

# Eye Treatments

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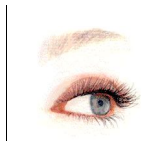
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# Eye Treatments Contents

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### Enhance The Appearance Of The Eyes

Eye treatments are popular treatments as correctly groomed eyebrows and defined eyelashes are important to complement the make-up and frame the face.



Whilst working through this package you will learn:

- How to prepare for an eye treatment
- Procedure for an effective consultation
- How to recognise contra-indications
- Correct application procedures for eye treatments
- Contra-action and after care advice

### Brow shaping treatment

A correctly shaped eyebrow will define and enhance features and give a larger space to apply make-up. It is important that the eyebrows are shaped appropriately to make the most of the features and to frame the face.

### Artificial lashes

Unfortunately, for most people their eyelashes simply do not provide the desired definition, particularly if they are wearing a dramatic eye make-up. Artificial lashes add colour, thickness and length to the natural lashes ensuring additional definition.

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### Equipment And Materials

There are two types of tweezers available for removing hairs and these are classed as manual and automatic.

### Manual tweezers



Manual Tweezers are used for precise work, to remove stray hairs and produce a neat defined line. The therapist has to manually pull the hairs out one by one.

### Automatic tweezers



Automatic Tweezers are usually used prior to manual tweezers to remove the bulk of the hairs as they are faster. These automatically pull the hair out when the therapist's fingers squeeze the tweezers together.

### Tools and equipment required to carry out a brow shape

- Eyebrow brush
- Eyebrow pencil
- Orange wood stick
- Eye make-up remover
- Antiseptic cleansing solution
- Dry and damp cotton wool
- Head band
- Hand mirror
- Sterile tweezers
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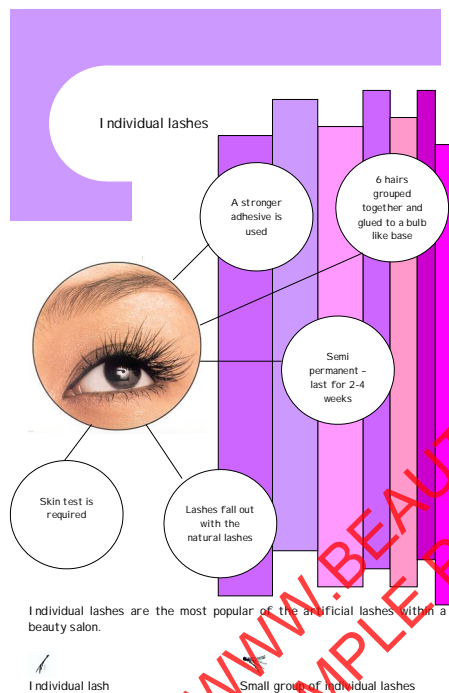
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## Enhance The Appearance Of The Eyes

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### Artificial lashes

Unfortunately, for most people their eyelashes simply do not provide the desired definition, particularly if they are wearing a dramatic eye make-up. Artificial lashes add colour, thickness, and length to the natural lashes ensuring additional definition.

### Lash and brow tinting

The lashes and brows are tinted to add definition, length and colour. This is a popular treatment as it can replace the daily use of mascara and brow pencil.

## Legislation

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As a therapist you need to be aware of the legislation that you must comply with. Legislation basically means rules that you have to follow in order to meet the required standard. If you follow the rules, it will prevent unnecessary accidents or incidents from occurring.

### **Health and Safety at Work Act 1974**

This piece of legislation gives rights to both the employer (your boss) and the employees (you).

Employers must provide:

- Access to a health and safety policy.
- Proper safety procedures e.g. fire exits and evacuation procedure.
- Safe equipment that is serviced regularly.
- Adequate training to all staff in safety procedures.
- A workplace that is both safe and meets health requirements.

Employees (you the therapist) must:

- Follow the health and safety procedures that your employer provides you with.
- Act to protect yourself and others, such as clients and work colleagues.
- Treat all equipment properly and report any faults that you notice to your manager.

### **The Workplace (Health, Safety and Welfare) Regulations 1992**

This act covers things such as toilet facilities, minimum working temperature, adequate lighting, adequate ventilation, appropriate floor covering, drinking water, and staff area. In the staff area/rest room there should be adequate facilities to protect non-smokers from smokers and arrangements for pregnant women or nursing mothers.

### **Control of Substances Hazardous to Health Regulations (COSHH) 2002**

These regulations relate to substances that are hazardous and explain how they should be used, stored and disposed of. All employees should be made aware of the risks of such substances and where necessary given further training in how to handle the substances.

In order to comply with COSHH the employer should follow the procedures outlined below:

- Assess the risks of each substance.
- Decide what precautions are needed, i.e. wearing gloves when handling a substance.
- Preventing or controlling exposure to certain substances.
- Ensuring that control measures are used and maintained.
- Monitoring exposure.
- Ensuring employees are properly informed, trained, and supervised.

Detailed instructions must be kept regarding any products considered hazardous. As a therapist, you should know how to:

1. Store in the correct place.
2. Follow any precautions needed when using the substance.
3. Use the substance correctly.
4. Dispose of the substance correctly.

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## Industry Codes Of Practice - Sterilisation And Hygiene

Why is hygiene important?

Hygiene prevents infection occurring (for both the therapist and client).  
Prevents offensive odours.  
Gives a professional image to the client.

**As a therapist, we must be aware that we have high standards to prevent cross infection and secondary infection occurring.**

**Cross infection** occurs due to certain micro-organisms (germs such as fungus, virus, or bacteria) being contagious and these may then be transferred through:

- a) *Direct contact* - for example, through personal contact, touch, inhaling air-borne droplets such as coughing.
- b) *Indirect contact* - for example, tools which are not sterile, from a person to an object e.g. a person with an infection uses a towel and does not wash it, you then use the dirty towel and catch the infection.

**Secondary infection** occurs because germs enter a cut or broken skin. For example if the client has a small graze and you use unhygienic practices, the graze could become infected.

### Sterilisation and sanitisation

#### Task

Explain the difference between sterilisation and sanitisation.

**Sterilisation** - is the total destruction of all living micro-organisms and their spores.

**Sanitisation** - is the destruction of some, but not all micro-organisms. It inhibits their growth.

**Disinfect** - is to use a chemical that kills micro-organisms but not their spores. They keep the micro-organisms at an acceptable level.

## Professionalism

Why is it important to portray a professional image?

- The client will think that you are capable of performing a good treatment.
- Clients will be aware that you are a salon employee, and will know who to approach if they need help.
- The client will be more likely to relax during the treatment if they know that you are being hygienic.
- You will help to maintain the professional reputation of the salon.

### Professional appearance of a therapist

In order to portray a professional image to the client and other colleagues the therapist should:

1. Have clean teeth and avoid eating strong smelling foods and smoking.
2. Bathe daily.
3. Ensure you have a clean, pressed overall daily.
4. Secure your hair away from the face if it is long. If hair is shorter it should be presented in a way that does not interfere with the treatment. Remember if you touch your hair at any time during the treatment, you are required to wash



your hands each time.

5. Have clean nails that are short and free from enamel, so as not to interfere with the treatment.

5. Cover any cuts on the hands with a waterproof plaster

6. Wear only

minimal jewellery. Only a plain wedding band or stud earrings are allowed. (No facial piercings).

7. Wear shoes that are clean, low heeled and fit securely around your feet.

8. Wear tights to protect legs/feet and to prevent offensive odours.

9. Not go into work or college if you have an infectious disease such as impetigo.

10. Wear a professionally applied make-up.

11. Deodorant should be used daily.

12. Perfume should be subtle, not overpowering.



### Personal appearance of the therapist

As a therapist, you are required to present a professional image at all times.

#### Task

What should you do in order to present the required professional image?

- Have clean teeth and avoid eating strong smelling foods and smoking.
- Bathe daily.
- Wear deodorant and a subtle perfume.
- Professionally apply a fresh make-up daily.
- Ensure you have a clean, pressed overall daily.
- Secure your hair away from the face if it is long. If hair is shorter it should be presented in a way that does not interfere with the treatment. Remember if you touch your hair at any time during the treatment, you are required to wash your hands each time.
- Have clean nails that are free from enamel and are short, so as not to interfere with the treatment.
- Cover any cuts on the hands with a waterproof plaster.
- Wear only minimal jewellery. Only a plain wedding band or stud earrings are allowed. (No facial piercings).
- Wear shoes that are clean, low heeled and fit securely around your feet.
- Wear tights to protect legs/feet and to prevent offensive odours.
- Not go into work/college if you have an infectious disease such as impetigo.

### Hygienic practices when carrying out eye treatments

In order to work hygienically the methods that we use when carrying out eye treatments are:

- Always wash hands before and after each client. You should thoroughly wash your hands (it takes up to 3 minutes to thoroughly destroy all germs).
- Cover brushes, cotton buds etc. with a tissue.
- Headbands should either be disposable or boil washed after each client.
- Use spatulas to remove products from any containers.
- Lids should always be replaced straight away on all products.
- Waste is disposed of correctly.
- All towels must be boil washed after each client.
- All eye brow pencils must be sharpened before use.

- The tweezers should be wiped with surgical spirit to make sure they are grease and dirt free and preferably placed in the autoclave. Alternatively, they could be placed in the chemical sterilising fluid for 20 minutes. They should be stored in the barbicide jar before use. Before being used they should be rinsed under the cold tap or wiped over to remove the disinfectant solution in case the client has an allergy to the solution.
- Plastic palette is wiped over the surgical spirit and then placed in the UV cabinet.
- A clean orange wood stick should be placed in the UV cabinet.
- Use disposable applicators on the eye area.
- Individual lashes are never re-used; they are disposed of after use.
- Strip lashes can be re-used on the same client, for hygiene reasons it is best if they are placed in the UV cabinet for 20 minutes prior to use each time.

Remember, for sterilisation to be effective the items must be grease free before being sterilised by washing in warm water and detergent or wiping with surgical spirit.

#### Methods of sterilisation

**Autoclave** - sterilises by high steam pressure that is higher than boiling point, at varying times - 15 minutes at 121°C to as little as 3 minutes at 134°C. This is considered to be the most effective method of sterilisation - it is used for metal tools and some plastics.

**Chemical** - sterilises by the action of chemicals - usually Cidex, Marvicide, or Formaldehyde. It is suitable for metals and plastics, which need to be immersed for 20 minutes for effective sterilisation.

**Glass bead** - small glass beads are heated to a high temperature (between 190-300°C). Small metal tools can then be placed in-between the glass beads. The disadvantages are the tools can become damaged if they are left in for too long. Take care to protect fingers when removing items as they become very hot.

### Methods of sanitisation

**UV Cabinet** - this has disinfectant properties only and therefore does not sterilise. This is a safe environment for the storage of sterilised tools.

**Surgical spirit** - has disinfectant properties and is suitable for wiping over tools prior to sterilisation. It is also effective for wiping down surfaces.

**Sanitising spray** - usually in the form of an antiseptic, will destroy or prevent the growth of micro-organisms and is safe to use directly onto the skin.

**Barbicide** - a chemical that will kill bacteria, however not usually the spores. It is used for storing tweezers during the treatment.

### Blood spill

If any bleeding occurs, this sometimes accidentally happens, it is vital that you understand the correct procedure to follow.

- Antiseptic should be applied to cotton wool and pressed onto the skin. This should be disposed into a sharps box or yellow bin liner.
- If there is a large blood spill, after applying gloves, neat bleach should be poured onto the object, leave for 1 minute and then wash with lots of hot water and detergent.

### Disposal of waste

All waste (rubbish) must immediately be placed into a bin, which has a lid and contains a bin liner. At the end of the day/session this should then be sealed and disposed of immediately into the main bin liner. Any waste that has met body fluids should be placed into a yellow bin liner if a large item, otherwise into a yellow 'sharps' container. This will then be collected and incinerated (burnt) at a suitable site.

### Surfaces and floors

Clean surfaces and floors daily with hot water and detergent and then disinfect with surgical spirit or a similar product. In a training environment the top of the trolley should be wiped over before use every time.

## Task

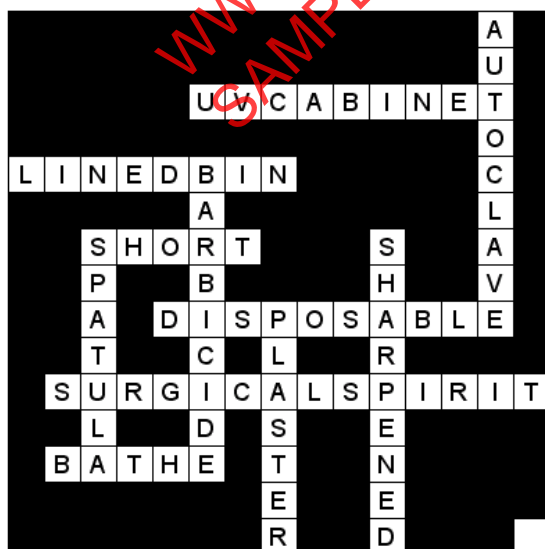
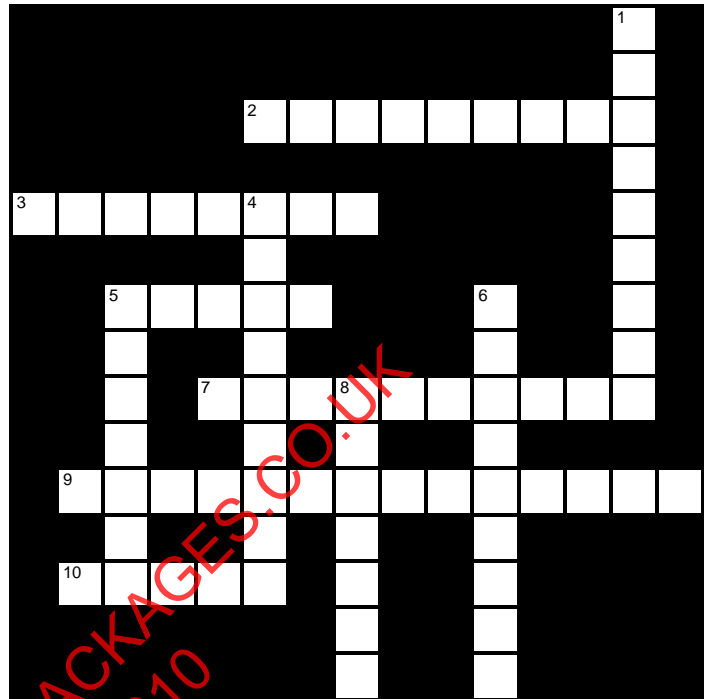
Complete the crossword to demonstrate your knowledge of the hygiene procedures.

### Across

- 2 Method of sanitisation (9)
- 3 Waste is disposed into this (8)
- 5 Nails must be this (5)
- 7 Type of applicators used on the eye area (10)
- 9 Used to wipe down surfaces (8, 6)
- 10 You must do this daily (5)

### Down

- 1 Sterilises using steam (9)
- 4 Chemical that is used for storing tweezers (9)
- 5 Used to remove products from containers (7)
- 6 Before use brow pencils must be (9)
- 8 Used to cover cuts (7)



## Professional Ethics

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As a therapist it is important that you follow a code of professional ethics. This is to ensure that you provide a professional treatment and do not offend anybody. Clients will wish to receive their treatment in a relaxed and professional environment.

### Task

Provide a list of professional ethics that you should follow.

- Do not talk about sex, religion, or politics.
- Do not speak badly of another colleague or salon.
- Do not discriminate.
- Only use appropriate language.
- Do not entice clients away from another therapist or salon.
- Do not keep clients waiting for a treatment. If this is unavoidable then apologise to the client and keep them informed.
- Client's details are confidential and should not be discussed with other clients etc.
- Always give an honest opinion to the client when advising on treatments and products.
- Give the client the opportunity to make the decision to talk through the treatment. Some clients like to have a chat, others don't.

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## Cost Effectiveness

Working Cost Effectively		
Minimising Waste	Working to the correct time	Charging an appropriate price

### Minimising waste

For a business to run cost effectively and be able to make a profit, it is important that all wastage is minimal.

#### Task

How can you work cost effectively during a treatment?

- use the minimal amount of product to produce the desired outcome
- split tissues, bedroll and cotton wool
- use the minimal amount of towels
- place tops back on products to work hygienically and prevent spillage
- always turn off taps and don't run the water excessively
- store products in the correct environment - usually dark, cool, dry and upright
- turn out lights when not in use

Remember one of the most important things to be cost effective with is with your treatment time.

### Timing of treatments

A calculation is made for how long each treatment should take to ensure that the price charged for each treatment is correct and profitable.

#### Task

Why do you think that it is important that you complete the service within the agreed time?

- it prevents time wastage within the salon
- clients can calculate the time required for the treatment
- clients are not left waiting
- an effective appointment system is guaranteed

### Pricing structure

It is important that the salon/therapist has a price list clearly identifying all treatments on offer. This is to ensure cost effectiveness, consistency with each treatment and to prevent confusion when calculating clients' bills. You also need to be aware of the Trades Descriptions Acts 1987, which states what is required of the retailer. When working out the price to be charged for the treatment you need to take into account:

- treatment time
- materials used
- electricity etc. used
- cost and maintenance of any equipment used
- price charged by competing salons
- percentage profit required

In some salons, the experience of the therapist is taken into account when deciding what price to charge.

### Task

Research the price charged and timing for the following treatments.

Treatment	Timing	Cost
Brow shape		
Lash tint		
Brow tint		
Lash and brow tint		
Individual lashes		
Strip lashes		

## Contra-indications To Eye Treatments

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A **contra-indication** is something that prevents or restricts the way in which the treatment is performed.

It is important that you can recognise a contra-indication so to prevent any further harm to the client or yourself, and to prevent cross-infection and secondary infection.

### Task

List the contra-indications to eye treatments that **require medical referral**:

- Severe skin conditions – i.e. acne vulgaris, boils, psoriasis, eczema, dermatitis
- Eye infections – i.e. herpes eye infection

If the client has any of the above, you must recommend that the client seeks medical advice and treatment before proceeding with the treatment. It is important that you do not just send the client home, as they need to receive treatment from their doctor in order to prevent the condition from worsening and to alleviate the condition.

### Task

List the contra-indications that **prevent** the treatment from being carried out:

- Bacterial infection- i.e. impetigo
- Conjunctivitis
- Inflamed skin
- Eye diseases and disorders – i.e. conjunctivitis, blepharitis, styes, cysts
- Bruising
- Allergy to adhesive/solvent

If the client has any of the above conditions you can not proceed with treatment until the condition has disappeared.



**Task**

Why do you think it is important that we check if the client has had any allergies to tint or products in the past?

This is to ensure that we do not use any products that may cause an allergic reaction. The eyes are vital to any person; an allergic reaction would be very uncomfortable and may affect the vision short term.

**Procedure to follow if you suspect a contra-indication**

It is important that you do not diagnose any of these conditions as it is unprofessional and may worry or upset the client unnecessarily. If you suspect that the client has a contra-indication, you should:

1. Inform the client that there is a possibility of a contra-indication and explain that you cannot carry out the treatment as it may cause harm to the client.
2. If the client wishes for the treatment to be carried out they must bring a doctors note.
3. Reassure the client and offer an alternative treatment that is not contra-indicated if possible.
4. Make a note on the record card.

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## How To Recognise Contra-indications

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### Acne vulgaris

This condition is linked to the hormones of the body and is most common in teenage years. It is recognised by:

- inflamed skin
- papules and pustules
- comedones
- open pores
- seborrhoea (greasy shine)

Acne vulgaris is due to the influence of the androgen hormone at puberty and can only be treated once medical approval has been obtained.

### Boil

A red, raised, painful lump will appear around a hair follicle and then pus will develop. It will extend deeply into the skin and so therefore may cause scarring once the boil has healed.

### Dermatitis

A localised inflammatory skin disorder in which the skin becomes red, swollen, and itchy with the possibility of blisters and pus. The cause of dermatitis is irritation of the skin due to the action of a substance. If this was present in the eye area you would not be able to treat the client. If they are not already receiving treatment recommend that they seek GP advice.

### Eczema

Reddening of the skin with swelling, dryness, itching, cracks, and blisters. Quite often the skin leaks a fluid and this then forms scabs. The cause may be an internal or external irritant or may be genetic.

### Psoriasis

Red patches of skin appear covered by scale like waxy cells. If the area is scratched then bleeding will occur, removing the scales and then secondary infection may occur. No real cause is known, although it is thought to be hereditary or stress related.

### **Herpes Eye Infection**

Symptoms can include some or all of the following on the side of the effected eye: head and facial pain, a rash, ulcers, swollen eyelids, a red & painful eye, crusting of the eyelids and visual disturbances.

The same viruses are normally responsible for a wide range of conditions, including chickenpox, cold sores and shingles.

Medical advice must be sought and the client may be recommended to an eye doctor. As this condition lasts 2-3 weeks, the eye usually responds very well to treatment. Eye drops and creams, and very occasionally, tablets may be given to help the eye to heal.

### **Impetigo**

A highly contagious inflammatory infection which:

1. Initially appears as red, itchy patches/spots
2. The skin then breaks and small blisters appear
3. Honey coloured crusts then develop which will leak serum and spread daily

### **Conjunctivitis**

This is caused by inflammation of the mucous membrane that covers the eye and lid. This causes the eye to become red, sore, and bloodshot. A discharge is often produced which causes the eyelids to stick together. It often feels gritty to the person and is contagious. Quite often it is due to a bacterial infection occurring, alternatively it could be due to a viral infection.

### **Inflammation**

Is a raised area of the skin that is quite often accompanied by a form of skin irritation. It is important that you do not treat as it could worsen the condition and cause the client discomfort.

### **Fungal Infection**

A fungal infection of the body is called tinea corporis, which is more commonly known as ringworm. A highly infectious condition, it can easily spread and is recognised by:

1. Firstly small red pimples appear
2. A flat scaly ring-like lesion forms
3. This heals from the centre outwards

## Blepharitis

The eyelid rims are red and irritated, they burn and itch and they may have an oily discharge or scaly skin around them. This is sometimes referred to as psoriasis of the eyelids. While over-the-counter treatments for blepharitis are available, it is advisable to seek professional help the first time you experience the condition.

The pharmacist or eye care practitioner may be able to supply the client with medicated pads specifically designed for this or ointments containing antibiotics. It is important that treatment is received as soon as possible to reduce the risk of having the infection spread and cause more serious conditions.

## Skin allergies

The symptoms of an allergy would be redness, swelling or itching and in severe cases blisters may develop. A person can develop an allergy at any time.

## Iritis

This is an inflammatory condition affecting the iris, (the coloured part of your eye). It can be associated with other inflammatory conditions of the body, for example arthritis, but in most cases the cause remains unknown. It would be recognised by aching, painful red eye, small pupil, blurred vision and sensitivity to light. It is important that this condition is treated by an eye doctor.

## Styes

This condition affects the eyelid and is recognised as a red, inflamed lump on the eyelid, which can cause discomfort. It is caused by a bacterial infection of the sebaceous gland or eyelash hair follicle and pus may be present. If the client has a stye you can not apply artificial eyelashes.

### **Dry Eyes**

The glands that keep the surface of the eye wet, under secrete resulting in dry eye. The symptoms are:

- gritty, scratchy or foreign body sensation
- itching
- burning
- discomfort or pain
- often the eye is completely normal to look at

There are many causes, for example age related changes, dry, dusty working conditions and central heating. The client must see their GP for treatment which consists of artificial tear drops for use during the day and possibly some ointment to use last thing at night.

### **Watery Eyes**

Over activity or a blockage of the tear duct causes the eye to water frequently. This can be uncomfortable for the client and prevents the artificial eyelash treatment from being carried out.

### **Bruising**

The skin would appear a shade of purple to yellow. It is caused by damage to the underlying blood vessels that burst, when pressure is applied, and the blood seeps under the skins surface.

### Task

Please answer the following questions to demonstrate your knowledge of the contra-indications to eye treatments.

1. What should you do if you suspect that the client has a contra-indication?

- Inform the client that there is a possibility of a contra-indication and explain that you cannot carry out the treatment as it may cause harm to the client.
- If the client wishes for the treatment to be carried out they must bring a doctors note.
- Reassure the client and offer an alternative treatment that is not contra-indicated if possible.
- Make a note on the record card.

2. How would you recognise dermatitis?

An inflammatory skin disorder in which the skin becomes red, swollen and itchy with the possibility of blisters and pus, it is usually localised.

3. How would you recognise eczema?

Reddening of the skin with swelling, dryness, itching, cracks, and blisters. Quite often the skin leaks a fluid and this then forms scabs.

4. What are the symptoms of herpes eye infection?

Symptoms can include some or all of the following on the side of the effected eye: head and facial pain, a rash, ulcers, swollen eyelids, a red & painful eye, crusting of the eyelids and visual disturbances.

## 5. How would you recognise conjunctivitis?

The eye becomes red, sore, and bloodshot. A discharge is often produced which causes the eyelids to stick together. It often feels gritty to the person and is contagious.

## 6. How would you recognise blepharitis?

The eyelid rims are red and irritated, they burn and itch, and they may have an oily discharge or scaly skin around them.

## 7. How would you recognise a sty?

This appears as a red, inflamed lump on the eyelid, which can cause discomfort.

## 8. How would you recognise impetigo?

A highly contagious inflammatory infection which:

- Initially appears as red, itchy patches/spots
- The skin then breaks and small blisters appear
- Honey coloured crusts then develop which will leak serum and spread daily

## 9. What are the symptoms of dry eyes?

The symptoms are:

- gritty, scratchy or foreign body sensation
- itching
- burning
- discomfort or pain
- often the eye is completely normal to look at

## Preparation Of The Work Area

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Sterilise tools	Ventilation and heating	Good lighting	Ambience
Two chairs	Towels	Blanket	Consumables
Clean trolley	Products	Mirror	Record card and pen

You should **firstly sterilise all tools** and then prepare your work area with the required equipment.

You should prepare your work area by considering the following points:

1. Adequate **ventilation** or **heating** – open windows/doors, turn heating on/off.
2. Good **lighting** – it is recommended that you have good lighting when carrying out an eye treatment. Use additional light such as a magnifying light when shaping the brows or checking a result.
3. **Ambience** – the room should smell pleasant, you may need to use aromatherapy oils or air fresheners. You should also consider the use of appropriate relaxing background music during the treatment.
4. **Two chairs** will be required.
5. An adequate supply of freshly laundered **towels** will be needed.
6. A **blanket** may be needed to keep the client warm during the treatment.
7. A supply of **bedroll, cotton wool, and tissues** are available.
8. **Clean trolley** – wipe over with disinfectant or surgical spirit before use.
9. All **products** are available. The products should then be placed on the trolley in the order they are to be used.
10. **Mirror** to show the client the finished result.
11. **Record card** and pen should be placed on the bottom shelf of your trolley. You may need to check details of client's previous treatments.



## Consultation

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The first part of the consultation is greeting the client and making them feel comfortable. It is important that you welcome the client, preferably greet them by their name, and introduce yourself before beginning the consultation.

One of the most important parts of the treatment is the consultation. At this point, you will discuss the client's needs and decide what needs to be done to meet those needs. In order for the client to be satisfied with the treatment you need to know what was expected. As a therapist, you must therefore be good at encouraging clients to give you this information. In order to do this you must have the following:

- **Good communication skills** - these being verbal (talking) and non-verbal (body language). Examples of good body language are good posture, eye contact, smiling, encouraging head nods.
- **Good questioning techniques** - this is vital to gain the information that you require to carry out the treatment.
  - Open questions begin with - How? Where? When? Why? Use open questioning techniques wherever possible as this encourages the client to give much more information.
  - Closed questions begin with Do? Is? If you use these types of questions you will only get a yes or no answer, which will lead to a one sided conversation.
- **Good observation skills** - you need to be able to read your client's body language as it will help you to understand how your client is feeling.
- **Good listening skills** - are important in order for you to understand what the client wants. It is also important that you listen to what the client is saying, otherwise they will feel unimportant.
- It is also important that you **speak clearly** and accurately when carrying out the treatment.
- Sometimes a client may not understand what you are saying and in this situation it is important that you **adapt your consultation to meet the needs of the client**. For example, you may show pictures of different brow shapes. If the client does not understand always try a different approach, and if in doubt ask for help.

During the consultation, you would:

- Introduce yourself and exchange pleasantries.
- Complete the record card.
- Discuss the client's requirements. \*See examples of questions.
- Suggest a treatment to meet the client's needs.
- Explain the treatment procedure.
- Discuss cost, time, and frequency of treatments.
- In some instances, you would have to explain aftercare/homecare advice.

\* Questions to ask

- Have you been to the salon before?
- Have you worn artificial lashes before?
- Do you have an eyebrow shape in mind?
- What type of make-up do you normally wear on your eyes?
- Have you had any allergies to products in the past?

### Record Keeping

A record card should be completed for all treatments and contains confidential personal information about each client that is specific to each treatment. They should be stored in alphabetical order by surname in a locked metal filing cabinet or box. This should be easily accessible to the therapist, when ready to perform a treatment. This information could also be updated onto a computer system but you must be aware of your responsibilities under the Data Protection Act.

It is important that you keep the client's personal information private, both during and after the treatment. This will mean that you are following the Professional Codes of Practice and prevent the client from feeling uncomfortable in any way.

A record card should contain the following information:

- Client's name
- Address
- Telephone number
- Doctors name and telephone number
- Any medical details
- Result of skin test/details of any allergies
- List to check for contra-indications
- Treatment aims and outcomes

- Treatment plan on which to base future treatments
- Services, specific products used and retail sales
- Client's signature or parent/guardian signature if client is a minor

### **Importance of recording details of any past allergies to products**

It is important that you record any allergies to products that the client may have had in the past. This ensures that you have a record of the information that the client has provided you with for insurance purposes. You will also be able to check that you are not going to use any similar products in the treatment.

You will have carried out a skin test to check that the client isn't allergic to the adhesive; however it is important that you check that they don't have any known allergies to other products that you may use.

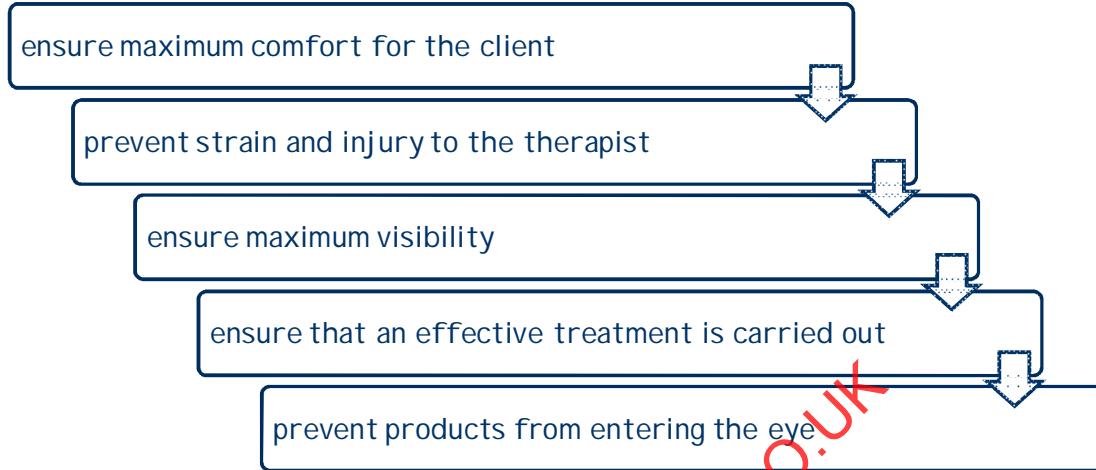
### **Data Protection Act 1998**

This legislation is in place to protect client's privacy and confidentiality. You will be required to keep records of your clients' treatments; these could be either computer or paper based. Inform the client that their records will be stored and will only be accessed by those authorised to do so. The information should be:

1. Adequate, relevant and not excessive for the purpose
2. Accurate
3. Kept for no longer than is necessary
4. Secure

## Positioning Of The Client

When carrying out a treatment it is important that both you and the client are positioned correctly to:



You must consider the following points:

- Your posture is correct whilst you are working.
- That you have distributed your weight evenly whilst working.
- That your back, arms and neck are not strained.
- The client must be comfortable but also at the correct position for the treatment.
- Your products/equipment should be placed at your working side and positioned so that you do not have to stretch to reach anything.

### **Eyebrow shape**

The client should be positioned in a semi-reclined position if you wish to stand whilst carrying out the treatment or nearly flat if you prefer to sit. When showing the client the finished result in the mirror they will need to be sat up to see accurately.

### **Artificial lashes**

The client should be in a semi-reclined position and the therapist should stand whilst carrying out the treatment. It is important that the client is not laid flat for this treatment, as in this case the lashes would be applied at an incorrect angle and when the client sits up the result will be unsatisfactory.

### **Eyelash or eyebrow tint**

The client should be in a semi-reclined position and the therapist should stand whilst carrying out the treatment.

## **Eyebrow Shaping Treatment**

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A correctly shaped eyebrow will define and enhance features and give a larger space to apply make-up. It is important that the eyebrows are shaped appropriately to make the most of the features and to frame the face.

### **Reception**

When the client is making an appointment, it is important that the salon is aware whether the client requires a re-shape or a trim/tidy as generally a different price will be charged for each service. A different amount of time will also be blocked out for the different treatments. To help prevent confusion the therapist/receptionist should advise the client that a tidy is 2-3 weeks growth and a re-shape is 4-6 weeks plus.

### **Consultation**

The consultation is a very important part of the treatment as the therapist and the client must decide together which hairs to remove prior to the treatment beginning. Remember an effective consultation will always guarantee client satisfaction. If the client is unsure of the thickness they would like then remove the minimum amount to start with and check the result with the client. Remember it is easy to take more hairs out but impossible to stick hairs back in.

### **Task**

What factors will influence the new brow shape and thickness?

- Natural/current brow shape.
- Irregular growth patterns or scarring.
- Current fashion.
- The clients age.
- Face shape.
- Eye shape.
- The glasses the client wears.
- The clients wishes.
- The amount of maintenance required for the desired shape.
- Bone structure – a heavier bone structure would suit a medium brow thickness for example.

## Sterilisation and hygiene

- The tweezers should be wiped with surgical spirit to make sure they are grease and dirt free and preferably placed in the autoclave. Alternatively, they could be placed in the chemical sterilising fluid for 20 minutes. They should be stored in the barbicide jar before use. Before being used they should be rinsed with water or wiped over to remove the disinfectant solution in case the client has an allergy to the solution.
- A clean orange wood stick should be placed in the UV cabinet.\*
- The brow brush should be wiped over with surgical spirit and placed in the UV cabinet.\*
- The brow pencil should be wiped over or sharpened.\*

\* They should then be placed inside a tissue on the trolley.

### Task

1. What is the most effective method of sterilisation for your tweezers?

The autoclave

2. Why do you not sterilise the brow brush in the autoclave?

Because it would melt the brow brush.

3. Why should sanitised tools be placed under a tissue?

To keep them clean before use.

## Equipment And Materials

There are two types of tweezers available for removing hairs and these are classed as manual and automatic.



### Manual tweezers

- Manual Tweezers are used for precise work, to remove stray hairs and produce a neat defined line. The therapist has to manually pull the hairs out one by one.



### Automatic tweezers

- Automatic Tweezers are usually used prior to manual tweezers to remove the bulk of the hairs as they are faster. These automatically pull the hair out when the therapist's fingers squeeze the tweezers together.

### Tools and equipment required to carry out a brow shape

Sterile tweezers	Scissors	Tissues	Barbicide jar
Surgical spirit	Soothing antiseptic aftercare lotion or gel	Record card	Eyebrow brush
Eyebrow pencil	Orange wood stick	Eye make-up remover	Antiseptic cleansing solution
Dry and damp cotton wool	Head band	Hand mirror	

## Choosing An Eyebrow Shape

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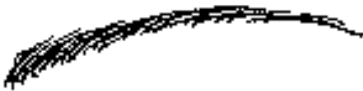
Below are examples of eyebrow shapes that can be produced. Please remember that not all shapes can be produced on all eyebrows as the natural growth must be taken into consideration. Remember they can be produced in differing thicknesses depending on the amount of hair growth present.

### Angular



Produces angles and definition to the brows. This shape is particularly good at providing a lift to the eye area, however can only be produced on a naturally angular brow shape.

### Straight



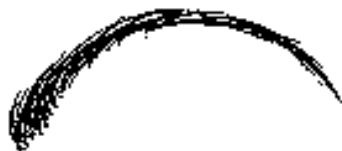
A neat shape that adds width to the eye area.

### Arched



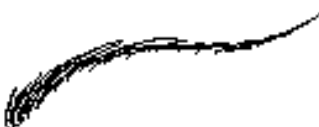
This is the most popular brow shape as it looks elegant and provides a gentle lift to the eye area.

### Round



A rounded brow shape is not a desirable shape as it gives a clown like look to the eyes. Try to avoid wherever possible.

### Oblique



This brow shape can only be produced on a brow that grows naturally in this shape. It gives an upwards and outwards lift to the eye.



## What Can Be Achieved When Shaping The Brows?

On a variety of occasions, you will come across a client who would like a shape that cannot be produced by removing hairs alone. Now you must combine your skills to advise the client how to achieve the desired shape. You may need to consider the options outlined below:

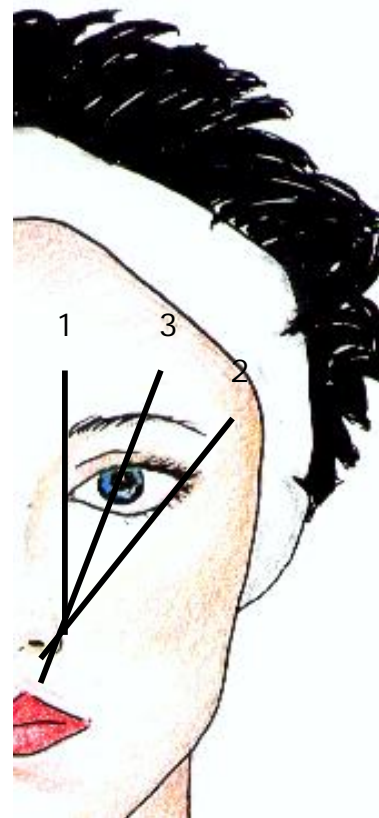
- Uneven eyebrows can often be made equal by tinting or showing a client how to apply eyebrow pencil effectively.
- The client often needs to grow certain hairs back in order to achieve the desired shape.
- If the hairs will not re-grow you could suggest to the client that they have a semi-permanent make-up treatment to re-define the brow shape.

### Measuring the eyebrows

There are 3 main guidelines which should be followed to determine the correct length and shape of the eyebrows. With an orange stick:

1. Place next to the side of the nose, in line with the tear duct. This measurement tells you where the eyebrows should start.
2. Place from the side of the nose to the outer corner of the eye. This measurement tells you where the eyebrows should finish.
3. Ask the client to look straight ahead. Place from the corner of the nose in line with the centre of the pupil. This is where the arch of the eyebrow should be - the highest point.

You may wish to mark with a brow pencil, so that you can remember the correct measurements.



## Brow Shapes To Complement Face Shape

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There are a variety of different face shapes that a client may have and there are different brow shapes to complement each face shape. Below is an explanation of the most suitable brow shapes to complement the face shape. However, you must take into consideration that not all brow shapes can be produced from the clients natural brow shape. If this is the case and the client would still like the recommended brow shape then eyebrow pencil should be used to change the natural brow line.

### Oval



This is thought to be the ideal face shape with perfect proportions. The most complementary brow shape would be **arched**.

### Diamond



A defined **angular** or **arched** brow shape would help to balance the forehead.

### Oblong



The length of this face shape suits a **straight** brow to draw attention across, towards its width.

## Square



This face shape is very angular and requires eyebrows with a **gentle arch** to soften the features. Try not to take the brows too thin, as they could look lost on a face with a heavy bone structure.

## Heart



This face shape has a wide forehead and would best suit **oblique** or **arched** brows.

## Round



This round face shape does not have many angles and so to add angles to the face produce **angular** or **oblique** shaped brows.

## Pear/Triangle



Produce gently **arching** or **angular** brows that extend outwards slightly to add width to the forehead.