

Health and Safety

STUDENT EXAM BOOKLET

BarberCosmo, Board of Barbering & Cosmetology

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STUDENT EXAM BOOKLET

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California Board of Barbering and Cosmetology

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BarberCosmo, Board of Barbering & Cosmetology

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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 Board's website.
- Understand the purpose of the Health and Safety course.

Section 2 – Safely Using Chemicals

LEARNING OBJECTIVES

Section 2

Safely Using Chemicals

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.

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

Answer: (fill in the blank)

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

Answer: (fill in the blank)

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

Answer: (fill in the blank)

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

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

Answer: (fill in the blank)

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

Answer: (fill in the blank)

What is dermatitis?

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

Answer: (fill in the blank)

What comprises the central nervous system?

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

Answer: (fill in the blank)

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

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

Answer: (fill in the blank)

The toxic trio can cause multiple health problems. True or False?

Answer: (fill in the blank)

Methyl methacrylate monomer (MMA) can be safely used in nail salons. True or False?

Answer: (fill in the blank)

Smoking increases the harmful effects of other chemicals. True or False?

Answer: (fill in the blank)

CASE STUDY #1

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

Acetone, ethyl acetate, butyl acetate, formaldehyde, ethyl methacrylate, methyl ethyl ketone, toluene, dibutyl phthalate, and xylene.

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

When opening containers, pouring chemicals into smaller containers, and mixing the chemicals or applying the acrylic or nail polish to the nail.

What can you do to protect yourself?

- Buy products that are free from the toxic trio, methyl ethyl ketone, and other harmful chemicals.
- Do not use products that contain MMA.
- Always work in a well-ventilated area.
- Use a vented manicuring table, especially when applying artificial nails.
- Wear gloves.
- Wear a mask that is appropriate for the type of chemical being worked with.
- Wear gloves and long-sleeved shirts to cover arms and hands and prevent acrylic dust from touching the skin.
- Open the windows or doors and place fans next to open doors and windows to pull clean air inside and push chemical fumes outside.
- Keep product containers closed when not in use.
- Do not eat or drink in the work area.

CASE STUDY #2

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

Formaldehyde.

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

When mixing the product, applying the product to the client's hair, and using the hair dryer and flat iron after the product was applied to the client's hair.

What can you do to protect yourself?

- Use formaldehyde-free products.
- Always wear gloves.
- Always work in a well-ventilated area.
- Use personal protective equipment, such as eye goggles.
- Conduct air sampling to determine your formaldehyde exposure.
- Do not eat or drink in the work area.

Section 3 – Safety Data Sheets

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.

Questions for Review

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

Answer: (fill in the blank)

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

Answer: (fill in the blank)

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

Answer: (fill in the blank)

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

Answer: (fill in the blank)

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

Answer: (fill in the blank)

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

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

Answer: (fill in the blank)

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

Answer: (fill in the blank)

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

Answer: (fill in the blank)

Cal/OSHA requires SDSs to state when the revisions were made. True or False?

Answer: (fill in the blank)

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.

CASE STUDY

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

- Eating should not be allowed near a chemical storage area.
- Chemicals should be kept in their original labeled containers so people know what they are.
- Large or heavy containers should not be stored on high shelves.
- Containers should be stored where they will not fall and spill.
- Chemical storage areas should be cool, dark, and well-ventilated.

What suggestions would you make to improve this situation?

- The eating area should be moved to another part of the establishment, away from chemicals.
- If someone knows for sure what is inside the unmarked brown bottles, labels should be put on them. Otherwise, they should be thrown out (using proper disposal methods).
- The big, heavy containers should be moved to lower shelves.

- The upper shelves (with only small, light containers) should have guards to keep containers from falling.
- Install a ventilation system that takes old air out and brings in fresh air.

Questions for Review

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

Answer: (fill in the blank)

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

Answer: (fill in the blank)

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

Answer: (fill in the blank)

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

Answer: (fill in the blank)

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

Answer: (fill in the blank)

What’s Wrong With This Picture?

Possible answers you may have come up with are:

- Food and drink are on the counter while the licensee is working. Do not allow food or drink in the work area, provide a place to eat away from chemicals.
- Licensee is mixing chemicals right next to the client area. Mix chemicals in a separate area that has good ventilation.

- Licensee is mixing chemicals without wearing PPE (gloves, chemical splash goggles, smock/apron). Licensee should wear PPE while mixing chemicals.
- Manicure table doesn't have ventilation. Get a vented manicure table.
- Manicurist is not wearing PPE (safety glasses, gloves, dust mask). Manicurist should wear PPE during services, especially filing.
- Window is closed, cutting down on fresh air in the establishment. Open the window (weather permitting) to increase the amount of fresh air in the room.
- Cotton balls, which may be saturated with chemicals, are on the floor and not disposed of. Dispose of used materials properly.
- Heavy containers are stored on high shelves. Store heavy items on lower shelves.
- Container in the storage area is open, allowing vapors to get in the air. Keep all containers closed when not in use to prevent vapors from escaping.
- There is no fire extinguisher in the establishment. Get the right type of fire extinguisher.

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.

Questions for Review

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

Answer: (fill in the blank)

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

Answer: (fill in the blank)

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

Answer: (fill in the blank)

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

Answer: (fill in the blank)

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

Answer: (fill in the blank)

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

Answer: (fill in the blank)

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 disc can cause a pinched nerve.
- E) A and C

Answer: (fill in the blank)

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.

Answer: (fill in the blank)

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.

CASE STUDY #1

How could you get lice in this situation?

Lice could crawl from the child's head onto your skin or clothing. They could then get into your hair and lay eggs (lice do not jump).

How could you protect yourself?

Do not touch infested clients or their clothing. If you do, wash your hands immediately with soap and water. Properly disinfect any towels, combs, scissors, or other items that touched the client.

What should you say to your client?

"We do not work on clients who have lice. This is a requirement of the California State Board of Barbering and Cosmetology." Recommend that the child have treatment as recommended by a doctor or pharmacist and return when the condition has cleared up.

CASE STUDY #2

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

You could get exposed to herpes simplex 1 or impetigo from various types of sores.

How could you protect yourself?

Do not touch a cold sore or fever blister. Use gloves if you think that you might accidentally touch any open sore. If you use gloves, make sure you do not touch your skin with a contaminated glove.

What should you say to your client?

"We never work on a client who has open sores in the areas where we will be working." Recommend that the client have treatment as recommended by a doctor or pharmacist and return when the condition has cleared up.

Notice that there is a health risk not only to the licensee, but also to the client. A licensee could infect a client by touching the client's open sore. Bacteria from the licensee's hand could get into the sore. Likewise, the licensee might become infected with a disease by touching the sore.

CASE STUDY #3

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

You could get exposed to ringworm. It is seen most often in the warmer months of the year.

What should you say to your client?

"We don't work on clients who have infectious diseases. I think that you may have ringworm." Recommend that the client have treatment as recommended by a doctor or pharmacist and return when the condition has cleared up.

What should you do to protect yourself after the client leaves? Disinfect everything that came into contact with the client; for example, tools, the chair, and the drape used to cover the client. Wash your hands with soap and water.

CASE STUDY #4

How could you get a cold from this client?

You might get infected if he sneezes or coughs on or around you. He might also pass along the cold virus if he touches you or touches any item in your work area that you touch also.

How could you protect yourself?

You could refuse to work on him that day. Or, if you decide to let him come in, he should agree to wear a mask to protect you and other staff and clients. Wash your hands and disinfect any item he touches.

What should you say to your client?

“We do not work on sick clients. Would you like to reschedule?” Or, if you decide to allow him to keep his appointment, thank him for wearing a mask so that you and other people don’t get the cold.

Questions for Review

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

Answer: (fill in the blank)

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

Answer: (fill in the blank)

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

Answer: (fill in the blank)

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

Answer: (fill in the blank)

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

Answer: (fill in the blank)

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

Answer: (fill in the blank)

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

Answer: (fill in the blank)

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

Answer: (fill in the blank)

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.

Questions for Review

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

Answer: (fill in the blank)

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

Answer: (fill in the blank)

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.

Answer: (fill in the blank)

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.

Answer:

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

Answer: (fill in the blank)

CASE STUDY #1

Which agency could you turn to for help? What can that agency do?

The California State Board of Barbering and Cosmetology.

Disinfection is required by Board regulations. If workers are unaware of proper disinfecting techniques, you can go to the Board's website to view these regulations. The owner and the licensees are all responsible for making sure proper disinfection occurs.

If you share this information with your co-workers and the owner, but there is still a problem, you can file a complaint with the Board. All complaints must be submitted in writing either electronically through the Board's website or by U.S. mail, using a consumer complaint form or other written document. The Enforcement Unit gives priority to complaints where the client has been harmed. The Enforcement Unit will respond to your complaint more quickly if you can include the name, address, and phone number of someone who has been harmed as a direct result of the lack of disinfection. You may even want to get the person who was harmed to file a complaint. Even if no harm has occurred to a consumer, the Board will have an inspector visit the establishment and check on the complaint.

CASE STUDY #2

Which agency could you turn to for help? What can that agency do?

The U.S. Food and Drug Administration (FDA).

The FDA is responsible for regulating cosmetics. Although they do not routinely test products for safety, they do take consumer complaints and keep records of them. The FDA can tell you whether they have received complaints about the particular product you are investigating.

It is also important to tell the FDA what problems you have experienced using that product. If they receive many complaints about a particular product, they may decide to conduct safety tests.

In addition, you should see whether your establishment has a Safety Data Sheet (SDS) on file for the product you are concerned about. The SDS should have information on ingredients and health effects.

CASE STUDY #3

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

The Cal/OSHA Form 300.

If you work in an establishment with more than 10 employees, Cal/OSHA requires your employer to keep a record of all work-related injuries and illnesses. This record is called Form 300. You have the right to see this log any time you ask for it. A summary of the information on the log must be posted in the establishment. By looking at the Form 300, you can find out if any of your co-workers have reported asthma or other illnesses. You have the right to see Form 300s for the last five years.

Unfortunately, many employers are not aware of this law and may not be keeping a log. Or the log may be incomplete because many employees don't know that they should report all work-related injuries and illnesses. It is possible that some employees don't report their symptoms because they don't realize their problem is work-related. Employers with 10 or fewer employees are not required to keep a log.

What is another way you could find out?

You can talk to your co-workers to see if they have ever had similar symptoms. You might even want to conduct a written survey. We will discuss surveys in a future class.

CASE STUDY #4

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

Under the Cal/OSHA Hazard Communication standard, your employer is required to obtain an information sheet from the supplier or manufacturer of every chemical product used in the workplace. These are called SDSs. Your employer must make them available for you to see and copy on request.

Each SDS should list the ingredients in the product and give the concentration (amount) of each ingredient considered hazardous. The SDS should also describe the short- and long-term health effects and symptoms of overexposure. It should explain how to work with the product safely, how to protect yourself, and emergency procedures to follow in case of a spill or accident. This information can help answer your questions.

Unfortunately, many employers have not obtained SDSs and even if they have, the information may be incomplete. If you can't get enough information from the SDS, look up the ingredients in a chemical reference book, the Internet, or contact health and safety resource groups that offer information and advice.

CASE STUDY #5

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

Let your employer know that, by law, you should be given the SDS when you ask for it. In many cases, employers do not know their legal responsibilities.

Which agency could you turn to for help?

Cal/OSHA.

If your employer has the SDS but refuses to give it to you, you can file a complaint with Cal/OSHA. When filling out the complaint form, be as specific and detailed as possible. You should sign the form, but if you request to remain anonymous, Cal/OSHA is not allowed to tell anyone your name. Cal/OSHA will send an inspector to your workplace. The inspector can direct your employer to give you the SDS. The inspector may also check the workplace to make sure other health and safety regulations are being followed. In some cases, the employer has requested an SDS, but the supplier or manufacturer has not provided one. In this case, you or your employer can contact Cal/OSHA for help. For information on the complaint process, visit www.dir.ca.gov/dosh/Complaint.htm.

CASE STUDY #6

Under the law, where can you get this information?

Ask to see your employer's written plan for preventing injuries and illnesses on the job. Cal/OSHA standards require all employers in California to have an Injury and Illness Prevention Program (IIPP). This program must be in writing and available to all employees.

What does your employer's plan have to include?

Your employer 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.

The employer's written plan should explain how it will do all these things. Asking to see the plan is only a first step. You might also want to know how the plan is actually working. Are hazards being identified and corrected? Is there a training program? Employees should monitor their employer's IIPP.

Cal/OSHA encourages employers to set up employee/management health and safety committees to help oversee these programs. These committees can review the results of workplace inspections and accident investigations, check up on any health and safety complaints, and suggest solutions.

Whether or not you have a health and safety committee, make sure that the employer's IIPP is more than just words on paper. It should actually help prevent injuries and illnesses.

CASE STUDY #7

Which agency can you turn to for help? What help can you get there?

The Cal/OSHA Consultation Service.

This office provides free advice to employers on how to identify and correct hazards. Employers can call Cal/OSHA Consultation Service without fear that they will be cited or fined, since this service is completely separate from the unit that investigates complaints, enforces standards, and issues citations.

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.

CASE STUDY #1

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

- Hazard #1: Poor ventilation, no air circulation
- Hazard #2: No gloves to use when handling chemicals

Why did you choose these two particular hazards?

- Hazard #1: Poor ventilation
 - According to the health survey, most people have health problems that could be related to breathing in hazardous chemicals (headaches, shortness of breath).
 - The inspection found that there is no ventilation system and there is a chemical smell in the air.
 - Exposure to hazardous chemicals in the air and poor air quality are very serious health hazards.
- Hazard #2: No gloves to use when handling chemicals
 - According to the health survey, many people have skin rashes that could be related to contact with chemicals.
 - The inspection found that no protective gloves are available.
 - Gloves are inexpensive and easy to get.

How could you get more information about these hazards? For both Hazard #1 and #2:

- Check the labels on products often used in the workplace to look for lists of ingredients and any hazard warnings.
- Read the Safety Data Sheets (SDSs) to see whether any of the products cause health problems when breathed in or made skin contact. Also, check whether the SDS recommends ventilation and gloves.
- Consult pertinent websites about health hazards.
- Contact resource groups for additional information on the products.

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

- Hazard #1: Poor ventilation
 - Short-term goals:
 - ◇ For immediate results, open windows and doors to improve air circulation
 - ◇ If possible, stagger the times when chemical processes are done to reduce chemicals in the air. This means that Kool Kuts will not do perms, hair straightening, manicures, and hair coloring at the same time in the same area.
 - Long-term goals:
 - ◇ ~ Install a good ventilation system
 - ◇ ~ Install a vented manicure table
 - ◇ ~ Find chemicals to use that are not so hazardous when breathed in
- Hazard #2: No gloves to use when handling chemicals
 - Short-term goal:

- ◇ Purchase protective gloves for people to use when they work with chemical products
- Long-term goal:
- ◇ Find chemicals to use that are not so irritating to the skin

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

- Involve your co-workers at Kool Kuts. Find out what they think about the hazards, tell them what you have found out, and get their support.
- Document the problems you found and gather all your records together.
- Find out what steps have already been taken by asking the establishment owner if anything is being done.
- Decide how to get changes made. With your co-workers, decide what needs to be done and how to make it happen. Try to get everyone to agree on the plan.
- Set a time limit. Include a schedule to show when you want different hazards to be corrected.

After these steps, you would want to present your plan in a meeting of the whole staff, including the establishment owner.

At a meeting with everyone present, you ask for these improvements:

- A vented manicure table
- Gloves for workers to use when handling chemicals
- More information about product ingredients

What obstacles are there to getting changes made?

- The establishment owner is unwilling to make the changes. She doesn't believe the problem is real and doesn't want to spend money.
- Your co-workers are unwilling to wear gloves.
- No additional information on chemicals seems to be available.

What would you say to the establishment owner when she claims she doesn't have more information about product ingredients?

- Remind her that all manufacturers must prepare an SDS for each product they sell.
- Explain that employers are legally required to get SDSs for products they use and to show them to all employees who ask.

How could you convince the establishment owner that people's health problems might be 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 (breathing trouble, skin rashes).

- Do some research on the chemicals used in the different processes to see if they can cause the particular health problems that people have.

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

- Explain that the cost of ignoring a problem may be higher than the cost of correcting it. The establishment could lose money if licensees are out sick, if they quit, or if they can't see as many clients because of health problems.
- Tell her she may end up spending more money on workers' compensation than she would to fix the problem.
- Mention that clients have also complained about strong chemical odors. Improving the air quality will result in more satisfied clients.
- Point out that Cal/OSHA may require her to fix the problems anyway if someone files a complaint.

What would you say to your co-workers who don't want to wear gloves?

- Tell them about the health problems they might face if they don't protect themselves.
- Ask safety suppliers for samples of different kinds of protective gloves. Have everyone try them out and see if you can find gloves that are comfortable, fit well, and that people like to wear.

Questions for Review

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

Answer: (fill in the blank)

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?

Answer: (fill in the blank)

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

Answer: (fill in the blank)

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

Answer: (fill in the blank)

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.

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.

Answer: (fill in the blank)

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 fair living.

Answer: (fill in the blank)

To understand all of my tax obligations I should contact:

- A) Department of Industrial Relations
- B) Labor Commissioner’s Office
- C) Internal Revenue Service

Answer: (fill in the blank)

Section 10 – Physical and Sexual Abuse Awareness

LEARNING OBJECTIVES

Section 10

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.

CASE STUDY #1

Based on what you have observed, how might you initiate a conversation regarding the noted injuries?

You may choose to start the conversation by saying, “I couldn’t help but notice you have some bruising around the back of your neck, and on your last visit, I noticed bruising on your arm. I am worried about you. Is everything all right?”

If Jennifer confides in you that some type of abuse is currently occurring, how might you provide her with support?

Remind Jennifer that it is not her fault and she does not deserve to be abused. Be supportive and patient. Encourage her to document any threatening text messages, voicemails, and social media posts. Most importantly, encourage Jennifer to call the National Domestic Violence Hotline.

What are some things you should NOT say to Jennifer if she is in fact experiencing abuse?

You should not tell Jennifer you know how she feels. You should not counsel Jennifer, as you are not a medical professional. You should not make judgmental statements, such as “I can’t believe you haven’t already left that jerk” or “You need to leave him!”

CASE STUDY #2

What might you say to show you support her and her decision not to discuss the circumstances surrounding her injury?

Maureen, I respect your privacy, but if you ever would like to talk or need any help, please give me a call. I am always here to listen.

CASE STUDY #3

Since Lisa is a new client and you do not have a relationship built with her, how should you handle this situation?

If Lisa still will not discuss how she obtained the injury, do not assume that there is domestic abuse rather have brochures and the hotline information available within the treatment room and other public areas of your workspace.

Do not be a therapist—work within your scope of practice. If Lisa does open up and becomes emotional on the treatment table, have the resources ready to refer to and pass on to her. DO not call the hotline for her. Provide her with the resources so that she can make the decision on her own to call or not call.

CASE STUDY #4

What should you do? How would you handle this situation?

You can express your concern to Meg but do not get drawn into any sort of drama between her and the partner. Remember empathy is different than sympathy. Direct Meg to the resources that are available to her. Let her know that you saw the interaction in the parking lot and that you are concerned for her safety. Always maintain your safety, do not interact with the partner or get into the middle of a fight between the partner and Meg. If a social relationship exists outside of school, rethink the amount of interaction you are having with Meg and her partner.

Should you make the class instructor aware of what you saw?

Ask Meg for her permission to talk to the instructor or other trusted professional. If safety is a concern (the partner is at the school every day) it must be reported to school management. If she consents, bring her with you when you speak with the instructor.

Questions for Review

Domestic violence only occurs in older, economically challenged neighborhoods. True or False?

Answer:

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.

Answer: (fill in the blank)

CASE STUDY #5

What would you say to Mr. Jones to make sure he is ok?

Mr. Jones, you don't seem quite yourself—is everything ok? Is your arm hurt? I am worried about you. Is there someone I can call for you to let them know you are hurt?

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?

Mr. Jones, you do not deserve to be abused. I would like to help by contacting Adult Protective services (APs), so they can provide you with some assistance.

After Mr. Jones leaves the establishment, who might you contact to discuss what you have just been told and observed?

Contact your local county APS office at: www.cdss.ca.gov/inforesources/county-Aps-offices.

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?

Answer: (fill in the blank)

Adult protective service agencies assist:

- A) Elderly adults (65 years and older) and dependent adults (18–64 who are disabled), when these adults are unable to meet their own needs or are victims of abuse, neglect, or exploitation.
- B) Elderly adults (55 years and older) and the sick and infirm.
- C) Parents who are experiencing threats or violence from their children.

Answer: (fill in the blank)

Name three warning signs that elder abuse may be occurring.

Answer: (fill in the blank)

The two most severe forms of human trafficking are sex and labor trafficking. True or False?

Answer: (fill in the blank)

Provide two questions to ask a potential trafficked victim to help determine if they need assistance.

Answer: (fill in the blank)

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

Answer: (fill in the blank)

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