roberts, and Ms. Smith. There were no negative votes. The motion passed unanimously.

In the matter of **File Number 2020-01766, Gregory Leon Williams**, the Board reviewed the record, which consisted of the application files, transcript, exhibits, and the Summary of the Informal Fact-Finding Conference. Gregory Leon Williams did not appear at the meeting in person, by counsel or by any other qualified representative.

File Number 2020-01766, Gregory Leon Williams

Upon a motion by Mr. Quesenberry and seconded by Mr. Roberts, the Board voted to accept the recommendation in the Summary of the Informal Fact-Finding Conference and approve Gregory Leon Williams' barber license.

The members voting 'yes' were Ms. Dang, Ms. Gilanshah, Ms. LaPierre, Mr. Machayo, Mr. Quesenberry, Mr. Roberts, and Ms. Smith. There were no negative votes. The motion passed unanimously.

In the matter of **File Number 2020-01803, Ashley Brooke Gunter**, the Board reviewed the record, which consisted of the application files, transcript, exhibits, and the Summary of the Informal Fact-Finding Conference. Ashley Brooke Gunter did not appear at the meeting in person, by counsel or by any other qualified representative.

File Number 2020-01803, Ashley Brooke Gunter

Upon a motion by Mr. Roberts and seconded by Ms. Gilanshah, the Board voted to accept the recommendation in the Summary of the Informal Fact-Finding Conference and approve Ashley Brooke Gunter's cosmetologist license.

The members voting 'yes' were Ms. Dang, Ms. Gilanshah, Ms. LaPierre, Mr. Machayo, Mr. Quesenberry, Mr. Roberts, and Ms. Smith. There were no negative votes. The motion passed unanimously.

In the matter of **File Number 2020-01832, Chonlanut Rina Roberts**, the Board reviewed the record, which consisted of the application files, transcript, exhibits, and the Summary of the Informal Fact-Finding Conference. Chonlanut Rina Roberts appeared at the meeting in person and addressed the Board.

File Number 2020-01832, Chonlanut Rina Roberts

Upon a motion by Mr. Roberts and seconded by Mr. Quesenberry, the Board voted to accept the recommendation in the Summary of the Informal Fact-Finding Conference and approve Chonlanut Rina Roberts' permanent cosmetic tattooer license.

The members voting 'yes' were Ms. Dang, Ms. Gilanshah, Ms. LaPierre, Mr. Machayo, Mr. Quesenberry, Mr. Roberts, and Ms. Smith. There were no negative votes. The motion passed unanimously.

In the matter of **File Number 2020-01833, Sugaring House Beauty Academy**, the Board reviewed the record, which consisted of the application files, transcript, exhibits, and the Summary of the Informal Fact-Finding Conference. Chonlanut Rina Roberts appeared at the meeting in person and addressed the Board on behalf of Sugaring House Beauty Academy.

File Number 2020-01833, Sugaring House Beauty Academy

Upon a motion by Mr. Roberts and seconded by Ms. Dang, the Board voted to accept the recommendation in the Summary of the Informal Fact-Finding Conference and approve Sugaring House Beauty Academy's esthetics school license.

The members voting 'yes' were Ms. Dang, Ms. Gilanshah, Ms. LaPierre, Mr. Machayo, Mr. Quesenberry, Mr. Roberts, and Ms. Smith. There were no negative votes. The motion passed unanimously.

In the matter of **File Number 2020-01847, Khadijah Pasha**, the Board reviewed the record, which consisted of the application files, transcript, exhibits, and the Summary of the Informal Fact-Finding Conference. Khadijah Pasha appeared at the meeting in person and addressed the Board.

FILE Number 2020-01847, Iman Khadijah Pasha

Upon a motion by Mr. Roberts and seconded by Ms. Gilanshah, the Board voted to accept the recommendation in the Summary of the Informal Fact-Finding Conference and approve Khadijah Pasha's Master Esthetician license.

The members voting 'yes' were Ms. Dang, Ms. Gilanshah, Ms. LaPierre, Mr. Machayo, Mr. Quesenberry, Mr. Roberts, and Ms. Smith. There were no negative votes. The motion passed unanimously.

In the matter of **File Number 2020-01848, Shakir Aundre Moore**, the Board reviewed the record, which consisted of the application files, transcript, exhibits, and the Summary of the Informal Fact-Finding Conference. Shakir Aundre Moore appeared at the meeting in person and addressed the Board.

File Number 2020-01848, Shakir Aundre Moore

Upon a motion by Mr. Quesenberry and seconded by Mr. Roberts, the Board voted to accept the recommendation in the Summary of the Informal Fact-Finding Conference and approve Shakir Aundre Moore's barber license.

The members voting 'yes' were Ms. Dang, Ms. Gilanshah, Ms. LaPierre, Mr. Machayo, Mr. Quesenberry, Mr. Roberts, and Ms. Smith. There were no negative votes. The motion passed unanimously.

In the matter of **File Number 2020-01870, Jessica Marie Christian**, the Board reviewed the record, which consisted of the application files, transcript, exhibits, and the Summary of the Informal Fact-Finding Conference. Jessica Marie Christian appeared at the meeting in person and addressed the Board.

File Number 2020-01870, Jessica Marie Christian

Upon a motion by Mr. Roberts and seconded by Mr. Quesenberry, the Board voted to accept the recommendation in the Summary of the Informal Fact-Finding Conference and approve Jessica Marie Christian's cosmetologist license.

The members voting 'yes' were Ms. Dang, Ms. Gilanshah, Ms. LaPierre, Mr. Machayo, Mr. Quesenberry, Mr. Roberts, and Ms. Smith. There were no negative votes. The motion passed unanimously.

In the matter of **File Number 2020-01871, Braden Michael McCue**, the Board reviewed the record, which consisted of the application files, transcript, exhibits, and the Summary of the Informal Fact-Finding Conference. Braden Michael McCue did not appear at the meeting in person, by counsel or by any other qualified representative.

File Number 2020-01871, Braden Michael McCue

Upon a motion by Mr. Quesenberry and seconded by Ms. Dang, the Board voted to accept the recommendation in the Summary of the Informal Fact-Finding Conference and approve Braden Michael McCue's barber license.

The members voting 'yes' were Ms. Dang, Ms. Gilanshah, Ms. LaPierre, Mr. Machayo, Mr. Quesenberry, and Ms. Smith. The member voting 'no' was Mr. Roberts. The motion passed by a majority.

In the matter of **File Number 2020-01872, Conner Mitchell Sherin**, the Board reviewed the record, which consisted of the application files, transcript, exhibits, and the Summary of the Informal Fact-Finding Conference. Conner Mitchell Sherin did not appear at the meeting in person, by counsel or by any other qualified representative.

File Number 2020-01872, Conner Mitchell Sherin

Upon a motion by Mr. Roberts and seconded by Mr. Quesenberry, the Board voted to accept the recommendation in the Summary of the Informal Fact-Finding Conference and approve Conner Mitchell Sherin's tattooer license.

The members voting 'yes' were Ms. Dang, Ms. Gilanshah, Ms. LaPierre, Mr. Machayo, Mr. Quesenberry, Mr. Roberts, and Ms. Smith. There were no negative votes. The motion passed unanimously.

In the matter of **File Number 2020-02336, Whitney Lee Isom**, the Board reviewed the record, which consisted of the application files, transcript, exhibits, and the Summary of the Informal Fact-Finding Conference. Amy Walton, Cosmetology Instructor for the Virginia Correctional Center for Women appeared at the meeting in person and addressed the Board on behalf of Ms. Isom.

File Number 2020-02336, Whitney Lee Isom

Upon a motion by Ms. Gilanshah and seconded by Mr. Quesenberry, the Board voted to accept the recommendation in the Summary of the Informal Fact-Finding Conference and approve Whitney Lee Isom's cosmetologist license.

The members voting 'yes' were Ms. Dang, Ms. Gilanshah, Ms. LaPierre, Mr. Machayo, Mr. Quesenberry, Mr. Roberts, and Ms. Smith. There were no negative votes. The motion passed unanimously.

In the matter of **File Number 2020-02337, Patrick David Keys**, the Board reviewed the record, which consisted of the application files, transcript, exhibits, and the Summary of the Informal Fact-Finding Conference. Patrick David Keys appeared at the meeting in person and addressed the Board.

File Number 2020-02337, Patrick David Keys

Upon a motion by Mr. Roberts and seconded by Ms. Gilanshah, the Board voted to accept the recommendation in the Summary of the Informal Fact-Finding Conference and approve Patrick David Keys' barber license.

The members voting 'yes' were Ms. Dang, Ms. Gilanshah, Ms. LaPierre, Mr. Machayo, Mr. Quesenberry, Mr. Roberts, and Ms. Smith. There were no negative votes. The motion passed unanimously.

In the matter of **File Number 2020-01204, Beauty Basics Inc.**, the Board reviewed the record, which consisted of the application files, transcript,

File Number 2020-02338, Beauty Basics

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exhibits, and the Summary of the Informal Fact-Finding Conference. Beauty Basics Inc. did not appear at the meeting in person, by counsel or by any other qualified representative.

Inc dba Aveda Arts and Sciences Institute

Upon a motion by Mr. Roberts and seconded by Mr. Quesenberry, the Board voted to accept the recommendation in the Summary of the Informal Fact-Finding Conference and approve Beauty Basics Inc.'s cosmetology school and esthetic school licenses.

The members voting 'yes' were Ms. Dang, Ms. Gilanshah, Ms. LaPierre, Mr. Machayo, Mr. Quesenberry, Mr. Roberts, and Ms. Smith. There were no negative votes. The motion passed unanimously.

In the matter of **File Number 2020-01204, Paula Sue Cox**, the Board reviewed the record, which consisted of the application files, transcript, exhibits, and the Summary of the Informal Fact-Finding Conference. Amy Walton, Cosmetology Instructor for the Virginia Correctional Center for Women appeared at the meeting in person and addressed the Board on behalf of Ms. Cox.

File Number 2020-02356, Paula Sue Cox

Upon a motion by Mr. Quesenberry and seconded by Mr. Roberts, the Board voted to accept the recommendation in the Summary of the Informal Fact-Finding Conference and approve Paula Sue Cox's cosmetologist license.

The members voting 'yes' were Ms. Dang, Ms. Gilanshah, Mr. Machayo, Mr. Quesenberry, Mr. Roberts, and Ms. Smith. The member voting 'no' was Ms. LaPierre. The motion passed by a majority.

In the matter of **File Number 2020-02359, McCawley Rojas LLC**, the Board reviewed the record, which consisted of the application files, transcript, exhibits, and the Summary of the Informal Fact-Finding Conference. McCawley Rojas LLC did not appear at the meeting in person, by counsel or by any other qualified representative.

File Number 2020-02359, McCawley, Rojas LLC dba JD Haircuts

Upon a motion by Mr. Quesenberry and seconded by Mr. Roberts, the Board voted to accept the recommendation in the Summary of the Informal Fact-Finding Conference and approve McCawley Rojas LLC's salon license.

The members voting 'yes' were Ms. Dang, Ms. Gilanshah, Ms. LaPierre, Mr. Machayo, Mr. Quesenberry, Mr. Roberts, and Ms. Smith. There were no negative votes. The motion passed unanimously.

In the matter of **File Number 2020-02360, LaTonya Alice Smith**, the Board reviewed the record, which consisted of the application files, transcript, exhibits, and the Summary of the Informal Fact-Finding Conference. Amy Walton, Cosmetology Instructor for the Virginia Correctional Center for

File Number 2020-02360, LaTonya Alice Smith

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Women appeared at the meeting in person and addressed the Board on behalf of Ms. Smith.

Upon a motion by Mr. Roberts and seconded by Mr. Quesenberry, the Board voted to accept the recommendation in the Summary of the Informal Fact-Finding Conference and approve LaTonya Alice Smith's cosmetologist license.

The members voting 'yes' were Ms. Dang, Ms. Gilanshah, Ms. LaPierre, Mr. Machayo, Mr. Quesenberry, Mr. Roberts, and Ms. Smith. There were no negative votes. The motion passed unanimously.

In the matter of **File Number 2020-02361, Stephanie Dawn Dudley**, the Board reviewed the record, which consisted of the application files, transcript, exhibits, and the Summary of the Informal Fact-Finding Conference. Amy Walton, Cosmetology Instructor for the Virginia Correctional Center for Women appeared at the meeting in person and addressed the Board on behalf of Ms. Dudley.

File Number 2020-02361, Stephanie Dawn Dudley

Upon a motion by Mr. Roberts and seconded by Mr. Quesenberry, the Board voted to accept the recommendation in the Summary of the Informal Fact-Finding Conference and approve Stephanie Dawn Dudley's cosmetologist license.

The members voting 'yes' were Ms. Dang, Ms. Gilanshah, Ms. LaPierre, Mr. Machayo, Mr. Quesenberry, Mr. Roberts, and Ms. Smith. There were no negative votes. The motion passed unanimously.

In the matter of **File Number 2020-02362, Brittany Lee Nesselrodt**, the Board reviewed the record, which consisted of the application files, transcript, exhibits, and the Summary of the Informal Fact-Finding Conference. Brittany Lee Nesselrodt appeared at the meeting in person and addressed the Board.

File Number 2020-02362, Brittany Lee Nesselrodt

Upon a motion by Mr. Quesenberry and seconded by Mr. Roberts, the Board voted to accept the recommendation in the Summary of the Informal Fact-Finding Conference and approve Brittany Lee Nesselrodt's cosmetologist license.

The members voting 'yes' were Ms. Dang, Ms. Gilanshah, Ms. LaPierre, Mr. Machayo, Mr. Quesenberry, Mr. Roberts, and Ms. Smith. There were no negative votes. The motion passed unanimously.

In the matter of **File Number 2020-02363, Wittney Madison Hair Gallery LLC**, the Board reviewed the record, which consisted of the application files,

File Number 2020-02363, Wittney

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transcript, exhibits, and the Summary of the Informal Fact-Finding Conference. Petrice Myers and DeWitt Myers appeared at the meeting in person and addressed the Board on behalf of Wittney Madison Hair Gallery LLC.

**Madison Hair
Gallery LLC**

Upon a motion by Ms. Gilanshah and seconded by Mr. Quesenberry, the Board voted to accept the recommendation in the Summary of the Informal Fact-Finding Conference and approve Wittney Madison Hair Gallery LLC's salon license renewal application.

The members voting 'yes' were Ms. Dang, Ms. Gilanshah, Ms. LaPierre, Mr. Machayo, Mr. Quesenberry, Mr. Roberts, and Ms. Smith. There were no negative votes. The motion passed unanimously.

EXAMINATIONS

Mr. Kirschner provided a report to the Board on the new examination vendor, PSI. He described ongoing issues with the vendor, primarily involving communication problems. Mr. Kirschner and Director of Examination, Ms. Webster, responded to questions from the Board.

**Report On
Examinations**

Ms. Rodriguez presented a comparative report on the exam score pass rates for 2019 and 2020. Pass rates for public schools are not yet available for the 2020 examination period.

Exam Statistics

**REGULATORY
ACTION AND
BOARD
GUIDANCE**

Mr. Kirschner presented a report on pending regulatory actions, noting that the revised Tattoo and Body Piercing Regulations remain in the Governor's Office for review.

Regulatory Report

The Board discussed the comments and suggestions made regarding esthetician and cosmetologist scope of practice in the correspondence received from Dee Ann Slover (See Communications).

NEW BUSINESS

There being no further business to be brought before the Board, Ms. LaPierre adjourned the meeting at 10:58 a.m.

Adjourn

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Margaret B. LaPierre, Board Chair

Mary Broz-Vaughan, Board Secretary

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Clark, Cathy <cathy.clark@dpor.virginia.gov>

Fwd: Identifying Risks in Beauty Services

1 message

Kirschner, Stephen <steve.kirschner@dpor.virginia.gov>
To: Cathy Clark <cathy.clark@dpor.virginia.gov>

Tue, Oct 20, 2020 at 5:00 PM

Hi Cathy,

I'd like to include this email in the communications section of the Agenda. I've attached the PDF Report

Thanks!

Steve

----- Forwarded message -----

From: **Nevada State Board of Cosmetology** <info@nvcosmo.com>
Date: Wed, Oct 14, 2020 at 4:58 PM
Subject: Identifying Risks in Beauty Services
To: <steve.kirschner@dpor.virginia.gov>

Can't See This Message? [View in a browser](#)



Identifying Risks in Beauty Services

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Infection Risks



Malpractice/Safety Risks



Product Reaction Risks

The Nevada State Board of Cosmetology recently concluded a 30+ month project to identify consumer risks in beauty services.

The project consisted of 40+ collaborators representing multiple stakeholders licensed in 16 different state jurisdictions.

The members of the Nevada Board voted to approve the report as a living document at the October 12, 2020 board meeting.

We encourage comments, feedback, and questions regarding the risk document by emailing us at

RiskProject@nvcosmo.com.

[View Document](#)

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Stephen Kirschner
Executive Director
Board for Barbers and Cosmetology
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 **October 2020- The Nevada Risk Report (Bo.pdf**
4923K

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The Nevada Report:

Identifying Risks in Beauty Services

October 2020

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This report was approved as a living document at the October 12, 2020 board meeting.

Project Introduction

The Nevada State Board of Cosmetology developed this risk analysis report to identify, quantify, and communicate the consumer risks in common beauty services that are performed by licensed beauty professionals. This report is the result of a project to identify specific areas of a service that could adversely affect a consumer's health and/or safety.

The project was a collaborative effort between 40+ project collaborators. The collaborators consisted of multi-state industry regulators, licensed individual market participants, licensed instructors, former salon owners, subject matter experts, theory exam content developers, practical exam raters, industry manufacturers, and other stakeholders in the beauty service industry.

The report was developed in response to the Nevada State Legislative mandate (2017- NV SB 69) to identify areas of licensed services that could adversely affect public health or safety.

This report summarizes the project into the following sections:

- I. Project Overview
- II. Project Objectives
- III. Project Timeline & Collaborator
- IV. Project Purpose
- V. Project Limitations
- VI. Licenses/Registrations in the Beauty Service Industry
- VII. Service Description
- VIII. Quantifying the Risks
- IX. Project Findings
 - A. Beauty Service Info Sheets
 - B. Risk Rankings
 - C. List of Infection Reaction Risks
 - D. List of Malpractice/Safety Risks
 - E. List of Product Reaction Risks
- X. Conclusion
- XI. Project Collaborator List
- XII. Glossary
- XIII. Beauty Service Info Sheets

I. Project Overview

The Nevada State Board of Cosmetology began the risk analysis project in February 2018. Collaboration with industry participants and other stakeholders began in late 2018.

The project's objective: [identify risks in beauty services](#).

There are 21 beauty services addressed in this report. These services were identified by the project's industry participants as being among the most common beauty services provided by licensed beauty professionals. Newly licensed beauty professionals are expected to have basic knowledge of these services and to be able to perform the services listed in the report. Licensed beauty professionals include cosmetologists, estheticians, hair designers, and nail technicians.

The identified risks have been developed into a [Beauty Service Info Sheet](#) to better communicate the information collected from the risk analysis project. The [Beauty Service Info Sheet](#) for each service is located in the Project Findings' section on page 17 of this report.

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II. Project Goals

The project was broken down into broad goals.

1. Identify common hair, nail, and skin care services.
2. List the steps/sub-steps needed to complete each of the common services identified in Goal #1.
3. Identify the tools and implements needed to perform each service.
4. Identify the products commonly used to perform each service.
5. Identify the potential areas of risks to the consumer in each service step/sub-step.
6. Identify the risk type (infection risk, malpractice/safety risk, and/or product reaction risk) in each service step/sub-step.
7. Identify the specific infection risk, malpractice/safety risk, and/or product reaction risk for each service step/sub-step.
8. Quantify the identified risks, the risk types, and each services' number of steps/sub-steps into a percentage indicator.
9. Communicate the identified risks in beauty services in an easy to understand format.
10. Share the collective knowledge learned with others.

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III. Project Timeline & Collaborators

Since 2018, the project collaborators have expanded to include industry regulators from multiple states, licensed individual market participants, licensed instructors, former salon owners, subject matter experts, theory exam content developers, practical exam raters, industry manufacturers, and other stakeholders in the beauty service industry. A list of collaborators is listed on page 12 of this report.

As of January 2020, there have been 40+ project collaborators with a combined experience of 500+ years in 16 states, and counting.

Project Date	Project Collaborators
February 2018	Nevada Board of Cosmetology- Core Project Staff Members
May 2018	Nevada Board of Cosmetology- Licensed Staff Members
August 2018	Nevada Board of Cosmetology- Licensed Staff Members
December 2018	Nevada Board of Cosmetology Licensed Nevada Instructors Exam Content Reviewers Licensed Market Participants in 5 different states
January 2019	Nevada State Board of Cosmetology Industry Manufacturer Industry Exam Content Developer Practical Exam Raters Licensed Market Participants in 9 different states
June 2019	Nevada State Board of Cosmetology Industry Manufacturer Industry Exam Content Developer Practical Exam Raters Licensed Market Participants in 12 different states
August 2019	Nevada State Board of Cosmetology North Carolina Board of Cosmetic Arts Industry Manufacturer Industry Exam Content Developer Practical Exam Raters Licensed Market Participants in 14 different states

<p>October 2019</p>	<p>Nevada State Board of Cosmetology North Carolina Board of Cosmetic Arts Minnesota Board of Cosmetology California Board of Cosmetology Wyoming Board of Cosmetology Maryland Board of Cosmetology Industry Manufacturer Industry Exam Content Developer Practical Exam Raters Licensed Market Participants in 16 different states</p>
<p>December 2019</p>	<p>Nevada State Board of Cosmetology North Carolina Board of Cosmetic Arts Minnesota Board of Cosmetology California Board of Cosmetology Wyoming Board of Cosmetology Industry Manufacturer Industry Exam Content Developer Practical Exam Raters Licensed Market Participants in 16 different states</p>

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IV. Project Purpose

The purpose of the project is to identify the areas of risk in beauty services and to communicate the project's findings to consumers of beauty services, industry participants, and government representatives.

Additionally, the project provides the Nevada State Legislature with consumer risk information that the legislative body requested in 2017 through Nevada Senate Bill 69.

The project aims to create a base level of information detailing how beauty services can be harmful if specific steps are not performed properly. A base level of information related to service risks may improve training, testing, licensing, and consumer protection programs for agencies tasked with consumer protection and regulation development for state legislators.

Additional benefits of the project might include:

- Consumer Awareness Content Development
- Safety and Infection Prevention Regulations
- Salon Infection Prevention Operating Procedures
- Inspection Process Development
- Legislative Information and Development (NV SB-69)
- Exam Content Development
- Curriculum Development
- Educational Content Development
- And More

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V. Project Limitations

This non-scientific project is limited to 21 common beauty services that newly licensed beauty professionals would likely perform. Therefore, the focus of this project is on basic skill services, rather than advanced services in hair care, nail care, and skin care.

Services in barbering and massage were not included in this project due to those occupational licenses existing outside the authority of the Nevada State Board of Cosmetology. However, some beauty services in this report may overlap with barbering and massage services in many states. As a result of the areas of overlap with barbering and massage, advanced hair, nail, or skin services and services in the barbering and massage therapy occupations may be added at a later date.

Other Limitations

- The report utilizes non-technical language to communicate the service risks to a broad audience.
- The project avoids technical language and detailed service technique procedures.
- The project did not explore ways to lower service risks.
- The project identified risks, but did not attempt to determine the likelihood of a risk occurring.
- The project did not identify the risks to the licensed beauty professional performing the service to the consumer.
- The project did not measure the length of time for the consumer to feel the impact of the infection, malpractice safety, and/or product reaction risks. Some infection risks may take weeks to become evident to the consumer.
- The project did not account for rare or unlikely risks that may occur.
- The project did not review electrology services.

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VI. Licenses/Registrations in the Beauty Service Industry

In 1931, the State of Nevada began licensing cosmetologists and schools of cosmetology. Cosmetology is the practice of hair care, nail care, and skin care services. A cosmetology license combines three license types into one license with a range of service possibilities. A cosmetologist can perform the same services as an esthetician, a hair designer, and a nail technician.



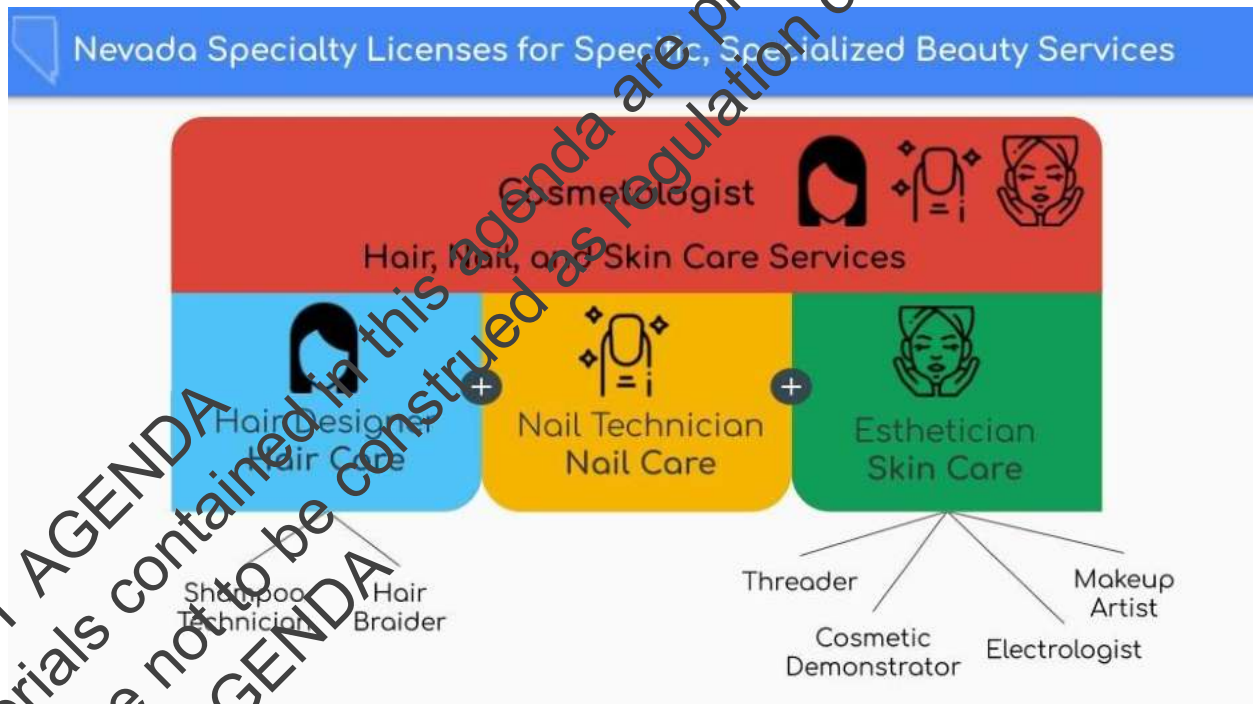
Over time, the beauty service industry in Nevada adapted and innovated to promote economic growth by creating new license/registration types. The new license/registration types within the beauty service industry were created to account for the niche or specialty markets being established. Niche or specialty licenses/registrations are created or derived from an existing license/registration's scope of practice.

Licenses/Registrations in esthetics, hair design, and nail technology derived from cosmetology's scope of practice. Legislative trends of establishing niche/specialty licenses/registrations from esthetics, hair design, and nail technology have occurred throughout the United States. A few of the more recently developed license/registration types deriving from esthetics, hair design, and nail technology are: blow dry technician, eyelash technician, hair braider, makeup artist, shampoo technician, threader, and waxing specialist.

The table below lists the license types that are permitted to perform hair care, nail care, and skin care services in Nevada.

Service Type	License Type
Hair Care	<ul style="list-style-type: none"> • Hair Designer • Cosmetologist
Nail Care	<ul style="list-style-type: none"> • Nail Technician • Cosmetologist
Skin Care	<ul style="list-style-type: none"> • Esthetician • Cosmetologist

In more recent decades, the beauty service industry in Nevada has experienced an increase in niche or specialty licenses/registrations. The graph below displays the Nevada specialty licenses and the area of focus from which they were derived.



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VII. Service Description

A brief description of each beauty service reviewed in this report is listed below:

Service Name	Service Description	License Type (NV Required Hours)
HAIR CARE		
Blow Dry Service	The drying of wet hair on the head to achieve a requested style.	Cosmetology (1,600) Hair Design (1,000)
Chemical Relaxer Service	The chemical processing of naturally curly hair on the head to permanently straighten the hair.	Cosmetology (1,600) Hair Design (1,000)
Foil Service	The chemical lightening of the hair on the head to enhance or alter the hair color.	Cosmetology (1,600) Hair Design (1,000)
Hair Color Service	The chemical coloring of the hair on the head to enhance or alter the hair color.	Cosmetology (1,600) Hair Design (1,000)
Haircut Service	The cutting of the hair on the head to a requested length or style.	Cosmetology (1,600) Hair Design (1,000)
Permanent Wave Service	The chemical processing of straight hair on the head to permanently add curls to the hair.	Cosmetology (1,600) Hair Design (1,000)
Sew In Extensions Service	The attachment of extension hairs to the hair on the head to enhance or alter the appearance.	Cosmetology (1,600) Hair Braiding (0) Hair Design (1,000)
Shampoo & Conditioner Service	The washing of the hair on the head and scalp for cleansing.	Cosmetology (1,600) Hair Braiding (0) Hair Design (1,000) Shampoo Technician (0)
Styling Service	The drying, curling, and styling of the hair on the head to achieve a requested style.	Cosmetology (1,600) Hair Design (1,000)
NAIL CARE		
Acrylic Nails Service	The addition of artificial products to the nails of the hands to add length or to strengthen the natural nail.	Nail Technician (600) Cosmetology (1,600)
Acrylic Fill/Repair Service	The maintenance or repair of an existing artificial product on the nails of the hands to add length or to strengthen the natural nail.	Nail Technician (600) Cosmetology (1,600)
Basic Manicure Service	The treatment of the nails on the hands to groom and enhance the natural nail.	Nail Technician (600) Cosmetology (1,600)
Basic Pedicure Service	The treatment of the nails on the feet to groom and enhance the natural nail.	Nail Technician (600) Cosmetology (1,600)
Basic Polish Service	The addition of artificial products to the nails of the hands or feet to enhance the appearance of the natural or artificial nail.	Nail Technician (600) Cosmetology (1,600)

Dip Application Service	The addition of artificial products to the nails of the hands to add length or to strengthen the natural nail.	Nail Technician (600) Cosmetology (1,600)
Gel Polish Service	The addition of artificial products to the nails of the hands to add length or to strengthen the natural nail.	Nail Technician (600) Cosmetology (1,600)
Nail Soak Off Service	The soaking of the existing enhancements on the nails of the hands or feet to remove artificial products from the natural nail.	Nail Technician (600) Cosmetology (1,600)
SKIN CARE		
Basic Facial Service	The treatment of the skin on the face to cleanse, exfoliate, and maintain the skin.	Esthetician (600) Cosmetology (1,600)
Eyelash Extensions Service	The addition of extensions to the eyelashes to increase length and volume.	Esthetician (600) Cosmetology (1,600)
Hair Removal Service	The removal of unwanted hair from the body to decrease the amount of hair and to reduce hair regrowth.	Esthetician (600) Cosmetology (1,600)
Makeup Service	The addition of cosmetics to the face to enhance or alter the appearance.	Esthetician (600) Makeup Artist (0) Cosmetology (1,600)

Advanced services are not included in this report. A list of some examples of advanced services are below:

Hair Services

Hair Extension Services (Beads, Tape-ins, Keratin Bonds, etc)

Smoothing Services (Brazilian Blowout, Keratin Treatments, etc)

Advanced Color Services (Color Corrections)

Straightener Services (Yuko, Bioionic, Istraight)

Nail Services

Nail Art/Design Services (3D Nail, Encapsulation, Marbling, UV, etc)

Skin Services

Body Treatment Services

Lash Lifts/ Lint Services

Sugaring Services

Advanced Waxing Services (Brazilian, Sensitive Areas)

Advanced Facial/Skin Treatments

Microdermabrasion Services

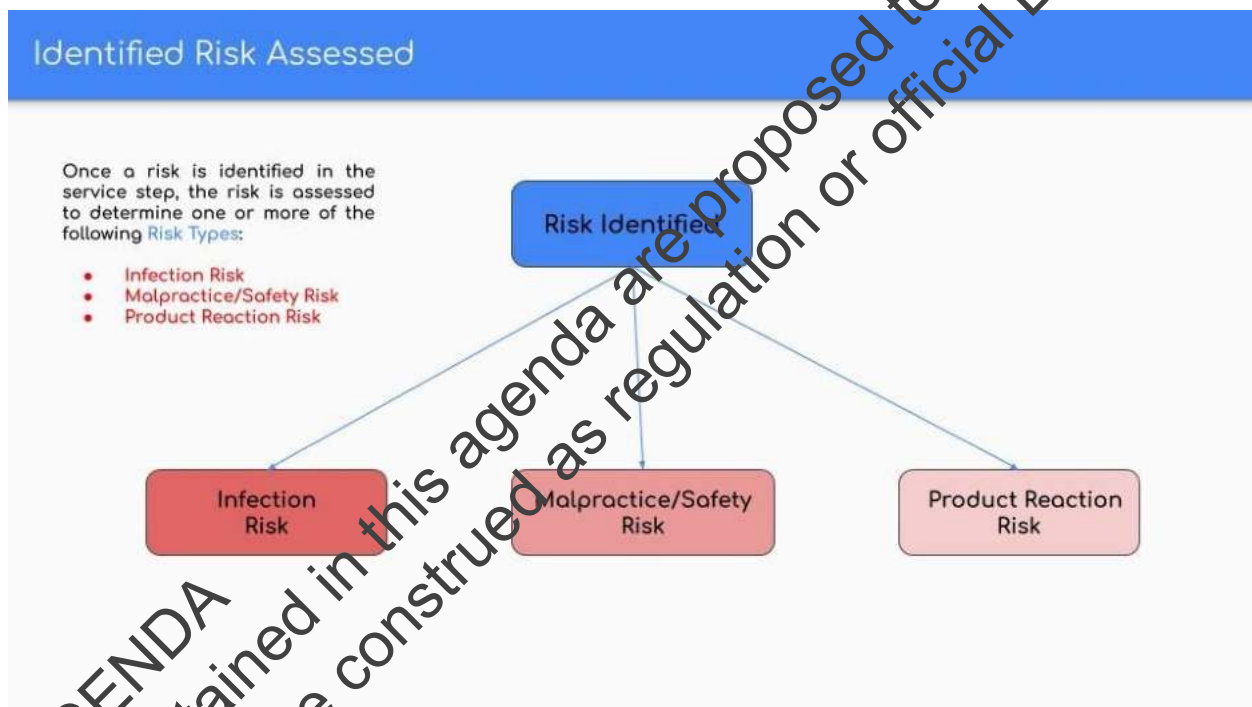
Extraction Services

VIII. Quantifying the Risk

The *Beauty Service Info Sheet* displays a risk percentage indicator to communicate a numerical percentage of risk for that service by risk type. The risk percentage indicator is based on the risks identified and the number of steps/substeps to complete the service.

The risk percentage was established by analyzing each service step/sub-step that posed a consumer risk and by determining the risk type (infection risks, malpractice/safety risks, and/or product reaction).

The graphic below shows how an identified risk was reviewed by three risk types.



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The graphic below shows the determining factors for assigning a risk type.

Determine Risk Type

- Infection Risk**: A risk that is a result of a **non-disinfected tool/implement or device** coming in contact with a customer's body.
- Malpractice/Safety Risk**: A risk that is a result of **practical or theoretical malpractice** (misuse of tool, product, or the service's unsafe delivery) of a licensed beauty service professional and a **tool/implement that cuts, punctures, or applies heat to a customer's body**.
- Product Reaction Risk**: A risk that is a result of a product ingredient causing a **consumer irritation, an allergic reaction, or counteracts with prescription medication**.

The risk value was quantified by assigning a value of 1 for each risk identified.

Each risk value was assessed by the three risk types making each service step/sub-step potential of maximum risk value of 3 (1 for *Infection Risk*, 1 for *Malpractice/Safety Risk*, and 1 for *Product Reaction Risk*).

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Risk Value Quantified example:

Chemical Relaxer Service Sub-Step:

SUB-STEP: Apply relaxer product, following the manufacturer's instructions

The Chemical Relaxer service uses a chemical for processing naturally curly hair on the head for the purpose of permanently straightening the hair. The sub-step above (in red font) is from the Chemical Relaxer service and has a quantified risk value of 3.

The sub-step's risk value is 3 because an Infection Risk, a Malpractice/Safety Risk, and a Product Reaction Risk are all identified as a potential risk if the sub-step isn't properly performed.

The Infection Risk is identified through the use of the applicator brush for the first time in the service. If the applicator brush hasn't been cleaned and disinfected it poses an Infection Risk.

The Malpractice/Safety Risk is identified through the inherent risk of chemical application on the body and the need for practical/theoretical knowledge to be applied to safely perform the service.

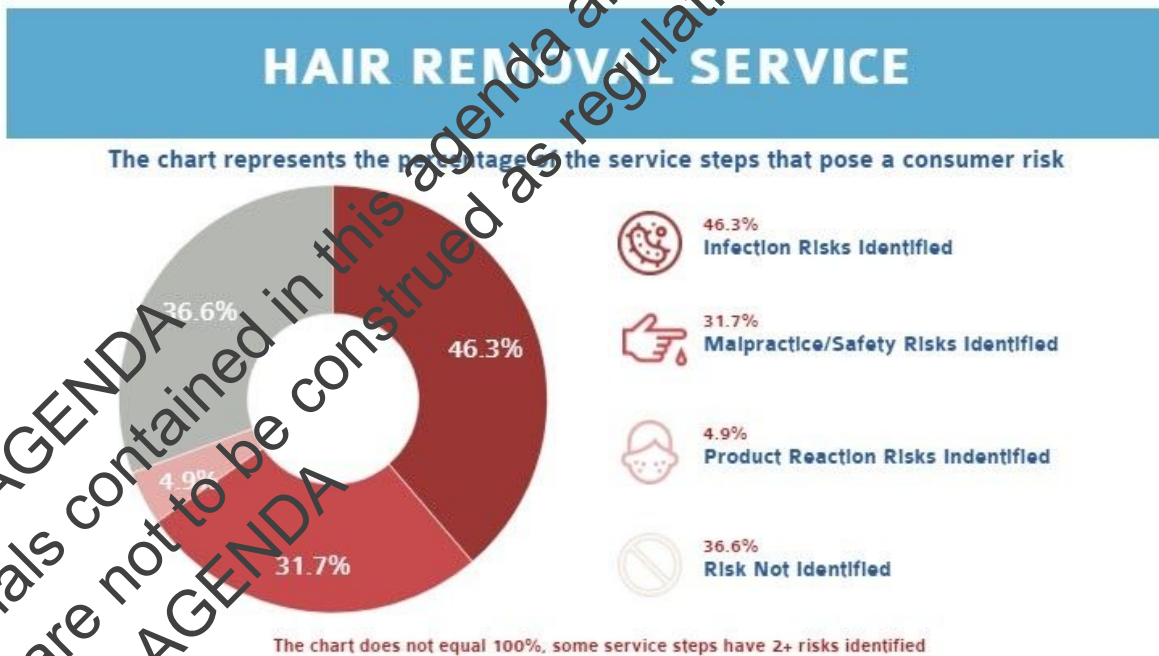
The Product Reaction Risk is identified through the type of product used and the potentially harmful effects of the product.

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The sum of each risk type's risk value in a beauty service and the number of steps/sub-steps for the particular service are weighed based on the risk value potential of 3 for each step/sub-step in a service. The weighted risks and the total number of steps/sub-steps establish the risk percentage indicator that is presented on the *Beauty Service Info Sheets*.

$$\frac{\text{Identified Risks}}{\text{Service Steps}} = \text{Risk \%}$$

The graphic below is from a *Beauty Service Info Sheet* that displays the risk percentage indicator which breaks down the percentage of steps that poses an infection risk, a malpractice/safety risk, or a product reaction risk.



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IX. Project Finding

The project findings have been organized into two formats:

1. *Beauty Service Info Sheets* for 21 services
2. A table displaying the number of risks by type for 21 services

Beauty Service Info Sheets

The project categorizes the 21 beauty services into hair care, nail care, and skin care categories. Click on the service below to see the *Beauty Service Info Sheet* for each service.

Service Name	Service Type	Info Sheet Front Side	Info Sheet Back Side
Acrylic Fill/Repair	Nail Care	Front	Back
Acrylic Nail	Nail Care	Front	Back
Basic Facial	Skin Care	Front	Back
Basic Manicure	Nail Care	Front	Back
Basic Pedicure	Nail Care	Front	Back
Basic Polish	Nail Care	Front	Back
Blow Dry	Hair Care	Front	Back
Chemical Relaxer	Hair Care	Front	Back
Dip Nail	Nail Care	Front	Back
Eye lash Extension	Skin Care	Front	Back
Facial	Hair Care	Front	Back
Gel Polish	Nail Care	Front	Back
Hair Color	Hair Care	Front	Back
Hair Removal	Skin Care	Front	Back
Haircut	Hair Care	Front	Back
Makeup	Skin Care	Front	Back

Permanent Wave	Hair Care	Front	Back
Sew In Extension	Hair Care	Front	Back
Shampoo/Conditioner	Hair Care	Front	Back
Soak Off	Nail Care	Front	Back
Styling	Hair Care	Front	Back

Service Risks

The table below lists the beauty services reviewed and the number of steps where a risk value was identified.

SERVICE NAME	INFECTION RISKS # of Steps Identified	MALPRACTICE/SAFETY RISKS # of Steps Identified	PRODUCT REACTION RISKS # of Steps Identified
Acrylic Fill/Repair	25	13	4
Acrylic Nail	24	13	4
Basic Facial	16	8	4
Basic Manicure	18	8	1
Basic Pedicure	18	9	3
Basic Polish	6	2	0
Blow Dry (with Thermal Iron)	15	4	0
Chemical Relaxer	24	11	6
Dip Nail	18	13	5
Eyelash Extension	15	9	4
Gel Polish	18	8	2
Foil	12	7	2
Hair Color	12	7	2
Hair Removal	19	13	2
Haircut	14	3	0
Makeup	21	2	0
Permanent Wave	15	10	4

Sew In Extension	14	5	0
Shampoo/Conditioner	10	2	0
Soak Off	17	5	0
Styling	15	4	0

NOTE: All services have a minimum of 11 areas of infection risk for the pre/post service procedures. All services have a minimum of 2 areas of malpractice/safety risk for consultation and assessment.

List of Potential Service Infection Risks

The report findings list some of the potential service infection risks for all beauty services below:

- Cellulitis
- Conjunctivitis
- Coronavirus
- E. coli
- Folliculitis
- Hand, Foot, and Mouth Disease
- HPV
- Impetigo
- Influenza
- Iritis
- Klebsiella Pneumonia
- Molluscum Contagiosum
- MRSA
- Mycobacterium Fortuitum
- Norovirus
- Onychomycosis
- Parasitic Infection
- Pseudomonas Seruginosa
- Ringworm
- Strep A
- Tinea Capitis
- Viral Threats

List of Potential Malpractice/Safety Risks

The report findings list some of the potential service malpractice/safety risks for all beauty services below:

- Adhesive Injury
- Capillary Damage
- Chemical Burn
- Corneal Damage
- Cut Injury
- Eye Injury
- Eye Puncture
- Follicle Damage
- Friction Burn
- Injury to Cuticle
- Injury to Hyponychium
- Injury to Nail Bed
- Injury to Nail Plate
- Injury to Surrounding Area
- Lymphatic Fluid Release
- Scalp Puncture
- Skin Abrasion
- Skin Irritation
- Skin Tear
- Skin Puncture

- Thermal Burn

- Traction Alopecia

List of Potential Product Reaction Risks

The report findings list some of the potential product reaction risks for all beauty services below:

- Allergic Reaction
- Eye Irritation
- Respiratory Irritation
- Scalp Irritation
- Skin Irritation

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X. Conclusion

The Nevada State Board of Cosmetology set out to establish a base level understanding of the consumer risks in the beauty service industry. The information obtained from this project can be applied in multiple areas to promote the education and awareness of the identified risks in beauty services.

It is evident that all beauty services pose some risk to the consumer. If service tools, implements, equipment, and workstations are not properly cleaned and disinfected, then a consumer's overall risk increases significantly. It is important for licensed beauty professionals to have knowledge of infection prevention best practices.

All beauty services require some level of practical and/or theoretical knowledge to be able to perform the service safely and with a level of expected competency. Some beauty services require the use of sharp tools, implements, and/or potentially harmful devices or equipment. A consumer receiving services from an individual without adequate practical knowledge/training may have a higher risk of injury.

Some beauty service consultation procedures can expose potential consumer risks through competent consultation questions that are obtained through theoretical knowledge. The consultation questions can potentially expose a consumer's risk to known allergens, irritants, an existing injury, or a prescription that may adversely interact with a beauty service product. A consumer receiving services from an individual without adequate practical or theoretical knowledge may have a higher risk of an infection, injury, and/or a reaction to a product.

It is important for salons and licensed beauty professionals to follow infection prevention best practices to limit the spread of disease and infection. If tools, implements, equipment, and workstations are not properly cleaned and disinfected and porous items are not thrown away after a single-use, then these service risks increase significantly. The Project Findings on page 17 and the risk percentage indicator were developed with the understanding that all tools, implements, equipment, and workstations have not been cleaned and disinfected or that single-use items have not been thrown away before or after each use.

XI. Project Collaborators

Name	Representing	Background Info
Adam Higginbotham	Nevada Board of Cosmetology	Nevada Deputy Director, Risk Project Administrator
Kathery Ditzler	Nevada Board of Cosmetology (Retired)	Licensed Cosmetologist, Practical Test Oversight
Janie Huggins	Nevada Board of Cosmetology	Licensed Cosmetologist, Practical Test Rater
Chanel Swoope	Nevada Board of Cosmetology	Inspector (former), Masters in Public Health
Nina Dunlap	Nevada Board of Cosmetology	Nevada Operations Specialist
Pamela Hayes-Fitzgerald	Nevada Board of Cosmetology	Licensed Cosmetologist, Inspector
Charlene Marsh	Nevada Board of Cosmetology (Retired)	Licensed Cosmetologist, Inspector
Erin Litterer	Nevada Board of Cosmetology	Licensed Cosmetologist, Licensed Instructor
Rodney Moore	Nevada Board of Cosmetology	Licensed Cosmetologist, Licensed Instructor
Katelyn Muhle	Nevada Board of Cosmetology	Licensed Cosmetologist, Licensed Instructor
Leah Easter	Nevada Board of Cosmetology	Nevada Chief Compliance Officer, Licensed Attorney
Leslie Roste	Barbicide (King Research)	National Educator, Subject Matter Expert, Licensed Nurse
Lynn Thomas	PSI, Inc.	National Exam Developer
Ann Hife	PSI, Inc.	Exam Developer, Test Rater, Licensed Cosmetologist
Shawn Conder	PSI, Inc.	Exam Developer, Test Rater, Licensed Cosmetologist, Licensed Esthetician
Roena Wiedeman	Nevada Market Participant	Licensed Nail Technician
Tina Pushard	Nevada Market Participant	Licensed Nail Technician, Licensed Instructor, Licensed Electrologist
Luchana Turner	Nevada Market Participant	Licensed Nail Technician, Licensed Instructor

Gwendolyn Bell	Nevada Market Participant	Licensed Cosmetologist, Licensed Instructor
Inge Dietz	Nevada Market Participant	Licensed Cosmetologist, Licensed Instructor
Jennifer Tuttle	Nevada Market Participant	Licensed Cosmetologist, Licensed Instructor
Nicolle Terrill	Nevada Market Participant	Licensed Esthetician, Licensed Instructor
Charlotte Williams	Nevada Market Participant	Licensed Cosmetologist, Licensed Instructor
Eleanore Kathleen Davis-Rees	Nevada Market Participant	Licensed Esthetician, Licensed Cosmetologist, Licensed Instructor
Ychekia Alexander	Nevada Market Participant	Licensed Nail Technician, Licensed Instructor
Tammy Vasquez	PSI, Inc.	Test Rater, Licensed Cosmetologist
Tonda Hall	PSI, Inc.	Test Rater, Licensed Nail Technician
Anna Groll	PSI, Inc.	Test Rater, Licensed Esthetician
LaRaine Shaffer	PSI, Inc.	Test Rater, Licensed Cosmetologist
Daphnye Shaffer	PSI, Inc.	Test Examiner, Licensed Nail Technician
Lynda Elliott	North Carolina Board of Cosmetic Art Examiners	Executive Director, Licensed Cosmetologist, Licensed Barber, Licensed Instructor
Victoria Wilkins	Maryland Department of Labor	Commissioner of Occupational and Licensing Division
Garland Landry	Nevada Board of Cosmetology	Executive Director
Erika Lewis	Maryland Board of Cosmetologists	Executive Director
Kristy Underwood	California Board of Cosmetology	Executive Officer
Sharon Bennett	Wyoming Board of Cosmetology	Executive Director
Gina Fast	Minnesota Board of Cosmetology	Executive Director

Several Project Collaborators are not listed.

XII. Glossary

Acrylic- an artificial product applied to nails composed of the combination of chemical ingredients such as liquid monomer and powdered polymer

Beauty Service Info Sheet- an infographic that summarizes the results of this project for a particular beauty service

Blow Dry Technician- a person who is registered to engage in the practice of non-permanent styling of the hair

Coloring- changing the color of the hair by use of hair color or hair dye composed of chemicals such as ammonia, peroxide, and p-phenylenediamine

Consumer- an individual that obtains beauty services from a licensed/registered beauty professional

Consumer Risks- a risk to the consumer from a beauty service due to an Infection Risk, a Malpractice/Safety Risk, and/or a Product Reaction Risk

Cosmetic Demonstrator- a person who is registered to engage in the practice of applying cosmetics

Cosmetologist- a person who is licensed to engage in the practice of hair care, skin care, and nail care services

Dip (powder)- an artificial product applied to nails composed of the combination of chemical ingredients such as adhesive and powdered polymer

Electrologist- a person who is licensed to engage in the practice of hair removal by use of a device using chemical or heat energy

Esthetician- a person who is licensed to engage in the practice of performing skin care services including hair removal

Eyelash Technician- a person who registered/licensed to engage in the practice of applying eyelash extensions

Gel- an artificial product applied to nails composed of the combination of chemical ingredients such as oligomer and urethane acrylate

Hair Braider- a person who is licensed to engage in the practice of the non-permanent manipulation and styling of hair

Hair Designer- a person who is licensed to engage in the practice of providing hair care services, including chemical hair services

Identified Risk- a potential risk that is identified in the service

Infection Risk- a risk that is a result of a non-disinfected tool/implement or device coming in contact with a customer's body

Licensed/Registered Beauty Service Professional- an individual that is licensed/registered by a state authority and mandated to follow proper health and safety best practices

Lightening- removing the color of the hair by use of lightening agents composed of chemicals such as peroxide, potassium persulphate, and sodium metasilicate

Makeup Artist- a person who is registered to engage in the practice of applying cosmetics

Malpractice/Safety Risk- a risk that is a result of practical or theoretical malpractice of a licensed/registered beauty service professional and a tool/implement that cuts, punctures, or applies heat to a customer's body

Nail Technologist- a person who is licensed to engage in the practice of providing nail care services

Product Reaction Risk- a risk that is a result of a product ingredient causing a consumer irritation, an allergic reaction, or counteracts with prescription medication

Chemical Relaxer- a product used to break bonds of curly hair typically containing chemicals such as sodium hydroxide (lye), lithium hydroxide, or potassium hydroxide

Risk Percentage Indicator- the percentage of the number of identified risks divided by the total number of steps/sub-steps in a service

Risk Type- a categorized type of risk (infection, malpractice/safety, product reaction) that identified in a beauty service

Risk Value- the number of risks identified within a risk type

Service Step/Sub-Step- a list of procedures needed to perform a particular service

Shampoo Technician- a person who is licensed to engage in the practice of cleansing the hair and scalp

Waving Solution- product used to break bonds of straight hair typically containing chemicals such as ammonium thioglycolate or ammonium sulfate

Waxing Specialist- a person who is licensed/registered to engage the practice of hair removal using either hard or soft wax

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XIII. Beauty Service Info Sheets

Service Name	Service Type	Info Sheet Front Side	Info Sheet Back Side
Acrylic Fill/Repair	Nail Care	Front	Back
Acrylic Nail	Nail Care	Front	Back
Basic Facial	Skin Care	Front	Back
Basic Manicure	Nail Care	Front	Back
Basic Pedicure	Nail Care	Front	Back
Basic Polish	Nail Care	Front	Back
Blow Dry	Hair Care	Front	Back
Chemical Relaxer	Hair Care	Front	Back
Dip Nail	Nail Care	Front	Back
Eyelash Extension	Skin Care	Front	Back
Foil	Hair Care	Front	Back
Gel Polish	Nail Care	Front	Back
Hair Color	Hair Care	Front	Back
Hair Removal	Skin Care	Front	Back
Haircut	Nail Care	Front	Back
Makeup	Skin Care	Front	Back
Permanent Wave	Hair Care	Front	Back
Sew In Extension	Hair Care	Front	Back
Shampoo/Conditioner	Hair Care	Front	Back
Soak Off	Nail Care	Front	Back
Styling	Hair Care	Front	Back

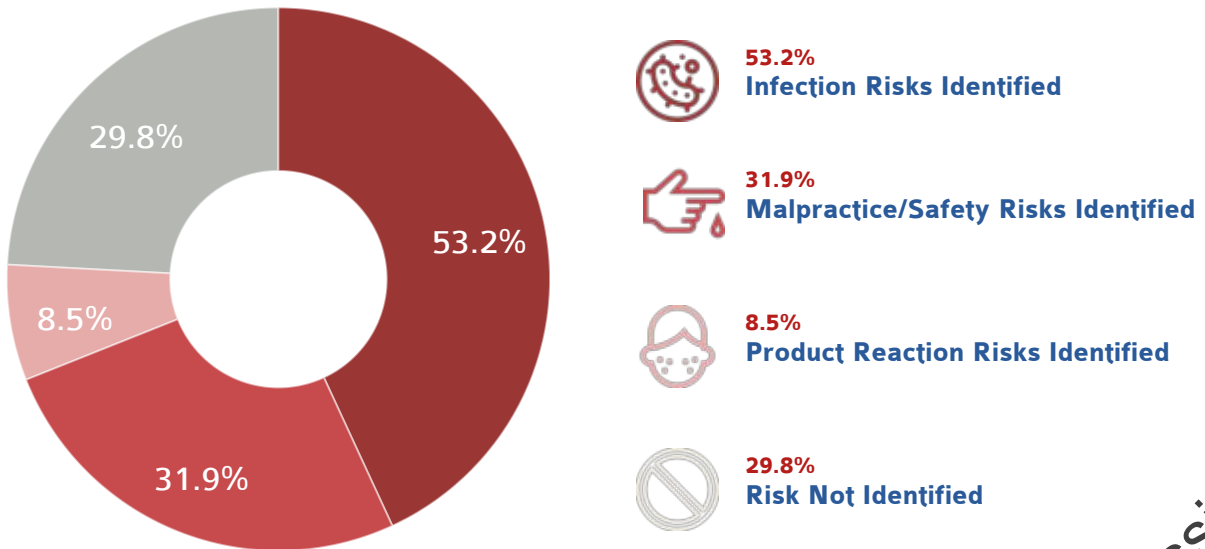
Questions, suggestions, and comments may be emailed to: Info@nvcosmo.com



IDENTIFYING RISKS IN BEAUTY SERVICES

ACRYLIC FILL/REPAIR NAIL SERVICE

The chart represents the percentage of the service steps that pose a consumer risk



The chart does not equal 100%, some service steps have 2+ risks identified

CONSUMER SAFETY RISKS

70.2 % of the steps needed to perform this service, if improperly performed, could adversely impact the consumer



Infection Risks

risk caused by improper infection prevention practice

- Cross-Contamination of Tools, Implements, & Equipment
- Impaired Skin Integrity Could Increase Infection Risk
- Increase Spread of Existing Infection
- Service Specific Infection Risk(s): **Cellulitis, E. coli, Influenza, MRSA, Norovirus, Coronavirus**



Product Reaction Risks

risk caused by a professional's practical or theoretical error

- Lack of Disclosure of Allergies or Irritants Could Cause Product Reaction
- Lack of Medical History Could Cause Product Reaction
- Service Specific Reaction Risk(s): **Allergic Reaction, Respiratory Irritation, Skin Irritation,**



Malpractice/Safety Risks

risk caused by a consumer's reaction to a product ingredient

- Impaired Skin Integrity Could Increase Injury Risk
- Lack of Medical History Could Increase Risks of Existing Injury
- Service Specific Injury Risk(s): **Chemical Burn, Cut Injury, Friction Burn, Injury to the Cuticle, Hyponychium, Nail Bed, Nail Plate, or Surrounding Skin, Skin Abrasion**

TOOLS & IMPLEMENTS

PRODUCTS & SUPPLIES



Infection Control & Safety Supplies

- | | | |
|----------------------------|--------------------------------------|------------------------|
| ◦ Disinfectant Concentrate | ◦ Liquid Soap | ◦ Towels (cloth/paper) |
| ◦ Disinfectant Container | ◦ Mask | ◦ Waste Container |
| ◦ Disinfectant Spray/Wipes | ◦ Protective Eyewear | ◦ Water |
| ◦ Gloves | ◦ Spray Bottle | |
| ◦ Hand Sanitizer | ◦ Storage Container (products/tools) | |



Service Tools & Implements **as necessary*

- | | | |
|-------------------------|-----------------|--------------------------------|
| ◦ Cotton | ◦ Nail Buffers | ◦ Orangewood Stick |
| ◦ Cuticle Pusher | ◦ Nail Clippers | ◦ Sanders & Sleeves (electric) |
| ◦ Disposable Applicator | ◦ Nail Files | ◦ Tip Cutter |
| ◦ Electric Drill/File | ◦ Nail Form | ◦ Towel |
| ◦ Finger Bowl | ◦ Nail Nippers | ◦ UV/LED Light |
| ◦ Nail Brush | ◦ Nail Pusher | |



Service Products **as necessary*

- | | | |
|--------------------------|---------------------------|------------------|
| ◦ Alcohol | ◦ Liquid Soap (Sanitizer) | ◦ Nail Tips |
| ◦ Acetone/Polish Remover | ◦ Lotion | ◦ Oligomer (gel) |
| ◦ Acrylic | ◦ Monomer | ◦ Primer |
| ◦ Bonder | ◦ Nail Adhesive | ◦ Water |
| ◦ Cleanser | ◦ Nail Oil | |
| ◦ Cuticle Oil | ◦ Nail Polish Base | |
| ◦ Cuticle Remover | ◦ Nail Polish Color | |
| ◦ Dehydrator | ◦ Nail Polish Top Coat | |

Project Collaborators





IDENTIFYING RISKS IN BEAUTY SERVICES

ACRYLIC NAIL FILL/REPAIR SERVICE

Service Description: The maintenance or repair of an existing artificial product to the nails of the hands to add length or to strengthen the natural nail.

SERVICE STEPS & SUB-STEPS

Steps that present a risk are in red font and the icons represent the risk type.

Pre-Service Procedure

1. Ensure workstation and service area is clean and disinfected with an EPA disinfectant
2. Ensure service product is new or an unused disposable product applicator is used to apply the product
3. Ensure all porous (single-use) items are new and unused
4. Ensure all non-porous tools, implements, and items are clean and disinfected
5. Ensure electrical instruments are clean, disinfected, and in good working order

Hand Cleaning Procedure (Before/After Service)

*An equally effective hand sanitizer may be used.

6. Wet hands with water
7. Apply liquid soap to hands
8. Lather soap in hands for 20 seconds
9. Rinse hands thoroughly with water
10. Dry hands with a towel

Client Consultation Procedure

11. Complete/review consultation
12. Determine the client's needs and preferences
13. Assess the client's nails and surrounding skin
14. Recommend treatment/service options

Client Preparation

15. Client washes hands

Acrylic Removal

16. Remove existing polish
17. Remove old, lifted, or damaged acrylic

Nail Assessment

18. Evaluate nail health

Cuticle Removal Procedure

19. Apply cuticle remover
20. Remove the nonliving portion of the cuticle

Nail Preparation and Cleaning Procedure

21. Clean under the free edge
22. File and remove shine
23. Clean surface of the nail
24. Apply alcohol or acetone to remove oils and surface moisture

Bonder/Primer Application

25. Apply bonder or primer by following the manufacturer's instruction

Tip Application

26. Apply tip to the natural nail
27. Cut the nail tip to the desired length
28. File and buff nail to smooth the contact area to the natural nail

Form Application

29. Position the nail form under the free edge and level with the natural nail

Liquid Monomer/Polymer Powder Application

30. Apply product following manufacturer's instructions

Nail Shaping Procedure

31. File (electric/manual) the sides of each nail
32. Buff the nails
33. Remove any dust with a clean brush
34. Apply cuticle oil

Finishing Gel Application

35. Apply UV/LED activated gel product on the nail
36. Place client's hand under UV/LED light, following manufacturer's instructions
37. Remove tacky layer
38. Apply and rub nail oil into surround skin
39. Client washes hands
40. Apply lotion to hands and arms

Post-Service Procedure

41. Discuss maintenance and aftercare
42. Discard any cross-contaminated products
43. Discard any porous (single-use) items used during the service
44. Clean and disinfect all non-porous tools, implements, and items or set aside tools, implements, and items in a disinfectant container to be cleaned and disinfected later
45. Store clean and disinfected tools, implements, and items in a clean closed storage container
46. Clean and disinfect electrical instruments that may have come in contact with the client, then place on a clean towel, hook, or in a clean closed container
47. Clean and disinfect workstation and service area with EPA disinfectant

Risk Type Indicators



Infection Risk



Malpractice/Service Risk



Product Reaction Risk

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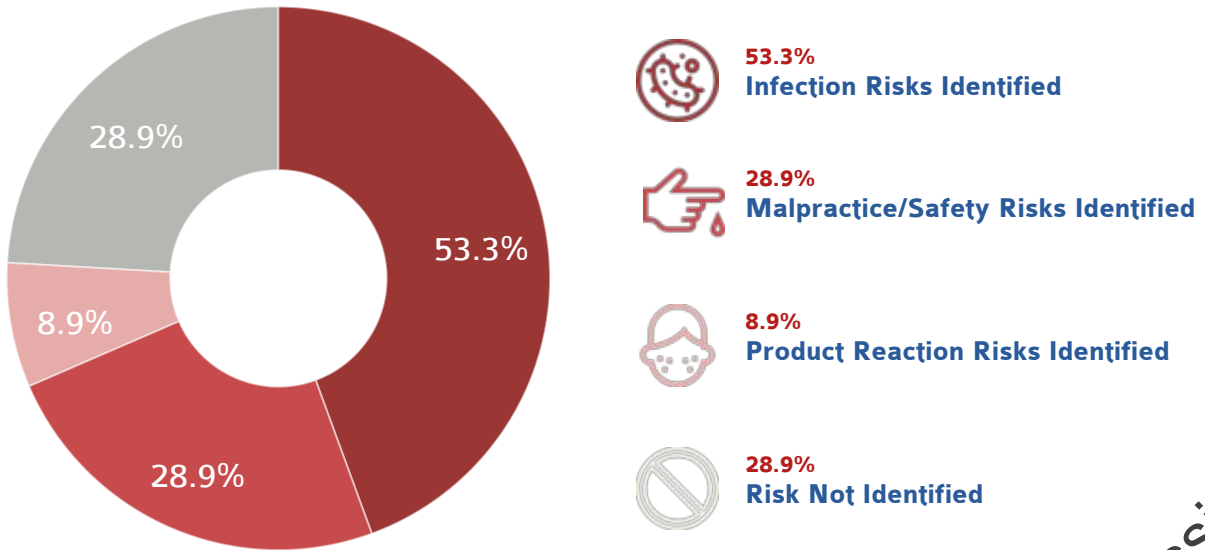
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IDENTIFYING RISKS IN BEAUTY SERVICES

ACRYLIC NAIL SERVICE

The chart represents the percentage of the service steps that pose a consumer risk



The chart does not equal 100%, some service steps have 2+ risks identified

CONSUMER SAFETY RISKS

68.9 % of the steps needed to perform this service, if improperly performed, could adversely impact the consumer



Infection Risks *risk caused by improper infection prevention practices*

- Cross-Contamination of Tools, Implements, & Equipment
- Impaired Skin Integrity Could Increase Infection Risk
- Increase Spread of Existing Infection
- Service Specific Infection Risk(s): **Cellulitis, E. coli, Influenza, MRSA, Norovirus, Coronavirus**



Product Reaction Risks *risk caused by professional's practical or theoretical error*

- Lack of Disclosure of Allergies or Irritants Could Cause Product Reaction
- Lack of Medical History Could Cause Product Reaction
- Service Specific Reaction Risk(s): **Allergic Reaction, Respiratory Irritation, Skin Irritation,**



Malpractice/Safety Risks *risk caused by a consumer's reaction to a product ingredient*

- Impaired Skin Integrity Could Increase Injury Risk
- Lack of Medical History Could Increase Risks of Existing Injury
- Service Specific Injury Risk(s): **Chemical Burn, Cut Injury, Friction Burn, Injury to the Cuticle, Hyponychium, Nail Bed, Nail Plate, or Surrounding Skin, Skin Abrasion**

TOOLS & IMPLEMENTS

PRODUCTS & SUPPLIES



Infection Control & Safety Supplies

- | | | |
|----------------------------|--------------------------------------|------------------------|
| ◦ Disinfectant Concentrate | ◦ Liquid Soap | ◦ Towels (cloth/paper) |
| ◦ Disinfectant Container | ◦ Mask | ◦ Waste Container |
| ◦ Disinfectant Spray/Wipes | ◦ Protective Eyewear | ◦ Water |
| ◦ Gloves | ◦ Spray Bottle | |
| ◦ Hand Sanitizer | ◦ Storage Container (products/tools) | |



Service Tools & Implements **as necessary*

- | | | |
|-------------------------|-----------------|--------------------------------|
| ◦ Cotton | ◦ Nail Buffers | ◦ Orangewood Stick |
| ◦ Cuticle Pusher | ◦ Nail Clippers | ◦ Sanders & Sleeves (electric) |
| ◦ Disposable Applicator | ◦ Nail Files | ◦ Tip Cutter |
| ◦ Electric Drill/File | ◦ Nail Form | ◦ Towel |
| ◦ Finger Bowl | ◦ Nail Nippers | ◦ UV/LED Light |
| ◦ Nail Brush | ◦ Nail Pusher | |



Service Products **as necessary*

- | | | |
|--------------------------|---------------------------|------------------------|
| ◦ Alcohol | ◦ Dehydrator | ◦ Nail Polish Color |
| ◦ Acetone/Polish Remover | ◦ Liquid Soap (Sanitizer) | ◦ Nail Polish Top Coat |
| ◦ Acrylic | ◦ Lotion | ◦ Nail Tips |
| ◦ Bonder | ◦ Monomer | ◦ Oligomer (gel) |
| ◦ Cleanser | ◦ Nail Adhesive | ◦ Primer |
| ◦ Cuticle Oil | ◦ Nail Oil | ◦ Water |
| ◦ Cuticle Remover | ◦ Nail Polish Base | |

Project Collaborators





IDENTIFYING RISKS IN BEAUTY SERVICES

ACRYLIC NAIL SERVICE

Service Description: The addition of artificial products to the nails of the hands to add length or to strengthen the natural nail.

SERVICE STEPS & SUB-STEPS

Steps that present a risk are in red font and the icons represent the risk type.

Pre-Service Procedure

1. Ensure workstation and service area is clean and disinfected with an EPA disinfectant
2. Ensure service product is new or an unused disposable product applicator used to apply the product
3. Ensure all porous (single-use) items are new and unused
4. Ensure all non-porous tools, implements, and items are clean and disinfected
5. Ensure electrical instruments are clean, disinfected, and in good working order

Hand Cleaning Procedure (Before/After Service)

*An equally effective hand sanitizer may be used.

6. Wet hands with water
7. Apply liquid soap to hands
8. Lather soap in hands for 20 seconds
9. Rinse hands thoroughly with water
10. Dry hands with a towel

Client Consultation Procedure

11. Complete/review consultation
12. Determine the client's needs and preferences
13. Assess the client's skin and hair
14. Recommend treatment/service options

Client Preparation

15. Client washes hands

Nail Assessment

16. Evaluate nail health

Cuticle Removal Procedure

17. Apply cuticle remover
18. Remove the nonliving portion of the cuticle

Nail Preparation and Cleaning Procedure

19. Clean under the free edge
20. File and remove shine
21. Clean surface of the nail
22. Apply alcohol or acetone to remove oils and surface moisture

Bonder/Primer Application

23. Applies bonder or primer by following the manufacturer's instruction

Tip Application

24. Apply tip to the natural nail
25. Cut the nail tip to the desired length
26. File and buff nail to smooth the contact area to the natural nail

Form Application

27. Position the nail form under the free edge and level with the natural nail

Liquid Monomer/Polymer Powder Application

28. Apply product following manufacturer's instructions

Nail Shaping Procedure

29. File (electric/manual) the sides of each nail
30. Buff the nails
31. Remove any dust with a clean brush
32. Apply cuticle oil

Finishing Gel Application

33. Apply UV/LED activated gel product on the nail
34. Place client's hand under UV/LED light, following manufacturer's instructions
35. Remove tacky layer
36. Apply and rub nail oil into surround skin
37. Client washes hands
38. Apply lotion to hands and arms

Post-Service Procedure

39. Discuss maintenance and aftercare
40. Discard any cross-contaminated products
41. Discard any porous (single-use) items used during the service
42. Clean and disinfect all non-porous tools, implements, and items or set aside tools, implements, and items in a disinfectant container to be cleaned and disinfected later
43. Store clean and disinfected tools, implements, and items in a clean closed storage container
44. Clean and disinfect electrical instruments that may have come in contact with the client, then place on a clean towel, hook, or in a clean closed container
45. Clean and disinfect workstation and service area with EPA disinfectant

Risk Type Indicators



Infection Risk



Malpractice Safety Risk



Product Reaction Risk

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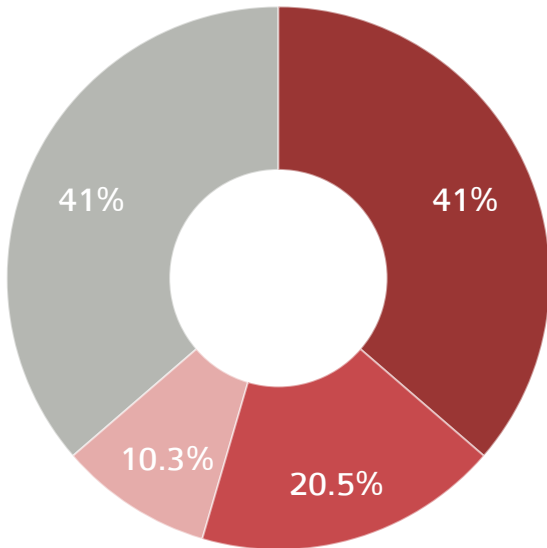
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IDENTIFYING RISKS IN BEAUTY SERVICES

BASIC FACIAL SERVICE

The chart represents the percentage of the service steps that pose a consumer risk



42.5%
Infection Risks Identified



20%
Malpractice/Safety Risks Identified



10%
Product Reaction Risks Identified



41%
Risk Not Identified

The chart does not equal 100%, some service steps have 2+ risks identified

CONSUMER SAFETY RISKS

59 % of the steps needed to perform this service, if improperly performed, could adversely impact the consumer



Infection Risks *risk caused by improper infection prevention practice*

- o Cross-Contamination of Tools, Implements, & Equipment
- o Impaired Skin Integrity Could Increase Infection Risk
- o Increase Spread of Existing Infection
- o Service Specific Infection Risk(s): **E. coli, Folliculitis, Hand, Foot & Mouth Disease, Molluscum Contagiosum, Impetigo, MRSA, Strep A, Coronavirus**



Product Reaction Risks *risk caused by a professional's practical or theoretical error*

- o Lack of Disclosure of Allergies or Irritants Could Cause Product Reaction
- o Lack of Medical History Could Cause Product Reaction
- o Service Specific Reaction Risk(s): **Allergic Reaction, Eye Irritation, Skin Irritation**



Malpractice/Safety Risks *risk caused by a consumer's reaction to a product ingredient*

- o Impaired Skin Integrity Could Increase Injury Risk
- o Lack of Medical History Could Increase Risks of Existing Injury
- o Service Specific Injury Risk(s): **Capillary Damage, Lymphatic Fluid Release, Skin Abrasion, Thermal Burn**

TOOLS & IMPLEMENTS

PRODUCTS & SUPPLIES



Infection Control & Safety Supplies

- o Disinfectant Concentrate
- o Disinfectant Container
- o Disinfectant Spray/Wipes
- o Gloves
- o Hand Sanitizer
- o Liquid Soap
- o Mask
- o Protective Eyewear
- o Spray Bottle
- o Storage Container (products/tools)
- o Towels (cloth/paper)
- o Waste Container
- o Water



Service Tools & Implements **as necessary*

- o Bowl
- o Cotton
- o Disposable Applicator
- o Disposable Sponges
- o Drape
- o Exfoliating Instrument
- o Facial Brush
- o Facial Steamer
- o Magnifying Light
- o Spatula
- o Towel
- o Woods Lamp



Service Products **as necessary*

- o Cleanser
- o Exfoliant
- o Lotion
- o Mask Product
- o Moisturizer
- o Oil
- o Toner
- o Water

Project Collaborators



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IDENTIFYING RISKS

IN BEAUTY SERVICES

BASIC FACIAL SERVICE

Service Description: The treatment of the skin on the face to cleanse, exfoliate, and maintain the skin.

SERVICE STEPS & SUB-STEPS

Steps that present a risk are in red font and the icons represent the risk type.

Pre-Service Procedure

1. Ensure workstation and service area is clean and disinfected with an EPA disinfectant
2. Ensure service product is new or an unused disposable product applicator is used to apply the product
3. Ensure all porous (single-use) items are new and unused
4. Ensure all non-porous tools, implements, and items are clean and disinfected
5. Ensure electrical instruments are clean, disinfected, and in good working order

Hand Cleaning Procedure (Before/After Service)

*An equally effective hand sanitizer may be used.

6. Wet hands with water
7. Apply liquid soap to hands
8. Lather soap in hands for 20 seconds
9. Rinse hands thoroughly with water
10. Dry hands with a towel

Client Consultation Procedure

11. Complete/review consultation
12. Determine the client's needs and preferences
13. Assess the client's skin and hair
14. Recommend treatment/service options

Client Preparation

15. Drape client
16. Secure the hair away from the face

Face Cleansing Application

17. Apply cleanser
18. Remove cleanser with moisture

Skin Analysis

19. Evaluate and determine the skin type, condition, and texture

Toner Application

20. Apply toner

Exfoliation/Steam Application

21. Apply steam
22. Apply exfoliant
23. Remove exfoliant

Toner Application

24. Apply toner

Facial Application

25. Apply massage product
26. Massage face (facial manipulation)
27. Remove massage product

Facial Mask Application

28. Apply mask following manufacturer's instructions
29. Remove mask
30. Apply toner
31. Apply moisturizing cream

Service Conclusion

32. Remove drape

Post-Service Procedure

33. Discuss maintenance and aftercare
34. Discard any cross-contaminated products
35. Discard any porous (single-use) items used during the service
36. Clean and disinfect all non-porous tools, implements, and items or set aside tools, implements, and items in a disinfectant container to be cleaned and disinfected later
37. Store clean and disinfected tools, implements, and items in a clean closed storage container
38. Clean and disinfect electrical instruments that may have come in contact with the client, then place on a clean towel, hook, or in a clean closed container
39. Clean and disinfect workstation and service area with EPA disinfectant

Risk Type Indicators



Infection Risk



Malpractice/Safety Risk



Product Reaction Risk

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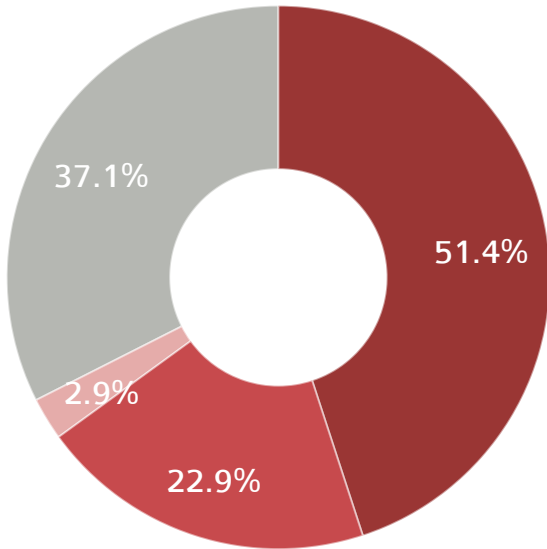
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IDENTIFYING RISKS IN BEAUTY SERVICES

BASIC MANICURE SERVICE

The chart represents the percentage of the service steps that pose a consumer risk



51.4%
Infection Risks Identified



22.9%
Malpractice/Safety Risks Identified



2.9%
Product Reaction Risks Identified



37.1%
Risk Not Identified

The chart does not equal 100%, some service steps have 2+ risks identified

CONSUMER SAFETY RISKS

62.9 % of the steps needed to perform this service, if improperly performed, could adversely impact the consumer



Infection Risks risk caused by improper infection prevention practice

- Cross-Contamination of Tools, Implements, & Equipment
- Impaired Skin Integrity Could Increase Infection Risk
- Increase Spread of Existing Infection
- Service Specific Infection Risk(s): **Cellulitis, E.coli, Influenza, MRSA, Norovirus, Coronavirus**



Malpractice/Safety Risks risk caused by a professional's practical or theoretical error

- Impaired Skin Integrity Could Increase Injury Risk
- Lack of Medical History Could Increase Risks of Existing Injury
- Service Specific Injury Risk(s): **Cut Injury, Injury to the Cuticle, Hyponychium, Nail Plate, or Surrounding Skin, Skin Abrasion**



Product Reaction Risks risk caused by a consumer's reaction to a product ingredient

- Lack of Disclosure of Allergies or Irritants Could Cause Product Reaction
- Lack of Medical History Could Cause Product Reaction
- Service Specific Reaction Risk(s): **Skin Irritation**

TOOLS & IMPLEMENTS

PRODUCTS & SUPPLIES



Infection Control & Safety Supplies

- Disinfectant Concentrate
- Disinfectant Container
- Disinfectant Spray/Wipes
- Gloves
- Hand Sanitizer
- Liquid Soap
- Mask
- Protective Eyewear
- Spray Bottle
- Storage Container (products/tools)
- Towels (cloth/paper)
- Waste Container
- Water



Service Tools & Implements *as necessary

- Cotton
- Cuticle Pusher
- Finger Bowl
- Nail Brush
- Nail Buffers
- Nail Clippers
- Nail Files
- Nail Nippers
- Nail Pusher
- Orangewood Stick
- Towel



Service Products *as necessary

- Acetone/Polish Remover
- Cuticle Remover
- Dehydrator
- Liquid Soap (Sanitizer)
- Lotion
- Nail Oil
- Nail Polish Base
- Nail Polish Color
- Nail Polish Top Coat
- Water

Project Collaborators





IDENTIFYING RISKS

IN BEAUTY SERVICES

BASIC MANICURE SERVICE

Service Description: The treatment of the nails on the hands to groom, maintain, or beautify.

SERVICE STEPS & SUB-STEPS

Steps that present a risk are in red font and the icons represent the risk type.

Pre-Service Procedure

1. Ensure workstation and service area is clean and disinfected with an EPA disinfectant
2. Ensure service product is new or an unused disposable product applicator is used to apply the product
3. Ensure all porous (single-use) items are new and unused
4. Ensure all non-porous tools, implements, and items are clean and disinfected

Hand Cleaning Procedure (Before/After Service)

*An equally effective hand sanitizer may be used.

5. Wet hands with water
6. Apply liquid soap to hands
7. Lather soap in hands for 20 seconds
8. Rinse hands thoroughly with water
9. Dry hands with a towel

Client Consultation Procedure

10. Complete/review consultation
11. Determine the client's needs and preferences
12. Assess the client's skin and hair
13. Recommend treatment/service options

Client Preparation

14. Client washes hands

Polish Removal Procedure

15. Saturate a cotton ball with polish remover
16. Remove existing polish

Nail Assessment

17. Evaluate nail health after polish is removed from the natural nail

Nail Shaping Procedure

18. Clip and file nails to desired nail shape and length
19. Buff the nails

Nail Soaking Procedure

20. Soak fingers in a bowl of water
21. Soak for 5 minutes

Nail Brushing Procedure

22. Brush the nail to remove any debris

Cuticle Removal Procedure

23. Apply cuticle remover
24. Remove the nonliving portion of the cuticle

Nail Cleaning Procedure

25. Clean under the free edge of the nail
26. Buff the nails


Product Application

27. Apply lotion or oil to the client's hand and arm
28. Apply nail dehydrator to remove oil and surface moisture (if the polish is desired)
29. Polish (if desired)

Post-Service Procedure

30. Discuss maintenance and aftercare
31. Discard any cross-contaminated products
32. Discard any porous (single-use) items used during the service
33. Clean and disinfect all non-porous tools, implements, and items or set aside tools, implements, and items in a disinfectant container to be cleaned and disinfected later
34. Store clean and disinfected tools, implements, and items in a clean closed storage container
35. Clean and disinfect workstation and service area with EPA disinfectant

Risk Type Indicators

-  Infection Risk
-  Malpractice/Safety Risk
-  Product Reaction Risk

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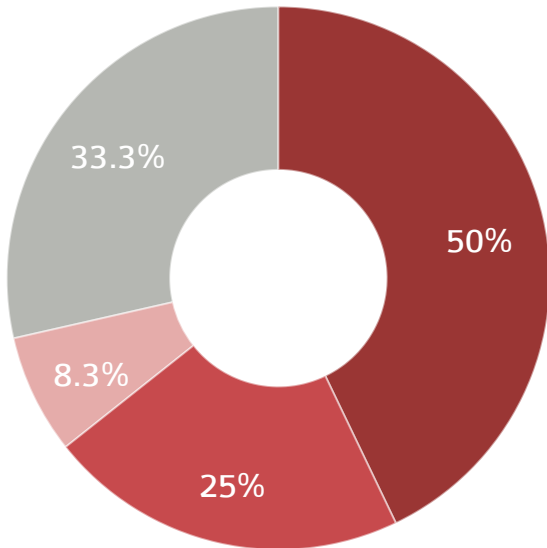
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IDENTIFYING RISKS IN BEAUTY SERVICES

BASIC PEDICURE SERVICE

The chart represents the percentage of the service steps that pose a consumer risk



50%
Infection Risks Identified



25%
Malpractice/Safety Risks Identified



8.3%
Product Reaction Risks Identified



33.3%
Risk Not Identified

The chart does not equal 100%, some service steps have 2+ risks identified

CONSUMER SAFETY RISKS

66.7 % of the steps needed to perform this service, if improperly performed, could adversely impact the consumer



Infection Risks *risk caused by improper infection prevention practice*

- Cross-Contamination of Tools, Implements, & Equipment
- Impaired Skin Integrity Could Increase Infection Risk
- Increase Spread of Existing Infection
- Service Specific Infection Risk(s): **Cellulitis, MRSA, Mycobacterium Fortitum, Onychomycosis, Tinea Capitis, Coronavirus**



Malpractice/Safety Risks *risk caused by a professional's practical or theoretical error*

- Impaired Skin Integrity Could Increase Injury Risk
- Lack of Medical History Could Increase Risks of Existing Injury
- Service Specific Injury Risk(s): **Cut Injury, Friction Burn, Injury to the Cuticle, Hyponychium, Nail Plate, or Surrounding Skin, Skin Abrasion**



Product Reaction Risks *risk caused by a consumer's reaction to a product ingredient*

- Lack of Disclosure of Allergies or Irritants Could Cause Product Reaction
- Lack of Medical History Could Cause Product Reaction
- Service Specific Reaction Risk(s): **Allergic Reaction, Respiratory Irritation, Skin Irritation,**

TOOLS & IMPLEMENTS

PRODUCTS & SUPPLIES



Infection Control & Safety Supplies

- Disinfectant Concentrate
- Disinfectant Container
- Disinfectant Spray/Wipes
- Gloves
- Hand Sanitizer
- Liquid Soap
- Mask
- Protective Eyewear
- Spray Bottle
- Storage Container (products/tools)
- Towels (cloth/paper)
- Waste Container
- Water



Service Tools & Implements **as necessary*

- Cotton
- Cuticle Pusher
- Foot File
- Foot Scrub
- Nail Brush
- Nail Buffer
- Nail Clippers
- Nail Files
- Nail Nippers
- Nail Pusher
- Orangewood Stick
- Pedicure Bowl
- Towel



Service Products **as necessary*

- Alcohol
- Acetone/Polish Remover
- Callus Remover
- Cuticle Remover
- Dehydrator
- Foot Scrub
- Liquid Soap (Sanitizer)
- Lotion
- Nail Oil
- Nail Polish Base Coat
- Nail Polish Color
- Nail Polish Top Coat
- Water

Project Collaborators





IDENTIFYING RISKS

IN BEAUTY SERVICES

BASIC PEDICURE SERVICE

Service Description: The treatment of the nails on the feet to groom, maintain, or beautify.

SERVICE STEPS & SUB-STEPS

Steps that present a risk are in red font and the icons represent the risk type.

Pre-Service Procedure

1. Ensure workstation and service area is clean and disinfected with an EPA disinfectant
2. Ensure service product is new or an unused disposable product applicator is used to apply the product
3. Ensure all porous (single-use) items are new and unused
4. Ensure all non-porous tools, implements, and items are clean and disinfected

Hand Cleaning Procedure (Before/After Service)

*An equally effective hand sanitizer may be used.

5. Wet hands with water
6. Apply liquid soap to hands
7. Lather soap in hands for 20 seconds
8. Rinse hands thoroughly with water
9. Dry hands with a towel

Client Consultation Procedure

10. Complete/review consultation
11. Determine the client's needs and preferences
12. Assess the client's skin and hair
13. Recommend treatment/service options

Nail Soaking Procedure

14. Place feet in pedicure bowl of water
15. Soak for 5 minutes

Polish Removal Procedure

16. Saturate a cotton ball with polish remover
17. Remove existing polish

Nail and Feet Assessment

18. Evaluate nail and feet health after polish is removed from the natural nail

Nail Shaping Procedure

19. Clip and file nails to desired nail shape and length
20. Buff the nails

Scrubbing Procedure

21. Exfoliate with a foot scrub to remove the dry or scaly skin
22. Smooth calluses
23. Rinse feet

Cuticle Removal Procedure

24. Apply cuticle remover
25. Remove the nonliving portion of the cuticle

Nail Cleaning Procedure

26. Clean under the free edge of the nail
27. Buff the nails

Product Application

28. Apply lotion or oil to the client's feet and legs
29. Apply nail dehydrator to remove oil and surface moisture (if the polish is desired)
30. Polish (if desired)

Post-Service Procedure

31. Discuss maintenance and aftercare
32. Discard any cross-contaminated products
33. Discard any porous (single-use) items used during the service
34. Clean and disinfect all non-porous tools, implements, and items or set aside tools, implements, and items in a disinfectant container to be cleaned and disinfected later
35. Store clean and disinfected tools, implements, and items in a clean closed storage container
46. Clean and disinfect workstation and service area with EPA disinfectant

Risk Type Indicators



Infection Risk



Malpractice/Safety Risk



Product Reaction Risk

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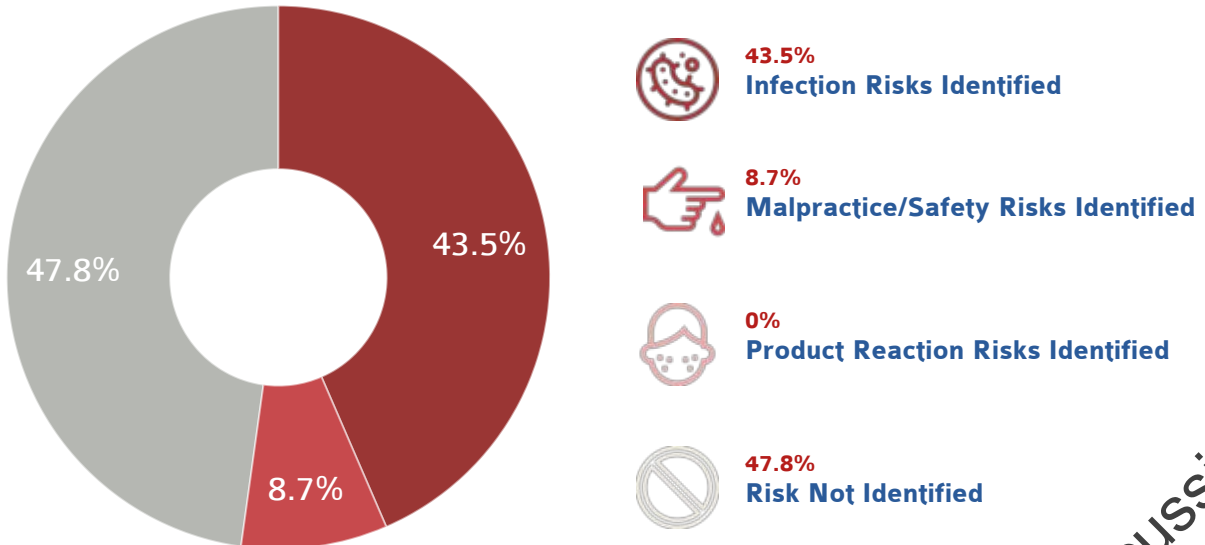
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IDENTIFYING RISKS IN BEAUTY SERVICES

BASIC POLISH SERVICE

The chart represents the percentage of the service steps that pose a consumer risk



The chart does not equal 100%, some service steps have 2+ risks identified

CONSUMER SAFETY RISKS

52.2 % of the steps needed to perform this service, if improperly performed, could adversely impact the consumer



Infection Risks risk caused by improper infection prevention practice

- o Cross-Contamination of Tools, Implements, & Equipment
- o Impaired Skin Integrity Could Increase Infection Risk
- o Increase Spread of Existing Infection
- o Service Specific Infection Risk(s): Cellulitis, E.coli, Influenza, MRSA, Norovirus, Coronavirus



Malpractice/Safety Risks risk caused by a professional's practical or theoretical error

- o Impaired Skin Integrity Could Increase Injury Risk
- o Lack of Medical History Could Increase Risks of Existing Injury
- o Service Specific Injury Risk(s): N/A



Product Reaction Risks risk caused by a consumer's reaction to a product ingredient

- o Lack of Disclosure of Allergies or Irritants Could Cause Product Reaction
- o Lack of Medical History Could Cause Product Reaction
- o Service Specific Reaction Risk(s): N/A

TOOLS & IMPLEMENTS

PRODUCTS & SUPPLIES



Infection Control & Safety Supplies

- o Disinfectant Concentrate
- o Disinfectant Container
- o Disinfectant Spray/Wipes
- o Gloves
- o Hand Sanitizer
- o Liquid Soap
- o Mask
- o Protective Eyewear
- o Spray Bottle
- o Storage Container (products/tools)
- o Towels (cloth/paper)
- o Waste Container
- o Water



Service Tools & Implements *as necessary

- o Cotton
- o Towel



Service Products *as necessary

- o Acetone/Polish Remover
- o Dehydrator
- o Liquid Soap or Sanitizer
- o Nail Polish Base
- o Nail Polish Color
- o Nail Polish Top Coat
- o Water

Project Collaborators



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IDENTIFYING RISKS

IN BEAUTY SERVICES

BASIC POLISH SERVICE

Service Description: The addition of artificial products to the nails of the hands or feet to enhance the appearance of the natural nail.

SERVICE STEPS & SUB-STEPS

Steps that present a risk are in red font and the icons represent the risk type.

Pre-Service Procedure

1. Ensure workstation and service area is clean and disinfected with an EPA disinfectant
2. Ensure all porous (single-use) items are new and unused
3. Ensure all non-porous tools, implements, and items are clean and disinfected

Hand Cleaning Procedure (Before/After Service)

*An equally effective hand sanitizer may be used.

4. Wet hands with water
5. Apply liquid soap to hands
6. Lather soap in hands for 20 seconds
7. Rinse hands thoroughly with water
8. Dry hands with a towel

Client Consultation Procedure

9. Complete/review consultation
10. Determine the client's needs and preferences
11. Assess the client's hands and/or feet
12. Recommend treatment/service options

Client Preparation

13. Client washes hands

Polish Removal Procedure

14. Saturate a cotton ball with polish remover
15. Remove existing polish

Nail Assessment

16. Evaluate nail health after polish is removed from the natural nail

Product Application

17. Apply nail dehydrator to remove oil and surface moisture (if the polish is desired)
18. Polish (if desired)

Post-Service Procedure

19. Discuss maintenance and aftercare
20. Discard any porous (single-use) items used during the service
21. Clean and disinfect all non-porous tools, implements, and items or set aside tools, implements, and items in a disinfectant container to be cleaned and disinfected later
22. Store clean and disinfected tools, implements, and items in a clean closed storage container
23. Clean and disinfect workstation and service area with EPA disinfectant

Risk Type Indicators



Infection Risk



Malpractice/Safety Risk



Product Reaction Risk

About the project:

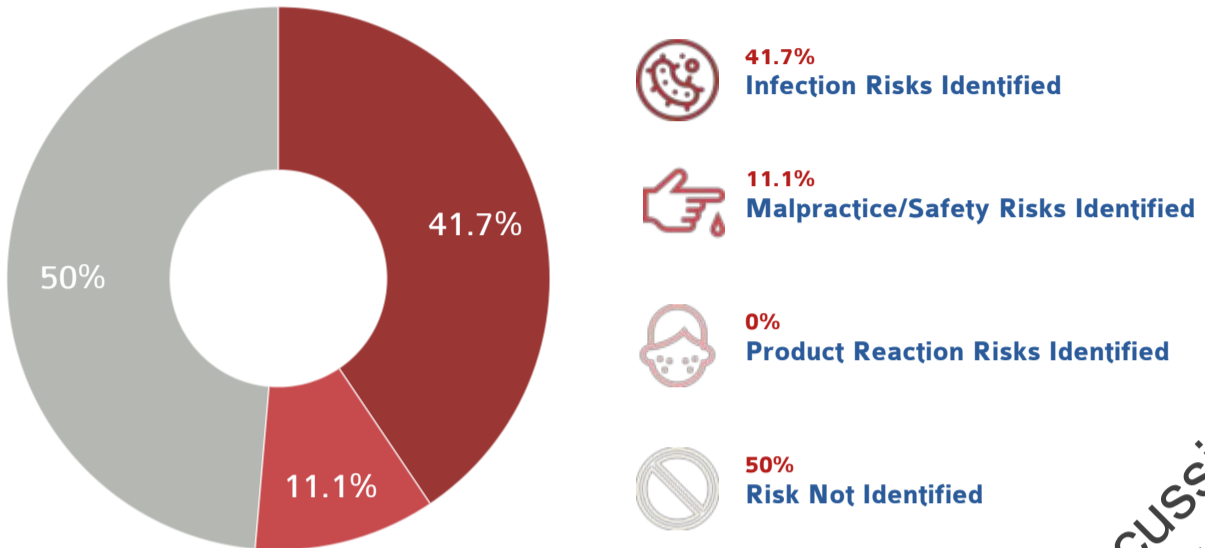
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IDENTIFYING RISKS IN BEAUTY SERVICES

BLOW DRY SERVICE

The chart represents the percentage of the service steps that pose a consumer risk



The chart does not equal 100%, some service steps have 2+ risks identified

CONSUMER SAFETY RISKS

50 % of the steps needed to perform this service, if improperly performed, could adversely impact the consumer



Infection Risks *risk caused by improper infection prevention practice*

- Cross-Contamination of Tools, Implements, & Equipment
- Impaired Skin Integrity Could Increase Infection Risk
- Increase Spread of Existing Infection
- Service Specific Infection Risk(s): **Folliculitis, Ringworm, Coronavirus**



Malpractice/Safety Risks *risk caused by a professional's practical or theoretical error*

- Impaired Skin Integrity Could Increase Injury Risk
- Lack of Medical History Could Increase Risks of Existing Injury
- Service Specific Injury Risk(s): **Thermal Burn**



Product Reaction Risks *risk caused by a consumer's reaction to a product ingredient*

- Lack of Disclosure of Allergies or Irritants Could Cause Product Reaction
- Lack of Medical History Could Cause Product Reaction
- Service Specific Reaction Risk(s): **N/A**

TOOLS & IMPLEMENTS

PRODUCTS & SUPPLIES



Infection Control & Safety Supplies

- Disinfectant Concentrate
- Disinfectant Container
- Disinfectant Spray/Wipes
- Gloves
- Hand Sanitizer
- Liquid Soap
- Mask
- Protective Eyewear
- Spray Bottle
- Storage Container (products/tools)
- Towels (cloth/paper)
- Waste Container
- Water



Service Tools & Implements **as necessary*

- Blow Dryer
- Cape
- Hair Brush
- Hair Clips
- Hair Combs
- Shampoo Bowl
- Testing Strips
- Thermal Iron



Service Products **as necessary*

- Conditioner
- Shampoo
- Styling Product
- Water

Project Collaborators





IDENTIFYING RISKS

IN BEAUTY SERVICES

BLOW DRY SERVICE

Service Description: The drying of the hair on the head to achieve a requested style.

SERVICE STEPS & SUB-STEPS

Steps that present a risk are in red font and the icons represent the risk type.

Pre-Service Procedure

1. Ensure workstation and service area is clean and disinfected with an EPA disinfectant
2. Ensure service product is new or an unused disposable product applicator is used to apply the product
3. Ensure all porous (single-use) items are new and unused
4. Ensure all non-porous tools, implements, and items are clean and disinfected
5. Ensure electrical instruments are clean, disinfected, and in good working order

Hand Cleaning Procedure (Before/After Service)

*An equally effective hand sanitizer may be used.

6. Wet hands with water
7. Apply liquid soap to hands
8. Lather soap in hands for 20 seconds
9. Rinse hands thoroughly with water
10. Dry hands with a towel

Client Consultation Procedure

11. Complete/review consultation
12. Determine the client's needs and preferences
13. Assess the client's skin and hair
14. Recommend treatment/service options

Client Preparation

15. Drape client with cape

Shampoo/Conditioner Application

16. Carefully position client's neck in the shampoo bowl
17. Rinse hair
18. Apply shampoo
19. Rinse shampoo
20. Apply conditioner
21. Rinse conditioner
22. Dry hair with a towel

Product Application

23. Apply the styling product
24. Comb through hair

Blow Dry Style Procedure

25. Dry hair with the blow dryer

Thermal Iron Procedure

26. Section and part hair
27. Test the thermal iron temperature
28. Provide the thermal curling iron procedure



Service Conclusion

29. Remove cape from client

Post-Service Procedure

30. Discuss maintenance and aftercare
31. Discard any cross-contaminated products
32. Discard any porous (single-use) items used during the service
33. Clean and disinfect all non-porous tools, implements, and items or set aside tools, implements, and items in a disinfectant container to be cleaned and disinfected later
34. Store clean and disinfected tools, implements, and items in a clean closed storage container
35. Clean and disinfect electrical instruments that may have come in contact with the client, then place on a clean towel, hook, or in a clean closed container
36. Clean and disinfect workstation and service area with EPA disinfectant

Risk Type Indicators

-  Infection Risk
-  Malpractice/Safety Risk
-  Product Reaction Risk

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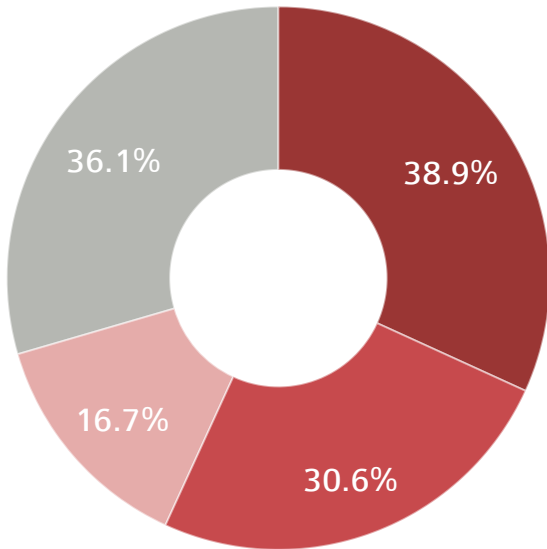
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IDENTIFYING RISKS IN BEAUTY SERVICES

CHEMICAL RELAXER SERVICE

The chart represents the percentage of the service steps that pose a consumer risk



38.9%
Infection Risks Identified



30.6%
Malpractice/Safety Risks Identified



16.7%
Product Reaction Risks Identified



36.1%
Risk Not Identified

The chart does not equal 100%, some service steps have 2+ risks identified

CONSUMER SAFETY RISKS

63.9 % of the steps needed to perform this service, if improperly performed, could adversely impact the consumer



Infection Risks *risk caused by improper infection prevention practice*

- Cross-Contamination of Tools, Implements, & Equipment
- Impaired Skin Integrity Could Increase Infection Risk
- Increase Spread of Existing Infection
- Service Specific Infection Risk(s): **Folliculitis, Impetigo, MRSA, Ringworm, Coronavirus**



Malpractice/Safety Risks *risk caused by a professional's practical or theoretical error*

- Impaired Skin Integrity Could Increase Injury Risk
- Lack of Medical History Could Increase Risks of Existing Injury
- Service Specific Injury Risk(s): **Chemical Burn**



Product Reaction Risks *risk caused by a consumer's reaction to a product ingredient*

- Lack of Disclosure of Allergies or Irritants Could Cause Product Reaction
- Lack of Medical History Could Cause Product Reaction
- Service Specific Reaction Risk(s): **Scalp/Skin Irritation**

TOOLS & IMPLEMENTS

PRODUCTS & SUPPLIES



Infection Control & Safety Supplies

- Disinfectant Concentrate
- Disinfectant Container
- Disinfectant Spray/Wipes
- Gloves
- Hand Sanitizer
- Liquid Soap
- Mask
- Protective Eyewear
- Spray Bottle
- Storage Container (products/tools)
- Towels (cloth/paper)
- Waste Container
- Water



Service Tools & Implements **as necessary*

- Applicator Brush
- Bowl
- Cape
- Hair Clips
- Hair Comb
- Shampoo Bowl
- Spatula
- Towel



Service Products **as necessary*

- Conditioner
- Protective Cream
- Neutralizer
- Relaxer Product
- Shampoo
- Water

Project Collaborators





IDENTIFYING RISKS IN BEAUTY SERVICES

CHEMICAL RELAXER SERVICE

Service Description: The chemical processing of naturally curly hair on the head to permanently straighten the hair.

SERVICE STEPS & SUB-STEPS

Steps that present a risk are in red font and the icons represent the risk type.

Pre-Service Procedure

1. Ensure workstation and service area is clean and disinfected with an EPA disinfectant
2. Ensure service product is new or an unused disposable product applicator used to apply the product
3. Ensure all porous (single-use) items are new and unused
4. Ensure all non-porous tools, implements, and items are clean and disinfected

Hand Cleaning Procedure (Before/After Service)

**An equally effective hand sanitizer may be used.*

5. Wet hands with water
6. Apply liquid soap to hands
7. Lather soap in hands for 20 seconds
8. Rinse hands thoroughly with water
9. Dry hands with a towel

Client Consultation Procedure

10. Complete/review consultation
11. Determine the client's needs and preferences
12. Assess the client's skin and hair
13. Recommend treatment/service options

Client Preparation

14. Drape client with cape

Sectioning & Parting Procedure

15. Section and part hair

Barrier Application

16. Apply protective cream

Relaxer Application

17. Apply relaxer product following the manufacturer's instructions
18. Process relaxer product, following the manufacturer's instructions

Shampoo/Conditioner Application

19. Carefully position the client's neck in the shampoo bowl
20. Rinse relaxer product from the hair
21. Apply shampoo (repeat 3 times)
22. Apply neutralizer
23. Process neutralizer
24. Rinse neutralizer from the hair
25. Apply shampoo
26. Rinse shampoo
27. Apply conditioner
28. Rinse conditioner
29. Dry hair with towel

Service Conclusion

30. Remove cape from client

Post-Service Procedure

31. Discuss maintenance and aftercare
32. Discard any cross-contaminated products
33. Discard any porous (single-use) items used during the service
34. Clean and disinfect all non-porous tools, implements, and items or set aside tools, implements, and items in a disinfectant container to be cleaned and disinfected later
35. Store clean and disinfected tools, implements, and items in a clean closed storage container
36. Clean and disinfect workstation and service area with EPA disinfectant

Risk Type Indicators

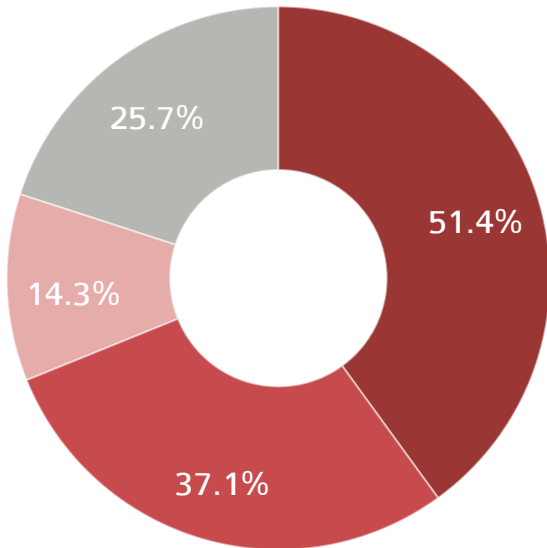
-  Infection Risk
-  Malpractice/Safety Risk
-  Product Reaction Risk



IDENTIFYING RISKS IN BEAUTY SERVICES

DIP NAIL APPLICATION SERVICE

The chart represents the percentage of the service steps that pose a consumer risk



51.4%
Infection Risks Identified



37.1%
Malpractice/Safety Risks Identified



14.3%
Product Reaction Risks Identified



25.7%
Risk Not Identified

The chart does not equal 100%, some service steps have 2+ risks identified

CONSUMER SAFETY RISKS

74.3% of the steps needed to perform this service, if improperly performed, could adversely impact the consumer



Infection Risks *risk caused by improper infection prevention practice*

- Cross-Contamination of Tools, Implements, & Equipment
- Impaired Skin Integrity Could Increase Infection Risk
- Increase Spread of Existing Infection
- Service Specific Infection Risk(s): **Cellulitis, E. coli, Influenza, MRSA, Norovirus, Coronavirus**



Malpractice/Safety Risks *risk caused by a professional's practical or theoretical error*

- Impaired Skin Integrity Could Increase Injury Risk
- Lack of Medical History Could Increase Risks of Existing Injury
- Service Specific Injury Risk(s): **Cut Injury, Friction Burn, Injury to the Cuticle, Hyponychium, Nail Plate, or Surrounding Skin, Skin Abrasion**



Product Reaction Risks *risk caused by a consumer's reaction to a product ingredient*

- Lack of Disclosure of Allergies or Irritants Could Cause Product Reaction
- Lack of Medical History Could Cause Product Reaction
- Service Specific Reaction Risk(s): **Allergic Reaction, Respiratory Irritation, Skin Irritation,**

TOOLS & IMPLEMENTS

PRODUCTS & SUPPLIES



Infection Control & Safety Supplies

- Disinfectant Concentrate
- Disinfectant Container
- Disinfectant Spray/Wipes
- Gloves
- Hand Sanitizer
- Liquid Soap
- Mask
- Protective Eyewear
- Spray Bottle
- Storage Container (products/tools)
- Towels (cloth/paper)
- Waste Container
- Water



Service Tools & Implements **as necessary*

- Cotton
- Cuticle Pusher
- Disposable Applicator
- Nail Buffers
- Nail Clippers
- Nail Files
- Nail Nippers
- Nail Pusher
- Orangewood Stick
- Towel



Service Products **as necessary*

- Alcohol
- Acetone/Polish Remover
- Activator
- Acrylic Powder
- Cuticle Remover
- Dehydrator
- Layering Gel
- Liquid Base Coat
- Liquid Soap (Sanitizer)
- Sealer
- Water

Project
Collaborators





IDENTIFYING RISKS

IN BEAUTY SERVICES

DIP NAIL APPLICATION SERVICE

Service Description: The addition of artificial products to the nails of the hands to enhance the appearance of the natural nail.

SERVICE STEPS & SUB-STEPS

Steps that present a risk are in red font and the icons represent the risk type.

Pre-Service Procedure

1. Ensure workstation and service area is clean and disinfected with an EPA disinfectant
2. Ensure service product is new or an unused disposable product applicator is used to apply the product
3. Ensure all porous (single-use) items are new and unused
4. Ensure all non-porous tools, implements, and items are clean and disinfected

Hand Cleaning Procedure (Before/After Service)

*An equally effective hand sanitizer may be used.

5. Wet hands with water
6. Apply liquid soap to hands
7. Lather soap in hands for 20 seconds
8. Rinse hands thoroughly with water
9. Dry hands with a towel

Client Consultation Procedure

10. Complete/review consultation
11. Determine the client's needs and preferences
12. Assess the client's nails and surrounding skin
13. Recommend treatment/service options

Client Preparation

14. Client washes hands

Nail Assessment

15. Evaluate nail health

Cuticle Removal Procedure

16. Apply cuticle remover
17. Remove the nonliving portion of the cuticle

Nail Preparation and Cleaning Procedure

18. Clean under the free edge
19. Clip or file the nails to desired nail shape and length
20. File and remove shine
21. Clean surface of the nail
22. Apply alcohol or acetone to remove oils and surface moisture

Dip Application

23. Apply liquid base product to nail while avoiding skin contact
24. Apply powder to cover each nail individually
25. Remove excess powder
26. Apply layering gel between layers
27. Apply sealer or activator

Nail Shaping Procedure

28. File and buff the nails
29. Remove any dust with alcohol

Post-Service Procedure

30. Discuss maintenance and aftercare
31. Discard any cross-contaminated products
32. Discard any porous (single-use) items used during the service
33. Clean and disinfect all non-porous tools, implements, and items or set aside tools, implements, and items in a disinfectant container to be cleaned and disinfected later
34. Store clean and disinfected tools, implements, and items in a clean closed storage container
35. Clean and disinfect workstation and service area with EPA disinfectant

Risk Type Indicators

-  Infection Risk
-  Malpractice/Safety Risk
-  Product Reaction Risk

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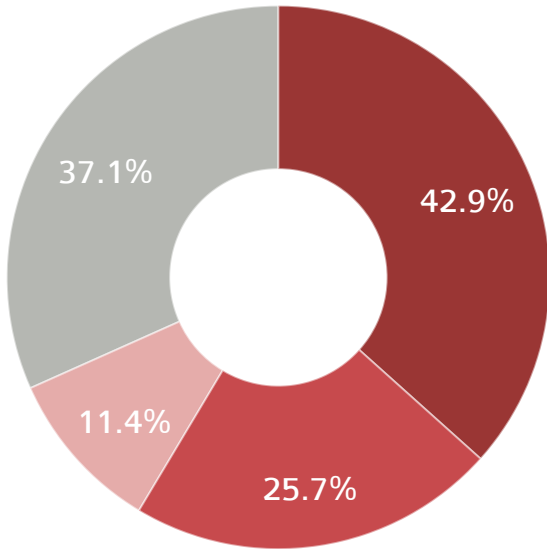
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IDENTIFYING RISKS IN BEAUTY SERVICES

EYELASH EXTENSION SERVICE

The chart represents the percentage of the service steps that pose a consumer risk



42.9%
Infection Risks Identified



25.7%
Malpractice/Safety Risks Identified



11.4%
Product Reaction Risks Identified



37.1%
Risk Not Identified

The chart does not equal 100%, some service steps have 2+ risks identified

CONSUMER SAFETY RISKS

62.9 % of the steps needed to perform this service, if improperly performed, could adversely impact the consumer



Infection Risks *risk caused by improper infection prevention practice*

- o Cross-Contamination of Tools, Implements, & Equipment
- o Impaired Skin Integrity Could Increase Infection Risk
- o Increase Spread of Existing Infection
- o Service Specific Infection Risk(s): **E. coli, Iritis, MRSA, Strep A, Coronavirus**



Malpractice/Safety Risks *risk caused by a professional's practical or theoretical error*

- o Impaired Skin Integrity Could Increase Injury Risk
- o Lack of Medical History Could Increase Risks of Existing Injury
- o Service Specific Injury Risk(s): **Adhesive Injury, Corneal Damage, Eye Injury, Eye Puncture, Follicle Damage**



Product Reaction Risks *risk caused by a consumer's reaction to a product ingredient*

- o Lack of Disclosure of Allergies or Irritants Could Cause Product Reaction
- o Lack of Medical History Could Cause Product Reaction
- o Service Specific Reaction Risk(s): **Allergic Reaction, Eye Irritation**

TOOLS & IMPLEMENTS

PRODUCTS & SUPPLIES



Infection Control & Safety Supplies

- o Disinfectant Concentrate
- o Disinfectant Container
- o Disinfectant Spray/Wipes
- o Gloves
- o Hand Sanitizer
- o Liquid Soap
- o Mask
- o Protective Eyewear
- o Spray Bottle
- o Storage Container (products/tools)
- o Towels (cloth/paper)
- o Waste Container
- o Water



Service Tools & Implements **as necessary*

- o Cape
- o Cotton
- o Disposable Lash Brush
- o Disposable Lash Wand
- o Eye Pad
- o Fan
- o Hair Cap/Band
- o Magnifying Light
- o Palette
- o Towel
- o Tweezers



Service Products **as necessary*

- o Adhesive
- o Eyelashes
- o Cleanser
- o Lash Tape
- o Sealer

Project Collaborators





IDENTIFYING RISKS

IN BEAUTY SERVICES

EYELASH EXTENSION SERVICE

Service Description: The addition of extensions to the eyelashes to increase length and volume.

SERVICE STEPS & SUB-STEPS

Steps that present a risk are in red font and the icons represent the risk type.

Pre-Service Procedure

1. Ensure workstation and service area is clean and disinfected with an EPA disinfectant
2. Ensure service product is new or an unused disposable product applicator is used to apply the product
3. Ensure all porous (single-use) items are new and unused
4. Ensure all non-porous tools, implements, and items are clean and disinfected
5. Ensure electrical instruments are clean, disinfected, and in good working order

Hand Cleaning Procedure (Before/After Service)

**An equally effective hand sanitizer may be used.*

6. Wet hands with water
7. Apply liquid soap to hands
8. Lather soap in hands for 20 seconds
9. Rinse hands thoroughly with water
10. Dry hands with a towel

Client Consultation Procedure

11. Complete/review consultation
12. Determine the client's needs and preferences
13. Assess the client's eyelashes and surrounding skin
14. Recommend treatment/service options

Client Preparation

15. Have client remove contact lenses
16. Drape client
17. Secure the hair away from the face
18. Cleanse eyelashes while bracing

Eyelash Application

19. Brush eyelashes while bracing
20. Apply a protective under-eye pad, following manufacturer's instructions
21. Distribute adhesive to the palette
22. Remove new eyelashes from the container and place on a palette
23. Apply adhesive to the individual eyelash extension
24. Apply the individual eyelash to the natural eyelash or apply the cluster/strip to the eyelid
25. Separate eyelashes while bracing
26. Apply sealer to the eyelashes while bracing
27. Remove protective under-eye pad

Service Conclusion

28. Remove drapes

Post-Service Procedure

29. Discuss maintenance and aftercare
30. Discard any cross-contaminated products
31. Discard any porous (single-use) items used during the service
32. Clean and disinfect all non-porous tools, implements, and items or set aside tools, implements, and items in a disinfectant container to be cleaned and disinfected later
33. Store clean and disinfected tools, implements, and items in a clean closed storage container
34. Clean and disinfect electrical instruments that may have come in contact with the client, then place on a clean towel, hook, or in a clean closed container
35. Clean and disinfect workstation and service area with EPA disinfectant

Risk Type Indicators



Infection Risk



Malpractice/Safety Risk



Product Reaction Risk

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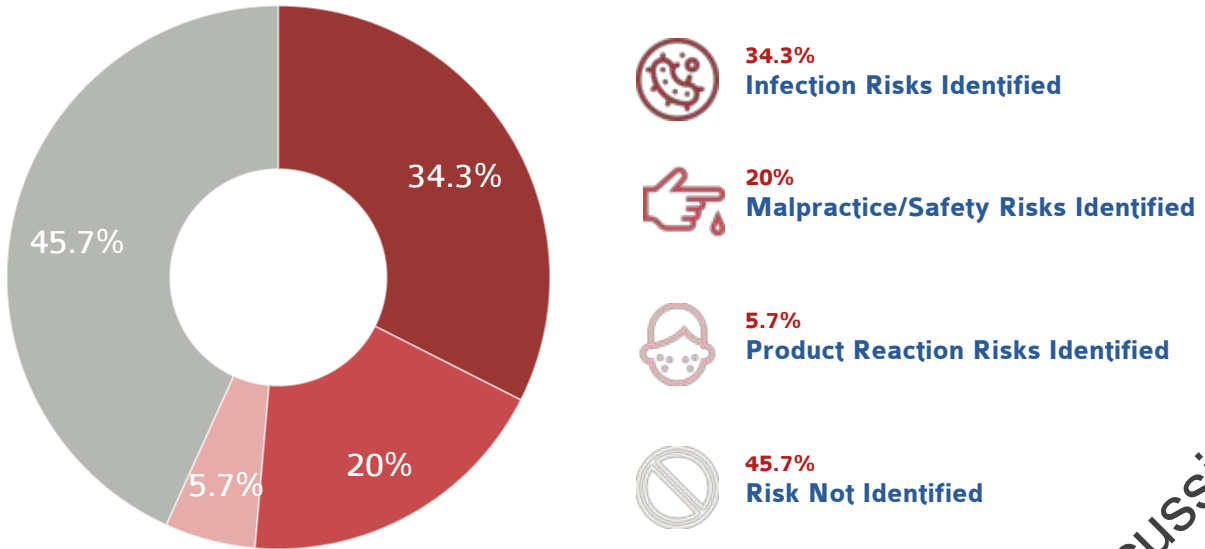
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IDENTIFYING RISKS IN BEAUTY SERVICES

FOIL SERVICE

The chart represents the percentage of the service steps that pose a consumer risk



The chart does not equal 100%, some service steps have 2+ risks identified

CONSUMER SAFETY RISKS

54.3 % of the steps needed to perform this service, if improperly performed, could adversely impact the consumer



Infection Risks risk caused by improper infection prevention practice

- o Cross-Contamination of Tools, Implements, & Equipment
- o Impaired Skin Integrity Could Increase Infection Risk
- o Increase Spread of Existing Infection
- o Service Specific Infection Risk(s): **Folliculitis, Impetigo, MRSA, Ringworm, Coronavirus**



Malpractice/Safety Risks risk caused by a professional's practical or theoretical error

- o Impaired Skin Integrity Could Increase Injury Risk
- o Lack of Medical History Could Increase Risks of Existing Injury
- o Service Specific Injury Risk(s): **Chemical Burn**



Product Reaction Risks risk caused by a consumer's reaction to a product ingredient

- o Lack of Disclosure of Allergies or Irritants Could Cause Product Reaction
- o Lack of Medical History Could Cause Product Reaction
- o Service Specific Reaction Risk(s): **Scalp/Skin Irritation**

TOOLS & IMPLEMENTS

PRODUCTS & SUPPLIES



Infection Control & Safety Supplies

- o Disinfectant Concentrate
- o Disinfectant Container
- o Disinfectant Spray/Wipes
- o Gloves
- o Hand Sanitizer
- o Liquid Soap
- o Mask
- o Protective Eyewear
- o Spray Bottle
- o Storage Container (products/tools)
- o Towels (cloth/paper)
- o Waste Container
- o Water



Service Tools & Implements *as necessary

- o Applicator Bottle
- o Applicator Brush
- o Bowl
- o Cape
- o Foils
- o Hair Clips
- o Hair Comb
- o Measuring Instrument
- o Shampoo Bowl
- o Spatula
- o Timer
- o Towel



Service Products *as necessary

- o Conditioner
- o Color/Lightener Product
- o Developer
- o Shampoo
- o Water

Project Collaborators





IDENTIFYING RISKS IN BEAUTY SERVICES

FOIL SERVICE

Service Description: The chemical lightening of the hair on the head to enhance or alter the hair color.

SERVICE STEPS & SUB-STEPS

Steps that present a risk are in red font and the icons represent the risk type.

Pre-Service Procedure

1. Ensure workstation and service area is clean and disinfected with an EPA disinfectant
2. Ensure service product is new or an unused disposable product applicator is used to apply the product
3. Ensure all porous (single-use) items are new and unused
4. Ensure all non-porous tools, implements, and items are clean and disinfected

Hand Cleaning Procedure (Before/After Service)

*An equally effective hand sanitizer may be used.

5. Wet hands with water
6. Apply liquid soap to hands
7. Lather soap in hands for 20 seconds
8. Rinse hands thoroughly with water
9. Dry hands with a towel

Client Consultation Procedure

10. Complete/review consultation
11. Determine the client's needs and preferences
12. Assess the client's skin and hair
13. Recommend treatment/service options
14. Perform reaction test

Client Preparation

15. Drape client with cape

Sectioning & Parting Procedure

16. Section and part hair

Chemical Mixing Application

17. Mix chemicals, following manufacturer's instructions

Foil Parting Procedure

18. Weave out selected strands from the desired parting
19. Apply foil underneath the strand

Color/Lightener Procedure

20. Apply color/lightener product, following the manufacturer's instructions
21. Process color/lightener product, following the manufacturer's instructions

Shampoo/Conditioner Application

22. Carefully position the client's neck in the shampoo bowl
23. Rinse hair
24. Apply shampoo
25. Rinse shampoo
26. Apply conditioner
27. Rinse conditioner
28. Dry hair with towel

Service Conclusion

29. Remove cape from client

Post-Service Procedure

30. Discuss maintenance and aftercare
31. Discard any cross-contaminated products
32. Discard any porous (single-use) items used during the service
33. Clean and disinfect all non-porous tools, implements, and items or set aside tools, implements, and items in a disinfectant container to be cleaned and disinfected later
34. Store clean and disinfected tools, implements, and items in a clean closed storage container
35. Clean and disinfect workstation and service area with EPA disinfectant

Risk Type Indicators



Reaction Risk



Malpractice/Safety Risk



Product Reaction Risk

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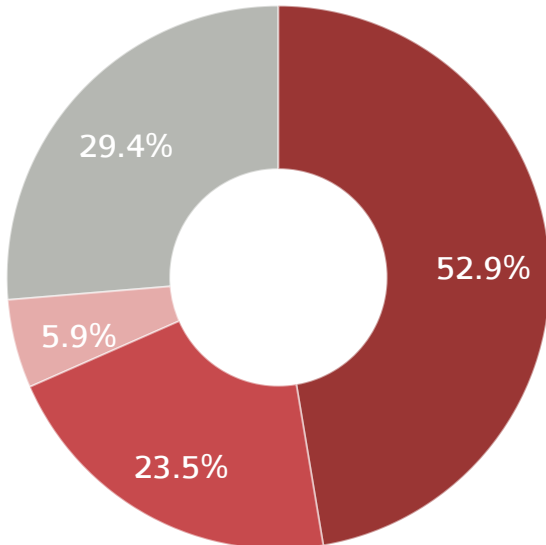
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IDENTIFYING RISKS IN BEAUTY SERVICES

GEL POLISH SERVICE

The chart represents the percentage of the service steps that pose a consumer risk



52.9%
Infection Risks Identified



23.5%
Malpractice/Safety Risks Identified



5.9%
Product Reaction Risks Identified



29.4%
Risk Not Identified

The chart does not equal 100%, some service steps have 2+ risks identified

CONSUMER SAFETY RISKS

70.6 % of the steps needed to perform this service, if improperly performed, could adversely impact the consumer



Infection Risks *risk caused by improper infection prevention practice*

- o Cross-Contamination of Tools, Implements, & Equipment
- o Impaired Skin Integrity Could Increase Infection Risk
- o Increase Spread of Existing Infection
- o Service Specific Infection Risk(s): **Cellulitis, E.coli, Influenza, MRSA, Norovirus, Coronavirus**



Malpractice/Safety Risks *risk caused by a professional's practical or theoretical error*

- o Impaired Skin Integrity Could Increase Injury Risk
- o Lack of Medical History Could Increase Risks of Existing Injury
- o Service Specific Injury Risk(s): **Cut Injury, Friction Burn, Injury to the Cuticle, Hyponychium, Nail Plate, or Surrounding Skin, Skin Abrasion**



Product Reaction Risks *risk caused by a consumer's reaction to a product ingredient*

- o Lack of Disclosure of Allergies or Irritants Could Cause Product Reaction
- o Lack of Medical History Could Cause Product Reaction
- o Service Specific Reaction Risk(s): **Allergic Reaction, Respiratory Irritation, Skin Irritation,**

TOOLS & IMPLEMENTS

PRODUCTS & SUPPLIES



Infection Control & Safety Supplies

- o Disinfectant Concentrate
- o Disinfectant Container
- o Disinfectant Spray/Wipes
- o Gloves
- o Hand Sanitizer
- o Liquid Soap
- o Mask
- o Protective Eyewear
- o Spray Bottle
- o Storage Container (products/tools)
- o Towels (cloth/paper)
- o Waste Container
- o Water



Service Tools & Implements **as necessary*

- o Cotton
- o Cuticle Pusher
- o Disposable Applicator
- o Nail Clippers
- o Nail Files
- o Nail Nippers
- o Nail Pusher
- o Orangewood Stick
- o Towel
- o UV/LED Light



Service Products **as necessary*

- o Alcohol
- o Acetone
- o Cleanser
- o Cuticle Remover
- o Dehydrator
- o Liquid Soap (Sanitizer)
- o Lotion
- o Nail Oil
- o Oligomer (Gel)
- o Water

Project Collaborators





IDENTIFYING RISKS IN BEAUTY SERVICES

GEL POLISH SERVICE

Service Description: The addition of artificial products to the nails of the hands to add length or to strengthen the natural nail.

SERVICE STEPS & SUB-STEPS

Steps that present a risk are in red font and the icons represent the risk type.

Pre-Service Procedure

1. Ensure workstation and service area is clean and disinfected with an EPA disinfectant
2. Ensure service product is new or an unused disposable product applicator is used to apply the product
3. Ensure all porous (single-use) items are new and unused
4. Ensure all non-porous tools, implements, and items are clean and disinfected
5. Ensure electrical instruments are clean, disinfected, and in good working order

Hand Cleaning Procedure (Before/After Service)

*An equally effective hand sanitizer may be used.

6. Wet hands with water
7. Apply liquid soap to hands
8. Lather soap in hands for 20 seconds
9. Rinse hands thoroughly with water
10. Dry hands with a towel

Client Consultation Procedure

11. Complete/review consultation
12. Determine the client's needs and preferences
13. Recommend treatment/service options

Client Preparation

14. Client washes hands

Nail Assessment

15. Evaluate nail health

Cuticle Removal Procedure

16. Apply cuticle remover
17. Remove the nonliving portion of the cuticle

Nail Preparation and Cleaning Procedure

18. Clean under the free edge
19. Clip or file the nails to desired nail shape and length
20. File and remove shine
21. Clean surface of the nail
22. Apply alcohol or acetone to remove oils and surface moisture

Hard/Soft Gel Application

23. Apply UV/LED activated gel product on the nail
24. Place client's hand under UV/LED light, following manufacturer's instructions
25. Remove tacky layer

Finishing Application

27. Apply and rub the nail oil into surrounding skin
28. Apply lotion to hands and arms

Post-Service Procedure

28. Discuss maintenance and aftercare
29. Discard any cross-contaminated products
30. Discard any porous (single-use) items used during the service
31. Clean and disinfect all non-porous tools, implements, and items or set aside tools, implements, and items in a disinfectant container to be cleaned and disinfected later
32. Store clean and disinfected tools, implements, and items in a clean closed storage container
33. Clean and disinfect electrical instruments that may have come in contact with the client, then place on a clean towel, hook, or in a clean closed container
34. Clean and disinfect workstation and service area with EPA disinfectant

Risk Type Indicators



Infection Risk



Malpractice/Safety Risk



Product Reaction Risk

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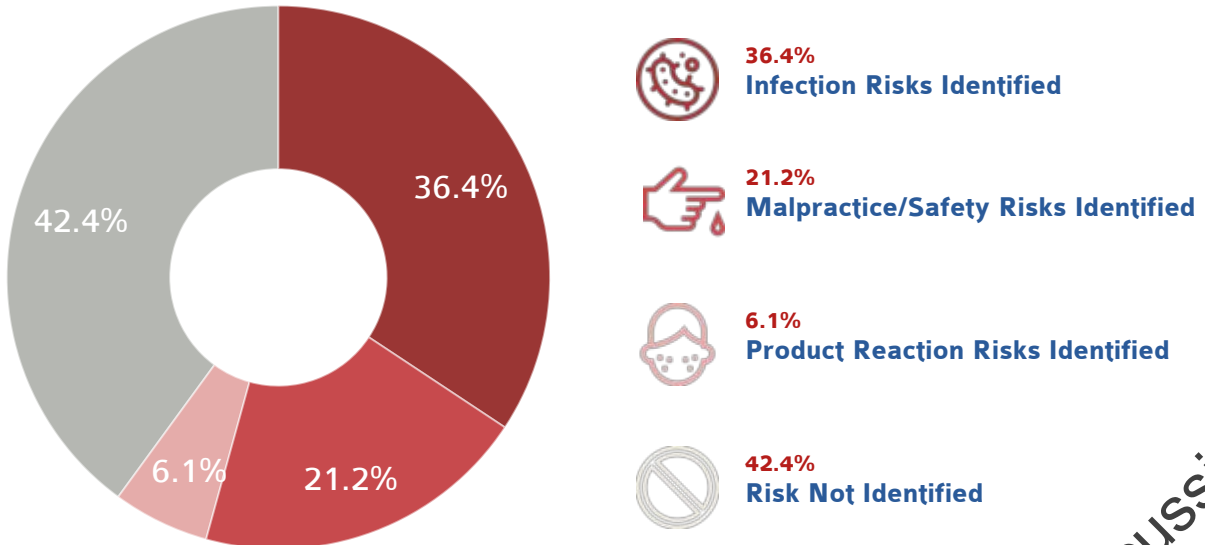


IDENTIFYING RISKS

IN BEAUTY SERVICES

HAIR COLOR SERVICE

The chart represents the percentage of the service steps that pose a consumer risk



The chart does not equal 100%, some service steps have 2+ risks identified

CONSUMER SAFETY RISKS

57.6 % of the steps needed to perform this service, if improperly performed, could adversely impact the consumer



Infection Risks risk caused by improper infection prevention practice

- o Cross-Contamination of Tools, Implements, & Equipment
- o Impaired Skin Integrity Could Increase Infection Risk
- o Increase Spread of Existing Infection
- o Service Specific Infection Risk(s): **Folliculitis, Impetigo, MRSA, Ringworm, Coronavirus**



Malpractice/Safety Risks risk caused by a professional's practical or theoretical error

- o Impaired Skin Integrity Could Increase Injury Risk
- o Lack of Medical History Could Increase Risks of Existing Injury
- o Service Specific Injury Risk(s): **Chemical Burn**



Product Reaction Risks risk caused by a consumer's reaction to a product ingredient

- o Lack of Disclosure of Allergies or Irritants Could Cause Product Reaction
- o Lack of Medical History Could Cause Product Reaction
- o Service Specific Reaction Risk(s): **Allergic Reaction, Scalp/Skin Irritation**

TOOLS & IMPLEMENTS

PRODUCTS & SUPPLIES



Infection Control & Safety Supplies

- o Disinfectant Concentrate
- o Disinfectant Container
- o Disinfectant Spray/Wipes
- o Gloves
- o Hand Sanitizer
- o Liquid Soap
- o Mask
- o Protective Eyewear
- o Spray Bottle
- o Storage Container (products/tools)
- o Towels (cloth/paper)
- o Waste Container
- o Water



Service Tools & Implements *as necessary

- o Applicator Bottle
- o Applicator Brush
- o Bowl
- o Cape
- o Hair Clips
- o Hair Comb
- o Measuring Instrument
- o Shampoo Bowl
- o Spatula
- o Timer
- o Towel



Service Products *as necessary

- o Conditioner
- o Color/Lightener Product
- o Developer
- o Shampoo
- o Water

Project Collaborators





IDENTIFYING RISKS

IN BEAUTY SERVICES

HAIR COLOR SERVICE

Service Description: The chemical coloring of the hair on the head to alter or enhance the hair color.

SERVICE STEPS & SUB-STEPS

Steps that present a risk are in red font and the icons represent the risk type.

Pre-Service Procedure

1. Ensure workstation and service area is clean and disinfected with an EPA disinfectant
2. Ensure service product is new or an unused disposable product applicator is used to apply the product
3. Ensure all porous (single-use) items are new and unused
4. Ensure all non-porous tools, implements, and items are clean and disinfected

Hand Cleaning Procedure (Before/After Service)

*An equally effective hand sanitizer may be used.

5. Wet hands with water
6. Apply liquid soap to hands
7. Lather soap in hands for 20 seconds
8. Rinse hands thoroughly with water
9. Dry hands with a towel

Client Consultation Procedure

10. Complete/review consultation
11. Determine the client's needs and preferences
12. Assess the client's skin and hair
13. Recommend treatment/service options
14. Perform reaction test

Client Preparation

15. Drape client with cape

Sectioning & Parting Procedure

16. Section and part hair

Chemical Mixing Application

17. Mix chemicals, following manufacturer's instructions

Color/Lightener Procedure

18. Apply color/lightener product following the manufacturer's instructions
19. Process color/lightener product following the manufacturer's instructions

Shampoo/Conditioner Application

20. Carefully position the client's neck in the shampoo bowl
21. Rinse hair
22. Apply shampoo
23. Rinse shampoo
24. Apply conditioner
25. Rinse conditioner
26. Dry hair with towel

Service Conclusion

27. Remove cape from client

Post-Service Procedure

28. Discuss maintenance and aftercare
29. Discard any cross-contaminated products
30. Discard any porous (single-use) items used during the service
31. Clean and disinfect all non-porous tools, implements, and items or set aside tools, implements, and items in a disinfectant container to be cleaned and disinfected later
32. Store clean and disinfected tools, implements, and items in a clean closed storage container
33. Clean and disinfect workstation and service area with EPA disinfectant

Risk Type Indicators



Infection Risk



Malpractice/Safety Risk



Product Reaction Risk

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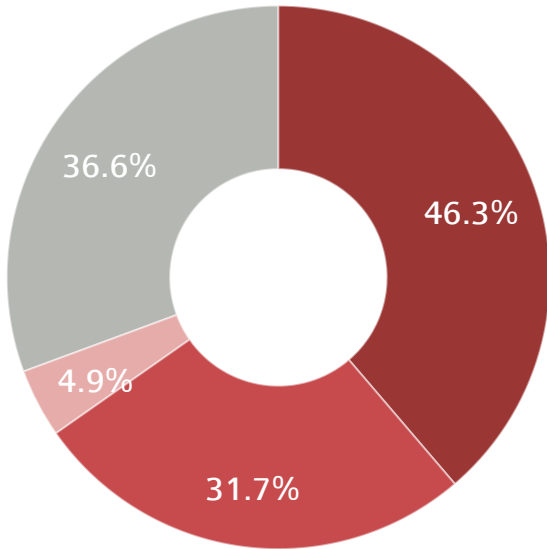
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IDENTIFYING RISKS IN BEAUTY SERVICES

HAIR REMOVAL SERVICE

The chart represents the percentage of the service steps that pose a consumer risk



46.3%
Infection Risks Identified



31.7%
Malpractice/Safety Risks Identified



4.9%
Product Reaction Risks Identified



36.6%
Risk Not Identified

The chart does not equal 100%, some service steps have 2+ risks identified

CONSUMER SAFETY RISKS

63.4 % of the steps needed to perform this service, if improperly performed, could adversely impact the consumer



Infection Risks *risk caused by improper infection prevention practice*

- o Cross-Contamination of Tools, Implements, & Equipment
- o Impaired Skin Integrity Could Increase Infection Risk
- o Increase Spread of Existing Infection
- o Service Specific Infection Risk(s): **Conjunctivitis, Folliculitis, HPV, Impetigo, Molluscum Contagiosum, MRSA, Coronavirus**



Malpractice/Safety Risks *risk caused by a professional's practical or theoretical error*

- o Impaired Skin Integrity Could Increase Injury Risk
- o Lack of Medical History Could Increase Risks of Existing Injury
- o Service Specific Injury Risk(s): **Cut Injury, Follicle Damage, Skin Abrasion, Skin Irritation, Skin Tear, Skin Puncture Thermal Burn**



Product Reaction Risks *risk caused by a consumer's reaction to a product ingredient*

- o Lack of Disclosure of Allergies or Irritants Could Cause Product Reaction
- o Lack of Medical History Could Cause Product Reaction
- o Service Specific Reaction Risk(s): **Allergic Reaction, Skin Irritation**

TOOLS & IMPLEMENTS

PRODUCTS & SUPPLIES



Infection Control & Safety Supplies

- o Disinfectant Concentrate
- o Disinfectant Container
- o Disinfectant Spray/Wipes
- o Gloves
- o Hand Sanitizer
- o Liquid Soap
- o Mask
- o Protective Eyewear
- o Spray Bottle
- o Storage Container (products/tools)
- o Towels (cloth/paper)
- o Waste Container
- o Water



Service Tools & Implements **as necessary*

- o Brow Trimmer
- o Cotton
- o Cotton Rounds
- o Disposable Brow Brush
- o Disposable Wax Applicator
- o Disposable Wax Applicator
- o Magnifying Light
- o Scissors
- o Towel
- o Tweezers
- o Wax Pot
- o Wax Removal Strips



Service Products **as necessary*

- o Moisturizer
- o Pre-Epilation Product
- o Post-Epilation Product
- o Toner
- o Wax

Project Collaborators





IDENTIFYING RISKS

IN BEAUTY SERVICES

HAIR REMOVAL SERVICE

Service Description: The removal of unwanted hair from the body to make the skin smoother and to reduce hair regrowth.

SERVICE STEPS & SUB-STEPS

Steps that present a risk are in red font and the icons represent the risk type.

Pre-Service Procedure

1. Ensure workstation and service area is clean and disinfected with an EPA disinfectant
2. Ensure service product is new or an unused disposable product applicator is used to apply the product
3. Ensure all porous (single-use) items are new and unused
4. Ensure all non-porous tools, implements, and items are clean and disinfected
5. Ensure electrical instruments are clean, disinfected, and in good working order

Hand Cleaning Procedure (Before/After Service)

*An equally effective hand sanitizer may be used.

6. Wet hands with water
7. Apply liquid soap to hands
8. Lather soap in hands for 20 seconds
9. Rinse hands thoroughly with water
10. Dry hands with a towel

Client Consultation Procedure

11. Complete/review consultation
12. Determine the client's needs and preferences
13. Assess the client's skin and hair
14. Recommend treatment/service options

Client Preparation

15. Drape client
16. Assess hair growth direction
17. Trim or prepare the hair
18. Apply pre-epilation product/antiseptic to area to be waxed

Wax Temperature Assessment

19. Dip a new, never been used, wax applicator into heated wax
20. Test wax temperature

Wax Application

21. Dip a new, never been used, wax applicator into heated wax
22. Hold skin taut
23. Apply wax in direction of hair growth
24. Discard wax applicator after each single dip

Wax Removal Procedure

25. Apply removal strip or leave tab to pull
26. Hold skin taut
27. Quickly remove the wax before cooling in one continuous pull
28. Apply pressure to the waxed area
29. Remove excess wax
30. Apply post-epilation product

Tweezing Procedure

31. Hold skin taut
32. Tweeze hair in the direction of hair growth
33. Apply tone and soothing cream

Service Conclusion

34. Remove drape

Post-Service Procedure

35. Discuss maintenance and aftercare
36. Discard any cross-contaminated products
37. Discard any porous (single-use) items used during the service
38. Clean and disinfect all non-porous tools, implements, and items or set aside tools, implements, and items in a disinfectant container to be cleaned and disinfected later
39. Store clean and disinfected tools, implements, and items in a clean closed storage container
40. Clean and disinfect electrical instruments that may have come in contact with the client, then place on a clean towel, hook, or in a clean closed container
41. Clean and disinfect workstation and service area with EPA disinfectant

Risk Type Indicators

 Infection Risk

 Malpractice/Safety Risk

 Product Reaction Risk

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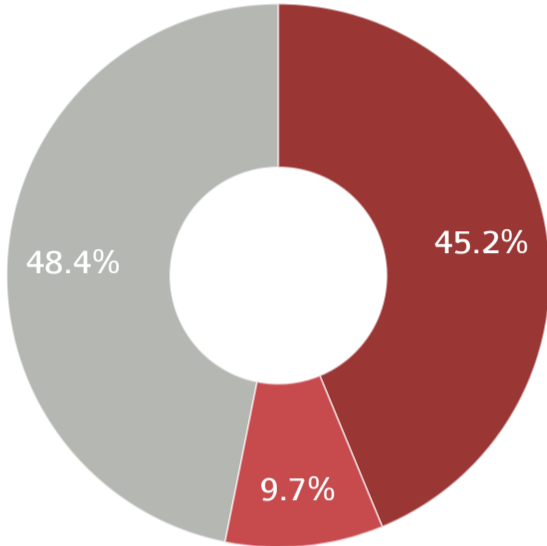
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IDENTIFYING RISKS IN BEAUTY SERVICES

HAIRCUT SERVICE

The chart represents the percentage of the service steps that pose a consumer risk



45.2%
Infection Risks Identified



9.7%
Malpractice/Safety Risks Identified



0%
Product Reaction Risks Identified



48.4%
Risk Not Identified

The chart does not equal 100%, some service steps have 2+ risks identified

CONSUMER SAFETY RISKS

51.6 % of the steps needed to perform this service, if improperly performed, could adversely impact the consumer



Infection Risks *risk caused by improper infection prevention practice*

- o Cross-Contamination of Tools, Implements, & Equipment
- o Impaired Skin Integrity Could Increase Infection Risk
- o Increase Spread of Existing Infection
- o Service Specific Infection Risk(s): **Folliculitis, Impetigo, MRSA, Ringworm, Coronavirus**



Malpractice/Safety Risks *risk caused by a professional's practical or theoretical error*

- o Impaired Skin Integrity Could Increase Injury Risk
- o Lack of Medical History Could Increase Risks of Existing Injury
- o Service Specific Injury Risk(s): **Cut Injury, Puncture Wound**



Product Reaction Risks *risk caused by a consumer's reaction to a product ingredient*

- o Lack of Disclosure of Allergies or Irritants Could Cause Product Reaction
- o Lack of Medical History Could Cause Product Reaction
- o Service Specific Reaction Risk(s): **N/A**

TOOLS & IMPLEMENTS

PRODUCTS & SUPPLIES



Infection Control & Safety Supplies

- o Disinfectant Concentrate
- o Disinfectant Container
- o Disinfectant Spray/Wipes
- o Gloves
- o Hand Sanitizer
- o Liquid Soap
- o Mask
- o Protective Eyewear
- o Spray Bottle
- o Storage Container (products/tools)
- o Towels (cloth/paper)
- o Waste Container
- o Water



Service Tools & Implements **as necessary*

- o Cape
- o Clippers
- o Hair Clips
- o Hair Comb
- o Shears
- o Neck Strip
- o Shampoo Bowl
- o Spray Bottle
- o Trimmers



Service Products **as necessary*

- o Conditioner
- o Shampoo
- o Water

Project
Collaborators





IDENTIFYING RISKS IN BEAUTY SERVICES

HAIRCUT SERVICE

Service Description: The cutting of the hair on the head to a requested length or style.

SERVICE STEPS & SUB-STEPS

Steps that present a risk are in red font and the icons represent the risk type.

Pre-Service Procedure

1. Ensure workstation and service area is clean and disinfected with an EPA disinfectant
2. Ensure service product is new or an unused disposable product applicator is used to apply the product
3. Ensure all porous (single-use) items are new and unused
4. Ensure all non-porous tools, implements, and items are clean and disinfected
5. Ensure electrical instruments are clean, disinfected, and in good working order

Hand Cleaning Procedure (Before/After Service)

**An equally effective hand sanitizer may be used.*

6. Wet hands with water
7. Apply liquid soap to hands
8. Lather soap in hands for 20 seconds
9. Rinse hands thoroughly with water
10. Dry hands with a towel

Client Consultation Procedure

11. Complete/review consultation
12. Determine the client's needs and preferences
13. Assess the client's skin and hair
14. Recommend treatment/service options

Client Preparation

15. Drape client with cape

Shampoo/Conditioner Application

16. Carefully position client's neck in the shampoo bowl
17. Rinse hair
18. Apply shampoo
19. Rinse shampoo
20. Apply conditioner
21. Rinse conditioner
22. Dry hair with a towel

Haircut Procedure

23. Perform the haircut procedure

Service Conclusion

24. Remove cape from client

Post-Service Procedure

25. Discuss maintenance and aftercare
26. Discard any cross-contaminated products
27. Discard any porous (single-use) items used during the service
28. Clean and disinfect all non-porous tools, implements, and items or set aside tools, implements, and items in a disinfectant container to be cleaned and disinfected later
29. Store clean and disinfected tools, implements, and items in a clean closed storage container
30. Clean and disinfect electrical instruments that may have come in contact with the client, then place on a clean towel, hook, or in a clean closed container
31. Clean and disinfect workstation and service area with EPA disinfectant

Risk Type Indicators



Infection Risk



Malpractice/Safety Risk



Product Reaction Risk

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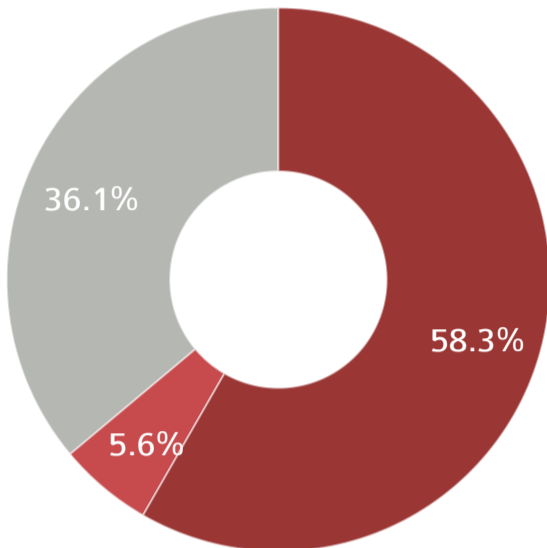
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IDENTIFYING RISKS IN BEAUTY SERVICES

MAKEUP SERVICE

The chart represents the percentage of the service steps that pose a consumer risk



58.3%
Infection Risks Identified



5.6%
Malpractice/Safety Risks Identified



0%
Product Reaction Risks Identified



36.1%
Risk Not Identified

The chart does not equal 100%, some service steps have 2+ risks identified

CONSUMER SAFETY RISKS

69.3 % of the steps needed to perform this service, if improperly performed, could adversely impact the consumer



Infection Risks *risk caused by improper infection prevention practice*

- o Cross-Contamination of Tools, Implements, & Equipment
- o Impaired Skin Integrity Could Increase Infection Risk
- o Increase Spread of Existing Infection
- o Service Specific Infection Risk(s): **E. coli, Hand, Foot & Mouth Disease, Klebsiella Pneumonia, Molluscum Contagiosum, Pseudomonas Seruginosa, Strep A, Coronavirus.**



Malpractice/Safety Risks *risk caused by a professional's practical or theoretical error*

- o Impaired Skin Integrity Could Increase Injury Risk
- o Lack of Medical History Could Increase Risks of Existing Injury
- o Service Specific Injury Risk(s): **Eye Injury**



Product Reaction Risks *risk caused by a consumer's reaction to a product ingredient*

- o Lack of Disclosure of Allergies or Irritants Could Cause Product Reaction
- o Lack of Medical History Could Cause Product Reaction
- o Service Specific Reaction Risk(s): **N/A**

TOOLS & IMPLEMENTS

PRODUCTS & SUPPLIES



Infection Control & Safety Supplies

- o Disinfectant Concentrate
- o Disinfectant Container
- o Disinfectant Spray/Wipes
- o Gloves
- o Hand Sanitizer
- o Liquid Soap
- o Mask
- o Protective Eyewear
- o Spray Bottle
- o Storage Container (products/tools)
- o Towels (cloth/paper)
- o Waste Container
- o Water



Service Tools & Implements **as necessary*

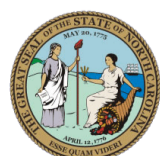
- o Airbrush
- o Brow Brush
- o Cape
- o Cotton
- o Disposable Makeup Applicator
- o Disposable Makeup Brush
- o Disposable Sponges
- o Magnifying Light
- o Palette
- o Sharpener
- o Spatula
- o Towel



Service Products **as necessary*

- o Brow Enhancer
- o Cleanser
- o Concealer
- o Eye Liner (liquid/powder)
- o Eye Shadow (liquid/powder)
- o Foundation
- o Hair Clip/Band
- o Lip Liner
- o Liquid Lip Color
- o Mascara
- o Moisturizer

Project Collaborators





IDENTIFYING RISKS

IN BEAUTY SERVICES

MAKEUP SERVICE

Service Description: The addition of cosmetics to the face to enhance or alter the appearance.

SERVICE STEPS & SUB-STEPS

Steps that present a risk are in red font and the icons represent the risk type.

Pre-Service Procedure

1. Ensure workstation and service area is clean and disinfected with an EPA disinfectant
2. Ensure service product is new or an unused disposable product applicator is used to apply the product
3. Ensure all porous (single-use) items are new and unused
4. Ensure all non-porous tools, implements, and items are clean and disinfected
5. Ensure electrical instruments are clean, disinfected, and in good working order

Hand Cleaning Procedure (Before/After Service)

**An equally effective hand sanitizer may be used.*

6. Wet hands with water
7. Apply liquid soap to hands
8. Lather soap in hands for 20 seconds
9. Rinse hands thoroughly with water
10. Dry hands with a towel

Client Consultation Procedure

11. Complete/review consultation
12. Determine the client's needs and preferences
13. Recommend treatment/service options

Client Preparation

14. Drape client
15. Secure the hair away from the face
16. Cleanse the skin

Skin Analysis

17. Evaluate the skin type, condition, and texture
18. Determine the face shape and skin tone

Foundation/Concealer Application

19. Apply concealer, if needed
20. Apply and blend foundation

Powder Application

21. Apply face powder and blend

Eyebrow Enhancement

22. Brush eyebrow in direction of hair growth
23. Apply eyebrow color

Eye Shadow Application

24. Apply eye shadow while bracing

Eye Liner/Mascara Application

25. Apply eye liner while bracing
26. Apply mascara while bracing

Lip Application

27. Apply lip liner
28. Apply lip color

Service Conclusion

29. Remove drape

Post-Service Procedure

30. Discuss maintenance and aftercare
31. Discard any cross-contaminated products
32. Discard any porous (single-use) items used during the service
33. Clean and disinfect all non-porous tools, implements, and items or set aside tools, implements, and items in a disinfectant container to be cleaned and disinfected later
34. Store clean and disinfected tools, implements, and items in a clean closed storage container
35. Clean and disinfect electrical instruments that may have come in contact with the client, then place on a clean towel, hook, or in a clean closed container
36. Clean and disinfect workstation and service area with EPA disinfectant

Risk Type Indicators



Infection Risk



Malpractice/Safety Risk



Product Reaction Risk

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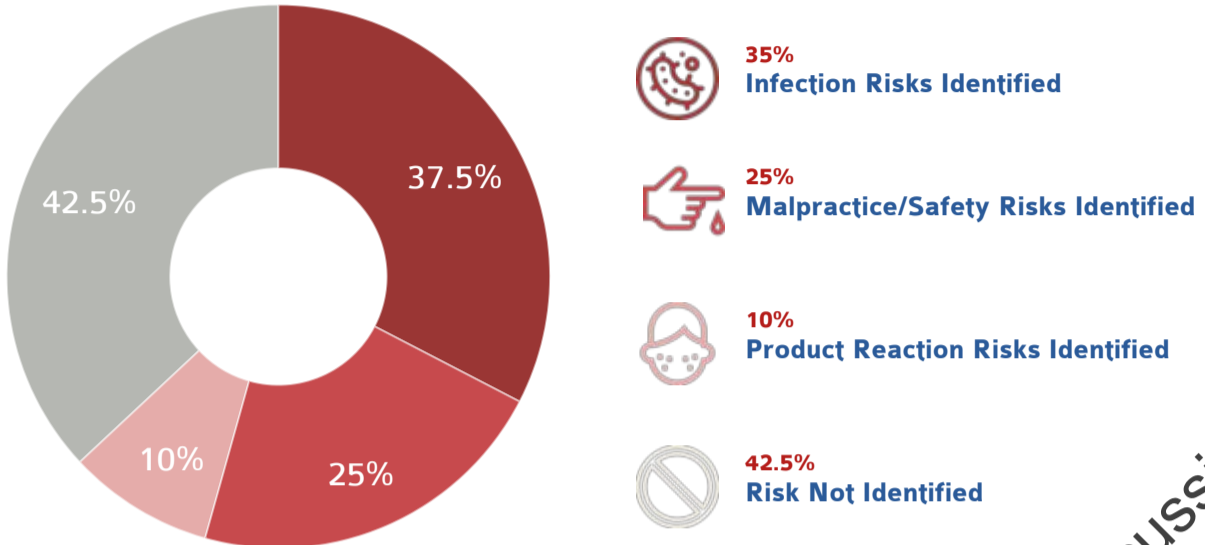
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IDENTIFYING RISKS IN BEAUTY SERVICES

PERMANENT WAVE SERVICE

The chart represents the percentage of the service steps that pose a consumer risk



The chart does not equal 100%, some service steps have 2+ risks identified

CONSUMER SAFETY RISKS

57.5 % of the steps needed to perform this service, if improperly performed, could adversely impact the consumer



Infection Risks risk caused by improper infection prevention practice

- o Cross-Contamination of Tools, Implements, & Equipment
- o Impaired Skin Integrity Could Increase Infection Risk
- o Increase Spread of Existing Infection
- o Service Specific Infection Risk(s): **Folliculitis, Impetigo, MRSA, Ringworm, Coronavirus**



Malpractice/Safety Risks risk caused by a professional's practical or theoretical error

- o Impaired Skin Integrity Could Increase Injury Risk
- o Lack of Medical History Could Increase Risks of Existing Injury
- o Service Specific Injury Risk(s): **Chemical Burn**



Product Reaction Risks risk caused by a consumer's reaction to a product ingredient

- o Lack of Disclosure of Allergies or Irritants Could Cause Product Reaction
- o Lack of Medical History Could Cause Product Reaction
- o Service Specific Reaction Risk(s): **Allergic Reaction, Scalp/Skin Irritation**

TOOLS & IMPLEMENTS

PRODUCTS & SUPPLIES



Infection Control & Safety Supplies

- | | | |
|----------------------------|--------------------------------------|------------------------|
| o Disinfectant Concentrate | o Liquid Soap | o Towels (cloth/paper) |
| o Disinfectant Container | o Mask | o Waste Container |
| o Disinfectant Spray/Wipes | o Protective Eyewear | o Water |
| o Gloves | o Spray Bottle | |
| o Hand Sanitizer | o Storage Container (products/tools) | |



Service Tools & Implements *as necessary

- | | | |
|-------------------------|----------------|---------|
| o Cape | o Hair Comb | o Timer |
| o Cotton | o Hair Picks | o Towel |
| o Disposable Applicator | o Perm Rods | |
| o End Papers | o Shampoo Bowl | |
| o Hair Clips | o Spray Bottle | |



Service Products *as necessary

- o Neutralizer
- o Protective Cream
- o Shampoo
- o Water
- o Waving Lotion

Project Collaborators





IDENTIFYING RISKS IN BEAUTY SERVICES

PERMANENT WAVE SERVICE

Service Description: The chemical processing of straight hair on the head to permanently add curls to the hair.

SERVICE STEPS & SUB-STEPS

Steps that present a risk are in red font and the icons represent the risk type.

Pre-Service Procedure

1. Ensure workstation and service area is clean and disinfected with an EPA disinfectant
2. Ensure service product is new or an unused disposable product applicator is used to apply the product
3. Ensure all porous (single-use) items are new and unused
4. Ensure all non-porous tools, implements, and items are clean and disinfected

Hand Cleaning Procedure (Before/After Service)

**An equally effective hand sanitizer may be used.*

5. Wet hands with water
6. Apply liquid soap to hands
7. Lather soap in hands for 20 seconds
8. Rinse hands thoroughly with water
9. Dry hands with a towel

Client Consultation Procedure

10. Complete/review consultation
11. Determine the client's needs and preferences
12. Assess the client's skin and hair
13. Recommend treatment/service options

Client Preparation

14. Drape client with cape

Shampoo/Conditioner Application

15. Carefully position the client's neck in the shampoo bowl
16. Rinse hair
17. Apply shampoo
18. Rinse shampoo
19. Dry hair with towel

Sectioning & Parting Procedure

20. Section and part hair

Wrapping Procedure

21. Perform wrapping procedure

Barrier Application

22. Apply protective cream

Solution Application

23. Apply solution, following manufacturer's instructions
24. Process solution, following manufacturer's instructions
25. Carefully position client's neck in the shampoo bowl
26. Rinse solution
27. Blot with towel

Neutralizer Application

28. Apply neutralizer, following manufacturer's instructions
29. Process neutralizer, following manufacturer's instructions
30. Carefully position client's neck in the shampoo bowl
31. Rinse neutralizer
32. Rod Removal
33. Dry hair with towel

Service Conclusion

34. Remove cape from client

Post-Service Procedure

35. Discuss maintenance and aftercare
36. Discard any cross-contaminated products
37. Discard any porous (single-use) items used during the service
38. Clean and disinfect all non-porous tools, implements, and items or set aside tools, implements, and items in a disinfectant container to be cleaned and disinfected later
39. Store clean and disinfected tools, implements, and items in a clean closed storage container
40. Clean and disinfect workstation and service area with EPA disinfectant

Risk Type Indicators



Infection Risk



Malpractice/Safety Risk



Product Reaction Risk

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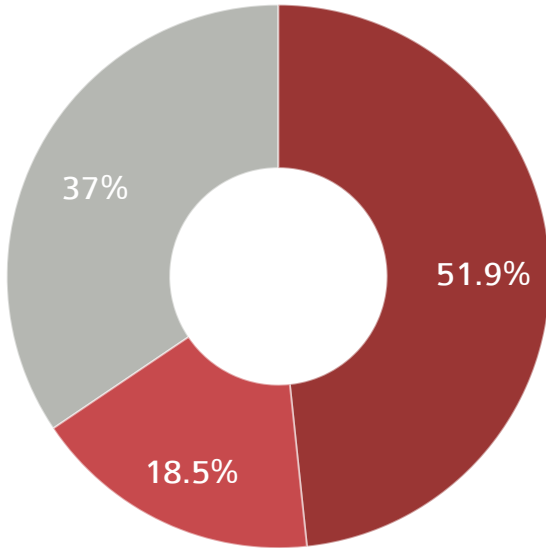
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IDENTIFYING RISKS IN BEAUTY SERVICES

SEW IN EXTENSION SERVICE

The chart represents the percentage of the service steps that pose a consumer risk



51.9%
Infection Risks Identified



18.5%
Malpractice/Safety Risks Identified



0%
Product Reaction Risks Identified



37%
Risk Not Identified

The chart does not equal 100%, some service steps have 2+ risks identified

CONSUMER SAFETY RISKS

63 % of the steps needed to perform this service, if improperly performed, could adversely impact the consumer



Infection Risks *risk caused by improper infection prevention practice*

- Cross-Contamination of Tools, Implements, & Equipment
- Impaired Skin Integrity Could Increase Infection Risk
- Increase Spread of Existing Infection
- Service Specific Infection Risk(s): **Folliculitis, Impetigo, MRSA, Parasitic Infection, Ringworm, Coronavirus**



Malpractice & Safety Risks *risk caused by a professional's practical or theoretical error*

- Impaired Skin Integrity Could Increase Injury Risk
- Lack of Medical History Could Increase Risks of Existing Injury
- Service Specific Injury Risk(s): **Puncture Wound, Traction Alopecia**



Product Reaction Risks *risk caused by a consumer's reaction to a product ingredient*

- Lack of Disclosure of Allergies or Irritants Could Cause Product Reaction
- Lack of Medical History Could Cause Product Reaction
- Service Specific Reaction Risk(s): N/A

TOOLS & IMPLEMENTS

PRODUCTS & SUPPLIES



Infection Control & Safety Supplies

- Disinfectant Concentrate
- Disinfectant Container
- Disinfectant Spray/Wipes
- Gloves
- Hand Sanitizer
- Liquid Soap
- Mask
- Protective Eyewear
- Spray Bottle
- Storage Container (products/tools)
- Towels (cloth/paper)
- Waste Container
- Water



Service Tools & Implements **as necessary*

- Cape
- Curved Needle
- Hair Clips
- Hair Comb
- Scissors
- Neck Strip
- Thread



Service Products **as necessary*

- Hair Extension (Weft)
- Oil

Project
Collaborators





IDENTIFYING RISKS IN BEAUTY SERVICES

SEW IN EXTENSION SERVICE

Service Description: The attachment of extensions to the hair on the head to alter or enhance the appearance.

SERVICE STEPS & SUB-STEPS

Steps that present a risk are in red font and the icons represent the risk type.

Pre-Service Procedure

1. Ensure workstation and service area is clean and disinfected with an EPA disinfectant
2. Ensure service product is new or an unused disposable product applicator is used to apply the product
3. Ensure all porous (single-use) items are new and unused
4. Ensure all non-porous tools, implements, and items are clean and disinfected

Hand Cleaning Procedure (Before/After Service)

**An equally effective hand sanitizer may be used.*

5. Wet hands with water
6. Apply liquid soap to hands
7. Lather soap in hands for 20 seconds
8. Rinse hands thoroughly with water
9. Dry hands with a towel

Client Consultation Procedure

10. Complete/review consultation
11. Determine the client's needs and preferences
12. Assess the client's skin and hair
13. Recommend treatment/service options

Client Preparation

14. Drape client with cape

Sectioning & Parting Procedure

15. Section and part hair

Braiding Procedure

16. Perform the braiding procedure

Needle Preparation

17. Thread the needle

Sew In Extension Procedure

18. Form stitch
19. Sew through the weft and bring the needle through the track

Product Application

20. Apply oil to the scalp as needed




Service Conclusion

21. Remove cape from client

Post-Service Procedure

22. Discuss maintenance and aftercare
23. Discard any cross-contaminated products
24. Discard any porous (single-use) items used during the service
25. Clean and disinfect all non-porous tools, implements, and items or set aside tools, implements, and items in a disinfectant container to be cleaned and disinfected later
26. Store clean and disinfected tools, implements, and items in a clean closed storage container
27. Clean and disinfect workstation and service area with EPA disinfectant

Risk Type Indicators

-  Infection Risk
-  Malpractice/Safety Risk
-  Product Reaction Risk

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About the project:

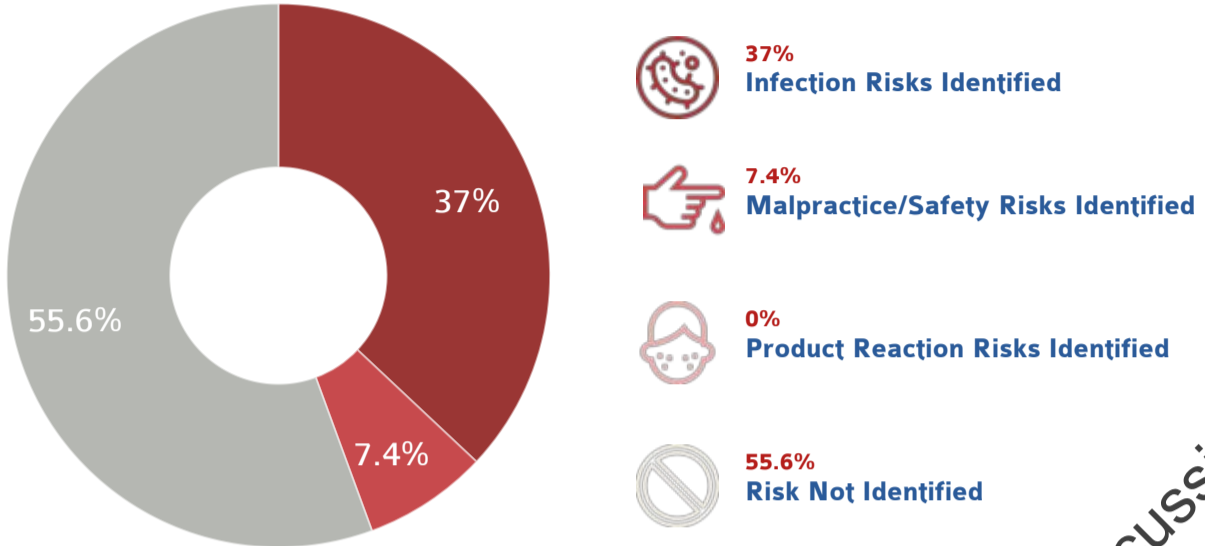
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IDENTIFYING RISKS IN BEAUTY SERVICES

SHAMPOO & CONDITIONER SERVICE

The chart represents the percentage of the service steps that pose a consumer risk



The chart does not equal 100%, some service steps have 2+ risks identified

CONSUMER SAFETY RISKS

44.4 % of the steps needed to perform this service, if improperly performed, could adversely impact the consumer



Infection Risks *risk caused by improper infection prevention practice*

- Cross-Contamination of Tools, Implements, & Equipment
- Impaired Skin Integrity Could Increase Infection Risk
- Increase Spread of Existing Infection
- Service Specific Infection Risk(s): Folliculitis, Ringworm, Coronavirus



Malpractice/Safety Risks *risk caused by a professional's practical or theoretical error*

- Impaired Skin Integrity Could Increase Injury Risk
- Lack of Medical History Could Increase Risks of Existing Injury
- Service Specific Injury Risk(s): N/A



Product Reaction Risks *risk caused by a consumer's reaction to a product ingredient*

- Lack of Disclosure of Allergies or Irritants Could Cause Product Reaction
- Lack of Medical History Could Cause Product Reaction
- Service Specific Reaction Risk(s): N/A

TOOLS & IMPLEMENTS

PRODUCTS & SUPPLIES



Infection Control & Safety Supplies

- Disinfectant Concentrate
- Disinfectant Container
- Disinfectant Spray/Wipes
- Gloves
- Hand Sanitizer
- Liquid Soap
- Mask
- Protective Eyewear
- Spray Bottle
- Storage Container (products/tools)
- Towels (cloth/paper)
- Waste Container
- Water



Service Tools & Implements **as necessary*

- Cape
- Shampoo Bowl
- Towel



Service Products **as necessary*

- Conditioner
- Shampoo
- Water

Project Collaborators





IDENTIFYING RISKS

IN BEAUTY SERVICES

SHAMPOO & CONDITIONER SERVICE

Service Description: The washing of the hair on the head and scalp for cleansing.

SERVICE STEPS & SUB-STEPS

Steps that present a risk are in red font and the icons represent the risk type.

Pre-Service Procedure

1. Ensure workstation and service area is clean and disinfected with an EPA disinfectant
2. Ensure service product is new or an unused disposable product applicator used to apply the product
3. Ensure all porous (single-use) items are new and unused
4. Ensure all non-porous tools implements, and items are clean and disinfected

Hand Cleaning Procedure (Before/After Service)

*An equally effective hand sanitizer may be used.

5. Wet hands with water
6. Apply liquid soap to hands
7. Lather soap in hands for 20 seconds
8. Rinse hands thoroughly with water
9. Dry hands with a towel

Client Consultation Procedure

10. Complete/review consultation
11. Determine the client's needs and preferences
12. Assess the client's skin and hair
13. Recommend treatment/service options

Client Preparation

14. Drape client with cape

Shampoo/Conditioner Application

15. Carefully position client's head in the shampoo bowl
16. Rinse hair
17. Apply shampoo
18. Rinse shampoo
19. Apply conditioner
20. Rinse conditioner
21. Dry hair with a towel

Service Conclusion

22. Remove cape from client

Post-Service Procedure

23. Discuss maintenance and aftercare
24. Discard any cross-contaminated products
25. Discard any porous (single-use) items used during the service
26. Store clean and disinfected tools, implements, and items in a clean closed storage container
27. Clean and disinfect workstation and service area with EPA disinfectant

Risk Type Indicators



Infection Risk



Malpractice/Safety Risk



Product Reaction Risk

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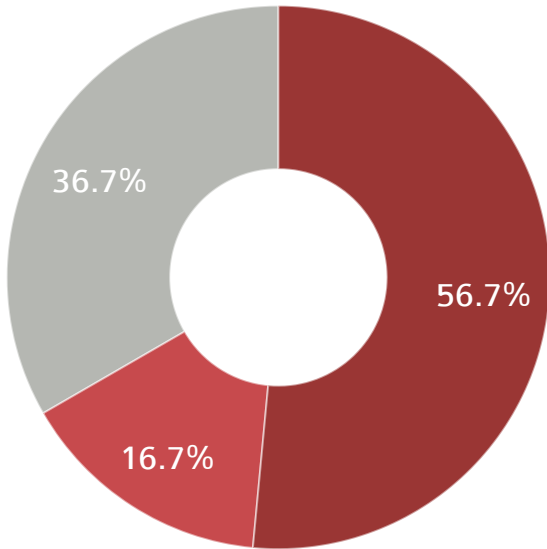
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IDENTIFYING RISKS IN BEAUTY SERVICES

NAIL SOAK OFF SERVICE

The chart represents the percentage of the service steps that pose a consumer risk



56.7%
Infection Risks Identified



16.7%
Malpractice/Safety Risks Identified



0%
Product Reaction Risks Identified



36.7%
Risk Not Identified

The chart does not equal 100%, some service steps have 2+ risks identified

CONSUMER SAFETY RISKS

63.3 % of the steps needed to perform this service, if improperly performed, could adversely impact the consumer



Infection Risks *risk caused by improper infection prevention practice*

- o Cross-Contamination of Tools, Implements, & Equipment
- o Impaired Skin Integrity Could Increase Infection Risk
- o Increase Spread of Existing Infection
- o Service Specific Infection Risk(s): **Cellulitis, E.coli, Influenza, MRSA, Norovirus, Coronavirus**



Malpractice/Safety Risks *risk caused by a professional's practical or theoretical error*

- o Impaired Skin Integrity Could Increase Injury Risk
- o Lack of Medical History Could Increase Risks of Existing Injury
- o Service Specific Injury Risk(s): **Cut Injury, Friction Burn, Injury to the Cuticle, Hyponychium, Nail Plate, or Surrounding Skin, Skin Abrasion**



Product Reaction Risks *risk caused by a consumer's reaction to a product ingredient*

- o Lack of Disclosure of Allergies or Irritants Could Cause Product Reaction
- o Lack of Medical History Could Cause Product Reaction
- o Service Specific Reaction Risk(s): **N/A**

TOOLS & IMPLEMENTS

PRODUCTS & SUPPLIES



Infection Control & Safety Supplies

- o Disinfectant Concentrate
- o Disinfectant Container
- o Disinfectant Spray/Wipes
- o Gloves
- o Hand Sanitizer
- o Liquid Soap
- o Mask
- o Protective Eyewear
- o Spray Bottle
- o Storage Container (products/tools)
- o Towels (cloth/paper)
- o Waste Container
- o Water



Service Tools & Implements **as necessary*

- o Cotton
- o Disposable Applicator
- o Electric Drill/File
- o Foil
- o Nail Buffers
- o Nail Files
- o Nail Pusher
- o Sanders & Sleeves (Electric)
- o Towel



Service Products **as necessary*

- o Alcohol
- o Acetone/Polish Remover
- o Cuticle Oil
- o Liquid Soap (Sanitizer)
- o Water

Project Collaborators





IDENTIFYING RISKS

IN BEAUTY SERVICES

NAIL SOAK OFF SERVICE

Service Description: The soaking of the existing enhancements of the nails of the hands or feet to remove artificial products from the natural nail.

SERVICE STEPS & SUB-STEPS

Steps that present a risk are in red font and the icons represent the risk type.

Pre-Service Procedure

1. Ensure workstation and service area is clean and disinfected with an EPA disinfectant
2. Ensure service product is new or an unused disposable product applicator is used to apply the product
3. Ensure all porous (single-use) items are new and unused
4. Ensure all non-porous tools, implements, and items are clean and disinfected
5. Ensure electrical instruments are clean, disinfected, and in good working order

Hand Cleaning Procedure (Before/After Service)

*An equally effective hand sanitizer may be used.

6. Wet hands with water
7. Apply liquid soap to hands
8. Lather soap in hands for 20 seconds
9. Rinse hands thoroughly with water
10. Dry hands with a towel

Client Consultation Procedure

11. Complete/review consultation
12. Determine the client's needs and preferences
13. Assess the client's skin and hair
14. Recommend treatment/service options

Client Preparation

15. Client washes hands

Soak Off Procedure

16. File or drill surface to break product seal
17. Saturate cotton with acetone
18. Wrap nails in foil with cotton soaked acetone
19. Soak the nail for 5-10 minutes
20. Scrape the softened product
21. File and buff nails
22. Remove any dust with alcohol
23. Apply cuticle oil

Post-Service Procedure

24. Disinfect maintenance and aftercare
25. Discard any close-contaminated products
26. Discard any porous (single-use) items used during the service
27. Clean and disinfect all non-porous tools, implements, and items or set aside tools, implements, and items in a disinfectant container to be cleaned and disinfected later
28. Store clean and disinfected tools, implements, and items in a clean closed storage container
29. Clean and disinfect electrical instruments that may have come in contact with the client, then place on a clean towel, hook, or in a clean closed container
30. Clean and disinfect workstation and service area with EPA disinfectant

Risk Type Indicators



Infection Risk



Malpractice/Safety Risk



Product Reaction Risk

About the project:

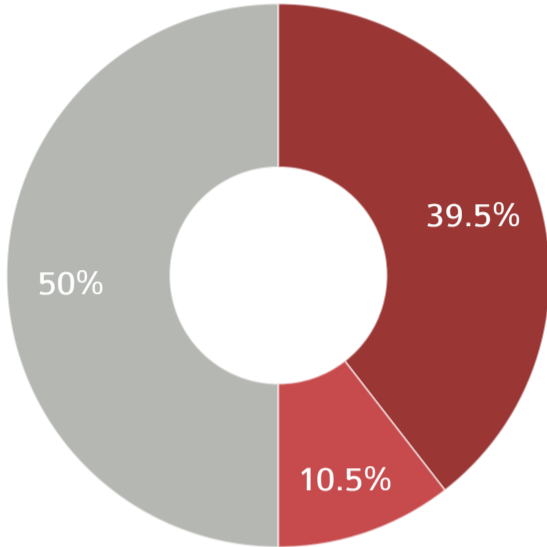
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IDENTIFYING RISKS IN BEAUTY SERVICES

STYLING SERVICE

The chart represents the percentage of the service steps that pose a consumer risk



39.5%
Infection Risks Identified



10.5%
Malpractice/Safety Risks Identified



0%
Product Reaction Risks Identified



50%
Risk Not Identified

The chart does not equal 100%, some service steps have 2+ risks identified

CONSUMER SAFETY RISKS

50 % of the steps needed to perform this service, if improperly performed, could adversely impact the consumer



Infection Risks *risk caused by improper infection prevention practice*

- Cross-Contamination of Tools, Implements, & Equipment
- Impaired Skin Integrity Could Increase Infection Risk
- Increase Spread of Existing Infection
- Service Specific Infection Risk(s): **Folliculitis, Ringworm, Coronavirus**



Malpractice/Safety Risks *risk caused by a professional's practical or theoretical error*

- Impaired Skin Integrity Could Increase Injury Risk
- Lack of Medical History Could Increase Risks of Existing Injury
- Service Specific Injury Risk(s): **Thermal Burn**



Product Reaction Risks *risk caused by a consumer's reaction to a product ingredient*

- Lack of Disclosure of Allergies or Irritants Could Cause Product Reaction
- Lack of Medical History Could Cause Product Reaction
- Service Specific Reaction Risk(s): N/A

TOOLS & IMPLEMENTS

PRODUCTS & SUPPLIES



Infection Control & Safety Supplies

- Disinfectant Concentrate
- Disinfectant Container
- Disinfectant Spray/Wipes
- Gloves
- Hand Sanitizer
- Liquid Soap
- Mask
- Protective Eyewear
- Spray Bottle
- Storage Container (products/tools)
- Towels (cloth/paper)
- Waste Container
- Water



Service Tools & Implements **as necessary*

- Blow Dryer
- Cape
- Hair Brush
- Hair Clips
- Hair Comb
- Hair Dryer
- Hair Rollers
- Shampoo Bowl
- Testing Strips
- Thermal Iron



Service Products **as necessary*

- Conditioner
- Shampoo
- Styling Product
- Water

Project
Collaborators





IDENTIFYING RISKS

IN BEAUTY SERVICES

STYLING SERVICE

Service Description: The drying, curling, and styling of the hair on the head to achieve a specific look.

SERVICE STEPS & SUB-STEPS

Steps that present a risk are in red font and the icons represent the risk type.

Pre-Service Procedure

1. Ensure workstation and service area is clean and disinfected with an EPA disinfectant
2. Ensure service product is new or an unused disposable product applicator is used to apply the product
3. Ensure all porous (single-use) items are new and unused
4. Ensure all non-porous tools, implements, and items are clean and disinfected
5. Ensure electrical instruments are clean, disinfected, and in good working order

Hand Cleaning Procedure (Before/After Service)

**An equally effective hand sanitizer may be used.*

6. Wet hands with water
7. Apply liquid soap to hands
8. Lather soap in hands for 20 seconds
9. Rinse hands thoroughly with water
10. Dry hands with a towel

Client Consultation Procedure

11. Complete/review consultation
12. Determine the client's needs and preferences
13. Assess the client's skin and hair
14. Recommend treatment/service options

Client Preparation

15. Drape client with cape

Shampoo/Conditioner Application

16. Carefully position client's neck in the shampoo bowl
17. Rinse hair
18. Apply shampoo
19. Rinse shampoo
20. Apply conditioner
21. Rinse conditioner
22. Dry hair with a towel

Roller Set Procedure

23. Section and part hair
24. Provide the roller set procedure
25. Heat process
26. Remove rollers
27. Style hair

Thermal Iron Procedure

28. Section and part hair
29. Test the thermal iron temperature
30. Provide the thermal iron procedure

Service Conclusion

31. Remove cape from client

Post-Service Procedure

32. Discuss maintenance and aftercare
33. Discard any cross-contaminated products
34. Discard any porous (single-use) items used during the service
35. Clean and disinfect all non-porous tools, implements, and items or set aside tools, implements, and items in a disinfectant container to be cleaned and disinfected later
36. Store clean and disinfected tools, implements, and items in a clean closed storage container
37. Clean and disinfect electrical instruments that may have come in contact with the client, then place on a clean towel, hook, or in a clean closed container
38. Clean and disinfect workstation and service area with EPA disinfectant

Risk Type Indicators



Infection Risk



Malpractice/Safety Risk



Product Reaction Risk

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TO: VIRGINIA BOARD FOR BARBERS AND COSMETOLOGY
FROM: STEPHEN KIRSCHNER, EXECUTIVE DIRECTOR
SUBJECT: FINANCIAL STATEMENTS
DATE: OCTOBER 23, 2020

Attached you will find the most recent Statement of Financial Activity and the Supporting Statement of Year-to-Date Activity for the Board. Additionally, you will find the Agency Statement of Financial Activity.

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Department of Professional and Occupational Regulation
Statement of Financial Activity

**Board for Barbers and Cosmetology
954230**

2020-2022 Biennium

September 2020

	September 2020 Activity	Biennium-to-Date Comparison	
		July 2018 - September 2018	July 2020 - September 2020
Cash/Revenue Balance Brought Forward			103,570
Revenues	330,375	877,894	948,147
Cumulative Revenues			1,051,717
Cost Categories:			
Board Expenditures	17,962	48,189	81,016
Board Administration	87,412	324,870	306,469
Administration of Exams	4,872	21,139	17,104
Enforcement	17,414	196,153	245,767
Legal Services	0	5,094	6,810
Information Systems	60,876	229,261	198,891
Facilities and Support Services	30,937	70,459	95,271
Agency Administration	38,132	147,158	132,464
Other / Transfers	0	0	0
Total Expenses	311,606	1,042,322	1,083,792
Transfer To/(From) Cash Reserves	0	0	(99,899)
Ending Cash/Revenue Balance			67,825

Cash Reserve Beginning Balance	5,635,354	0	5,735,254
Change in Cash Reserve	0	0	(99,899)
Ending Cash Reserve Balance	5,635,354	0	5,635,354

Number of Regulants	
Current Month	74,319
Previous Biennium-to-Date	72,893

Department of Professional and Occupational Regulation
Supporting Statement of Year-to-Date Activity
Board for Barbers and Cosmetology - 954230
Fiscal Year 2021

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Fiscal YTD Charges	Planned Annual Charges	Current Balance	Projected Charges at 6/30	Projected Variance Favorable (Unfavorable)	
																	Amount	%
Board Expenditures	31,667	31,386	17,962	0	0	0	0	0	0	0	0	0	81,016	203,487	122,471	306,100	-102,614	-50.4%
Board Administration	131,448	87,608	87,412	0	0	0	0	0	0	0	0	0	306,469	1,421,997	1,115,528	996,900	425,096	29.9%
Administration of Exams	7,323	4,909	4,872	0	0	0	0	0	0	0	0	0	17,104	69,613	52,509	57,228	12,385	17.8%
Enforcement	103,589	70,764	71,414	0	0	0	0	0	0	0	0	0	245,767	1,122,078	876,311	806,988	315,090	28.1%
Legal Services	0	6,810	0	0	0	0	0	0	0	0	0	0	6,810	27,240	20,430	27,240	0	0.0%
Information Systems	37,653	100,362	60,876	0	0	0	0	0	0	0	0	0	198,891	820,715	621,824	741,632	79,083	9.6%
Facilities / Support Svcs	33,030	31,304	30,937	0	0	0	0	0	0	0	0	0	95,271	388,490	293,220	362,016	26,474	6.8%
Agency Administration	56,274	38,058	38,132	0	0	0	0	0	0	0	0	0	132,464	709,456	576,992	432,332	277,124	39.1%
Other / Transfers	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Charges	400,985	371,201	311,606	0	0	0	0	0	0	0	0	0	1,083,792	4,763,076	3,679,284	3,730,438	1,032,638	21.7%

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**Department of Professional and Occupational Regulation
Statement of Financial Activity**

Agency Total

2020-2022 Biennium

September 2020

	September 2020 Activity	Biennium-to-Date Comparison	
		July 2018 - September 2018	July 2020 - September 2020
Cash/Revenue Balance Brought Forward			992,779
Revenues	1,707,600	4,391,903	5,015,129
Cumulative Revenues			6,007,908
Cost Categories:			
Board Expenditures	118,788	475,971	496,516
Board Administration	354,306	1,328,838	1,240,049
Administration of Exams	23,558	101,585	82,703
Enforcement	569,276	1,915,313	1,955,182
Legal Services	9,558	47,789	51,021
Information Systems	252,895	960,431	824,845
Facilities and Support Services	166,033	407,772	510,960
Agency Administration	158,411	616,318	549,291
Other / Transfers	0	0	0
Total Expenses	1,652,825	5,854,017	5,710,567
Transfer To/(From) Cash Reserves	(119,497)	0	(797,182)
Ending Cash/Revenue Balance			1,094,524

Cash Reserve Beginning Balance	20,589,919	0	21,267,604
Change in Cash Reserve	(119,497)	0	(797,182)
Ending Cash Reserve Balance	20,470,421	0	20,470,421

Number of Regulants

Current Month	311,809
Previous Biennium-to-Date	309,378