

Board of Barbering and Cosmetology Health and Safety Course

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California Board of Barbering and Cosmetology
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Foreword

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

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

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

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

California Board of Barbering and Cosmetology

TABLE OF CONTENTS

Section 1

TRAINING MATERIALS

- 1.1 Introduction to the Board
- 1.2 What to Expect When You Are Inspected
- 1.3 Most Common Violations Cited During an Inspection Fact Sheet
- 1.4 Self-Inspection Worksheet

Section 2

Safely Using Chemicals

TRAINING MATERIALS

- 2.1 Chemicals in the Establishment
- 2.2 Understanding Toxic Substances—An Introduction to Chemical Hazards in the Workplace
- 2.3 Artificial Fingernail Products—A Guide to Chemical Exposures in the Nail Salon

Section 3

Safety Data Sheets

TRAINING MATERIALS

- 3.1 Safety Data Sheet (Sample)
- 3.2 Risk Phrases—Designated Hazardous Substances
- 3.3 Sample Letter—To Request an SDS
- 3.4 SDS Flash Cards

- 3.5 Resource Groups, Agencies, Databases, Trifold and Publications Informational Sheet
- 3.6 Working Safely in Nail Salons Fact Sheet
- 3.7 Independent Contractor or Employee Trifold

Section 4

Protection from Hazardous Chemicals

TRAINING MATERIALS

- 4.1 Artificial Nails Fact Sheet
- 4.2 Chemical Hair Relaxers/Straighteners/Blowouts Fact Sheet
- 4.3 Disinfectants Fact Sheet
- 4.4 Hair Bleaches Fact Sheet
- 4.5 Hair Color Fact Sheet
- 4.6 Manicuring Fact Sheet
- 4.7 Permanent Waving Fact Sheet
- 4.8 Shampoos and Conditioners Fact Sheet
- 4.9 Thermal Hairstyling Fact Sheet

Section 5

Ergonomics

TRAINING MATERIALS

- 5.1 Work Smarter, Not Just Harder Poster
- 5.2 Stay Healthy and Safe While Giving Manicures and Pedicures

Section 6

Communicable Diseases

TRAINING MATERIALS

- 6.1 Diseases in the Workplace Chart

Section 7

Health and Safety Laws and Agencies

TRAINING MATERIALS

- 7.1 Health and Safety Rights: Facts for California Workers
- 7.2 Health and Safety Agency Acronyms Word Search

Section 8

Solving Health and Safety Problems

TRAINING MATERIALS

- 8.1 Health Survey
- 8.2 Workplace Inspection Checklist
- 8.3 Resource Agencies and Materials Informational Sheet

Section 9

UNDERSTANDING Workers' Rights and Responsibilities

TRAINING MATERIALS

- 9.1 Independent Contractor or Employee
- 9.2 Tax Tips for the Cosmetology and Barber Industry
- 9.3 Tips on Tips
- 9.4 OSHA's Workers' Rights
- 9.5 Nail Salon Workers Wage and Hour Rights
- 9.6 Recover Your Unpaid Wages with the California Labor Commissioner's Office
- 9.7 All Workers Have Rights in California
- 9.8 DIR Required Workplace Posting for All California Barbering and Cosmetology Licensees

Section 10

Physical and Sexual Abuse Awareness

TRAINING MATERIALS

10.1 Facts About Elder Abuse

10.2 The National Domestic Violence Hotline – Safety Planning

10.3 #NoViolenceInBeauty Tool Kit

- Fact Sheet
- Building Respect Activity Sheet
- Contact Sheet

Section 1

The California Board of Barbering and Cosmetology

Learning Objectives

Section 1

Welcome to the Board of Barbering and Cosmetology

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

- Identify the Board's mission.
- Access the Board's website and have a general understanding of what is available on the website.
- Understand the purpose of the Health and Safety Course.

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

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

What Does the Board Do?

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

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

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

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

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

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

Image: Screen print of the homepage of the Board's website www.barbercosmo.ca.gov

Image: Screen print of the "What's New" box on the Board's homepage

How Can I Stay Current With What the Board Requires?

Staying current and up-to-date is essential for success in the barbering and beauty industry. In recent years, the Board has made several changes to its official website www.barbercosmo.ca.gov. Future professionals will want to visit this site frequently and take advantage of the many tools provided.

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

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

What is Available on the Board's Website?

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

Notice the different sections on the home page. Pay close attention to the "What's New" box. Information appearing in this box will keep future professionals current on Board campaigns, changes in regulations, changes to the licensing exam, or other pertinent information.

The "**Upcoming Events**" section provides information on where the Board will be at any given time, whether it is a trade show, a Board meeting, a disciplinary review hearing, or an invitation to the public to express their opinions on any proposed regulatory changes. It is very important to this Board that future professionals stay involved in the industry as they progress through their careers. Most of the changes that happen with regulation starts with individuals coming to a Board meeting and expressing their viewpoint. A future professional should make it a goal to come to at least one Board meeting and one Disciplinary Review Committee hearing before graduating from school.

Image: BreZE Button on the Board's website.

Image: Screen print of the Board's Facebook page

BreEZe and How to Use It

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

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

Stay Current With the Industry

On the home page, notice the "Industry News" section. Future professionals will find it advantageous to pay close attention to this section. Periodically, the Board will post "Industry Bulletins." These bulletins address common trends or services that may be within the scope of practice for licensees. For instance, the esthetic field is bursting with cutting-edge machinery designed for everything from treating scars and lesions to improving product penetration. Check out the Industry Bulletin on machine use and find out what should be considered before purchasing an expensive piece of equipment.

Rules and Regulations

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

Stay in Touch!

The Board would like to stay connected with all future professionals and licensees as they journey through this fabulous career. To receive an email message or notification when the Board is holding a meeting, sign up on the Board's interested party list. See the Board's home page under "Quick Hits." In addition, take a moment to "like" the Board on Facebook or follow the Board on Twitter to keep in touch with what is going on with the Board and the laws that affect the Barbering and Beauty industry.

Thinking of a Career Change but Want to Stay in the Industry?

Check out the "Job Opportunities" available at the Board. See "Quick Hits" for "Job Opportunities" on the Board's website, www.barbercosmo.ca.gov.

Questions? We Have Answers!

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

Now Let's Talk Health and Safety!

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

Section 1 – The California Board of Barbering and Cosmetology

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

Section 2 – Safely Using Chemicals

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

Section 3 – Safety Data Sheets

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

Section 4 – Protection from Hazardous Chemicals

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

Section 5 – Ergonomics

Ergonomics and common ergonomic problems found in establishments, and how to reduce these problems will be reviewed.

Section 6 – Communicable Diseases

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

Section 7 – Health and Safety Laws and Agencies

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

Section 8 – Solving Health and Safety Problems

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

Section 9 – Workers' Rights

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

Section 10 – Physical and Sexual Abuse Awareness

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

The Health and Safety Course offers interactive exercises, case studies, and short quizzes. At the conclusion of each section the future professional will find Training Materials for further educational opportunities.

So, let's get started! It is the Board's hope that all future professionals have a long and healthy career in the barbering and beauty industry.

Section 1 Training Materials

- 1.1 Introduction to the Board
- 1.2 What to Expect When You Are Inspected
- 1.3 Most Common Violations Cited During an Inspection Fact Sheet
- 1.4 Self-Inspection Worksheet

1.1 TRAINING MATERIALS

Introduction to the Board

Board of Barbering and Cosmetology

The Board of Barbering and Cosmetology regulates barbering, cosmetology (including skin and nail care), and electrology services in California, as well as the establishments (salons, shops, studios, spas, etc.) where these services are performed.

The Board's highest priorities are protecting and educating consumers who use barbering, cosmetology, electrology, esthetic, and manicuring services. Anyone who provides the following services to consumers for a fee must be licensed by the Board and work only in State-licensed shops:

- Hairdressing and styling.
- Haircutting.
- Shaving.
- Manicuring.
- Electrolysis.
- Skin care.

The Board also regulates health and safety and coursework in barber, cosmetology, and electrology schools. The Board does not regulate permanent cosmetics, body piercing, tattooing, body massage, aroma therapy, hair threading, hair braiding and the sale, fitting, or styling of wigs.

COMPLAINTS

The Board receives and responds to more than 1,600 consumer and industry complaints each year. Each complaint is carefully reviewed to determine if the matter is within the jurisdiction of the Board and to determine possible violations of law. Issues that should be reported to the Board include:

- Consumer harm, such as an infection, following a service.
- Unlicensed activity.
- Unsanitary conditions in an establishment.
- Misrepresentation or false advertising of services.
- Gross negligence and/or incompetence.

All complaints must be in writing and may be submitted online.

INSPECTIONS

Board Inspectors visit shops to verify that licensees are following current health and safety laws and the Board's rules and regulations.

The Board's highest priorities are protecting and educating consumers who use barbering, cosmetology, electrology, esthetic, and manicuring services.

Here's a look at the types of licenses issued by the Board

ESTABLISHMENT

The Board licenses the salons and barbershops where barbering and cosmetology services are performed. You will need to apply for a new establishment license if you:

- Open a new shop.
- Take ownership of an existing shop.
- Move to a new location (even to a new suite number).
- Add or remove partners.

If you close your shop, you'll need to return your establishment license to the Board with a brief statement that you are closing your shop. Include the effective date.

TIP: When the Board inspects a shop, the owner(s) of the establishment will be issued a citation for all violations in the salon. Operators will be issued a citation if violations are found at his or her workstation.

BARBER

Licensed barbers are trained in shaving or trimming the beard or cutting hair. Barbers are also trained in shampooing, styling, arranging, dressing, curling, waving, relaxing, or dyeing the hair and in applying cosmetic preparations, antiseptics, powders, oils, clays, or lotions to the scalp, face, or neck.

TIP: Barbers must disinfect electric clippers prior to each use.

COSMETOLOGIST

Here are the services that cosmetologists are licensed to perform.

HAIR

Arranging, dressing, curling, waving, cleansing, cutting, shampooing, relaxing, singeing, bleaching, tinting, coloring, straightening, dyeing, and the beautifying the hair of any person.

HAIR REMOVAL

Removing superfluous hair using tweezers, chemicals, or devices/appliances of any kind, except light waves, commonly known as rays.

SKIN CARE

Massaging, cleaning, or stimulating the scalp, face, neck, arms, or upper part of the body (from the shoulders up), using the hands, devices, apparatus or appliances, with or without cosmetic preparations, antiseptics, tonics,

Here's a look at the types of licenses issued by the Board lotions, or creams. Beautifying the face, neck, arms, or upper part of the body by using cosmetic preparations, antiseptics, tonics, lotions, or creams.

TIP: Massaging the entire body for a fee is not within the scope of the cosmetologist's license.

NAILS

Manicuring the nails, including cutting, trimming, polishing, tinting, coloring, cleansing, and the application of artificial nails. Massaging, cleansing, or beautifying the hands or feet.

MANICURIST

Manicuring is the practice of cutting, trimming, polishing, and cleansing the nails. It also includes massaging, cleansing, or beautifying the hands and feet, and the application of artificial nails.

TIP: All manicuring instruments must be cleaned and disinfected before use on each client. All nondisinfected items (e.g. cotton pads, sponges, emery boards, and neck strips) must be disposed of immediately after use. Licensees must wash their hands before serving each client.

ESTHETICIAN

Esthetics is the practice of giving facials, applying makeup or eyelashes, hair removal (by tweezing or waxing), and providing skin care. It also includes beautifying the face, neck, arms, or upper part of the human body (from the shoulders up) by using cosmetic preparations, antiseptics, tonics, lotions, or creams.

Some services that estheticians cannot provide are:

- Skin piercing.
- Laser treatments.
- Giving medication.
- Removal of moles, skin tags, etc.

TIP: A person who demonstrates, recommends, or sells skin care products or cosmetics does not need to be licensed by the Board.

ELECTROLOGIST

Electrolysis is the permanent removal of unwanted facial and/or body hair by use of a tiny needle or probe that conducts electric current.

Some services that electrologists cannot provide are:

- Using needles to cauterize spider veins.
- Laser treatments.
- Giving medication.

TIP: No other license types are permitted to perform electrolysis.

For more information

BOARD OF BARBERING AND COSMETOLOGY
2420 DEL PASO ROAD, SUITE 100
SACRAMENTO CA 95834
www.barbercosmo.ca.gov
800-952-5210

1.2 TRAINING MATERIALS

What to Expect When You Are Inspected

What to Expect When You Are Inspected

What to Expect When You Are Inspected

Inspecting establishments to be sure they are complying with the law is one way the Board of Barbering and Cosmetology fulfills its mission to “Ensure the health and safety of California consumers

As a licensee of the Board, what should you expect when you are inspected?

Understand the Purpose of The Visit

The Board wants to protect the safety and welfare of the consumer and, therefore, must ensure that all establishments and schools within its jurisdiction are adhering to state laws.

What The Inspection Involves

Upon arrival, the Board inspector will show you a state Identification and let you know that he or she is there to inspect your salon. during the inspection, you can continue to provide services to your clients! the inspector does not wish to interrupt the client's service.

The inspector will ask to speak to the licensee in charge. the licensee in charge could be the establishment owner, a manager, or a licensed employee who would be responsible for unlocking the cabinets, doors, or drawers, so that the inspector can do a thorough inspection of the establishment. the licensee in charge is not responsible for the violations of the establishment owner. In addition, the inspector will ask to see a valid picture identification of every employee.

The inspector will compare the identification to the state Board license that should be displayed at the primary workstation to ensure that the employees working are licensed through the Board. the Inspector will also be checking to see if the establishment license is posted in the reception area of the salon and can be seen by clients.

The Inspection Report

After the inspection, the inspector will review the results and explain any noted violations. One of the primary goals of the inspection will be to make sure you understand how to get into compliance so that any health and safety issues will be resolved. So ask questions! our inspectors want to help you to get into compliance.

After the review, you will be asked to sign the inspection report. This does not mean that you agree with the inspection; it is merely a way for the Board to know that you have seen the report. If violations are found, the Board may send you a citation about 45 to 60 days after the inspection.

Ask Questions

About Citation

The Board issues a citation to establishments or individuals identified as out of compliance with California law. Once you receive the citation and review the violations listed, you have two choices:

- You can agree with the citation and pay the fine.
- or
- You can disagree with the citation and appeal your citation, please make sure you read the instructions on the citation. The appeal process is very time-sensitive and you must follow California law to participate in this process.

Be Prepared For Your Inspection

Preparation plays a significant role in a successful inspection. You can prepare your establishment and team members by doing the following:

- Stay up-to-date by regularly visiting the Board's website: www.barbercosmo.ca.gov
- Perform random self-inspections of your establishment. A sample inspection form is available online at www.barbercosmo.ca.gov/forms_pubs/selfinsp_worksheet.pdf
- Educate your employees. Hold team meetings that include discussion of the potential for an inspection. Make sure your team knows the procedures involved in an inspection.

5 Important Inspection Guidelines

1. Show the inspector your valid State-issued identification.
2. Make sure all licenses are current and up-to-date and displayed where regulated by law.
3. Keep foot-spa cleaning logs easily accessible.
4. Properly label all disinfected/ soiled tools.
5. Keep your establishment and work areas clean, neat, and orderly.

Let's Work Together For A Safe, Healthy, Salon Experience.

Ensuring the health and safety of California consumers by promoting ethical standards and by enforcing the laws of the barbering and beauty industry.

www.barbercosmo.ca.gov

For questions, comments, or complaints, contact the Board.

BOARD OF BARBERING AND COSMETOLOGY

2420 DEL PASO ROAD, SUITE 100
SACRAMENTO CA 95834

www.barbercosmo.ca.gov

Phone: 800-952-5210

1.3 TRAINING MATERIALS

Most Common Violations Cited During an Inspection Fact Sheet

Department of Consumer Affairs

BOARD OF BARBERING AND COSMETOLOGY

Most Common Violations Cited During an Inspection

Title 16, Division 9, California Code of Regulations (CCR) and Business and Professions Code (BPC) sections:

CCR section 979-Disinfection Non-Electrical Tools: Fine amount - \$100 – \$500

How to avoid violation:

- Before use upon a client, properly clean tools. Remove all visible debris, clean with soap or detergent and water, dry tools, totally immerse instruments in an EPA-registered disinfectant solution, and use gloves or tongs to remove the tools from the disinfectant.
- Always keep disinfectant solution covered and change disinfectant when it is cloudy, contains debris, or according to the manufacturer's instructions.
- Store all soiled non-electrical items (example: combs, brushes, nail clippers) in a container that which is labeled "Dirty", "Soiled", or "Contaminated".
- Store all disinfected non-electrical items in a clean covered place which is labeled "Clean" or "Disinfected".
- Shears shall be disinfected by removing all visible debris, clean with soap or detergent and water, spray or wipe with an EPA-registered disinfectant solution.
- Disinfected tools and shears shall NOT be placed in a container, pouch or holder which cannot be disinfected.

CCR section 988-Liquids, Creams, Powders and Cosmetics: Fine amount - \$50 – \$150

How to avoid violation:

- Store all liquids, creams, waxes, shampoo, powders, gels and other cosmetic preparations in clean and closed containers. Powders may be kept in clean shakers.
- Distinctly label all bottles and containers of their contents (example: water, gel, oil, etc.).
- When only using a portion of a cosmetic preparation, remove from container in such a way as to not contaminate the remaining portion. Example: When removing wax from a wax pot, avoid "double dipping" the same wax stick applicator.

CCR section 981(a)-No Disposal of Tools and Supplies That Cannot Be Disinfected: Fine amount- \$100 – \$250

How to avoid violation:

- After use on a single client, immediately dispose of tools and supplies that cannot be disinfected (example: buffers, pumice stone, wax sticks, toe separators, gloves, cotton pads, sponges, emery boards, and neck strips) in a waste receptacle.

CCR section 981 (b) -Improper Storage of New Supplies and Disposable Tools: Fine amount- \$50.00 – \$150.00

How to avoid violation:

- Make sure all new supplies and single-use, disposable tools are stored in a clean, covered place labeled "New"

BPC section 7317-Unlicensed Establishment/Persons: Fine amount - \$25-\$1,000

How to avoid violation:

- Always keep your personal and/or establishment license current.
- Be sure that the establishment you work at is licensed and current.
- Be sure that employees are all licensed and current.

BPC section 7351-Restroom Requirements: Fine amount — \$50 – \$150

How to avoid violation:

- You need to have a public restroom.
- The restroom should always be kept clean.
- The restroom should be clear of all storage. No storage of supplies, mops, buckets, etc. ,

are allowed in the restroom.

CCR section 965-Display of Licenses: Fine amount — \$50 – \$150

How to avoid violation:

- Conspicuously post individual licenses at the licensee's primary work station.
- Conspicuously post the establishment license in the reception area.
- Do not display an expired or invalid license.

CCR section 987 – Towels: Fine amount — \$50 – \$150

How to avoid violation:

- After a towel, sheet, robe, linen or smock has once been used once, place it in a closed container to be laundered.
- Launder towels commercially in water at least 160 degrees for no less than 25 minutes, or using chemicals and cold water.
- Keep clean towels, sheets, robes, linen or smocks stored in clean, closed cabinets or containers.

CCR section 994 – Cleanliness and Repair: Fine amount — \$50 – \$150

How to avoid violation:

- Keep all floors, walls, woodwork, ceilings, furniture, furnishing, and fixtures clean and in good repair.
- Do not permit an accumulation of waste, hair clippings, or refuse in establishment.

CCR section 978 (a) (5) – Insufficient Disinfectant in Container for Total Immersion: Fine amount- \$100 – \$200

How to avoid violation:

- When disinfecting tools, ensure there is enough disinfectant solution in the container to allow for total immersion of tools. If tools do not completely fit in the container (example: handle of a brush sticks out), use a different container.

CCR section 986—Neck dusters/Brushes Not Clean or Sanitary: Fine amount-\$50 – \$150

How to avoid violation:

- Properly clean neck, nail, facial, or makeup dusters and manicure brushes before use on a client.
- Place clean dusters and brushes in a clean, covered place which is labeled "Clean".
- Place soiled dusters or brushes in a container labeled "Dirty", "Soiled", or "Contaminated".

CCR section 990—Headrests, Shampoo Trays and Bowls, and Treatment Tables: Fine amount—\$50 – \$150

How to avoid violation:

- Keep the headrest of chairs covered with a clean towel or paper sheet for each client.
- Clean shampoo trays and bowls with soap and water or other detergent after each shampoo.
- Keep shampoo trays and bowls in good repair and in a sanitary condition at all times.
- Cover treatment tables with clean treatment table paper, a clean towel, or a clean sheet after each use.
- Remove a towel or sheet immediately after used and deposit it in a closed container to be laundered. Immediately dispose of treatment paper after a single use.

BPC section 7349 – Employment of Unlicensed Persons: Fine amount — \$1,000

How to avoid violation:

- Before hiring verify each individual has a current and valid license to practice barbering, cosmetology and electrology services.

CCR section 980(c)—Disinfection Electrical Tools: Fine amount — \$50 – \$150

How to avoid violation:

- All soiled electrical tools used on a client or soiled in any manner, shall be placed in a container labeled “Soiled,” “Dirty” or “Contaminated” (excluding hot styling tools)

CCR section 980.1(c)(7), 980.1(d)(7), 980.2(b)(7), 980.2(c)(6), 980.2(d)(3), 980.3(b)(6) and 980.4(a)(2) — Pedicure Equipment Cleaning Log: Fine amount — \$100 – \$200

How to avoid violation:

- After use upon a client, at the end of each day and weekly properly clean and disinfect the pedicure foot spa chair, basin or tub equipment according to the type of foot spa chair, basin, or tub you have. (example Pipe-less Foot spas, Non-Whirlpool Foot Basin or Tub, and Disposable Foot Basins or Tub Liners)
- Record the procedure in the pedicure equipment log, include the date, time of each cleaning and the initials of the person who completed the procedure, and indicate the cleaning was done after the client, end of day or weekly.
- Each chair, basin or tub shall have its own pedicure equipment log.
- The pedicure equipment log shall be made available upon request by either a client or a board representative.

Information Revised August 2016

1.4 TRAINING MATERIALS

Self-Inspection Worksheet

Business, Consumer Services, and Housing Agency—Governor Edmund G. Brown Jr.
BOARD OF BARBERING AND COSMETOLOGY
P.O. Box 944226, Sacramento, CA 94244-2260
Phone: (800) 952-5210
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www.barbercosmo.ca.gov

INSPECTIONS

Self-Inspection

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

*(B&P) Business and Professions Code
(CCR) Title 16, Division 9, California Code of Regulations*

ESTABLISHMENT LICENSE

All answers should be “Yes”

1. Do you have an establishment license? (B&P 7317): Yes or No?
2. Is your establishment license current and valid? Yes or No?
Only current, valid licenses may be displayed. The Inspector will confiscate invalid licenses. Photocopies are illegal. (B&P 7347, 7317, 119(f) CCR 965(c)
3. Is the current owner and address on the license correct? Yes or No?
If not, you need to apply for a new establishment license. (B&P 7347)

4. Is the most current Health and Safety Rules poster conspicuously posted in the reception area?
Yes or No?
Contact the Board if you need one. (CCR 904(a))
5. Do you have a licensee in charge? Yes or No?
There must be a licensee in charge for purposes of the No inspection. (B&P 7348)
6. If your establishment is in a private residence, does it have an entrance separate from the entrance of the private living quarters? (B&P 7350) Yes or No?

PERSONAL LICENSES

All answers should be "Yes"

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

SANITATION / HEALTH & SAFETY

All answers should be "Yes"

10. Do you have containers large enough for proper disinfecting? Yes or No?
All non-electrical items being disinfected must be fully immersed in solution. *The container must be continuously covered. (CCR 978(a)(5), 979(b)(1))*
11. Do you have a sufficient supply of disinfectant? Yes or No?
Label on the disinfectant must show EPA-registered with demonstrated bactericidal, virucidal, and fungicidal activity. (CCR 978(c))
12. Is the manufacturer labeled container on the premises for verification? Yes or No?
(CCR 978(c))
13. Are the correct disinfection procedures being followed on both non-electrical and electrical equipment? Yes or No? (CCR 979, CCR 980)
14. Is the disinfectant used according to manufacturer's instructions? (CCR 978(b)) Yes or No?
15. Are all supplies that cannot be disinfected, disposed of in a waste receptacle immediately after use? (CCR 981(a)) Yes or No?
16. Are neck strips or towels used to protect each client's neck? (CCR 985) Yes or No?
17. Are clean instruments stored separately from soiled instruments? Are the soiled instruments stored in a container labeled "dirty", "soiled", or "contaminated"? (CCR 979(c))
Yes or No?
18. Are the clean instruments stored in a covered container labeled "clean" or "disinfected"? (CCR 979(d)) Yes or No?
19. Are all whirlpool and air-jet basins, pipe-less foot spas (footplates, impellers, impeller assemblies and propellers), foot basins or tubs (any basin, tub, footbath, sink, bowl, and all non-electrical equipment that holds water for a pedicure service), being properly cleaned and disinfected after use upon each client, at the end of the day, weekly and properly logged? Yes or No? (CCR 980.1, 980.2, 980.3)
20. Are all single use, disposable, recyclable, liners that are designed specifically and manufactured for use as a foot basin or tub liner, disposed of immediately after each use? Is there a supply of at least 5 liners per foot tub basin on the premises at all times? (CCR 980.4) Yes or No?
21. Are the floors, walls, ceilings, furniture, furnishings, and fixtures clean and in good condition? (CCR 994(a)) Yes or No?
22. Is there hot and cold running water in the establishment, if hair dressing services are being performed? (CCR 995(b)) Yes or No?
23. Is there a public toilet room? Is it clean? (B&P 7351) Yes or No?
24. Are there hand washing facilities with hot and cold running water in, or adjacent to, the toilet room? Is soap (liquid or powder, not "community" bar, soap) provided? (B&P 7352) Yes or No?

25. Is the toilet room clear of all storage? *No storage of supplies, mops, buckets, etc., are allowed in the toilet room. (B&P 7351)* Yes or No?
26. Is potable drinking water available? *(CCR 995(c))* Yes or No?
27. Is there at least one covered waste receptacle for disposal of hair? *(CCR 978(a)(1))* Yes or No?
28. Are clean towels, sheets, robes, linens and smocks stored in a clean, closed cabinet or container? *(CCR 987(c), 978(a)(3))* Yes or No?
29. Are soiled towels, robes, gowns, smocks, linens and sheets stored in a closed container? *(CCR 987(a), 978(a)(2))* Yes or No?
30. Is all waste, hair clippings or refuse, disposed of promptly without accumulation? *(CCR 994(b))* Yes or No?
31. Do all employees wash their hands or use an equally effective alcohol-based product before providing services to each client? *(CCR 983(b))* Yes or No?
32. Are headrests and/or treatment tables covered with a clean towel, sheet, or paper for each client? *(CCR 990(a)(c))* Yes or No?
33. Are shampoo bowls and sinks clean and in good repair? Has the hair trap been emptied? *(CCR 990(b))* Yes or No?
34. Are all containers and spray bottles correctly labeled? *(CCR 988(b))* Yes or No?
35. Are poisonous substances labeled? *(CCR 988(b))* Yes or No?
36. If only a portion of a cosmetic preparation is used, is it removed from the container so as not to contaminate the remaining portion? *(CCR 988(c))* Yes or No?

OTHER

All answers should be “No”

37. Do employees carry supplies or instruments on or in their garments? This includes scissors, holsters, and pouches. *(CCR 981(c))* Yes or No?
38. Are prohibited services being offered? *(CCR 991, B&P 7320)* Yes or No?
39. Are there any supplies, equipment, or instruments in the establishment, which can be considered a practice of medicine for the type of services being offered, e.g., chemicals, scalpels, medical supplies, needles, devices, etc.? *(B&P 7320.2, 7320.1)* Yes or No?
40. Is the establishment used for sleeping or residential purposes? *(B&P 7350)* Yes or No?
41. Are there any illegal metal instruments being used or stored in the establishment, such as razor callous shavers (credo blades), metal scrapers (graters), etc.? *(CCR 993(a), 993(b))* Yes or No?

SECTION 2

Safely Using Chemicals

Learning Objectives

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

- Identify chemical products commonly used in the workplace.
- Explain why some chemicals may be harmful to an individual's health and what makes the chemical harmful.
- Describe how chemicals get into the body.
- Identify some health problems that may be caused by chemicals.

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

Where Are Chemicals Found in the Workplace?

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

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

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

What Form Can a Chemical Take?

Chemicals can take different forms. A chemical can be:

- Solid
- Gas
- Liquid
- Vapor

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

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

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

Vapors are like gases because they also float freely in the air. However, vapors come from liquids that evaporated into the air. For example, the acetone liquid in an open bottle of nail polish remover can evaporate into the air. The result is acetone vapor.

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

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

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

Image: Chemicals used for hair treatments.

Image: A cosmetologist wearing gloves applying hair color in a squeeze bottle to a client's head. The client has a towel around her neck and is wearing a cape. The more chemicals an individual gets into their lungs and on their hands, the more their health is at risk.

What does all of this mean for the future professional?

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

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

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

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

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

Image: A woman leaning over and covering her mouth while coughing. Chemicals may cause watery eyes, a burning feeling on the skin, irritation of the nose or throat, dizziness, or a headache.

Image: A man pinching his nose with his right hand. Notice if a product being used has an odor.

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

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

Lastly, when several chemicals produce similar health effects, an individual could react as if exposed to a large dose of one chemical. For instance, since numerous chemicals can cause dizziness, exposure to

several of these chemicals at once could cause dizziness much quicker and more severely than one chemical would.

How Do Chemicals Get Into the Body?

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

- **Breathing.** Once an individual breathes a chemical into the lungs, it will stay there or the bloodstream may carry it to other parts of the body.
- **Skin and eye contact.** Some chemicals can harm the skin directly. They can cause burns, irritation, or dermatitis. Examples of chemicals that may harm the skin are perm solutions, chemical blowout solutions, and hair relaxers. Some chemicals can pass right through the skin and enter into the bloodstream. This can occur if the skin is cut, cracked, or dry.

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

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

Callout: Stay Safe

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

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

Is Chemical Exposure Occurring?

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

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

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

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

Lastly, chemicals may cause symptoms that an individual may experience. These can include watery eyes, a burning feeling on the skin, irritation of the nose or throat, dizziness, or a headache. While the flu

or other diseases may cause many of these symptoms, they can also be clues to chemical exposure at work.

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

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

Questions for Review

What are the forms that a chemical can take?

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

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

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

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

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

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

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

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

- (A) Smell, taste, touch, sight, hear
- (B) Symptoms, residue, smell, irritation
- (C) Odor, taste, particles, surfaces, symptomS
- (D) Dust, formaldehyde, acetone vapor, gas

Record answers to questions in the exam booklet.

Chemical Health Hazards

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

It is often difficult to see the connection between an individual's health symptoms and particular chemicals used on the job because chemicals may cause effects that take a long time to show up. It could be years before exposure to a chemical causes a serious a health problem. In addition, some symptoms of exposure to chemicals, like itchy eyes or a runny nose, are so common that it may be hard to determine if the chemical caused the problem or something else. Furthermore, different individuals can react in

different ways to the same chemical. Some individuals may notice health effects when they work with the chemical, and others may never have a problem.

Image Caption: A sponge sweeping across a wooden surface covered with white dust. The likelihood of inhaling dust, powder, or mist is higher if it is allowed to collect on surfaces in the workplace.

Image Caption: A manicurist in an establishment providing a manicure to a client. Nail tech in an establishment doing a manicure.

What Are We Going to Learn?

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

Take a Moment

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

What Did You Come Up With?

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

Let's Discuss

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

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

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

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

:

Will My Career Choice Affect My Ability to Have Children?

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

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

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

What Are Irritants?

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

What is an Allergy?

An allergy is a reaction some licensees have when they become overly sensitive to a particular chemical. Licensees will have a reaction every time exposure to that chemical occurs—no matter how small the amount.

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

How Does All of This Affect the Future Professional?

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

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

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

MMA

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

Image: A woman scratching the back of her irritated and red neck. Symptoms of dermatitis include flaking, dryness, redness, itching, and burning of the skin.

The Toxic Trio

The toxic trio is a highly publicized chemical combination consisting of toluene, formaldehyde, and dibutyl phthalate. These harmful chemicals commonly appear in nail products and can produce several health concerns.

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

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

Dibutyl phthalate can cause birth defects in male fetuses.

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

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

Hair Coloring Products

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

4-methoxy-m-phenylenediamine (4-MMPD)

Paraphenylenediamine

2-nitro-phenylenediamine

2, 4-diaminoaniside

2, 4-diaminoaniside sulfate

Coal tar and products made from it may cause cancer, especially cancer of the bladder.

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

Chemical Blowouts

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

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

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

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

Shampoos and Conditioners

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

Liquid Disinfectants

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

Parabens

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

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

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

Questions for Review

What is dermatitis?

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

What comprises the central nervous system?

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

What is a symptom that the nervous system is under attack?

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

The toxic trio can cause multiple health problems.

True or False?

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

True or False?

Smoking increases the harmful effects of other chemicals.

True or False?

Record answers to questions in the exam booklet.

How You Can Find Out What Chemicals a Product Contains

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

Individuals can get the SDS from their employer. Establishment owners can request an SDS directly from the manufacturer or supplier. Individuals should know which chemicals are in the products being used, their possible health effects, and how to use the products safely.

Natural Products

When a product is labeled "All-Natural" or "Natural," most individuals assume the product is safe for use. This is not always true. Be sure to check the SDS on all products to find out what chemicals the products contain.

Case Studies

In these exercises read the following case studies that reflect "real life" problems that may be encountered when using a particular chemical product at work. Using the "Chemicals in the Establishment" handout located in the Training Materials, do your best to answer the questions presented regarding products, their typical ingredients, and health problems that various chemicals can cause. Also, take time to consider the question, "What can I do to protect myself?"

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

Case Study #1

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

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

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

What can you do to protect yourself?

Case Study #2

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

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

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

What can you do to protect yourself?

In Review

In this lesson, future professionals learned about some of the chemicals found in products used at work and their health effects. Take a moment and review the materials located in the Trainings Materials. Keep these materials close at hand for easy reference.

NEXT LESSON

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

Section 2 Training Materials

2.1 Chemicals in the Establishment

2.1 TRAINING MATERIALS

Chemicals in the Establishment

The chart below shows chemicals sometimes found in hair care and beauty products, as well as their possible health effects. The risk of health effects depends on several factors, including the amount of the chemical in the product, the toxicity, the length of time the worker is exposed, the route of exposure, and the worker's individual sensitivity. Read each product's Safety Data Sheet (SDS) for more information.

WHAT'S IN THAT PRODUCT?

CHEMICAL	POSSIBLE HEALTH EFFECTS	PRODUCT TYPE
Alcohol (ethyl, denatured ethyl, terbutyl, isopropyl or propyl)	<ul style="list-style-type: none"> • Eye, nose, throat, and lung irritation • Central nervous system effects* • Skin irritation and dermatitis 	Hair care Nail care Skin care Antiseptic/disinfectant
Alpha hydroxy acids (AHA)	<ul style="list-style-type: none"> • Irritant 	Skin care
Ammonium hydroxide	<ul style="list-style-type: none"> • Eye, nose, throat, and lung irritation • Skin and eye burns • Skin irritation and dermatitis 	Hair care
Acetone	<ul style="list-style-type: none"> • Eye, nose, and throat irritation • Central nervous system effects* • Skin irritation and dermatitis 	Nail care
Acetonitrile	<ul style="list-style-type: none"> • Eye, nose, and throat irritation • Central nervous system effects* • Skin irritation and dermatitis 	Nail care
Aminophenols	<ul style="list-style-type: none"> • Eye, nose, throat, and lung irritation • Skin irritation and dermatitis • Severe allergic reaction in some people 	Hair care
Ammonium persulfate or potassium persulfate	<ul style="list-style-type: none"> • Eye irritation • Skin irritation and dermatitis • Allergies, including asthma • Possible fire hazard 	Hair care
Ammonium thioglycolate or glycerol monothioglycolate	<ul style="list-style-type: none"> • Eye, nose, throat, and lung irritation • Skin irritation and dermatitis 	Hair care

	<ul style="list-style-type: none"> • Allergies, including asthma 	
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Beta Hydroxy Acids (BHA)	<ul style="list-style-type: none"> • Irritant 	Skin care
Boric acid, perborate or borate	<ul style="list-style-type: none"> • Central nervous system effects* • Kidney damage, if swallowed 	Hair care Skin care
Bromates	<ul style="list-style-type: none"> • Eye, nose, throat, and lung irritation • Central nervous system effects* • Skin and eye burns • Skin irritation and dermatitis • Severe irritation of mouth, throat, and stomach, if swallowed • Kidney damage, if swallowed 	Hair care
Butylated hydroxyanisole (BHA)	<ul style="list-style-type: none"> • Immune system toxicity • Cancer • Hormone disruption 	Hair care Skin care Nail care
Chloroxylenol (PCMX)	<ul style="list-style-type: none"> • Skin, eye, and respiratory irritation • Contact dermatitis 	Antiseptic/disinfectant
Coal tar dyes (aniline derivatives (examples: 4-methoxy-m-phenylenediamine (4-MMPD), paraphenylenediamine, 2-nitro-phenylenediamine, 2,4 diaminoaniside, and 2,4 diaminoaniside sulfate	<ul style="list-style-type: none"> • Severe eye irritation and blindness • Skin irritation and dermatitis • Severe allergic reaction in some people • Cancer if absorbed through the skin during long time use 	Hair care
Ethanol	<ul style="list-style-type: none"> • Skin irritation • Eye, nose, throat, and lung irritation • Neurotoxic effects 	Antiseptic/disinfectant Nail care
Ethyl acetate or butyl acetate	<ul style="list-style-type: none"> • Eye, nose, and throat irritation • Central nervous system effects* • Breathing problems • Skin irritation and dermatitis 	Nail care
Ethyl methacrylate	<ul style="list-style-type: none"> • Eye, nose, and throat irritation • Coughing and/or shortness of breath • Skin irritation and dermatitis • Central nervous system effects* • Fire hazard 	Nail care
Formaldehyde (formalin, methylene glycol)	<ul style="list-style-type: none"> • Eye, nose, throat, and lung irritation • Skin irritation and contact dermatitis 	Hair care Nail care

Formaldehyde Releasers Bronopol (2-bromo-2-nitropropane-1, 3-diol, 5-Bromo-nitro1, 3-dioxane(sodium), diazolidinyl urea, DMDM hydantoin, hydroxymethylglycinate, imidazolidinyl urea, methenamine glyoxal polyoxymethylene urea, and quaternim-15)	<ul style="list-style-type: none"> • Cancer sensitization • Contact dermatitis 	Skin care
Glutaraldehyde	<ul style="list-style-type: none"> • Eye, nose, throat, and lung irritation • Skin irritation, skin allergy and eczema 	Antiseptic/disinfectant
Glycol ethers (a generic term for a group of chemicals)	<ul style="list-style-type: none"> • Reproductive problems (birth defects and infertility shown in lab animal tests) • Possible other effects depending on the specific chemical 	Nail care Skin care
Hydrogen peroxide	<ul style="list-style-type: none"> • Eye, nose, throat, and lung irritation • Skin and eye burns • Severe irritation of the mouth, throat, and stomach, if swallowed 	Hair care Nail care Skin care
Hydroquinone	<ul style="list-style-type: none"> • Immune system/skin toxicity • Cancer • Reproductive harm 	Hair care Skin care
Isothiazolinones (Methylchlorylisothiazolinone, Methylisothiazolinone, Benzoisothiazolinone)	<ul style="list-style-type: none"> • Contact dermatitis 	Skin care
Isobutane	<ul style="list-style-type: none"> • Fire Hazard 	Hair care
Lanolin	<ul style="list-style-type: none"> • Skin irritation and dermatitis 	Hair care Nail care Skin care
Lead acetate	<ul style="list-style-type: none"> • Lead poisoning (if absorbed in large amount) 	Hair care Nail care Skin care
Methyl ethyl ketone (MEK)	<ul style="list-style-type: none"> • Eye, nose, and throat irritation • Central nervous system effects* • Fire hazard 	Nail care
Methyl methacrylate (MMA)	<ul style="list-style-type: none"> • Red, itchy, and swollen skin with tiny blisters • Scratchy throat, runny nose, and cough • Numbness and muscle weakness • Central nervous system effects* 	Nail care

Monoethanolamine (MEA)	<ul style="list-style-type: none"> • Organ toxicity • Skin irritation 	Hair care
o-phenylphenol	<ul style="list-style-type: none"> • Eye, nose, and throat irritation • Irritate and burn eyes • Kidney damage 	Antiseptic/disinfectant
Ortho-phenylphenol (OPP)	<ul style="list-style-type: none"> • Eye, nose, and throat irritation • Abdominal pain • Coughing and/or shortness of breath 	Nail care
Octoxynol-40	<ul style="list-style-type: none"> • Eye, skin, and lung irritation • Immune system toxicity 	Hair care
Octyl methoxycinnamate	<ul style="list-style-type: none"> • Endocrine disruption 	Skin care
Oxybenzone (benzophenone-3)	<ul style="list-style-type: none"> • Endocrine disruption 	Skin care
Parabens (including paraben butyl paraben, isobutyl paraben and propyl paraben isopropyl)	<ul style="list-style-type: none"> • Endocrine disruption 	Skin care
Phthalates (such as dibutyl phthalate, dibutyl phthalate dimethyl, phthalate butylbenzyl, phthalate diethyl phthalate)	<ul style="list-style-type: none"> • Reproductive birth defects • Endocrine disruption 	Nail care Skin care
Polyvinylpyrrolidone (PVP)	<ul style="list-style-type: none"> • Lung and other respiratory problems • Thesauriosis (storage disease) causes a chronic cough and breathing problem, including shortness of breath 	Hair care
Propane	<ul style="list-style-type: none"> • Central nervous system effects* • Fire hazard 	Hair care
Quaternary ammonium compounds (such as benzalkonium chloride)	<ul style="list-style-type: none"> • Eye, nose, throat, and lung irritation • Breathing problems, such as asthma and shortness of breath 	Antiseptic/disinfectant
Retinyl Palmitate/ Retinoids	<ul style="list-style-type: none"> • Phototoxicity, high sun sensitivity 	Skin care
Selenium sulfide	<ul style="list-style-type: none"> • Cancer • Neurotoxicity • Developmental harm 	Hair care
Sodium hydroxide or potassium hydroxide	<ul style="list-style-type: none"> • Eye, nose, and throat irritation • Skin and eye burns • Skin irritation and dermatitis 	Hair care Nail care

	<ul style="list-style-type: none"> • Severe irritation of mouth, throat, and stomach if swallowed 	
Sodium peroxide	<ul style="list-style-type: none"> • Eye and nose irritation • Skin and eye burns • Skin irritation and dermatitis 	Hair care
Toluene	<ul style="list-style-type: none"> • Eye, nose and throat irritation • Skin irritation and dermatitis • Central nervous system effects* • Reproductive problems 	Nail care
Triclosan	<ul style="list-style-type: none"> • Abnormal endocrine system/thyroid hormone signaling • Weakening of immune system • Allergies, asthma and eczema • Uncontrolled cell growth • Developmental and reproductive toxicity 	Antiseptic/disinfectant
Xylene	<ul style="list-style-type: none"> • Eye, nose, and throat irritation • Skin irritation and dermatitis • Central nervous system effects* • Reproductive problems 	Nail care

*Central nervous system effects include headache, dizziness, nausea, drowsiness, and restlessness.

2.2 TRAINING MATERIALS

Understanding Toxic Substances An Introduction to Chemical Hazards in the Workplace

State of California
Department of Public Health
Department of Industrial Relations

2008 edition

This booklet was originally prepared in 1986 by the Hazard Evaluation System and Information Service (HESIS) and the Labor Occupational Health Program (LOHP), University of California, Berkeley. The design was originated by Michael Cox. Revision layout is by Autumn Press.

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Understanding Toxic Substances Brochure

An Introduction to Chemical Hazards in the Workplace

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Table of Contents

Introduction
What makes a chemical toxic?
How can toxic substances harm the body?
What are the different forms of toxic materials?
What are exposure limits?
How can exposure be measured and monitored?
How can exposure be reduced?
Checklist for researching toxic substances
Resources
Glossary

Introduction

Hazardous substances are used in many workplaces today. Working people are discovering that they need to know more about the health effects of chemicals they use or may be exposed to on the job. Textbooks, fact sheets, and Material Safety Data Sheets (MSDSs) provide important information, but they are often written in technical language.

To help you better understand technical information about hazardous workplace chemicals, this booklet explains:

- how chemicals can affect the body,
- what to look for when reading health information,
- the different types of exposure limits for chemicals in the workplace,
- how to know if you are exposed and what you can do to reduce exposure, and
- where to go for additional information.

Sidebar: “Toxic” and “hazardous” are not the same

What makes a chemical toxic?

Toxicity is the ability of a substance to cause harmful health effects. These effects can strike a single cell, a group of cells, an organ system, or the entire body. A toxic effect may be visible damage, or a decrease in performance or function measurable only by a test.

All chemicals can cause harm at a certain level. When a small amount can be harmful, the chemical is considered toxic. When only a very large amount of the chemical can cause damage, the chemical is considered to be relatively non-toxic.

The toxicity of a substance depends on three factors: its chemical structure, the extent to which the substance is absorbed by the body, and the body’s ability to detoxify the substance (change it into less toxic substances) and eliminate it from the body.

The toxicity of a substance is the potential of that substance to cause harm, and is only one factor in determining whether a hazard exists. The hazard of a chemical is the practical likelihood that the chemical will cause harm. A chemical is determined to be a hazard depending on the following factors:

toxicity: how much of the substance is required to cause harm,

route of exposure: how the substance enters your body,

dose: how much enters your body,

duration: the length of time you are exposed,

multiple exposures: other chemicals you are exposed to, and

individual susceptibility: how your body reacts to the substance, compared to other individuals.

Some chemicals are hazardous because of the risk of fire or explosion. These are important dangers, but are considered to be safety hazards. Toxic hazards are more fully explained in this booklet.

“Toxic” and “hazardous” are not the same

Toxicity

Why are some chemicals more harmful than others?

A product’s toxicity is determined by its chemical composition – how the atoms and molecules it is made of interact with living tissues. Substances with similar chemical structures often cause similar health problems. For example, many organic (carbon-based) solvents can cause dizziness, affecting the brain in a similar way.

However, sometimes a slight difference in chemical structure can lead to important differences in the type of health effect produced. For example, certain organic solvents can cause cancer.

The way the atoms and molecules cause harm to living tissues is called the mechanism of toxicity. The mechanism of hydrocarbon toxicity to the brain is not fully understood. Some mechanisms, such as the action of carbon monoxide on hemoglobin in red blood cells, are well understood.

Route of exposure

How can chemicals enter the body?

Exposure normally occurs through inhalation, skin or eye contact, and ingestion. These are known as the routes of exposure.

Inhalation. A very important type of workplace exposure occurs when you breathe a substance into the lungs. The lungs consist of branching airways (called bronchi) with clusters of tiny air sacs (called alveoli) at the ends of the airways. The alveoli absorb oxygen and other chemicals into the bloodstream. The surface area of a person’s alveoli is roughly equal to that of half of a tennis court.

Some chemicals are irritants and cause eye, nose, and throat irritation. They may also cause discomfort, coughing, or chest pain when they are inhaled and come into contact with the bronchi (chemical bronchitis). Other chemicals may be inhaled without causing such warning symptoms, but they still can be dangerous.

Sometimes a chemical is present in the air as small particles (dust or mist). Some of these particles, depending on their size, may be deposited in the bronchi and/or alveoli. Many of them may be coughed out, but others may stay in the lungs and may cause lung damage. Some particles may be absorbed into the bloodstream, and have effects elsewhere in the body.

Skin Contact. The skin is a protective barrier that helps keep foreign chemicals out of the body. However, some chemicals can easily pass through the skin and enter the bloodstream. If the skin is cut or cracked, chemicals can penetrate through the skin more easily. Also, corrosive substances, like strong acids and alkalis, can chemically burn the skin. Others can irritate the skin. Many chemicals, particularly organic solvents, dissolve the oils in the skin, leaving it dry, cracked, and susceptible to infection and absorption of chemicals.

Eye Contact. Some chemicals may burn or irritate the eye. The eyes are easily harmed by chemicals, so any eye contact with chemicals (particularly liquids) should be taken as a serious incident.

Ingestion (swallowing). Chemicals can be ingested if they are left on hands, clothing, or beard, or when they accidentally contaminate food, drinks, or cigarettes. Metal dusts, such as lead or cadmium, are often ingested this way. Also, particles trapped in nasal or lung mucus can be swallowed.

Dose

How much is too much?

In general, the greater the amount of a substance that enters your body, the greater is the effect on your body. This connection between amount and effect is called the dose response relationship.

For example, solvents such as toluene, acetone, and trichloroethylene all affect the brain in the same way, but to different degrees at different doses. The effects of these solvents are similar to those which result from drinking alcoholic beverages. At a low dose, you may feel nothing or a mild, sometimes pleasant ("high") sensation. A larger dose may cause dizziness or headache. With an even larger dose you may feel as if you are drunk, pass out, or even stop breathing.

When you inhale a toxic chemical, the dose you receive depends on four factors:

- the level (concentration) of chemical in the air,
- how hard (fast and deep) you are breathing, which depends on your degree of physical exertion,
- how much of the chemical that is inhaled stays in your lungs or is absorbed into your bloodstream, and,
- how long the exposure lasts.

It is safest to keep exposure to any toxic substance as low as possible. Since some chemicals are much more toxic than others, it is necessary to keep exposure to some substances lower than others. Some toxic effects appear to have a "threshold" of exposure, below which effects are unlikely to occur. Others, such as increased risk of cancer, are believed to be without a threshold.

Duration

How long is too long?

The longer you are exposed to a chemical, the more likely you are to be affected by it. Chemical exposure which continues over a long period of time can be particularly hazardous because some chemicals can accumulate in the body or because the health damage does not have a chance to be repaired.

The body has several systems, most importantly the liver, kidneys, and lungs, which change some chemicals to less toxic form (detoxify) or eliminate them. If your rate of exposure to a chemical exceeds the rate at which you can eliminate it, some of the chemical will accumulate in your body. Illness that affects the organs for detoxification and elimination, such as hepatitis (inflammation of the liver), can also decrease their ability to eliminate chemicals from the body.

Accumulation may not continue indefinitely. There may be a point where the amount in the body reaches a maximum and remains the same as long as your exposure remains the same. This point will be different for each chemical. Some chemicals, such as ammonia and formaldehyde, leave the body quickly and do not accumulate at all. Other chemicals are stored in the body for long periods. For instance, lead is stored in the bone, cadmium is stored in the liver and kidneys, and polychlorinated biphenyls (PCBs) are stored in the fat. There are a few substances, such as asbestos fibers, that can remain in the body forever.

How long does it take for a toxic effect to occur?

The effects of toxic substances may appear immediately or soon after exposure, or they may take many years to appear. An acute exposure is a single exposure or a few exposures. Acute effects are those which occur following acute exposures. Acute effects can occur immediately, or be delayed and occur hours or days after exposure. Chronic exposure is repeated exposure that occurs over months and years. Chronic effects are those which occur following chronic exposures, and so are always delayed.

A toxic chemical may cause acute effects, chronic effects, or both. For example, if you inhale high levels of solvents on the job, you may experience acute effects such as headaches and dizziness which go away at the end of the day. Over months, you may begin to develop chronic effects such as liver and kidney damage.

The delay between the beginning of exposure and the appearance of disease caused by that exposure is called the latency period. For example, the latency period of lung injury after exposure to nitrogen dioxide gas may be a few hours. Cancers due to chemical exposure have very long latency periods. Most types of cancer develop following a latency period of many years after a worker's first exposure.

The length of the latency period for chronic effects can make it difficult to establish the cause-and-effect relationship between the exposure and the illness. Since chronic diseases develop gradually, you may have the disease for some time before it is detected. It is, therefore, important for you and your physician to know what chronic effects might be caused by the substances with which you work.

What are the differences between acute and chronic effects?

Acute	Chronic
Occurs immediately or soon after exposure (short latency).	Occurs over time or long after exposure (long latency)
Often involves a high exposure (large dose over a short period).	Often involves low exposures (small and repetitive doses) over a long period.
Can be minor or severe. For example, a small amount of ammonia can cause throat or eye irritation; higher concentrations can cause serious or even fatal lung damage.	Often involve inflammation and scarring of organs, such as the lung or kidney. Chronic effects are still unknown for many chemicals. For example, most chemicals have not been tested in experimental animals for cancer or reproductive effects.
Relationship between chemical exposure and symptoms is generally, although not always,	It may be difficult to establish the relationship between chemical exposure and illness because of the long-time delay or latency period.

obvious. Knowledge often based on human exposure.	
Knowledge often based on human exposure.	Knowledge often based on animal studies.

Chemical combinations

What if you're exposed to more than one chemical?

Many jobs expose workers to several chemicals. There may be several ingredients in one mixture or product, or there may be several separate chemicals used for different parts of the job. There may also be non-occupational toxic exposures from polluted air, from contaminated food and water, or from alcohol, drugs, and tobacco use. Many toxic chemicals can be found in the body at the same time.

Normally we think of each chemical as having a separate toxic effect inside the body. When some chemical combinations are present, however, the reality is more complicated. For instance, one chemical may interfere with the body's defenses against another chemical, resulting in an increased toxic impact. Combination toxic effects may be additive, synergistic, or potentiating types.

Combination toxic effects

Additive effects. If several chemicals are similar in their toxic effects, the health effect is usually like being exposed to a larger dose of one chemical. A common example is exposure to several solvents, each of which affects brain function in a similar way, causing acute dizziness, drowsiness, and difficulty concentrating. When the results simply add up in this way, the combination is called "additive."

Synergistic effects. Sometimes a chemical combination produces a health effect that is greater than the sum of the individual effects. This kind of interaction is called synergism. An example of synergism is the increased risk of developing lung cancer caused by exposures to both cigarette smoking and asbestos. By either smoking one pack of cigarettes per day or being heavily exposed to asbestos, you may increase your risk of lung cancer to five to ten times higher than someone who does neither. But if you smoke a pack a day and are heavily exposed to asbestos, your risk may be 50 times higher than someone who does neither.

Potentiating effects. Another type of interaction occurs when an effect of one substance is increased by exposure to a second substance, even though the second substance does not cause that effect by itself. For example, although the solvent methyl ethyl ketone does not damage the nerves of the arms and legs by itself, it increases n-hexane's ability to cause this kind of nerve damage.

Unfortunately, few chemicals have been tested to determine if interactions occur with other chemicals.

Susceptibility

Are some people more affected than others?

Yes. People vary widely in their susceptibility to the effects of a chemical. Many things determine how an individual will react to a chemical. These include age, sex, inherited traits, diet, pregnancy, state of health, and use of medication, drugs, or alcohol. Depending on these characteristics, some people will experience the toxic effects of a chemical at a lower (or higher) dose than other people.

People may also become allergic to a chemical. These people have a different type of response than those who are not allergic. This response frequently occurs at a very low dose. Not all chemicals can cause allergic reactions. Substances that are known to cause allergies are called allergens, or sensitizers.

For example, formaldehyde gas has irritating effects, and is also a sensitizer. Everyone will experience irritation of the eyes, nose, and throat, with tears in the eyes and a sore throat, at some level of exposure. All people will experience irritation if exposed to high enough levels. A person may be more sensitive to formaldehyde and have irritation at low levels of exposure. Formaldehyde also occasionally causes allergic reactions, such as allergic dermatitis. People who are allergic to formaldehyde may develop these

reactions at very low levels, although most people will not get allergic reactions no matter how much they are exposed to formaldehyde.

How can toxic substances harm the body?

When a toxic substance causes damage at the point where it first contacts the body, that damage is called a local effect. The most common points at which substances first contact the body are the skin, eyes, nose, throat, and lungs. Many toxic substances can also enter the body and travel in the bloodstream to internal organs. Effects that are produced this way are called systemic. The internal organs most commonly affected are the liver, kidneys, heart, nervous system (including the brain), and reproductive system.

A toxic chemical may cause local effects, systemic effects, or both. For example, if ammonia gas is inhaled, it quickly irritates the lining of the respiratory tract (nose, throat, and lungs). Almost no ammonia passes from the lungs into the blood. Since damage is caused only at the point of initial contact, ammonia is said to exert a local effect. An epoxy resin is an example of a substance with local effects on the skin. On the other hand, if liquid phenol contacts the skin, it irritates the skin at the point of contact (a local effect) and can also be absorbed through the skin, and may damage the liver and kidneys (systemic effects).

Sometimes, as with phenols, the local effects caused by a chemical provide a warning that exposure is occurring. You are then warned that the chemical may be entering your body and producing systemic effects which you can't yet see or feel. Some chemicals, however, do not provide much warning, so they are particularly hazardous. For example, some toxic solvents can pass through the skin and cause serious internal damage without producing any observable effect on the skin.

Do all toxic chemicals cause cancer?

No. Cancer, the uncontrolled growth and spread of abnormal cells in the body, can be caused by some chemicals but not by others. It is not true that "everything causes cancer" when taken in large enough doses. In fact, most substances do not cause cancer, no matter how high the dose. Only a relatively small number of the many thousands of chemicals in commercial use today cause cancer.

Chemicals that can cause cancer are called carcinogens, and the ability to cause cancer is called carcinogenicity. Evidence for carcinogenicity comes from either human or animal studies. As of 2008, there is enough evidence for about 500 chemicals to be considered carcinogenic in humans by the California Environmental Protection Agency. Determining the causes of cancer in humans is difficult. There is a long latency period (12 to 25 years or more for most tumors) between the start of exposure to a carcinogen and the diagnosis of cancer. Thus, a substance must be used for many years before enough people will be exposed to it long enough for researchers to see a pattern of increased cancer cases. It is often difficult to determine if an increase in cancer in humans is due to exposure to a particular substance, since exposure may have occurred many years before, and people are exposed to many different substances.

Since the study of cancer in humans is difficult and requires that people be exposed to carcinogenic chemicals and possibly get cancer, chemicals are sometimes tested for carcinogenicity using laboratory animals. If animals were exposed to the low levels typical of most human exposure, many hundreds of animals would be required for only a few to get cancer. To avoid this expense, animal cancer tests use large doses of chemicals in order to be able to detect an increase in cancer in a reasonable number of animals, such as 25-50. However, animal tests are still expensive, take about three years to perform, and are often inconclusive. When an animal cancer test is positive, the risk to a small number of animals at high doses must be used to try to predict the risk to humans at much lower doses. Chemicals that cause cancer in animals are considered likely to cause cancer in humans, even if the degree of risk is uncertain.

The issue of whether there is a safe dose for a carcinogen is complex. Some scientists believe that any exposure to a carcinogen, no matter how small, carries some risk. However, at very low exposures, the risk may be so small that it cannot be distinguished from "background" (naturally occurring) risk. Most

carcinogens appear to require either exposure over a number of years or very high doses before the risk of developing cancer from exposure to them becomes of serious concern.

Mutagens

Toxic chemicals can also cause genetic damage. The genetic material of a cell consists of DNA, which is organized into genes and chromosomes. DNA contains the information that tells the cell how to function and how to reproduce (form new cells).

Some chemicals may change or damage the genes or chromosomes. This kind of change, or damage in a cell, is called a mutation. Anything that causes a mutation is called a mutagen. Mutations may affect the way the cell functions or reproduces. The mutations can also be passed on to new cells that are formed from the damaged cell. This can lead to groups of cells that do not function or reproduce the same way the original cell did before the mutation occurred.

Some kinds of mutation result in cancer. Most chemicals that cause cancer also cause mutations. However, not all chemicals that cause mutations cause cancer. Tests for the ability of a chemical to cause a mutation take little time and are relatively easy to perform. These tests are often performed on microorganisms or cell cultures. If testing shows a chemical to be a mutagen, additional testing must be done to determine whether or not the chemical also causes cancer.

Tests for the ability of a chemical to cause a mutation take little time and are relatively easy to perform. These tests are often performed on microorganisms or cell cultures. If testing shows a chemical to be a mutagen, additional testing must be done to determine whether or not the chemical also causes cancer.

Can future generations be affected?

Exposure to chemical substances may affect your children or your ability to have children. Effects of chemicals on reproduction include a decreased ability to conceive children (infertility, sterility, abnormal sperm, or a longer wait for conception), lowered sex drive, menstrual disturbances, spontaneous abortions (miscarriages), low birth weight, stillbirths, and defects in children that are apparent at birth or later in the child's development. Developmental problems detected after infancy may involve the brain or reproductive system.

Teratogens are chemicals which cause malformations or birth defects by altering the development of tissues in the fetus in the mother's womb. Other chemicals that harm the fetus are called fetotoxins. If a chemical causes health problems in the pregnant woman herself, the fetus may also be affected.

Endocrine disruptors are chemicals that can upset the balance of hormones in workers, possibly affecting reproductive function. It is believed that some endocrine disruptors may affect development of the reproductive organs of the fetus.

For purposes of regulating exposures, there is insufficient information available on the reproductive toxicity of most chemicals. In fact, most chemicals have not been tested for reproductive effects in animals. Even for those chemicals that have been tested in animals, it is difficult to predict risk in humans using animal data. Despite these data gaps, as of 2008, approximately 275 drugs and industrial chemicals are considered to be reproductive risks by the California Environmental Protection Agency.

For more information, see the HESIS booklet, *Workplace Chemical Hazards to Reproductive Health*.

What are the different forms of toxic materials?

Toxic materials can take the form of solids, liquids, gases and vapors, as well as particles of various sizes, including very small, or nanoparticles. Particles, in turn, occur as dusts, fumes, fibers, and mists. How a substance gets into the body and what damage it causes depends on the form or the physical properties of the substance.

A toxic material may take different forms under varying conditions, and each form may present a different type of hazard. For example, lead solder as wire (solid) is not hazardous because it is not likely to enter the body. If the solid solder is rubbed with a file or an abrasive, this forms small particles (dust) that may be inhaled or ingested and absorbed. If lead is heated to a very high temperature (for example, in brazing), a fume may be created; a fume consists of very small particles which are extremely hazardous as they are easily inhaled and absorbed. It is thus important to know what form or forms a given substance takes in the workplace. A description of each of the forms follows.

Solid. A solid is a material that retains its form, like stone. Solids are generally not hazardous since they are not likely to be absorbed into the body, unless present as small particles such as dust, fumes, fibers, and nanoparticles.

Liquid. A liquid is a material that flows freely, like water. Many hazardous substances are in liquid form at normal temperatures. Some liquids can damage the skin. Some pass through the skin and enter the body, and may or may not cause skin damage. Liquids may also evaporate, producing vapors or gases which can be inhaled.

Gas. A gas is a substance composed of unconnected molecules, such that it has low density and no shape of its own, like air. Gases mix easily with air (air itself is a mixture of nitrogen, oxygen, and other substances). Some gases, like carbon monoxide, are highly toxic. Others, like nitrogen, are not toxic but can displace the air in a confined space, causing suffocation due to lack of oxygen; these are called asphyxiant gases.

Vapor. A vapor is the gas form of a substance that can also exist as a liquid at normal pressure and temperature. Most organic solvents evaporate and produce vapors. Vapors can be inhaled into the lungs, and in some cases may irritate the eyes, skin, or respiratory tract. Some are flammable, explosive, and/or toxic. The terms vapor pressure and evaporation rate are used to indicate the tendency for different liquids to evaporate.

Dust. A dust consists of small solid particles in the air or on surfaces. Dusts may be created when solids are pulverized or ground. Dusts may be hazardous because they can be inhaled into the respiratory tract. Larger particles of dust are usually trapped in the nose where they can be expelled, but smaller particles (respirable dust) can reach and may damage the lungs. Some, like lead dust, may then enter the bloodstream through the lungs. Some dusts, such as grain dust, may explode when they reach high concentrations in the air.

Fume. A fume consists of very small, fine solid particles in the air which form when solid chemicals (often metals or plastics) are heated to very high temperatures, evaporate to vapor, and combine with oxygen. The welding or brazing of metal, for example, produces metal fumes.

Fumes are hazardous because they are easily inhaled, and have a large surface area in contact with body tissues. Some metal fumes can cause an illness called metal fume fever, consisting of fever, chills, and aches like the "flu." Inhalation of other metal fumes, such as lead, can cause poisoning without causing metal fume fever.

Fiber. A fiber is a solid particle whose length is at least three times its width. The degree of hazard is affected by the size of the fiber. Smaller fibers, such as asbestos, can reach the lungs and cause serious harm. Larger fibers may be trapped in the upper respiratory tract, and are expelled without reaching the lung.

Mist. A mist consists of liquid particles of various sizes which are produced by agitation or spraying of liquids. Mists can be hazardous when they are inhaled or sprayed on the skin. The spraying of pesticides and the machining of metals using metal working fluids are two situations where mists are commonly produced.

Nanoparticles. These extremely small particles, measuring 1–100 nanometers in diameter (a nanometer is 1 billionth of a meter), are engineered for useful properties that differ from ordinary materials. They include highly structured forms such as carbon nanotubes (hollow fibers), and unstructured nano-sized versions of familiar materials, such as metals. Airborne nanoparticles are easily inhaled and absorbed into the bloodstream, nervous system, and other organs. Absorption through the skin is also possible. Because of their relatively large surface area, nanoparticles have a high hazard potential relative to their weight.

What are exposure limits?

Exposure limits are established by health and safety authorities to control exposure to hazardous substances. In California the most important exposure limits are the Permissible Exposure Limits (PELs). These are set forth in California regulations. By law, California employers who use regulated substances must control exposures to be below the PELs for these substances. An employer can be cited and fined if employees are exposed over the PEL.

Exposure limits usually represent the maximum amount (concentration) of a chemical which can be present in the air without presenting a health hazard. However, exposure limits may not always be completely protective, for the following reasons:

1. Although exposure limits are usually based on the best available information, this information, particularly for chronic (long-term) health effects, may be incomplete. Often we learn about chronic health effects only after workers have been exposed to a chemical for many years, and then as new information is learned, the exposure limits are changed.
2. Exposure limits are set to protect most workers. However, there may be some workers who will be affected by a chemical at levels below these limits. For instance, employees performing heavy physical exertion breathe in more air and more airborne chemicals, and so may absorb an excessive amount.
3. Exposure limits do not take into account chemical interactions. When two or more chemicals in the workplace have the same health effects, industrial hygienists use a mathematical formula to adjust the exposure limits for those substances in that workplace. This formula applies to chemicals that have additive effects.
4. Limiting the chemical concentration in air may not prevent excessive exposure through skin contact or ingestion. Chemicals that may produce health effects as a result of absorption through the skin have an “S” designation next to their numerical value in the Cal/OSHA PEL table. Workers exposed to these chemicals must be provided with protective clothing to wear when overexposure through the skin is possible.

In California, Permissible Exposure Limits (PELs) are set by the Occupational Safety and Health Standards Board, and enforced by the Division of Occupational Safety and Health (known as DOSH or Cal/OSHA). PELs have been set for about 850 chemicals. They are periodically revised when new information on toxicity becomes available. California PELs can be the same as federal OSHA PELs, or may be more protective.

These are three types of Cal/OSHA PELs:

1. The 8-Hour Time Weighted Average (TWA) is the average employee exposure over an 8-hour period, based on chemical measurements close to the worker. The measured level may sometimes go above the TWA value, as long as the 8-hour average stays below it. Most chemicals with PELs have a TWA value. Some chemicals have Ceiling or Short-Term Exposure Limits in addition to—or instead of—TWA values.
2. The Ceiling Limit (C) is the maximum allowable level. It must never be exceeded, even for an instant.

3. The Short-Term Exposure Limit (STEL) is a level that must not be exceeded when averaged over a specified short period of time (usually 15 minutes).

When there is an STEL for a substance, exposure still must never exceed the Ceiling Limit, and the 8-hour average still must remain at or below the TWA.

Recommended exposure limits

An independent professional organization, the American Conference of Governmental Industrial Hygienists (ACGIH), recommends exposure limits. These are called Threshold Limit Values (TLVs). TLVs are reviewed and updated each year as new information becomes available, and published each year in a booklet. Suggested changes are first published as proposals and are given two years for review before being adopted by ACGIH. TLVs are not enforceable standards; however, applying them is considered by many occupational health professionals as good work practice. The Documentation of the Threshold Limit Values summarizes the information on which each TLV is based.

NIOSH, the National Institute for Occupational Safety and Health, publishes recommended exposure limits (RELs) for some chemicals. RELs are usually highly protective to health. Neither RELs nor TLVs are enforceable by Cal/OSHA.

How can exposure be measured and monitored?

Air Sampling

When toxic chemicals are present in the workplace, your exposure can be estimated by measuring the concentration of a given chemical in the air and the duration of exposure. This measurement is called air or environmental monitoring or sampling and is usually done by industrial hygienists, using various types of instruments. Laboratory analysis may be required. The air is collected from your breathing zone (the air around your nose and mouth) so that the concentrations measured will accurately reflect the concentration you are inhaling. The exposure levels calculated from this monitoring can then be compared to exposure limits for that chemical.

Biological Monitoring

Environmental monitoring is the most accurate way to determine your exposure to most chemicals. However, for chemicals that are absorbed by routes other than inhalation, such as through the skin and by ingestion, air monitoring may underestimate the amount of chemical you absorb. The levels of the chemical (or its breakdown products) in the body can sometimes be measured in the blood, urine, or exhaled air. Such testing is called biological monitoring, and the results provide an estimate of the actual dose absorbed into the body. For several substances, biological monitoring is required by law when air monitoring results are above a certain level. The American Conference of Governmental Industrial Hygienists (ACGIH) has recommended test methods, and the acceptable range of test results, for biological monitoring for some chemicals. There are approximately 50 of these Biological Exposure Indices (BEIs); they are published together with TLVs. For most workplace chemicals, however, biological monitoring is neither practical nor informative.

Practical Issues to exposure

Odor. If you smell a chemical, you are inhaling it. However, some chemicals can be smelled at levels well below those that are harmful, so that detecting an odor does not mean that you are inhaling harmful amounts. On the other hand, some chemicals cannot be smelled even at levels that are harmful.

The odor threshold is the lowest level of a chemical that can be smelled by most people. If a chemical's odor threshold is lower than the amount that is hazardous, the chemical is said to have good warning properties. One example is ammonia. Most people can smell it at 5 ppm, below the PEL of 25 ppm. It is important to remember that for most chemicals, the odor thresholds vary widely from person to person. In addition, some chemicals, like hydrogen sulfide, cause you to rapidly lose your ability to smell them; this is called olfactory fatigue. With these cautions in mind, knowing a chemical's odor threshold may serve as a rough guide to your exposure level.

Don't depend on odor to warn you. Remember that your sense of smell may be better or worse than average, that some very hazardous chemicals have no odor (carbon monoxide), some chemicals of low toxicity have very strong odors (for example, mercaptans added to natural gas), and other chemicals produce olfactory fatigue.

Taste. If you inhale or ingest a chemical, it may leave a taste in your mouth. Of course, you should not taste toxic or unknown chemicals on purpose to identify them.

Particles in Nose or Mucous. If you cough up mucous (sputum or phlegm) with particles in it, or blow your nose and see particles or discoloration, then you have inhaled some chemical in particle form. Unfortunately, most particles which are inhaled into the lungs are too small to see.

Settled Dust or Mist. If chemical dust or mist is in the air, it will eventually settle on work surfaces or on your skin, hair, and clothing. It is likely that you inhaled some of this chemical while it was in the air.
Practical clues to exposure

Immediate Symptoms. If you or your co-workers experience symptoms known to be caused by a chemical during or shortly after its use, you may have been overexposed. Symptoms might include irritation and tearing of the eyes, a burning sensation of skin, nose, or throat, and cough, dizziness, or headache.

Can you be tested for health effects to exposure?

Sometimes. Medical surveillance is a program of medical examinations and tests designed to detect early warning signs of disease. A medical surveillance program may discover small changes in health before severe damage occurs. Testing for health effects is called medical monitoring. The type of testing needed in a surveillance program depends upon the particular chemical involved. Unfortunately, medical monitoring tests that accurately measure early health effects are available only for a small number of chemicals. A complete occupational surveillance program should consist of industrial hygiene monitoring, medical monitoring, and biological monitoring when appropriate. Tests for health effects when you are already sick are not part of medical surveillance, and must be selected by your physician on a case-by-case basis.

When there is employee exposure to certain chemicals, such as asbestos, arsenic, cadmium, formaldehyde, hexavalent chromium, and lead, employers are required by Cal/OSHA regulations to establish medical surveillance programs. You have the right under Cal/OSHA regulations (CCR, Title 8, Section 3204) to see and copy your own medical records and records of exposure to toxic substances. Your employer must keep these records for at least 30 years after the end of your employment.

How can exposure be reduced?

The surest way to prevent toxic chemicals from causing harm is to minimize or prevent exposure. Below are some methods of controlling exposure.

Training

Everyone who works with toxic substances should know the names, toxicity, and other hazards of the substances they use. Employers are required by law to provide this information, along with training in how to use toxic substances safely. A worker may obtain information about a chemical's composition, physical characteristics, and toxicity from the Material Safety Data Sheet (MSDS). Under California law manufacturers are required to supply an MSDS for products that contain toxic substances. Employers obtain the MSDS when they purchase the product and must make the MSDS available to employees. Unfortunately, the precise chemical composition may be proprietary (trade secret) information, and the toxicity information on an MSDS may be incomplete and unreliable. HESIS can help you interpret the information on an MSDS.

Engineering controls

Limiting exposure at the source is the preferred way to protect workers. The types of engineering controls, in order of effectiveness, are listed below.

Substitution is using a less hazardous substance. But before choosing a substitute, thoroughly consider its physical and health hazards. For example, mineral spirits (Stoddard solvent) is less of a health hazard than perchloroethylene for dry cleaning, but is more of a fire hazard. Also consider environmental aspects such as air pollution and waste disposal.

Process or equipment enclosure is the isolation of the source of exposure, often through automation. This completely eliminates the routine exposure of workers. For example, handling of radioactive materials is often done by mechanical arms or robots.

Local exhaust ventilation is a hood or intake close to the source of exposure to capture or draw contaminated air from its source before it spreads into the room and into Engineering controls your breathing zone. All ventilation systems require careful engineering design and regular maintenance.

General or dilution ventilation is continual replacement and circulation of fresh air sufficient to keep concentrations of toxic substances diluted below hazardous levels. However, concentrations will be highest near the source, and overexposure may occur in this area. If the dilution air is not well mixed with the room air, pockets of high concentrations may exist.

Work Practices

Work practices are behaviors performed by workers in order to reduce exposures. Controlling dust dispersion by spraying water (or dust suppressant products), closing containers of volatile chemicals when not in use, and labeling containers of hazardous substances, are common and effective chemical control work practices.

Personal protective equipment

The following devices should be used only when engineering controls are not possible or are not sufficient to reduce exposure.

Respiratory protective equipment consists of devices that cover the mouth and nose to prevent substances in the air from being inhaled. A respirator is effective only when used as part of a comprehensive program established by the employer, which includes measurement of concentrations of hazardous substances, selection of the proper respirator, training the worker in its proper use, fitting of the respirator to the worker, maintenance, and replacement of parts when necessary. A health care professional must first determine whether the individual worker can wear a respirator safely.

Protective clothing includes gloves, aprons, goggles, boots, face shields, and any other materials worn as protection. It should be made of material designed to resist penetration by the particular chemical being used. Such material may be called impervious to that chemical. However, most materials do not remain impervious for very long. The manufacturer of the protective clothing usually can provide some information regarding the substances that are effectively blocked and how often replacement is necessary.

Checklist for researching toxic substances used on the job

In order to determine the health risks of substances, and to find out how to work with them safely, you need to obtain information from many sources including Material Safety Data Sheets (MSDSs), medical and monitoring records, and reference materials. The law requires your employer to make much of this information available to you. The following checklist will help you gather facts which you can use along with the information in this pamphlet to get the answers you need.

1. What is the substance? What's in it? How toxic is it? Are potential health effects acute, chronic, or both?
2. Is there evidence based on studies of animals or humans that the substance is a carcinogen? A mutagen? A teratogen or reproductive toxin?

3. How does this substance enter the body (routes of entry): inhalation, skin absorption, ingestion?
4. What is the legal exposure limit (PEL) or recommended TLV?
5. How much of the substance are you being exposed to? Has the concentration of the substance in the workplace air been tested? How long are you exposed?
6. Are you exposed to other chemicals at the same time? Can they have a combined effect?
7. What symptoms, if any, are you or your co-workers experiencing?
8. Do you have any medical conditions or take any drugs that might interact with chemicals?
9. What controls are recommended to prevent overexposure?
10. Is any type of medical testing recommended?

The glossary in this booklet explains the terms that you are likely to see when you use various reference materials to answer these questions.

Resources

Cal/OSHA (California Division of Occupational Safety and Health)

Cal/OSHA is California's workplace health and safety agency. Cal/OSHA enforces rules to protect workers. You can make a complaint or ask questions about unsafe working conditions, including toxic substances. Your name will remain confidential.

There are Cal/OSHA offices throughout the state. To find a local office, call headquarters at (510) 286-7000, link to www.dir.ca.gov/DOSH/DistrictOffices.htm, or see the blue Government Pages of your phone book under: State Government Offices, Industrial Relations Dept., Occupational Safety and Health – Cal/OSHA Enforcement. See www.dir.ca.gov for workplace health and safety rules and publications. For chemical exposure limits in general industry, see www.dir.ca.gov/title8/ac1.pdf

The Cal/OSHA Consultation Service helps employers who want free, non-enforcement help to evaluate the workplace and improve the health and safety conditions. Employers can call (800) 963-9424. www.dir.ca.gov/dosh/consultation.html

HESIS (Hazard Evaluation System and Information Service)

HESIS provides information to California workers, employers, and health professionals about the health effects of toxic substances, and ways to prevent work-related injuries and illnesses. www.cdph.ca.gov/programs/hesis

NIOSH (National Institute for Occupational Safety and Health)

NIOSH is the federal agency for education and research on occupational safety and health. Use their Topics indexes to look up chemicals, safety hazards, diseases, or occupations. (800) 356-4674 www.cdc.gov/niosh/topics

Federal OSHA (Occupational Safety and Health Administration)

Use the OSHA indexes to find information on chemicals, other hazards, or industries. www.osha.gov/SLTC/index.html

LOHP (Labor Occupational Health Program)

LOHP provides training and technical assistance to employees and labor groups on occupational safety and health in Northern California. (510) 642-5507 www.lohp.org

LOSH (Labor Occupational Safety and Health Program)

LOSH provides training and technical assistance to employees and labor groups on occupational safety and health in Southern California. (310) 794-5964 www.losh.ucla.edu

Internet Resources

The California Department of Public Health has up-to-date links to helpful, reliable information on:

- Workplace hazards
- Worker rights
- Workers' compensation
- Spanish-language resources
- Resources for employers
- Information for health care providers
- Finding workplace health and safety specialists
- Cal/OSHA regulations

www.cdph.ca.gov/healthinfo/workplace

Find HESIS and Occupational Health Branch publications, news, and project reports:

www.cdph.ca.gov/programs/ohb

Glossary

ACGIH—American Conference of Governmental Industrial Hygienists, a professional organization which recommends exposure limits (TLV, BEI) for toxic substances.

acid—A substance which dissolves in water and releases hydrogen ions (H⁺). Acids cause irritation, burns, or other tissue damage, depending on the strength of the acid, which is measured by pH.

alkali—A substance which dissolves in water and releases a hydroxyl ion (OH⁻); it has the ability to neutralize an acid and form a salt. Alkalis can be irritants or even caustic to body tissues. A solution of alkali is often described as alkaline.

allergen—A substance that can cause an allergy. Many plant materials, and some industrial chemicals, are allergens.

allergy—A reaction to a specific substance, developed by an individual's immune system. Allergies are usually experienced by a minority of people exposed to an allergen. Allergic reactions in the workplace tend to affect the skin (see dermatitis) and lung (see asthma).

ANSI—American National Standards Institute, a private organization that recommends safe work practices and engineering designs.

asphyxiant—A vapor or gas that can cause loss of consciousness and death due to lack of oxygen, or a chemical that can interfere with the body's use or transport of oxygen.

asthma—A lung disease characterized by increased reactivity of the airways to various stimuli. Symptoms include wheezing, coughing, and shortness of breath. It is a chronic inflammatory condition with acute exacerbations (periods when it is more severe). Exacerbations can be due to irritant chemicals, allergens, and other factors.

base—See alkali.

BEI—Biological Exposure Index, recommended by the ACGIH as the maximum recommended value of a substance in blood, urine, or exhaled air, at which most workers would not experience an adverse health effect. The temperature at which a liquid boils and changes rapidly to a vapor (gas) state at a given pressure. Expressed in degrees Fahrenheit (F) or Centigrade (C) at sea level pressure.

Cal/OSHA—A State of California agency which enforces worker health and safety regulations and provides consultative assistance to employers. Also known as the Division of Occupational Safety and Health (DOSH).

carcinogen—A chemical or physical agent capable of causing cancer. Such an agent is often described as carcinogenic. The ability to cause cancer is termed carcinogenicity. Words having similar meaning include oncogenic and tumorigenic.

CAS number—The Chemical Abstracts Service Registry Number is a numeric designation which is given to identify a specific chemical compound.

caustic—Something alkaline that strongly irritates, corrodes, or destroys living tissue.

ceiling limit—The maximum concentration of a material in air that must never be exceeded, even for an instant.

cell—The structured unit of which the body's tissues are made. There are many types of cells, such as nerve cells, muscle cells, blood cells. Each type of cell performs a special function.

chromosome—The part of a cell that contains genetic material (see gene).

combustible—Able to catch on fire and burn. The National Fire Protection Association and the U.S. Department of Transportation generally define a "combustible liquid" as having a flash point of 100 F° (37.8 C°) or higher (see also, flammable).

concentration—The amount of a specific substance mixed into a given volume of air or liquid. For workplace exposures, concentration usually refers to the amount of a toxic substance mixed into air.

corrosive—A chemical that causes visible destruction or irreversible alterations in human skin tissue, or other material, at the place of contact.

cubic meter (m³)—A metric unit of volume, commonly used when expressing concentrations of a chemical in a volume of air. One cubic meter equals 35.3 cubic feet or 1.3 cubic yards. One cubic meter also equals 1000 liters or one million cubic centimeters (cc).

decomposition—Breakdown of a chemical into simpler parts, compounds, or elements.

dermal—Refers to the skin.

dermatitis—Inflammation of the skin; redness (rash) and often swelling, pain, itching, cracking. Dermatitis may be caused by an irritant or allergen, or by other factors.

dose—The amount of a chemical that enters, or is absorbed by, the body. Dose is usually expressed in milligrams of chemical per kilogram of body weight (mg/kg).

edema—A swelling of body tissues due to water or fluid accumulation.

endocrine disruptors—Substances that change the way natural hormones are produced or work in our bodies to maintain a balanced internal environment, including growth and development, reproduction, behavior, and other functions. When normal hormonal balance is changed, birth defects, reduced fertility, behavioral problems, cancer, and other adverse health effects are possible.

epidemiology—The scientific study of the pattern of disease in a population of people.

evaporation—The process by which a liquid is changed into a vapor and mixed into the surrounding air.

evaporation rate—The rate at which a liquid is changed to a vapor; usually compared to the rate of another substance that evaporates very quickly, such as ether.

explosive limits—The range of concentrations (% by volume in air) of a flammable gas or vapor that can result in an explosion from ignition. Usually given as Upper and Lower Explosive Limits (UEL and LEL).

exposed, exposure—Being in a position of risk from a chemical or other hazard. The noun exposure often refers to a chemical to which a person is exposed.

Flammable—Catches on fire easily and burns rapidly. The National Fire Protection Agency and the U.S. Department of Transportation define a flammable liquid as having a flash point below 100 F° (37.8 C°).

flash point—The lowest temperature at which a liquid gives off enough flammable vapor to ignite and produce a flame when an ignition source is present.

gene—The part of the chromosome that carries a particular inherited characteristic.

g—Gram, a metric unit of mass. One U.S. ounce equals 28.4 grams; one U.S. pound equals 454 grams. There are 1000 milligrams (mg) in one gram.

IDLH—Immediately Dangerous to Life or Health. Describes an environment which is very hazardous due to a high concentration of toxic chemicals or insufficient oxygen.

ignition temperature—The lowest temperature at which a substance will catch on fire and continue to burn.

incompatible—Materials which could cause dangerous reactions, such as fire or explosion, from direct contact with one another.

industrial hygienist—An occupational health professional who can recognize, assess, and control workplace health hazards.

inflammation—When tissues are injured by chemicals or other causes, they usually respond by swelling, reddening, and leaking fluids. This is called the inflammatory response. Although inflammation can help defend the body and promote healing, excessive or chronic inflammation can cause additional health problems.

ingestion—Taking in and swallowing a substance through the mouth.

inhalation—Breathing in a substance.

irritant—A substance which can cause an inflammatory response or reaction of the eye, skin, or respiratory system.

kg—Kilogram, a metric unit of mass, equal to 1000 grams. Also equal to approximately 2.2 pounds.

latency—The time between exposure and the first appearance of an effect.

LEL—Lower Explosive Limit (see Explosive Limits).

LC50 , LC₅₀—(Lethal Concentration-50%) A concentration of chemical in air that will kill 50% of the test animals inhaling it. It is a rough measure of acute toxicity by inhalation.

LD50, LD₅₀—(Lethal Dose-50%) The dose of a chemical that will kill 50% of the test animals receiving it. The chemical may be given by mouth (oral), applied to the skin (dermal), or injected (parenteral). It is a rough measure of acute toxicity.

liter—A metric unit of volume. One U.S. quart is about 0.9 liter. One liter equals 1000 cubic centimeters.

melting point—The temperature at which a solid substance changes to the liquid state.

mg/kg—A way of expressing dose: milligrams (mg) of a substance per kilogram (kg) of body weight.

mg/m³—A measure of concentration: weight of substance (mg) in a volume of air (m³), often used to express PELs and TLVs, or to report air sampling results.

mg—Milligram, a metric unit of mass. One gram equals 1000 mg. One U.S. ounce equals 28,375 mg.

mmHg—A unit of measurement for pressure, expressed in millimeters (mm) of liquid mercury (Hg) in a tube apparatus. At sea level, the earth's atmosphere exerts 760 mmHg of pressure.

monomer—See polymerization.

MSDS—Material Safety Data Sheet, a form which lists the properties and hazards of a product or a substance.

MSHA—Mine Safety and Health Administration, an agency in the U.S. Department of Labor which regulates safety and health in the mining industry.

mutagen—A chemical or physical agent able to change or damage the genetic material in cells.

NFPA—National Fire Protection Association. NFPA has developed a scale of 0 (no hazard) to 4 (severe hazard) for rating the severity of fire, reactivity, and health hazards of latency substances. The ratings are often displayed in a divided diamond shape.

NIOSH—National Institute for Occupational Safety and Health, a federal agency which conducts research on occupational safety and health questions. NIOSH tests and certifies respirators.

odor threshold—The lowest concentration of a substance in air that can be smelled. For a given chemical, different people usually have very different odor thresholds.

organic chemicals—A large, important class of chemical compounds. The molecules of organic compounds contain carbon atoms. (Not related to organic agriculture.)

OSHA—Federal Occupational Safety and Health Administration, an agency in the U.S. Department of Labor which establishes workplace safety and health regulations. Many states, including California, have their own OSHA programs. State OSHA programs are monitored by federal OSHA to ensure they are "at least as effective" as the federal OSHA program.

PEL—Permissible Exposure Limit, a maximum allowable exposure level under OSHA or Cal/OSHA regulations.

pH—Expresses how acidic or how alkaline a solution or chemical is, using a scale of 0 to 14. For example, a pH of 1 indicates a strongly acidic solution, a pH of 7 indicates a neutral solution, and a pH of 14 indicates a strongly alkaline solution.

polymerization—A chemical reaction in which small molecules (monomers) combine to form much larger molecules (polymers) such as plastics. A hazardous polymerization is a reaction that occurs at a fast rate, and releases large amounts of energy. Many monomers are toxic in the liquid and vapor states, but form much less toxic polymers.

ppb—Parts per billion, a measure of concentration, such as parts of a chemical per billion parts of air or water (one thousandth of one ppm).

ppm—Parts per million, a measure of concentration, such as parts of a chemical vapor or gas substance per million parts of air. PELs and TLVs are often expressed in ppm.

psi—Pounds per square inch, a unit of pressure. At sea level, the earth's atmosphere exerts 14.7 psi.

pulmonary edema—Filling of the lungs with fluid, which produces coughing and difficulty breathing.

reaction—A chemical transformation or change.

reactivity—The ability of a substance to undergo a chemical reaction, such as combining with another substance. Substances with high reactivity are often hazardous, due to the generation of pressure, heat, or toxic products.

reproductive— Refers to the ability of males and females to produce healthy offspring.

respirator—A device that a person wears to reduce inhalation of hazardous substances.

respiratory—Refers to breathing.

solubility—The degree to which a chemical can dissolve in a solvent, forming a solution.

solution—A mixture in which the components are uniformly dispersed. All solutions consist of some kind of a solvent (such as water or other liquid) which dissolves another substance, usually a solid.

solvent—A substance, usually a liquid, into which another substance is dissolved. Often refers to organic solvents, not to water.

STEL—Short-Term Exposure Limit, the maximum average concentration allowed for a continuous 15-minute exposure period.

teratogen—Something that can increase the risk of birth defects in humans or animals. The ability to cause birth defects is called teratogenicity.

TLV—Threshold Limit Value, an exposure limit recommended by the ACGIH.

trade name—The trademark name or commercial name given to a product by its manufacturer or supplier. The trade name on the product label should be on the MSDS.

TWA—Time Weighted Average, the average concentration of a chemical in air over the total exposure time, usually an 8-hour work day.

UEL—Upper Explosive Limit. See Explosive Limits.

vapor pressure—A measure of the tendency of a liquid to evaporate and become a gas; usually expressed in mmHg. The higher the vapor pressure, the greater the tendency of the substance to evaporate.

volatility—A measure of how quickly a substance forms vapors at ordinary temperatures. The more volatile the substance is, the faster it evaporates, and the higher the concentrations of vapor in the air.

On the Web...

Do you want to learn more about workplace health and safety?

The California Department of Public Health has up-to-date links to helpful, reliable information on:

- Workplace hazards
- Worker rights
- Workers' compensation
- Spanish-language resources
- Resources for employers
- Information for health care providers
- Finding workplace health and safety specialists
- Cal/OSHA regulations

www.cdph.ca.gov/healthinfo/workplace

Find HESIS and Occupational Health Branch publications, news, and project reports:

Hazard Evaluation System and Information Service, HESIS
 Occupational Health Branch
 California Department of Public Health
 (510) 620-5757
 CA Relay Service: (800) 735-2929 or 711

www.cdph.ca.gov/programs/ohb

2.3 TRAINING MATERIALS

Artificial Fingernail Products Brochure A Guide to Chemical Exposure in the Nail Salon

State of California
 Gray Davis, Governor
 Department of Health Services
 Department of Industrial Relations
 Stephen J. Smith, Director

Hazard Evaluation System and Information Service
 850 Marina Bay Parkway, Building P, 3rd Floor
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CONTENTS

Introduction

How to identify hazardous chemical ingredients

How can the chemicals in artificial nail products enter and affect your body?

Are there tests for possible health effects of exposure?

What are the legal exposure limits?

How can your exposure be controlled?

What is the concern about methyl methacrylate? How can ultraviolet (UV) lamps be used safely?

Is a chemical's odor a good warning of hazard? Where can you get more information?

Appendix 1: Types of artificial nail products

Appendix 2: Nail products, components, and chemicals

Appendix 3: Nail product ingredients and their health effects

Appendix 4: The glycol ethers known to cause birth defects or infertility in test animals

Appendix 5: Sample letter for requesting Material Safety Data Sheets

INTRODUCTION

Without chemicals there would be no artificial fingernails. Some of the chemicals found in artificial nail products can be harmful to your health. However, you can still do nail work safely if you take steps to protect yourself.

This booklet tells you how to work safely with artificial nail products. It explains how to find out what chemicals are in the products you use and describes the typical chemical ingredients of the more common products. This booklet also lets you know how those ingredients can affect your health, and suggests some measures you can take to reduce your exposure.

HOW TO IDENTIFY HAZARDOUS CHEMICAL INGREDIENTS

The products you use as a manicurist or nail technician are made up of many different chemicals.

Whether you do your artificial nail work as part of a large business, rent a station within a small shop, or work at home, you need to know the ingredients of the products you are using.

Getting information about the chemical contents of products can be difficult. The labels on bottles and jars don't always tell you much. The companies that make artificial nails don't have to publish the formulas they use. This information may be considered a "trade secret" and be carefully guarded so that no rival can get it. How can you find out what chemicals are in the products you use?

Your Right To Know

The California Hazard Communication Standard (GISO 5194) gives you the right to know the health and safety hazards of the products you use on the job. This standard requires chemical manufacturers and importers to provide hazard information to employers by means of Material Safety Data Sheets (MSDSs). It is the employer's responsibility to obtain the MSDSs from the manufacturer or the distributor and to make them readily available to employees. These laws are enforced by California's Division of Occupational Safety and Health (Cal/OSHA).

Material Safety Data Sheets

An MSDS should list the hazardous ingredients of a product, discuss any health and safety hazards, and suggest ways to use the product safely. The MSDS should also tell you about any fire and explosion hazards, first aid, and procedures for cleaning up leaks and spills.

If you think you are exposed to a chemical which might be affecting your health, ask your supervisor for the MSDS for that product. If you are self-employed or if you are an employer, ask your supplier or manufacturer for the MSDS. Appendix 5 provides an example of a letter requesting MSDSs. Be sure to list the products you want MSDSs for.

Sometimes MSDSs can be hard to understand. They can also be incomplete or just plain wrong. If you have difficulty getting an MSDS, or come across an MSDS that you don't understand, or that you think may be wrong, contact your local Cal/OSHA office listed previously.

Worker Education Program

In addition to an MSDS, employers are required to have an education program to tell employees how to work safely with toxic substances.

This pamphlet is an aid for worker training. It does not take the place of an MSDS or a written education program.

Trade Secrets

Under the Hazard Communication Standard, manufacturers can withhold certain ingredient information as trade secrets. This right sometimes prevents a product's user from learning exactly what the ingredients are. However, there is a limit to this right of the manufacturer. By law, the company must give a complete list of ingredients to any physician or other health professional who is calling in regard to a patient. In these circumstances, health professionals are required to keep the ingredient information confidential and cannot share it with you.

Kinds of Chemicals Present in Artificial Nail Products

The type of artificial nail product you use is a clue to the chemicals found in it. Most artificial nail products belong to a few product types: acrylics, gels, fiberglass, porcelain, tips, and wraps. Most brands within a specific product type are likely to contain similar chemicals and involve similar exposures.

Appendices 1 and 2 briefly describe the various types of artificial nail products and list many of the chemicals typically found in them. However, you still need to read the label and get an MSDS in order to be certain about the ingredients of the brands you use.

HOW CAN THE CHEMICALS IN ARTIFICIAL NAIL PRODUCTS ENTER AND AFFECT YOUR BODY?

The chemicals in artificial nail products can enter your body through the air you breathe, through your skin, or through your digestive system if you accidentally swallow them. Whether they affect your health depends on several factors:

- The kinds of harm a specific chemical can cause;
- How the chemicals enter your body;
- The amount of the chemicals in the air or on your skin; and
- How often and how long you are exposed to the chemicals.

Chemicals can have either local or systemic effects. Local effects are effects which occur in the area of contact with a chemical. Irritation of the eyes, nose, throat, or skin is an example of a local effect. Systemic effects are effects which can occur if a chemical is absorbed into the bloodstream, so that it can reach and affect other parts of the body. The dizziness, headaches, and nausea caused by many solvents are examples of systemic effects.

The most common health effects caused by the chemicals in artificial nail products are described below. Some of the chemicals which can cause these effects are listed in Appendix 3.

Skin

Artificial nail products can irritate your skin and cause a rash called *irritant dermatitis* (usually just known as dermatitis). Symptoms of dermatitis include dryness, flaking, and cracking of the skin. If you have dermatitis, your skin is more likely to develop infections and to be penetrated by chemicals. Some of the chemicals which can cause dermatitis are acetone, toluene, ethyl ether, and methacrylic acid. Dermatitis gradually heals when exposure to the irritant stops.

If your skin comes into repeated contact with certain of the chemicals in nail products, you may develop allergic *contact dermatitis*. This allergic reaction is similar to the reaction caused by poison oak. It results in redness, itching, hives, and sometimes blisters. Products which contain the methacrylates, formaldehyde, or benzoyl per-oxide are the ones most likely to cause allergic contact dermatitis.

Once you have developed an allergy to a chemical, exposure to even a tiny amount can cause an allergic reaction. It usually takes 6 to 24 hours for a rash to develop. If your allergic dermatitis is severe, you may no longer be able to work with the chemicals that caused it. A doctor can test you to see if you have allergic dermatitis. (See "Are there tests for possible health effects of exposure?")

Some products can cause an allergic reaction of the finger-nail. This reaction is uncommon and is unlikely to occur unless you have your own nails done. The nail plate may thicken and separate from the nail bed. Some parts may become white and discolored. Bleeding may occur under the nail plate, showing up as dark areas as small as a pin-point or large enough to cover the nail bed. Although these effects usually heal completely, it may take weeks or months. In extreme cases, the natural nail may have to be removed.

Eyes

Eye contact with vapors and airborne dusts can cause irritation and redness, burning, itching, or discomfort. Your eyes may water and your vision may briefly become distorted. Once you stop being exposed, these effects usually go away fairly quickly. Chemicals which can cause these effects include acrylates (ethyl methacrylate, butyl methacrylate, isobutyl methacrylate, methacrylic acid, and ethyl cyanoacrylate), and many solvents, such as methyl ethyl ketone and acetone.

Nose, Throat and Lungs

These same chemicals can also irritate your nose, throat, and lungs. Symptoms include irritation or soreness of the nose and throat, hoarseness, coughing, lung congestion, chest tightness, and shortness of breath. Cigarette smoking can worsen these symptoms. These effects are temporary and should disappear soon after exposure to an irritating vapor ends.

Chronic bronchitis can result from repeated exposure to irritant chemicals. Symptoms of this condition include lung congestion, cough with phlegm, difficulty in breathing, and greater susceptibility to respiratory infections.

Repeated exposure to certain chemicals found in some artificial nail products can cause allergic reactions in the respiratory tract. One type of allergy mainly affects the nose and throat, causing sneezing and other symptoms similar to hay fever. Another type of allergic reaction affects the lungs, causing asthma. Symptoms of asthma include difficulty breathing, wheezing, coughing, shortness of breath, and tightness in the chest. Once you have become sensitized to a chemical, very small amounts of that chemical can cause an allergic reaction.

Exposure to irritant chemicals that would not affect most people can provoke an asthma attack in a person who already has asthma.

Methyl methacrylate dust can cause asthma. All of the other acrylates (methacrylates and methacrylic acid) and ethyl cyanoacrylates can cause asthma.

Nervous System

Breathing in the vapors of certain chemicals can affect your brain the same way as drinking too much alcohol does. The technical term for this intoxication is central nervous system (CNS) depression. Overexposure to these vapors can cause headaches, nausea, and dizziness as well as making you feel irritable, confused, or drunk. These feelings should go away soon after you stop working with the chemicals.

Many of the chemicals which cause these effects are organic solvents. Some organic solvents often found in nail products are methyl ethyl ketone, acetone, toluene, xylene, and ethyl ether. Large amounts of vapors from the methacrylates can also cause the same problems.

Can These Chemicals Cause Cancer?

Most of the substances used in artificial nail products have not been adequately tested to see whether they can cause cancer. Methylene chloride and formaldehyde, two chemicals occasionally found in artificial nail products, cause cancer in test animals. It is not known whether they can cause cancer in people. Products that contain these substances should be avoided.

Benzoyl peroxide, a common ingredient of acrylic and porcelain products, causes cancer when large doses are painted on the skin of laboratory animals. It is not known whether it can cause cancer in people. However, the amount of benzoyl peroxide in nail products is very small, and very little of the chemical comes into contact with the skin. It is not expected to be a health problem.

Fiberglass dust is created when you file or grind wraps made of fiberglass. Some recent studies have suggested that fiberglass *fibers* can cause lung cancer. However, the dust from grinding fiberglass wraps probably does not contain many fiberglass *fibers*, and is probably not dangerous.

Reproductive System

Most of the chemicals found in artificial nail products have not been adequately tested to find out whether they could harm a developing baby or affect the fertility of either men or women. The little information that is available is largely based on studies of test animals. There is almost no information from studies of humans.

Here are some of the facts that are known:

Solvents: Organic solvents are used in artificial nail products to keep them in liquid form. These chemicals can be absorbed into the body of the mother by inhalation of their vapors or by skin contact with the liquid. Once absorbed, most organic solvents can reach the fetus or enter breast milk.

Organic solvents can probably affect the fetus or the nursing infant in much the same way as they affect the woman. The solvents used in artificial nails can affect the brain. Levels of exposure that affect the mother are also likely to similarly affect the fetus. We recommend that pregnant and nursing women minimize their exposure to organic solvents, just as they should minimize their exposure to alcohol, tobacco, and other drugs. Some specific solvents you should know about are:

Glycol ethers: Certain glycol ethers cause birth defects in test animals. They also damage the testes of male laboratory animals. Recent studies of exposed workers indicate that glycol ethers can reduce sperm counts in men. These effects can occur at low exposure levels that have no other health effects, so you can be exposed to harmful levels of the glycol ethers without any immediate warning symptoms. Glycol ethers are occasionally found in artificial nail products. Appendix 4 on page 26 lists the glycol ethers for which there is evidence of effects on human or animal reproduction. Not all glycol ether compounds have been adequately tested. **Do not use products which contain the glycol ethers listed in Appendix 4.**

Ethyl alcohol: This is the alcohol found in liquor. Ethyl alcohol has caused birth defects and nervous system damage in children of women who drank only moderately during pregnancy. However, it is very unlikely that the levels of alcohol vapors that you are exposed to at work are high enough to harm an unborn child.

Toluene: Toluene has been reported to cause birth defects and nervous system damage in the children of mothers who abused toluene by glue-sniffing during their pregnancy. However, such effects are not likely to occur unless exposures are high enough to make the mother feel dizzy or sick.

Acetonitrile: Many artificial nail removers are almost pure acetonitrile, a very toxic chemical. Acetonitrile can cause birth defects in animals exposed to large amounts. It is absorbed very quickly through human skin. For your own health and for the health of your customers, you should try to avoid using nail removers made of acetonitrile.

Methacrylates: Exposures high enough to cause sickness or death in lab animals also cause birth defects. The effects in human beings are not known, but we do not expect harm to pregnancy at levels likely to be found in cosmetology shops.

Can You Work Safely During Pregnancy?

In general, if you feel well while you are working with artificial nail products and you are not experiencing any symptoms related to their use, there is no reason to think that your workplace exposures will harm your baby. However, the surest way to prevent chemicals from harming you or your unborn children is to minimize your exposure. You should read the section "How can your exposure be controlled?", and take steps to keep your exposure low.

If you have symptoms that suggest that your use of artificial nail products is affecting your health, you need to take steps to reduce your exposure, for your baby's sake as well as your own. These steps are described in the section "How can your exposure be controlled?"

ARE THERE TESTS FOR POSSIBLE HEALTH EFFECTS OF EXPOSURE?

The chemicals found in artificial nail products do not stay in your body very long. There is no test that can determine the overall amount of "chemicals" that your body has absorbed. There are tests for only a few of the specific chemicals to which you may be exposed. We do not recommend that these tests be used on a routine basis.

If you think you may have allergic dermatitis or asthma, see your doctor. The specific chemical to which you are allergic needs to be identified so that you can avoid products which contain it. Dermatologists and allergists can do patch testing to identify the chemicals to which your skin is allergic. This test involves placing patches containing the suspected materials on the skin and watching for signs of an allergic reaction. Inhalation challenge testing can be performed by a pulmonary specialist to diagnose occupational asthma and identify the chemicals which caused it.

WHAT ARE THE LEGAL EXPOSURE LIMITS?

Cal/OSHA regulates exposure to chemicals in the workplace. Cal/OSHA sets Permissible Exposure Limits (PELs)- eight-hour average air concentrations up to which a worker can be legally exposed. There are PELs for many of the chemicals found in artificial nail products. Some of these PELs are listed in Table I.

Your employer is required to protect you from being exposed to levels of any chemical above its PEL. If you are self-employed and have no employees, you are not covered by these regulations. However, for the sake of your own health, it would be wise to follow them.

If you think that you may be overexposed, talk to your employer. Your employer should have an industrial hygienist or other knowledgeable person measure the levels of the chemicals in your workplace air. If you are self-employed, these measurements are your responsibility. Information on how these measurements are done may be available from your local Cal/OSHA Consultation office.

If your employer tests the air in your workplace for chemicals, Cal/OSHA regulation *G/ISO 3204* gives you the right to see and copy the results of those measurements. You also have the right to see and copy your medical records or to file a complaint against your employer for any violations of Cal/OSHA health and safety regulations.

Table 1

Cal/OSHA Permissible Exposure Limits for Some Chemicals Found in Artificial Nail Products

Chemical	Cal/OSHA Permissible Exposure Limit
acetone	750 ppm
acetonitrile	40 ppm
benzoyl peroxide	5 mg/m ³
ethyl acetate	400 ppm
ethyl ether	400 ppm
hydroquinone	2 mg/m ³
methacrylic acid	20 ppm
4-methoxyphenol	5 mg/m ³
methylene chloride	25 ppm
methyl ethyl ketone	200 ppm
titanium dioxide	10 mg/m ³
toluene	50 ppm
1, 1, 2-trichloro-1,2,2-trifluoroethane	1000 ppm
Chemicals found in artificial nail products for which there are no PELs include: butyl methacrylate dimethyl p-toluidine ethyl cyanoacrylate ethyl methacrylate ethylene glycol dimethacrylate isobutyl methacrylate	
Note: One ppm is one part of chemical per million parts of air, by volume. One mg/m ³ is one milligram (mg) of chemical per cubic meter (m ³) of air. An adult inhales about one cubic meter of air in an hour.	

HOW CAN YOUR EXPOSURE BE CONTROLLED?

There are many ways to reduce or eliminate exposures.

Substitution

Replace products containing harmful chemicals with safer ones. The wide variety of artificial nail products on the market today gives you many choices. Try to find a product that does not produce irritating vapors or damage your skin. Avoid products that contain glycol ethers. Look for a nail remover that does not contain acetonitrile.

Engineering Controls

Install ventilation systems which keep the air you breathe clean of contaminants. When properly designed and installed, local exhaust systems (such as vented table systems) capture and remove contaminants before they reach the air you breathe. The ventilation system should be designed to vent contaminated air to the outside, not inside the shop; otherwise, the system should have a char-coal filter and a dust filter which should both be changed frequently. Ordinary dust filters do not remove toxic vapors from the air.

If local exhaust systems are not in place, it is especially important to have good room ventilation systems which bring in fresh, outside air. Table-top fans which simply blow vapors and dusts around a room are not adequate.

Work Practices

Keep containers closed when not in use. Special dispensers are available which let you wet brushes without overexposing yourself.

Personal Protective Equipment

If using a local exhaust system is not practical, wear a dust mask to reduce your inhalation of the different dusts created by filing and sanding nails made of fiberglass, acrylates, and other materials. However, dust masks do not protect against vapors. It would require a vapor cartridge respirator or "gas mask" to provide protection from vapors.

WHAT IS THE CONCERN ABOUT METHYL METHACRYLATE?

The Food and Drug Administration banned the use of methyl methacrylate (MMA) in artificial nail products in 1974. MMA was banned because it caused severe irritation and allergic dermatitis in both customers and manicurists.

Despite the ban, MMA is still in use illegally. A 1982 study found that MMA was used in eight of 29 artificial nail products. A 1986 study still found MMA in the air of some nail salons. Because MMA is approved for use in dental manufacturing, it can still be found.

Do not use MMA instead of the liquid in your acrylic products. Prolonged skin contact with MMA can cause tingling, numbness, and whitening of the fingers. It causes skin allergy in many people. An allergy to MMA can make you allergic to the other methacrylates as well. If you develop a severe skin allergy, you may have to stop working with artificial nail products.

Protect your career, your health, and the health of your clients by using only the materials supplied by the manufacturers of your products. And remember to check any product you use to be sure it doesn't contain methyl methacrylate.

HOW CAN ULTRAVIOLET (UV) LAMPS BE USED SAFELY?

The lamps used in UV-gel systems generate UV-A light. The type of ultraviolet light especially associated with sunburn, premature aging of the skin, skin cancer, and eye damage is UV-B light. Exposure to UV-A light is generally much less hazardous. If used correctly, UV-A lamps are generally considered safe.

To use your UV lamps safely, follow the manufacturer's guidelines. Some lamps come with special filters to block out the UV rays that can harm your eyes or skin. Check to make sure the filters are properly placed. Do not look directly at the UV lamps when they are turned on, and discourage your clients from doing so.

UV-gel systems require 5-20 minutes of ultraviolet light exposure to activate the curing process that turns the gel to a solid nail. The brief and intermittent nature of this exposure further reduces any health hazard.

In some UV-gel systems, only the nails are exposed to the curing light, so that there is practically no exposure except of the hand itself.

Photosensitivity

Some creams, medications, or other preparations can cause a person to become photosensitive. People who are photosensitive may suffer a severe "sunburn" from even a brief exposure to UV light. If you are using a medication that is a photosensitizer, see your doctor before using UV gels.

IS A CHEMICAL'S ODOR A GOOD WARNING OF HAZARD?

No. Many chemicals used in artificial nail products have a strong smell at levels well below those which cause harm. Other chemicals have very little smell. Measuring the amount of a substance in the air is the only reliable way to determine an exposure level and the degree of hazard.

A strong smell by itself can cause headaches or nausea, even if the substance is not dangerous. It is very difficult to distinguish between a headache caused by central nervous system effects and one caused simply by odor. Pregnant women are sometimes especially sensitive to odor.

WHERE CAN YOU GET MORE INFORMATION?

Request our publications. HESIS publishes booklets and fact sheets which are available free. Some publications are available in Spanish or other languages. For copies of any of our publications or our publications list, call our publications message service at 866/624-1586 and leave your name, address, phone number, and the names of the publications you want to receive.

Ask us a question. This booklet contains information on the chemicals commonly found in artificial nails products. If you have questions not covered in this booklet, call us for more information. Please phone HESIS toll free at 866-282-5516.

Contact Cal/OSHA. Employees who need information or assistance concerning workplace health and safety regulations, or who want to file a complaint, can contact the nearest office of Cal/OSHA:

Anaheim	San Bernardino
Chico	San Diego
Concord	San Francisco
Eureka	San Jose
Fresno	San Mateo
Los Angeles	Santa Rosa
Modesto	Torrance
Oakland	Van Nuys
Pico Rivera	Ventura
Redding	West Covina
Sacramento	
For the address and telephone number of the Cal/OSHA office nearest you, look in the government section near the front of the telephone book, under "California, Department of Industrial Relations, Division of Occupational Safety and Health."	

Use the Cal/OSHA Consultation Service. Employers who want free assistance to evaluate and improve work-place health and safety may contact the Cal/OSHA Consultation Service at 1-800-963-9424 or:	
Anaheim	(714) 935-2750
Fresno	(209) 454-1295
Oakland	(510) 622-2891
Sacramento	(916) 263-2855
San Bernardino	(909) 383-4567
San Diego	(619) 467-4048
Santa Fe Springs	(562) 944-9366
Van Nuys	(818) 901-5754
In a Medical Emergency: Dial 9-1-1. Always keep Material Safety Data Sheets handy. The person taking your call will need to know the chemical ingredients. MSDSs also frequently have emergency numbers so that emergency personnel can contact the manufacturer if they need more information.	

Appendix 1 Types of Artificial Nail Products

Artificial nails products can be grouped into five main types, which are described below. Appendix 2 lists some of their typical chemical ingredients.

Acrylic Systems

In acrylic systems, powdered polymer and liquid mono-mer are mixed together. The powder and liquid react to form a plastic paste. This paste is smoothed onto the nail, where it "cures," or hardens, at room temperature. Some-times benzoyl peroxide is included to make the plastic harden faster.

A tiny amount (1% to 2%) of the liquid monomer remains unreacted after curing. In sensitized individuals, this remaining monomer can cause the allergic reaction of the fingernail described previously.

“Porcelain” Nails

Porcelain nails are like acrylic nails, except that they use a finely ground, glass-like material in the powder.

Porcelain nails were popular many years ago, but became "illegal" when methyl methacrylate, a chemical then used as an ingredient, was banned by the Food and Drug Administration. (See "What is the concern about methyl methacrylate?" previously described.

Since then, new formulas without methyl methacrylate have been designed, and porcelain nails are regaining popularity.

Gel Systems

In gel systems, layers of resin are applied to the nail; these layers combine to form a solid nail. There are several different kinds of gels; all of them harden when exposed to light. The original formulas were hardened with ultraviolet light; newer ones harden under ordinary room lighting (called "white light"). Some gel systems use layers of different resins, while others use layers of a single resin.

Wraps

Fiberglass, linen, and silk wraps are all based upon the same process. A fabric mesh is fixed in place with an adhesive; then a sealant is applied to help keep out moisture and discourage lifting.

Tips

Nails can be extended by applying plastic nail shapes of varying lengths to the natural nail plate. These extensions are called "tips." Sometimes they cover the nail from the cuticle to the end, but, more frequently, they are applied midway down the nail plate. A cyanoacrylate glue is used to adhere the plastic shape to the nail. Acrylics, gels, or wraps may then be applied to smooth and strengthen the final form. The entire shape is then sanded and filed to the desired shape and length.

Appendix 2

Nail Products, Components, and Chemicals

See Appendix 3 for a description of the health effects of the chemicals listed below.

Nail Product	Component	Chemical
ACRYLICS	liquid	ethyl methacrylate butyl methacrylate isobutyl methacrylate ethylene glycol dimethacrylate 4-methoxyphenol dimethyl p-toluidine
	powder	Poly (ethyl/methyl) methacrylate benzoyl peroxide titanium dioxide
	primer	methacrylic acid (2-methyl-2-propenoic acid) methyl ethyl ketone (MEK) hydroquinone (HQ) 4-methoxyphenol
TIPS	adhesive	ethyl cyanoacrylate ethylene glycol dimethacrylate
	adhesive remover	acetone ethyl ether 1, 1,2-trichloro-1,2,2-trifluoroethane

PORCELAIN	liquid	ethyl methacrylate butyl methacrylate
	powder	poly(ethylmethacrylate) glass-like "porcelain" material (silica)
	primer	methacrylic acid hydroquinone (HQ)
WHITE-LIGHT GELS	gel	acrylic oligomers acrylic monomers modified cellulose photo-initiators amine co-initiators titanium dioxide
WRAPS		
fiberglass	fabric overlay	fiberglass
	adhesive	information not available
Silk/linen	fabric	silk fibers linen fibers cotton fibers nylon fibers
	adhesive	ethyl cyanoacrylate
snakeskin	adhesive	ethyl cyanoacrylate
SOLID GOLD NAILS	adhesive	neoprene ethyl acetate toluene methylene chloride
	adhesive remover	acetone ethyl ether 1, 1,2-trichloro-1,2,2-trifluoroethane

Appendix 3 Nail Product Ingredients And Their Health Effects

Each chemical found in an artificial nail product can affect your health differently if you are over-exposed to it. If you work with a chemical listed below, use this table to find out some of its more important potential health effects.

ENT = Eye, Nose, and Throat

CNS (Central Nervous System) depression= headache, nausea, dizziness, and drowsiness, similar to alcohol in-toxication.

Chemical	Health Effects
acetone	ENT irritation CNS depression dermatitis
acetonitrile	reproductive
benzoyl peroxide	allergic dermatitis cancer in animals
butyl methacrylate	ENT irritation CNS depression allergic dermatitis
dimethyl p-toluidine	ENT irritation
dimethyl p-toluidine	ENT irritation
ethyl acetate	ENT irritation dermatitis CNS depression
ethyl alcohol	CNS depression
ethyl cyanoacrylate	ENT irritation asthma
ethylene glycol dimethacrylate	no information

ethyl ether	CNS depression dermatitis
ethyl methacrylate	ENT irritation CNS depression allergic dermatitis
fiberglass	cancer in animals
formaldehyde	allergic dermatitis asthma cancer in animals
hydroquinone	ENT irritation allergic dermatitis
isobutyl methacrylates	ENT irritation CNS depression allergic dermatitis
methacrylic acid	ENT irritation dermatitis
4-methoxyphenol	dermatitis
methylene chloride	CNS depression cancer in animals
methyl ethyl ketone	ENT irritation CNS depression
neoprene	dermatitis
titanium dioxide	lung irritation
toluene	CNS depression dermatitis reproductive
1, 1,2-trichloro- 1,2,2-trifluoroethane	dermatitis CNS depression
xylene	CNS depression reproductive

Appendix4

The Glycol Ethers Known to Cause Birth Defects Or Infertility In Test Animals

Common name	Synonyms
ethylene glycol methyl ether	EGME 2-methoxyethanol Methyl Cellosolve®
ethylene glycol methyl ether acetate	EGMEA 2-methoxyethyl acetate Methyl Cellosolve Acetate®
ethylene glycol ethyl ether	EGEE 2-ethoxyethanol Cellosolve®
ethylene glycol ethyl ether acetate	EGEEA 2-ethoxyethanol acetate Cellosolve Acetate®
ethylene glycol dimethyl ether	EGDME 1,2-dimethoxyethane
ethylene glycol diethyl ether	EGDEE 1-2-diethoxyethane
diethylene glycol methyl ether	DEGME 2-(2-methoxyethoxy)ethanol
diethylene glycol ethyl ether	DEGEE 2-(2-ethoxyethoxy)ethanol
diethylene glycol dimethyl ether	DEGDME bis(2-methoxyethyl)ether
triethylene glycol dimethyl ether	TEGDME

Appendix5

Sample Letter For Requesting Material Safety Data Sheets

Date
 Manufacturer
 Address
 Attention: MSDS Request

Dear Sir/Madam:

The Cal/OSHA Hazard Communication Standard (Section 5194 of the General Industry Safety Orders of Title 8 of the California Administrative Code) requires employers to have in their possession up-to-date

Material Safety Data Sheets (MSDSs) for all hazardous substances used in their workplaces. In general, an MSDS should list the hazardous ingredients of a product, describe its health and safety hazards, and suggest ways to use the product safely. It should also contain information about any fire and explosion hazards, first aid, and procedures for cleaning up leaks and spills.

The state requires manufacturers of hazardous substances to prepare and provide MSDSs to their purchasers, either directly or through their suppliers (California Labor Code Division 5, Chapter 2.5, Section 6390).

Accordingly, we request that you either provide us with current MSDSs for each product which we purchase from your company (see attached list), or provide us with a statement explaining why a product is exempt from these regulations. Also, please certify that your MSDS meets the requirements of GISO Section 5194.

An early reply will be very much appreciated.

Sincerely,

Purchaser's Name
Title
Address

(Note: Copies of the Director's List of Hazardous Substances, the above-mentioned regulations, and general information may be available from Cal/OSHA Consultation Service.)

Section 3–Safety Data Sheet

Learning Objectives

Section 3

Safety Data Sheets

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

- Explain what a Safety Data Sheet (SDS) is and where to get them.
- Recognize the sections of the SDS.
- Demonstrate how to use an SDS to find information about a cosmetic product.

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

What is an SDS?

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

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

SDSs are required by law for many chemical products and replaced Material Safety Data Sheets, or MSDSs, effective December 1, 2013. (Reference the Section 3 Training Materials for a sample copy of a Safety Data Sheet.)

Image: Samples of Safety Data Sheets (SDSs).

Where Can I Get an SDS?

The simple answer is from the employee's employer. Cal/OSHA requires employers to maintain SDSs and ensure they are readily accessible to employees for all hazardous chemicals used in the establishment. If there is not an SDS in the establishment for a particular product, the employer must ask the manufacturer or distributor for it. In the Training Materials provided there is a sample letter to a manufacturer or distributor requesting an SDS that future professionals may use, if needed. If a manufacturer or distributor has not responded to repeated attempts to request the SDS, contact a Cal/OSHA office and file a complaint. A list of offices can be found in the Training Materials "Resource Groups, Agencies, Databases, and Publications."

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

Independent Contractors

If an individual meets the qualifications for independent contractor status, as defined by the Internal Revenue Service (IRS), they are considered an employer and must comply with Cal/OSHA requirements. A copy of the IRS trifold, Independent Contractor or Employee? has been provided in the Training Materials. Review this information for determining proper worker classifications. Knowing the correct worker classification will affect employer/employee obligations and responsibilities. For additional information in determining worker classifications, please see Section 9 of this course.

SDS Limitations

While SDSs provide a lot of useful information not always found on the product label, there is also a major drawback. SDSs can be difficult to read, and the future professional may be unfamiliar with the technical or scientific words used on the document. In those instances, search the internet, do research with a chemical reference book, or consult with one or more of the agencies listed on the "Resource Groups, Agencies, Databases and Publications" list provided in the Training Materials.

Questions for Review

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

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

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

Record answers to questions in the exam booklet.

Review the sections of the SDS while looking at a sample SDS for acetone (a product commonly used to remove nail polish). A sample of the Acetone SDS can be found in the Training Materials. Take it out and use it to refer to when covering the following sections.

SDS Sections 1 through 8

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

Section 1: Identification

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

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

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

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

Image: SDS Section 1: Identification

Section 2: Hazard(s) Identification

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

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

Image: SDS Section 2: Hazard(s) Identification

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

Image: Flame icon

The Flame icon is associated with products and chemicals that are flammable or combustible. When this icon is present, refer to the product’s label for additional hazardous statements, such as, “Keep away from heat or flames” or “Do not store by sources of high heat.” This icon will help individuals quickly identify potential fire or explosion hazards.

Image: Flame Over Circle icon

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

Image: Corrosion icon

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

Image: Skull and Crossbones icon

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

Image: Health Hazard icon

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

Image: Exclamation Mark icon

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

Image: Environment icon

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

In the Training Materials, flash cards have been provided to help future professionals learn and remember what these icons represent.

Section 3: Composition/Information on Ingredients

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

Image: SDS Section 3: Composition/Information on Ingredients

Section 4: First-Aid Measures

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

Image: SDS Section 4: First-Aid Measures

Section 5: Fire-Fighting Measures

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

Image: SDS Section 5: Fire-Fighting Measures

Section 6: Accidental Release Measures

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

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

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

Image: SDS Section 6: Accidental Release Measures

Personal protective equipment icons that individuals may come across include:

Image 1: safety glasses icon

Image 2: respirator icon

Image 3: welding shirts/arm bands icon

Image 4: safety shoes icon

Image 5: full face shield icon

Image 6: harness icon

Image 7: hearing protection icon

Image 8: gloves icon

Image 9: apron/chaps icon

Section 7: Handling and Storage

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

Image: SDS Section 7: Handling and Storage

Section 8: Exposure Controls/Personal Protection

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

The blue icons indicate that safety glasses and gloves should be used when handling acetone. Personal protective equipment icons that individuals may come across are shown in the left margin.

Image: SDS Section 8: Exposure Controls/Personal Protection

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

Questions for Review

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

True or False?

Water is the best way to extinguish a fire.

True or False?

If there is a chemical spill, it should not be cleaned up immediately.

True or False?

Record answers to questions in the exam booklet.

SDS Sections 9 through 11

Sections 9 through 11 and 16 contain other technical and scientific information, such as physical and chemical properties, stability and reactivity information, toxicological information, exposure control information, and other information, including the date of preparation or last revision.

SDS Section 9: Physical and Chemical Properties

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

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

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

Image: Section 9: Physical and Chemical Properties

Section 10: Stability and Reactivity

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

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

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

Image: Section 10: Stability and Reactivity

Section 11: Toxicological Information

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

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

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

Image: SDS Section 11: Toxicological Information

SDS Sections 12 through 16

SDSs must also contain Sections 12 through 15 to be consistent with the UN Globally Harmonized System of Classification and Labeling of Chemicals (GHS), but OSHA will not enforce the content of these sections because they concern matters handled by other agencies.

Section 12: Ecological Information

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

Image: SDS Section 12: Ecological Information

Section 13: Disposal Considerations

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

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

Image: SDS Section 13: Disposal Considerations

Section 14: Transport Information

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

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

Image: SDS Section 14: Transport Information

Acetone is a flammable liquid. The flammable hazard symbol is found in Section 14. Here are other self-explanatory hazard symbols the future professional may come across:

Images: Hazard icons include:

Explosives, flammable gas, oxygen, inhalation hazard, non-flammable gas, flammable, combustible, gasoline, flammable solid, spontaneously combustible, dangerous when wet, oxidizer, inhalation hazard, poison, radioactive, corrosive.

Section 15: Regulatory Information

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

Image: SDS Section 15: Regulatory Information

Section 16: Other Information

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

Image: SDS Section 16: Other Information

Questions for Review

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

Hazard information

- (A) Physical properties
- (B) Handling and storage
- (C) A and C
- (D) All of the above

Image: Exclamation mark icon

The exclamation mark icon indicates:

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

If a chemical product is flammable, an individual should:

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

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

True or False?

Record answers to questions in the exam booklet.

NEXT LESSON

Chemical safety practices, including chemical storage and disposal methods along with clean-up procedures to prevent chemical injuries.

Section 3 Training Materials

- 3.1 Safety Data Sheet (Sample)
- 3.2 Risk Phrases—Designated Hazardous Substances
- 3.3 Sample Letter – To Request an SDS
- 3.4 SDS Flash Cards
- 3.5 Resource Groups, Agencies, Databases, and Publications Informational Sheet
- 3.6 Working Safely in Nail Salons Fact Sheet

3.1 TRAINING MATERIALS

Safety Data Sheet (Sample)

SAMPLE

SAFETY DATA SHEET - ACETONE

1. IDENTIFICATION OF THE SUBSTANCE/PREPARATION AND COMPANY

PRODUCT NAME	ACETONE
--------------	---------

PRODUCT NO.	ACETGEN, ACET005, ACET025, ACET200, ACET205, ACETBUL, ACETSBC
SYNONYMS, TRADE NAMES	2-PROPANONE, DIMETHYL KETONE, KETONE PROPANE, METHYL KETONE, PROPANONE
SUPPLIER	
EMERGENCY TELEPHONE	

2. HAZARDS IDENTIFICATION

Image: Irritant (Sign with an exclamation point)

Image: Highly Flammable (Sign with a flame)

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

CLASSIFICATION	F;R11 Xi; R36 R 66 R67
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3. COMPOSITION/INFORMATION ON INGREDIENTS

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

4. FIRST-AID MEASURES

GENERAL INFORMATION

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

INHALATION

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

INGESTION

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

SKIN CONTACT

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

EYE CONTACT

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

5. FIRE-FIGHTING MEASURES

EXTINGUISHING MEDIA

Fire can be extinguished using: water spray, fog, or mist. Foam. Dry chemicals, sand, dolomite etc. Carbon dioxide (CO₂).

SPECIAL FIRE-FIGHTING PROCEDURES

Avoid breathing fire vapors. Move container from fire area if it can be done without risk. Cool containers exposed to flammables with water units well after the fire is out. Avoid water in straight hose stream; will

scatter and spread fire. Keep run-off water out of sewers and water sources. Dike for water control. Withdraw immediately in case of rising sound from venting safety device or any discoloration of tanks due to fire. For massive fire in cargo area, use unmanned hose holder or monitor nozzles, if possible. If not, withdraw and let fire burn out.

UNUSUAL FIRE & EXPLOSION HAZARDS

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

PROTECTIVE MEASURES IN FIRE

Wear self-contained breathing apparatus and full protective clothing.

6. ACCIDENTAL RELEASE MEASURES

PERSONAL PRECAUTIONS

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

ENVIRONMENTAL PRECAUTIONS

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

SPILL CLEAN UP METHODS

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

7. HANDLING AND STORAGE

USAGE PRECAUTIONS

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

STORAGE PRECAUTIONS

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

STORAGE CLASS

Flammable liquid storage.

8. EXPOSURE CONTROLS/PERSONAL PROTECTION

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

PROTECTIVE EQUIPMENT

Image: Safety goggle

Image: Safety gloves

PROCESS CONDITIONS

Provide eyewash station.

ENGINEERING MEASURES

Explosion-proof general and local exhaust ventilation.

RESPIRATORY EQUIPMENT

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

HAND PROTECTION

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

EYE PROTECTION

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

OTHER PROTECTION

Wear appropriate clothing to prevent any possibility of liquid contact and repeated or prolonged vapor contact.

HYGIENE MEASURES

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

9. PHYSICAL AND CHEMICAL PROPERTIES

ODOR	Acetone, ketone.		
MOL. WEIGHT	58.06	BOILING POINT (°C)	56 760 mm Hg
MELTING POINT (°C)	-95	RELATIVE DENSITY	0.79 @ 20° c
VAPOR DENSITY (air=1)	2	VAPOR PRESSURE	182 @ 20° c
EVAPORATION RATE	7.7	EVAPORATION FACTOR	1.4
VOLATILE BY VOL. (%)	100	ODOR THRESHOLD, LOWER	100 ppm
ODOR THRESHOLD, UPPER	ppm	FLASH POINT (°C)	-18 CC (Closed cup)
FLAMMABILITY LIMIT - LOWER (%)	2.15	FLAMMABILITY LIMIT - UPPER (%)	13.3
SOLUBILITY VALUE (G/100g H2O @ 20°C)	100		

10. STABILITY AND REACTIVITY

STABILITY

Stable under normal temperature conditions and recommended use.

CONDITIONS TO AVOID

Avoid heat, flames, and other sources of ignition.

MATERIALS TO AVOID

Strong oxidizing substances. Strong acids.

HAZARDOUS DECOMPOSITION PRODUCTS

Fire creates: toxic gases/vapors/fumes of: Carbon monoxide (CO) and Carbon dioxide (CO2).

11. TOXOLOGICAL INFORMATION

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

Vapors may irritate respiratory system or lungs. Exposure to organic solvent vapors in excess of the stated occupational exposure limit may result in adverse effects such as irritation of the mucous membrane and the respiratory system and adverse effects on kidney, liver, and central nervous system.

Symptoms and signs include headache, dizziness, fatigue, muscular weakness, drowsiness, and in extreme cases, loss of consciousness.

INGESTION

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

SKIN CONTACT

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

EYE CONTACT

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

HEALTH WARNINGS

Irritant of eyes and mucous membranes. CNS depressant. Anesthetic in high concentrations.

ROUTE OF ENTRY

Inhalation. Skin absorption. Ingestion. Skin and/or eye contact.

TARGET ORGANS

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

MEDICAL SYMPTOMS

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

MEDICAL CONSIDERATIONS

Convulsive disorders, CNS problems.

12. ECOLOGICAL INFORMATION

ECOTOXICITY

Not regarded as dangerous for the environment.

13. DISPOSAL CONSIDERATIONS

DISPOSAL METHODS

Dispose of waste and residues in accordance with local authority requirements. This material and its container must be disposed of as hazardous waste.

14. TRANSPORT INFORMATION

Image: Flammable liquid 3 icon

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

AIR CLASS	3	AIR PACK GR.	II
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15. REGULATORY INFORMATION

RISK PHRASES

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

SAFETY PHRASES

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

16. OTHER INFORMATION

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

3.2 TRAINING MATERIALS

Designated Hazardous Substances

RISK PHRASES

DESIGNATED HAZARDOUS SUBSTANCES NOHSC:10005(1999)

R01	Explosive when dry.
R02	Risk of explosion by shock, friction, fire or other sources of ignition.
R03	Extreme risk of explosion by shock, friction, fire or other sources of ignition.
R04	Forms very sensitive explosive metallic compounds.
R05	Heating may cause an explosion.
R06	Explosive with or without contact with air.
R07	May cause fire.
R08	Contact with combustible material may cause fire.
R09	Explosive when mixed with combustible material.
R10	Flammable.
R11	Highly Flammable.
R12	Extremely Flammable.
R14	Reacts violently with water.
R15	Contact with water liberates extremely flammable gases.
R16	Explosive when mixed with oxidizing substances.
R17	Spontaneously flammable in air.
R18	In use may form flammable/explosive vapour air mixture.
R19	May form explosive peroxides.
R20	Harmful by inhalation.
R20/21	Harmful by inhalation and in contact with skin.
R20/22	Harmful by inhalation and if swallowed.
R21	Harmful in contact with skin.
R21/22	Harmful in contact with skin and if swallowed.
R22	Harmful if swallowed.
R23	Toxic by inhalation.
R23/24	Toxic by inhalation and in contact with skin.
R23/24/25	Toxic by inhalation, in contact with skin and if swallowed.
R23/25	Toxic by inhalation and if swallowed.

R24	Toxic in contact with skin.
R24/25	Toxic in contact with skin and if swallowed.
R25	Toxic if swallowed.
R26	Very toxic by inhalation.
R26/27	Very toxic by inhalation and in contact with skin.
R26/27/28	Very toxic by inhalation, in contact with skin and if swallowed.
R26/28	Very toxic by inhalation and if swallowed.
R27	Very toxic in contact with skin.
R27/28	Very toxic in contact with skin and if swallowed.
R28	Very toxic if swallowed.
R29	Contact with water liberates toxic gas.
R31	Contact with acids liberates toxic gas.
R32	Contact with acids liberates very toxic gas.
R33	Danger of cumulative effects.
R34	Causes burns.
R35	Causes severe burns.
R36	Irritating to eyes.
R36/37	Irritating to eyes and respiratory system.
R36/37/38	Irritating to eyes, respiratory system and skin.
R36/38	Irritating to eyes and skin.
R37	Irritating to respiratory system.
R37/38	Irritating to respiratory system and skin.
R38	Irritating to skin.
R39	Danger of very serious irreversible effects.
R39/23	Toxic: danger of very serious irreversible effects through inhalation.
R39/23/24	Toxic: danger of very serious irreversible effects through inhalation and in contact with skin.
R39/23/24/25	Toxic: danger of very serious irreversible effects through inhalation, in contact with skin and if swallowed.
R39/23/25	Toxic: danger of very serious irreversible effects through inhalation and if swallowed.
R39/24	Toxic: danger of very serious irreversible effects in contact with skin.
R39/24/25	Toxic: danger of very serious irreversible effects in contact with skin and if swallowed.
R39/25	Toxic: danger of very serious irreversible effects if swallowed.
R39/26	Very toxic: danger of very serious irreversible effects through inhalation.
R39/26/27	Very toxic: danger of very serious irreversible effects through inhalation and in contact with skin.
R39/26/27/28	Very toxic: danger of very serious irreversible effects through inhalation, in contact with skin and if swallowed.
R39/26/28	Very toxic: danger of very serious irreversible effects through inhalation and if swallowed.
R40	Possible risks of irreversible effects.
R40/20	Harmful: possible risk of irreversible effects through inhalation.
R40/20/21	Harmful: possible risk of irreversible effects through inhalation and in contact with skin.
R40/20/21/22	Harmful: possible risk of irreversible effects through inhalation, in contact with skin and if swallowed.
R40/20/22	Harmful: possible risk of irreversible effects through inhalation and if swallowed.
R40/21	Harmful: possible risk of irreversible effects in contact with skin.
R40/21/22	Harmful: possible risk of irreversible effects in contact with skin and if swallowed.
R40/22	Harmful: possible risk of irreversible effects if swallowed.
R41	Risk of serious damage to eyes.
R42	May cause sensitisation by inhalation.
R42/43	May cause sensitisation by inhalation and skin contact.
R43	May cause sensitisation by skin contact.
R45	May cause cancer.
R46	May cause heritable genetic damage.
R48	Danger of serious damage to health by prolonged exposure.
R48/20	Harmful: danger of serious damage to health by prolonged exposure through inhalation.
R48/20/21/22	Harmful: danger of serious damage to health by prolonged exposure through inhalation, in contact with skin and if swallowed.
R48/20/22	Harmful: danger of serious damage to health by prolonged exposure through inhalation and if swallowed.

R48/20/21.	Harmful: danger of serious damage to health by prolonged exposure through inhalation and in contact with skin.
R48/21	Harmful: danger of serious damage to health by prolonged exposure in contact with skin.
R48/21/22	Harmful: danger of serious damage to health by prolonged exposure in contact with skin and if swallowed.
R48/22	Harmful: danger of serious damage to health by prolonged exposure if swallowed.
R48/23	Toxic: danger of serious damage to health by prolonged exposure through inhalation.
R48/23/24	Toxic: danger of serious damage to health by prolonged exposure through inhalation and in contact with skin.
R48/23/24/25	Toxic: danger of serious damage to health by prolonged exposure through inhalation, in contact with skin and if swallowed.
R48/23/25	Toxic: danger of serious damage to health by prolonged exposure through inhalation and if swallowed.
R48/24	Toxic: danger of serious damage to health by prolonged exposure in contact with skin.
R48/24/25	Toxic: danger of serious damage to health by prolonged exposure in contact with skin and if swallowed.
R48/25	Toxic: danger of serious damage to health by prolonged exposure if swallowed.
R49	May cause cancer by inhalation.
R50:	Very toxic to aquatic organisms.
R51:	Toxic to aquatic organisms.
R52:	Harmful to aquatic organisms.
R53:	May cause long term adverse effects in the aquatic environment.
R54:	Toxic to flora.
R55:	Toxic to fauna.
R56:	Toxic to soil organisms.
R57:	Toxic to bees.
R58:	May cause long term adverse effects in the environment.
R59:	Dangerous for the ozone layer.
R60	May impair fertility
R61	May cause harm to the unborn child.
R62	Possible risk of impaired fertility.
R63	Possible risk of harm to the unborn child.
R64	May cause harm to breastfed babies.
R65	Harmful: May cause lung damage if swallowed.

**SAFETY PHRASES
DESIGNATED HAZARDOUS SUBSTANCES NOHSC:10005(1999)**

S01	Keep locked up.
S010/2	Keep locked up and out of the reach of children.
S02	Keep out of the reach of children.
S03	Keep in a cool place.
S03/07	Keep container tightly closed in a cool place.
S03/09/14	Keep in a cool well ventilated place away from (incompatible materials to be indicated by manufacturer).
S03/09/14	Keep only in the original container in a cool well ventilated place away from (incompatible materials to be indicated by the manufacturer).
S03/09/49	Keep only in the original container in a cool well ventilated place.
S03/14	Keep in a cool place away from (incompatible materials to be indicated by the manufacturer).
S04	Keep away from living quarters.
S05	Keep contents under (there follows the name of a liquid).
S06	Keep under (there follows the name of an inert gas).
S07	Keep container tightly closed.
S07/47	Keep Container tightly closed and at a temperature not exceeding *C (to be specified by manufacturer).
S07/8	Keep container tightly closed and dry.
S07/9	Keep container tightly closed and in a well ventilated place.
S08	Keep container dry.

S09	Keep container in a well-ventilated place.
S12	Do not keep the container sealed.
S13	Keep away from food, drink and animal foodstuffs.
S14	Keep away from (a list of incompatible materials will follow).
S15	Keep away from heat.
S16	Keep away from sources of ignition.
S17	Keep away from combustible material.
S18	Handle and open container with care.
S20	When using, do not eat or drink.
S20/21	When using do not eat, drink or smoke.
S21	When using do not smoke.
S22	Do not breathe dust.
S23	Do not breathe vapour.
S24	Avoid contact with skin.
S24/25	Avoid contact with skin and eyes.
S25	Avoid contact with eyes.
S26	In case of contact with eyes, rinse immediately with plenty of water and seek medical advice.
S27	Take off immediately all contaminated clothing.
S28	After contact with skin, wash immediately with plenty of soap-suds.
S29	Do not empty into drains.
S29/56	Do not empty into drains, dispose of this material and its container to hazardous or special waste collection point.
S30	Never add water to this product.
S33	Take precautionary measures against static discharges.
S35	This material and its container must be disposed of in a safe way.
S36	Wear suitable protective clothing.
S36/37	Wear suitable protective clothing and gloves.
S36/37/39	Wear suitable protective clothing, gloves and eye / face protection.
S36/39	Wear suitable protective clothing and eye/face protection.
S37	Wear suitable gloves.
S37/39	Wear suitable gloves and eye/face protection.
S38	In case of insufficient ventilation, Wear suitable respiratory equipment.
S39	Wear eye / face protection.
S40	To clean the floor and all objects contaminated by this material, use – (there follows suitable cleaning material).
S41	In case of fire and / or explosion do not breathe fumes.
S42	During fumigation / spraying wear suitable respiratory equipment.
S43	In case of fire use (there follows the type of fire fighting equipment to be used.)
S45	In case of accident or if you feel unwell, seek medical advice immediately (show the label whenever possible.).
S46	If swallowed, seek medical advice immediately and show this container or label.
S47	Keep at temperature not exceeding.
S47/49	Keep only in the original container at temperature not exceeding *C (to be specified by manufacturer).
S48	To be kept wet with (there follows a material name).
S49	Keep only in the original container.
S50	Do not mix with.
S51	Use only in well ventilated areas.
S52	Not recommended for interior use on large surface areas.
S53	Avoid exposure - obtain special instructions before use.
S56	Dispose of this material and its container at hazardous or special waste collection point.
S57	Use appropriate container to avoid environmental contamination.
S59	Refer to manufacturer / supplier for information on recovery recycling.
S60	This material and its container must be disposed of as hazardous waste.
S61	Avoid release to the environment. Refer to special instructions/safety data sheets.
S62	If swallowed, do not induce vomiting; seek medical advice immediately and show this container or label.

3.3 TRAINING MATERIALS

Sample Letter To Request an SDS

Section 3—Appendix 3 Sample Letter for Requesting Material Safety Data Sheets

Date
Manufacturer
Address

Attention: SDS Request

Dear Sir/Madam:

The Cal/OSHA Hazard Communication Standard (Section 5194 of the General Industry Safety Orders of Title 8 of the California Administrative Code) requires employ-ers to have in their possession up-to-date Material Safety Data Sheets (SDSs) for all hazardous substances used in their workplaces. In general, an SDS should list the hazardous ingredients of a product, describe its health and safety hazards, and suggest ways to use the product safely. It should also contain information about any fire and explosion hazards, first aid, and procedures for cleaning up leaks and spills.

The state requires manufacturers of hazardous substances to prepare and provide MSDSs to their purchasers, either directly or through their suppliers (California Labor Code Division 5, Chapter 2.5, Section 6390).

Accordingly, we request that you either provide us with current SDSs for each product which we purchase from your company (see attached list), or provide us with a statement explaining why a product is exempt from these regulations. Also, please certify that your SDS meets the requirements of GISO Section 5194.

Sincerely,

Purchaser's Name
Title
Address

3.4 TRAINING MATERIALS

SDS Flash Cards

Safety Icons Flash Cards

Cut out these flash cards and use them to help you memorize the different symbols you might see on a typical Safety Data Sheet.

Card one

Board of Barbering & Cosmetology This icon is associated with products and chemicals that are flammable or combustible.	Image: Highly Flammable Sign www.barbercosmo.ca.gov
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Card Two

Board of Barbering & Cosmetology This icon is specific to solids, liquids, or gases that are classified as oxidizers.	Image: oxidizing chemicals Sign www.barbercosmo.ca.gov
--	--

Card Three

Board of Barbering & Cosmetology This icon refers to chemicals that have a corrosive effect on skin and/or membranes.	Image: Skin Irritation Sign www.barbercosmo.ca.gov
--	--

Card Four

Board of Barbering & Cosmetology This icon identifies chemicals and products that could lead to acute health problems.	Image: Health Hazard Sign www.barbercosmo.ca.gov
---	--

Card Five

Board of Barbering & Cosmetology This icon identifies potentially fatal toxicity hazards.	Image: Fatal Toxicity Hazards Sign www.barbercosmo.ca.gov
--	---

Card Six

Board of Barbering & Cosmetology This icon identifies products with compressed gases, dissolved gases, liquified gases, and refrigerated gases.	Image: Compressed Gas Sign www.barbercosmo.ca.gov
--	---

Card Seven

Board of Barbering & Cosmetology This icon indicates that the product contains an explosive substance or mixture that can cause damage to the surroundings.	Image: Explosive Substance Sign www.barbercosmo.ca.gov
--	--

Card Eight

Board of Barbering & Cosmetology This icon indicates that this product/chemical represents the lower end of the danger scale for specific hazards when compared to products bearing some of the other icons.	Image: Hazards Sign www.barbercosmo.ca.gov
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Card Nine

Board of Barbering & Cosmetology This icon represents that the chemicals/products could be hazardous to aquatic life.	Image: Chemical Hazard Sign www.barbercosmo.ca.gov
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3.5 TRAINING MATERIALS

Resource Groups, Agencies, Databases, and Publications Informational Sheet

California Division of Occupational Safety and Health (Cal/OSHA)

Cal/OSHA is a division within the Department of Industrial Relations (DIR) that protects and improves the health and safety of working men and women in California by setting and enforcing standards, providing outreach, education, and assistance. There are many Cal/OSHA offices throughout the state.

Regional Offices (Contact to File a Complaint)

Contact the district office closest to the establishment's proximity to file a confidential complaint regarding potential safety and health hazards or a Cal/OSHA regulatory violations.

San Francisco District Office

455 Golden Gate Ave., Room 9516, San Francisco, CA 94102

Phone: (415) 557-0100

Fax: (415) 557-0123

Email: DOSHSF@dir.ca.gov

Fremont District Office

39141 Civic Center Drive, Suite 310, Fremont, CA 94538

Phone: (510) 794-2521

Fax: (510) 794-3889

Email: DOSHFremont@dir.ca.gov

Foster City District Office

1065 East Hillsdale Blvd., Suite 110, Foster City, CA 94404

Phone: (650) 573-3812

Fax: (650) 573-3817

Email: DOSHFC@dir.ca.gov

Oakland District Office

1515 Clay Street, Suite 1303, Oakland, CA 94612

Phone: (510) 622-2916

Fax: (510) 622-2908

E-Mail: DOSHOAK@dir.ca.gov

American Canyon District Office

3419 Broadway St., Suite H8, American Canyon, CA 94503

Phone: (707) 649-3700

Fax: (707) 649-3712

Email: DIRDOSHAmericanCanyon@dir.ca.gov

Sacramento District Office

2424 Arden Way, Suite 165, Sacramento, CA 95825

Phone: (916) 263-2800

Fax: (916) 263-2798

Email: DOSHSAC@dir.ca.gov

Modesto District Office

4206 Technology Drive, Suite 3, Modesto, CA 95356

Phone: (209) 545-7310

Fax: (209) 545-7313

Email: DOSHMOD@dir.ca.gov

Fresno District Office

2550 Mariposa St., Room 4000, Fresno, CA 93721

Phone: (559) 445-5302

Fax: (559) 445-5786

Email: DOSHFRE@dir.ca.gov

Redding District Office

381 Hemsted Drive, Redding, CA 96002

Phone: (530) 224-4743

Fax: (530) 224-4747

Email: DOSHRED@dir.ca.gov

Santa Ana District Office

2000 East McFadden Ave., Suite 122, Santa Ana, CA 92705
Phone: (714) 558-4451
Fax: (714) 558-2035
Email: DOSHSA@dir.ca.gov

San Diego District Office

7575 Metropolitan Drive, Suite 207, San Diego, CA 92108
Phone: (619) 767-2280
Fax: (619) 767-2299
Email: DOSHSD@dir.ca.gov

San Bernardino District Office

464 West 4th St., Suite 332, San Bernardino, CA 92401
Phone: (909) 383-4321
Fax: (909) 383-6789
Email: DOSHSB@dir.ca.gov

Long Beach District Office

3939 Atlantic Ave., Suite 212, Long Beach, CA 90807
Phone: (562) 506-0810
Fax: (562) 426-8340
Email: DOSHLBO@dir.ca.gov

Los Angeles District Office

320 West 4th St., Suite 820, Los Angeles, CA 90013
Phone: (213) 576-7451
Fax: (213) 576-7461
Email: DOSHLA@dir.ca.gov

Monrovia District Office

800 Royal Oaks Drive, Suite 105, Monrovia, CA 91016
Phone: (626) 239-0369
Fax: (626) 239-0387
Email: DOSHMRV@dir.ca.gov

Van Nuys District Office

6150 Van Nuys Blvd., Suite 405, Van Nuys, CA 91401
Phone: (818) 901-5403
Fax: (818) 901-5578
Email: DOSHVN@dir.ca.gov

Bakersfield District Office

7718 Meany Ave., Bakersfield, CA 93308
Phone: (661) 588-6400
Fax: (661) 588-6428
Email: DOSHBAK@dir.ca.gov

CAL/OSHA CONSULTATION OFFICES (Establishment Owners)

Provides consultative services to establishment owners on correcting health and safety hazards.

San Francisco Bay Area

1515 Clay St., Suite 1103, Oakland, CA 94612
(510) 622-2891

Northern California

2424 Arden Way, Suite 410, Sacramento, CA 95825

(916) 263-0704

Central Valley

2550 Mariposa Mall, Room 2005, Fresno, CA 93721
(559) 445-6800

San Fernando Valley

6150 Van Nuys Blvd., Suite 307, Van Nuys, CA 91401
(818) 901-5754

Los Angeles, Orange

1 Centerpointe Drive, Suite 150, La Palma, CA 90623
(714) 562-5525

San Bernardino

464 West 4th St., Suite 339
, (909) 383-4567

San Diego

7575 Metropolitan Drive, Suite 204, San Diego, CA 92108
(619) 767-2060

Federal OSHA Occupational Chemical Database

Federal OSHA maintains a chemical database as a convenient reference for the occupational safety and health community. It compiles information from several government agencies and organizations. Information available in the report includes:

- Physical properties
- Exposure guidelines
- NIOSH Pocket Guide
- Emergency response information, including the DOT Emergency Response Guide

Database: www.osha.gov/chemicaldata

California Department of Public Health (CDPH)

CDPH is dedicated to optimizing the health and well-being of the people of California.

Occupational Health Branch (Headquarters for HESIS, OHSEP, and CSCP)

California Department of Public Health

850 Marina Bay Parkway, Building P, 3rd Floor, Richmond, CA 94804

Phone: (510) 620-5757

Fax: (510) 620-5743

Website: www.cdph.ca.gov

Email: occhealth@cdph.ca.gov

CDPH offers the following programs:

Hazard Evaluation System and Information Service (HESIS)

HESIS is a program that uses scientific, medical, and public health expertise to help prevent workplace illness and disease. The program provides information to employers and employees on the health effects of toxic substances, and precautions for their safe use.

Website: <https://www.cdph.ca.gov/Programs/CCDPHP/DEODC/OHB/HESIS/Pages/HESIS.aspx>

Workplace Hazard Helpline: (866) 282-5516

Free publications on workplace hazards: (866) 627-1586

Occupational Health Branch (OHB)

OHB is devoted to improving worker health and safety through prevention activities.

Website: <https://www.cdph.ca.gov/Programs/CCDPHP/DEODC/OHB/Pages/OHB.aspx>

California Poison Control System

The California Poison Control System is the largest single provider of poison control services in the United States and California's primary source for treatment advice and information in cases of poison exposure for both residents and health professionals.

Website: www.calpoison.org

Phone: (800) 222-1222

California Safe Cosmetics Program (CSCP)

The primary purpose of CSCP is to collect information on hazardous and potentially hazardous ingredients in cosmetic products sold in California and to make this information available to the public.

Website: <https://www.cdph.ca.gov/Programs/CCDPHP/DEODC/OHB/CSCP/Pages/CSCP.aspx>

Email: safecosmetics@cdph.ca.gov

Center for Occupational and Environmental Health (COEH)

A University of California program. Conducts research on occupational illnesses and injuries, and offers degree programs and continuing education courses related to health and safety.

Center for Occupational and Environmental Health

2199 Addison St.

University of California,

Berkeley, CA 94720

Phone: (510) 643-4421

Website: <http://coeh.berkeley.edu>

Labor Occupational Health Program (LOHP)

LOHP is part of the University of California, Berkeley. It offers information and advice on chemicals and other workplace hazards.

University of California

University Hall, Suite 451

2199 Addison St., Berkeley, CA 94720

Phone: (510) 642-5507

Fax: (510) 643-5698

Website: www.lohp.org

Email: lohp@berkeley.edu

UCLA Labor Occupational Safety and Health Program (LOSH)

LOSH is part of the University of California, Los Angeles. It is a nationally recognized center promoting safe workplaces through teaching and education, research, and policy advocacy.

UCLA-LOSH

10945 Le Conte Ave., Suite 2107

Box 951478

Los Angeles, CA 90095-1478

Phone: (310) 794-5964

Fax: (310) 794-6403

Website: www.losh.ucla.edu

National Institute for Occupational Safety and Health (NIOSH)

NIOSH is a federal agency offering free publications and an online database of chemicals. It provides information on chemicals and other workplace hazards. In some cases, NIOSH will send investigators to a workplace to evaluate health hazards.

4676 Columbia Parkway, Cincinnati, OH 45226-1996
Phone: (800) 356-4674
Fax: (513) 533-8573
Website: www.cdc.gov/niosh
Email: pubstaf@cdc.gov

Right to Know Hazardous Substance List

The Right to Know Hazardous Substance List contains over 2,000 hazardous substances, including those on the Special Health Hazard Substance List (SHHSL). The SHHSL consists of over 1,000 hazardous substances that are defined as carcinogens, mutagens, teratogens, corrosive, flammables, and reactives.

Website: <https://web.doh.state.nj.us/rtkhsfs/chemicalsearch.aspx>

Email: rtk@doh.state.nj.us

Phone: (609) 984-2202

Fax: (609) 984-7407

Provided by:
Department of Health
P.O. Box 360
Trenton, NJ 08625-0360

Toxnet

An online resource for searching databases on toxicology, hazardous chemicals, environmental health, and toxic releases. It is managed by the Toxicology and Environmental Health Information Program (TEHIP) in the Division of Specialized Information Services (SIS) of the National Library of Medicine (NLM).

Website: <https://toxnet.nlm.nih.gov>

Cosmetics Information

Cosmeticsinfo.org is a source for information on cosmetics and personal care products—how they work, their safety, and the science behind their ingredients. Maintained by expert scientists.

Website: www.cosmeticsinfo.org

Safety Data Sheet Collection

There are several free online SDS databases. For your convenience, Chemical Safety has compiled a free, online SDS database.

Website: <https://chemicalsafety.com/sds-search/>

Publications

A Consumer's Dictionary of Cosmetic Ingredients. 7th edition.

Ruth Winter. New York, Crown Publishers, 2009.

NIOSH Pocket Guide to Chemical Hazards

This is intended as a source of general industrial hygiene information for workers, employers, and occupational health professionals.

Website: www.cdc.gov/niosh/npg/pgintrod.html

Helpful Websites

State of California
www.ca.gov

California Department of Public Health
www.cdph.ca.gov

Department of Industrial Relations
www.dir.ca.gov/dosh

United States Department of Labor
www.dir.ca.gov/dosh

Chemical Hazard and Alternatives Toolbox
www.chemhat.org

3.6 TRAINING MATERIALS

Working Safely in Nail Salons Fact Sheet

Safety & Health Fact Sheet

Cal/OSHA Consultation Services, Division of Occupational Safety and Health

Working Safely in Nail Salons

All employers in California, including nail salons, are responsible for providing a safe and healthy work environment for their employees. This fact sheet provides information on:

- Requirements to develop and implement an Injury & Illness Prevention Program (IIPP).
- Common topics and resources for nail salons.

Developing and Implementing IIPP

Employers must develop and implement a comprehensive Injury and Illness Prevention Program that includes eight (8) required elements. The program must be in writing.

Cal/OSHA has provided a model program and a guide that can be used by nail salon employers to develop their own written IIPP.

The model program and guide are available online:

www.dir.ca.gov/dosh/dosh_publications/iipnonhigh.html

www.dir.ca.gov/dosh/dosh_publications/iipp.pdf

What are the Eight Elements of an IIPP?

1. Identification of the person responsible for implementing the program.
2. A system for effectively communicating with employees about health and safety matters.
3. A system for ensuring that employees comply with safe and healthy work practices. This should include providing positive reinforcement for employees who follow the rules and appropriate action for employees who violate the rules.
4. Procedures for conducting workplace inspections. The written IIPP should explain how often inspections are conducted and who does the inspections.
5. Methods for correcting unsafe conditions quickly.
6. A procedure for conducting an investigation if an employee is injured on the job or has an occupational illness.
7. Training and instruction for employees. Some of the topics and hazards most commonly found in nail salons are listed below under "Common Topics and References."
8. Records of employee training and workplace inspections. These records should be on file and available for review.

Common Topics and References

(Only selected information is provided. Listing is not comprehensive)

Work Safely with Chemicals

- Choose safer products
- Read labels
- Read Safety Data Sheet
- Evaluate & identify hazards
- Use gloves & other equipment
- Use eye wash as needed
- Follow emergency procedures
- Dispose of leftover chemicals properly

Helpful Resources:

T8CCR for HAZCOM: <http://www.dir.ca.gov/title8/5194.html>

OSHA's Nail Salon site: <https://www.osha.gov/SLTC/nailsalons/>

Board of Barbering and Cosmetology (BBC): www.barbercosmo.ca.gov

DTSC site: www.dtsc.ca.gov/InformationResources/DTSC_Overview.cfm

NIOSH Guide for Chemical Hazard: www.cdc.gov/niosh/docs/99-112/

CDPH–artificial nail: www.cdph.ca.gov/programs/hesis/documents/artnails.pdf

EPA site: www.epa.gov/dfe/pubs/projects/salon/nailsalonguide.pdf

HESIS booklet: <http://www.cdph.ca.gov/programs/hesis/Documents/introtoxsubstances.pdf>

CA Safe Cosmetics Program Product Database: <https://safecosmetics.cdph.ca.gov/search/>

Provide Ventilation to Bring In Fresh Air

- Open doors & windows when needed
- Turn on fans
- Maintain ceiling vents
- Use ventilated stations
- Run A/C to bring in new air
- No smoking
- Keep nail salon's exhaust system on

Helpful Resources:

Massachusetts publication: www.mass.gov/lwd/docs/dos/mwshp/hib418.pdf Board of Barbering and Cosmetology: www.barbercosmo.ca.gov

Nails Magazine - Ventilation: www.nailsmag.com/list/topic/ventilation NIOSH site: www.cdc.gov/niosh/topics/manicure/

T8CCR Permissible Exposure Limit: www.dir.ca.gov/title8/5155.html

Avoid Pain and Improve Ergonomics

- Provide and use proper lighting
- Eliminate awkward body postures and hand postures
- Take frequent breaks
- Provide and receive training
- Use ergonomic tools
- Avoid excessive repetitive motions

Helpful Resources:

Cal/OSHA's Easy Ergo: www.dir.ca.gov/dosh/dosh_publications/EasErg2.pdf

OSHA's Nail Salon Ergo: www.osha.gov/SLTC/nailsalons/musclestrains.html

PBA site: www.probeauty.org/docs/nmc/Ergonomic_Basics-10-9-2012.pdf

Nails Magazine–Ergonomics: www.nailsmag.com/list/topic/ergonomics

Prevent Exposure to Infectious Diseases

- Use disinfectants
- Know how diseases spread
- Provide and receive training

- Be aware of HIV, HEP-B, HEP-C
- Use PPE (Personal Protective Equipment) and maintain good sanitation
- Dispose of biohazard waste properly

Image: Biohazard icon.

Helpful Resources:

OSHA site: www.osha.gov/SLTC/nailsalons/biohazards.html
 EPA site: www.epa.gov/dfe/pubs/projects/salon/nailsalonguide.pdf
 BBC site: www.barbercosmo.ca.gov/enforcement/disinfection.shtml
 Asian Law Caucus: nailsalonalliance.org/storage/ALC%20factsheet.pdf
 Nevada SBC site: cosmetology.nv.gov/Consumers/Nail_Salon_Guide/
 T8CCR for BBP: www.dir.ca.gov/title8/5193.html

Prevent Workplace Violence

- Know your site security
- Understand posted signs
- Provide and receive training
- Talk with law enforcement
- Use secure cash management
- Minimize cash transactions
- Post emergency phone numbers
- Be aware of foot traffic entering through front and back doors

Helpful Resources:

Model IIPP: www.dir.ca.gov/dosh/dosh_publications/iipsecurity.pdf
 Cal/OSHA Guidelines: www.dir.ca.gov/dosh/dosh_publications/worksecurity.html
 Board of Barbering and Cosmetology: www.barbercosmo.ca.gov
 NHNBS Alliance: nailsalonalliance.org/
 OSHA site: www.osha.gov/SLTC/nailsalons/

Prevent Heat Illness

- Watch for symptoms
- Drink water frequently
- Use air conditioning
- Provide and receive training
- Use rest periods
- Watch one another
- Know your emergency response plan

Helpful Resources:

Cal/OSHA eTool: www.dir.ca.gov/dosh/etools/08-006/index.htm
 Cal/OSHA Heat Illness site: www.dir.ca.gov/DOSH/HeatIllnessInfo.html
 Employer Training Kit: www.99calor.org/for-employers/index.html
 National Weather Service: www.weather.gov/
 T8CCR for Heat Illness: www.dir.ca.gov/title8/3395.html

Image: Warning. You can develop heat illness while working indoors. Use cooling and keep room temperature at a comfortable level as needed.

Prevent Electrical and Other Safety Hazards

- Water & electricity don't mix
- No exposed live parts
- No overloading of outlets
- No damaged extension cords

- Use ground fault circuit interrupter in wet areas
- No slippery floors; no tripping hazards
- Maintain fire extinguishers & first-aid kits
- Provide and receive training

Helpful Resources:

Cal/OSHA Guide: www.dir.ca.gov/dosh/dosh_publications/Electrical_Safety.pdf

BBC site: www.barbercosmo.ca.gov/laws_regs/regulations.shtml

T8CCR for Fire Extinguisher: www.dir.ca.gov/title8/6151.html

T8CCR for First Aid: www.dir.ca.gov/title8/3400.html

T8CCR for GFCI: www.dir.ca.gov/title8/2300.html

Contacting Cal/OSHA Consultation Services

Publications: www.dir.ca.gov/dosh/PubOrder.asp

Consultation Programs:

www.dir.ca.gov/dosh/consultation.html

Toll-free Number: 1-800-963-9424

On-Site Assistance Program Area Offices:

Central Valley: 559-454-1295

San Diego / Imperial: 619-767-2060 No.

California: 916-263-0704

San Bernardino: 909-383-4567

San Francisco / Bay Area: 510-622-2891

San Fernando Valley: 818-901-5754

La Palma / Las Angeles / Orange: 714-562-5525

This document is not meant to be either a substitute for or a legal interpretation of the occupational safety and health regulations. Readers shall refer directly to Title 8 of the California Code of Regulations and the Labor Code for detailed information regarding the regulation’s scope, specifications, and exceptions and for other requirements that may be applicable to their operations.

California Department of Industrial Relations
Cal/OSHA

SEP 2014

3.7 TRAINING MATERIALS
Independent Contractor or Employee

Internal Revenue Service

Independent contractor or employee?

Which are you?

For federal tax purposes, this is an important distinction. Worker classification affects how you pay your federal income tax, social security and Medicare taxes, and how you file your tax return. Classification affects your eligibility for social security and Medicare benefits, employer provided benefits and your tax responsibilities. If you aren’t sure of your work status, you should find out now. This brochure can help you.

The courts have considered many facts in deciding whether a worker is an independent contractor or an employee. These relevant facts fall into three main categories: behavioral control; financial control; and relationship of the parties. In each case, it is very important to consider all the facts – no single fact provides the answer. Carefully review the following definitions.

Behavioral Control

These facts show whether there is a right to direct or control how the worker does the work. A worker is an employee when the business has the right to direct and control the worker. The business does not have to actually direct or control the way the work is done – as long as the employer has the right to direct and control the work. For example:

Instructions—if you receive extensive instructions on how work is to be done, this suggests that you are an employee. Instructions can cover a wide range of topics, for example:

- how, when, or where to do the work
- what tools or equipment to use
- what assistants to hire to help with the work
- where to purchase supplies and services

If you receive less extensive instructions about what should be done, but not how it should be done, you may be an independent contractor. For instance, instructions about time and place may be less important than directions on how the work is performed.

Training—if the business provides you with training about required procedures and methods, this indicates that the business wants the work done in a certain way, and this suggests that you may be an employee.

Financial Control

These facts show whether there is a right to direct or control the business part of the work. For example:

Significant Investment—if you have a significant investment in your work, you may be an independent contractor. While there is no precise dollar test, the investment must have substance. However, a significant investment is not necessary to be an independent contractor.

Expenses—if you are not reimbursed for some or all business expenses, then you may be an independent contractor, especially if your unreimbursed business expenses are high.

Opportunity for Profit or Loss—if you can realize a profit or incur a loss, this suggests that you are in business for yourself and that you may be an independent contractor.

Relationship of the Parties

These are facts that illustrate how the business and the worker perceive their relationship. For example:

Employee Benefits—if you receive benefits such as insurance, pension, or paid leave, this is an indication that you may be an employee. If you do not receive benefits, however, you could be either an employee or an independent contractor.

Written Contracts—a written contract may show what both you and the business intend. This may be very significant if it is difficult, if not impossible, to determine status based on other facts.

When You Are an Employee...

- Your employer must withhold income tax and your portion of social security and Medicare taxes. Also, your employer is responsible for paying social security, Medicare, and unemployment (FUTA) taxes on your wages. Your employer must give you a Form W-2, Wage and Tax Statement, showing the amount of taxes withheld from your pay.

- You may deduct unreimbursed employee business expenses on Schedule A of your income tax return, but only if you itemize deductions and they total more than two percent of your adjusted gross income.

When You Are an Independent Contractor...

- The business may be required to give you Form 1099- MISC, Miscellaneous Income, to report what it has paid to you.
- You are responsible for paying your own income tax and self-employment tax (Self-Employment Contributions Act – SECA). The business does not withhold taxes from your pay. You may need to make estimated tax payments during the year to cover your tax liabilities.
- You may deduct business expenses on Schedule C of your income tax return.

IRS Tax Publications

If you are not sure whether you are an employee or an independent contractor, get Form SS-8, Determination of Worker Status for Purposes of Federal Employment Taxes and Income Tax Withholding. Publication 15-A, Employer's Supplemental Tax Guide, provides additional information on independent contractor status.

IRS Electronic Services

You can download and print IRS publications, forms, and other tax information materials on the Internet at www.irs.gov. You can also call the IRS at 1-800-829-3676 (1-800-TAX-FORM) to order free tax publications and forms.

Publication 1796, 2007 IRS Tax Products CD (Final Re-lease), containing current and prior year tax publications and forms, can be purchased from the National Technical Information Service (NTIS). You can order Publication 1796 toll-free by calling 1-877-233-6767 or via the Internet at www.irs.gov/cdorders.

Call 1-800-829-4933, the Business and Specialty Tax Line, if you have questions related to employment tax issues.

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SECTION 4

Protection from Hazardous Chemicals

Learning Objectives

Section 4

Protection from Hazardous Chemicals

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

- Recognize chemical safety hazards.
- List ways to reduce chemical hazards.
- Identify and list safe work practices.

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

Chemical Accidents

Think of some examples of chemical accidents.

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

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

Flammable or Combustible Chemicals

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

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

Safety Precautions

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

- Always be aware which chemicals used may be fire hazards
- Avoid using flammable or combustible chemicals (use a safer chemical if possible)
- Do not allow a flammable or combustible chemical to come near a flame, spark, or hot object
- Check all electrical equipment to make sure there are no broken or frayed cords that might spark or get hot
- Do not try to warm up chemicals by putting them into a microwave or using a hot blow-dryer on them (never warm up any chemicals, even if they are not flammable or combustible)

Be Prepared

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

Fire Extinguishers

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

- Class A fires are ordinary combustibles; fires involving ordinary combustible; fires involving ordinary combustible materials like wood, cloth, and paper.

- Class B fires are flammable liquids; fires involving flammable liquids, gases, and greases.
- Class C fires are electrical equipment; fires involving energized electrical equipment and electrical wiring.
- Class D fires are combustible metal; fires involving combustible metals like magnesium, titanium, and zinc.

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

Image: Red multipurpose fire extinguisher. Multipurpose extinguishers can be purchased in most hardware stores or from companies that sell safety equipment.

Chemical Storage

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

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

Image: Licensee checking a product label for storage instructions. Always check the label and the SDS for any special storage instructions.

Prevention

The most important rule for spills and leaks is to ensure their prevention. But, if a chemical does spill or leak, first check the SDS for any special cleanup instructions. Remember that cleanup procedures may be different for different chemicals. Once the proper cleanup instructions are known and the appropriate cleanup supplies have been gathered, the spill should be cleaned up immediately. If a hazardous chemical were to get on clothes, on the skin, or in the eyes, remove the affected clothing and flush the

skin or eye with water for at least 15 minutes. It is a good idea to have an emergency eye wash station in the establishment. Depending on the chemical, individuals may also need medical help.

Chemical Disposal

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

Sidebar: DID YOU KNOW?

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

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

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

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

Case Study

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

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

What suggestions would you make to improve this situation?

Protection from Chemicals

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

These may include:

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

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

Five Key Ways to Reduce Chemical Hazards

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

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

1. Avoid Harmful Chemicals

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

2. Isolate the Work Process

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

Image: A licensee wearing gloves and holding a color brush about to apply the product to a client’s hair. Mix developer and hair color in a separate room with good ventilation so co-workers and clients in the main service area won’t be exposed to the fumes.

3. Use Good Ventilation

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

Local Exhaust Ventilation

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

One type of local exhaust ventilation system used in an establishment is the vented manicure table. These tables are used when working on a client’s nails because many nail processes create chemical vapors and nail dust. Local exhaust ventilation is built into the table and protects both workers and clients. An internal fan creates suction that pulls chemical vapors and dust

away from the client's hand and out through a duct. Whenever possible, a system like this should be set up to vent the vapors outdoors. It should not exhaust them back inside the establishment. Sometimes all that is needed is to run the duct through a window.

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

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

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

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

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

General Dilution Ventilation

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

4. Work in a Safe Way

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

Chemical Storage

DO:

Do store chemicals in their original labeled containers.
Do close containers securely when storing them.

Do use a fireproof metal cabinet for extremely flammable chemicals.

DO NOT:

Do not store chemicals where they will be exposed to heat or sunlight.

Do not store chemicals where containers can fall and spill.

Do not store flammable chemicals near sparks, open flames, or other possible sources of ignition.

Do not store chemicals near food or eating areas.

Do not store incompatible chemicals near each other (they can react with each other if mixed).

Chemical Disposal (Depends upon the particular chemical, but generally)

DO:

Do check the SDS for specific disposal instructions.

Do check with the California Department of Toxic Control Substances if you have questions regarding the disposal of hazardous substances.

DO NOT:

Do not pour dangerous chemicals down the sink drain.

Do not throw dangerous chemicals in the regular trash.

Chemical Mixing

DO:

Do set up a special area just for chemical mixing.

Do make sure the mixing area has good ventilation.

Do make sure the mixing area has protective equipment like aprons, gloves, and goggles or other eye protection available.

Do make sure the mixing area has an emergency eye wash and a place nearby to wash your hands.

DO NOT:

Do not mix chemicals near food or near eating areas.

Eating/Drinking

DO:

Do have a separate area available for eating and drinking.

DO NOT:

Do not eat or drink around chemicals.

Good Housekeeping

DO:

Do keep areas where chemicals are used clean, neat, and dry.

Do clean up all spills right away.

Do use proper cleanup methods as listed on the SDS.

Do keep all safety equipment in good working order.

Do test ventilation equipment regularly to make sure it's working properly.

Work Scheduling

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

Chemical Inventory

Employers and independent contractors are required by law to have certain information about chemicals on hand:

- An inventory that lists all hazardous chemicals used in the establishment
- A SDS sheet for each hazardous chemical

Emergency Preparedness Plan

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

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

This information should be given in a way that everyone can understand. If necessary, Training Materials and classes might need to be translated into different languages. To get you started, the Board has provided an example of some recommended emergency plan guidelines you may see in an establishment's plan:

Emergency Planning

DO:

Do keep emergency equipment in the establishment, like fire extinguishers, eye washes, and first aid kits. Do know what to do in an emergency. Read all directions and warnings printed on chemical products before there is an accident.

In the event a hazardous chemical gets on an individual's skin or clothing, remove the affected clothing, flush the affected skin with water for 15 minutes, and get medical attention, if necessary.

Do check the SDS for information on handling emergencies.

DO NOT:

Do not try to fight a chemical fire unless it is known how that chemical reacts.
Do not try to fight a chemical fire unless the right kind of fire extinguisher for that chemical is available.
Do not try to clean up a large chemical spill unless the proper way to clean up that chemical is known.

5. Use Personal Protective Equipment

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

Unlike some of the other methods of protection, PPE doesn't remove the hazard from the establishment—it only shields an individual from the hazard. It is always better to get rid of the hazard altogether. Besides being less effective, some PPE can also be uncomfortable and awkward to use.

While PPE is not the best way to protect yourself from chemicals, it is better than no protection at all. In many establishments, PPE may be the only protection available.

Image Caption: A pair of disposable gloves. Use the right type of gloves for the chemical being used.

Gloves

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

Goggles or Safety Glasses

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

Image: A pair of clear safety glasses. Safety glasses offer the best protection against flying particles like nail fragments or nail dust.

Protective Clothing

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

Image Caption: A licensee wearing an apron holding a hair comb and straightener. To protect your skin from chemicals, wear a long-sleeved shirt and an apron or smock.

Dust Masks

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

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

Owner Responsibility

Cal/OSHA rules say that the employer is responsible for supplying all necessary protective equipment. Employers should have protective equipment available for all employees. Independent contractors should provide their own equipment. Employers and independent contractors can buy equipment from stores, catalogs, or websites. Employers and independent contractors should make sure that any equipment they

are considering purchasing is both comfortable to the wearer and practical for use. There are many different manufacturers and companies, so find something that works for the individual using the equipment. After purchasing PPE, remember to keep an adequate supply on hand at all times. PPE may be an extra cost and unattractive to wear but safety should be the top priority.

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

Safety Fact Sheets

Safety fact sheets on common products used in the establishment have been included in the Training Materials. These fact sheets will serve as a reminder on how these specific chemicals get into the body, how the body is affected by the exposure, what chemicals are contained in the product, and how an individual can protect themselves from the product. Take a moment to review the fact sheets. Print the safety fact sheets out and keep them close by for easy access for reviewing.

Questions for Review

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

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

Which of the following are ways to reduce chemical hazards?

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

What does “breakthrough time” refer to?

- (A) The length of time it takes a fire to spread from one point to another
- (B) The length of time it should take to put out a fire
- (C) The length of time protective gloves will work well
- (D) The length of time it takes a chemical to breakdown and produce vapor
- (E) The length of time a chemical takes to absorb into your skin

A multipurpose extinguisher can be used to fight:

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

Record answers to questions in the exam booklet.

NEXT LESSON

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

What’s Wrong With This Picture?

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

Image: On the left is a hair station. A woman is sitting in the chair and a male cosmetologist is spraying hair spray on the client. On the counter behind them are product bottles, a sandwich, and a hot drink in a mug. Next to them is a woman standing, mixing product in a bowl. Next to the hair station is a closed window. Next to the window is a tall shelf with numerous bottles. There is an open bottle on the floor. In front of the bottle, a woman is giving a woman a manicure. There are used cotton balls on the floor.

Section 4 Training Materials

- 4.1 Artificial Nails Fact Sheet
- 4.2 Chemical Hair Relaxers/Straighteners/ Blowouts Fact Sheet
- 4.3 Disinfectants Fact Sheet
- 4.4 Hair Bleaches Fact Sheet
- 4.5 Hair Color Fact Sheet
- 4.6 Manicuring Fact Sheet
- 4.7 Permanent Waving Fact Sheet
- 4.8 Shampoos and Conditioners Fact Sheet
- 4.9 Thermal Hairstyling Fact Sheet

4.1 TRAINING MATERIALS

Artificial Nails

HOW CAN CHEMICALS IN ARTIFICIAL NAIL PRODUCTS GET INTO YOUR BODY?

Skin and Eye Contact

- Some chemicals may harm your skin directly and/or be absorbed into your bloodstream.
- You may splash chemicals into your eyes.
- You may accidentally touch your eyes with chemicals on your hands.
- Chemical vapors or dust in the air may get into your eyes.

Breathing

- You may breathe in chemical vapors through your nose or mouth.
- When filing nails, you may breathe in harmful dust.

Swallowing

- If chemicals (including dust) are on your hands or in the air, they may contaminate your food or drink.

HOW CAN CHEMICALS IN ARTIFICIAL NAIL PRODUCTS AFFECT YOUR BODY?

Different chemicals affect your body in different ways, depending on the amount of the chemical in the product, how harmful it is, the length of time you are exposed, and other factors. Not every person has the same reaction to a chemical. Some people experience health effects when they work with a product, others never do. Health problems that may be caused by chemicals in artificial nail products include:

Central nervous system effects: Headache, dizziness, nausea, drowsiness, restlessness.

Nose and throat irritation: Runny nose, scratchy throat, burning, itching.

Skin irritation and dermatitis: Redness, itching, skin rash, or dry skin that cracks and flakes — most common on the hands and arms.

Eye irritation: Redness, burning, watering, itching.

Lung irritation: Breathing difficulty, shortness of breath, coughing, swelling of lung tissue.

Allergies: Stuffy or runny nose, sneezing, asthma, dermatitis. If you become sensitive to a particular chemical, you will have an allergic reaction every time you use it.

Cancer: Studies with laboratory animals and humans have shown that chemicals found in some artificial nail products can cause cancer. This is not a common health problem.

Reproductive problems: Studies with laboratory animals have shown that chemicals found in some artificial nail products can cause reproductive problems, such as birth defects and infertility. This is not common.

How can chemicals in artificial nail products affect your body?

WARNING! EXPOSURE TO THESE CHEMICALS MAY CAUSE:

1, 1, 2-trichloroethane or 1, 2, 2-trifluoroethane: Central nervous system effects. Skin irritation and dermatitis.

Acetone: Eye, nose, and throat irritation. Central nervous system effects. Skin irritation and dermatitis.

Acetonitrile: Eye, nose, and throat irritation. Central nervous system effects. Skin irritation and dermatitis.

Benzoyl peroxide: Skin irritation and dermatitis. Cancer in animals.

Butyl methacrylate: Eye, skin, nose, mouth and throat irritation, shortness of breath, skin rash.

Butylated hydroxyanisole (BHA): Breathing problems. Cancer with long-term use.

Dimethyl p-toluidine: Eye, nose, and throat irritation.

Ethyl acetate, butyl acetate or isopropyl acetate: Eye, nose, and throat irritation. Central nervous system effects. Breathing problems. Skin irritation and dermatitis.

Ethyl methacrylate: Eye, nose, and throat irritation. Coughing and/or shortness of breath. Asthma. Central nervous system effects. Skin irritation and dermatitis. Fire hazard.

Formaldehyde: Eye, nose, throat, and lung irritation. Watery, burning eyes. Central nervous system effects. Skin irritation and dermatitis. Breathing problems (such as asthma, coughing, and wheezing). Cancer with long-term use.

Glycol ethers (a generic term for a group of chemicals): Reproductive problems (birth defects and infertility shown in lab animal tests). Possible other effects depending on the specific chemical.

Hydroquinone: Eye, nose, and throat irritation. Skin irritation and dermatitis.

Methacrylic acid: Eye, nose, and throat irritation. Skin irritation and dermatitis.

Methylene chloride: Central nervous system effects. Causes cancer in lab animal tests.

Methyl ethyl ketone (MEK): Eye, nose, and throat irritation. Central nervous system effects. Methylene chloride: Central nervous system effects. Causes cancer in lab animal tests.

Methyl methacrylate (MMA): Red, itchy, and swollen skin with tiny blisters. Scratch throat, runny nose, and cough. Numbness and muscle weakness. Central nervous system effects.

Ortho-phenylphenol (OPP): Eye, nose, and throat irritation. Abdominal pain. Coughing and/or shortness of breath.

Phthalates (such as dibutyl phthalate): Reproductive birth defects.

Quaternary ammonium compounds (such as benzalkonium chloride): Eye, nose, and throat irritation. Breathing problems (such as asthma and shortness of breath).

Toluene: Eye, nose, and throat irritation. Central nervous system effects. Skin irritation and dermatitis. Reproductive problems.

Xylene: Eye, nose, and throat irritation. Central nervous system effects. Skin irritation and dermatitis. Reproductive problems.

Not all artificial nail products contain these chemicals, and some may contain harmful chemicals not listed above. Always check the product's Safety Data Sheet (SDS) for more information. Other manicuring products are covered in a separate fact sheet.

HOW CAN YOU PROTECT YOURSELF FROM CHEMICAL HAZARDS?

When you work with chemicals in artificial nail products, it is important to take steps to protect your health.

Avoid harmful chemicals

- For any product used, read the label and Safety Data Sheet to know what is in the product and its health effects.
- Use products with the least harmful chemicals in them when possible.
- Don't use products that contain formaldehyde, methacrylates, or methylene chloride.

Use safe work practices

- Keep containers closed when you're not using them so the product doesn't spill or get into the air.
- Check that all containers of chemicals are properly labeled of their contents.
- Don't eat or drink in your work area as your food or drink may get contaminated.
- Wash your hands after working with chemicals, even if you wore gloves.

Ventilate the room

- Always work in a well-ventilated area. If there's no ventilation system, open windows and doors to bring in fresh air from outside.
- Use a manicuring table with a built-in ventilation system. The hood pulls dust and vapors away from your breathing area.
- Do not rely on fans. They only blow dust and vapors around the room — they don't get rid of them.

Use protective equipment

- Wear gloves designed to protect your skin from the particular chemicals you're using.
- Wear a NIOSH-approved dust mask to protect yourself from dust when you file nails.
- Wear safety glasses to protect your eyes from nail clippings.
- Wear safety goggles when mixing chemicals to protect your eyes from splashes.

Know your rights as a worker

- Employers must provide workers with Safety Data Sheets if requested.
- Employers must train workers on the hazards of the chemicals they are working with and how to protect themselves from the hazards.

Report any health problems

- Speak up if you are experiencing symptoms of health effects so your employer can help alleviate the problem and let other employees know.
- Seek advice from your doctor on how serious your issues are and how they should be handled.
- You have the right to report health hazards to Cal/OSHA by filing a complaint.

ARE GEL MANICURES SAFE?

There are many chemicals in the shop or salon that you may be exposed to during manicuring services, but there is something else you should be aware of—UV ray exposure. This occurs during gel manicures as the polish is cured under ultraviolet lamps. These lights emit UVA rays—the same rays emitted by the sun and tanning beds, which have skin-damaging effects and can lead to cancer.

While the amount of UV radiation produced by a nail-drying lamp at a single visit to a nail salon is not a serious concern, it is important to recognize that exposure is occurring. Any exposure, no matter how little, is still exposure. UVA exposure is harmful and could lead to premature skin aging (such as wrinkles) and eventually skin cancer. Because the wattage of nail lamps varies and produces different levels of radiation, even as few as eight uses of a higher-wattage lamp may produce enough exposure to cause skin damage. There is no evidence that cancer is a direct effect from using these nail-drying lamps; however, it is possible that the lamps are a contributing factor.

All UV exposure adds up over one's lifetime. Physicians and The Skin Cancer Foundation recommend playing it safe by applying broad-spectrum (UVA/UVB) sunscreen with an SPF of 15 or higher to hands before exposing them to UV light emitted from nail-drying devices. Some clients may even wear dark opaque gloves with the fingertips cut off to protect their skin.

Because manufacturers are constantly developing new technologies, there is an alternative that poses a lower risk to one's health. Many salons are now using LED lights instead of UV lamps. These lights emit a significantly smaller dose of UV radiation and there has not been one study that shows LED lights cause cancer. In fact, LED lights are often used in beautifying services, such as treating signs of sun damage. In addition, LED lights cure gel polish much faster and the bulbs never need to be replaced.

Whether you or your salon chooses to use UV lamps or LED lights, make sure you recognize the health risks of both and make the best decision for you and your client.

4.2 TRAINING MATERIALS

Chemical Hair Relaxers, Straighteners, Blowouts Fact Sheet

HOW CAN CHEMICALS IN HAIR RELAXERS, STRAIGHTENERS, AND BLOWOUTS GET INTO YOUR BODY?

Skin and Eye Contact

- Some chemicals may harm your skin directly and/or be absorbed into your bloodstream.
- You may splash chemicals into your eyes.
- You may accidentally touch your eyes with chemicals on your hands.
- Chemical vapors in the air may get into your eyes.

Breathing

You may breathe in chemical vapors through your nose or mouth.

Swallowing

Chemicals on your hands or in the air may contaminate your food or drink.

HOW CAN CHEMICALS IN HAIR RELAXERS AND STRAIGHTENERS AFFECT YOUR BODY?

Different chemicals affect your body in different ways, depending on the amount of the chemical in the product, how harmful it is, the length of time you are exposed, and other factors. Not every person has the same reaction to a chemical. Some people experience health effects when they work with a product, others never do. Health problems that may be caused by chemicals in shampoos and conditioners include:

Central nervous system effects: Headache, dizziness, nausea, drowsiness, restlessness.
Nose and throat irritation: Runny nose, scratchy throat, burning, itching.

Skin irritation and dermatitis: Redness, itching, skin rash, or dry skin that cracks and flakes — most common on the hands and arms.

Allergies: Stuffy or runny nose, sneezing, asthma, dermatitis. If you become sensitive to a particular chemical, you will have an allergic reaction every time you use it.

Eye irritation: Redness, burning, watering, itching.

Lung irritation: Breathing difficulty, shortness of breath, coughing, swelling of lung tissue.

Burns: Chemicals in some hair relaxers and straightening products can cause burns if they get on your skin or in your eyes.

What harmful chemicals are sometimes found in chemical hair relaxers, straighteners and blowouts?

WARNING! EXPOSURE TO THESE CHEMICALS MAY CAUSE:

Alcohol (isopropyl): Eye, nose, throat, and lung irritation. Central nervous system effects. Skin irritation and dermatitis.

Ammonium hydroxide: Eye, nose, throat, and lung irritation. Skin and eye burns. Skin irritation and dermatitis. Ammonium thioglycolate or glycerol monothioglycolate: Eye, nose, throat, and lung irritation. Skin irritation and dermatitis. Allergies, including asthma. (Ammonium thioglycolate is less likely to cause some of these symptoms.)

Ammonium thioglycolate or glycerol monothioglycolate: Eye, nose, throat, and lung irritation. Skin irritation and dermatitis. Allergies, including asthma. (Ammonium thioglycolate is less likely to cause some of these symptoms.)

Boric acid, perborate, or borate: Central nervous system effects. Kidney damage if swallowed.

Bromates: Eye, nose, and throat irritation. Central nervous system effects. Skin and eye burns. Skin irritation and dermatitis. Severe irritation of mouth, throat, and stomach if swallowed. Kidney damage if swallowed.

Formaldehyde (methylene glycol): Eye, nose, throat irritation, lung cancer, blindness, asthma, skin rashes. Note: The following chemicals are treated as formaldehyde under OSHA's Formaldehyde standard—formalin, methylene oxide, paraform, formic aldehyde, methanol, oxomethane, oxymethylene.

Guanidine carbonate: Skin irritation and dermatitis. Skin and eye burns.

Hydrogen peroxide: Eye, nose, throat, and lung irritation. Skin and eye burns. Severe irritation of mouth, throat, and stomach if swallowed.

Sodium hydroxide: Eye, nose, throat, and lung irritation. Skin and eye burns. Skin irritation and dermatitis. Severe irritation of mouth, throat, and stomach if swallowed.

Not all hair relaxers and straighteners contain these chemicals, and some may contain harmful chemicals not listed above. Always check the product's Safety Data Sheet (SDS) for more information.

HOW CAN YOU PROTECT YOURSELF FROM CHEMICAL HAZARDS?

When you work around chemicals in hair relaxers and straighteners, it is important to take steps to protect your health.

Avoid harmful chemicals

- For any product used, read the label and Safety Data Sheet to know what is in the product and its health effects.
- Use products that contain bisulfites instead of sodium hydroxide or thioglycolates.
- Use ammonium thioglycolate instead of glycerol monothioglycolate.
- Use products with the least harmful chemicals in them when possible.

Use safe work practices

- Use a heat pressing method for straightening hair instead of chemicals.
- Keep containers closed when you're not using them so the product doesn't spill or get into the air.
- Check that all containers of chemicals are properly labeled of their contents.
- Don't eat or drink in your work area as your food or drink may get contaminated.
- Wash your hands after working with chemicals, even if you wore gloves.

Ventilate the room

Always work in a well-ventilated area. If there's no ventilation system, open windows and doors to bring in fresh air from outside.

Use protective equipment

- Wear gloves designed to protect your skin from the particular chemicals you're using.
- Wear safety goggles when mixing chemicals to protect your eyes from splashes.

Know your rights as a worker

- Employers must provide workers with Safety Data Sheets if requested.
- Employers must train workers on the hazards of the chemicals they are working with and how to protect themselves from the hazards.

Report any health problems

- Speak up if you are experiencing symptoms of health effects so your employer can help alleviate the problem and let other employees know.
- Seek advice from your doctor on how serious your issues are and how they should be handled.
- You have the right to report health hazards to Cal/OSHA by filing a complaint.

4.3 TRAINING MATERIALS

Disinfectants Fact Sheet

HOW CAN CHEMICALS IN DISINFECTANTS GET INTO YOUR BODY?

Skin and Eye Contact

- Some chemicals may harm your skin directly and/or be absorbed into your bloodstream.
- You may splash chemicals into your eyes.
- You may accidentally touch your eyes with chemicals on your hands.
- Chemical vapors in the air may get into your eyes.

Breathing

You may breathe in chemical vapors through your nose or mouth.

Swallowing

Chemicals on your hands or in the air may contaminate your food or drink.

HOW CAN CHEMICALS IN DISINFECTANTS AFFECT YOUR BODY?

Different chemicals affect your body in different ways, depending on the amount of the chemical in the product, how harmful it is, the length of time you are exposed, and other factors. Not every person has the same reaction to a chemical. Some people experience health effects when they work with a product, others never do. Health problems that may be caused by chemicals in disinfectants include:

Central nervous system effects: Headache, nausea.

Skin irritation and dermatitis: Redness, itching, skin rash, or dry skin.

Eye irritation, eye damage, and blindness: Redness, burning, watering, itching, loss of sight.

Nose and throat irritation: Runny nose, scratchy throat, burning, itching.

Lung irritation: Breathing difficulty, shortness of breath, coughing.

Reproductive problems: Birth defects.

What harmful chemicals are sometimes found in disinfectants?

WARNING! EXPOSURE TO THESE CHEMICALS MAY CAUSE:

2-butoxyethanol or ethylene glycol monobutyl ether: Headaches, eye and nose irritation, reproductive problems, birth defects.

Bleach: Eye irritation, skin irritation, breathing problems.

Quaternary ammonium compounds or dimethyl benzyl ammonium chloride: Skin irritation, nose irritation, asthma.

Phenol: Respiratory irritation, headaches, burning eyes, skin burns, liver damage, muscle tremors and loss of coordination.

Glutaraldehyde: Lung, eye, nose and throat irritation, asthma, dermatitis.

Not all disinfectants contain these chemicals, and some may contain harmful chemicals not listed above. Always check the product's Safety Data Sheet (SDS) for more information.

HOW CAN YOU PROTECT YOURSELF FROM CHEMICAL HAZARDS?

The California Board of Barbering and Cosmetology requires that all non-electrical tools be disinfected with an EPA registered disinfectant with demonstrated bactericidal, fungicidal, and virucidal activity; therefore, when you work around chemical disinfectants, it is important to take steps to protect your health.

Use safe work practices

- Keep containers closed when you're not using them so the product doesn't spill or get into the air.
- Check that all containers of chemicals are properly labeled of their contents.
- Don't eat or drink in your work area as your food or drink may get contaminated.
- Wash your hands after working with chemicals, even if you wore gloves.
- Remove tools from the disinfectant with tongs.

Ventilate the room

- Always work in a well-ventilated area. If there's no ventilation system, open windows and doors to bring in fresh air from outside.

Use protective equipment

- Wear gloves designed to protect your skin from the particular chemicals you're using.
- Wear safety goggles when mixing chemicals to protect your eyes from splashes.

Know your rights as a worker

- Employers must provide workers with Safety Data Sheets if requested.
- Employers must train workers on the hazards of the chemicals they are working with and how to protect themselves from the hazards.

Report any health problems

- Speak up if you are experiencing symptoms of health effects so your employer can help alleviate the problem and let other employees know.
- Seek advice from your doctor on how serious your issues are and how they should be handled.
- You have the right to report health hazards to Cal/OSHA by filing a complaint.

4.4 TRAINING MATERIALS

Hair Bleaches Fact Sheet

HOW CAN CHEMICALS IN HAIR BLEACHES GET INTO YOUR BODY?

Skin and Eye Contact

- Some chemicals may harm your skin directly and/or be absorbed into your bloodstream.
- You may splash chemicals into your eyes.
- You may accidentally touch your eyes with chemicals on your hands.
- Chemical vapors in the air may get into your eyes.

Breathing

You may breathe in chemical vapors through your nose or mouth.

Swallowing

Chemicals on your hands or in the air may contaminate your food or drink.

HOW CAN CHEMICALS IN HAIR BLEACHES AFFECT YOUR BODY?

Different chemicals affect your body in different ways, depending on the amount of the chemical in the product, how harmful it is, the length of time you are exposed, and other factors. Not every person has the same reaction to a chemical. Some people experience health effects when they work with a product, others never do. Health problems that may be caused by chemicals in hair bleaches include:

Central nervous system effects: Headache, dizziness, nausea, drowsiness, restlessness.

Nose and throat irritation: Runny nose, scratchy throat, burning, itching.

Skin irritation and dermatitis: Redness, itching, skin rash, or dry skin that cracks and flakes — most common on the hands and arms.

Eye irritation: Redness, burning, watering, itching.

Lung irritation: Breathing difficulty, shortness of breath, coughing, swelling of lung tissue.

Burns: Chemicals in some hair bleaches can cause burns if they get on your skin or in your eyes.

Allergies: Stuffy or runny nose, sneezing, asthma, dermatitis. If you become sensitive to a particular chemical, you will have an allergic reaction every time you use it.

What harmful chemicals are sometimes found in hair bleaches?

WARNING! EXPOSURE TO THESE CHEMICALS MAY CAUSE:

Alcohol (ethyl or isopropyl): Eye, nose, throat, and lung irritation. Central nervous system effects. Skin irritation and dermatitis.

Ammonium hydroxide: Eye, nose, throat, and lung irritation. Skin and eye burns. Skin irritation and dermatitis.

Ammonium persulfate or potassium persulfate: Eye irritation. Skin irritation and dermatitis. Allergies, including asthma. Possible fire hazard.

Hydrogen peroxide: Eye, nose, throat, and lung irritation. Skin and eye burns. Severe irritation of mouth, throat, and stomach if swallowed.

Sodium peroxide: Eye and nose irritation. Skin and eye burns. Skin irritation and dermatitis. Not all hair bleaches contain these chemicals, and some may contain hazardous chemicals not listed above. Always check the product's Safety Data Sheet (SDS) for more information.

Not all hair bleaches contain these chemicals, and some may contain hazardous chemicals not listed above. Always check the product's Safety Data Sheet (SDS) for more information.

HOW CAN YOU PROTECT YOURSELF FROM CHEMICAL HAZARDS?

When you work around chemicals in hair bleaches, it is important to take steps to protect your health.

Avoid harmful chemicals

- For any product used, read the label and Safety Data Sheet to know what is in the product and its health effects.
- Use products with the least harmful chemicals in them when possible.
-

Use safe work practices

- Store products with persulfates away from direct sunlight, heat, or flames. They are flammable.
- Keep containers closed when you're not using them so the product doesn't spill or get into the air.
- Check that all containers of chemicals are properly labeled of their contents.
- Don't eat or drink in your work area as your food or drink may get contaminated.
- Wash your hands after working with chemicals, even if you wore gloves.

Ventilate the room

- Always work in a well-ventilated area. If there's no ventilation system, open windows and doors to bring in fresh air from outside.

Avoid harmful chemicals

Avoid harmful chemicals

- Do hair lightening without boosters (ammonium persulfate or potassium persulfate).
- Or use non-persulfate boosters like sodium perborate, sodium percarbonate, or magnesium carbonate.

- For any product used, read the label and Safety Data Sheet to know what is in the product and its health effects.
- Use products with the least hazardous chemicals in them when possible.

Use protective equipment

- Wear gloves designed to protect your skin from the particular chemicals you're using.
- Wear safety goggles when mixing chemicals to protect your eyes from splashes.

Know your rights as a worker

- Employers must provide workers with Safety Data Sheets if requested.
- Employers must train workers on the hazards of the chemicals they are working with and how to protect themselves from the hazards.

Report any health problems

- Speak up if you are experiencing symptoms of health effects so your employer can help alleviate the problem and let other employees know.
- Seek advice from your doctor on how serious your issues are and how they should be handled.
- You have the right to report health hazards to Cal/OSHA by filing a complaint.

4.5 TRAINING MATERIALS

Hair Color Fact Sheet

HOW CAN CHEMICALS IN HAIR COLOR GET INTO YOUR BODY?

Skin and Eye Contact

- Some chemicals may harm your skin directly and/or be absorbed into your bloodstream.
- You may splash chemicals into your eyes.
- You may accidentally touch your eyes with chemicals on your hands.
- Chemical vapors in the air may get into your eyes.

Breathing

You may breathe in chemical vapors through your nose or mouth.

Swallowing

Chemicals on your hands or in the air may contaminate your food or drink.

HOW CAN CHEMICALS IN HAIR COLOR AFFECT YOUR BODY?

Different chemicals affect your body in different ways, depending on the amount of the chemical in the product, how harmful it is, the length of time you are exposed, and other factors. Not every person has the same reaction to a chemical. Some people experience health effects when they work with a product, others never do. Health problems that may be caused by chemicals in hair color include:

Central nervous system effects: Headache, dizziness, nausea, drowsiness, restlessness.

Allergies: Stuffy or runny nose, sneezing, asthma, dermatitis. Sometimes chemicals from other products, such as thioglycolates in perm solutions or relaxers, can make you more likely to have an allergic reaction to chemicals in hair colorings.

Skin irritation and dermatitis: Redness, itching, skin rash, or dry skin that cracks and flakes — most common on the hands and arms.

Lead poisoning: Some hair coloring products contain lead. If you are exposed to a large amount of lead, you may be at risk of lead poisoning. Symptoms include muscle weakness, leg cramps, numbness, depression, and brain damage. This is not a common health problem.

Eye irritation, eye damage, and blindness: Redness, burning, watering, itching, loss of sight.

Nose and throat irritation: Runny nose, scratchy throat, burning, itching.

Lung irritation: Breathing difficulty, shortness of breath, coughing, swelling of lung tissue.

Burns: Chemicals in some hair colorings can cause burns if they get on your skin or in your eyes.

Cancer: Coal tar dyes, used in some permanent hair colorings, have been shown to cause cancer if you work with them over a long period of time. This is not a common health problem.

What harmful chemicals are sometimes found in hair color?

WARNING! EXPOSURE TO THESE CHEMICALS MAY CAUSE:

Alcohol (ethyl, isopropyl, or propyl): Eye, nose, throat, and lung irritation. Central nervous system effects. Skin irritation and dermatitis.

Aminophenols: Eye, nose, and throat irritation. Skin irritation and dermatitis. Severe allergic reaction in some people.

Ammonium hydroxide: Eye, nose, throat, and lung irritation. Skin and eye burns. Skin irritation and dermatitis.

Coal tar dyes (aniline derivatives) such as 4-methoxy-m-phenylenediamine (4-MMPD), paraphenylenediamine, 2-nitro-phenylenediamine, 2, 4-diaminoaniside, and 2, 4-diaminoaniside sulfate: Severe eye irritation and blindness. Skin irritation and dermatitis. Severe allergic reaction in some people. Cancer if absorbed through the skin during long-term use. The FDA recommends that products with coal tar dyes carry warning labels, but the labels don't mention cancer.

Hydrogen peroxide: Eye, nose, throat, and lung irritation. Skin and eye burns. Severe irritation of mouth, throat, and stomach if swallowed.

Lead acetate: Lead poisoning if absorbed in large amounts.
Paraphenylenediamine: Skin irritation, dermatitis.

Not all hair color contains these chemicals, and some may contain harmful chemicals not listed above. Always check the product's Safety Data Sheet (SDS) for more information.

HOW CAN YOU PROTECT YOURSELF FROM CHEMICAL HAZARDS?

When you work around chemicals in hair colorings, it is important to take steps to protect your health.

Avoid harmful chemicals

- Don't use products that contain coal tar dyes or lead acetate.
- Use hair coloring products that are less harmful, like henna or another vegetable coloring.
- For any product used, read the label and Safety Data Sheet to know what is in the product and its health effects.

Use safe work practices

- Alternate between using vegetable colorings and semi-permanent colors.
- Keep containers closed when you're not using them so the product doesn't spill or get into the air.

- Check that all containers of chemicals are properly labeled of their contents.
- Don't eat or drink in your work area as your food or drink may get contaminated.
- Wash your hands after working with chemicals, even if you wore gloves.

Ventilate the room

- Always work in a well-ventilated area. If there's no ventilation system, open windows and doors to bring in fresh air from outside.

Use protective equipment

- Wear gloves designed to protect your skin from the particular chemicals you're using.
- Wear safety goggles when mixing chemicals to protect your eyes from splashes.

Know your rights as a worker

- Employers must provide workers with Safety Data Sheets if requested.
- Employers must train workers on the hazards of the chemicals they are working with and how to protect themselves from the hazards.

Report any health problems

- Speak up if you are experiencing symptoms of health effects so your employer can help alleviate the problem and let other employees know.
- Seek advice from your doctor on how serious your issues are and how they should be handled.
- You have the right to report health hazards to Cal/OSHA by filing a complaint.

4.6 TRAINING MATERIALS

Manicuring Fact Sheet

HOW CAN CHEMICALS USED IN MANICURING GET INTO YOUR BODY?

Skin and Eye Contact

- Some chemicals may harm your skin directly and/or be absorbed into your bloodstream.
- You may splash chemicals into your eyes.
- You may accidentally touch your eyes with chemicals on your hands.
- Chemical vapors or dust in the air may get into your eyes.

Breathing

- You may breathe in chemical vapors through your nose or mouth.
- When filing nails, you may breathe in harmful dust.

Swallowing

If chemicals (including dust) are on your hands or in the air, they may contaminate your food or drink.

HOW CAN CHEMICALS IN MANICURING PRODUCTS AFFECT YOUR BODY?

Different chemicals affect your body in different ways, depending on the amount of the chemical in the product, how harmful it is, the length of time you are exposed, and other factors. Not every person has the same reaction to a chemical. Some people experience health effects when they work with a product, others never do. Health problems that may be caused by chemicals in manicuring products include:

Central nervous system effects: Headache, dizziness, nausea, drowsiness, restlessness.

Nose and throat irritation: Runny nose, scratchy throat, burning, itching.

Skin irritation and dermatitis: redness, itching, skin rash, or dry skin that cracks and flakes — most common on the hands and arms.

Burns: Chemicals in some manicuring products can cause burns if they get on your skin or in your eyes.

Eye irritation: Redness, burning, watering, itching.

Lung irritation: Breathing difficulty, shortness of breath, coughing, swelling of lung tissue.

Allergies: Stuffy or runny nose, sneezing, asthma, dermatitis. If you become sensitive to a particular chemical, you will have an allergic reaction every time you use it.

Cancer: Studies with laboratory animals and humans have shown that chemicals found in some manicuring products can cause cancer. This is not a common health problem.

Reproductive problems: Studies with laboratory animals have shown that chemicals found in some manicuring products can cause reproductive problems, such as birth defects and infertility. This is not common.

What harmful chemicals are sometimes found in manicuring products?

WARNING! EXPOSURE TO THESE CHEMICALS MAY CAUSE:

Acetone: Eye, nose, and throat irritation. Central nervous system effects. Skin irritation and dermatitis.

Camphor: Eye, skin, nose, mouth and throat irritation, nausea, vomiting, diarrhea, headache, dizziness.

Dibutyl phthalate (DBP): Nausea and irritated eyes, skin, nose, mouth, and throat. Long-term exposures to high concentrations may cause other serious effects.

Ethyl acetate or butyl acetate: Eye, nose, and throat irritation. Central nervous system effects. Breathing problems. Skin irritation and dermatitis.

Ethyl cyanoacrylate: Eye, mucous membrane, and skin irritation.

Ethyl methacrylate: Eye, skin and respiratory tract irritation, and skin sensitization.

Formaldehyde (Formalin): Eye, nose, throat, and lung irritation. Watery, burning eyes. Central nervous system effects. Skin irritation and dermatitis. Breathing problems (such as asthma, coughing, and wheezing). Cancer with long-term use.

Glycol ethers (a generic term for a group of chemicals): Reproductive problems (birth defects and infertility shown in lab animal tests). Possible other effects depending on the specific chemical.

Isopropyl acetate: Sleepiness, and irritated eyes, nose, and throat.
Lanolin: Skin irritation and dermatitis.

Methyl ethyl ketone (MEK): Eye, nose, and throat irritation. Central nervous system effects.

Ortho-phenylphenol (OPP): Eye, nose, and throat irritation. Abdominal pain. Coughing and/or shortness of breath.

Quaternary ammonium compounds (such as benzalkonium chloride): Eye, nose, and throat irritation. Breathing problems (such as asthma and shortness of breath).

Sodium hydroxide or potassium hydroxide: Eye, nose, throat, and lung irritation. Skin and eye burns. Skin irritation and dermatitis. Severe irritation of mouth, throat, and stomach if swallowed.

Toluene: Eye, nose, and throat irritation. Central nervous system effects. Skin irritation and dermatitis. Reproductive problems, damage to liver and/or kidneys.

Xylene: Eye, nose, and throat irritation. Central nervous system effects. Skin irritation and dermatitis. Reproductive problems.

Not all manicuring products contain these chemicals, and some may contain harmful chemicals not listed above. Always check the product's Safety Data Sheet (SDS) for more information.

HOW CAN YOU PROTECT YOURSELF FROM CHEMICAL HAZARDS?

When you work with chemicals in manicuring products, it is important to take steps to protect your health.

Avoid harmful chemicals

- For any product used, read the label and Safety Data Sheet to know what is in the product and its health effects.
- Use products with the least hazardous chemicals in them when possible.
- Don't use products that contain formaldehyde, toluene, and dibutyl phthalates.

Use safe work practices

- Keep containers closed when you're not using them so the product doesn't spill or get into the air.
- Check that all containers of chemicals are properly labeled of their contents.
- Don't eat or drink in your work area as your food or drink may get contaminated.
- Wash your hands after working with chemicals, even if you wore gloves.

Ventilate the room

- Always work in a well-ventilated area. If there's no ventilation system, open windows and doors to bring in fresh air from outside.
- Use a manicuring table with a built-in ventilation system. The hood pulls dust and vapors away from your breathing area.
- Do not rely on fans. They only blow dust and vapors around the room — they don't get rid of them.

Use protective equipment

- Wear gloves designed to protect your skin from the particular chemicals you're using. There are different types of gloves for protection from different chemicals, check the gloves package to make sure you are using the right type of glove for maximum protection.
- Wear a NIOSH-approved dust mask to protect yourself from dust when you file nails. Remember: These do not protect you from chemical vapors.
- Wear safety glasses to protect your eyes from nail clippings.
- Wear safety goggles when mixing chemicals to protect your eyes from splashes.

Know your rights as a worker

- Employers must provide workers with Safety Data Sheets if requested.
- Employers must train workers on the hazards of the chemicals they are working with and how to protect themselves from the hazards.

Report any health problems to your employer and doctor

- Speak up if you are experiencing symptoms of health effects so your employer can help alleviate the problem and let other employees know.
- Seek advice from your doctor on how serious your issues are and how they should be handled.
- You have the right to report health hazards to Cal/OSHA by filing a complaint.

4.7 TRAINING MATERIALS

Permanent Waving Fact Sheet

HOW CAN CHEMICALS IN PERM SOLUTIONS GET INTO YOUR BODY?

Skin and Eye Contact

- Some chemicals may harm your skin directly and/or be absorbed into your bloodstream.
- You may splash chemicals into your eyes.
- You may accidentally touch your eyes with chemicals on your hands.
- Chemical vapors in the air may get into your eyes.

Breathing

You may breathe in chemical vapors through your nose or mouth.

Swallowing

Chemicals on your hands or in the air may contaminate your food or drink.

HOW CAN CHEMICALS IN PERM SOLUTIONS AFFECT YOUR BODY?

Different chemicals affect your body in different ways, depending on the amount of the chemical in the product, how harmful it is, the length of time you are exposed, and other factors. Not every person has the same reaction to a chemical. Some people experience health effects when they work with a product, others never do. Health problems that may be caused by chemicals in permanent waving solutions include:

Central nervous system effects: Headache, dizziness, nausea, drowsiness, restlessness.

Nose and throat irritation: Runny nose, scratchy throat, burning, itching.

Skin irritation and dermatitis: Redness, itching, skin rash, or dry skin that cracks and flakes — most common on the hands and arms.

Allergies: Stuffy or runny nose, sneezing, asthma, dermatitis. If you become sensitive to a particular chemical, you will have an allergic reaction every time you use it.

Eye irritation: Redness, burning, watering, itching.

Lung irritation: Breathing difficulty, shortness of breath, coughing, swelling of lung tissue.

Burns: Chemicals in some perm solutions can cause burns if they get on your skin or in your eyes.

What harmful chemicals are sometimes found in perm solutions?

WARNING! EXPOSURE TO THESE CHEMICALS MAY CAUSE:

Alcohol (isopropyl): Eye, nose, throat, and lung irritation. Central nervous system effects. Skin irritation and dermatitis.

Ammonium thioglycolate or glycerol monothioglycolate: Eye, nose, throat, and lung irritation. Skin irritation and dermatitis. Allergies, including asthma. (Ammonium thioglycolate is less likely to cause some of these symptoms.)

Boric acid, perborate, or borate: Central nervous system effects. Kidney damage if swallowed.

Bromates: Eye, nose, and throat irritation. Central nervous system effects. Skin and eye burns. Skin irritation and dermatitis. Severe irritation of mouth, throat, and stomach if swallowed. Kidney damage if swallowed.

Hydrogen peroxide: Eye, nose, throat, and lung irritation. Skin and eye burns. Severe irritation of mouth, throat, and stomach if swallowed.

Sodium hydroxide: Eye, nose, throat, and lung irritation. Skin and eye burns. Skin irritation and dermatitis. Severe irritation of mouth, throat, and stomach if swallowed.

Not all perm solutions contain these chemicals, and some may contain harmful chemicals not listed above. Always check the product's Safety Data Sheet (SDS) for more information.

HOW CAN YOU PROTECT YOURSELF FROM CHEMICAL HAZARDS?

When you work around chemicals in perm solutions, it is important to take steps to protect your health.

Avoid harmful chemicals

- Use products that contain bisulfites instead of sodium hydroxide or thioglycolates.
- Use ammonium thiglycolate instead of glycerol monothioglycolate.
- Avoid using bromates.
- For any product used, read the label and Safety Data Sheet to know what is in the product and its health effects.

Use safe work practices

- Cut and roll the client's hair before putting on solution, so you don't get solution on your hands.
- Keep containers closed when you're not using them so the product doesn't spill or get into the air.
- Check that all containers of chemicals are properly labeled of their contents.
- Don't eat or drink in your work area as your food or drink may get contaminated.
- Wash your hands after working with chemicals, even if you wore gloves.

Ventilate the room.

- Always work in a well-ventilated area. If there's no ventilation system, open windows and doors to bring in fresh air from outside.

Use protective equipment

- Wear gloves designed to protect your skin from the particular chemicals you're using.
- Wear safety goggles when mixing chemicals to protect your eyes from splashes.

Know your rights as a worker

- Employers must provide workers with Safety Data Sheets if requested.
- Employers must train workers on the hazards of the chemicals they are working with and how to protect themselves from the hazards.

Report any health problems

- Speak up if you are experiencing symptoms of health effects so your employer can help alleviate the problem and let other employees know.
- Seek advice from your doctor on how serious your issues are and how they should be handled.
- You have the right to report health hazards to Cal/OSHA by filing a complaint.

4.8 TRAINING MATERIALS

Shampoos and Conditioners Fact Sheet

HOW CAN CHEMICALS IN SHAMPOOS AND CONDITIONERS GET INTO YOUR BODY?

Skin and Eye Contact

- Some chemicals may harm your skin directly and/or be absorbed into your bloodstream.
- You may splash chemicals into your eyes.
- You may accidentally touch your eyes with chemicals on your hands.
- Chemical vapors in the air may get into your eyes.

Breathing

You may breathe in chemical vapors through your nose or mouth.

Swallowing

Chemicals on your hands or in the air may contaminate your food or drink.

HOW CAN CHEMICALS IN SHAMPOOS AND CONDITIONERS AFFECT YOUR BODY?

Different chemicals affect your body in different ways, depending on the amount of the chemical in the product, how harmful it is, the length of time you are exposed, and other factors. Not every person has the same reaction to a chemical. Some people experience health effects when they work with a product, others never do. Health problems that may be caused by chemicals in shampoos and conditioners include:

Central nervous system effects: Headache, dizziness, nausea, drowsiness, restlessness.

Lung irritation: Breathing difficulty, shortness of breath, coughing, swelling of lung tissue.

Skin irritation and dermatitis: Redness, itching, skin rash, or dry skin that cracks and flakes — most common on the hands and arms.

Eye irritation: Redness, burning, watering, itching.

Nose and throat irritation: Runny nose, scratchy throat, burning, itching.

Allergies: Stuffy or runny nose, sneezing, asthma, dermatitis. If you become sensitive to a particular chemical, you will have an allergic reaction every time you use it.

Cancer: Chemicals used in a few shampoos and conditioners have been shown to cause cancer if you work with them over a long period of time. This is not a common health problem.

What harmful chemicals are sometimes found in shampoos and conditioners?

WARNING! EXPOSURE TO THESE CHEMICALS MAY CAUSE:

Alcohol (ethyl or isopropyl): Eye, nose, throat, and lung irritation. Central nervous system effects. Skin irritation and dermatitis.

Cocamide diethanolamine (cocamide DEA): Skin irritation and dermatitis. Causes cancer if exposed in high doses.

Colors or fragrances: Allergies, including allergic dermatitis.

Formaldehyde: Eye, nose, throat, and lung irritation. Central nervous system effects. Skin irritation and dermatitis. Allergies, including asthma. Known to cause cancer with long-term use.

Parabens (group of chemical preservatives): Skin irritation and dermatitis. Linked to reproductive damage and cancer.

Petroleum distillates, detergents, or soaps: Eye irritation, skin irritation, and dermatitis.

Polyethylene glycol (PEG): Skin irritation and dermatitis. Liver abnormalities, kidney damage.

Quaternary ammonium compounds: Skin irritation and dermatitis.

Sodium laureth sulfate: Eye and skin irritation.

Sodium lauryl sulfate: Skin irritation and dermatitis.

Triethanolamine (TEA) or diethanolamine (DEA): These chemicals can combine with another substance in certain products to form nitrosamines, which are suspected to cause cancer. If TEA or DEA are in a product that also contains the chemical BNPD, nitrosamines may be produced. (The chemical name for BNPD is 2-bromo-2-nitropropane-1,3-diol.)

Not all shampoos and conditioners contain these chemicals, and some may contain harmful chemicals not listed above. Always check the product's Safety Data Sheet (SDS) for more information.

HOW CAN YOU PROTECT YOURSELF FROM CHEMICAL HAZARDS?

When you work with chemicals in shampoos and conditioners, it is important to take steps to protect your health.

Avoid harmful chemicals

- Don't use products that contain formaldehyde or products that can form nitrosamines.
- For any product used, read the label and Safety Data Sheet to know what is in the product and its health effects.
- Use products with the least hazardous chemicals in them when possible.

Use safe work practices

- Keep containers closed when you're not using them so the product doesn't spill or get into the air.
- Check that all containers of chemicals are properly labeled of their contents.
- Don't eat or drink in your work area as your food or drink may get contaminated by chemicals or chemical vapors.
- Wash your hands after working with chemicals, even if you wore gloves.

Ventilate the room

- Always work in a well-ventilated area. If there's no ventilation system, open windows and doors to bring in fresh air from outside.

Use protective equipment

- Wear gloves designed to protect your skin from the particular chemicals you're using.

Know your rights as a worker

- Employers must provide workers with Safety Data Sheets if requested.
- Employers must train workers on the hazards of the chemicals they are working with and how to protect themselves from the hazards.

Report any health problems

- Speak up if you are experiencing symptoms of health effects so your employer can help alleviate the problem and let other employees know.
- Seek advice from your doctor on how serious your issues are and how they should be handled.
- You have the right to report health hazards to Cal/OSHA by filing a complaint.

4.9 TRAINING MATERIALS

Thermal Hairstyling Fact Sheet

You may work with thermal irons to straighten, press, or curl hair. The different kinds of irons used for these services all have similar health and safety hazards. Tools and equipment used with irons, like combs, can also be dangerous if they get too hot.

WHAT ARE THE HAZARDS OF WORKING WITH THERMAL IRONS?

- Skin burns
- Electric shocks

WHEN CAN YOU GET A SKIN BURN?

- When you heat an iron
- When you use an iron on a client's hair
- When you put an iron away
- When you accidentally touch a hot iron that someone left out
- When an iron falls
- When you touch a comb that is too hot

WHEN CAN YOU GET AN ELECTRIC SHOCK?

- When an electric iron is old or worn out
- When the cord is old or worn out
- When you touch an electric iron or cord with wet hands

HOW CAN YOU PROTECT YOURSELF?

- Do not leave a hot iron where someone can accidentally touch it.
- Be careful when you set a hot iron on a countertop. Place it where it will not fall.
- Do not place a cord where someone may trip over it and make the iron fall.
- Discard or repair an electric iron when it seems defective.
- Make sure the cord is in good shape and not frayed.
- Disconnect all electrical equipment after you are done with it.
- Do not overload electric circuits.
- Use a three-prong electrical outlet that has a ground wire.
- Do not touch an electric iron or cord when your hands are wet.
- Use combs made of hard rubber or other nonflammable materials. Some combs can burn or melt. Do not use metal combs because they can get very hot.

NOTE: When using a thermal protectant spray, it should be understood that some of these products contain the chemical cyclopentasiloxane or cyclomethicone. Under the high heat of a flat iron this chemical creates formaldehyde. Formaldehyde exposure may lead to breathing problems, coughing, wheezing, skin rashes and eye, nose and throat irritation. Long-term exposure may increase the chance of cancer and/or dermatitis.

Section 5 Ergonomics

Learning Objectives

Section 5— Ergonomics

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

- Identify common ergonomic issues within a typical workplace.
- Explain how to reduce common ergonomic issues in the workplace.

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

What is Ergonomics?

Ergonomics is a science, which looks at:

- How individuals do their work
- What body movements and positions they use
- What tools and equipment they use
- What effect all these things have on their health and comfort

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

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

Employers

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

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

For details, go to: www.dir.ca.gov/dosh/dosh1.html.

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

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

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

Hand and Wrist

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

Image: Three hands, one holding a tube of lipstick, one holding a hairbrush, and one holding a pair of shears. When the wrist is bent, muscles have to work harder.

The Problem

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

There are several motions that can place stress on the tendons causing tendinitis and carpal tunnel syndrome. One of the most common motions is **bending the wrist**. When the wrist bends, the tendons must bend also, causing friction and irritation. When the wrist is bent, the muscles have to work harder—both to support the hand and to move it. It is better to hold the wrist relatively straight, as when making a fist. One easy way to tell if the wrist is bent backward too much is if an individual sees wrinkles appearing on the back of their wrist. Another cause of stress on the tendons is **frequent or forceful pinching or gripping motions**. The harder the muscles and tendons work, the more likely they are to become swollen. Additionally, **doing the same hand and wrist motion repeatedly** causes stress. If an individual were to perform any motion many times without allowing the tendons to rest, the tendon could become swollen and inflamed. Lastly, **doing more than one of the above** will greatly increase the stress on the tendons. For example, if an individual were to both bend the wrist and repeat the same motion, like when curling hair, the chances of tendinitis or carpal tunnel syndrome increases.

Image: Licensee with a bent wrist using shears to cut hair. An example of a service in an establishment that makes a person bend the wrist is cutting and styling hair.

One example of a service in an establishment that makes a person bend the wrist is cutting and styling hair. As a person cuts different sections of the hair, they may hold the shears with their wrist in a bent position. An additional example is when a person holds a hair dryer at the crown or frontal area of a client's head, and the person stands behind or beside the client, they may bend their wrist downward. This could also be the case when a person uses a round brush on a client. A person might use forceful pinching or gripping motions when cutting with shears that have not been lubricated properly, cutting with shears that do not fit the hand well, or using a comb that does not glide smoothly. Repeating motions might occur if individuals are cutting hair and using shears all day. If the shears are dull, a person will also have to cut more times to get the same work done. Combing and holding the hair while cutting would be repeated with every cut. A person may not realize that all of these motions are stressful on the body, but if a person does not stop to think about how to perform these services in a safer way, there could be effects on their health and comfort.

The Solution

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

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

Using the previous example of cutting and styling hair, how can an individual keep from bending their wrist when working on a client? First, the height of the chair should be adjusted to allow the wrist to be straight. Lower the chair when working on the crown of the head, and raise it to work below ear level. To avoid bending the wrist, the chair should be a type that goes up and down at least five inches. Next, the chair should be swiveled so that the individual doesn't have to reach over or across the client. Also, the client's head should be tilted so that workers do not have to bend their arms, hands, and wrists as much. In addition, workers' should hold the hair dryer sideways. When drying the crown or far side of the head, change the grip on the hair dryer handle so the dryer is being held sideways or a hair dryer with a flexible handle should be used so that workers can bend the handle instead of their wrist. Lastly, good hair cutting techniques should be practiced.

For example, instead of keeping the wrist bent downward when cutting the sides, back, and front, techniques should be used that allow the wrist to be kept straight.

Image Caption: An arm wearing a wrist brace. A wrist brace can provide support.

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

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

Think about other hand and wrist problems a licensee might face. When might a manicurist bend his or her wrist? When might an esthetician use forceful pinching or gripping motions? It is better to think about these potential problems and how to avoid them before they may occur.

Shoulders

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

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

Image Caption: A licensee with extended arms using clippers to cut a client's hair. One of the activities in the establishment that may cause shoulder problems is holding heavy clippers, especially if the arm is stretched out.

The Problem

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

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

Remember that the bursa are sacs filled with fluid. They are located between the tendons and bones in the shoulder. When they get squeezed between the tendons and bones, the bursa can become inflamed, resulting in bursitis. Bursitis can make it painful, or even impossible, to raise the arm. An individual can get bursitis if they often raise their arm too high so that the elbow is above your shoulder. Shoulder

problems like muscle aches, tendinitis, and bursitis all have something in common. They can all be caused by holding your arm stretched away from the body, or holding the arm above shoulder height, or both. Individuals are especially likely to have problems if they do these things often.

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

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

The Solution

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

To prevent shoulder problems in the establishment, individuals can use some of the same guidelines we discussed in preventing hand and wrist injuries. First, the worker should adjust the height of the chair when working on a client. Arms should be positioned close to the sides of the body. In addition, the client's chair should be swiveled so that the worker can get as close to the client as possible when cutting, perming, coloring, styling, and shampooing. The client's head should be tilted to a position that is comfortable for the worker. Tools should be held in a manner so the worker does not have to raise their arms, such as gripping a hair dryer sideways when drying the crown or far side of the head. In addition, techniques should be used that allow the worker to keep their elbows close to their sides. For instance, the client should be extending his or her hand toward the worker when a manicure service is being performed. Finally, an armrest or foam pad should be utilized when a worker is performing a manicure service. Using an armrest or foam pad will provide support to the arms and cushion the table's hard surface.

Points to Consider

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

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

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

Image: A barber standing behind a shampoo bowl, washing a client's hair. To avoid shoulder problems, get as close to the client as possible when cutting, perming, coloring, styling, and shampooing.

Questions for Review

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

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

- (A) Burs
- (B) Nerves

- (C) Bursas
- (D) Carpal tunnel
- (E) Muscles

Which motions can place stress on tendons?

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

Record answers to questions in the exam booklet.

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

Neck and Back

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

The Problem

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

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

Image: A cosmetologist standing with her back straight sectioning a client's hair. To avoid back problems, work with the back straight, raise the client's chair to a comfortable height and tilt the client's head for better positioning.

The Solution

Individuals may bend forward or twist their body when giving a shampoo, cutting hair (especially low on the client's head, below ear level), performing a facial, giving a pedicure, performing an electrology service or if they cannot see clearly. To avoid bending forward or twisting, the most important rule is to work with the back straight. Bend at the hips instead of the waist, which is called the straight-back bend. The spine is tilted, but not bent or twisted. Use procedures that allow the back to remain straight. For example, if available, use a free-standing sink to wash a client's hair. By standing behind the client, an individual can reach his or her hair without twisting. Also, as mentioned earlier in the lesson, raise the client's chair to a height that is comfortable to the worker, and tilt the client's head to a better position.

It has been said that sitting up is good for the back, however, it may be difficult to do facials, manicures, or pedicures in that position. Licensees should still try to find some way to follow the basic rule of working with the back in a straight position. To bend at the hips instead of the waist, many licensees sit at the front

edge of their chair. Some chairs have a seat that tilts forward, so the chair does the bending for the worker. A kneeling chair or a chair with a wedge-shaped cushion might also help. In addition, workers should make sure they have good lighting and clear eyesight so they do not have to bend over to see.

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

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

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

Foot and Leg

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

The Problem

A foot and leg problem that licensees may be prone to is **swelling of the feet and ankles**. If an individual stands still for a long period, the calf muscles are not working hard enough to circulate the blood pumped to the feet. The blood will be pumped back up the legs and the feet and ankles may swell. This can cause the feet to ache and shoes may feel tight. This may also develop into another problem, **varicose veins (swollen veins)**. If an individual stands for a long period, they have a higher risk of getting varicose veins. **Calluses and irritation** are another potential problem as pressure on any part of the foot reduces circulation. Individuals can get calluses, irritation, and other problems at the “pressure point.” Possible causes may be shoes with poor arch support, hard soles, or improper fit. Wearing high-heeled shoes (higher than 1 1/2 inches) puts more pressure on the individual’s toes, especially if the shoes have pointed toes. Another cause can be standing on a hard floor as this causes pressure to build up on the heel or the “ball” of the foot.

Image Caption: A cosmetologist wearing tennis shoes applying hair rollers to a client’s hair. Standing on a hard floor causes pressure to build up on the heel or the “ball” of the foot.

Image Caption: Three pairs of padded insoles. Consider using shock-absorbing insoles inside shoes.

The Solution

To prevent foot and leg problems, follow these guidelines:

- Do not stand for a long period without taking a break and sitting down.
- Change positions frequently and rotate between standing and sitting.
- Raise feet onto a stool when taking a break. It is best if the stool is as high as the chair being used so that the individual’s legs go out straight.
- A stool or moveable seat should be used so that the worker can sit and rest their feet while working on a client. Some seats attach to the client’s chair and swivel to different positions around the client as the individual works.
- Comfortable, rubber-soled shoes with good arch support should be worn. This type of shoe will help spread the pressure of standing to the entire foot.
- Use shock-absorbing inserts inside the shoes. Shoe inserts are available at many stores. They are especially important if the worker is wearing shoes with hard soles.
- Avoid shoes with high heels or pointed toes.

- Use a cushioned floor mat around the client's chair to prevent having to stand on a hard floor. This way, the pressure is more evenly spread around the whole foot. The mat should have sloped edges to reduce the chance of people tripping on it.
- Use support hose or compression socks to reduce swelling in the legs. They will also help legs feel less tired.

Establishment Design

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

Poor Establishment Design

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

- Workstations that are too close together. If there is too little space, there will not be room for roll-about tables for keeping supplies in the work area. Which means workers may have to reach farther for supplies.
- Workstations (like countertops) that extend out too far from the wall. These force workers to bend forward to get supplies near the back of the counter.
- Low cabinets above work surfaces. Workers may have to bend under the cabinet to avoid hitting their head.
- High cabinets. Workers may have to reach too high to get supplies.

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

Well-Designed Workstations

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

Here are a few ideas for good workstation design:

- Hydraulic chairs for clients should be adjustable at least five inches up and down. The foot pedal should be easy to reach and use. Very short or tall workers may need an electric lift chair, which can adjust up and down as much as 12 inches.
- Stools or rolling seats. These let workers sit while working on clients.
- Manicure stations should have arm rests both for the client and the worker. If no arm rests are available, foam pads can help support the arms and cushion them from the table's hard surface.
- Manicurists' chairs should have a seat or cushion which tilts forward toward the table. This allows the manicurist to lean forward at the hips without bending the spine.

Image: A woman with her hands extended over her head, leaning back to stretch. Workers may benefit from doing gentle stretching exercises between clients or whenever they have a break.

Points to Consider

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

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

If an individual said “yes” to any of the above-mentioned questions, consideration should be given on ways they can improve their position and movements for the prevention of ergonomic problems.

Stretching Exercises

Individuals may benefit from doing gentle stretching exercises between clients or during scheduled breaks. Stretch hands, wrists, shoulders, neck, back, feet, and legs to prevent them from becoming stiff or tense. Do not pull or push excessively and if there is any pain or discomfort, stop immediately. On pages 10 and 11 of “Stay Healthy and Safe While Giving Manicures and Pedicures: A Guide for Nail Salon Workers,” found in the Section 5 Training Materials, sample stretching exercises are provided that are designed to reduce aches and pains. In addition, notice the “Work Smarter, Not Just Harder” handout provided by Cal/OSHA. These resources should be kept easily accessible for future use as a licensee.

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

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

Hopefully future professionals noticed:

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

Now, list what improvements have been made.

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

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

Questions for Review

Sitting for a long period is better than standing.

True or False?

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

True or False?

The establishment can be designed to make work easier on a worker’s body.

True or False?

Which of the following is NOT a reason a worker should use procedures that allow their back to remain straight?

- (A) Constant moving can squeeze the discs in the back and cause a rupture.
- (B) The spine is naturally straight and should remain that way.
- (C) Extra pressure on the joints between vertebrae can cause lower back pain.
- (D) Squeezed discs can cause a pinched nerve.
- (E) A and C

Why are high-heeled shoes not recommended?

- (A) They can cause the wearer to bend backward.
- (B) They put extra pressure on the toes.
- (C) They can cause calluses and irritation.
- (D) They can cause back problems.
- (E) All of the above.

Record answers to questions in the exam booklet.

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

NEXT LESSON

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

Section 5 Training Materials

- 5.1 Work Smarter, Not Just Harder Poster
- 5.2 Stay Healthy and Safe While Giving Manicures and Pedicures

5.1 TRAINING MATERIALS

WORK SMARTER, NOT JUST HARDER

Think Ergonomics—fitting the task to the person
For very small businesses—cosmetology

1.KEEP NECK AND BACK STRAIGHT

Avoid leaning over the shampoo bowl
Move in closer and face the client

2.KEEP ARMS AT YOUR SIDE

Avoid raising your elbow
Change grip on dryer and adjust chair to keep arms at your side

3.ADJUST WORK HEIGHT

Avoid bending
Stand upright, adjust chair height

4.USE YOUR TOOLS PROPERLY

Avoid awkward wrist positions
Cut palm to palm and use shears that fit your hand

To learn more about job safety and receive free publications, please call our toll-free number: 1-800-963-9424

Cal/OSHA

5.2 TRAINING MATERIALS

Stay Healthy and Safe While Giving Manicures and Pedicures A Guide for Nail Salon Workers

U.S. Department of Labor
Occupational Safety and Health Administration

This booklet was adapted from Stay Healthy and Safe While Giving Manicures and Pedicures: A Guide for Nail Salon Workers, which was developed by the Labor Occupational Health Program (LOHP), University of California, Berkeley and the California Healthy Nail Salon Collaborative, which was produced through the Susan Harwood Grant Program, under grant number SH20864SH0 from the Occupational Safety and Health Administration, U.S. Department of Labor.

Photos and video stills were provided by the Asian Law Caucus and Street Level Health Project, the Boston Public Health Commission, and the King County Local Hazardous Waste Management Program. Illustrations were provided by Mary Ann Zapalac.

With this guide, you will learn about possible hazards in nail salons and good work practices that should be used in nail salons to protect you from chemical hazards, muscle strains, and diseases. This booklet also explains your rights as a nail salon worker. For more information, see OSHA's Health Hazards in Nail Salons website at www.osha.gov.

Contents

Chemical Hazards

- Hazardous Chemicals Found in Nail Salon Products

Where to Get Information about the Chemicals Found in Nail Salon Products

- Product Labels
- Material Safety Data Sheets (often called "MSDSs")

Steps You Can Take to Protect Your Health

- Choose Safer Products
- Ventilate the Room and Let in Fresh Air
- Use Safe Work Practices to Avoid Regular and Accidental Exposures
- Keep Products Off of Skin and Out of Eyes
- Respiratory Protection

Preventing Aches and Pains

- Steps You Can Take to Reduce These Hazards
- Stretching Exercises You Can Do to Reduce Aches and Pains

Biological Hazards

- Steps You Can Take to Prevent Exposure and Protect Your Health

Your Rights as a Worker

- What is the difference between an Employee and an Independent Contractor for purposes of the Occupational Safety and Health Act?
- Why does it matter?
- What are my rights as a worker?
- Contact OSHA

For More Information

Resources on Chemical Exposures in Nail Salons
Resources on How to Prevent Muscle Strains (Ergonomic Hazards)
Resources on How to Prevent Exposure to Biological Hazards
OSHA Worker Resources
NIOSH Health Hazard Evaluation Program

Chemical Hazards

Products used in nail salons may have chemicals in them that can harm your health.

Chemicals can get into your body if you:

- Breathe in vapors, dusts, or mists from the products;
- Get the product on your skin or in your eyes; or
- Swallow the product if it gets on your uncovered food, drink, or cigarettes.

Chemicals affect different people in different ways. How a chemical affects you also depends on how much of it you are exposed to. You can get sick right away, or you can get sick over time. Exposures can “add up,” especially when many products are being used at the same time, when the products are used day after day, or when there is poor ventilation in the salon. If you use chemicals all day, every day, you are more likely to get sick than someone who uses the same chemicals once in a while. Follow the steps in this guide to help protect your health.

Hazardous Chemicals Found in Nail Salon Products

Nail products, such as polishes, strengtheners, removers, and artificial nail liquids, can contain many chemicals. Some of these chemicals are more harmful than others. Over time with repeated use or exposure to high concentrations, these chemicals could damage your body or cause an allergic reaction. Every person is different and not everyone who breathes in these chemicals or gets them on their skin will experience these effects now or in the future.

Some potentially hazardous chemicals, the types of products they can be found in, and how they can affect your body include:

- **Acetone** (nail polish remover): headaches; dizziness; and irritated eyes, skin, and throat.
- **Acetonitrile (fingernail glue remover)**: irritated nose and throat; breathing problems; nausea; vomiting; weakness; and exhaustion.
- **Butyl acetate (nail polish, nail polish remover)**: headaches and irritated eyes, skin, nose, mouth, and throat.
- **Dibutyl phthalate (DBP) (nail polish)**: nausea and irritated eyes, skin, nose, mouth, and throat. Long-term exposures to high concentrations may cause other serious effects.
- **Ethyl acetate (nail polish, nail polish remover, fingernail glue)**: irritated eyes, stomach, skin, nose, mouth, and throat; high concentrations can cause fainting.
- **Ethyl methacrylate (EMA) (artificial nail liquid)**: asthma; irritated eyes, skin, nose, and mouth; difficulty concentrating. Exposures while pregnant may affect your child.
- **Formaldehyde (nail polish, nail hardener)**: difficulty breathing, including coughing, asthma-like attacks, and wheezing; allergic reactions; irritated eyes, skin, and throat. Formaldehyde can cause cancer.
- **Isopropyl acetate (nail polish, nail polish remover)**: sleepiness, and irritated eyes, nose, and throat.
- **Methacrylic acid (nail primer)**: skin burns and irritated eyes, skin, nose, mouth, and throat. At higher concentrations, this chemical can cause difficulty breathing.

- **Methyl methacrylate (MMA) (artificial nail products, though banned for use in many states):** asthma; irritated eyes, skin, nose, and mouth; difficulty concentrating; loss of smell.
- **Quaternary ammonium compounds (disinfectants):** irritated skin and nose and may cause asthma.
- **Toluene (nail polish, fingernail glue):** dry or cracked skin; headaches, dizziness, and numbness; irritated eyes, nose, throat, and lungs; damage to liver and kidneys; and harm to unborn children during pregnancy.

Report any health problems you think are from the products you use in the workplace to your employer and doctor. Employers must follow up on reports of health problems from workers.

Sidebar Tip:

Make sure your doctor or healthcare provider knows what type of work you do and the chemicals you use. Tell them if you are pregnant or planning to become pregnant.

Where to Get Information about the Chemicals Found in Nail Salon Products

You can get product information on packaging, or in printed materials delivered with the product such as its material safety data sheet.

Product Labels

At minimum, professional-use nail salon products containing hazardous chemicals must provide the following information:

- The name and address of the product manufacturer or distributor;
- Something that explains the type and use of the product, such as a name, description, or illustration;
- Facts about the product, such as directions for safe use if a product could be unsafe if used incorrectly; and
- All necessary warning and caution statements.

Material Safety Data Sheets (often called “MSDSs”)

OSHA requires product manufacturers to provide salon owners with material safety data sheets (MSDSs) (Footnote 1) for the products they buy that contain hazardous chemicals. Employers must make these MSDSs available to you. Your employer must also train you so that you understand the chemicals’ potential hazards and how to use the products safely. In general, an MSDS must provide the following information:

- Hazardous ingredients in the product;
- How you can be exposed to the ingredients;
- Health and safety risks you face when using the product; and
- Steps for safely using and storing the product, including what to do in emergencies.

OSHA recently updated its rules about safety data sheet requirements. “Material Safety Data Sheets” will now be called “Safety Data Sheets” (SDSs). SDSs will generally list the same information as MSDSs, but all information will now be presented in a common format across products. This can help you compare the differences in hazards between products.

Be aware that MSDSs may not contain all the information needed to help protect you. For example, the manufacturer may state that you should wear “impervious gloves,” but not specify the type.

Steps You Can Take to Protect Your Health

Choose Safer Products

- Whenever possible, use products with the least hazardous chemicals in them.

- 3-free: Some products now claim to be made without the “toxic trio” (toluene, formaldehyde, and dibutyl phthalate). These products are called “3-free” products. (Footnote 2)
- Acid free: Some primers claim to be made without chemicals like methacrylic acid. These are labeled “acid free.”
- Always read product labels and MSDSs and follow manufacturers’ instructions when using all nail salon products, including those labeled as “free” of hazardous chemicals.

Footnote 1: OSHA’s Hazard Communication standard, 29 CFR 1910.1200.

Footnote 2: On April 10, 2012 the California Department of Toxic Substances (DTSC) announced its discovery of certain nail polish and nail care products that may endanger nail salon workers and the public despite being marketed as non-toxic. In May 2011, DTSC tested 25 nail products sold by California distributors. Of the 12 claiming to be “toxic-free,” 10 contained toluene and four contained dibutyl phthalate (DBP). For more information, call (800) 728-6942 or visit www.dtsc.ca.gov.

Ventilate the Room and Let in Fresh Air

Ventilation is the best way to lower the level of chemicals in the salon. These steps can really help improve your health:

- Open doors and windows when possible to let in fresh air. If the salon has a ceiling vent, it should be turned on and working.
- Always keep the nail salon’s exhaust system on.
- If your salon does not have an exhaust system, always keep the heating, ventilation, and air conditioning (HVAC) system on during work hours. The HVAC thermostat fan switch should always be in the “on” position (not “auto”) so that it runs even when the heat or air conditioner is off. The salon owner should have a HVAC contractor clean the HVAC system and replace the filters at least once a year.
- Place fans near open doors or windows. Fans should pull air in one end of the salon and push it out of the other end.

Image: *Bad ventilation:* Outside air from the open window blows the chemicals into the worker’s face before being vented out of the salon.

Image: *Good ventilation:* Outside air from the open window blows the chemicals away from the worker’s face before being vented out of the salon.

Image: Photo of ventilated table courtesy of the Boston Public Health Commission.

- If the salon has ventilated tables:
 - Make sure they are turned on.
 - Change the charcoal filters at least once a month.
 - Clean out the catch basin at least once a week.
- If the salon has portable ventilation machines, use them in your work area to pull harmful vapors away from you and your clients.

Image: *Ventilation off:* Without a ventilation system running, chemical levels during acrylic nail removal reached very high levels (over 826 parts per million.)

Image: *Ventilation on:* With a ventilation system running chemical levels dropped significantly during the same process (below 12.4 parts per million).

Images courtesy of the local Hazardous Waste Management Program in King County, WA.

Use Safe Work Practices to Avoid Regular and Accidental Exposures

- Store chemicals in small bottles with small openings and label them with the information from the manufacturer's label.
- Close bottles tightly when you are not using them so the product does not spill or get into the air.
- Use metal trashcans with tight, self-closing lids to keep the nail products soaked on cotton balls and other trash from evaporating and getting into the salon's air.
 - Put cotton balls and other soaked materials into the trashcans immediately.
 - If you do not have metal trashcans with self-closing lids, put cotton balls and soaked materials in a sealed bag before putting them in the trashcan and keep the trash covered.
 - Empty trashcans often and remove from the work area to the outside garbage at the end of each day.
- Use only the amount of product you need to perform services. When possible, do not keep extra products at a workstation.
- Follow instructions for safely disposing of used chemicals. DO NOT pour them down your sink or toilet, throw them on the ground or down outside drains, or pour them onto cotton balls.
 - Some chemicals must be disposed of in a specific way. For example, used liquid acetone must be saved in a fire department-approved metal container and disposed of as hazardous waste.
- Wash your hands before eating, drinking, putting on cosmetics, and smoking.
- When you have a break, go outside to get some fresh air. This will give you a chance to get away from chemicals in the salon's air.
- Keep food and drinks covered at all times, and do not store or eat food in work areas.

Keep Products Off of Skin and Out of Eyes

- Wear long-sleeved shirts to protect your arms and pants or skirts that are at least knee-length to protect your lap from acrylic nail and other dusts.
- Wash your hands before and after working on clients; before eating, drinking, putting on cosmetics or smoking; and after handling or transferring products.
- Wear goggles and the appropriate type of disposable gloves when handling and transferring products. For example, nitrile gloves (usually blue or purple) protect against many chemicals used in nail salon products, but latex or vinyl gloves are appropriate when handling acetone.
- Replace gloves immediately if there are cuts, tears, or holes in them.
- Cover and protect cuts or cracks in your skin. Damaged skin can increase chemical absorption and exposure.
- Do not continue to use a product if you see signs of skin irritation.
 - If your hands are red and irritated, make sure your gloves are the right type for the product you are using.

Respiratory Protection

Using the ventilation methods described above, using products without harmful chemicals, and following good work practices all reduce the level of chemicals in a nail salon. If you work in a salon that follows these practices, you may not need respiratory protection.

Evaluating Possible Hazards

Employers need to determine if the levels of dust and/or chemical vapors in the salon pose a risk to workers and decide if respirators are required. Small employers can use available industrial hygiene services from OSHA's On-site Consultation Program. Other groups that can provide assistance include an employer's private insurance company or private industrial hygiene consulting firms.

Because chemicals can cause effects even at low levels, you may decide that you want to wear a respirator to protect yourself while transferring chemicals or when buffing and filing nails.

Types of Respirators

Many nail salon workers wear paper or cloth medical masks. These are not the same as dust masks (filtering facepieces), and even when stuffed with tissues, they will not protect you from breathing in harmful gases, vapors, or dusts.

Filtering Facepiece Respirators (Dust Masks)

You should only use NIOSH-approved filtering facepiece respirators. “N95s” are one type.

This type of respirator will:

- Help protect you from dust, viruses, and germs.

This type of respirator will not:

- Protect you from vapors or gases. Some N95s have filters that reduce chemical odors, but they may not protect you from harmful chemical exposure levels.

Filtering facepiece respirators may be helpful when you are:

- Buffing or filing artificial nails; or
- Using acrylic powders.

You don't need to wear the mask all the time, only when you are working on a client. When you put on this mask, make sure your hands are clean to avoid irritating your skin.

If your employer allows you to wear this type of respirator voluntarily, then he/she must give you Appendix D of the OSHA Respiratory Protection Standard, which explains some important information about how to safely and effectively use your respirator.

Half-mask Respirators with Cartridges

Half-mask respirators with chemical cartridges offer protection from breathing in chemical vapors.

This type of respirator will:

- Help protect you from breathing in chemical gases and vapors (such as formaldehyde).

Your employer may require you to wear this type of respirator when you:

- Transfer chemicals from larger bottles to smaller bottles; or
- Clean up large spills.

If you must use this type of respirator:

- Your employer is required to develop a respiratory protection program;
- You must be fitted and trained to wear a respirator properly;
- Your employer must evaluate the appropriate cartridge for the job task and provide it to you; and
- You must know how and when to change cartridges, and your employer must provide you with a cartridge change out schedule.

Preventing Aches and Pains

Nail salon workers can get aches and pains from leaning over a worktable for a long time; doing repetitive movements like filing and buffing nails; and resting hands, wrists, and forearms and/or elbows against hard surfaces or sharp edges of worktables. These are often called ergonomic or musculoskeletal hazards because they affect your muscles and bones. Ergonomics is the science of “fitting the task to the worker” so that you are more comfortable and efficient when doing your job. Good ergonomic practices will reduce stress to your body and help you avoid aches and pains.

Image: What is wrong with this picture? A manicurist hunched over looking at a client's hand, arms against the table surface, and the lamp pointed away from her station.

Image: What improvements do you see? A manicurist raising the client's hand, sitting up with her back straight, using an arm cushion, the lamp properly positioned to light the work area.

Steps You Can Take to Reduce These Hazards

- **Use an adjustable chair.** Sit so that your feet are flat on the floor and your back is supported. Use a footrest if your feet do not touch the floor when sitting.
- **Make sure there is enough space** between the back of your knees and the front edge of your seat to improve blood flow to your legs.
- **Adjust the lighting.** Good lighting can help you see without having to bend over.
- **Raise the client's hand or foot.** Use a cushion to raise the client's hand or foot so you do not have to bend over as far.
- **Use safety glasses with magnifying lenses.** These glasses reduce the need for you to bend over to see the client's hand or foot.
- **Put a towel or foam pad** on the table edge to soften it for hands, arms, wrists, and elbows.
- **Put soft pads on tools** to make handles larger and easier to hold.
- **Take frequent breaks if possible;** changing positions and doing a different task is also helpful.
- **Pace your work.** When you work too fast, your body can become tense, which could cause muscle pain.
- **Do gentle stretching exercises,** like the ones on the following page, in between sessions with clients. You may need to check with your doctor first!

Stretching Exercises, You Can Do to Reduce Aches and Pains Neck:

Neck: Keeping your arms and shoulders loose:

- Tilt your head to one side for 2 seconds.
- Tilt your head to the other side for 2 seconds.

Shoulders and Upper Back:

Shoulders and Upper Back: Put one hand on your shoulder and look the opposite way. Pull your elbow in and up with the other hand.

- Tuck your chin for 2 seconds.

Neck: Keeping your arms and shoulders loose and your head facing straight forward:

- Tuck your chin for 2 seconds.

Neck: Keeping your arms and shoulders loose:

- Turn your head to one side for 2 seconds.
- Turn your head to the other side for 2 seconds.

Shoulders: Lace your fingers and stretch your arms with your palms facing out:

- Hold for 2 seconds.

Fingers: Stretch your fingers out and hold for 8 seconds. Relax.

Make a claw with your hands and hold for 8 seconds. Relax.

Lower Back and Hips: Lean forward keeping your neck relaxed and your head down.

- Hold for 8 seconds while breathing slowly.
- Use your hands to push yourself up.

Back of Legs: Place your hands shoulder width apart on a wall or table.

- Bend your knees, keep hips directly above your feet, and lower head between arms.

Inner Thighs: With your feet wide apart, place both hands on your left knee. Bend the knee until you can feel the stretch.

- Hold for 8 seconds.

Ankles: While holding onto a table or wall for balance, put one foot out and:

- Point your toe up and down.
- Draw circles with your foot.

Biological Hazards

Biological hazards include bacteria, fungi, and viruses. (Footnote 3) You can be exposed to many infectious agents, such as hepatitis B, hepatitis C, and human immunodeficiency virus (HIV), if you come into contact with infected blood from a coworker or client. You can also be exposed to fungal infections of the nails and feet by touching a client's infected skin or by using equipment that has not been cleaned.

Steps You Can Take to Prevent Exposure and Protect Your Health

- **Avoid touching any blood or bodily fluids.**
- **Wear gloves**, and avoid clients with cuts, open wounds/sores, blisters, or visibly infected skin on their hands, feet, or nails. Many agencies, such as the Boston Public Health Commission and the California Board of Barbering and Cosmetology, prohibit working on clients with these health issues.
- **Throw away disposable gloves** immediately after using them.
- **Always wash your hands with soap and water** before and after working with clients to avoid spreading germs.
- **Bandage open cuts or broken skin** to prevent contact with blood or other potentially infectious materials from a client or coworker.
- **If an individual is bleeding, do not touch the blood.** Ask the individual to use a cotton ball or tissue to stop the bleeding and to throw the used material directly into the trash once the bleeding has stopped.
- **Consider getting immunized against hepatitis B.** Your doctor can help you determine whether this is needed. Immunization practices can vary by state, so be sure to follow your state's requirements. Your employer must offer you hepatitis B immunization without charge if you are likely to be exposed to blood or other infectious materials during your work.
- **Clean and disinfect tools after each client according to the policies of your state's cosmetology board.** Some common steps for cleaning and disinfecting tools are:
 - Always wear the right gloves for the product you are using while cleaning and handling disinfectants or tools soaked in disinfectant.
 - Wash tools with soap and water. Use a scrub if needed.
 - Soak tools in an EPA-registered disinfectant for 10–30 minutes, according to manufacturer directions. Follow the manufacturer's instructions when mixing the product ratios.
 - Rinse tools in clean water.
 - Dry tools with a clean cloth.
 - Store all disinfected tools in a clean, covered area. Only use ultraviolet (UV) sanitizing boxes to store clean and disinfected reusable metal tools. The UV boxes do not disinfect tools.
- **Disinfect foot basins and spas after each client** and at the end of the day. Follow your state cosmetology board's rules on how to clean and disinfect foot basins and spas.

Footnote 3: OSHA's Bloodborne Pathogens standard, 29 CFR 1910.1030, requires your employer to evaluate whether you may come into contact with blood or other potentially infectious material. If this risk exists, then the employer must follow the requirements of the standard, including providing training, vaccination, and personal protective equipment.

Your Rights as a Worker

What is the difference between an Employee and an Independent Contractor for purposes of the Occupational Safety and Health Act?

- It doesn't matter how an individual is labeled by the salon owner. Instead, courts and agencies will look at a list of factors to determine whether you are an employee or an independent contractor.
- For example, if you: rent a station at a salon; purchase your own supplies and tools; have your own customers and set your own schedule and appointments; set your own rate and are paid by customers directly; and have your own business license, you may be more likely to be considered an independent contractor.
- However, if: the owner sets your work schedule; you are paid by the hour; the owner or receptionist makes the appointments for all the workers; you do not rent the space; the owner sets the rates paid by customers; and you use the owner's tools and equipment, you may be more likely to be considered an employee.

Why does it matter?

- Employers must provide protection against workplace hazards for their employees; independent contractors are responsible for their own occupational health and safety protection. Employees also have rights to a minimum wage, workers' compensation, and other benefits. Independent contractors do not.
- Just because a salon owner tells you that you are an independent contractor, it does not mean that you are one. Just because an owner gives you an IRS form 1099 instead of a W-2 does not mean that you are an independent contractor. Salons sometimes misclassify the employment status of their workers to bypass taking protective safety and health measures, and to also deny benefits. That is why it is important for you to know the difference between what constitutes an employee and an independent contractor. If you need help, you can contact OSHA at 1-800-321-OSHA (6742).

What are my rights as a worker?

You have the right to working conditions that do not put you at risk of serious harm. OSHA also provides you with the right to:

- Ask OSHA to inspect your workplace;
- Receive information and training about hazards, methods to prevent harm, and the OSHA standards that apply to your workplace. The training must be in a language you can understand;
- Get copies of test results done to find and measure hazards in your workplace;
- Review records of work-related injuries and illnesses;
- Get copies of your medical records;
- File a complaint asking OSHA to inspect your workplace if you believe there is a serious hazard or that your employer is not following the OSHA rules. When requested, OSHA will keep all identities confidential; and
- Use your rights under the law without retaliation or discrimination. Your employer cannot fire or punish you if you file a complaint.

For more information on workers' rights, employer responsibilities, and other OSHA services, visit OSHA's website at www.osha.gov and OSHA's Workers page at www.osha.gov/workers.html.

Contact OSHA

For questions or to get information or advice, report an emergency, fatality or catastrophe, order publications, file a complaint, or request OSHA's Free On-Site Consultation Program, contact your nearest office through OSHA's website at www.osha.gov, or call 1-800-321-OSHA (6742); TTY 1-877-889-5627. We will keep your information confidential. We are here to help you.

Twenty-five states, Puerto Rico, and the Virgin Islands operate their own OSHA-approved safety and health program. For a list of all of the states and further information, please visit OSHA's State Occupational Safety and Health Plans page at www.osha.gov/dcsp/osp/index.

For More Information

Resources on Chemical Exposures in Nail Salons

Nail Technicians' Health and Workplace Exposure Controls, NIOSH Workplace Safety and Health Topics, http://www.cdc.gov/niosh/topics/manicure/?s_cid=3ni7d2fb082020111130am. Lists research and publications helpful to preventing injuries and illnesses while working in nail salons.

Controlling Chemical Hazards During the Application of Artificial Fingernails, NIOSH (Publication No. 99-112), <http://www.cdc.gov/niosh/docs/99-112/>. Describes how workers can prevent some of the potentially harmful health effects of applying artificial fingernails.

Tips on Worker Safety, Labor Occupational Health Program

(LOHP) and California Healthy Nail Salon Collaborative. Provides general tips for staying safe and healthy while working in nail salons (English) (Vietnamese).

Safety and Health Hazards in Nail Salons, Oregon OSHA Fact Sheet Plus, http://www.orosha.org/pdf/pubs/fact_sheets/fs28.pdf. Describes the potential hazards of chemicals used in nail salons and what workers and nail salon owners can do to minimize exposure.

How to Be Safe at Work, Oregon Healthy Nail Salon Collaborative, <http://www.cbs.state.or.us/osha/pdf/pubs/4783e.pdf>. Gives tips on how to prevent overexposure to chemicals in nail salons.

Summary of Data and Findings from Testing of a Limited Number of Nail Products, California Environmental Protection Agency, Department of Toxic Substances Control, http://www.dtsc.ca.gov/PollutionPrevention/upload/NailSalon_Final.pdf. Report assessing chemical composition of a limited assortment of nail salon products.

Understanding the Toxic Trio: Protecting Yourself at Work, California Healthy Nail Salon Collaborative, http://www.cahealthynailsalons.org/wp-content/uploads/2010/07/Toxic_Trio_EN_March2012.pdf. This brochure shares tips on how to protect yourself from the Toxic Trio at work.

Safe Nail Salon Training, Boston Public Health Commission,

http://www.bphc.org/programs/cib/environmentalhealth/environmentalhazards/safenailsalons/Forms/Documents/2010_Safe_Nail_Salon_Training-English.pptx. English language training presentation that teaches nail salon owners and workers how to recognize workplace hazards, protect health, make improvements to eliminate hazards, and properly use and store hazardous chemicals (English) (Vietnamese).

Safe Nail Salons: Keeping You and Your Customers Healthy, Boston Public Health Commission, http://www.youtube.com/watch?v=PksAPhmm15M&feature=player_embedded. Describes nail salon health and safety measures in video format (in Vietnamese with English subtitles).

Healthy Practices for Nail Salons, King County Local Hazardous Waste Management Program, <http://www.lhwmp.org/home/health/nail-salons.aspx>. Displays methods for improving health and safety in nail salons.

Will You Try These Ways to Protect Your Customers and Your Health?, King County Local Hazardous Waste Management Program, Environmental Coalition of South Seattle, and Community Coalition for Environmental Justice, http://www.lhwmp.org/home/health/documents/Final_ENGweb.pdf. Gives a brief overview of several measures to protect nail salon workers' health.

California Health Nail Salon Collaborative, <http://www.cahealthynailsalons.org/>. The California Healthy Nail Salon Collaborative's mission is to improve the health, safety, and rights of the nail and beauty care workforce to achieve a healthier, more sustainable, and just industry. This website lists research and outreach publications related to its mission.

Oregon Collaborative for Healthy Nail Salons, Oregon Collaborative for Healthy Nail Salons, <http://www.oregonhealthynailsalons.org/>. Provides information and outreach publications related to its mission of improving the workplace health of nail salon workers.

Resources on How to Prevent Muscle Strains

(Ergonomic Hazards)

Ergonomic Basics for Nail Salon Professionals, International

Nail Technicians Association and Nail Manufacturers Council of the Professional Beauty Association, http://files.nailsmag.com/Handouts/INTA_NMC_ErgonomicBasics.pdf. Gives basic tips on how to prevent aches and pains while working in nail salons.

Ergonomics Safety and Health Topics Page, OSHA, <http://www.osha.gov/SLTC/ergonomics/index.html>. Gives information about ergonomic hazards at work and how to reduce them.

Ergonomics and Musculoskeletal Disorders, NIOSH Workplace Safety and Health Topics, <http://www.cdc.gov/niosh/topics/ergonomics>. Gives information about ergonomic hazards at work and how to reduce them.

Resources on How to Prevent Exposure to Biological Hazards

Bloodborne Pathogens Safety and Health Topics Page, OSHA.

<http://www.osha.gov/SLTC/bloodbornepathogens>. Gives information on the hazards of bloodborne diseases and how to prevent infection.

Bloodborne Infectious Diseases: HIV/AIDS, Hepatitis B, and Hepatitis C, NIOSH Workplace Safety and Health Topics, <http://www.cdc.gov/niosh/topics/bbp/>. Gives information on specific bloodborne diseases and how to prevent exposure.

Selected EPA-Registered Disinfectants, EPA, <http://www.cdc.gov/niosh/topics/bbp/>. Lists EPA-registered disinfectants that are effective against certain bloodborne diseases.

OSHA Worker Resources

OSHA's Page for Workers, <http://www.osha.gov/workers.html>. Gives information on workers' rights.

OSHA Regional and Area Offices, <http://www.osha.gov/html/RAmap.html>. Gives contact information for OSHA Regional and Area Offices.

OSHA-Approved State Plans, <http://www.osha.gov/dcsp/osp/index.html>. Lists states with their own occupational safety and health programs, standards and policies.

NIOSH Health Hazard Evaluation Program

Getting Help with Health Hazards

The National Institute for Occupational Safety and Health (NIOSH) is a federal agency that conducts scientific and medical research on workers' safety and health. At no cost to employers or workers, NIOSH can help identify health hazards and recommend ways to reduce or eliminate those hazards in the workplace through its Health Hazard Evaluation (HHE) Program.

Workers, union representatives and employers can request a NIOSH HHE. An HHE is often requested when there is a higher than expected rate of a disease or injury in a group of workers. These situations may be the result of an unknown cause, a new hazard, or a mixture of sources. To request a NIOSH Health Hazard Evaluation go to www.cdc.gov/niosh/hhe/request.html. To find out more about the Health Hazard Evaluation Program:

Call (513) 841-4382, or to talk to a staff member in Spanish, call (513) 841-4439; or Send an email to HHERequestHelp@cdc.gov.

For more information

Occupational Safety and Health Administration
U.S. Department of Labor
www.osha.gov
(800) 321-OSHA (6742)

Section 6 Communicable Diseases

Learning Objectives

Section 6 Communicable Diseases

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

- Describe how communicable diseases spread.
- Identify some specific communicable diseases that could be spread in the workplace.
- Explain how an individual can be protected against contracting diseases at work.

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

What is a Communicable Disease?

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

Infection may occur if:

- There is a harmful organism present (bacteria, virus, parasite, or fungus) in large enough numbers,
- The organism gets into the body, or
- The immune system is unable to fight off the organism (there is a lowered resistance to infection when individuals are sick or when they are under stress).

How Does an Individual Contract a Communicable Disease?

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

Image: A man holding a box of tissues and a tissue to his nose. Many respiratory diseases can be spread through the air when an infected person coughs, sneezes, or spits.

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

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

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

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

Am I at Risk?

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

Safety Precautions

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

Image: An eye with purulent conjunctivitis (pink eye). Purulent conjunctivitis (pink eye).

Image: Head lice.

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

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

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

In addition, the Board prohibits licensees from performing services upon a surface of the skin or scalp where such skin is inflamed, broken, or where a skin infection or eruption is present. Furthermore, a licensee is prohibited from performing services if the skin of his or her hands is inflamed, broken, or where

a skin infection or eruption is present, without wearing gloves. The Board's mission is to protect consumers, but these regulations protect licensees as well.

Hand Washing

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

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

The Board requires every licensee performing services to thoroughly wash his or her hands with soap and water or any equally effective alcohol-based hand-cleaning product immediately before serving each client. Alcohol-based hand sanitizers can quickly reduce the number of microbes on hands in some situations, but sanitizers do not eliminate all types of germs and are not as effective when hands are visibly dirty or greasy. Washing hands with soap and water is the best way to reduce the number of microbes on them in most situations.

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

Immunizations

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

Image: Pair of soapy hands under a running water in a sink. Hand washing may be the single most important act to help stop the spread of infection.

Proper Disinfection of Tools

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

Any tools or items that cannot be disinfected, such as emery boards, wax sticks, cotton balls, and neck strips must be disposed of immediately after use. Used linens, such as towels, sheets, and gowns, must

be placed in a closed container and washed before use on another client. After using electrical equipment on a client, it must be disinfected with an EPA-registered disinfectant proven to kill bacteria, fungi, and viruses (the label should tell you). Always follow the manufacturer's instructions for cleaning equipment. For additional information, refer to the Barbering and Cosmetology Act and its rules and regulations on disinfection at www.barbercosmo.ca.gov.

In the Training Materials, find the handout "Diseases in the Workplace." This chart shows a quick summary of common diseases or health problems that may be found in an establishment. Look over the chart and keep it somewhere easily accessible for future reference.

Use the "Diseases in the Workplace" chart to help answer questions in the next activity.

Case Studies

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

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

Case Study #1

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

How could you get lice in this situation?

How could you protect yourself?

What should you say to your client?

Case Study #2

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

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

How could you protect yourself?

What should you say to your client?

Case Study #3

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

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

What should you say to your client?

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

Case Study #4

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

How could you get a cold from this client?

How could you protect yourself?

What should you say to your client?

Individuals working in an establishment, should be aware of potential symptoms of communicable diseases that clients may have. Although future professionals are not doctors and cannot diagnose a

disease or illness, if they notice symptoms, they will want to take steps to ensure the client's health as well as their own is not put at risk. Workers should not be afraid to refuse service if necessary.

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

Questions for Review

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

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

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

How can organisms get into the body?

- (A) Through water or food
- (B) Through direct contact
- (C) Through an insect or animal bite
- (D) Through the air
- (E) All of the above

Record answers to questions in the exam booklet.

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

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

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

What Are HIV and AIDS?

HIV, the human immunodeficiency virus, causes AIDS. This virus is transmitted through blood and other body fluids. AIDS stands for acquired immune deficiency syndrome. "Acquired" means that individuals are not born with the disease, they get it from other people (they "acquire" it). Immune deficiency means that the disease damages the body's immune system, which slows down or prevents the body from healing itself. Without a healthy immune system, individuals have trouble fighting off all kinds of organisms that can make them sick. Syndrome means that it is not a single disease. AIDS is a collection of different illnesses. When the immune system is damaged, many different organisms can infect the body.

Health Risks

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

- Tuberculosis – a bacterial infection that can sometimes cause severe lung damage
- Kaposi's sarcoma – a rare form of skin cancer that produces purple spots (lesions) on the skin
- AIDS dementia – a nervous system disorder that can cause loss of memory and physical coordination
- Cryptosporidiosis – an infection that causes severe diarrhea
- Candidiasis – a severe yeast infection in both men and women; in the vagina, throat, or lungs

Sidebar Callout: Symptoms of HIV Infection

- Fatigue
- Night sweats
- Fever
- Chills
- Weight loss
- Oral thrush (white creamy patches in the mouth)
- Enlarged lymph nodes (in the neck, armpits, or groin)

Treatment

While there are medications for people living with HIV/AIDS, people still die from the infections or cancers their immune system cannot fight. Currently, there is not a vaccine to prevent HIV/AIDS. There is no cure either. This is why it is important to protect yourself and prevent spreading the virus.

The only body fluids that spread HIV/AIDS are blood, semen, vaginal fluid, breast milk, and any body fluid that contains blood. Body fluids that do not spread HIV/AIDS are saliva, sweat, tears, nasal secretions, and vomit.

How Does the HIV/AIDS Virus Spread?

The kinds of contact among people that can spread the AIDS virus include:

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

Individuals cannot get HIV/AIDS from any kind of casual contact with another person. Individuals cannot get HIV/AIDS through the air, shaking hands, eating together, sharing items (like books, paper, pens, or phones), sharing the bathroom, or getting insect bites.

Despite common misbeliefs, anyone can get HIV/AIDS. The majority of people with HIV/AIDS were infected from sexual contact with an infected partner. To protect oneself from getting HIV/AIDS in their personal life, a latex condom should be used for any kind of sexual contact and injectable drugs should not be used. A condom is more effective against HIV/AIDS and other disease if it is used with a spermicide. If a lubricant is used with a condom, use a water-based lubricant, as an oil-based lubricant like petroleum jelly can damage the condom.

Sidebar Callout: Personal Rights

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

How Can I Find Out if I am Infected?

To know if an individual is infected with the AIDS virus, a blood test needs to be performed. Blood produces antibodies to fight off foreign substances that enter the body, like viruses. So, if HIV gets into a person's bloodstream, a specific antibody is produced. The antibody test looks for this particular antibody in the blood and indicates if a person is infected with AIDS. The HIV antibody test may not be positive right after exposure. The body will usually produce antibodies within three months, but sometimes it can

take up to six months. As soon as an individual's body begins to produce antibodies, the test will register as positive. However, remember, even then, an individual may not have any symptoms of HIV/AIDS. Symptoms may not show up until years later.

For information about testing and counseling, call:

- A medical professional
- The local public health department
- An AIDS service organization
- The local Red Cross chapter
- The Northern California AIDS Hotline: toll-free (800) FOR-AIDS
- The Southern California AIDS Hotline: toll-free (800) 922-AIDS

Image: An electrologist wearing safety glasses and disposable gloves is providing. Handle all sharp instruments carefully and wear protective gloves.

Blood Exposure Prevention

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

- Handle all sharp instruments carefully (razors, nail clippers, etc.).
- Use a puncture-proof container when throwing away sharp objects like razor blades.
- Disinfect tools, equipment, and surfaces if they get blood on them.
- Disinfect all tools after they are used on clients, even if no visible blood is present.
- Wash your hands before and after contact with each client.
- If a client bleeds, hand the client a cotton ball to stop the bleeding. Have the client dispose of it rather than doing so yourself.
- If you get someone's blood on your skin, immediately wash with soap and water. • Lather for at least 10 seconds, then rinse.
- If you have sores, scratches, cuts, or broken skin (from dermatitis), wear protective gloves.

Standard Precautions

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

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

The Board recommends the following procedures if blood exposure occurs:

Client Injury

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

Future Professional Injury

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

Image: A licensee holding shears and a comb near a jar with disinfectant solution and combs inside. Disinfect tools properly after use.

What is Hepatitis?

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

How is Hepatitis Contracted?

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

Hepatitis B

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

Hepatitis C

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

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

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

Treatment

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

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

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

Image: Screenprint of CAL/OSHA website.

Cal/OSHA Requirements

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

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

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

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

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

- **Establish a written exposure control plan** that identifies who has exposure to blood and how to reduce the danger.
- **Update the plan annually** to reflect changes in tasks, procedures, and positions that affect occupational exposure, and also technological changes that eliminate or reduce occupational exposure.
- **Implement the use of universal precautions** that everyone in the establishment must follow to treat all blood as if it could be infected.
- **Identify and use engineering controls** to isolate or remove the danger of exposure to blood. For example, puncture-proof boxes should be available to dispose of contaminated sharp instruments like razors.
- **Identify and ensure the use of work practice controls** so workers perform their jobs safely with a low possibility of exposure.
- **Provide and maintain personal protective equipment** such as gloves, gowns, eye protection, and masks whenever exposure to blood is likely.

- **Make available hepatitis B vaccinations** to all workers with occupational exposure.
- **Make available free, confidential post-exposure medical evaluation and follow up** to any occupationally exposed workers who experience an exposure incident.
- **Use labels and signs** to communicate hazards on containers containing blood, waste, and sharps.
- **Provide information and training** about Cal/OSHA's Blood borne Pathogen rules, infectious blood borne diseases, safe work practices, and what to do if exposed to blood on the job.
- **Maintain worker medical and training records** and a sharps injury log.

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

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

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

Questions for Review

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

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

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

Which of the following body fluids spreads HIV/AIDS?

- (A) Tears and blood
- (B) Saliva and sweat
- (C) Vaginal fluid and nasal secretions
- (D) Breast milk and semen
- (E) C and D

Record answers to questions in the exam booklet.

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

NEXT LESSON

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

Section 6—Training Materials

6.1 Training Materials

Diseases in the Workplace Chart

Board of Barbering and Cosmetology

Diseases in the Workplace

DISEASE OR HEALTH PROBLEM	HOW IT IS SPREAD IN THE SHOP OR SALON	HOW TO PREVENT IT
<p>HEPATITIS A Type of organism: Virus Incubation period: 15–50 days, with an average of 28–30 days (Footnote 1) Symptoms: Fever, fatigue, loss of appetite, abdominal pain, nausea, vomiting, dark urine, light stools, and jaundice (yellowing of the skin or the whites of the eyes)</p>	<ul style="list-style-type: none"> Eating or drinking anything that has been contaminated with particles of infected stool (if someone with hepatitis A does not wash after going to the bathroom, then touches your food, you could get sick from the food) Exposure to the bodily fluid of someone infected 	<ul style="list-style-type: none"> Wash your hands with soap and water before and after serving each client (Footnote 2) Wash your hands with soap and water, and have the client do the same, before touching food Properly disinfect equipment (Footnote 2) Vaccination is available if recommended by your medical provider
<p>HEPATITIS B Type of organism: Virus Incubation period: 60–150 days, with an average of 90 days (Footnote 1) Symptoms: Fever, fatigue, loss of appetite, abdominal pain, nausea, vomiting, dark urine, light stools, and jaundice (yellowing of the skin or the whites of the eyes)</p>	<p>Getting blood, semen, vaginal fluid, breast milk, saliva, or any body fluid that contains blood into your body</p>	<ul style="list-style-type: none"> Properly disinfect equipment (Footnote 2) Handle sharp instruments carefully Wash your hands with soap and water before and after serving each client (Footnote 2) Use gloves if you have sores, scratches, cuts, or broken skin Vaccination is available if recommended by your medical provider
<p>HEPATITIS C Type of organism: Virus Incubation period: 14–180 days, with an average of 45 days (Footnote 1) Symptoms: Fever, fatigue, loss of appetite, abdominal pain, nausea, vomiting, dark urine, light stools, and jaundice (yellowing of the skin or the whites of the eyes)</p>	<p>Getting blood, semen, vaginal fluid, breast milk, or any body fluid that contains blood into your body</p>	<ul style="list-style-type: none"> Properly disinfect equipment (Footnote 2) Handle sharp instruments carefully Wash your hands with soap and water before and after serving each client (Footnote 2) Use gloves if you have sores, scratches, cuts, or broken skin
<p>AIDS Type of organism: Human immunodeficiency virus (HIV) Incubation period: 2 months to 10 years or more. Most individuals infected with HIV have no symptoms at all for several years. Symptoms: Fever, fatigue, night sweats, chills, weight loss, oral thrush, enlarged lymph nodes</p>	<p>Getting blood, semen, vaginal fluid, breast milk, or anybody fluid that contains blood into your body</p>	<ul style="list-style-type: none"> Properly disinfect equipment (Footnote 2) Handle sharp instruments carefully Wash your hands with soap and water before and after serving each client (Footnote 2) Use gloves if you have sores, scratches, cuts, or broken skin
<p>HERPES SIMPLEX—TYPE 1 Type of organism: Virus Incubation period: 2–12 days with an average of 4 days (Footnote 1)</p>	<ul style="list-style-type: none"> Touching an infected client's cold sores or fever blisters Touching fluid draining from the eyes 	<ul style="list-style-type: none"> Don't touch cold sores or fever blisters Use gloves to prevent accidentally touching a sore or blister

<p>Symptoms: Cold sores or painful blisters on the face, gums, lips, or mouth. Sores are often recurring.</p>	<ul style="list-style-type: none"> • Touching something contaminated with saliva, phlegm, or nasal discharge 	<ul style="list-style-type: none"> • Wash your hands with soap and water before and after serving each client (Footnote 2) • Properly disinfect equipment (Footnote 2) • Properly sanitize towels (Footnote 2)
<p>COMMON COLD Type of organism: Virus Incubation period: 1–3 days (Footnote 1) Symptoms: Chills, headache, coughing, sneezing, sore or scratchy throat, runny nose, muscle aches, and fatigue</p>	<ul style="list-style-type: none"> • Breathing air contaminated by an infected client coughing, sneezing, or spitting • Touching something that is contaminated then touching your own mouth, nose, or eyes 	<ul style="list-style-type: none"> • Cover your mouth and nose when coughing or sneezing, and have the client do the same • Wash your hands with soap and water before and after serving each client (Footnote 2) • Work in a well-ventilated room • Wear a mask, ask the client to wear a mask, or both wear masks
<p>IMPETIGO Type of organism: Bacteria Incubation period: 2–4 days (Footnote 1) Symptoms: Rash—the blisters turn into honey-colored crusts. May occur anywhere, but most often around the mouth, in the nose, and on the chin. May last for 2–3 weeks.</p>	<ul style="list-style-type: none"> • Touching an open sore on a client’s mouth, nose, or chin • Touching something contaminated with the fluid of a sore, especially if you then touch your own nose or mouth 	<ul style="list-style-type: none"> • Don’t touch open sores • Use gloves to prevent accidentally touching an open sore • Wash your hands with soap and water before and after serving each client (Footnote 2) • Properly disinfect equipment (Footnote 2) • Properly sanitize towels (Footnote 2)
<p>LICE (Head, Body, Or Pubic) Type of organism: Vector Incubation period: Eggs hatch in 5–8 days; the lice mature in two weeks and are then able to lay more eggs (Footnote 1) Symptoms: The scalp, genital area, or other hairy part of the body gets infested with eggs (nits). Larvae (like worms) hatch from the eggs and later grow into adult lice. The person who is infested feels severe itching.</p>	<ul style="list-style-type: none"> • Touching an infested client. Lice crawl (they don’t jump) from one person to another • Touching articles that are infested (examples: chairs, combs, hats, and clothing) 	<ul style="list-style-type: none"> • Don’t touch infested clients or their clothes • Properly disinfect equipment (Footnote 2) • Properly sanitize towels (Footnote 2)
<p>RINGWORM Type of organism: Yeast (a fungus) Incubation period: 10–14 days (Footnote 1) Symptoms: A small, red, raised area spreads on the skin or scalp, later developing into scaly patches. Patches are ring-shaped. Infected hairs become brittle and break off. On the scalp, this can lead to temporary baldness.</p>	<ul style="list-style-type: none"> • Touching the patches of a client’s skin or scalp (lesions may be moist, dry, or crusted) • Touching contaminated articles, like chairs, scissors, combs, or towels 	<ul style="list-style-type: none"> • Don’t touch patches on a client’s skin or scalp • Use gloves to prevent accidentally touching patches • Wash your hands with soap and water before and after serving each client (Footnote 2) • Properly disinfect equipment (Footnote 2) • Properly sanitize towels (Footnote 2)
<p>SCABIES Type of organism: Vector (a mite) Incubation period: 2–6 weeks (Footnote 1) Symptoms: There is a red, itchy rash on the skin. Tiny tunnels appear between the fingers, on wrists and elbows, under the arms, or in other warm, moist areas. Itching is more intense at night. Itching may continue 1–2 weeks after treatment.</p>	<ul style="list-style-type: none"> • Prolonged contact with the skin of an infested client • Touching a client’s infested clothing 	<ul style="list-style-type: none"> • Don’t touch infested clients or their clothes (Footnote 2) • Wash your hands with soap and water before and after serving each client (Footnote 2) • Properly disinfect equipment (Footnote 2) • Properly sanitize towels (Footnote 2)

<p>TUBERCULOSIS (TB) Type of organism: Bacteria Incubation period: After initial infection with TB, the disease may lie dormant for a lifetime. Otherwise lung lesions may develop in 4–12 weeks. In approximately 80–95% of people these lesions will heal. The only sign they were once infected will be a positive skin test. Some people will later develop active TB. The greatest risk of active disease is within 1–2 years after initial infection. (Footnote 1) Symptoms: Fever, weight loss, night sweats, cough, chest pain, coughing up blood, positive TB skin test, abnormal chest x-ray</p>	<ul style="list-style-type: none"> Breathing air contaminated by an infected client coughing, sneezing, or singing. Contact must be over a prolonged period of time. Touching droplets from the nose or throat of an infected client, then touching your own nose, mouth, or eyes 	<ul style="list-style-type: none"> Cover your mouth and nose when coughing or sneezing, and have the client do the same Wear a mask, ask the client to wear a mask, or both wear masks Wash your hands with soap and water before and after serving each client (Footnote 2) Work in a well-ventilated room
<p>CHICKENPOX Type of organism: Virus Incubation period: 14–16 days; rash and pox appear within 1–2 days after first symptoms Symptoms: Itchy rash and red spots or blisters (pox) all over the body, fever, headache, cough, sore throat, decreased appetite</p>	<ul style="list-style-type: none"> Breathing air contaminated by an infected client coughing or sneezing Eating or drinking something that has been contaminated by an infected client Touching an infected client's fluid from a chickenpox blister 	<ul style="list-style-type: none"> Cover your mouth and nose when coughing or sneezing, and have the client do the same Wash your hands with soap and water before and after serving each client (Footnote 2) Wash your hands with soap and water, and have the client do the same, before touching food Don't touch blisters Vaccination is available if recommended by your medical provider
<p>MEASLES/RUBEOLA Type of organism: virus Incubation period: 10–14 days (Footnote 1) Symptoms: Cough, runny nose, inflamed eyes, sore throat, fever, blotchy red skin rash, and white spots inside mouth</p>	<ul style="list-style-type: none"> Breathing air contaminated by an infected client coughing, sneezing, or talking Touching droplets from the nose or throat of an infected client, then touching your own nose, mouth, or eyes 	<ul style="list-style-type: none"> Wash your hands with soap and water before and after serving each client (Footnote 2) Cover your mouth and nose when coughing or sneezing, and have the client do the same Properly disinfect equipment (Footnote 2) Vaccination is available if recommended by your medical provider

Footnote 1: Incubation period is the length of time it takes after exposure to show symptoms of the disease.

Footnote 2: Rules and Regulations of the State Board of Barbering and Cosmetology, Title 19, Chapter 9, California Code of Regulations.

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Section 7 Health and Safety Laws and Agencies

Learning Objectives
Section 7
Health and Safety Laws and Agencies

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

- List several state and federal agencies that oversee health and safety in the workplace.
- Explain how these agencies and laws protect workers.
- Use these laws and the agencies that enforce them to solve specific health and safety problems at work.

This lesson is about a worker's health and safety rights. We will look at the many agencies that regulate health and safety in an establishment. This topic is complicated because health and safety rights and regulations are different for owners, employees, and independent contractors (self-employed licensees who rent their stations). Laws and regulations can be important tools to use in solving health and safety problems. However, there are some gaps in protection—areas where there are no laws or regulations. First, we will look at legal rights and regulations, what they mean, and where they come from. The second half of the lesson will focus on how various laws and agencies can help solve some specific health and safety problems in the establishment.

Image: Screen print of U.S. Food and Drug Administration (FDA) website.

Rights as an Employee

Employees have important legal rights, which include:

- The workplace is required to be safe.
- Employees must be given information about the chemicals they work with and training on how to work safely.
- Employees may file a complaint with the California Occupational Safety and Health Administration (Cal/OSHA) (the agency that enforces workplace health and safety laws) or the California Board of Barbering and Cosmetology and have the workplace inspected.

Agencies That Regulate Health and Safety

From our previous lessons list some agencies that regulate health and safety in an establishment. Possible answers may include:

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

Image: Screen print of FDA safety tip sheet about hair dyes and relaxers.

The U.S. Food And Drug Administration

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

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

As a future professional, it is important to remember the FDA is primarily concerned with public and consumer safety, not worker safety. When safety testing is done by a manufacturer or the FDA, they are looking at whether or not the product is dangerous to consumers, not licensees. While a chemical found

to be hazardous to consumers will also be hazardous to licensees using it on their jobs, a chemical found to be relatively safe for consumers may not be safe for licensees who use it repeatedly over time.

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

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

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

Image: Screen print of Occupational Safety and Health Administration (OSHA) website.

The U.S. Department Of Labor Occupational Safety And Health Administration

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

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

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

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

Cal/OSHA

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

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

Worker Status—Independent Contractor or Employee?

The category a person falls into usually depends on how much control he or she has over their work. Some factors to consider are who assigns the work, who sets the hours, and who supplies the products and materials. If the establishment owner has control over these matters, then the worker is probably

considered an employee under the law and is covered by Cal/OSHA. This is true even if there is a signed contract indicating that he or she is an independent contractor.

Image: A female client sitting in a chair with four licensees standing around her talking. Employers must provide workers with training about the hazardous chemicals in the workplace.

Employer Responsibilities

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

Employee Training

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

Training should include:

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

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

Form 300

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

Records Request

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

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

Employees also have the right to observe these tests when they are done. These requirements are found in section [3204 of the California Code of Regulations, Title 8, General Industry Safety Orders](#).

Employers must allow employees to see and copy company medical records, which include:

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

These requirements are found in [section 3204 of the California Code of Regulations, Title 8, General Industry Safety Orders](#).

Illness Prevention Program

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

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

What Can I Do?

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

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

Independent Contractors

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

California State Board of Barbering and Cosmetology

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

Questions for Review

Cal/OSHA helps both employees and employers.

True or False?

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

True or False?

What does it mean if a product is adulterated?

- (A) It can be used by adults (ages 18 and over) only.
- (B) It contains an ingredient that will harm users under normal conditions of use.
- (C) The FDA has tested it and found it causes diseases.
- (D) B and C
- (E) All of the above.

Which of the following statements about Cal/OSHA is false?

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

Upon request, the employer must provide workers with:

- (A) Records of work-related injuries and illnesses.
- (B) Copies of their own employee medical records.
- (C) Copies of employees' medical records.
- (D) All of the above.
- (E) A and B

Record answers to questions in the exam booklet.

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

Case Studies

Read the following case studies that reflect "real-life" problems that may be encountered when working in an establishment. Do your best to answer the questions presented.

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

Case Study #1

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

Which agency could you turn to for help? What can that agency do?

Case Study #2

You think that a particular cosmetic product used in the establishment might be causing skin irritation among clients and co-workers. You wonder if consumers have ever reported problems with the product. Which agency could you turn to for help? What can that agency do?

Case Study #3

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

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

What is another way you could find out?

Case Study #4

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

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

Case Study #5

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

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

Which agency could you turn to for help?

Case Study #6

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

Under the law, where can you get this information?

What does your employer's plan have to include?

Case Study #7

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

Which agency can you turn to for help? What help can you get there?

NEXT LESSON

Workplace safety and solving safety problems.

Section 7

Training Materials

7.1 Health and Safety Rights: Facts for California Workers

7.2 Health and Safety Agency Acronyms Word Search

7.1 TRAINING MATERIALS

Health and Safety Rights: Facts for California Workers

Department of Industrial Relations Cal/OSI-IA
Christine Baker, Director
Juliann Sum, Cal/OSHA Chief

June 2015

Health and Safety Rights: Facts for California Workers

The State of California, Division of Occupational Safety and Health—better known as "Cal/OSHA"—is working to assure you have a safe and healthful workplace. Read this fact sheet to understand your basic rights and learn what you can do to help keep your job safe.

Employers' Program to Prevent Injuries and Illnesses

California law requires your employer to have an effective injury and illness prevention program (IIPP) that includes training and instruction on safe work practices and an effective system for your employer to communicate with you and your coworkers. (See page 4 for more information about IIPP requirements.) You should actively participate in the training provided by your employer, learn how to recognize health and safety hazards, and inform your employer about any hazards you discover. Your employer must have a system to encourage reporting hazards without fear of retaliation and must correct hazards in a timely manner.

Cal/OSHA Enforcement

You have the right to file a complaint about a workplace hazard with Cal/OSHA, the state agency that investigates and enforces health and safety requirements in California workplaces. If you choose to give your name, Cal/OSHA will keep your name confidential, unless you request otherwise. To file a complaint, call the Cal/OSHA district office serving the location of your job. To find the right district office, use one of these options:

- Go online and follow instructions for filing a complaint. Or go to Cal/OSHA's home page at www.dir.ca.gov/dosh, and link to "File a workplace safety complaint."
- View a map showing Cal/OSHA district offices and the counties they serve. Or go to Cal/OSHA's home page at www.dir.ca.gov/dosh, link to "Locations -Enforcement offices," and then link to "map of the Cal/OSHA Enforcement regional and district offices."
- By phone, call 1-866-924-9757, press or say "2" for Cal/OSHA, then enter or say the zip code of your job site.

Information you should provide to district office staff:

- When you call Cal/OSHA, the information you provide may be critical to the success of Cal/OSHA's investigation of the hazard. You should give the staff person the following information:
- Name and address of your employer. Include the job site address if it is different from the mailing address.
- Where the hazard is located at the job site. Example: "The table saw in room 12."
- When the hazardous operation or condition occurs. Example: "We use this solvent to clean every Friday afternoon."
- Description of the hazard. You do not need to know the legal requirements. You only need to state the problem. Examples: "Bad brakes on forklift," or "no fall protection."

Investigation

Cal/OSHA investigates complaints of hazards in different ways. Sometimes, the fastest and most effective way is for Cal/OSHA to notify the employer and require the employer to correct the hazard. Other times, Cal/OSHA conducts an on-site inspection.

On-site inspection

When Cal/OSHA conducts an on-site inspection, the inspector arrives without advance notice.

- Upon arrival, the inspector holds an opening conference with the employer and union (if there is one) to explain the purpose of the inspection and how it will be conducted.
- The inspector walks around the site, observes hazards, interviews employees and supervisors, reviews written records, and takes measurements and photographs as necessary.

- A representative of the employer and a representative authorized by the employees may walk around with the inspector.
- You have the right to be interviewed in private without the employer present. The Cal/OSHA inspector will make every effort to arrange for interpreter services if needed.
- You may ask the inspector to give you his or her business card so you can contact the inspector away from your job.
- The inspector may visit the site again to collect further information, especially if the inspector needs to speak with employees who were not available during the first visit.

After the inspection:

Information that Cal/OSHA collects during the inspection may show that your employer violated health and safety requirements. If this happens, one or more citations will be issued to your employer. Cal/OSHA issues citations to employers only, not to employees. If you gave your contact information when you filed the complaint, Cal/OSHA will send you a letter describing the results of the inspection. Your employer must "abate," or correct, the violations by a specified deadline. You may contest the abatement date by filing an appeal 15 days after the citations are issued. But if the employer appeals a citation, abatement may not happen until after the appeal is resolved. You may participate in any appeal filed by the employer by filing a motion to be added as a party in the appeal process. In any case where Cal/OSHA issues citations, the employer must post in the workplace a copy of the citations, a description of how the hazards have been corrected, and a copy of any appeal that is filed. You may also call Cal/OSHA to request a copy of the results of the inspection, including any citations.

Right to Refuse Hazardous Work

In addition to filing a complaint, you have the right to refuse hazardous work. It is illegal for your employer to punish you for refusing to perform hazardous work if both of the following are true:

1. Performing the work would violate a Cal/OSHA health or safety regulation.
2. The violation would create a "real and apparent hazard" to you or your coworkers.

When these conditions are met, you have the right to refuse to perform the work. But before you refuse, you should take the following steps:

- Tell your supervisor about the hazard and ask that it be corrected.
- Explain that you are willing to continue working if the hazard is corrected or you are assigned other work that is safe.
- State that you believe a health or safety regulation is being violated.
- Contact your union shop steward, if you have one.

If the problem is not fixed, call Cal/OSHA and file a complaint.

Protection Against Retaliation

It is also illegal for your employer to threaten, discharge, demote, or suspend you for reporting hazards to your employer, filing a complaint with Cal/OSHA, or otherwise exercising your rights to a safe and healthful workplace. If your employer discriminates or retaliates against you for exercising these rights, you have the right to file a complaint with the California Labor Commissioner, also called the Division of Labor Standards Enforcement. The Labor Commissioner may be able to recover wages owed to you and help you get your job back. In most cases, you must file your complaint within six months of the retaliation.

View a listing of Labor Commissioner offices and contact the office nearest your workplace. Or go to the Labor Commissioner's home page at www.dir.ca.gov/dlse, and link to "Contact Us." By phone, call 1-866-924-9757, press or say "1" for the Division of Labor Standards Enforcement. then enter or say your zip code.

Employee Rights to Documents and Records

You have the right to receive copies of written information about hazards in your workplace.

Exposure Records and Medical Records: You may access exposure records that show your own exposure to toxic substances and harmful physical agents as well as exposures to other employees doing similar work. Your employer must provide you the records within 15 days after receiving your written request. Exposure records include environmental workplace monitoring, biological monitoring results, and safety data sheets. You may access medical records if you are the subject of the records or have the subject's written consent. Medical records include medical questionnaires and histories, examination results, medical opinions and diagnoses, descriptions of treatment and prescriptions, first aid reports, and employee medical complaints.

Safety Data Sheets: These sheets contain information about hazardous chemicals in your workplace. Your employer must keep these sheets readily accessible and must provide them to you upon request. Electronic access is allowed as long as there are no barriers to immediate access.

Records of Occupational Injury or Illness: You have the right to receive copies of the following records: Log of Work-Related Injuries and Illnesses (Form 300); Annual Summary of Work-Related Injuries and Illnesses (Form 300A); and Injury and Illness Incident Report (form 301) describing an injury or illness that happened to you. In most industries, your employer must provide you copies by the end of the next business day.

Written Health and Safety Plans: You have the right to review your employer's written plans for certain Cal/OSHA-required programs, such as hazard communication, respiratory protection, and permit-required confined space entry procedures.

Cal/OSHA Information

For more information about your health and safety rights, go to Cal/OSHA's home page at www.dir.ca.gov/dash. You can also call 1-866-924-9757. Press or say "2" for Cal/OSHA, then enter or say your zip code to find the district office serving your job location.

Requirements for an employer's injury and illness prevention program

All California employers must create and carry out an effective program to meet the requirements of Cal/OSHA's Injury and Illness Prevention Program (IIPP) regulation. The employer's IIPP must be in writing and must specify in concrete terms the employer's ongoing activities in each of the following areas:

- **Responsibility:** Name or job title of the person or persons authorized and responsible for implementing the program.
- **Compliance:** Written system for ensuring compliance with safe and healthy work practices.
- **Communication:** System for communicating in a form readily understandable by employees about safety and health matters. This can include meetings, trainings, postings, written communications, and a labor-management safety and health committee. Employers must encourage employees to report hazards without fear of reprisal. An employer using a labor-management committee to communicate health and safety matters with employees must meet certain requirements specified in the IIPP regulation.
- **Hazard Assessment:** Procedures for identifying and evaluating workplace hazards, including periodic inspections.
- **Accident or Exposure Investigation:** Procedure for investigating occupational injuries and illnesses.
- **Hazard Correction:** Methods and procedures to correct unsafe or unhealthy working conditions in a timely manner.
- **Training and Instruction:** Effective program for instructing employees on general safe work practices and hazards specific to each job assignment, in a language that the employees can understand.

- **Recordkeeping:** Written documentation of the steps taken by the employer to establish and implement the IIPP.

The specific requirements for an IIPP are in the California Code of Regulations, title 8, section 3203. Or go to the home page of the Department of Industrial Relations at www.dir.ca.gov, link to "Laws & Regulations," link to "California Code of Regulations –Title 8," link to "Cal/OSHA," and then search for "3203."

Use Cal/OSHA's educational tools to help employers create an effective IIPP. Or go to Cal/OSHA's home Q.2gg at www.dir.ca.gov/dosh, and under "Educational Materials," link to "Consultation eTools." See also links to model IIPPs at the top of the web page that displays the California Code of Regulations, title 8, section 3203.

You have the right to a safe and healthful workplace regardless of whether you have papers to work legally in the United States

Note: We are not US Immigration and Customs Enforcement (ICE). and we do not ask for or report your immigration status.

State of California, Cal/OSHA, Department of Industrial Relations

7.2 TRAINING MATERIALS

Health and Safety Agency Acronyms Word Search

Health and Safety Agency Acronyms

ALA - American Lung Association
 BBC - California Board of Barbering and Cosmetology
 CALOSHA - California Division of Occupational Safety and Health
 CDPH - California Department of Public Health
 COEH - Center for Occupational and Environmental Health
 CSCP - California Safe Cosmetics Program
 DCA - Department of Consumer Affairs
 FDA - United States Food and Drug Administration
 HESIS - Hazard Evaluation System and Information Service
 LOHP - Labor Occupational Health Program
 LOSH - Labor Occupational Safety and Health Program
 NIOSH - National Institute for Occupational Safety and Health
 OSHA - Occupational Safety and Health Administration

Section 8

Solving Health and Safety Problems

Learning Objectives

Section 8

Solving Health and Safety Problems

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

- Describe how to use health surveys and workplace inspections to investigate health and safety hazards.
- Develop an action plan to correct hazards.
- Identify resource groups and organizations available for assistance.

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

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

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

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

The Health Survey

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

What is a Health Survey?

A health survey is usually a questionnaire that asks individuals to answer specific questions about their health. A survey can be used to find out about one particular problem or to get an overview of all the health problems that individuals are experiencing. The health survey in the Training Materials is very thorough. The future professional might want to use a shorter version in their workplace. Many different types of health surveys have been developed by unions, employers, and health and safety groups.

Using the Health Survey

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

The survey results can help identify the hazards that exist in the workplace. For example, on the survey, do manicurists report frequent sneezing, coughing, or sore throats? Could chemicals in nail products be the cause? Are people getting skin rashes, which seem to be related to the chemicals they use? Has anyone developed allergies that might come from chemical vapors? See if people who do the same work report the same problems. For example, are many licensees who do perms getting skin rashes on their hands? If many people have the same symptoms, it is probably not an individual problem. It could be related to something they all have in common—their work. See if licensees say their symptoms are worse at work and clear up when they go home or if the symptoms are worse when they do certain tasks at work. These can be further clues that the problem is job-related.

The Follow-Up Plan

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

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

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

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

The Workplace Inspection

The other important method of detective work is the workplace inspection. Workers should conduct their own inspection to identify health and safety hazards. This is called a workplace inspection, since a worker walks around the workplace looking at different areas of the establishment. It is a good idea to use a checklist during a workplace inspection to be reminded of the possible hazards that may exist.

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

In the Training Materials, a copy of the Workplace Inspection Checklist has been provided. The checklist has seven sections that deal with different types of hazards and an eighth section where workers can list any hazards or problems that may be found that do not fit anywhere else on the checklist. Practice conducting a health and safety inspection of your school's clinic area to become familiar with the checklist. Spend some time on every section of the checklist during the inspection, even though every question may not be answered as some questions may not apply to the school being inspected.

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

The Action Plan

An action plan should include these steps:

1. Identify the hazards
2. Choose which problems to work on first
3. Get more information about the hazards
4. Figure out short-term and long-term goals
5. Involve your co-workers
6. Document the problems
7. Find out what steps have already been taken
8. Decide how to get changes made
9. Set a time limit for fixing the problems
10. Determine what obstacles there are to solving the problems
11. Find ways to overcome the obstacles

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

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

- People care about the most
- Everyone agrees is important
- Affects the most people

- Causes the most serious hazard(s)
- Is fairly easy and inexpensive to solve

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

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

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

The sixth step is to document the problems found. Get all the records together: health survey results, inspection results, and information on products used in the establishment. The establishment owner may be able to help workers gather some of this information.

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

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

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

Next, the 10th step is to determine what obstacles there are to solving the problems. The establishment owner and the workers may be unwilling to make changes for various reasons, such as high costs and resistance to changing their work processes. Recognizing these obstacles will help in completing the next step.

If the owner or co-workers respond to the action plan with reluctance about the changes, follow the 11th step and find ways to overcome the obstacles. This step is not always straightforward and may require several different tactics. For example, if the establishment owner does not believe the health problems found are work-related, point out that several people who work in the same area of the establishment and who do the same work have experienced the same problems. Research the chemicals used in the different processes to see if they can cause the particular health problems that people have reported. Also, point out that Cal/OSHA may require the establishment owner to fix the problems anyway if someone files a complaint. When facing resistance from co-workers, remind them of the health problems they may face if they do not correct the hazards and protect themselves. Be creative and think of many ideas to get the changes made.

Case Study

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

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

Case Study #1

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

- Seven reported regular headaches and shortness of breath.
- Six reported shortness of breath.
- Five reported rashes or other skin problems.
- Four reported allergies.
- Three reported shoulder or back pain.
- From the inspection, you found:
- Emergency phone numbers are not posted.
- There is only one fire extinguisher.
- Large, heavy containers are stored on high shelves.
- There is poor air circulation in the workplace.
- The air has a chemical smell.
- There are no vented manicure tables.
- There is no ventilation system.
- No protective gloves are available for use when licensees work with chemicals.
- No Safety Data Sheets (SDSs) are available.
- There are no cushioned mats for workers to stand on.

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

Why did you choose these two particular hazards?

How could you get more information about these hazards?

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

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

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

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

What obstacles are there to getting changes made?

What would you say to the establishment owner when she claims she doesn't have more information about product ingredients?

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

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

What would you say to your co-workers who don't want to wear gloves?

Where Can I Go for Help?

If an individual needs help with any step of an action plan, locate the “**Resource Agencies and Materials**” handout in the Training Materials. There are various groups and public agencies listed that can help with research on hazards and help figure out effective solutions. There are also many groups, agencies, and organizations not listed—do research and find one that best fits your needs.

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

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

For instance, click on the red "CASafeSalon" button on the home page at www.barbercosmo.ca.gov and click on "Salon Sense." Scroll to the self-inspection worksheet. This worksheet was designed to be used to make sure establishments and workspace areas are violation-free. Future professionals will want to print a copy and keep it close by, so that they can always feel comfortable when visited by a Board inspector. For information on what to expect during the inspection process, the Board has an informational brochure that can be printed out that covers the inspection process from A to Z. In addition, the Board has provided a list of the most commonly cited violations and how to avoid being cited for these violations. Future professionals will want to take a moment to review this important information.

Image: The Board's self-inspection checklist. The self-inspection checklist is currently available in multiple languages on the Board's website.

Questions for Review

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

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

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

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

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

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

Record answers to questions in the exam booklet.

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

NEXT LESSON

Understanding workers' rights and responsibilities.

Section 8
Training Materials

- 8.1 Health Survey
- 8.2 Workplace Inspection Checklist
- 8.3 Resource Agencies and Materials Informational Sheet

8.1 TRAINING MATERIALS
Health Survey

1. Background Information

Age:
Female:
Male:
Occupation:

How long have you worked in that occupation?

How long have you worked on your present job?

Job description:

2. Musculoskeletal System

Do you often get any of the following?
(Check all that apply)

Backache
Shoulder ache
Neck pain
Arm pain
Wrist pain
Tendinitis

When does the problem occur?
(At work? After work? When you do a particular task?)

Do you often get any of the following?
(Check all that apply)

Arthritis
Bursitis
Numbness of fingers
Pain in hand or fingers
Leg pain
Foot pain
Foot calluses

When does the problem occur?
(At work? After work? When you do a particular task?)

When does the problem occur? (At work? After work? When you do a particular task?)

3. Respiratory Tract

Do you often get any of the following?
(Check all that apply)

Colds
Sore throat
Coughing
Sneezing

When does the problem occur?
(At work? After work? When you do a particular task?)

Wheezing
Runny nose
Stuffy nose
Dizziness
Chest pain
Chest tightness
Trouble breathing

4.Eyes

Do you often get any of the following?
(Check all that apply)

Itchiness
Pain
Redness
Watering
Blurred vision
Other vision problems
Tired feeling

When does the problem occur?

(At work? After work? When you do a particular task?)

5.Skin

Do you often get any of the following?
(Check all that apply)

Rash
Dermatitis (dry, flaking skin)
Chemical burn
Itchiness
Cuts

When does the problem occur? (At work? After work? When you do a particular task?)

6.Reproductive System

Have you or your partner had any of the following?
(Check all that apply)

Problems trying to get pregnant
Children with birth defects
Miscarriages
Menstrual problems

When does the problem occur? (At work? After work? When you do a particular task?)

7.Allergies

Do you have any allergies?

Yes
No
Explain

Are they worse at work?

Yes
No
Explain

When did you first get them

8.Other Symptoms

Have you or your partner had any of the following?
(Check all that apply)

When does the problem occur? (At work? After work? When you do a particular task?)

Headache
Stomachache
Dizziness
Muscle cramp
Chills
Fever
Feeling hot or cold

9.Serious Illnesses

Have you ever had any of the following?

Cancer
Immune disorder
Heart disease
Lung disease
Other serious illness

Describe:

10. Immunizations

Yes
No
Explain

11.Job Injuries

Have you ever had an injury on the job?

Yes
No
Explain

Did you lose time from work?

Yes
No
Explain

Do you always report injuries to the employer?

Yes
No
Explain

12.Co-workers' Health

Have your co-workers complained of health problems that might be related to work?

Yes
No
Explain

13.Your Comments

Is there anything else you want to say about your health and your job?

Describe:

Board of Barbering and Cosmetology

2420 Del Paso Road, Suite 100,
Sacramento, CA 95834
Phone: (800) 952-5210

8.2 TRAINING MATERIALS

Workplace Inspection Checklist

(Adapted from the Cal/OSHA Guide to Developing Your Workplace Injury and Illness Prevention Program, 2011)

Posting

Yes No

Are emergency telephone numbers posted where they can be found quickly if needed?
Are there clear signs marking exits from the building?
Is the employer's Summary of Occupational Injuries and Illness (Cal/OSHA Log 300) posted?

Is a written list of proper, safe work practices for all tasks done in the establishment either posted or circulated to employees?
Is the California State Board of Barbering and Cosmetology's Consumer Notice posted in the reception area?
Is the Department of Industrial Relations' Workplace Posting for All California Barbering and Cosmetology Licensees posted in the establishment?

2.Fire Protection

Yes No

Does the establishment have a fire prevention plan?
Does the establishment have a plan to fight fires and to evacuate in an emergency? Does everyone understand these plans?
Are there fire drills?
Are all exits kept free of obstructions?
Are there enough exits to permit everyone to escape promptly?
Are there enough fire extinguishers in convenient locations?
Are the correct fire extinguishers available for the types of materials that could catch on fire?

Note: The common types are:

Class A: Ordinary combustible materials

Class B: Flammable liquid, gas, or grease

Class C: Electrical equipment

Class ABC: All-purpose

Are employees trained in the use of fire extinguishers?
Are flammable and combustible chemicals kept away from flames, sparks, and hot objects?
Is smoking prohibited around flammable and combustible chemicals?
Are there enough outlets for all the electrical equipment, so the system is not overloaded?

3.General Environment

Yes No

Is the workplace kept clean and orderly?
Are floors and work surfaces kept clean and dry?
Are spilled liquids cleaned up immediately?
Are all exits kept free of obstructions?
Are hand washing stations available?
Is there enough space to work, or is the work area small and cramped?
Is the indoor temperature comfortable?
Is there adequate lighting?
Are electrical equipment and cords kept in good condition so they will not cause a shock or fire?
Are hot or sharp objects kept out of the way so people will not accidentally touch them?

Is the establishment free of tripping hazards, like stools, equipment, cords, or wires?
Is the establishment free of earthquake hazards, like shelves or cabinets that could fall over?
Are workers under stress because of workload, overtime, or other pressure?

4.Ventilation

Yes No

Is there enough fresh air in the workplace?
Is there a ventilation system?
Is a vented table used for manicures?
Are all ventilation systems working?
Have the ventilation systems been inspected in the past year?

5.Hazardous Chemicals

Yes No

Is there a Safety Data Sheet (SDS) readily available for each chemical product used in the establishment?
Is there an employee training program on chemical hazards?
Has the air in the establishment ever been tested for chemicals?
If yes, were the amounts found considered safe?
Are chemicals stored and mixed away from eating areas?
Are chemicals mixed in an area separate from the main work area?
Are chemical containers kept out of the way so people will not accidentally knock them over?
Are chemicals stored in a cool, dry, well-ventilated place?
Are incompatible chemicals stored away from each other?
Are chemicals disposed of properly (for most chemicals, not down the drain)?
Do people avoid eating and drinking around chemicals?

6.Protective and Safety Equipment

Yes No

Are safety glasses provided to protect eyes from nail clippings?
Are splash goggles available to protect eyes during chemical mixing?
Are there eye wash stations in case chemicals get in to someone's eyes?
Are dust masks available to manicurists, so they won't breathe dust when filing nails?
Are surgical masks available to offer to clients who are coughing?
Are protective gloves of the right type available to anyone who handles chemicals?
Are protective gloves available to use to avoid exposure to a communicable disease?
Are aprons and long-sleeve lab coats available to protect people's clothing and arms from chemicals?
Are there enough well-stocked first aids kits in the establishment?
Do workers know CPR?

7.Ergonomic Hazards

Yes No

Are cushioned mats available for workers to stand on while working on clients?
Are client chairs adjustable so workers have easy access to the client?
Does the establishment have a good selection of shears and combs in different sizes so they "fit" each worker?
Are all the shears kept sharp?
Are portable carts available so workers can keep their tools with them and avoid reaching?
Are stools and rolling seats available, so workers can sit while they work?

Have workers been trained in proper blending, reaching, and lifting techniques?

8. Other Observations

Yes No

Use this space to list any other problems or hazards you find during the inspection.

Board of Barbering and Cosmetology

2420 Del Paso Road, Suite 100,
Sacramento, CA 95834
Phone: (800) 952-5210

8.3 TRAINING MATERIALS

Resource Agencies and Materials

WHERE TO CALL AND WHAT TO READ

GOVERNMENT AGENCIES: CALIFORNIA

California State Board of Barbering and Cosmetology Protects consumers by licensing and regulating barbers, cosmetologists, estheticians, manicurists, electrologists, apprentices, and establishments. Administers and enforces health and safety regulations in licensed establishments. Call the Board with questions or concerns on any subject related to barbering and cosmetology.

Headquarters Location:

Board of Barbering and Cosmetology
2420 Del Paso Road, Suite 100, Sacramento, CA 95834
Phone: (800) 952-7281
Website: www.barbercosmo.ca.gov
Email: barbercosmo@dca.ca.gov

Mailing Address:

P.O. Box 944226
Sacramento, CA 94244-2260

California Division of Occupational Safety and Health

(Cal/OSHA) (To file a complaint)

Enforces workplace health and safety regulations in California. For information about health and safety regulations, or to file a confidential complaint and request an inspection of your workplace, call the District office closest to you to get the number of your local compliance office. For a full listing of contact information, please see the "Resource Groups, Agencies, Databases, and Publications" sheet found in the Training Materials in Section 3 of this publication.

Cal/OSHA Consultation Offices (Establishment owners)

Offers advice to employers on correcting health and safety hazards. For a full listing of contact information, please see the "Resource Groups, Agencies, Databases, and Publications" sheet found in the Training Materials in Section 3 of this publication.

California Department of Public Health (CDPH)

The California Department of Public Health is dedicated to optimizing the health and well-being of the people in California.

Occupational Health Branch (Headquarters for HESIS, OHSEP, and CSCP)
850 Marina Bay Parkway, Building P, 3rd Floor
Richmond, CA 94804
Phone: (510) 620-5757
Fax: (510) 620-5743
Website: www.cdph.ca.gov
Email: occhealth@cdph.ca.gov

The CDPH offers the following programs:

- **Hazard Evaluation System and Information Service (HESIS)**
Provides information to employers and employees on the health effects of toxic substances and precautions for their safe use.
Workplace Hazard Helpline: Phone: (866) 282-5516
Free Publications on Workplace Hazards: Phone: (866) 627-1586
Website: <https://www.cdph.ca.gov/Programs/CCDCPHP/DEODC/OHB/HESIS/Pages/HESIS.aspx>
- **Occupational Health Branch (OHB)**
OHB is devoted to improving worker health and safety through prevention activities.
Website: <https://www.cdph.ca.gov/Programs/CCDCPHP/DEODC/OHB/Pages/OHB.aspx>
- **California Safe Cosmetics Program (CSCP)**
Collects information on hazardous and potentially hazardous ingredients in cosmetic products sold in California and makes this information available to the public.
Website: <https://www.cdph.ca.gov/Programs/CCDCPHP/DEODC/OHB/CSCP/Pages/CSCP.aspx>
Email: safecosmetics@cdph.ca.gov

Division of Workers' Compensation

Provides information on rights to benefits and medical care when there is a job-related illness or injury.
Toll-free phone: (800) 736-7401
Website: www.dir.ca.gov/dwc

Labor Commissioner Office

Provides information about employment rights, discrimination, and wrongful filings. Takes worker complaints about discrimination for health and safety activity, and investigates them. Its website provides a list of offices located throughout the state.
Website: www.dir.ca.gov/dlse

GOVERNMENT AGENCIES: FEDERAL

U.S. Food and Drug Administration (FDA) Regulates cosmetic products. Also takes consumer complaints and keeps records of them.
Website: www.fda.gov/cosmetics

National Institute for Occupational Safety and Health (NIOSH)

NIOSH is a federal agency that offers free publications and an online database of chemicals. They provide information on chemicals and other workplace hazards.

4676 Columbia Parkway
Cincinnati, OH 45226-1996
Phone: (800) 356-4674
Fax: (513) 533-8573
Website: www.cdc.gov/niosh
Email: pubstaft@cdc.gov

TRAINING, INFORMATION, AND HELP

American Lung Association (ALA) Has information on occupational and environmental lung hazards.

Website: www.lung.org

Center for Occupational and Environmental Health (COEH)

A University of California program. Conducts research on occupational illnesses and injuries; offers degree programs and continuing education courses related to health and safety. See website for contact information for its offices located in Berkeley, San Francisco, and Davis.

Website: <http://coeh.berkeley.edu>

National Council for Occupational Safety and Health (COSH)

Local volunteers (trade unionists and professionals) have formed "COSH" groups through the United States. Most have regular meetings and offer training, information and help.

Website: www.coshnetwork.org

California Groups:

- **Southern California Coalition for Occupational Safety and Health (SoCalCOSH)**
1000 North Alameda St., Suite 240, Los Angeles, CA 90012
Phone: (213) 346-3277
Website: <http://www.coshnetwork.org/node/164>
Email: socalcosh@gmail.com
- **Worksafe**
1736 Franklin St., Suite 500, Oakland, CA 94612
Website: www.worksafe.org
Phone: (510) 922-8075

Labor Occupational Health Program (LOHP)

Offers information and advice on chemicals and other workplace hazards.

University of California
University Hall, Suite 451
2199 Addison St.
Berkeley, CA 94720-5120
Phone: (510) 642-5507
Fax: (510) 643-5698
Website: <http://lohp.org>
Email: lohp@berkeley.edu

Labor Occupational Safety and Health Program (LOSH)

Nationally recognized center promoting safe workplaces through teaching and education, research, and policy advocacy.

10945 Le Conte Ave., Suite 2107
Box 951478, Los Angeles, CA 90095-1478
Phone: (310) 794-5964
Fax: (310) 794-6403
Website: www.losh.ucla.edu

LEGAL AID

Asian Law Caucus
Provides legal assistance to Asian workers.
55 Columbus Ave.
San Francisco, CA 94111
Phone: (415) 896-1701
Website: www.asianlawcaucus.org

Legal Aid at Work

Protects the rights and jobs of low-income workers by providing free legal help with urgent workplace problems.

180 Montgomery St., Suite 600

San Francisco, CA 94104

Phone: (415) 864-8848

Website: www.legalaidatwork.org

Employment Law Office at the Legal Aid Foundation of Los Angeles

Provides legal services to poor and low-income workers in greater Los Angeles.

Phone: (800) 399-4529

Website: <https://lafla.org>

COMMUNITY ORGANIZATIONS**CA Healthy Nail Salon Collaborative**

Protects the health, safety, and rights of nail salon and cosmetology workers, owners, and students through outreach, education, and organizing.

Phone (English): (510) 986-6839 x267

Phone (Vietnamese): (510) 986-6830 x241

Website: www.cahealthynailsalons.org

Black Women for Wellness

Committed to healing, educating, and supporting black women and girls.

4340 11th Ave., 2nd floor, Los Angeles, CA 90008

Phone: (323) 290-5955

Website: www.bwwla.org

Chinese for Affirmative Action

Provides assistance to Asian workers on legal rights and other workplace issues.

17 Walter U. Lum Place, San Francisco, CA 94108

Phone: (415) 274-6750

Website: www.caasf.org

Instituto Laboral de la Raza

Provides low-income workers assistance on legal rights and other workplace issues.

2947 16th St., San Francisco, CA 94103

Phone: (415) 431-7522

Website: www.ilaboral.org

Email: sshaker@ilaboral.org

OCCUPATIONAL HEALTH CLINICS

Occupational Health Clinic, San Francisco

Diagnoses and treats occupational and environmental health problems by referral and appointment. Also offers industrial hygiene services and worksite evaluations.

San Francisco General Hospital, Building 9, Room 115

1001 Potrero Ave., San Francisco, CA 94110

Clinic phone (to make an appointment): (650) 821-5600

Occupational Health Clinic Center, UCLA

Gives California workers and employers access to the resources of the UCLA Medical Center. Services include medical examinations, worker training, and occupational medicine seminars.

10833 Le Conte Ave., Room 67-120 CHS, Los Angeles, CA 90095

Phone: (310) 825-6771

POISON CONTROL CENTERS

American Association of Poison Control Centers

Supports the nation's 55 poison centers in their efforts to prevent and treat poison exposures.

Phone (available 24/7): (800) 222-1222

Website: www.aapcc.org

California Poison Control System

Provides immediate, free, and expert treatment advice and referral over the telephone in case of exposure to poisonous or toxic substances.

Toll-free phone (available 24/7): (800) 222-1222

Website: www.calpoison.org

LABOR AND TRADE ORGANIZATIONS

California Cosmetology Association

A professional cosmetology association that promotes, represents, and legislatively protects the entire cosmetology industry.

P.O. Box 291459, Phelan, CA 92329

Phone: (800) 482-3288

Website: <http://the-cca.com>

Email: info@the-cca.com

Electrologists' Association of California

Member-run organization affiliated with the American Electrology Association (AEA). Protects the public and provides members with a wide range of educational opportunities.

Web: www.electrologycalifornia.org

National Coalition of Estheticians, Manufacturers/Distributors and Associations (NCEA)

The mission of the NCEA is to define standards of practice through certification and continuing education accreditation in order to represent and advocate for the esthetic profession.

484 Spring Ave., Ridgewood, NJ 07450-4624

Phone: (201) 670-4100

Fax: (201) 670-4265

Website: <https://nceacertified.org>

Email: info@nceacertified.org

Associated Skin Care Professionals (ASCP)

ASCP is one of the nation's largest professional membership associations serving and connecting skin care professionals.

25188 Genesee Trail Road, Suite 200, Golden, CO 80401

Phone: (800) 789-0411

Fax: (800) 790-0299

Website: www.ascpskincare.com

Email: getconnected@ascpskincare.com

Professional Beauty Association

The Professional Beauty Association (PBA) advances the professional beauty industry by providing members with education, charitable outreach, government advocacy, events, and more. PBA is the largest organization of salon professionals, with members representing salons/spas, distributors, manufacturers, and beauty professionals.

15825 North 71st St., #100, Scottsdale, AZ 85254-1521

Toll-free: (800) 468-2274

Phone: (480) 281-0424

Fax: (480) 905-0708

Website: <https://probeauty.org>

Email: <https://probeauty.org/contact/>

Professional Beauty Federation of California (PBFC)

The PBFC works to raise the level of professionalism and the image of the industry in the State of California by working to influence public policy, industry regulation, and promoting positive public relations and perceptions of California's beauty and barbering profession.

Website: www.beautyfederation.org

Email: directors@beautyfederation.org

United Food and Commercial Workers International Union (UFCW)

A labor organization that conducts research and produces educational materials on the health and safety hazards facing barbers and cosmetologists.

Web: www.ufcw.org

UFCW [Local](#) No. 770

Barbers and Cosmetology Division

630 Shatto Place, Los Angeles, CA 90005

Phone: (213) 201-7028

Website: www.ufcw770.org

Board of Barbering and Cosmetology

2420 Del Paso Road, Suite 100

Sacramento, CA 95834

Phone: (800) 952-5210

Section 9

Understanding Workers' Rights and Responsibilities

Learning Objectives

Section 9

Understanding Workers' Rights and Responsibilities

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

- Identify worker classifications.
- Understand basic workers' rights and what options are available if those rights are being withheld.
- Identify agencies available for workers' rights assistance.

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

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

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

Callout:

Minimum wage:

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

Workers' Rights and Responsibilities

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

Know your worker classification

Establishment Owner

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

Callout:

Sole Proprietor:

Someone who owns an unincorporated business by himself or herself.

Callout:

Corporation:

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

Callout:

Partnership:

The relationship between two or more persons who join to carry on a trade or profession.

Example

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

Image: Establishment owner holding shears and a comb. Behind her is a licensee shampooing a client's hair. Establishment owners are responsible for the business and do not work for someone else. Many establishment owners are also workers.

Independent Contractor (Booth Renter)

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

Example

Marisol is a manicurist and esthetician who has a business contract with two large establishments where she provides her services. In her contracts, she is provided with a workstation for which she pays \$600 per month to each establishment. She keeps her own appointment book and sets her own hours of operation at her convenience and has created her own menu of services. She has been provided with a key to the establishment. She provides her own tools, nail polish, and makeup. Marisol handles her own payments from customers and is responsible for filing and paying tax on her income and tips. Marisol is an independent contractor booth renter.

Note: If the business contract specifies that Marisol must:

- Work four days a week, 9 a.m. to 5 p.m.
- Only use the products the establishment markets
- Provide only the services listed on the establishment's menu of services
- Charge the prices established by the establishment owner

Then Marisol may no longer be an independent contractor (booth renter) but now may be considered an employee, as someone else has the right to control her work.

Image: A barber is standing behind his seated male client, cutting his hair. An independent contractor (booth renter) may work inside of an establishment owned by an establishment owner but maintains a separate identity.

Employee

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

Image: Two male licensees providing hair services to two clients. Employees follow a work schedule established by the establishment owner and offer services in the establishment that have been determined by the establishment owner.

Example

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

Additional information on tax obligations can be found in the Training Materials.

TAX Obligations

Contact the IRS, legal counsel, or a tax accountant for detailed information regarding specific tax obligations. The summary provided below is a guideline; it is not all inclusive.

Establishment Owner

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

- File employment tax on all employees
- Prepare and file a W-2 form wage and tax statement to report to the IRS wages, tips, and other compensation paid to all employees
- File Social Security and Medicare tax withholdings on all employees
- Maintain workers' compensation insurance on all employees
- Maintain unemployment insurance on all employees

- Collect and pay sales taxes
- Be responsible for state and local taxes and business permit

Independent Contractor (Booth Renter)

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

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

Internal Revenue Service (IRS)

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

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

Form SS-8:

<https://www.irs.gov/pub/irs-pdf/fss8.pdf>

Additional information:

<https://www.irs.gov/newsroom/understanding-employee-vs-contractor-designation>

Employment Development Department (EDD) Employers

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

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

Form DE 1870:

https://www.edd.ca.gov/pdf_pub_ctr/de1870.pdf

Workers

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

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

Form DE 230:

https://www.edd.ca.gov/pdf_pub_ctr/de230.pdf

Employee

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

Additional information on tax obligations can be found in the Training Materials. The information provided should be kept as reference material as a future professional progresses through their career.

Image: Six rows of shelves with numerous product bottles. One of the ways income can be earned is through commission on product sales.

Questions for Review

An independent contractor (booth renter):

- (A) Uses the establishment's products, pays rent, calls the owner to see if she has to come to work.
- (B) Uses her own products, has a key to the establishment, pays rent, books her own appointments.
- (C) Has the receptionist book her appointments, pays rent, has to check the work schedule to see when the owner wants her in the establishment.

The purpose of workers' rights is to:

- (A) Ensure that all employees are treated lawfully, paid at least a minimum wage, and are not subjected to any form of harassment within the workplace.
- (B) Put the power back in the hands of the people who do all the work.
- (C) Make sure people are earning enough to make a living.

To understand all of my tax obligations I should contact:

- (A) Department of Industrial Relations
- (B) Labor Commissioner's Office
- (C) Internal Revenue Service

Record answers to questions in the exam booklet.

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

Image: One hand giving money to an open palm. Tips are taxable and must be reported to your employer.

Minimum Wage

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

Callout: To find out the minimum wage amount for your city or county go to: www.minimum-wage.org/wage-by-state.asp or search online for: City/County, California+minimum wage amount

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

Image: A licensee providing a manicure. An employer cannot withhold tips or refuse to pay overtime.

Overtime

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

Tips

Tips are not gifts. If a service has been provided to a customer and they have paid more than what was stated as the fee, then that additional amount is a tip. Tips are taxable and must be reported to your

employer. For additional information regarding how to report tips, please see: <https://www.irs.gov/uac/About-Publication-531>.

Establishment owners will want to access the Training Materials and review the IRS publication, Tips on Tips.

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

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

Image: A man sitting at a table, drinking from a mug. An employee may be able to file a wage claim if they were not provided a meal and/or rest period in accordance with the applicable Industrial Welfare Commission Order.

• **Piece Rate Versus Commission Wages**

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

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

Callout:

Affirmative Defense:

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

For specifics on this method of compensation, please review the FAQs provided by the Department of Industrial Relations at:

http://www.dir.ca.gov/pieceratebackpayelection/AB_1513_FAQs.htm.

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

- The employee is a licensee of the Board and is paid for providing services where a license is required.

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

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

Image: An employer watching a licensee provide a manicure. If your employer discriminates or retaliates against you, you can file a discrimination/retaliation complaint.

Filing a Wage Claim

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

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

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

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

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

A copy of the publication Recover Your Unpaid Wages With the California Labor Commissioner's Office can be found in the Training Materials.

Image: A man with his left arm around a woman, the woman is holding a baby and feeding the baby a bottle. An employee may be eligible for FMLA due to the birth of a newborn child, or the placement and care of a child for adoption or foster care.

Image: A licensee blow drying a client's hair. Regardless of citizenship status, employees have the right to work for a minimum wage, keep their tips, and have a safe, healthy workplace.

Discrimination or Retaliation

If an employer discriminates or retaliates against an employee (for example, he fires an employee because the employee asked him why they weren't being paid the minimum wage, or because the employee files a claim or threatens to file a claim with the Labor Commissioner), the employee can file a discrimination/retaliation complaint with the Labor Commissioner's Office (also called the Division of

Labor Standards Enforcement). In the alternative, an employee can file a lawsuit in court against the employer. For more details, please see the booklet located in the Training Materials, "All workers have rights in California." Employees in the state of California, have the right to speak to representatives of the office of the California Labor Commissioner or any other government or law enforcement agency about any issues affecting working conditions. Employers cannot fire, demote, suspend, or discipline employees for answering questions or providing information to a government agency.

Filing a Lawsuit

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

Workers' Compensation

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

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

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

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

- Benefits Assistance and Enforcement Phone: (800) 736-7401
- DWC contact information: www.dir.ca.gov/dwc/ContactDWC.htm
- For locations: www.dir.ca.gov/dwc/dir2.htm

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

Image: A barber providing hair services to a child. Employees and establishment owners cannot refuse service based on race, religion, sex, or age

The Family and Medical Leave Act

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

- The birth of a newborn child
- The placement and care of a child for adoption or foster care
- For the serious health condition of the employee or the employee's spouse, child, or parent
- For qualifying needs arising out of a covered military member's active duty status and 26 work weeks of leave during a single 12-month period to care for a covered service member with a serious injury or illness.

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

Immigrant Workers

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

Right to Refuse Service

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

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

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

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

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

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

Local, State, and Federal Requirements for Establishment Ownership

The California Governor's Office of Business and Economic Development (Go-Biz) provides an abundance of information for business owners in California, including a list of local, state, and federal requirements for owner's opening a business in the Barbering and Beauty industry. When considering opening a new establishment, review the information provided on the Quick Start Guide for Barber Shops and Beauty Salons.

<http://businessportal.ca.gov/wp-content/Documents/Quick-Start-Guides/QSG-barber-shops-beauty-salons.pdf>

Callout:

Municipalities:

Cities or towns that have corporate status and local government.

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

Department of Industrial Relations (DIR) Required Workplace Posting

As of January 1, 2017, all barbering and beauty establishments are required by the DIR to post the notice found in Training Material 9.8 in an area where workers can view the posting. This notice is informational and informs workers of basic workers' rights they are entitled to while working in California.

Agency Contact Information

Federal Contacts

U.S. DEPARTMENT OF LABOR (Wage and Hour Division)

Website: www.wagehour.dol.gov

Monday–Friday, 8 a.m.–5 p.m.

(866) 4USWAGE ([866] 487-9243)

TTY (877) 889-5627

Internal Revenue Service

Many tax questions can be answered online at the IRS website.

Website: <https://www.irs.gov>

For a face-to-face meeting, find local office information at:

<https://www.irs.gov/uac/Contact-My-Local-Office-in-California>

IRS Small Business and Self-Employed Tax Center

Website: <https://www.irs.gov/Businesses/Small-Businesses-Self-Employed>

State of California Contacts

CALIFORNIA BUSINESS PORTAL

Website: <http://businessportal.ca.gov>

Email: support@go-biz.desk-mail.com

Monday–Friday, 9 a.m.–5 p.m.

Toll-free phone: (877) 345-4633

State of California Franchise Tax Board

Website: www.ftb.ca.gov

Monday–Friday, 7 a.m.–5 p.m.

(800) 852-5711

24/7 Automated Support

(800) 338-0505

Outside the United States

(916) 845-6500

TTY/TDD
(800) 822-6268

**California Department of Tax and Fee
Administration (CDTFA)**

General Tax Questions
(800) 400-7115 (Toll-free)

Outside the United States
(916) 445-6362

California Relay Service (CRS)
711 (for hearing and speech disabilities)

Email:
www.cdtfa.ca.gov/email/

Employment Development Department (EDD)

Website: [www.edd.ca.gov/About EDD/Contact EDD.htm](http://www.edd.ca.gov/About_EDD/Contact_EDD.htm)

Ask EDD: <https://askedd.edd.ca.gov>

Department Directory: [www.edd.ca.gov/About EDD/Department Directory.htm](http://www.edd.ca.gov/About_EDD/Department_Directory.htm)

Labor Commissioner's OFFICE

(also known as the Division of Labor Standards Enforcement [DLSE])

The Labor Commissioner provides information about employment rights, discrimination, and wrongful firings. The Labor Commissioner's Office also takes worker complaints about discrimination for health and safety activity and will investigate them. There are several locations throughout the state. The Required Workplace Posting for All California Barbering and Cosmetology Licensees has been provided in the Reference Publications section of this document.

Website: www.dir.ca.gov/dlse/dlse.html

For locations and contact information:
www.dir.ca.gov/dlse/DistrictOffices.htm

Email: dlse2@dir.ca.gov

In Conclusion

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

NEXT LESSON

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

Helpful Definitions

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

Date	Minimum Wage for Employers with 25 Employees or Less	Minimum Wage for Employers with 25 Employees or More
1/1/2017	\$10.00/hour	\$10.50/hour
1/1/2018	\$10.50/hour	\$11.00/hour
1/1/2019	\$11.00/hour	\$12.00/hour
1/1/2020	\$12.00/hour	\$13.00/hour

Sole proprietor: someone who owns an unincorporated business by himself or herself.

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

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

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

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

Section 9 Training Materials

- 9.1 Independent Contractor or Employee
- 9.2 Tax Tips for the Cosmetology and Barber Industry
- 9.3 Tips on Tips
- 9.4 OSHA's Workers' Rights
- 9.5 Nail Salon Workers Wage and Hour Rights
- 9.6 Recover Your Unpaid Wages With the California Labor Commissioner's Office
- 9.7 All Workers Have Rights in California
- 9.8 DIR Required Workplace Posting for All California Barbering and Cosmetology Licensees

9.1 TRAINING MATERIALS Independent Contractor or Employee

Internal Revenue Service

Independent contractor or employee?

Which are you?

For federal tax purposes, this is an important distinction. Worker classification affects how you pay your federal income tax, social security and Medicare taxes, and how you file your tax return. Classification affects your eligibility for social security and Medicare benefits, employer provided benefits and your tax responsibilities. If you aren't sure of your work status, you should find out now. This brochure can help you.

The courts have considered many facts in deciding whether a worker is an independent contractor or an employee. These relevant facts fall into three main categories: behavioral control; financial control; and relationship of the parties. In each case, it is very important to consider all the facts – no single fact provides the answer. Carefully review the following definitions.

Behavioral Control

These facts show whether there is a right to direct or control how the worker does the work. A worker is an employee when the business has the right to direct and control the worker. The business does not have to actually direct or control the way the work is done – as long as the employer has the right to direct and control the work. For example:

Instructions—if you receive extensive instructions on how work is to be done, this suggests that you are an employee. Instructions can cover a wide range of topics, for example:

- how, when, or where to do the work
- what tools or equipment to use
- what assistants to hire to help with the work
- where to purchase supplies and services

If you receive less extensive instructions about what should be done, but not how it should be done, you may be an independent contractor. For instance, instructions about time and place may be less important than directions on how the work is performed.

Training—if the business provides you with training about required procedures and methods, this indicates that the business wants the work done in a certain way, and this suggests that you may be an employee.

Financial Control

These facts show whether there is a right to direct or control the business part of the work. For example:

Significant Investment—if you have a significant investment in your work, you may be an independent contractor. While there is no precise dollar test, the investment must have substance. However, a significant investment is not necessary to be an independent contractor.

Expenses—if you are not reimbursed for some or all business expenses, then you may be an independent contractor, especially if your unreimbursed business expenses are high.

Opportunity for Profit or Loss—if you can realize a profit or incur a loss, this suggests that you are in business for yourself and that you may be an independent contractor.

Relationship of the Parties

These are facts that illustrate how the business and the worker perceive their relationship. For example:

Employee Benefits—if you receive benefits such as insurance, pension, or paid leave, this is an indication that you may be an employee. If you do not receive benefits, however, you could be either an employee or an independent contractor.

Written Contracts—a written contract may show what both you and the business intend. This may be very significant if it is difficult, if not impossible, to determine status based on other facts.

When You Are an Employee...

- Your employer must withhold income tax and your portion of social security and Medicare taxes. Also, your employer is responsible for paying social security, Medicare, and unemployment (FUTA) taxes on your wages. Your employer must give you a Form W-2, Wage and Tax Statement, showing the amount of taxes withheld from your pay.
- You may deduct unreimbursed employee business expenses on Schedule A of your income tax return, but only if you itemize deductions and they total more than two percent of your adjusted gross income.

When You Are an Independent Contractor...

- The business may be required to give you Form 1099- MISC, Miscellaneous Income, to report what it has paid to you.
- You are responsible for paying your own income tax and self-employment tax (Self-Employment Contributions Act – SECA). The business does not withhold taxes from your pay. You may need to make estimated tax payments during the year to cover your tax liabilities.
- You may deduct business expenses on Schedule C of your income tax return.

IRS Tax Publications

If you are not sure whether you are an employee or an independent contractor, get Form SS-8, Determination of Worker Status for Purposes of Federal Employment Taxes and Income Tax Withholding. Publication 15-A, Employer's Supplemental Tax Guide, provides additional information on independent contractor status.

IRS Electronic Services

You can download and print IRS publications, forms, and other tax information materials on the Internet at www.irs.gov. You can also call the IRS at 1-800-829-3676 (1-800-TAX-FORM) to order free tax publications and forms.

Publication 1796, 2007 IRS Tax Products CD (Final Re-lease), containing current and prior year tax publications and forms, can be purchased from the National Technical Information Service (NTIS). You can order Publication 1796 toll-free by calling 1-877-233-6767 or via the Internet at www.irs.gov/cdorders.

Call 1-800-829-4933, the Business and Specialty Tax Line, if you have questions related to employment tax issues.

Publication 1779 (Rev. 3-2012)
 Catalog Number 16134L
 Department of the Treasury Internal Revenue Service
www.irs.gov

9.2 TRAINING MATERIALS

Tax Tips for the Cosmetology and Barber Industry

Department of the Treasury Internal Revenue Service

Tax Tips for the Cosmetology & Barber Industry

Whether a shop owner, an employee, or a booth renter (in-dependent contractor), you need to know your federal tax responsibilities, including how to report your income and tips you receive from your customers.

The most common forms of business are the sole proprietorship, partnership, and corporation. Your form of business determines which in-come tax return form you have to file. Publication 583, Starting a Business and Keeping Records, available free from the IRS, can help you decide.

The purpose of this publication is to describe some of the Federal tax responsibilities that owners and workers must address each day.

Table of Content

- Shop Owner
- Who is an Employee?

- Shop Owner/Employer Tax Responsibilities
- Booth Renters
- Tip Income Responsibilities for the Employer or Booth Renter
- Employee Tip Reporting Responsibilities
- Tip Rate Determination and Education Program (TRD/EP)
- References

Shop Owner

As a shop owner you can elect to structure your business in different forms. You can choose to operate your business as a sole proprietor-ship, partnership, or as a corporation. Your business may have employees who work for you or you may decide to operate without employees. Another common arrangement is renting space to another individual who operates an independent business. This is commonly referred to as a booth renter and will be discussed later in this publication.

It doesn't matter which business structure you choose; there are basic principles that do not change. Income received in the course of your business is taxable income and must be reported on the appropriate income tax return form.

If you operate your business without employees, where you are the only worker, then your federal tax responsibilities would be limited to reporting your income earned (including tip income) and expenses on the appropriate tax form. For example, a sole proprietorship would file Form 1040, using Schedule C to report business income and expenses and Schedule SE to report Self-Employment tax.

Once you decide to hire workers you must make a determination if they are your employees or if they will operate their own independent business (booth renters).

Who is an employee?

Simply stated, an employee is an individual who works at the control and direction of another. It is important to remember that as the employer you do not have to control the worker all of the time, you simply have to have the right to control. The following questions are helpful in determining if someone is your employee or an independent contractor:

- As the owner, do you establish the hours the shop is open?
- Who makes the determination regarding who works specific shifts?
- Do the workers purchase their own supplies with their own money?
- Who determines the prices charged to customers?
- Do the workers each set their own appointments?
- Who is responsible for expenses, such as insurance, advertising, etc.?

These questions are not all inclusive, but they will provide insight as to whether you are their employer. If you give extensive instructions as to how, when, or where to do the work and where to purchase the supplies, then more than likely you are the employer and the worker is your employee. For additional information, see Publication 1779, Independent Contractor or Employee?

Shop Owner/Employer Tax Responsibilities

As an employer, federal law requires you to withhold taxes from your employees' paychecks. Depending on the wages, you must take out of your employees' paychecks certain amounts for federal income tax, social security tax, and Medicare tax. You must then pay any liability for the employer's share of social security and Medicare taxes. This portion, your share, is not withheld from employees. You may also be required to pay unemployment (FUTA) taxes on these wages. In addition to reporting all taxable income on the appropriate income tax form, you would also have the responsibility for issuing Form W-2, Wage and Tax Statement.

The wages paid, along with the taxes withheld, are reported on a quarterly basis by filing Form 941, Employer's QUARTERLY Federal Tax Return. You may also be required to file an annual form to pay Federal unemployment taxes. This is done by filing Form 940, Employer's Annual Federal Unemployment

(FUTA) Tax Return. Form W-2 is furnished to employees after the close of the calendar year, but no later than January 31st.

For more information about payroll taxes, see Publication 15 (Circular E), Employer's Tax Guide that you can download at www.irs.gov/businesses and click on the Employment Taxes link.

Booth Renters

A booth renter is someone who leases space from an existing business and operates their own business as an independent contractor. As a booth renter, or independent contractor, you are responsible for your own record-keeping and timely filing of returns and payments of taxes related to your business.

Indications that you are an independent contractor include, but are not limited to:

- Having a key to the establishment
- Setting your own hours
- Purchasing your own products
- Having your own phone number and business name
- Determining the prices to be charged

If these factors are not present, then you are likely an employee of the business who is providing the space to you.

If the above factors are present, then as an independent contractor you would be responsible for your federal taxes. Your tax responsibilities would include:

- Reporting all income (including tips) on the appropriate income tax return form, such as Form 1040, using Schedule C or Schedule
- C-EZ. Social Security and Medicare Taxes are reported on Schedule SE.
- As a booth renter you must issue Form 1099-MISC for business rent paid of more than \$600 or more to non-corporate landlords each year.
- Issue Form 1099 MISC or W-2 to workers you hire or employ.

As a booth renter, or independent contractor, you may need to make estimated tax payments during the year to cover your tax liabilities. This is because as a booth renter (independent contractor), the business does not withhold taxes from your pay. Estimated tax is the method used to pay tax on income that is not subject to withholding, such as earnings from self-employment you receive as a booth renter.

Estimated tax payments are made each quarter using Form 1040-ES, Estimated Tax for Individuals. For additional information regarding tax withholding and estimated tax, see Publication 505, Tax Withholding and Estimated Tax.

If you hire others to work for you it is possible that these workers would be your employees. As a booth renter you can hire others to work for you as your employees. If you have employees in your business, you would be required to deduct from their pay social security, Medicare and federal income taxes. This would require you to file quarterly Forms 941, as well as an annual Form 940. You would also be required to file Forms W-2 for each employee who worked for you during the calendar year.

Tip Income Responsibilities for the Employer or Booth Renter

Tips are considered taxable income and are subject to Federal income taxes. Tips that your employee receives from customers are generally subject to withholding. Your employees must report tips they receive to you by the 10th of the month after the month that the tips are received. The report should include tips that you paid over to the employee from customers that added the tip to their charged or debit card receipt and tips that the employee received directly from customers.

You must collect income tax, employee social security tax, and employee Medicare tax on the employee's tips. For more information on the taxation of tips, see Publication 15, Circular Employer's Tax Guide, available free from the IRS.

Employees are required by law to keep a daily record of all tips they receive. The IRS furnishes free, Publication 1244, Employee's Daily Record of Tips and Report to Employer, which employees can use to re-record their tips on a daily basis. Publication 1244 includes Form 4070, Employee's Report of Tips to Employer and Form 4070A, *Employee's Daily Record of Tips*.

If you operate your own business as a sole proprietor or booth renter, any tips received in the normal course of your business must be re-reported in gross receipts, and then reported on the appropriate income tax form.

See Publication 531, Reporting Tip Income, for more information regarding tip income reporting.

Employee Tip Reporting Responsibilities

All tips you receive are income and are subject to federal income tax. You must include in gross income all tips you receive directly from customers, charged tips paid to you by your employer, and your share of any tips you receive under a tip-splitting or tip-pooling arrangement.

You can use Form 4070A, Employee's Daily Record of Tips to record your tips, or any diary of your choosing. You can also keep copies of documents that show your tips, such as customer receipts and credit card slips. Publication 1244 includes Form 4070, Employee's Report of Tips to Employer and Form 4070A, Employee's Daily Record of Tips, available free from the IRS. You can use an electronic system provided by your employer to record your daily tips. If you do, you must receive and keep a copy of this record.

Tip Rate Determination and Education Program (TRD/EP)

Employers may participate in the Tip Rate Determination and Education program. The program consists of various voluntary agreements designed for specific industries where tipping is customary. There is one designed specifically for this industry. TRAC, Tip Reporting Alternative Commitment, has characteristics unique to the Cosmetology and Barber industry.

The IRS developed this program to encourage voluntary compliance with tip income reporting through outreach and education and using enforcement actions as a last resort.

To learn more about the voluntary agreement program, access the www.irs.gov website at Market Segment Understandings (MSU).

You can get copies of the forms and publications referenced in this publication, by searching for them by the form or title shown below at the IRS website at: www.irs.gov.

References

Form 941	Employer's QUARTERLY Federal Tax Return
Form 940	Employer's Annual Federal Unemployment (FUTA) Tax Return
Form 1040-ES	Estimated Tax for Individuals
Publication 15	Circular E – Employer's Tax Guide
Publication 505	Tax Withholding and Estimated Tax
Publication 531	Reporting Tip Income
Publication 583	Starting a Business and Keeping Records
Publication 1244	Employee's Daily Record of Tips and Report to Employer
Publication 1779	Independent Contractor or Employee
Publication 3144	Tips on Tips/for Employees
Publication 3148	Tips on Tips/for Employers

Whatever business structure you choose, remember your tax obligations, stay in compliance with the law, and enjoy the benefits!

Publication 4902
Tax Tips for the Cosmetology & Barber Industry

Publication 4902 (2-2011)
Catalog Number 56037B
Department of the Treasury Internal Revenue Service
www.irs.gov

9.3 TRAINING MATERIALS

Tips on Tips

Department of the Treasury Internal Revenue Service

Tips on Tips

A Guide to Tip Income Reporting for Employers in Businesses where Tip Income is Customary

If you are an employer of an employee who receives tip income, this guide is for you.

The Internal Revenue Service (IRS) began its Tip Rate Determination/Education Program (TRD/EP) in October 1993 for businesses where tip income is customary. The objective of the Program has been to improve and ensure compliance by employers and employees with statutory provisions relating to tip income.

The Program of Tip Reporting

What tip reporting options are available?

- Tip Rate Determination Agreement (TRDA)
- Tip Reporting Alternative Commitment (TRAC)
- Institute your own reporting system to comply with the tax law.

Under the Tip Rate Determination/ Education Program (TRD/EP), the employer may enter into a TRDA or a TRAC arrangement, depending on the specific business. The IRS will assist applicants in understanding and meeting the requirements for participation. The next pages show how these two arrangements differ.

How does the program benefit my employees?

There are a number of reasons why an employee should report all of his/her tip income:

- Increased income may improve financial approval when applying for mortgage, car, and other loans
- Increased social security and Medicare benefits (the more you pay, the greater the benefits)
- Increased unemployment compensation benefits
- Increased employee pension, annuity, or 401(k) participation (if applicable)
- Increased workers' compensation benefits, should your employees get hurt on the job

How To Get Your Program Underway?

How to Apply

To enter into one of the arrangements, you may call 1-800-829-4933 for the IRS Stakeholder Liaison Field office in your area. A Stakeholder Liaison can assist you with more information about the Tip Program. You may also obtain information by sending an e-mail to Tip.Program@irs.gov.

Who Should Apply

Currently, the IRS is offering participation in TRD/EP to employers in the food and beverage, hairstyling, and gaming (casino) industries. There are now new agreements to accommodate every tipping industry.

All employers with establishments where tipping is customary should review their operations. Then, if it is determined that there is or has been an underreporting of tips, the employer may apply for one of the two arrangements (depending on their specific business) under the TRD/EP -TRDA, TRAC or TRDA.
 Note: Employers currently under a TRDA, and wishing to switch to a TRAC, must first terminate their TRDA.

When to Apply

An employer may apply for one of the two arrangements, depending on his/ her specific business, at any time. The effective date of the arrangement is determined by receipt and handling of the employer’s application.

TRDA is effective as of the date the IRS Employment Tax Territory Manager signs the arrangement. TRAC is generally effective as of the first day of the quarter following the date the Stakeholder Liaison Area Manager signs the agreement.

TRDA vs. TRAC (how they differ)

TRDA	TRAC
TRDA requires the IRS to work with the establishment to arrive at a tip rate for the establishment’s various occupations.	TRAC does not require that a tip rate be established but it does require the employer to: <ul style="list-style-type: none"> • establish a procedure where a directly-tipped employee is provided (no less than monthly) a written statement of charged tips attributed to the employee. • implement a procedure for the employees to verify or correct any statement of attributed tips. • adopt a method where an indirectly-tipped employee reports his or her tips (no less than monthly). This could include a statement prepared by the employer and verified or corrected by the employee. • establish a procedure where a written statement is prepared and processed (no less than monthly) reflecting all cash tips attributable to sales of the directly-tipped employee.
TRDA requires the employee to enter into a Tipped Employee Participation Agreement (TEPA) with the employer.	TRAC does not require an agreement between the employee and employer.
TRDA requires the employer to get 75 % of the employees to sign TEPAs and report at or above the determined rate.	TRAC affects all (100%) employees.
TRDA provides that if employees fail to report at or above the determined rate, the employer will provide the names of those employees, their social security numbers, job classification, sales, hours worked, and amount of tips reported.	TRAC provides that if the employees of an establishment collectively underreport their tip income, tip examinations may occur but only for those employees that underreport.
TRDA has no specific education requirement.	TRAC includes a commitment by the employer to educate and reeducate quarterly all directly and indirectly-tipped employees and new hires of their statutory requirement to report all tips to their employer.
TRDA participation assures the employer that prior periods will not be examined as long as participants comply with the requirements under the agreement.	TRAC includes the same rule.

Example of a TRAC Statement

Use the following “example” to help you develop your statement for your specific business and provide a copy to your employees. (The following example is designed specifically for employees in the food and beverage industry.) ATRAC statement is given to an employee showing tips attributed to him/her. This

example not only fulfills the statement required for charged tips but also for cash tip reporting and for indirectly-tipped employee reporting.

<p>“title”</p>	<p>Employer Portion Employer Name: Mark Doe Employee Address: 123 Main Street City, State, Zip: Any Town, USA 12345 Employee SSN: 000-00-000 Job Category: Food Serve Establishment Name: ABC Bar & Grill Employer EIN: 00-0000000 Report Period: 01/01/00 - 01/31/00</p> <p>Gross Sales: \$6000 Charged Sales w/Tips: \$2,000 Charged Tips: \$280 Charged Tip Rate: 14% Sales Subject to Cast tips: \$4000</p>	<p>Employer fills out top portion. Gross Sales: only include food & drink amount. Do not include tax, tip, or non-food/drink items.</p> <p>Charged Sales: include charged sales that show a tip on food & drink amounts only. Do not include tax, tip or non-food/drink items. (A charged sale with no tip is included as a cash sale.)</p>
	<p>Employee Portion Cash Tips: \$520 Cash Tip Rate: 13%</p> <p>Tips Shared w/Others Name: Johnny Noname Job Category: Busser Amount: \$120 Total: \$120</p> <p>Tips Received from Others Name: Susie Cue Job Category: Cocktail Amount: \$100 Total: \$100</p> <p>Net tips kept and reportable: \$780 Employee Signature: Mark Doe Date: 3/23/15</p>	<p>Employee fills out top portion. An indirectly-tipped employee would only receive (from the employer) the “title” portion of the statement filled out, unless employer captured “tips shared w/ others” information from the directly-tipped employee’s TRAC Statement and showed it as “tips received from others”.</p> <p>Employee signs statement and gives a copy to employer, retaining a copy for his/her records. This statement would satisfy employer’s requirement under the TRAC arrangement and the employee’s requirement under the law.</p>

Forms and Publications

The following is a list of IRS publications and forms relating to tip income reporting that can be downloaded from the IRS Web site at www.irs.ustreas.gov and can be ordered through the IRS by dialing 1-800-829-3676. (TTY/TDD equipment access, dial 1-800-829-4059).

Publication 505 – Tax Withholding and Estimated Tax

Publication 531 – Reporting Tip Income

Publication 1244 – Employee’s Daily Record of Tips and Report to Employer. This publication includes **Form 4070**, Employee’s Report of Tips to Employer, and **Form 4070A**, Employee’s Daily Record of Tips.

Form 941 – Employer’s Quarterly Federal Tax Return

Form 1040ES – Estimated Tax for Individuals

Form 4137 – Social Security and Medicare Tax on Unreported Tip Income

Form 8027 – Employer’s Annual Information Return of Tip Income and Allocated Tips

Form W-2 – Wage and Tax Statement; and separate Instructions for Forms W-2 and W-3

Publication 3144 (Rev. 3-2015)

Catalog Number 26288G

Department of the Treasury Internal Revenue Service

www.irs.gov

9.4 TRAINING MATERIALS

OSHA's Workers' Rights

Occupational Safety and Health Administration
www.osha.gov

Workers' Rights
OSHA 3021-11R 2016

Occupational Safety and Health Act of 1970

"To assure safe and healthful working conditions for working men and women; by authorizing enforcement of the standards developed under the Act; by assisting and encouraging the States in their efforts to assure safe and healthful working conditions; by providing for research, information, education, and training in the field of occupational safety and health..."

This publication provides a general overview of worker rights under the Occupational Safety and Health Act (OSH Act). This publication does not alter or determine compliance responsibilities which are set forth in OSHA standards and the OSH Act. Moreover, because interpretations and enforcement policy may change over time, for additional guidance on OSHA compliance requirements the reader should consult current administrative interpretations and decisions by the Occupational Safety and Health Review Commission and the courts.

This document, Workers' Rights, replaces Employee Workplace Rights.

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This information will be made available to sensory-impaired individuals upon request. Voice phone: (202) 693-1999; tele-typewriter (TTY) number: 1-877-889-5627.

Workers' Rights
U.S. Department of Labor
Occupational Safety and Health Administration
OSHA 3021-11R 2016

Contents

Introduction

Worker Protection is the Law of the Land
Workers' Rights under the OSH Act

Employer Responsibilities

Who Does OSHA Cover

Private Sector Workers
State and Local Government Workers
Federal Government Workers
Not Covered under the OSH Act
Worker Rights in State-Plan States

Right to a Safe and Healthful Workplace

Employers' "General Duty"
OSHA Standards: Protection on the Job
Right to be Provided Protective Equipment Free of Charge
Right to Information

OSHA Worksite Investigations

Right to File a Complaint with OSHA

to Request an On-site OSHA Inspection

Rights of Workers during an Inspection Workers' Rights following Issuance of Citations Right to Information if No Inspection is Conducted or No Citation Issued

Right to Use Your Rights:

Protection against Retaliation

Whistleblower Protection

If There is a Dangerous Situation at Work Additional Whistleblower Protections

OSHA Assistance, Services and Programs

Establishing a Safety and Health Program Compliance Assistance Specialists

Free On-site Safety and Health Consultation Services for Small Business

Cooperative Programs

Occupational Safety and Health Training

OSHA Educational Materials

NIOSH Health Hazard Evaluation Program

How to Contact OSHA

OSHA Regional Offices

Introduction

Worker Protection is the Law of the Land

You have the right to a safe workplace. The Occupational Safety and Health Act of 1970 (OSH Act) was passed to prevent workers from being killed or otherwise harmed at work. The law requires employers to provide their employees with working conditions that are free of known dangers. The OSH Act created the Occupational Safety and Health Administration (OSHA), which sets and enforces protective workplace safety and health standards. OSHA also provides information, training and assistance to employers and workers.

Contact us if you have questions or want to file a complaint. We will keep your information confidential. We are here to help you.

Workers' Rights under the OSH Act

The OSH Act gives workers the right to safe and healthful working conditions. It is the duty of employers to provide workplaces that are free of known dangers that could harm their employees. This law also gives workers important rights to participate in activities to ensure their protection from job hazards. This booklet explains workers' rights to:

- File a confidential complaint with OSHA to have their workplace inspected.
- Receive information and training about hazards, methods to prevent harm, and the OSHA standards that apply to their workplace. The training must be done in a language and vocabulary workers can understand.
- Review records of work-related injuries and illnesses that occur in their workplace.
- Receive copies of the results from tests and monitoring done to find and measure hazards in the workplace.
- Get copies of their workplace medical records.
- Participate in an OSHA inspection and speak in private with the inspector.
- File a complaint with OSHA if they have been retaliated against by their employer as the result of requesting an inspection or using any of their other rights under the OSH Act.
- File a complaint if punished or retaliated against for acting as a "whistleblower" under the additional 21 federal statutes for which OSHA has jurisdiction.

A job must be safe or it cannot be called a good job. OSHA strives to make sure that every worker in the nation goes home unharmed at the end of the workday, the most important right of all.

Employer Responsibilities

Employers have the responsibility to provide a safe workplace. Employers **MUST** provide their employees with a workplace that does not have serious hazards and must follow all OSHA safety and health standards. Employers must find and correct safety and health problems. OSHA further requires that employers must try to eliminate or reduce hazards first by making feasible changes in working conditions – switching to safer chemicals, enclosing processes to trap harmful fumes, or using ventilation systems to clean the air are examples of effective ways to get rid of or minimize risks – rather than just relying on personal protective equipment such as masks, gloves, or earplugs.

Employers **MUST also:**

- Prominently display the official OSHA poster that describes rights and responsibilities under the OSH Act. This poster is free and can be downloaded from www.osha.gov.
- Inform workers about hazards through training, labels, alarms, color-coded systems, chemical information sheets and other methods.
- Train workers in a language and vocabulary they can understand.
- Keep accurate records of work-related injuries and illnesses.
- Perform tests in the workplace, such as air sampling, required by some OSHA standards.
- Provide hearing exams or other medical tests required by OSHA standards.
- Post OSHA citations and injury and illness data where workers can see them.
- Notify OSHA within 8 hours of a workplace fatality or within 24 hours of any work-related inpatient hospitalization, amputation or loss of an eye.
- Not retaliate against workers for using their rights under the law, including their right to report a work-related injury or illness.

Who Does OSHA Cover

Private Sector Workers

Most employees in the nation come under OSHA's jurisdiction. OSHA covers most private sector employers and employees in all 50 states, the District of Columbia, and other U.S. jurisdictions either directly through Federal OSHA or through an OSHA-approved state plan. State-run health and safety plans must be at least as effective as the Federal OSHA program. To find the contact information for the OSHA Federal or State Program office nearest you, call 1-800-321-OSHA (6742) or go to www.osha.gov.

State and Local Government Workers

Employees who work for state and local governments are not covered by Federal OSHA, but have OSH Act protections if they work in those states that have an OSHA-approved state plan. The following 22 states or territories have OSHA-approved programs:

- Alaska
- Arizona
- California
- Hawaii
- Indiana
- Iowa
- Kentucky
- Maryland
- Michigan
- Minnesota
- Nevada
- New Mexico
- North Carolina
- Oregon
- South Carolina
- Tennessee

- Utah
- Vermont
- Virginia
- Washington
- Wyoming
- Puerto Rico

Five additional states and one U.S. territory have OSHA-approved plans that cover public sector workers only:

- Connecticut
- Illinois
- Maine
- New Jersey
- New York
- Virgin Islands

Private sector workers in these five states and the Virgin Islands are covered by Federal OSHA.

Federal Government Workers

Federal agencies must have a safety and health program that meets the same standards as private employers. Although OSHA does not fine federal agencies, it does monitor federal agencies and responds to workers' complaints. The United States Postal Service (USPS) is covered by OSHA.

Not Covered under the OSH Act

- Self-employed;
- Immediate family members of farm employers; and
- Workplace hazards regulated by another federal agency (for example, the Mine Safety and Health Administration, the Department of Energy, or Coast Guard).

Image: OSHA-Approved State Plans

Legend:

OSHA-approved state plans (private sector and public employees)

Federal OSHA (private sector and most federal employees)

OSHA-approved state plans (for employees only; private sector employees are covered by Federal OSHA)

Worker Rights in State-Plan States

States that assume responsibility for their own occupational safety and health programs must have provisions at least as effective as Federal OSHA's, including the protection of worker rights.

Any interested person or group, including employees, with a complaint concerning the operation or administration of a state program may submit a complaint to the appropriate Federal OSHA regional administrator. (See contact list at the end of this booklet). This is called a Complaint About State Program Administration (CASPA). The complainant's name will be kept confidential. The OSHA regional administrator will investigate all such complaints, and where complaints are found to be valid, require appropriate corrective action on the part of the state.

Right to a Safe and Healthful Workplace

Employers' "General Duty"

Employers have the responsibility to provide a safe and healthful workplace that is free from serious recognized hazards. This is commonly known as the General Duty Clause of the OSH Act.

OSHA Standards: Protection on the Job

OSHA standards are rules that describe the methods that employers must use to protect their employees from hazards. There are four groups of OSHA standards: General Industry, Construction, Maritime, and Agriculture. (General Industry is the set that applies to the largest number of workers and worksites). These standards are designed to protect workers from a wide range of hazards.

These standards also limit the amount of hazardous chemicals, substances, or noise that workers can be exposed to; require the use of certain safe work practices and equipment; and require employers to monitor certain hazards and keep records of workplace injuries and illnesses.

Examples of OSHA standards include requirements to:

- Provide fall protection, such as a safety harness and lifeline;
- Prevent trenching cave-ins;
- Ensure the safety of workers who enter confined spaces such as manholes or grain bins;
- Prevent exposure to high levels of noise that can damage hearing;
- Put guards on machines;
- Prevent exposure to harmful levels of substances like asbestos and lead;
- Provide workers with respirators and other needed safety equipment (in almost all cases, free of charge);
- Provide healthcare workers with needles and sharp instruments that have built-in safety features to prevent skin punctures or cuts that could cause exposure to infectious diseases; and
- Train workers using a language and vocabulary they understand about hazards and how to protect themselves.

Employers must also comply with the General Duty Clause of the OSH Act. This clause requires employers to keep their workplaces free of serious recognized hazards and is generally cited when no specific OSHA standard applies to the hazard.

Right to be Provided Protective Equipment Free of Charge

In some situations it is not possible to completely eliminate a hazard or reduce exposures to a safe level, so respirators, goggles, earplugs, gloves, or other types of personal protective equipment are often used by themselves or in addition to other hazard control measures. Employers must provide most protective equipment free of charge. Employers are responsible for knowing when protective equipment is needed.

Right to Information

OSHA gives workers and their representatives the right to see information that employers collect on hazards in the workplace. Workers have the right to know what hazards are present in the workplace and how to protect themselves. Many OSHA standards require various methods that employers must use to inform their employees, such as warning signs, color-coding, signals, and training. Workers must receive their normal rate of pay to attend training that is required by OSHA standards and rules. The training must be in a language and vocabulary that workers can understand.

Right to Know about Chemical Hazards

The Hazard Communication standard, known as the “right-to-know” standard, requires employers to inform and train workers about hazardous chemicals and substances in the workplace. Employers must:

- Provide workers with effective information and training on hazardous chemicals in their work area. This training must be in a language and vocabulary that workers can understand;
- Keep a current list of hazardous chemicals that are in the workplace;
- Make sure that hazardous chemical containers are properly labeled with the identity of the hazardous chemical and appropriate hazard warnings; and
- Have and make available to workers and their representatives Safety Data Sheets (SDSs) (formerly known as Material Safety Data Sheets or MSDSs) for each substance that provide detailed information about chemical hazards, their effects, how to prevent exposure, and emergency treatment if an exposure occurs.

Right to Know about Laws and Your Rights

Employers must display the official OSHA Poster, Job Safety and Health: It's the Law, in a place where workers will see it. It can be downloaded from the OSHA website, www.osha.gov. Pre-printed copies can also be obtained from OSHA.

Right to Get Copies of Workplace Injury and Illness Records

OSHA's Recordkeeping Rule requires employers in higher-hazard industries with more than ten employees to keep accurate and complete records of work-related injuries and illnesses. (Certain low-hazard workplaces such as offices are not required to keep such records). Employers must record any serious work-related injury or illness on the OSHA Form 300. A serious injury or illness is one that required medical treatment other than first aid, restricted work or days away from work. (Details of each incident are entered on a separate form, the OSHA Form 301). This OSHA Form 300 becomes an ongoing log of all recordable incidents. Each year from February 1 through April 30, employers must post a summary of the injury and illness log from the previous year (OSHA Form 300A) in a place where workers can see it. Workers and their representatives have the right to receive copies of the full OSHA Form 300 log. Following a request, employers must make copies available at the end of the next business day.

These injury and illness logs are important because they provide a comprehensive guide to possible hazards in the workplace that may need correcting. The logs should be used to focus on areas with high injury and illness rates, and to find and fix hazards in order to prevent future occurrences.

Right to Exposure Data

Many OSHA standards require employers to run tests of the workplace environment to find out if their workers are being exposed to harmful levels of hazardous substances such as lead or asbestos, or high levels of noise or radiation. These types of tests are called exposure monitoring. OSHA gives workers the right to get the results of these tests.

Right to Your Medical Records

Some OSHA standards require medical tests to find out if a worker's health has been affected because of exposures at work. For example, employers must test for hearing loss in workers exposed to excessive noise or for decreased lung function in workers exposed to asbestos. Workers have a right to their medical records. Workers' representatives also have a right to review these records but they must first get written permission from the worker to gain access to their medical information.

OSHA Worksite Investigations

OSHA conducts on-site inspections of worksites to enforce the OSHA law that protects workers and their rights. Inspections are initiated without advance notice, conducted using on-site or telephone and facsimile investigations, and performed by highly trained compliance officers. Worksite inspections are conducted based on the following priorities:

- Imminent danger;
- A fatality or hospitalizations;
- Worker complaints and referrals;
- Targeted inspections – particular hazards, high injury rates; and
- Follow-up inspections.

Inspections are conducted without employers knowing when or where they will occur. The employer is not informed in advance that there will be an inspection, regardless of whether it is in response to a complaint or is a programmed inspection.

Right to File a Complaint with OSHA to Request an On-site OSHA Inspection

On-site inspections can be triggered by a worker complaint of a potential workplace hazard or violation. If your workplace has unsafe or unhealthful working conditions, you may want to file a complaint. Often the best and fastest way to get a hazard corrected is to notify your supervisor or employer.

Current workers or their representatives may file a written complaint and ask OSHA to inspect their workplace if they believe there is a serious hazard or that their employer is not following OSHA standards

or rules. **Workers and their representatives have the right to ask for an inspection without OSHA telling their employer who filed the complaint.** It is a violation of the OSH Act for an employer to fire, demote, transfer or retaliate in any way against a worker for filing a complaint or using other OSHA rights.

A complaint can be filed in a number of ways:

1. **Mail or submit the OSHA Complaint Form** –Download the OSHA complaint form from our website (or request a copy from your local OSHA regional or area office), complete it and then fax or mail it back to your nearest OSHA regional or area office. Written complaints that report a serious hazard and are signed by a current worker or representative and submitted to the closest OSHA area office are given priority and are more likely to result in on-site OSHA inspections. A worker or their representative can request (on the form) that OSHA not let their employer know who filed the complaint. Please include your name, address and telephone number so we can contact you to follow up. This information is confidential.
2. **Online** – Go to the online Complaint Form on the OSHA website, at www.osha.gov/pls/osha7/eComplaintForm.html. Complaints that are sent in online will most likely be investigated using OSHA's phone/fax system whereby the employer is contacted by phone or fax (not an actual inspection) about the hazard. **A written complaint that reports a serious hazard and is signed by a current worker(s) or their representative and mailed or otherwise submitted to an OSHA area or regional office is more likely to result in an on-site OSHA inspection.** Complaints received online from workers in OSHA-approved state plan states will be forwarded to the appropriate state plan for response.
3. **Telephone** – Call your local OSHA regional or area office at 1-800-321-OSHA (6742). OSHA staff can discuss your complaint and respond to any questions you have. **If there is an emergency or the hazard is immediately life-threatening, call your local OSHA regional or area office.**

Who else can file a complaint?

Employee representatives, for the purposes of filing a complaint, are defined as any of the following:

- An authorized representative of the employee bargaining unit, such as a certified or recognized labor organization.
- An attorney acting for an employee.
- Any other person acting in a bona fide representative capacity, including, but not limited to, members of the clergy, social workers, spouses and other family members, health care providers and government officials or nonprofit groups and organizations acting upon specific complaints or injuries from individuals who are employees. In general, the affected employee should have requested, or at least approved, the filing of the complaint on his or her behalf.

In addition, anyone who knows about a workplace safety or health hazard may report unsafe conditions to OSHA, and OSHA will investigate the concerns reported.

Rights of Workers during an Inspection

During an inspection, workers or their representatives have the following rights:

- Have a representative of employees, such as the safety steward of a labor organization, go along on the inspection;
- Talk privately with the inspector; and
- Take part in meetings with the inspector before and after the inspection.

When there is no authorized employee representative, the OSHA inspector must talk confidentially with a reasonable number of workers during the inspection.

Workers are encouraged to:

- Point out hazards;
- Describe injuries or illnesses that resulted from these hazards;
- Discuss past worker complaints about hazards; and
- Inform the inspector of working conditions that are not normal during the inspection.

Following the Inspection

At the end of the inspection, the OSHA inspector will meet with the employer and the employee representatives in a closing conference to discuss any violations found and possible methods by which any hazards found will be abated. If it is not practical to hold a joint conference, the compliance officer will hold separate conferences.

When the OSHA area director determines that there has been a violation of OSHA standards, regulations, or other requirements, the area director issues a citation and notification of proposed penalty to an employer. A citation includes a description of the violation and the date by when the corrective actions must be taken. Depending on the situation, OSHA can classify a violation as serious, willful, or repeat. The employer can also be cited for failing to correct a violation for which it has already been cited. Employers must post a copy of a citation in the workplace where employees will see it.

Workers' Rights following Issuance of Citations

Workers and employers can contest citations once they are issued to the employer. Workers may only contest the amount of time the employer is given to correct the hazard. Workers or their representatives must file a notice of contest with the OSHA area office within 15 days of the issuance of a citation.

Employers have the right to challenge whether there is a violation, how the violation is classified, the amount of any penalty, what the employer must do to correct the violation and how long they have to fix it. Workers or their representatives may participate in this appeals process by electing "party status." This is done by filing a written notice with the Occupational Safety and Health Review Commission (OSHRC).

The OSHRC hears appeals of OSHA citations. They are an independent agency separate from the Department of Labor. For more information, write to:

U.S. Occupational Safety and Health
Review Commission
1120 20th Street NW, 9th Floor
Washington, DC 20036
Phone: 202-606-5400
Fax: 202-606-5050
www.oshrc.gov

Right to Information if No Inspection is Conducted or No Citation Issued

The OSHA area director evaluates complaints from employees or their representatives according to the procedures defined in the OSHA Field Operations Manual. If the area director decides not to inspect the workplace, he or she will send a letter to the complainant explaining the decision and the reasons for it.

OSHA will inform complainants that they have the right to request a review of the decision by the OSHA regional administrator. Similarly, in the event that OSHA decides not to issue a citation after an inspection, employees have a right to further clarification from the area director and an informal review by the regional administrator.

Right to Use Your Rights:

Protection against Retaliation Whistleblower Protection

The OSH Act prohibits employers from retaliating against their employees for using their rights under the OSH Act. These rights include filing an OSHA complaint, participating in an inspection or talking to the inspector, seeking access to employer exposure and injury records, raising a safety or health issue with the employer, or any other workers' rights described above.

Protection from retaliation means that an employer cannot punish workers by taking "adverse action", such as:

- Firing or laying off;
- Blacklisting;
- Demoting;

- Denying overtime or promotion;
- Disciplining;
- Denying benefits;
- Failing to hire or rehire;
- Intimidation;
- Making threats;
- Reassignment affecting prospects for promotion; or
- Reducing pay or hours.

You can file a complaint alleging retaliation with OSHA if your employer has punished you for using any employee rights established under the OSH Act. If you have been retaliated against for using your rights, you must file a complaint with OSHA within 30 calendar days from the date the retaliatory decision has been both made and communicated to you (the worker). Contact your local OSHA office by calling, within 30 days of the alleged retaliation, 1-800-321-OSHA (6742), or send a letter to your closest regional or area office. No form is required. In states with approved state plans, employees may file a complaint with both the State and Federal OSHA.

Following a complaint, OSHA will contact the complainant and conduct an interview to determine whether an investigation is necessary.

If the evidence shows that the employee has been retaliated against for exercising safety and health rights, OSHA will ask the employer to restore that worker's job, earnings, and benefits. If the employer refuses, OSHA may take the employer to court. In such cases, a Department of Labor attorney will represent the employee to obtain this relief.

If There is a Dangerous Situation at Work

If you believe working conditions are unsafe or unhealthful, we recommend that you bring the conditions to your employer's attention, if possible.

You may file a complaint with OSHA concerning a hazardous working condition at any time. However, you should not leave the worksite merely because you have filed a complaint. If the condition clearly presents a risk of death or serious physical harm, there is not sufficient time for OSHA to inspect, and, where possible, you have brought the condition to the attention of your employer, you may have a legal right to refuse to work in a situation in which you would be exposed to the hazard.

If a worker, with no reasonable alternative, refuses in good faith to expose himself or herself to a dangerous condition, he or she would be protected from subsequent retaliation. The condition must be of such a nature that a reasonable person would conclude that there is a real danger of death or serious harm and that there is not enough time to contact OSHA and for OSHA to inspect. Where possible, the employee must have also sought from his employer, and been unable to obtain, a correction of the condition. For more information, go to www.osha.gov/workers.

Additional Whistleblower Protections

Since passage of the OSH Act in 1970, Congress has expanded OSHA's whistleblower protection authority to protect workers from retaliation under 22 federal laws. These laws protect employees who report violations of various workplace safety, airline, commercial motor carrier, consumer product, environmental, financial reform, healthcare reform, nuclear, pipeline, public transportation agency, railroad, maritime and securities laws. Complaints must be reported

to OSHA within set timeframes following the retaliatory action, as prescribed by each law. These laws, and the number of days employees have to file a complaint, are:

Worker, Environmental and Nuclear Safety Laws

- **Asbestos Hazard Emergency Response Act (AHERA) (90 days)**. Provides retaliation protection for individuals who report violations of environmental laws relating to asbestos in public or private nonprofit elementary and secondary school systems.
- **Clean Air Act (CAA) (30 days)**. Provides retaliation protection for employees who, among other things, report violations of this law, which provides for the development and enforcement of standards regarding air quality and air pollution.
- **Comprehensive Environmental Response, Compensation, and Liability Act (CERCLA) (30 days)**. Protects employees who report regulatory violations involving accidents, spills, and other emergency releases of pollutants into the environment. The law also protects employees who report violations related to the cleanup of uncontrolled or abandoned hazardous waste sites.
- **Energy Reorganization Act (ERA) (180 days)**. Protects certain employees in the nuclear industry who report violations of the Atomic Energy Act (AEA). Protected employees include employees of operators, contractors and subcontractors of nuclear power plants licensed by the Nuclear Regulatory Commission, and employees of contractors working with the Department of Energy under a contract pursuant to the Atomic Energy Act.
- **Federal Water Pollution Control Act (FWPCA) (also known as the Clean Water Act) (30 days)**. Provides retaliation protection for employees who, among other things, report violations of the law controlling water pollution.
- **Occupational Safety and Health Act of 1970 (30 days)**. Provides retaliation protection for employees who exercise a variety of rights guaranteed under this law, such as filing a safety and health complaint with OSHA and participating in an inspection.
- **Safe Drinking Water Act (SDWA) (30 days)**. Provides retaliation protection for employees who, among other things, report violations of this law, which requires that all drinking water systems assure that their water is potable, as determined by the Environmental Protection Agency.
- **Solid Waste Disposal Act (SWDA) (also known as the Resource Conservation and Recovery Act) (30 days)**. Provides retaliation protection for employees who, among other things, report violations of the law regulating the disposal of solid waste.
- **Toxic Substances Control Act (TSCA) (30 days)**. Provides retaliation protection for employees who, among other things, report violations of regulations involving the manufacture, distribution, and use of certain toxic substances.

Transportation Industry Laws

- **Federal Railroad Safety Act (FRSA) (180 days)**. Provides protection to employees of railroad carriers and contractors and subcontractors of those carriers who report an alleged violation of any federal law, rule, or regulation relating to railroad safety or security, or gross fraud, waste, or abuse of federal grants or other public funds intended to be used for railroad safety or security; report, in good faith, a hazardous safety or security condition; refuse to violate or assist in the violation of any federal law, rule, or regulation relating to railroad safety or security; refuse to work when confronted by a hazardous safety or security condition related to the performance of the employee's duties (under imminent danger circumstances); request prompt medical or first-aid treatment for employment-related injuries; are disciplined for requesting medical or first-aid treatment or for following an order or treatment plan of a treating physician.
- **International Safe Container Act (ISCA) (60 days)**. Provides retaliation protection for employees who report violations of this law, which regulates shipping containers.
- **Moving Ahead for Progress in the 21st Century Act (MAP-21) (180 days)**. Prohibits retaliation by motor vehicle manufacturers, part suppliers, and dealerships against employees for providing information to the employer or the U.S. Department of Transportation about motor vehicle defects, noncompliance, or violations of the notification or reporting requirements enforced by the National Highway Traffic Safety Administration or for engaging in related protected activities as set forth in the provision.
- **National Transit Systems Security Act (NTSSA) (180 days)**. Provides protection to public transit employees who, among other things, report an alleged violation of any federal law, rule, or regulation relating to public transportation agency safety or security, or fraud, waste, or abuse of federal grants or other public funds intended to be used for public transportation safety or

security; refuse to violate or assist in the violation of any federal law, rule, or regulation relating to public transportation safety or security; report a hazardous safety or security condition; refuse to work when confronted by a hazardous safety or security condition related to the performance of the employee's duties (under imminent danger circumstances).

- **Pipeline Safety Improvement Act of 2002 (PSIA)** (180 days). Provides retaliation protection for employees who report violations of the federal laws regarding pipeline safety and security or who refuse to violate such provisions.
- **Seaman's Protection Act (SPA)** (180 days). Seamen are protected, among other things, for reporting to the Coast Guard or other federal agency a reasonably believed violation of a maritime safety law or regulation prescribed under that law or regulation. The law also protects work refusals where the employee reasonably believes an assigned task would result in serious injury or impairment of health to the seaman, other seamen, or the public and when the seaman sought, and was unable to obtain correction of the unsafe conditions.
- **Surface Transportation Assistance Act (STAA)** (180 days). Provides retaliation protection for truck drivers and other employees relating to the safety of commercial motor vehicles. Coverage includes all buses for hire and freight trucks with a gross vehicle weight greater than 10,001 pounds.
- **Wendell H. Ford Aviation Investment and Reform Act for the 21st Century (AIR21)** (90 days). Provides retaliation protection for employees of air carriers, contractors, or subcontractors of air carriers who, among other things, raise safety concerns.

Fraud Prevention Laws

- **Affordable Care Act (ACA)** (180 days). Protects employees who report violations of any provision of Title I of the ACA, including but not limited to retaliation based on an individual's receipt of health insurance subsidies, the denial of coverage based on a preexisting condition, or an insurer's failure to rebate a portion of an excess premium.
- **Consumer Financial Protection Act of 2010 (CFPA), Section 1057 of the Dodd-Frank Wall Street Reform and Consumer Protection Act** (180 days). Protects employees who report perceived violations of any provision of the Dodd-Frank Act, which encompasses nearly every aspect of the financial services industry. The law also protects employees who report violations of any rule, order, standard or prohibition prescribed by the Bureau of Consumer Financial Protection.
- **Section 806 of the Sarbanes-Oxley Act of 2002 (SOX)** (180 days). Protects employees of certain companies who report alleged mail, wire, bank or securities fraud; violations of the Securities and Exchange Commission (SEC) rules and regulations; or violations of Federal laws related to fraud against shareholders. The law covers employees of publicly traded companies and companies required to file certain reports with the SEC.

Consumer Safety Laws

- **Consumer Product Safety Improvement Act (CPSIA)** (180 days). Protects employees who report to their employer, the federal government, or a state attorney general reasonably perceived violations of any statute or regulation within the jurisdiction of the Consumer Product Safety Commission (CPSC). CPSIA covers employees of consumer product manufacturers, importers, distributors, retailers, and private labelers.
- **FDA Food Safety Modernization Act (FSMA)** (180 days). Protects employees of food manufacturers, distributors, packers, and transporters for reporting a violation of the Food, Drug, and Cosmetic Act, or a regulation promulgated under this law. Employees are also protected from retaliation for refusing to participate in a practice that violates this law.

If you believe that you have been retaliated against, call 1-800-321-OSHA (6742) to be connected to the nearest OSHA office to report your complaint. For more information, visit OSHA's Whistleblower page at www.whistleblowers.gov.

OSHA Assistance, Services and Programs

OSHA has a great deal of information to assist employers in complying with their responsibilities under OSHA law. Several OSHA programs and services can help employers identify and correct job hazards, as well as improve their safety and health program.

Establishing a Safety and Health Program

The key to a safe and healthful work environment is a comprehensive safety and health program.

Safety and health programs are systems that can substantially reduce the number and severity of workplace injuries and illnesses, while reducing costs to employers. Thousands of employers across the United States are already using these programs, and OSHA believes that all employers can and should do the same. Thirty-four states have requirements or voluntary guidelines for safety and health programs. Most successful safety and health programs are based on a common set of key elements. These include management leadership, worker participation, hazard identification, hazard prevention and control, education and training, and program evaluation and improvement. Visit OSHA's Recommended Practices for Safety and Health Programs web page at www.osha.gov/shpguidelines for more information.

Compliance Assistance Specialists

OSHA has compliance assistance specialists throughout the nation located in most OSHA offices. Compliance assistance specialists can provide information to employers and workers about OSHA standards, short educational programs on specific hazards or OSHA rights and responsibilities, and information on additional compliance assistance resources. For more details, visit www.osha.gov/dcsp/compliance_assistance/cas.html or call 1-800-321-OSHA (6742) to contact your local OSHA office.

Free On-site Safety and Health Consultation Services for Small Business

OSHA's On-site Consultation Program offers free and confidential advice to small and medium-sized businesses in all states across the country, with priority given to high-hazard worksites. Each year, responding to requests from small employers looking to create or improve their safety and health management programs, OSHA's On-site Consultation Program conducts over 29,000 visits to small business worksites covering over 1.5 million workers across the nation.

On-site consultation services are separate from enforcement and do not result in penalties or citations. Consultants from state agencies or universities work with employers to identify workplace hazards, provide advice on compliance with OSHA standards, and assist in establishing safety and health management programs.

For more information, to find the local On-site Consultation office in your state, or to request a brochure on consultation services, visit www.osha.gov/consultation, or call 1-800-321-OSHA (6742).

Under the consultation program, certain exemplary employers may request participation in OSHA's Safety and Health Achievement Recognition Program (SHARP). Eligibility for participation includes, but is not limited to, receiving a full-service, comprehensive consultation visit, correcting all identified hazards and developing an effective safety and health management program. Worksites that receive SHARP recognition are exempt from programmed inspections during the period that the SHARP certification is valid.

Cooperative Programs

OSHA offers cooperative programs under which businesses, labor groups and other organizations can work cooperatively with OSHA. To find out more about any of the following programs, visit www.osha.gov/cooperativeprograms.

Strategic Partnerships and Alliances

The OSHA Strategic Partnerships (OSP) provide the opportunity for OSHA to partner with employers, workers, professional or trade associations, labor organizations, and/or other interested stakeholders. OSHA Partnerships are formalized through unique agreements designed to encourage, assist, and

recognize partner efforts to eliminate serious hazards and achieve model workplace safety and health practices. Through the Alliance Program, OSHA works with groups committed to worker safety and health to prevent workplace fatalities, injuries and illnesses by developing compliance assistance tools and resources to share with workers and employers, and educate workers and employers about their rights and responsibilities.

Voluntary Protection Programs (VPP)

The VPP recognize employers and workers in private industry and federal agencies who have implemented effective safety and health management programs and maintain injury and illness rates below the national average for their respective industries. In VPP, management, labor, and OSHA work cooperatively and proactively to prevent fatalities, injuries, and illnesses through a system focused on: hazard prevention and control, worksite analysis, training, and management commitment and worker involvement.

Occupational Safety and Health Training

The OSHA Training Institute partners with 27 OSHA Training Institute Education Centers at 42 locations throughout the United States to deliver courses on OSHA standards and occupational safety and health topics to thousands of students a year. For more information on training courses, visit www.osha.gov/otiec.

OSHA Educational Materials

OSHA has many types of educational materials in English, Spanish, Vietnamese and other languages available in print or online. These include:

- Brochures/booklets;
- Fact Sheets;
- Guidance documents that provide detailed examinations of specific safety and health issues;
- Online Safety and Health Topics pages;
- Posters;
- Small, laminated QuickCards™ that provide brief safety and health information; and
- QuickTakes, OSHA's free, twice-monthly online newsletter with the latest news about OSHA initiatives and products to assist employers and workers in finding and preventing workplace hazards. To sign up for QuickTakes visit www.osha.gov/quicktakes.

To view materials available online or for a listing of free publications, visit www.osha.gov/publications. You can also call 1-800-321-OSHA (6742) to order publications.

Select OSHA publications are available in e-Book format. OSHA e-Books are designed to increase readability on smartphones, tablets and other mobile devices. For access, go to www.osha.gov/ebooks.

OSHA's web site also has information on job hazards and injury and illness prevention for employers and workers. To learn more about OSHA's safety and health resources online, visit www.osha.gov or www.osha.gov/html/a-z-index.html.

NIOSH Health Hazard Evaluation Program

Getting Help with Health Hazards

The National Institute for Occupational Safety and Health (NIOSH) is a federal agency that conducts scientific and medical research on workers' safety and health. At no cost to employers or workers, NIOSH can help identify health hazards and recommend ways to reduce or eliminate those hazards in the workplace through its Health Hazard Evaluation (HHE) Program.

Workers, union representatives and employers can request a NIOSH HHE. An HHE is often requested when there is a higher than expected rate of a disease or injury in a group of workers. These situations may be the result of an unknown cause, a new hazard, or a mixture of sources. To request a NIOSH

Health Hazard Evaluation go to www.cdc.gov/niosh/hhe/request.html. To find out more, in English or Spanish, about the Health Hazard Evaluation Program:

E-mail: HHERequestHelp@cdc.gov or call 800-CDCINFO (800-232-4636).

How to Contact OSHA

For questions or to get information or advice, to report an emergency, fatality, inpatient hospitalization, amputation, or loss of an eye, or to file a confidential complaint, contact your nearest OSHA office, visit www.osha.gov or call OSHA at 1-800-321-OSHA (6742), TTY 1-877-889-5627.

For assistance, contact us.
We are OSHA.
We can help.
It's confidential.

OSHA Regional Offices

Region I

Boston Regional Office
(CT (Footnote 1), ME (Footnote 1), MA, NH, RI, VT (Footnote 1))
JFK Federal Building, Room E340 Boston, MA 02203
(617) 565-9860
Fax (617) 565-9827

Region II

New York Regional Office
(NJ (Footnote 1), NY (Footnote 1), PR (Footnote 1), VI (Footnote 1))
201 Varick Street, Room 670
New York, NY 10014
(212) 337-2378
Fax (212) 337-2371

Region III

Philadelphia Regional Office
(DE, DC, MD (Footnote 1), PA, VA (Footnote 1), WV)
The Curtis Center
170 S. Independence Mall West Suite 740 West
Philadelphia, PA 19106-3309
(215) 861-4900
Fax (215) 861-4904

Region IV

Atlanta Regional Office
(AL, FL, GA, KY (Footnote 1), MS, NC (Footnote 1), SC (Footnote 1), TN (Footnote 1)) 61 Forsyth Street,
SW, Room 6T50 Atlanta, GA 30303
(678) 237-0400
Fax (678) 237-0447

Region V

Chicago Regional Office
(IL (Footnote 1), IN (Footnote 1), MI (Footnote 1), MN (Footnote 1), OH, WI)
230 South Dearborn Street
Room 3244
Chicago, IL 60604
(312) 353-2220
Fax (312) 353-7774

Region VI

Dallas Regional Office
(AR, LA, NM (Footnote 1), OK, TX)
525 Griffin Street, Room 602
Dallas, TX 75202
(972) 850-4145
Fax (972) 850-4149
FSO Fax (972) 850-4150

Region VII

Kansas City Regional Office
(IA (Footnote 1), KS, MO, NE)
Two Pershing Square Building
2300 Main Street, Suite 1010
Kansas City, MO 64108-2416
(816) 283-8745
Fax (816) 283-0547

Region VIII

Denver Regional Office
(CO, MT, ND, SD, UT (Footnote 1), WY (Footnote 1))
Cesar Chavez Memorial Building
1244 Speer Boulevard, Suite 551
Denver, CO 80204
(720) 264-6550
Fax (720) 264-6585

Region IX

San Francisco Regional Office
(AZ (Footnote 1), CA (Footnote 1), HI (Footnote 1), NV (Footnote 1), and American Samoa,
Guam and the Northern Mariana Islands)
90 7th Street, Suite 18100
San Francisco, CA 94103
(415) 625-2547
Fax (415) 625-2534

Region X

Seattle Regional Office
(AK (Footnote 1), ID, OR (Footnote 1), WA (Footnote 1))
300 Fifth Avenue, Suite 1280
Seattle, WA 98104
(206) 757-6700
Fax (206) 757-6705

Footnote 1: These states and territories operate their own OSHA-approved job safety and health plans and cover state and local government employees as well as private sector employees. The Connecticut, Illinois, Maine, New Jersey, New York and Virgin Islands programs cover public employees only. (Private sector workers in these states are covered by Federal OSHA). States with approved programs must have standards that are identical to, or at least as effective as, the Federal OSHA standards.

Note: To get contact information for OSHA area offices, OSHA-approved state plans and OSHA consultation projects, please visit us online at www.osha.gov or call us at 1-800-321-OSHA (6742).

If you think your job is unsafe and you have questions, call OSHA.

We can help.
It's confidential.

U.S. Department of Labor
Occupational Safety and Health Administration

www.osha.gov
1-800-321-OSHA (6742)

9.5 TRAINING MATERIALS

Nail Salon Workers Wage and Hour Rights

WAGE AND HOUR DIVISION
UNITED STATES DEPARTMENT OF LABOR
1-886-487-9243
www.dol.gov/whd

NAIL SALON WORKERS **WAGE AND HOUR RIGHTS**

The Wage and Hour Division helps all workers in the United States, regardless of immigration status.

As a nail salon worker you have the right to be paid full and fair wages for all hours you work. Know your rights!

HOURS WORKED:

- You must be paid for all work performed whether or not the employer approves the work in advance.
- This includes time spent in training, traveling from site to site during the day, and any work performed "off the clock."

MINIMUM WAGE AND DEDUCTIONS:

- You must be paid at least the federal minimum wage of \$7.25 per hour.
- Even if you are paid by the day or at a piece rate, your total wages must amount to at least the federal minimum wage for each hour worked.
- Your employer may make deductions for job-related expenses such as uniforms, equipment rentals, or tools but such deductions cannot reduce your pay below the federal minimum hourly wage.
- Some state laws require higher minimum wages and greater employee protections; employers must comply with those laws as well as the federal rules described here.

OVERTIME PAY:

- Generally, you must be paid 1-½ times your regular rate of pay after 40 hours of work in a seven-day workweek.

RECORDKEEPING:

- Employers are required to keep accurate records of all their employees' daily and weekly hours worked and wages paid.
- You should keep your own records of your work hours and wages, and your employer's name, address, and phone number.

It is illegal for your employer to fire you or retaliate against you in any way for contacting us or exercising your rights.

If you believe your rights have been violated or you have any questions, call us at 1-866-487-9243.

We can assist you in your language.

Our services are free and confidential.

ARE YOU AN INDEPENDENT CONTRACTOR OR AN EMPLOYEE?

Some salons incorrectly call workers “independent contractors” when they are actually employees. It is important for you to know the difference between the two because employees are legally entitled to greater health and safety protections, wages and benefits.

A salon owner may call you an independent contractor, or give you an IRS form 1099 instead of a W-2, but this does not automatically make you an independent contractor.

We look at several factors to determine whether you are truly an independent contractor.

Do you:

- Rent a booth or station at a salon?
- Purchase your own supplies and tools?
- Set your own schedule and pay rates?
- Have your own customers who pay you directly?
- Have your own business license?

If you answer “No,” to some or all of these questions, you might be an employee.

Please contact us if you are not sure whether you are an employee or an independent contractor. We will look at your job duties and other factors to determine your workplace rights.

Stay Healthy and Safe While Giving Manicures and Pedicures

Products used in nail salons can contain harmful chemicals. Over time, repeated use or exposure to high concentrations of these chemicals could damage your body or cause serious health effects. You have the right to working conditions that do not put you at risk of serious harm.

Hazardous Chemicals in Nail Salon Products

Some potentially hazardous chemicals and their health effects are below (for a more comprehensive list go to www.osha.gov/SLTC/nailsalons)

- Acetone (nail polish remover): headaches, dizziness, irritated eyes, skin and throat.
- Dibutyl phthalate (DBP) (nail polish): nausea, irritated eyes, skin, nose, mouth and throat.
- Ethyl methacrylate (EMA) (artificial nail liquid): asthma, irritated eyes, skin, nose and mouth; difficulty concentrating. Exposures while pregnant may affect your child. (Methyl methacrylate is banned in many states.)
- Formaldehyde (nail polish, nail hardener): can cause cancer; difficulty breathing; asthma like attacks; allergic reactions; irritated eyes, skin and throat.
- Toluene (nail polish, fingernail glue): dry or cracked skin; headaches, dizziness, and numbness; irritated eyes, nose, throat, and lungs; damage to liver and kidneys; and harm to unborn children during pregnancy.

Getting Information about Chemicals in Salon Products

- Professional nail salon products that contain hazardous chemicals must provide warning and precautionary statements;
- Salons must provide you with safety data sheets (SDSs) for the products that contain hazardous chemicals. SDSs list hazardous ingredients, how you can be exposed, health and safety risks, and steps for safe use and storage. You have the right to ask for and receive a copy of the SDS.

Protecting Worker Health

- Whenever possible, use less hazardous products. Some products claim to be made without the toxic trio (toluene, formaldehyde, and dibutyl phthalate).
- Ventilate salons and let in fresh air. Open doors and windows, always keep exhaust, heating and air conditions system, and ventilation tables on; and use portable ventilation machines.
- Keep products off skin and out of eyes. Wear gloves and goggles when transferring product; wear long sleeve shirts; wash hands frequently and keep food away from chemicals.
- Safely store chemicals.

THE RIGHT TO A SAFE WORKPLACE

Employees have the right to a safe workplace. Employers have the responsibility to provide working conditions that do not put workers at risk of serious harm. You have the right to receive training and information on job hazards and methods to prevent harm. Workers can call OSHA to ask questions, receive information or file a complaint requesting an OSHA inspection if they believe there is a serious hazard. It's illegal for employers to retaliate against you for raising safety concerns, or calling OSHA.

To ask questions or get more information, go to www.osha.gov or call 1-800-321-OSHA (6742). It's confidential. We are here to help.

Scan this code with your smartphone to view a comprehensive list of potentially hazardous chemicals and their health effects.

9.6 TRAINING MATERIALS

Recover Your Unpaid Wages With the California Labor Commissioner's Office

The Labor Commissioner's Office

also called the Division of Labor Standards Enforcement (DLSE), is a part of the California Department of Industrial Relations. The Labor Commissioner's office is the state agency that decides your claim for unpaid wages. It enforces minimum labor standards to ensure employees are not permitted to work under substandard, unlawful conditions. It also protects employers who comply with the law from having to compete with those who do not.

YOU DO NOT NEED A SOCIAL SECURITY NUMBER OR PHOTO IDENTIFICATION TO FILE A CLAIM.

YOU MAY FILE A CLAIM REGARDLESS OF YOUR IMMIGRATION STATUS.

YOU DO NOT NEED A LAWYER AND THE LABOR COMMISSIONER WILL PROVIDE AN INTERPRETER IN YOUR LANGUAGE.

THE LABOR COMMISSIONER'S OFFICE ENFORCES LABOR LAWS THROUGH THE FOLLOWING UNITS:

THE WAGE CLAIM ADJUDICATION UNIT reviews and decides individual claims for unpaid wages and other labor law violations.

THE GARMENT WAGE CLAIM ADJUDICATION UNIT reviews and decides claims filed by garment workers under the "Garment Worker Protection Act," a law known as "AB 633."

THE BUREAU OF FIELD ENFORCEMENT (BOFE) investigates reports of employers' failure to provide minimum wage, overtime or meal and rest periods to groups of workers. BOFE also investigates complaints against employers for violations of workers' compensation, child labor, recordkeeping, licensing, and registration laws.

THE PUBLIC WORKS UNIT investigates violations of labor laws on public works construction projects. "Prevailing wages" are wages that are higher than the State minimum wage and are required for workers on most public construction projects.

THE RETALIATION COMPLAINT INVESTIGATION UNIT investigates complaints of retaliation. "Retaliation" occurs when an employer takes actions such as firing a worker or reducing hours or pay because the worker took steps to enforce his or her labor rights.

THE JUDGMENT ENFORCEMENT UNIT helps workers to collect their wages after the Labor Commissioner determines that an employer owes unpaid wages.

VIOLATIONS OF BASIC LABOR LAW PROTECTIONS SUCH AS NOT PAYING MINIMUM WAGE AND OVERTIME IS CALLED WAGE THEFT. IF YOU HAVE EXPERIENCED WAGE THEFT, FILE A WAGE CLAIM WITH THE LABOR COMMISSIONER.

HOW TO RECOVER YOUR UNPAID WAGES

1. PREPARE TO FILE

CHECK THE DEADLINE

- You must file claims for violations of minimum wage, overtime, illegal deductions from pay or unpaid reimbursements within three years.
- You must file claims based on an oral promise to pay more than minimum wage within two years.
- You must file claims based on a written contract within four years.

RESEARCH

Gather any documents you have to prove your claim, such as paystubs, time sheets, calendars or notes about your work hours. If possible, identify any property your employer owns, such as buildings, equipment, and inventory, in case you win your case but your employer refuses to pay. This information may be used to collect your unpaid wages and the Deputy Labor Commissioner assigned to your claim will ask you to list this property.

IDENTIFY ALL YOUR EMPLOYERS

Many workers have one single employer, but some may have more than one employer. Be aware that any person or business that has control over wages, hours or working conditions may be included as a defendant in your claim and may be responsible for your wages.

"I worked as a janitor at a supermarket. The supermarket manager gave me my schedule and supervised me daily. However, my paychecks came from another cleaning company and my uniform had their name on it. I filed a claim because I was not paid for my overtime hours. The Labor Commissioner decided that both the supermarket and the cleaning company were responsible for my unpaid wages."

2. FILE A CLAIM

Complete and file the "Initial Report or Claim" with the Labor Commissioner district office that handles wage claims for the city where you worked. This form is available at any of the Labor Commissioner office locations and at the agency's website (www.dir.ca.gov/dlse). Claim forms are available in English, Spanish, Chinese, Korean, Vietnamese, Tagalog, Thai, and Russian. If you go to the Labor Commissioner to file your claim, there may be interpreters to help you in your language. However, it is still a good idea to bring someone who can interpret for you, if needed. Indicate your primary language on the claim form to receive interpretation assistance in the future.

Submit the form with copies of your supporting documents. Do not submit originals, as they may not be returned to you. After you file your Initial Report or Claim, you and your employer will be notified by mail about the next steps of your claim. Update the Deputy Labor Commissioner assigned to your claim in writing of any change in your address or phone number.

You must attend the settlement conference and hearing or your claim may be dismissed. If you are unable to attend the conference in person, you may be able to participate by phone by making prior arrangements with your assigned Deputy Labor Commissioner.

THE LABOR COMMISSIONER'S OFFICE IS HERE TO PROTECT YOUR RIGHTS, REGARDLESS OF YOUR IMMIGRATION STATUS. WE WILL NOT ASK ABOUT YOUR IMMIGRATION STATUS OR REPORT YOUR IMMIGRATION STATUS TO OTHER GOVERNMENT AGENCIES.

3. ATTEND A SETTLEMENT CONFERENCE

A settlement conference will be scheduled for most claims. During this conference, a Deputy Labor Commissioner will try to help you and your employer reach a settlement agreement for the payment of your claim. At any point during the conference you may ask to speak with the Deputy Labor Commissioner in private. If you do not reach a settlement agreement before or during the conference, then your claim will move to a hearing.

"I filed a claim because I was not paid minimum wage for my restaurant job. My boss made a settlement offer at the conference but I rejected it because it was much less than the amount of wages I was claiming. To prepare for the hearing, I made notes of all the important dates and activities for my claim to help me remember all the facts. I practiced testifying about the hours that I worked and how much I was paid. I also asked a co-worker to attend the hearing to testify about the hours that I worked. I knew my boss would argue that I was wrong, so I made a list of questions to ask her and her witnesses. The Hearing Officer was patient and fair, and later I received a decision that ordered my employer to pay me the unpaid wages."

4. PROVE YOUR CLAIM AT A HEARING

If your claim does not settle at the conference, a hearing will be scheduled and you will receive a Notice of Hearing with the hearing date and time. During the hearing, you and your employer will testify under oath and submit evidence about the claim. You are responsible for proving that your employer owes you wages. The Hearing Officer will not have any supporting documentation that you previously provided to the Labor Commissioner, so you must submit all of your evidence at the hearing.

TO PREPARE FOR THE HEARING:

- Review your claim information, such as the hours you worked and how much you were paid, and prepare notes and a timeline of events that you can review during the hearing.
- Bring at least three sets of copies to the hearing of any documents that support your claim so that you can refer to them and provide copies to the Hearing Officer and your employer.
- If you have witnesses who can testify to support your claim, make sure they can attend the hearing.
- You have the right to question the defendants and any of their witnesses. Prepare a list of possible questions in advance.

5. REVIEW THE DECISION AND GET HELP IF YOUR EMPLOYER APPEALS

After the hearing, you will receive a decision called an Order, Decision or Award ("ODA"). The ODA will explain the Labor Commissioner's decision and the amount that the employer must pay you, if any. An appeal must be filed within 10 days. If neither side appeals within that time, the decision will become final and enforceable as a court judgment. If your employer appeals, the Superior Court will hear the case without reviewing the decision of the Labor Commissioner. You and your employer will have to present your evidence and testimony again. You will receive a "Request for Attorney Representation" and a form called "Claimant's Financial Status." Low-income workers may use these forms to request free

representation from one of the Labor Commissioner's attorneys. If you appeal the decision, you may represent yourself or hire an attorney.

SETTLEMENT:

When you enter a SETTLEMENT AGREEMENT, you agree to end your claim by accepting an employer's offer to pay you an amount that may be less than the full value of your claim. You may receive a settlement offer at any point in your claim process. Accepting or rejecting a settlement offer is an important decision. You can consider the following points before you make your decision.

- **WHY ACCEPT A SETTLEMENT OFFER?** Your claim resolves promptly and you may receive payment of your wages sooner. You eliminate the risk of losing at the hearing. If you do not settle and proceed with your claim, there is a possibility that your employer will file for bankruptcy or close before you receive any wages.
- **WHY REJECT A SETTLEMENT OFFER?** You may get far less than the wages and penalties to which you are entitled according to the law. If you receive a settlement offer that is too low, you can demand more and try to negotiate for an acceptable settlement amount.

KNOW YOUR RIGHTS:

Minimum Wage: Almost all employees in California must receive the minimum wage as required by State law, whether they are paid by piece rate, by commission, by the hour, or by salary.

Overtime: Most workers in California must receive overtime pay of:

- 1.5 times the regular rate of pay for all hours worked over 8 hours in a workday or over 40 hours in a week, and
- double the regular rate of pay for all hours worked over 12 hours in a workday.

If a worker works 7 days in a workweek, the worker must be paid:

- 1.5 times the regular rate of pay for the first 8 hours on the 7th day, and
- double the regular rate of pay for all hours worked over 8 hours on the 7th day.

However, overtime laws do not apply to all workers and certain workers, such as domestic workers and farm workers, are covered by different overtime laws.

Hourly Wages Promised: Your employer must pay you the wages promised. The Labor Commissioner enforces all wages an employer owes, not just minimum wage. For example, if your employer promised to pay you \$15 per hour and only paid you \$10 per hour, you may file a wage claim for the unpaid amount of \$5 per hour.

Meal and Rest Breaks: Most workers in California must receive an uninterrupted 30-minute unpaid meal period for every 5 hours worked and a paid 10-minute rest period for every 4 hours worked. You may be entitled to a rest break even if you work less than 4 hours. Certain workers such as domestic workers and farm workers have different meal and rest break laws.

Deductions from Pay: Except for withholdings required by law (such as social security tax), your employer may not withhold or deduct wages from your pay. Common violations include deductions for uniforms or tools.

Reimbursement of Expenses: You must receive reimbursement for all expenses reasonably necessary for your job. For example, your employer must pay for tools and supplies required for the job and must provide mileage reimbursement if you use your personal car for work. However, if you earn at least twice the minimum wage, your employer can require you to provide certain hand tools customarily used in your occupation.

Reporting Time Pay: If you report to work expecting to work your usual schedule, but receive less than half of your usual hours, you must still be paid for at least half of your usual hours (for a minimum of at least 2 hours). For example, a farm worker who reports to work for an 8-hour shift and only works for 1 hour must receive 4 hours of pay—1 for the hour worked, and 3 as reporting time pay, so that the worker receives pay for at least half of the expected 8-hour shift.

Split Shift Premium: If you work 2 or more shifts in a workday with an unpaid break of more than an hour, your employer may be required to pay a “split shift premium” which is calculated based on your rate of pay.

Final Paychecks at Termination: If your employer fires you, you must receive your final paycheck on your last day. If you are not paid when your job ends, you may be entitled to receive an additional payment of a day’s wages for each day your employer withholds your final paycheck, for up to 30 days.

Penalties for Bounced Checks: If your employer writes you a check that is returned for insufficient funds, you have a right to receive penalties of up to 30 days’ wages in addition to the amount of the check.

Frequently Asked Questions

1. Who can file?

California labor laws protect all workers regardless of immigration status. The Labor Commissioner accepts complaints from any employee who performed work in California, and in some cases from public employees.

2. Where can I get help?

You may go to your local office of the Labor Commissioner to ask for help with your claim. Many non-profit organizations, including Legal Service Providers, help workers fill out and file claims with the Labor Commissioner.

3. When will I receive my unpaid wages?

It depends. Many claims settle and you receive your settlement either when you sign the settlement agreement or based on the agreed date of payment. If your case does not settle, the hearing and decision process may take several months. If you win and your employer does not pay, you have a number of collection methods available, such as requesting that the Sheriff seize your employer’s assets (such as bank accounts, equipment, or inventory).

4. How does my claim affect other people in my workplace who experienced the same violations?

Your individual claim should not affect your co-workers. Co-workers who experienced the same wage violations will not recover their unpaid wages unless they file their own wage claims. You may also consider filing a Report of Labor Law Violation with the Labor Commissioner’s Bureau of Field Enforcement (BOFE), the unit that investigates wage theft violations that affect groups of workers. Co-workers may recover wages as a result of a BOFE investigation.

5. What if my boss fires, demotes or punishes me for filing this claim?

California law prohibits employers from retaliating against workers for enforcing workplace rights. If your employer retaliates against you, you can file a complaint for retaliation with the Labor Commissioner’s Retaliation Complaint Unit.

To learn more, visit the Frequently Asked Questions page at the DLSE website:

<http://www.dir.ca.gov/dlse/dlse-faqs.htm>

LABOR COMMISSIONER’S OFFICE LOCATIONS

BAKERSFIELD (661) 587-3060

EL CENTRO (760) 353-0607

FRESNO (559) 244-5340
LONG BEACH (562) 590-5048
LOS ANGELES (213) 620-6330
OAKLAND (510) 622-3273

REDDING (530) 225-2655
SACRAMENTO (916) 263-1811
SALINAS (831) 443-3041
SAN BERNARDINO (909) 383-4334
SAN DIEGO (619) 220-5451
SAN FRANCISCO (415) 703-5300

SAN JOSE (408) 277-1266
SANTA ANA (714) 558-4910
SANTA BARBARA (805) 568-1222
SANTA ROSA (707) 576-2362
STOCKTON (209) 948-7771
VAN NUYS (818) 901-5315

9.7 Training Materials

All Workers Have Rights in California

Department of Industrial Relations

Labor Enforcement Task Force
Christine Baker, Director
Julie A. Su, Labor Commissioner
Juliann Sum, Chief of Cal/OSHA
December 2017

About the Labor Enforcement Task Force (LETF):

The Labor Enforcement Task Force, under the direction of the Department of Industrial Relations, is a coalition of California state government enforcement agencies that work together and in partnership with local agencies to combat the underground economy. In this joint effort, information and resources are shared to ensure employees are paid properly and have safe work conditions and honest, law-abiding businesses have the opportunity for healthy competition.

Members of the Labor Enforcement Task Force (LETF):

- Alcoholic Beverage Control (ABC)
- Bureau of Automotive Repair (BAR)
- California Department of Insurance (CDI)
- California Department of Tax and Fee Administration (CDTFA)
- Contractors State License Board (CSLB)
- Division of Labor Standards Enforcement (DLSE) Division of Occupational Safety & Health (Cal/OSHA) Employment Development Department (EDD)
- State Attorney General (DOJ)

All workers have rights on the job.

In California, workers are protected by labor laws. It does not matter where you were born or what your legal status is. Once you are hired, you have rights.

In this booklet, you will find information on your rights as workers, including:

- Minimum wage and overtime
- Rest and meal breaks
- Safe and healthy jobs
- Taking action without being punished
- Benefits if injured or unemployed

Wages and Breaks

Veronica works as a janitor cleaning office buildings. She was working up to 13-14 hours a day and making less than minimum wage. Her employer paid her a single flat rate for each day of work and said she was an “independent contractor.” He said this even though it was his janitorial business, and he controlled all aspects of her work, including when and how long she worked, what tasks she performed, and what she wore.

Veronica asked about her rights and learned that legally she was an employee of the janitorial business and entitled to minimum wages and overtime. She filed a claim with the Labor Commissioner and eventually obtained several thousand dollars in back pay. The employer was also cited and fined by the Labor Commissioner and other LETF agencies for not having workers’ compensation, not paying employment tax, and other violations.

Note: This example reflects a typical scenario.

Employers are required to pay workers what they are owed and provide rest and meal breaks. Not doing so is called wage theft.

Employers must:

1. Pay at least the minimum wage, which is:

- For businesses with 26 or more employees, \$11.00 per hour in 2018..
- For businesses with 25 or fewer employees, \$10.50 per hour in 2018.
- Higher in some cities and counties.

If you are paid by the piece or unit (sometimes called “by contract”) or paid by the day or week, your wages still must equal at least minimum wage for all the hours you worked.

Tips are separate and cannot be counted as part of the minimum wage.

A few types of employees do not have to be paid minimum wage, including outside salespersons, close family members and camp counselors.

2. Pay overtime equal to 1½ times the regular rate of pay:

- For most occupations, all hours over 8 in one day or over 40 in one week, and for the first eight hours of work on the seventh day of work in a workweek
- For personal attendants, all hours over 9 in one day or over 45 in one week
- For farm workers, all hours over 10 in one day or over 60 in one week, and for the first eight hours of work on the seventh day of work in a workweek

3. Pay doubletime:

- For most occupations, all hours over 12 in one day or over eight on the seventh day of work in a workweek
- For farm workers, all hours over eight on the seventh day of work in a workweek

Example: If you are a dishwasher making \$12 per hour and work 13 hours in one day, you must be paid:	
\$12 per hour for the first 8 hours	= \$96
\$18 per hour for the next 4 hours	= \$72
\$24 per hour for the last hour	= \$24
Total for 13-hour day	= \$192

Some occupations have different overtime rules and some types of workers are exempt from overtime.

4. Provide a **paid 10-minute rest break** for every 4 hours of work
5. Provide a **meal break of at least 30 minutes** after no more than 5 hours of work

Image: You have the right to take breaks.

6. Pay employees (with certain limited exceptions) at least twice a month on designated regular paydays. With each payment of wages, whether by cash or check, the employer **must provide a wage stub** or statement with the following information: pay period dates; gross wages earned; total hours worked; breakdown of hourly rates and hours worked at each rate; piece rate information if applicable; all deductions; net wages; name and ID number of employee; and legal name and address of employer.

A copy of the state's Wage Order for your occupation or industry should be posted in a place where it can be easily seen and read by employees, such as in a break room.

What you can do if you have questions or think there may be a problem:

- **Keep track of your work hours and pay.** Every day, write down the date, when you start and end work, when you take breaks, the total hours worked, and what you are supposed to be paid (by hour or by piece or contract rate). Compare this with the information shown on your pay stubs.
- **Tell your employer.** You have a right to tell your employer, or complain if necessary, if you think you are not getting what you are entitled to under the law. It is illegal for any person to discharge, discriminate, retaliate, or take any other adverse action against an employee for making such a complaint in good faith.
- **Know who your employer is.** Write down the names of the people who hire you, pay you, or supervise you. Find out the name and address of the company by looking at pay stubs and other information that may be available at the job site.

Image: Keep track of your work hours.

- **Don't wait too long.** Don't wait to speak up and don't delay in filing a claim because there are time limits, and it is easier to prove you are owed wages or benefits when events are close in time. Generally, you have 3 years to bring a formal claim, but sometimes you have less time and sometimes more.

Get help

Contact the Labor Commissioner. To contact the Labor Commissioner's office, see page 18. You can obtain information about your rights. You can also file a claim to get wages you are owed and possibly additional payments for having to wait for your wages or for not getting breaks to which you were entitled. More information is also available on the Labor Commissioner's website at www.dir.ca.gov/DLSE/dlse.html.

Call a worker organization or legal aid group. They may be able to advise you on your rights and help you decide what actions to take.

Paid Sick Leave

- **You may be eligible for Paid Sick Leave.** Starting July 1, 2015, employers must:
- **Provide at least 24 hours or three days of paid sick leave** for each eligible employee to use per year.
- Allow eligible employees to **use accrued paid sick leave.**
- **Show how many days of sick leave** an employee has available. This must be on a pay stub or a document issued the same day as a paycheck.

For more information, go to <http://www.dir.ca.gov/DLSE/ab1522.htm>

Safety and Health

As a garment worker Jose presses decals onto t-shirts using a **400-degree** hot iron press machine and has burned himself several times on the equipment. He learned that his co-workers almost had their fingers cut off from the cloth cutting machines because of the unguarded blade. Despite these incidents the employer never did anything to eliminate the hazards.

When Cal/OSHA inspected the workplace they shut down several cloth cutting machines and made the company provide gloves to protect the workers' hands from burns. The employees also learned from the inspection about being poked with tagging gun needles and the danger of catching a bloodborne disease from another worker who was poked with the same needle.

After the Cal/OSHA investigation the employer was cited for **8** violations and required to repair the various machines. In addition, a protective policy is now in place.

Note: This example reflects a typical scenario.

Most injuries on the job can be prevented, and employers are responsible for keeping the workplace safe.

Your employer is required to keep you safe at work. To help prevent injuries on the job, employers must:

1. **Make sure the workplace is safe** by identifying health and safety hazards and correcting them.
2. **Have a written health and safety plan.** This is sometimes called an Injury and Illness Prevention Program.
3. **Tell you about workplace hazards and train you how to work safely.** The training must be presented in a way that you understand.
4. **Have Workers' Compensation insurance** and pay for medical care for work-related injuries and illnesses.
5. **Keep track of all workplace injuries and illnesses** that require more treatment than first aid. Certain employers must keep a log of injuries and illnesses and post a summary from February to April.
6. **Post the Cal/OSHA poster, Safety and Health Protection on the Job,** in a place where everyone can see.
7. **Call Cal/OSHA right away** when an employee is killed or seriously injured on the job.

Image: Employers must provide what is needed to keep you safe.

Cal/OSHA regulations describe what employers must do to protect workers from specific hazards. These regulations can be found in Title 8 of the California Code of Regulations, and on Cal/OSHA's website at <https://www.dir.ca.gov/samples/search/query.htm>. Employers have to follow these laws and regulations, or Cal/OSHA can fine them.

What you can do:

Worksites are safer when workers are involved, and the law protects you when you speak up about safety. You have the right to:

- Ask for information about things you think are dangerous
- Talk about health and safety problems with your coworkers or supervisor
- Make suggestions for a safer workplace
- Report safety problems and injuries to your supervisor
- Refuse work that could put your life in danger or cause serious injury
- Report problems to Cal/OSHA.

Image: The law protects you when you speak up about safety.

Get help:

- **Report problems to Cal/OSHA. To contact Cal/OSHA:**
Cal/OSHA, the state workplace safety and health agency, inspects workplaces and can fine employers and require them to fix problems. Cal/OSHA will never give your name to the employer. You can even call them without giving your name.

Phone: 1-844-LABOR-DIR (toll free statewide line with information in English and Spanish)

- **Call a worker organization or legal aid group.** They may be able to advise you on your rights and help you decide what actions to take.

It is illegal for your employer to fire you or discriminate against you at work for making a good faith complaint about an unhealthy or unsafe condition.

Right to Take Action

Chen is a waiter at a restaurant. He worked long days and was not allowed to take breaks.

LETF investigators conducted an investigation at his worksite and Chen was one of the workers interviewed. After LETF left, the employer fired him for speaking with the investigator.

Chen called the investigator he spoke with. The investigator sent the complaint to the Labor Commissioner's Office Retaliation unit. An investigator from the retaliation unit called the employer and sent a letter to let him know what he had done was illegal. Chen got his job back without losing pay or benefits. The employer was also required to post a notice informing all employees that it is illegal to retaliate against employees who talk to state investigators or exercise other legal rights.

Don't be afraid to speak up to an investigator when they conduct an investigation of your employer. You may contact the LETF hotline anytime to file a complaint.

Note: This example reflects a typical scenario.

You have the right to tell your employer about your rights as an employee. You also have the right to complain or file a claim with the state if you think your employer is violating those rights. It is illegal for your employer to fire you or punish you for taking these actions.

Workers may have concerns:

“My boss told me I’m not an employee.”

Sometimes, employers call workers “independent contractors” to cut corners and avoid paying taxes. Even if your employer does this, you may be an employee under the law and have all the rights as an employee.

“I am not a citizen.”

You are protected by labor laws whether or not you are legally in the United States. If you call a state agency to report a problem, they will not ask you about your immigration status. It is also against the law for your employer to threaten you because of your immigration status.

“I’m afraid I will lose my job if I speak up.”

There may be dangers to speaking up about working conditions but it is illegal for your employer to punish you for doing so. You can also take steps to protect yourself.

Image: If you have concerns, get help.

Taking action can be difficult, but the law protects you.

You may be worried about how your employer will respond. But the law is on your side, and there are steps you can take to protect yourself.

1. The law is on your side.

The law says you are protected when you:

- Speak up about wages that are owed to you
- Report an injury or a health and safety hazard
- File a claim or complaint with a state agency
- Join together with other workers to ask for changes.

Image: You can join with other workers to ask for changes.

The law says it is illegal for employers to threaten or retaliate against you for taking these actions.

For example, employers cannot retaliate by:

- Firing you or sending you home
- Changing your assignment to give you less desirable tasks or shifts
- Threatening you with deportation
- Preventing you from getting another job.

2. You can take steps to protect yourself:

- **Talk to your co-workers.** Work together to plan what to do. You may have more power and more legal protections acting together as a group.
- **Get help.** A worker organization or legal aid group may help you understand your rights, suggest ways to address the problems, and help you decide whether to speak to your employer and what to say.
- **Take notes.** If you speak to your employer, write down when you met, who was there, and what was said.
- **Report problems to the state agencies.** You may decide it’s not safe to talk to your employer. You can report a problem directly to an agency.

3. Get help

- **Report any retaliation to the Labor Commissioner.** To contact the Labor Commissioner's office see page 18.

In most cases, you must file a retaliation complaint within 6 months. If retaliation is found, the Labor Commissioner can help you get any wages or other payments you are owed. You may also be able to get your job back.

- Contact a worker organization or legal aid group. They may be able to advise you on your rights and help you decide what actions to take.

The law protects workers who assert their legal rights or report unsafe working conditions.

Benefits If You Are Injured or Unemployed

If you are injured on the job...

Your employer must pay for medical care for injuries and illnesses related to work. You may also get weekly payments. This is called workers' compensation. It doesn't matter who was at fault for the injury. In most cases, you can get benefits even if you are a temporary or part-time worker. You have a right to workers' compensation regardless of your immigration status.

What to do if you get ill or hurt on the job:

- **Ask for medical help right away. If it's an emergency, call 911** or go straight to an emergency room.
- **Tell your employer.** Your employer must give you a claim form within one working day after hearing about your injury (from you or anyone else). Along with this form, the employer must give you notice of your rights when claiming workers' compensation benefits. You can also obtain a claim form from any office of the Division of Workers' Compensation or the Employment Development Department.
- **Get help and information from the Division of Workers' Compensation** at 1-800-736-7401.
- **If your employer refuses to give you a claim form or threatens or discriminates against you because you are injured or made a job injury claim,** you may wish to see an attorney who represents employees in workers' compensation cases. If an attorney takes your case, he or she can only charge a small percentage fee (15% or less) that will be deducted from cash benefits owed to you.

Image: If you are injured, you have the right to medical care.

Benefits

If you are unemployed... The quickest and easiest way to apply for UI benefits is online. Visit the Employment Development Department's (EDD) website at: www.edd.ca.gov/unemployment/. Then click on "File or Reopen a UI Claim." UI claims can also be filed by telephone at 1-800-300-5616 (for Cantonese, call 1-800-547-3506; for Mandarin, call 1-866-303-0706; for Spanish, call 1-800-326-8937; for Vietnamese, call 1-800-547-2058; for TTY, call 1-800-815-9387).

If you are have a non-work-related disability... The quickest and easiest way to apply for Disability Insurance (DI) benefits is online. Visit the Employment Development Department's (EDD) website at: www.edd.ca.gov/disability/. Then select "SDI Online." DI claims can also be filed by mail. For questions about DI, call 1-800-480-3287 (for Spanish, call 1-866-658-8846; for TTY, call 1-888-563-2441).

If you need to care for your family or bond with a new child... The quickest and easiest way to apply for Paid Family Leave (PFL) benefits is online. Visit the Employment Development Department's (EDD)

website at: www.edd.ca.gov/disability/. Then select "SDI Online." PFL claims can also be filed by mail. For questions about PFL, call **1-877-238-4373** (for Spanish, call 1-877-379-3819; for Cantonese, call 1-866-692-5595; for Vietnamese, call 1-866-692-5596; for Armenian, call 1-866-627-1567; for Punjabi, call 1-866-627-1568; for Tagalog, call 1-866-627-1569; for TTY, call 1-800-445-1312).

Where to get help or report a problem

There are several state agencies in California that work to make sure employers are following labor laws. Your immigration status does not matter. They will not ask you about your immigration status. The agencies have staff who speak other languages, or they will get an interpreter.

You can also get help from a worker organization or legal group to report a problem to any of these agencies.

Get Help

<p>If you work in the restaurant, agriculture, auto body, construction, or garment industry: Call the Labor Enforcement Task Force (LETF). LETF is a joint program bringing together several state agencies. They work together to make sure employers in these industries are following labor laws. Go to: www.dir.ca.gov/letf for help.</p>	1-855-297-5322 (toll free)
<p>For wages or rest and meal breaks or retaliation: Contact the Labor Commissioner, also known as the Division of Labor Standards Enforcement. Go to: www.dir.ca.gov/dlse/DistrictOffices.htm to find your local office.</p>	1-844-LABOR-DIR (toll free statewide line with information in English and Spanish)
<p>For safety and health: Report a hazard to Cal/OSHA by calling or faxing a complaint form or going in person to your local Cal/OSHA office. Go to: www.dir.ca.gov/asp/DoshZipSearch.html to find your local office.</p>	1-844-LABOR-DIR (toll free statewide line with information in English and Spanish)
<p>For an injury or illness due to work: Call the Division of Workers' Compensation, Information and Assistance line. Go to: www.dir.ca.gov/dwc/ContactDWC.htm to find your local office.</p>	1-800-736-7401
<p>For benefits: Contact the Employment Development Department (EDD) about certain benefits you may be able to receive. For faster assistance, visit www.edd.ca.gov/unemployment for Unemployment Insurance and www.edd.ca.gov/disability/ for Disability Insurance and Paid Family Leave.</p>	1-800-300-5616 (if you are unemployed) 1-800-480-3287 (if you are disabled) 1-877-238-4373 (if you need to care for a family member)

To find a worker organization, union, or legal aid group:

- Ask co-workers, friends, and family for ideas.
- Check the phone book under "Legal clinic" or "Labor Organization" or "Community Organization."
- Go to www.lawhelpca.org to find a legal group and lawyers that can help you.
- Call 211 for free information. Ask if they serve your area. Ask for a community group that helps workers with work-related problems.

Callout: When you call a state agency, give as much information as you can about the specific problem, your worksite and your employer.

This booklet provides general information and is not meant to serve as legal advice. It was developed by the Department of Industrial Relations and its Labor Enforcement Task Force with assistance from the Labor Occupational Health Program at UC Berkeley.

Illustration by Mike Konopacki
Design by Cuttriss and Hambelton

9.8 TRAINING MATERIALS

Department of Industrial Relations

Required Workplace Posting for All California Barbering and Cosmetology Licensees

In California, all workers are protected by labor laws. You have the right to be treated fairly at your workplace no matter where you were born or whether you have papers to work. The Labor Commissioner's Office is the state agency that enforces minimum labor standards to ensure you are not required to work under substandard, unlawful conditions. You may file a claim regardless of your immigration status and do not need a Social Security number or photo identification in order to file a claim or report a violation. You do not need a lawyer to file a wage claim and the Labor Commissioner's Office will provide an interpreter in your language.

Misclassification of an employee as an independent contractor

A worker that is considered an "employee" as opposed to an "independent contractor" (sometimes referred to as a "10-99 worker") is entitled to many workplace protections under State labor laws.

A person is an "employee" if the conditions of work show an employment relationship applying special definitions stated in the law. Employees must be paid minimum wage, allowed meal and rest breaks, able to earn overtime and are entitled to sick leave, among other rights and protections. There is a general presumption that a person who performs services for a business is an employee.

A person who qualifies as an employee may be improperly treated as an independent contractor. Simply calling a worker an independent contractor does not make them one and an employee who is misclassified as an independent contractor is subject to the rights and protections of an employee. An employer may be responsible for owed wages, interest, damages, and may be subject to penalties due to the misclassified employee.

Generally speaking, the more control an employer has over how the employee works such as determining their rate of pay, their price list, what hours they work and when they work, or control other general working conditions, the more likely the worker is an employee and not an independent contractor.

Minimum wage, overtime compensation, meal periods, and rest periods As of January 1, 2018 the minimum wage for employers with 25 or fewer employees is \$10.50 an hour and \$11.00 an hour for employers with 26 or more employees. If you are paid by piece rate, per hour, by commission, or paid by the day, your wages still have to equal at least minimum wage for all the hours you worked. The minimum wage will increase on January 1 of each year for the next several years.

Employers must pay overtime

Most workers in California must receive overtime pay of:

- 1.5 times the regular rate of pay for all hours worked over 8 a day.
- Double the regular pay for all hours worked over 12 a day.

If a worker works seven days in a workweek, the worker must be paid:

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

Meals and rest breaks

Your employer must allow you to take a break for meals and rest. Most workers in California must receive an uninterrupted and duty free 30-minute unpaid meal period for every 5 hours worked. Also, a paid 10-minute rest period for every 4 hours worked. You may be entitled to a rest break even if you work less than 4 hours. An employer who fails to provide a duty-free meal period or rest break must pay an amount of one hour's pay for each day that a meal or rest period is not provided.

Tip or gratuity distribution

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

Business expense reimbursement

An employee is entitled to reimbursement for all expenses or losses incurred by the worker in the course of performing their job. For example, an employer cannot require an employee to buy certain tools, including instruments or a uniform, unless the employer pays for the tools or uniform.

Protection from retaliation

It is illegal for employers to retaliate against workers. Your boss cannot take any action to discipline, demote, punish, adversely change your working conditions, or fire you or your co-workers for reporting a labor law violation, a work-related injury, a workplace safety hazard or exercising a right that is protected under State labor laws.

How to report violations of the law

If you wish to file a wage claim, report a labor law violation, complaint for retaliation, or if you have a question, you may contact the Labor Commissioner's office. You can find office locations and phone numbers at www.dir.ca.gov/dlse or call 866-924-9757.

Notice required by California Business and Professions Code section 7353.4 & Labor Code section 98.10 (AB 2437, Chapter 357, Statutes of 2016)

Section 10

Physical and Sexual Abuse Awareness

Learning Objectives

Physical and Sexual Abuse Awareness

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

- Identify different types of physical and sexual abuse.
- Recognize and identify warning signs of domestic violence, sexual abuse or assault, elder abuse, and human and labor trafficking.
- Identify resource groups and organizations available to the victims for assistance.

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

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

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

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

Special Note to the Future Professional

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

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

#NoViolenceinBeauty

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

Domestic Violence

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

ANYONE can be a victim.

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

- The client often cancels appointments at the last minute for reasons that sound untrue.
- The client frequently apologizes for their partner and is always worried about upsetting them.
- The client is giving up things that used to be important to them, becoming more and more isolated.
- The client's weight or appearance has changed dramatically.
- The client has injuries (bruising, hair appears to have been ripped out, mobility issues) they cannot explain, or their explanations just do not add up.

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

- The partner uses pronouns not preferred or calling someone "it."
- Threatening to "out" someone to their employer, friends, or family members.

- Telling the partner they will never find another partner who treats them better (social isolation).
- Ridiculing how someone's body looks.
- Claiming they know what's best for someone, how they should dress, or wear makeup (or not), negating personal decisions.

Image: Group of diverse women and men. ANYONE can be a victim of domestic violence.

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

California Business and Professions Code section 7319.7(a).

Providing Assistance to a Victim of Domestic Violence

If you believe you have encountered a victim of domestic violence, attempt to reach out to the client. Future professionals can do this by asking them questions such as,

"Is everything ok?"

"I am concerned about you ..."

"I couldn't help but notice that you have several bruises around your neck area."

Most importantly, without endangering yourself or the victim, provide them with information on where they can go for help and support.

Threat Assessment

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

- Are you still living with person causing you harm?
- Have you ever tried to leave?
- What happened when you left?
- Do you have a restraining order issued?
- Does the abuser have any guns, knives or any other type of weapon available to him/her?
- Does he/she monitor your whereabouts, stalk or follow you around?

Information provided by the domestic violence survivor from these questions may help the future professional in determining what actions are appropriate and/or be provided to law enforcement, if necessary.

Always exercise the utmost caution when attempting to assist the domestic violence survivor. Never put the survivor, yourself, other students, staff or clients in danger.

Providing Assistance to a Victim of Domestic Violence

Do:

- Do tell them you are concerned for their safety.
- Do believe the victim.
- Do remind them that it is not their fault and they do not deserve to be abused.
- Do be supportive and patient.
- Do encourage them to document threatening text messages, voicemails, and social media posts.
- Do provide them with information on where they can go for help and support.

Do Not:

- Do not tell the victim you know how they feel.
- Do not be forceful or judgmental.
- Do not try to be a counselor.

Safety Planning

A safety plan is a personalized action plan designed to optimize the survivor's safety at every stage of an abusive relationship. A good safety plan involves assistance on how to cope with emotions, how to tell friends and family about the abuse, how to take legal action and more. When assisting survivors of domestic violence, the future professional may direct the survivor to organizations such as the National Domestic Violence Hotline for assistance in safety planning.

These professionals are in the best position to help the survivor in putting a personalized safety plan in place. For more information, please see The National Domestic Violence Hotline—Safety Planning brochure located in the training materials.

The National Domestic Violence Hotline is the only national organization that directly serves victims of domestic abuse. They are highly trained, expert advocates who are available by phone to talk with anyone affected by physical, emotional, verbal, sexual, or financial abuse. Their phone number is (800) 799-7233. The Hotline also offers an online chat service at www.thehotline.org that is available 24/7. The services are free and confidential, and they currently have the largest and most comprehensive database of local and national resources in the country.

Refusing Assistance

At times the future professional may become aware that abuse is happening to a client but it would seem that the victim does not want any assistance or aid. There are many reasons why a victim may choose to stay with an abuser. Some of these reasons may include they believe:

- Their life is in danger if they leave.
- The abuse is temporary.
- They can change the abuser.
- "It will never happen again."
- They have a responsibility to the family to stay.
- There are more good times ahead.
- They have no other option to support themselves (i.e. immigrant populations, limited English speaking individuals, etc.)

Never disparage or demean a victim for their choice. Always respect their right to privacy or right to refuse help. Most importantly, remember the future professional's role in victim assistance is to direct the victim to professionals trained to aid the victim. If that assistance is not welcome, it is inappropriate to pressure the victim to act when they are not ready to and it may even put the victim's life in danger.

Image: The National Domestic Violence Hotline
 1.800.799.SAFE (17233)
 1.800.787.3224 (TTY)
www.thehotline.org

The National Domestic Violence Hotline serves victims of domestic abuse.

CASE STUDY #1

Jennifer, a client of 10 years, has come in for her regularly scheduled haircut. At the last appointment you noticed some bruises on Jennifer's arm, but you were not sure how she got the bruises and since she did not say anything about the injury and you have never observed any injuries on her prior, you did not ask how the injuries were sustained. Now however, during this visit, while shampooing her hair, you notice some bruising around the back of Jennifer's neck and she has a large bump on the top of her head.

Based on what you have observed, how might you initiate a conversation regarding the noted injuries?

If Jennifer confides in you that some type of abuse is currently occurring, how might you provide her with support?

What are some things you should NOT say to Jennifer if she is in fact experiencing abuse?

CASE STUDY #2

Maureen, a new client, has come into the establishment and has requested that you highlight her hair. After situating Maureen in your chair and draping her for the service, while sectioning her hair you observe a large cut on the top of her head. Surprised, you ask Maureen how she obtained the injury. She becomes withdrawn and states she would rather not discuss how the injury occurred. Based on Maureen's body language and actions, you strongly suspect abuse may be occurring.

What might you say to show you support her and her decision not to discuss the circumstances surrounding her injury?

CASE STUDY #3

Lisa, a first-time client has come to see you for a bikini wax. After Lisa is on the treatment table, you notice unusual bruising through the middle of her torso and inner thigh. The bruising will not affect the bikini wax but is concerning due to the possibility that Lisa may have a disorder that causes the issue. You ask her about the bruising, but she becomes evasive, and then tries to over explain the injuries and assures you that the injury is not precipitated by a medical disorder. She becomes adamant that you provide her with a bikini waxing. You strongly suspect the injuries are a result of domestic violence.

Since Lisa is a new client and you do not have a relationship built with her, how should you handle this situation?

CASE STUDY #4

You are a new electrology future professional attending classes. You have befriended Meg, a fellow electrology student. You notice lately Meg is withdrawing from social interaction with you and the other students. Additionally, she has a sore neck that recently was so bad she could not handle receiving an electrology service on her eyebrows and she has been crying in the bathroom. After class you notice Meg's partner is always waiting for her and one day you observe an argument in the parking lot that turned physical with a push.

What should you do? How would you handle this situation?

Should you make the class instructor aware of what you saw?

Image Caption: Man looking out a window, appearing sad. Long-term symptoms of sexual abuse or assault include anxiety, fear, or post-traumatic stress disorder.

Cycle of Violence

In 1979, Dr. Lenore Walker developed the cycle of violence theory. This theory explores the reasons why victims stay with abusers beyond commonly acknowledged reasons such as low self-esteem, isolation and family pressure. The theory explores the phases an abusive relationship goes through as it progresses to violence. These phases may not happen to all domestic violence survivors, but these are actions that may occur over a period of time. The Cycle of Violence phases are:

Tension Building

Tension builds within the people in the relationship. The abuser may be overly sensitive, angry and threatening. During this time the victim may try to calm down the abuser, try to reason with them or completely withdraw or avoid the abuser.

Explosion

A peak of violence (physical/sexual/emotional) is reached during this phase. Tension is released, and the abuser no longer has control of him/herself. The victim may fight back or try to reason with the abuser.

Honeymoon

During this phase the abuser begins to feel ashamed (not for hurting the victim but for the chance of being caught and punished for his/her actions) and may attempt to apologize or justify their actions. The abuser may promise that the abuse will never happen again and may try to blame other factors such as stress at work or alcohol or even the victim. They may be very loving and attentive and may deny the abuse took place or say it was not as bad as the victim claims. The victim is relieved and happy and after having shared such an emotional experience with the abuser, and "getting through" something together and may feel even closer to the abuser than before. This feeling can be addictive and may be one reason why a victim chooses to stay with the abuser.

Image: A girl standing alone, nearby are three girls talking in a group. Withdrawing from relationships or spending less time with friends can be a warning sign that a person may be the victim of sexual assault or abuse.

This cycle can happen hundreds of times and each stage can last a different amount of time in each relationship.

Honeymoon

Victim's Response

- Arranges counseling for abuser
- Drops legal proceedings
- Agrees to return, stay in relationship
- Forgives
- Hopeful
- Relieved
- Happy

Abuser

- Apologizes
- Promises it won't happen again
- Tries to justify behavior
- Blames drugs, alcohol
- Declares love for victim
- Buys gifts
- Promises to get help
- Cries
- Threatens suicide
- Desires intimacy
- Enlists family support

Tension Building

Tension builds in the relationship.

Victim's Response

- Attempts to calm
- Reason with abuser
- Withdraws
- Tries to satisfy with food
- Avoids arguments
- Compliant
- Nurturing

Abuser

- Overly sensitive, angry, threatening
- Nitpicks
- Demeans
- Withholds affection
- Destroys property
- Isolates victim
- Accuses victim of unfaithfulness

Explosion

Victim's Response

- Protects self in any way
- Tries to reason, calm
- May call police
- May leave
- Fights back

Abuser

Verbally abuses, humiliates

- Slap
- Punch
- Kick
- Choke
- Grab
- Forces sex
- Beats
- Prevents victim from calling police
- Harasses, abuses children
- Restrains
- Stalks
- Throws objects
- Uses weapons

Graphic depicts the 'Cycle of Violence' developed by psychologist Dr. Lenore E. Walker, EdD, author of 'The Battered Woman Syndrome,' now in its fourth edition.

Questions for Review

Domestic violence only occurs in older, economically challenged neighborhoods.

True or False?

Domestic violence may include:

- (A) Violence between workers who do domestic chores for a household where they are employed
- (B) Physical violence, sexual violence, threats, emotional and/or psychological abuse.
- (C) Violence that has occurred within the borders of the United States.

Record answers to questions in the exam booklet.

Sexual Abuse or Assault

While the legal definition of sexual abuse or assault varies from state to state, the American Psychological Association provides the following definition for sexual abuse:

“Sexual abuse is unwanted sexual activity, with perpetrators using force, making threats or taking advantage of victims who are not able to give consent. Most victims and perpetrators know each other.

Immediate reactions to sexual abuse include shock, fear or disbelief. Long-term symptoms include anxiety, fear or post-traumatic stress disorder.”

RAINN (Rape, Abuse & Incest National Network) is the nation’s largest anti-sexual violence organization. RAINN provides the following warning signs that a person may be the victim of sexual assault or abuse:

- Withdrawing from other relationships or activities, for example, spending less time with friends.
- Saying that their partner does not want them to engage in social activities or is limiting their contact with others.
- Disclosing that sexual assault has happened before.
- Any mention of a partner trying to limit their contraceptive options or refusing to use safer sexual practices, such as refusing to use condoms or not wanting them to use birth control.
- Mentioning that their partner is pressuring them to do things that make them uncomfortable.
- Signs that a partner is controlling their means of communication, such as answering their phone or text messages or intruding into private conversations.
- Visible signs of physical abuse, such as bruises or black eyes.
- Unusual weight gain or weight loss.
- Unhealthy eating patterns, like a loss of appetite or excessive eating.
- Sexually transmitted infections (STIs) or other genital infections.
- Signs of depression, such as persistent sadness, lack of energy, changes in sleep or appetite, withdrawing from normal activities, or feeling “down.”
- Anxiety or worry.
- Notable changes in self-care, such as paying less attention to hygiene, appearance, or fashion.
- Self-harming behavior.
- Expressing thoughts about suicide or suicidal behavior.
- Excessive drinking or drug use.

If you suspect sexual abuse or an assault has occurred, talk to someone who is trained to help. Call the **National Sexual Assault Hotline** at (800) 656-HOPE (4673) or chat online at <https://hotline.rainn.org/online/>.

Image: National Human Trafficking Hotline, 1-800-373-7888

If you believe you have identified a victim of human trafficking, alert the National Human Trafficking Resource Center.

Image: Elderly man sitting in a chair. Elder abuse includes harm by people the older person knows, has a relationship with, or relies on for services.

Elder Abuse

Elder abuse is “a single, or repeated act, or lack of appropriate action, occurring within any relationship where there is an expectation of trust, which causes harm or distress to an older person.” This definition has been adopted by the World Health Organization (WHO) from a definition put forward by Action on Elder Abuse in the U.K.

It includes harms by people the older person knows, or have a relationship with, such as a spouse, partner, or family member; a friend or neighbor; or people that the older person relies on for services. Many forms of elder abuse are recognized as types of domestic violence or family violence since they are committed by family members.

While there are a variety of circumstances considered as elder abuse, it does not include general criminal activity against older persons, such as home break-ins, “muggings” in the street, or “distraction burglary,” where a stranger distracts an older person at the doorstep, while another person enters the property to steal.

Warning signs that elder abuse may be occurring include:

- Bruises, pressure marks, sprained or broken bones, abrasions, or burns.

- Injuries that happen over and over.
- Painful reaction, if touched.
- Unexplained withdrawal from normal activities, a sudden change in alertness, or unusual depression.
- Unexplained or sudden changes in finances.
- Changes in personality, behavior, or physical condition.
- Signs of isolation, being controlled, and/or threatened.

Each California county has an **Adult Protective Services (APS)** agency to help elderly adults (65 years and older) and dependent adults (18–64 who are disabled), when these adults are unable to meet their own needs or are victims of abuse, neglect, or exploitation. County APS agencies investigate reports of abuse of elders and dependent adults who live in private homes, apartments, hotels, or hospitals.

APS staff also provide information and referrals to other agencies and educate the public about reporting requirements and responsibilities under the Elder and Dependent Adult Abuse Reporting Laws.

Cross-reporting APS agencies, law enforcement agencies, and the Office of the State Long-Term Care Ombudsman (OSLTCO) have the responsibility to cross-report allegations of abuse to the appropriate law enforcement agencies, public agencies, and licensing entities having jurisdiction over these cases.

To report elder abuse or dependent adult abuse in the community, contact your local county APS office at www.cdss.ca.gov/inforesources/Adult-Protective-Services. Abuse reports may also be made to your local law enforcement agency.

CASE STUDY #5

You have been cutting Mr. Jones hair for the last 10 years. You guess he may be in his early 80s. He has always been a kind, happy person. Lately, though, you notice he seems out of sorts and withdrawn. You also notice that his appearance has changed. He seems to have lost interest in his appearance because now he often comes in with soiled, wrinkled clothes; something that never used to happen. While sitting Mr. Jones in your chair for a haircut, you try to assist him by taking hold of his arm to help him into the chair. He flinches and acts as though he is in pain. His care provider comes in to retrieve Mr. Jones, and he seems scared and afraid of her.

What would you say to Mr. Jones to make sure he is ok?

If Mr. Jones tells you that his health care provider has been hitting him and not properly caring for him, what might you say to Mr. Jones?

After Mr. Jones leaves the establishment, who might you contact to discuss what you have just been told and observed?

Questions for Review

Elder abuse only includes repeated acts or lack of appropriate actions, occurring within any relationship where there is an expectation of trust, that causes harm or distress to an older person.

True or False?

Adult protective service agencies assist:

- Elderly adults (65 years and older) and dependent adults (18–64 who are disabled), when these adults are unable to meet their own needs or are victims of abuse, neglect, or exploitation.
- Elderly adults (55 years and older) and the sick and infirm.
- Parents who are experiencing threats or violence from their children.

Name three warning signs that elder abuse may be occurring.

Record answers to questions in the exam booklet.

Human Trafficking

Human trafficking can take many forms. Two of the most severe forms of human trafficking are:

- Sex trafficking
- Labor trafficking

Sex trafficking may be defined as the recruitment, harboring, transportation, obtaining, patronizing, soliciting, or advertising of a person for a commercial sex act, in which a commercial sex act is induced by force, fraud, or coercion or in which the person induced to perform such act has not attained 18 years of age.

Labor trafficking may be defined as the recruitment, harboring, transportation, obtaining of a person for labor or services, through the use of force, fraud, or coercion, for the purpose of subjection to involuntary servitude, peonage, debt bondage, or slavery.

Image: Two manicurists wearing dust masks and white coats, providing manicures to clients, behind the manicurists are racks of nail polish. An individual may not be working in an establishment that sex or labor traffics, but they may become aware of an establishment that does.

The Health and Beauty industry has been identified nationally by the National Human Trafficking Hotline as one of the top industries for labor trafficking. In 2016, the Polaris Project noted that California had 1,012 reported cases of human trafficking, the highest national average among the states.

Everyone has the potential to discover a human trafficking situation. So, while an individual may not be working in an establishment that sex or labor traffics, they may become aware of an establishment that does.

The potential is there for human trafficking to be found in an establishment. The National Human Trafficking Resource Center and the U.S. Department of State provide the following red flags to human trafficking:

Poor mental health or abnormal behavior

- Is fearful, anxious, depressed, submissive, tense or nervous/paranoid.
- Exhibits unusually fearful or anxious behavior after bringing up law enforcement.
- Avoids eye contact.
- Answers appear to be scripted and rehearsed.
- Inability to speak with you alone.

Poor physical health

- Lacks health care.
- Appears malnourished.
- Shows signs of physical and/or sexual abuse, physical restraint, confinement, or torture.

Living conditions

- Lives with employer.
- Poor living conditions.
- Multiple people in a cramped space.

If you have the opportunity to speak with the potential victim privately without jeopardizing the victim's safety, here are some sample questions provided by the Department of State to follow up on any red flags that have been detected:

- Can you leave your job if you want to?
- Can you come and go as you please?
- Have you been hurt or threatened if you tried to leave?
- Has your family been threatened?
- Do you live with your employer?
- Where do you eat and sleep?
- Are you in debt to your employer?
- Do you have your passport/identification? Who has it?

If you believe you have identified a victim of human trafficking, alert the **National Human Trafficking Resource Center**. The resource center is a national 24-hour, toll-free, multilingual, anti-trafficking hotline. Call **(888) 373-7888** to report a tip or receive general information.

Questions for Review

**The two most severe forms of human trafficking are sex and labor trafficking.
True or False?**

Provide two questions to ask a potential trafficked victim to help determine if they need assistance.

If a victim of human trafficking has been identified, which organization may be notified?

- (A) Department of Motor Vehicles
- (B) National Human Trafficking Resource Center
- (C) California Board of Barbering and Cosmetology

Record answers to questions in the exam booklet.

State & National Resources:

Adult Protective Services County Contact Information

Information provided by California counties to help individuals find the appropriate county Adult Protective Services office.

Website: www.cdss.ca.gov/inforesources/Adult-Protective-Services

To report abuse, contact your local, county APS office:
www.cdss.ca.gov/inforesources/County-APS-Offices

California Board of Barbering and Cosmetology

Protects consumers by licensing and regulating barbers, cosmetologists, estheticians, manicurists, electrologists, apprentices, and establishments. Administers and enforces health and safety regulations in licensed establishments. Call the Board with questions or concerns on any subject related to barbering and cosmetology.

Headquarters Location:

Board of Barbering and Cosmetology
2420 Del Paso Road, Suite 100, Sacramento, CA 95834

Website: www.barbercosmo.ca.gov
Email: barbercosmo@dca.ca.gov

Phone: (800) 952-7281

Resources: www.barbercosmo.ca.gov/consumers/noviolenceinbeauty.shtml

Mailing Address:

P.O. Box 944226

Sacramento, CA 94244-2260

California Youth Crisis Line

Operates 24 hours a day, seven days a week as the statewide emergency response system for youth (ages 12–24) and families in crisis. Professionally trained staff and volunteer counselors respond to 20,000 calls annually with crisis intervention counseling and resource referrals to service providers in the caller's local community. Access to more than 5,500 free or low-cost resources for youth and families across California.

Website: www.calyouth.org

Phone: (800) 843-5200

Childhelp National Child Abuse Hotline

Dedicated to the prevention of child abuse. Serving the U.S. and Canada, the hotline is staffed 24 hours a day, seven days a week with professional crisis counselors who—through interpreters—provide assistance in over 170 languages. The hotline offers crisis intervention, information, and referrals to thousands of emergency, social service, and support resources.

Website: www.childhelp.org/hotline/

Phone: (800) 4-A-CHILD (22-4453)

Community United Against Violence (CUAV)(LGBTQ Advocate Group)

Founded in 1979, CUAV works to build the power of LGBTQ (lesbian, gay, bisexual, transgender, and queer) communities to transform violence and oppression.

Website: www.cuav.org

Phone: (415) 333-HELP (4357)

FORGE

Offers support and awareness training on sexual violence, domestic violence, dating violence, stalking, or hate violence experienced by transgender people.

P.O. Box 1272, Milwaukee, WI 53201

Website: www.forge-forward.org/

Phone: (414) 559-2123

Los Angeles LGBT Center

Provides services for more LGBT people than any other organization in the world, offering programs, services, and global advocacy that span four broad categories: health, social services and housing, culture and education, leadership and advocacy.

Website: www.lalgbtcenter.org

Phone: (323) 993-7400

Love Is Respect.org

Loveisrespect is the ultimate resource to empower youth to prevent and end dating abuse. It is a project of the National Domestic Violence Hotline.

Phone: (866) 331-9474

TTY: (866) 331-8453

Website: www.loveisrespect.org/

Palm Cards: Download wallet-sized cards to connect holders to loveisrespect's services and list the warning signs of abuse.

www.loveisrespect.org/resources/download-materials/

National Coalition of Anti-Violence Programs

Works to prevent and respond to all forms of violence against and within lesbian, gay, bisexual, transgender, queer, and HIV-affected communities.

116 Nassau St., 3rd floor, New York, NY 10038

Website: www.avp.org

Hotline: (212) 714-1141

Phone: (212) 714-1184

National Domestic Violence Hotline

Serves victims of domestic abuse, and their friends and family. Highly trained, expert advocates are available 24/7 by phone to talk with anyone affected by physical, emotional, verbal, sexual, or financial abuse.

Online Chat Service: www.thehotline.org

Phone: (800) 799-SAFE (7233)

Resources: www.thehotline.org/resources/download-materials/

National Human Trafficking Hotline

Serves victims and survivors of human trafficking and the anti-trafficking community in the United States.

Website: www.humantraffickinghotline.org

Phone: (888) 373-7888

Resources: www.humantraffickinghotline.org/get-involved/outreach-and-awareness

National Suicide Prevention Lifeline

Provides 24/7, free, and confidential support for people in distress, and offers prevention and crisis resources.

Website: www.suicidepreventionlifeline.org

Phone: (800) 273-TALK (8255)

Phone: (888) 628-9454 (Spanish)

Resources: www.store.samhsa.gov

Professional Beauty Association (PBA)

15825 North 71st Street, Suite 100, Scottsdale, AZ 85254-1521

Website: www.probeauty.org

Phone: (800) 468-2274

PBA "Cut It Out" Program

Website: www.probeauty.org/cutitout

To order free "Cut It Out" materials: <https://probeauty.wufoo.com/forms/zhmek8o1t08smd>

Rape, Abuse & Incest National Network (RAINN)

The nation's largest anti-sexual violence organization.

Website: www.hotline.rainn.org

Online chat service: www.online.rainn.org/online

National Sexual Assault Hotline: (800) 656-HOPE (4673)

Resources: www.rainn.org/graphics-and-banners

In Conclusion

You have reached the end of California State Board of Barbering and Cosmetology's Health and Safety Course. Hopefully, you have gained a wealth of knowledge that you will be able to use in your future as a licensee. Thank you for working with the Board of Barbering and Cosmetology so that all licensees and consumers can have a safe, healthy experience.

California Board of Barbering and Cosmetology

Section 10 Training Materials

10.1 Facts About Elder Abuse

10.2 The National Domestic Violence Hotline – Safety Planning

10.3 #NoViolenceinBeauty Tool Kit

- Fact Sheet
- Building Respect Activity Sheet
- Contact Sheet

10.1 TRAINING MATERIALS Facts About Elder Abuse

Department of Justice, Elder Justice Initiative

Get the facts about Elder Abuse

Physical Abuse

Physical abuse is an act, rough treatment, or punishment that may result in injury, pain or impairment.

Examples include being hit, kicked, bit, slapped, shaken, pinched, burned, pushed, shoved, grabbed, held down, or locked in. Abuse also includes not allowing someone to go to the bathroom and giving too much or too little medication.

Neglect and Abandonment

Neglect is the intentional or unintentional failure or refusal to provide care or help to an older adult by someone who is expected to provide care. Abandonment is an extreme form of neglect.

Examples include failing to provide food or water, failing to take the elder to the doctor or dentist or to the toilet, failing to keep the elder clean or the home safe and clean, failing to help the elder to dress or pay bills, and leaving the elder alone for long periods of time.

Psychological Abuse

Psychological abuse is verbal or nonverbal behavior that results in the infliction of anguish, mental pain, fear, or distress.

Examples include verbal attacks, belittling, bullying, refusing to talk with an elder, talking to an elder as though he/she were a young child, even though the elder has full mental capacity, isolating an elder from others, and stalking.

Financial Abuse

Financial abuse is the illegal or improper use of an older person's money or property.

Examples include taking or selling things without permission, making elders sign legal documents they don't understand, forcing elders to give away something that belongs to them, pretending to be the elder to obtain goods or money, keeping money that belongs to the elder, stopping the elder from using their own money, or keeping information about the elder's money away from the elder.

Sexual Abuse

Sexual abuse is sexual contact of any kind, even without physical touching, with an older person without agreement from that person.

Examples include sexual assault, forcing someone to watch pornography, forcing someone to undress, and taking pictures of someone who is partly or fully undressed.

Resources

For information about the Department of Justice's Elder Justice Initiative efforts to prevent and combat elder abuse visit the Elder Justice website at: <https://www.elderjustice.gov>

What Is the Impact of Elder Abuse, Neglect & Exploitation?

- Elder abuse triples the risk of premature death and causes unnecessary illness, injury, and suffering.
- Victims of elder abuse are four times more likely to be admitted to a nursing home and three times more likely to be admitted to a hospital.
- Financial exploitation causes large economic losses for businesses, families, elders, and government programs, and increases reliance on federal and state health care programs, such as Medicare and Medicaid.
- Older adults with cognitive incapacity suffer significantly greater economic losses than those without such incapacity.
- As a result of providing care for an older adult, some caregivers experience declines in their own physical and mental health.

For more information about the Department of Justice's efforts to prevent and combat elder abuse, please visit the Elder Justice Website at: <https://www.elderjustice.gov>

Victim Connect Hotline

Crime victim service referrals,
with senior services specialists
9am–6pm EST, Monday through Friday
1-855-4VICTIM (1-855-484-2846)

Department of Justice, Elder Justice Initiative

Licensed material is being used for illustrative purposes only. Any person depicted in the licensed material is a model.

10.2 Training Materials

The National Domestic Violence Hotline Safety Planning

The National Domestic Violence Hotline

1 (800) 799-SAFE (7233)

1 (800) 787-3224 (TTY)

Safety Planning

Safety Plans Can Save Lives

Free, Confidential, 24/7/365

1 (800) 799-SAFE (7233)

What is a Safety Plan?

A safety plan is a **personalized, practical plan** that includes ways to remain safe while in an abusive relationship, while you're planning to leave or after you leave. Safety planning involves how to cope with emotions, tell friends and family about the abuse, take legal action and anything else relevant to your unique situation. A good safety plan will have all of the vital information you need, and it will help walk you through different scenarios.

At The Hotline we **safety plan with victims**, friends and family members—anyone who is concerned about their own safety or the safety of someone else.

Why is having a Safety Plan important?

A thorough safety plan can provide **clarity and strength** for a person living in an abusive relationship. For family and friends of an abuse victim, a safety plan is a powerful tool for providing emotional support or physical safety. Should a situation ever escalate to life-threatening, a safety plan can become **absolutely essential to survival**.

Our advocates provide assistance with safety plans for a variety of situations, such as:

- **Safety planning while living with an abusive partner.** A safety plan could include identifying the safest places in your home, practicing how to get out of the house safely, keeping weapons locked away and/or letting a support network know about the situation.
- **Safety planning with children.** When children are involved, it's important that a safety plan outline way to keep the children safe. This could include teaching them how to call 911, identifying a "safe room," planning for unsupervised visits and/or planning for safe custody exchanges.
- **Safety planning with pets.** A pet is often a cherished member of the family, and safety plans can include them, too. Safety planning with pets might include taking steps to prove ownership of your pet, finding temporary care with a vet, friends or family and/or finding a shelter that accepts pets.
- **Safety planning during pregnancy.** Pregnancy can be an especially dangerous time for women in abusive relationships. Safety planning could include speaking with health care providers, how to physically protect yourself in a violent situation and/or finding ways to receive the support and care you need.

Domestic violence can happen to anyone regardless of race, age, sexual orientation, religion or gender. If you or someone you know is in an abusive relationship, or if you have questions about abuse, we can help.

1-800-799-SAFE (7233)

thehotline.org

1-866-331-9474

loveisrespect.org

text "loveis" to 22522

About The Hotline

The National Domestic Violence Hotline is the only national organization that directly serves victims of domestic abuse, their friends and family. Highly-trained, expert advocates are available 24/7 by phone to talk with anyone who is affected by physical, emotional, verbal, sexual or financial abuse. The Hotline also offers an online chat service at www.thehotline.org that is available every day from 7 a.m. – 2 a.m. CT.

Our services are **completely free and confidential**, and we have the largest and most comprehensive database of local and national resources in the country. Along with these resources, we offer lifesaving tools, immediate support and hope to empower victims to break free of abuse.

CALL 24/7 1(800) 799-SAFE (7233)

TTY 24/7 1(800) 787-3224

CHAT every day 7 a.m.– 2 a.m. CT

www.thehotline.org

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Family and Youth Services Bureau Supported Program

10.3 Training Material

No Violence in Beauty Tool Kit

#No Violence in Beauty Tool Kit

Sexual/Domestic Violence

Nearly **1 in 4 women** (23%) and **1 in 7 men** (14%) aged 18 and older in the United States have been the victim of severe physical violence by an intimate partner in their lifetime. (Centers of Disease Control and Prevention)

More than 1 in 4 teenage girls in a relationship reported enduring repeated verbal abuse. (Liz Claiborne, Inc.)

1 in 5 teenage girls who have been in a relationship said a boyfriend has threatened violence or self-harm if presented with a break up. (Liz Claiborne Inc.)

Boys who witness domestic violence in their own home are three times more likely to become batterers. (Behind Closed Doors: Violence in the American Family)

1 in 4 adolescents report verbal, emotional, physical or sexual dating violence each year. (Centers of Disease Control and Prevention)

1 in 3 female victims of homicide were murdered by an intimate partner. (National Coalition of Domestic Violence)

Homicide is one of the leading causes of death for women aged 44 years and older. Nearly half of female victims are killed by a current or former male intimate partner. (Centers of Disease Control and Prevention)

If trapped in an abusive relationship, 73% of teens said they would turn to a friend for help; but only 33% who have been in or known about an abusive relationship said they have told anyone about it. (Liz Claiborne, Inc.)

The U.N. Secretary-General's Study on Violence Against Children conservatively estimates that 275 million children worldwide are exposed to violence in the home. (Behind Closed Doors)

Young women between the ages of 16–24 in dating relationships experience the highest rate of domestic violence and sexual assault. (Bureau of Justice Statistics Special Report: Intimate Partner Violence. May 2000)

If you believe you have identified a victim of sexual/domestic violence, contact local law enforcement or the National Domestic Violence Hotline at (800) 799-7233.

Elder Abuse

1 in 10 Americans over the age of 60 will experience some form of elder abuse.
(National Council on Aging)

Elder abuse includes physical abuse, emotional abuse, sexual abuse, exploitation, neglect, and abandonment. Perpetrators include children, other family members, and spouses—as well as staff at nursing homes, assisted living, and other facilities. (National Council on Aging)

One study estimated that only 1 in 14 cases of abuse are reported to authorities.
(National Council on Aging)

Some estimates range as high as 5 million elders who are abused each year.
(National Council on Aging)

If you believe you have identified a victim of elder abuse, contact local law enforcement or the Adult Protective Services Hotline at (800) 451-5155.

Trafficking

National Human Trafficking Hotline: 1-888-373-7888

The health and beauty industry has been identified nationally by the National Human Trafficking Hotline as one of the top industries for labor trafficking.

In 2016, the Polaris Project noted that California had **1,012** reported cases of human trafficking, the highest national average among the States.

If you believe you have identified a victim of human trafficking, contact local law enforcement or the National Human Trafficking Resource Center at 1-888-373-7888.

Building Respect

R=Recognize that everyone is different.
E=Empathize by listening.
S=Self-monitor (think before you speak).
P=Personal space (give a little room).
C=Cheer on others and their success.
T=Treat everyone as an equal.

RESPECT

What it looks like?

RESPECT

What it sounds like?

RESPECT

What it feels like?

RESPECT

What respect means to me?

Contact Information

If you are the victim of abuse, **DON'T BE AFRAID TO GET HELP**. If you need help, call 911 or speak to one of the representatives at the agencies listed below.

Adult Protective Services County Contact Information

Information provided by California counties to help individuals find the appropriate county Adult Protective Services office.

To report abuse, contact your local county APS office:

Website: [www.cdss.ca.gov/inforesources/ County-APS-Offices](http://www.cdss.ca.gov/inforesources/County-APS-Offices)

California Youth Crisis Line

The California Youth Crisis Line (CYCL) operates 24/7 as the statewide emergency response system for youth (ages 12–24) and families in crisis. Professionally trained staff and volunteer counselors respond to 20,000 calls annually with crisis intervention counseling and resource referrals to service providers in the caller's local community. It provides access to more than 5,500 free or low-cost resources for youth and families across California.

Phone: (800) 843-5200

Website: www.calyouth.org

Childhelp National Child Abuse Hotline

The Childhelp National Child Abuse Hotline is dedicated to the prevention of child abuse. Serving the United States and Canada, the hotline is staffed 24/7 with professional crisis counselors who—through interpreters—provide assistance in over 170 languages. The hotline offers crisis intervention, information, and referrals to thousands of emergency, social service, and support resources.

Phone: (800) 4-A-CHILD (22-4453)

Website: www.childhelp.org/hotline

Community United Against Violence (CUAV) (LGBTQ Advocate Group)

Founded in 1979, CUAV works to build the power of LGBTQ (lesbian, gay, bisexual, transgender, and queer) communities to transform violence and oppression.

Mailing address: P.O. Box 1272, Milwaukee, WI 53201

Phone: (414) 559-2123

Website: www.forge-forward.org

FORGE

Offers support and awareness training on sexual violence, domestic violence, dating violence, stalking, or hate violence experienced by transgender people.

Mailing address: P.O. Box 1272, Milwaukee, WI 53201

Phone: (414) 559-2123

Website: www.forge-forward.org

Los Angeles LGBT Center

Provides services for more LGBT people than any other organization in the world, offering programs, services, and global advocacy that span four broad categories: health, social services and housing, culture and education, leadership and advocacy.

Phone: (323) 993-7400

Website: www.lalgbtcenter.org

Loveisrespect.org

Loveisrespect is the ultimate resource to empower youth to prevent and end dating abuse. It is a project of the National Domestic Violence Hotline.

Phone: (866) 331-9474

TTY: (866) 331-8453

Website: www.loveisrespect.org/

Palm Cards: Download wallet-sized cards to connect holders to loveisrespect's services and list the warning signs of abuse. www.loveisrespect.org/resources/download-materials/

National Coalition of Anti-Violence Programs

Works to prevent and respond to all forms of violence against and within lesbian, gay, bisexual, transgender, queer, and HIV-affected communities.

Mailing address: 116 Nassau St., 3rd floor New York, NY 10038

Hotline: (212) 714-1141

Phone: (212) 714-1184

Website: www.avp.org

National Domestic Violence Hotline

Serves victims of domestic abuse and their friends and family. Highly trained, expert advocates are available 24/7 by phone to talk with anyone affected by physical, emotional, verbal, sexual or financial abuse.

Phone: (800) 799-SAFE (7233)

Chat Online: www.thehotline.org

Resources: <https://www.thehotline.org/resources/download-materials/>

National Human Trafficking Hotline

The National Human Trafficking Hotline is a national anti-trafficking hotline serving victims and survivors of human trafficking and the anti-trafficking community in the United States.

Phone: (888) 373-7888

Website: www.humantraffickinghotline.org

Resources: <https://humantraffickinghotline.org/get-involved/outreach-and-awareness>

National Suicide Prevention Lifeline

The Lifeline provides free, and confidential support for people in distress 24/7, and offers prevention and crisis resources.

Phone: (800) 273-TALK (8255)

Phone: (888) 628-9454 (Spanish)

Website: www.suicidepreventionlifeline.org

Resources: <https://www.store.samhsa.gov/>

Professional Beauty Association (PBA)

15825 North 71st Street, Suite 100, Scottsdale, AZ 85254-1521

Website: www.probeauty.org

Phone: (800) 468-2274

PBA Cut It Out Program

Website: www.probeauty.org/cutitout

To order free Cut It Out materials: <https://probeauty.wufoo.com/forms/zhmek8o1t08smd/>

Rape, Abuse & Incest National Network (RAINN)

The nation's largest anti-sexual violence organization.

National Sexual Assault Hotline: (800) 656-HOPE (4673)

Website: <https://hotline.rainn.org>

Chat online: online.rainn.org

Resources: <https://rainn.org/graphics-and-banners>

www.barbercosmo.ca.gov

2420 Del Paso Road, Suite 100, Sacramento CA 94244-2260

(800) 952-5210

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