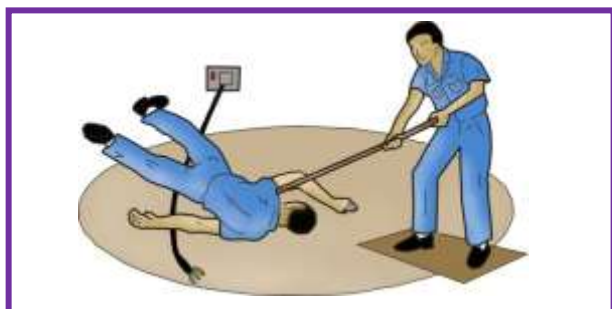




**BTEP Certificate  
Distance Learning Materials**

# Salon Safety



# Maintain a Safe, Secure and Hygienic Salon

## Course Team

Writers:	Christine Muraya Alison Mead Richardson
Peer Reviewer:	Laura Sibanda
Course Coordinator:	Joanna Collymore
Instructional Design Editor:	Jan Deurwaarder
Distance Education Adviser:	Alison Mead Richardson
Illustrator:	Lebogang Thompson
Desktop Publisher:	Antony Okuku



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# Maintain a Safe, Secure and Hygienic Salon

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Introduction to Hygiene

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## Maintain a safe, secure and hygienic salon

Welcome to this BTEP unit called 'Maintain a safe, secure and hygienic salon' which is all about ensuring that your workplace is a safe, secure and hygienic place to work. Whatever the type of business, the law says that every workplace must be a healthy and safe place. This is important not just for the people who work there but also for any visitors or clients.

This is extremely important in the salon, since we use products and equipment that could harm both employees and clients. It is critical that salon managers and staff understand the safety, security and hygiene issues and procedures in the salon, and implement them.

What do these terms mean? The unit starts in Topic 1 with the very important topic of hygiene – both in terms of personal hygiene but also the hygienic practices which salon staff must follow to make their workplace clean for themselves and their clients.

**potential**  
possibility or likely  
to happen

Topic 2 looks at the many **potential** hazards in a salon which could possibly hurt the people working or visiting there. For example, electrical equipment, sharp scissors and blades, chemicals and different liquids could all cause people to get hurt. The safety aspect of this unit is about procedures which you must follow and potential dangers which you must understand to make sure that clients and co-workers are kept safe.

Salon security is covered in Topic 3. It is about the safekeeping of the personal possessions of the people who work in, or visit, the salon. It is also about the security of the equipment and other resources belonging to the salon owner.

Finally, in Topic 4, we find out that fires and accidents can happen at any time in any salon. But by following procedures and knowing what to do in the event of a fire or accident, salon staff can minimise the danger and damage to property.

We hope you will enjoy this unit as it will help you to create a hygienic, safe and secure working environment in a hairdressing or beauty therapy salon.

## Learning outcomes of the unit

There are 3 learning outcomes for this unit:

- LO1 Explain reasons for maintaining a safe, secure and hygienic salon
- LO2 Describe procedures for fire evacuation and accidents within the salon
- LO3 Demonstrate procedures to maintain a safe, secure and hygienic salon

### competency

an ability to do something especially measured against a standard

### evacuation

removal of people from a dangerous or potentially dangerous place to somewhere safe

These are the **competencies** which you are expected to demonstrate in order to successfully complete this unit. This means that by the time you have finished, you should be able to explain the reasons why it is important to keep the salon safe, secure and hygienic. You should also be able to describe the procedure for **evacuation** in case of fire in the salon and explain what to do if there is an accident in the salon. For the practical element of this unit you will have to demonstrate the procedures necessary to keep the salon safe, secure and hygienic.

## What is in this module?

There are 4 topics in this one module covering the complete BTEP unit:

- Topic 1 Hygiene
- Topic 2 Safety
- Topic 3 Security
- Topic 4 Fire

This might seem a lot to cover and that is true. If you give yourself enough time to study and make use of the support available to you, you will successfully complete the unit.

## How will I learn?

Most of your learning will be done from this printed module. But safety and hygiene are practical elements of working in a salon so there will also be a practical session. In this module, we will introduce you to 2 people who will help you to understand what you need to know about keeping the salon safe, secure and hygienic.



*Mma Dintwe is the manager at Laurali's Hair & Beauty Salon. Masego is a junior assistant who has just started work in the salon. The salon is owned by Rra Mututwa, a businessman.*



As you work through this module you will meet Masego and Mma Dintwe and read about their work in Laurali's Salon. They will introduce you to all the things you need to know about to maintain a safe, secure and hygienic salon.

## Icons used in this Module

Throughout the module you will find small pictures – or icons – in the margin which help you to find your way through the material.



When you see the pen icon, you know that there is a question for you to think about and answer. You should write your answer in the space provided. You will find the answer to the question in the text immediately after the question.



When there is a 'chat' between Mma Dintwe and Masego – you will see the speech bubbles icon.



The magnifying glass indicates a longer activity for you to complete. This is a self-marked activity and you will find the answers to these at the end of each topic.



After each activity, we give you feedback to help you understand the importance of the activity. We use this icon to indicate feedback.

## How long will it take to complete the unit?

This unit is worth half a credit in BTEP terms, this means it should take you about 20 hours to study. We think you should be able to study for at least 2 hours a week, so the unit should only take you 10 – 12 weeks.

## How will I be assessed?

There are three types of assessment for this unit.

### Self-marked activities

Throughout the unit there are exercises for you to do – we call these self-marked activities. These include completing tables, identifying true and false statements and answering questions. Sometimes you will be asked to give advice to either Masego or Mma Dintwe on a particular situation.

It is very important that you do these self-marked activities because they will help you to check your progress as you go along and find out if you have understood the topic. There is a self-marked activity in each section and at the end of each topic. You will find the answers to these activities at the end of the topic. It is important that you check your work against our answers. If you get an answer wrong or do not understand the question or the answer, you need to find out what went wrong. Make sure that you understand everything well. If you have a problem you can always discuss it with your Tutor or other learners.

### Tutor Marked Assignments (TMAs)

This module has 2 TMAs which you will submit to your Tutor for marking. You will receive feedback on each one which will help you to be well prepared for the final or summative assessment. Deadlines for these will be:

- TMA 1 Week 4 Covers Topics 1 & 2
- TMA 2 Week 8 Covers Topics 3 & 4

The purpose of these assignments is for you to get feedback from your Tutor and guidance on how well you are progressing with your learning. Your Tutor will help you to identify areas where you need to study more.

### Unit Assessments

These are the final assessments upon which your competence for this unit will be judged. Unit assessments will take place twice during the course and you must come to the college to complete them. The actual dates will be given to you by your Tutor but the assessments will be according to this schedule:

- UA 1 Week 5 Covers Topics 1 – 2
- UA 2 Week 10 Covers Topics 3 – 4

You must make sure that you have completed your study of the appropriate topics in time to successfully complete the assessment. Remember - If you do not understand, ask for help! It is your own responsibility to ensure you have understood everything well.

## Topic 1 Hygiene

Hygiene is just another word for cleanliness and we are all aware of the importance of keeping things clean. You will already know how important it is to keep places like the kitchen and bathroom very clean if people are to remain healthy. This is especially important in the salon because of the nature of the treatments that you carry out for clients.

**responsibility**

a duty

**infection**

occurs when disease-causing bacteria enter the tissues of the body

It is the **responsibility** of everyone working in the salon to prevent the possible spread of **infection** or disease by using basic hygienic practices. The most important way to do this is to keep yourself and everything in the salon clean. It is also your responsibility to make sure your working environment will not have a negative impact on your health or the health of your co-workers and most especially your clients.

In this topic, you will learn about the different types of infection and how they are caused. Most importantly you will be introduced to the hygiene practices which you must follow in the salon in order to avoid infection. We will describe the different equipment that we use to keep your professional tools clean. We will focus on both hygiene in the salon and personal hygiene. For personal hygiene, we will consider hygiene practices for hair, skin, clothes, hands and feet. You will read more about Masego and how she learns to keep the salon and herself clean and hygienic.

Remember to think about the salon as you read the guide. You must try to relate everything you read to what actually needs to happen in the salon. This is not a theoretical unit! It is very practical and what is most important is how you apply the new knowledge that you gain from this unit.

### What is in this topic?

In this topic there are 2 sections:

Section 1 Salon hygiene

Section 2 Personal health and hygiene

### Study Time

It will take you between 3 and 5 hours to complete this topic if you complete all the activities. Do not worry if it takes you longer than this as we do not all work at the same pace.

## Section 1 Salon Hygiene

### germs

disease - causing  
bacteria and viruses

Every day, many clients and staff enter the salon and they bring with them billions of **germs**. There are 3 main types of germs – fungi, viruses and bacteria and you will learn about these in this section. Many of these germs are harmless but others can cause infection – to you, your co-workers or your clients. We all have a duty to prevent the spread of infections and infestations in the salon and the beauty clinic.

In this section you will learn all about hygiene in the salon. We will introduce you to common infections and how to identify them. You will learn how to keep your equipment and tools clean; how to dispose of waste correctly and all about salon ventilation.

### Learning Objectives

By the end of this section you will be able to:

- describe procedures to provide a hygienic salon environment for staff, clients and equipment
- describe possible infectious conditions which you might see in the salon
- explain 3 levels of decontamination to prevent cross infection
- explain how to correctly handle the disposal of waste in the salon
- demonstrate and maintain hygienic work practices in the salon

### infectious

an infectious  
disease is one which  
can be passed from  
one person to  
another



### Infections and Infestations

At the beginning of this topic, you learned what an infection is – do you remember? Write down your description of ‘infection’ here.

### pathogens

harmful micro-  
organisms which  
cause infection

Infections are caused when harmful bacteria and other micro-organisms enter the body. We all carry lots of bacteria and micro-organisms in our bodies – some are helpful to the body and others are harmful. The harmful ones we call **pathogens** and these cause infection.

When the body becomes aware of an infection it tries to protect itself. It does this by increasing the flow of blood to the area which makes it look red and inflamed. The red blood cells help to clot and prevent bleeding if there is a wound and the white blood cells attack the bacteria and destroy it. This often forms pus. You will know this from seeing spots on your face. If a pore on your skin gets infected, it goes red and raises up and pus forms. Sometimes the skin is itchy and flakes off. These are all

signs of infection and as a hairdresser or beauty therapist it is important that you recognise these signs of infection and be very careful. As a general rule, you should not carry out any treatment or procedure when there are signs of infection.

**infestation**

a condition where animal parasites invade and live off a host

There are many different kinds of micro-organisms, causing different kinds of infections – many of which we cannot see. We'll learn more about the different types later.

**parasite**

a plant or animal that lives off another

### Infestation and parasites

An **infestation** is a condition where animal parasites invade and live off a host. A **parasite** needs living matter to grow. We might describe a dog with fleas as having an infestation. The fleas are parasites as they live off the blood of the dog (the host.) It sounds horrible but people can also get parasites and suffer from infestations. Do you know of any human infestations? Write down your idea here.



You may have written head lice. These small insects infest the hair follicles on the head. They often get into the hair of children and are spread by the close contact between children at school. They are quite nasty! Scabies or itch mites are also infestations and can be found in the hair follicles of the skin. Often the only sign of an infestation is the person is scratching a lot and you have to look very closely at the head or skin to see the parasites.

Infections and infestations can be caused and spread by many things:

- the close contact that you have with your clients
- dirty and infected tools
- the warm, damp air in the salon or beauty clinic

These factors all provide exactly the right conditions for the spread of infection unless special attention is given to salon hygiene.

### General salon hygiene

It is important that you relate the things you learn in this unit to your work in the salon. To help you do this, you can read about Laurali's salon and see how Masego is learning about salon hygiene.



*Mma Dintwe watches Masego as she is combing out the hair of a young girl. The hair is quite long and the comb keeps sticking. Mma Dintwe is horrified when Masego drops the comb on the floor, picks it up and carries on combing. Mma Dintwe asks the customer to excuse Masego for a moment. They go to the back room.*

*Mma Dintwe : Masego, I think we have a problem here, you?*

*Masego : What is the problem, mma?*

*Mma Dintwe : I've noticed that you keep dropping your comb.*

*Masego : Ee mma, I do. That' child's hair is so knotted that I cannot get the comb through it. I'd like to cut it all off! I keep getting stuck on a knot and when I pull hard the comb just flies on to the floor. It's a real pain to have to keep bending over to pick it up!*

*Mma Dintwe: But, Masego, I think you are forgetting something aren't you?*

*Masego looks puzzled*

*Mma Dintwe: I am sure you have been taught that you must never pick up a comb from the floor and continue to use it on a client. It is very important to put it in the steriliser and get a clean one. You must do this EVERY time you drop the comb. But it would be better to comb more gently. That way, you will not hurt your client and you are less likely to drop the comb.*

*Masego: Ee mma, you are right. I have learned how to use the disinfectant jar but I thought because this client is only a young girl that it doesn't matter – kids are always playing on the floor anyway.*

*Mma Dintwe: Masego, you must understand that ALL clients are important and infection can be caused in anyone. Please do not forget again.*



Do you understand why Mma Dintwe was concerned? Infection can be spread quite easily in the salon because germs and bacteria are everywhere – but especially on the floor where everyone walks. It is also not very professional of Masego if she thinks that younger clients do not need to be treated with the same care as adults. You will find out more about how to sterilise tools soon. Now we will learn more about the causes of infection and what we mean by cross-infection.

**contamination**

passing of infection from one person to another or through an unclean object.



## Causes of infection

Infection can occur in two different ways – by direct or indirect **contamination**.

Direct contamination is when infection passes straight from one person to another. Can you think of some examples? Write in this space.

Direct contamination can be caused by touching the skin, sneezing, breathing and coughing.

Indirect contamination the infection passes from one person to another through unclean objects. Can you think of some examples?



Used towels, soiled linen, dirty tools and wet floors are things found in the salon that can cause indirect contamination if not kept clean.

## Disease causing micro-organisms

We all carry micro-organisms in our bodies, our hair and on our skin. Most of these micro-organisms are harmless. Those that are harmful to us are called pathogens which are types of bacteria, viruses and fungi. Let us look at what each of these terms mean and how they are different.

### Fungi

Fungi are plant forms which are made up of a mass of tiny threads and are parasites on the human body. Fungal diseases of the skin feed off the waste products of the skin and grow well in warm, damp places like between the toes. Fungi cause athlete's foot (tinea pedis) to grow on the feet. It causes red blisters on the feet which burst and then the skin goes dry and scaly. Ringworm (tinea corporis) is also caused by fungi. It causes red patches on the abdomen, limbs and face which spread outwards and then heal from the centre, leaving a ring. There is also a version of ringworm which affects the fingernails, causing the nail to become yellow/grey. It becomes weak and separates from the nail bed.

**bacteria**

minute, single celled organism

### Bacteria

There are hundreds of different types of bacteria. They are present almost everywhere around us, in the air, in soil, in water and on most

surfaces including the surface of the skin. Most bacteria are harmless or non-disease producing. You learned earlier that some bacteria cause disease and are called pathogens.

**impetigo**

contagious infection of the skin which causes blisters to form into yellow-brown scabs

Bacterial infections you need to look out for include:

Impetigo – red, itchy patches on the skin – usually the face. The patches blister and form crusts.

Conjunctivitis – the skin around the eyes is red and itchy. This is very infectious and is easily spread via towels. The eye will be very sore and inflamed and pus may form.

**virus**

minute, single celled organism

**Viruses**

Viruses are different from bacteria as they penetrate into the cells of the body to survive while bacteria can live on their own. Viruses are considered to be parasites as they need living tissue to survive. Viruses invade healthy cells and grow inside the cell. Then the cell wall breaks down and the infection spreads. They survive only in living cells and so cannot live for very long outside the human body. Viral disease cannot be treated with antibiotics. Do you know any examples of a virus? Write down your ideas here.



We are sure you have all written down HIV – human immunodeficiency virus – which is the virus which causes AIDS. But viruses cause many other diseases such as colds and flu, measles, mumps, rabies and smallpox. You have probably suffered from some of these viruses as a child.

Examples of viruses which you may see in your salon include:

Herpes simplex (cold sores) – red, itchy, crusty patches on the lips

Herpes zoster (shingles) red, itchy, crusty patches on the abdomen – the virus attacks the sensory nerve endings and the red patches lie along the line of these.

Verrucae or warts – vary in size, shape and texture but are usually small, round-ish, raised ‘bumps’ on the skin. Warts are found on the face or hands, verrucae on the feet.

Here is a table which will help you to remember the different types of infection commonly seen in a salon, what it looks like and how it is caused.

Infection	looks like	area of body	cause
athlete's foot	red blisters that burst and go dry and scaly	feet	fungi
ringworm	red patches which spread outwards, then heal from the centre leaving a ring	abdomen, limbs and face	fungi
impetigo	red, itchy patches which blister and form crusts	face	bacteria
conjunctivitis	skin around the eye is red and itchy	eyes	bacteria
herpes simplex (cold sores)	small red, itchy, crusty patches	lips	virus
herpes zoster (shingles)	red, itchy, crusty patches along the lines of sensory nerve endings	abdomen	virus
verrucae or warts	small, raised, scaly bumps	hands and feet, sometimes the knees	virus

Now it is time to test your knowledge of these different types of infection. Try Activity 1.



## Activity 1

1. What is an infestation? Give 2 examples.
2. What is an infection? Give 2 examples
3. What is a parasite? Give 2 examples
4. Give 2 different ways that infection can be caused with 3 examples of each.
5. What is a fungus? Give 2 examples of infections caused by fungi.
6. What are bacteria? Give 2 examples of infections caused by bacteria.



## Feedback

*There has been quite a lot to learn so far in this topic but we think you should be able to answer these questions if you have studied carefully. It is very important that you understand the causes of different infections and know where on the body they might be found and how to recognise them.*

## How to prevent cross-infection

Cross-infection means that infection is given to one person either from tools or from another person. So if you go to a wedding with a cold and you cough and sneeze the whole day you are in danger of cross-infecting the other people at the wedding. Or if there are bacteria on the end of a pencil and you put that pencil in your mouth, you could pick up an infection from the pencil.

### decontamination

to remove chemical or biological impurities from an object, surface or person

It is vital that the hairdresser and beauty therapist takes great care to prevent cross infection. There are many ways to make sure that you and your work environment is clean and germ free. The general word we use for this is cleaning – but the correct word is **decontamination**. We de-contaminate the tools or the workplace.

There are three main ways to decontaminate or clean things in the salon:

- Sanitising
- Disinfecting
- Sterilising

Let's find out more about each method.

### sanitation

process that significantly reduces the number of bacteria found on a surface

## Sanitation

This is the lowest level of decontamination or cleaning. It is done by wiping, washing, sweeping or dusting to reduce the amount of germs and bacteria on tools and surfaces. Before disinfection or sterilisation, it is essential to first sanitise tools, surfaces and equipment by the appropriate method.

### pathogen

micro-organism that can cause disease

Sanitised tools and surfaces will still have **pathogens** or other organisms on them. Washing your hands is a form of sanitising. You may think that if you wash your hands with soap and hot water that they are clean. Indeed they are 'clean' but they will probably still have micro-organisms on them either from the tap or the towel that you dried them on. To remove such organisms you would have to go to the next level of decontamination. Having said that, hand-washing is one of the most important actions which anyone can take to prevent getting infected themselves and from causing infection in others. But beware! You should avoid the use of bar soaps in the salon as bacteria can even grow on these! It is safer to use the liquid soap which comes in a pump-action bottle.

Here's Masego and Mma Dintwe again.





The salon is quiet – they are waiting for another client to arrive. Masego is cleaning the hairbrushes. She is singing along to a tune playing on the radio. She combs the hair out of the brushes and drops it in the waste basket. She then puts each brush into a bowl of warm soapy water. Mma Dintwe decides to check how much she has learned about decontamination.



**Mma Dintwe:** Masego, what are you doing?

**Masego:** I'm cleaning these brushes mma. We have just learned how important this is at college. They call it sanitisation. It's a fancy word but it just means making sure that everything is very clean. Like wiping the basins or sweeping the floor – I do those things all the time.



**Mma Dintwe:** Are you sure that is the term they use for cleaning the brushes like that?

**Masego:** Ee mma, I'm sure. We have to sanitise everything before we can clean them properly with the other methods. We're learning about those next week. I know it's important to keep everything clean so we don't cause, err ... what was it? I know, cross-infections!

**Mma Dintwe:** That's very good Masego. I can see that you have been paying attention at your college evening classes. Keep it up and you will soon be qualified.

So when you wipe a work surface, wash your hands or sweep the floor – don't think you are making it 'clean' you are only preparing it for the next level of decontamination. But remember what Masego said, sanitisation is an important first stage in the process of decontamination in order to prevent cross-infection.

### disinfection

chemical form of cleaning which kills some germs

## Disinfection

This is the next level of decontamination. This is a chemical process that will kill most of the germs if correctly carried out but will not necessarily kill them all. A good quality disinfectant will be effective and fast acting against most pathogenic bacteria. It is the most used form of decontamination in the salon.

## Using disinfectants

Disinfectants are chemicals which destroy most (not all) bacteria and some viruses. Surfaces, trolleys and equipment should always be wiped over with a disinfectant solution; this reduces the growth of germs and

bacteria present. Any item which is used on a client should be disinfected after use or thrown away (if it is **disposable**). Items which cannot be disinfected – such as orange sticks – should be thrown away.

### What are disinfectants?

Disinfectants are usually alcohol or bleach based. You must be very careful how you use them because if they are used incorrectly, then they do not work. All disinfectants come with instructions for their use and these should be followed carefully. Disinfectants must never be used on human skin, hair or nails. You can also use methylated spirits as a disinfectant, especially for basins and metal tools.

**antiseptic**  
solution used on the skin to prevent wounds from becoming septic

**septic**  
full of pus or generating pus

An **antiseptic** is a chemical that inhibits the growth of bacteria. It is a milder form of disinfectant which can be used on the skin to prevent wounds from becoming **septic**.

### Disinfecting tools and equipment

Most tools and equipment you use in the salon can be disinfected. Here is a table which will help you to understand how different things are disinfected.

Tool	Method	Special Points
brushes and combs	place in disinfectant jar	pre-clean by removing loose hair
nippers, scissors, small tools	place in disinfectant jar	make sure they are completely covered in disinfectant solution and left in for the time stated on the disinfectant
towels	machine wash at high temperature	use once – on one client only – then wash
electrical equipment like clippers and tongs	wipe or spray with approved disinfectant spray	NEVER get electrical equipment wet.
work surfaces	wipe with a clean cloth and disinfectant	before and after every client

It is important to make sure the tools are completely covered in disinfectant solution. Obviously, electrical equipment cannot be covered in a disinfectant solution or it would blow up!!! The disinfectant should be changed for each client.



*Mma Dintwe watches Masego as she is carrying out a manicure treatment for one of the salon's best clients – Mma Selema. By accident, the client kicks the leg of the manicure station and knocks into it quite heavily. Some manicure tools fall on the floor.*

*Mma Selema : Ijoo... what have I done, I am very sorry.*

*Masego: Oh gosiame ... don't worry Mma Selema, it was an accident. Are you hurt?*

*Mma Selema : No, I'm fine, thank you Masego, but what about your things? Can I help you to pick them up?*

*Masego: Well, I'm glad that you are ok – that is the important thing. Thank you for offering but I must pick up these things myself. I have to put the nippers and tweezers in the steriliser now and get some clean ones. I must also throw away these emery boards and orange sticks as they can no longer be used if they have been on the floor. Please excuse me; I won't keep you a moment.*



*Mma Selema : Tanki Masego – it is good to know that you pay attention to those things and keep everything very clean.*

*Masego quickly picks up the dropped tools and walks away. Mma Dintwe Crosses the salon to speak to the client and makes a note to congratulate Masego for the way she handled the situation. Mma Dintwe watches Masego at the disinfecting station. Later, she speaks to Masego.*



*Mma Dintwe: Masego, you did very well with Mma Selema this afternoon – well done! Although I did notice one problem with the way you used the disinfecting jar. Look at it.*

*Masego looks at the jar and frowns. There are many tools in the jar and the ones Masego put in are sticking out of the water.*

*Masego: I can't see anything wrong mma. All the tools that fell on the floor are in the jar.*

*Mma Dintwe: Have you not learned that the tools must be completely covered by the disinfectant if it is to work properly? There are too many tools in this jar.*

*Masego: Ee mma! You are right – I'm sorry, I forgot. I was in a hurry to get back to my client and I did not make sure everything was covered. I will remember next time.*

### sterilisation

cleaning method that kills all germs and bacteria on tools or surfaces

## Sterilisation

This is the highest level of decontamination. It completely destroys all the living organisms on an object (both harmless ones and pathogens). Sterilisation is used for tools and equipment. The tools are placed in a container at very high temperature in order to kill all germs and bacteria. If you do not sterilise thoroughly, some bacteria will remain. When you visit the doctor or dentist, it is comforting to know that he or she will only use tools on you which have been sterilised. It is the same for your clients in the salon.

### What can be sterilised?

Only hard, non-**porous** items can be sterilised. In the salon, this means metal tools like metal nippers, scissors and tweezers can be sterilised but tools like combs, brushes, cuticle pushers, and files which are made of plastic or wood, can only be disinfected.

### porous

having pores or openings which allow liquids or gases to pass through

### Methods of sterilisation

Bacteria and all other micro-organisms are killed by heat. Therefore, placing tools and equipment in a container which heats them to very high temperatures is the best way to sterilise. High temperature sterilisation can be wet or dry.

- **Wet** – an **autoclave** machine heats water to 121 - 134°C under high pressure. It is the most common form of sterilisation in the salon and it is also the most effective method of sterilisation.



Autoclave machine

- **Dry** – the **glass bead steriliser** is a small electrically-heated unit which contains glass beads. The beads are heated and the heat is transferred to objects placed inside the unit. It is only really suitable for small objects like tweezers and scissors.



*Glass bead steriliser*

**radiation**

energy produced from an object in the form of rays or waves, e.g. heat, light, or sound

- Another dry form of sterilization is by using **radiation**. A special cabinet contains a lamp which gives off ultra-violet light to destroy micro-organisms. Not all micro-organisms are destroyed so the ultra-violet cabinet is best used for storing equipment which has previously been sterilised by the autoclave or disinfected by chemical method.



*UV cabinet*



*Keep sterilized tools in a disinfectant*

To keep previously sterilised tools clean during use, you can keep them in a jar of disinfectant solution or in the ultra-violet cabinet.

### Waste disposal

It is important that waste matter is **disposed** of correctly in the salon. Some items, such as blades and needles must be disposed of in special containers for sharp items. Empty chemical containers should be wrapped in plastic before putting them in the dustbin to ensure there are no leakages. All waste bins should have a self-closing lid.

**dispose**

to do away with something



*Sharps box*



*Dustbin*



## Activity 2

Here is a list of items which you may find in the hair and beauty salon. Complete the table to say how they should be cleaned and indicate which items can be sterilised. If the item can be sterilised, say how.

Tool	Sanitation method	Sterilise? Y/N
gowns	machine wash at high temperature	No
brushes and combs	place in disinfectant jar	
sinks and basins	wash with soap and rinse, then wipe with a clean cloth and disinfectant or methylated spirit.	
electrical equipment like clippers and tongs	wipe or spray with disinfectant spray made especially for electrical equipment	
work surfaces	wipe with a clean cloth and disinfectant	
metal nail clippers and scissors	place in disinfectant jar	bead steriliser or autoclave
towels	machine wash at high temperature	
orange sticks	throw away after use on one client	
plastic tools like hoof sticks	wash with soapy water then dry with clean cloth	UV cabinet
metal eyelash curlers	wipe with a clean cloth and disinfectant or methylated spirit and place in	UV cabinet
wooden waxing spatulas	throw away after use on one client	
trolley and plinth	wipe clean with a clean cloth and approved disinfectant	
emery boards and foot files	wash with soapy water and dry with a clean towel.	UV cabinet



## Feedback

*We hope you were able to say how each tool should be sanitized and if it can be sterilized. It is important to know the correct methods for all the items in your salon.*



### Activity 3

*Mma Dintwe [Goes in to the back room at the salon and finds a pile of damp towels on the chair and spilling on to the floor. There are brushes and combs, scissors, tweezers and nail clippers in a pile on the table and one brush has fallen on the floor. Also on the table, there is some coke spilled and biscuit crumbs. There are several gowns thrown over the back of a chair and touching the floor.]*



*Mma Dintwe: Masego, I think we have a problem here, don't you? Isn't it your job to keep this room clean and tidy?*

*Masego: What is the problem, Mma?*

*Mma Dintwe: Well, just take a look here – what do you see?*

*Masego: Not much. The room is not very tidy but I've been so busy in the salon and I don't think it is too much of a problem, is it?*

*Mma Dintwe: Yes, indeed it is. This room is a health risk and potentially hazardous to you and the other girls who work in the salon and our clients. I know you have been busy but it is very important to make sure you follow the correct hygiene procedures in the salon along with all your other duties.*



*Masego: Why is it a health risk? I don't understand. My granny says a little bit of dirt never hurt anyone.*

*Mma Dintwe: Well, I'm glad that your granny does not work for me. Now, I want you to deal with this mess, making sure that each of these items is made safe and hygienic. Then I want you to come and report to me what*

What does Masego have to do to make the room safe and hygienic? Make a list of the items she must attend to and say how she should clean each one.



### Feedback

*There were quite a lot of things for Masego to do to make the back room a safe and hygienic place. Check your answers against ours to make sure that you noticed them all and were clear about the action to be taken.*

## Section 2 Personal Health and Hygiene

**essential**  
very important

Personal hygiene is of great importance in the salon. It is **essential** to prevent the spread of infectious diseases and also because clients want to be helped by a salon employee with high personal hygiene standards. The way you dress and groom yourself is very important in your profession. In this section we will look at what infection is and how you can avoid spreading it in the salon. Good health and safety practice begins with you, and this includes looking at your own personal hygiene and appearance.

### Learning Objectives

By the end of this section you will be able to:

- describe what you should do to ensure personal hygiene concerning the body, mouth, hands, feet and hair
- tell the difference between appropriate and inappropriate clothing and accessories for salon wear
- explain aspects of good health which relate to working in a salon

Remember what we said earlier, that personal hygiene is about keeping yourself clean. Within your job you have a duty to maintain a professional image. This is so that clients will have confidence in you that you can protect yourself and others. We are sure you do this already. Read through the dialogue between Mma Dintwe and Masego and try Activity 4.



## Activity 4

Masego comes into the salon looking very untidy – her hair is a mess, her make-up is too heavy, her clothes are the same ones she was wearing yesterday and she does not smell very fresh.



**Mma Dintwe:** *Dumela Masego! A o tsogile?*

**Masego:** *Dumela mma! Ga ke a tsoga mma – my friend Ronnie and I went to that new club last night and we got to her house very late. Then we sat up talking and I only slept on her bedroom floor for about 2 hours – we had a great time, even though I had to sleep in my clothes!*

**Mma Dintwe:** *Are you sure you are fit for work this morning?*

**Masego:** *Ee mma, my clothes are a bit crumpled and smelly but no-one will notice and I'll change before I go out tonight ... I'm meeting a boy I met at the club.*

What would you say to Masego if you were Mma Dintwe? What do you need to tell her about personal hygiene in the salon?

Write your ideas in this space.



## Feedback

Remember that a professional appearance will help to give the client confidence and helps to minimise cross-infection. Check your advice to Mma Dintwe against what she actually said on the next page.

## Personal Hygiene

Let's hear what Mma Dintwe said to Masego.



**Mma Dintwe:** *Masego, I need to talk to you about your personal hygiene.*

**Masego:** *Ee mma.*

**Mma Dintwe:** *You have just told me that you are wearing the same clothes that you wore last night at the club and I am sorry to have to tell you that I have noticed that you do not smell very fresh. When you work in the salon, you work very close to your clients and if you do not smell fresh then it can be unpleasant for your clients and even your co-workers.*

**Masego:** *Ao ... I didn't think of it like that.*

**Mma Dintwe:** *We like all our staff to take a bath or shower every morning and use an antiperspirant or a deodorant.*

**Masego:** *But what is the difference mma?*

**Mma Dintwe:** *An anti-perspirant will help to stop you from sweating – it is best used by people who perspire a lot. A deodorant helps to prevent bacteria from growing and it prevents your underarms from smelling unpleasant.*

**Masego:** *But mma, these things are so expensive and I don't earn very much here. I can't afford to buy these products.*

**Mma Dintwe:** *Well, it is the bacteria on your skin which smell so if you wash every morning before you come to work then you will not smell bad. Some people who sweat a lot in our hot weather also wash under their arms during the day to make sure they are always fresh. Another thing Masego, if you don't go home at night, then how can you clean your teeth? If you do not clean your teeth regularly then you will have bad breath which can be very unpleasant for your clients and co-workers.*

**Masego:** *Thank you for your advice mma, I will be sure to follow it – I don't want my clients to think that I am smelly!*



### antiperspirant

an antiperspirant contains chemicals which reduce the size of the sweat pore, so that we sweat less



### deodorant

a deodorant is similar to an antiseptic because it inhibits the growth of bacteria



### dental floss

special cleaning 'tape' designed to clean between the teeth

## Preventing body odour

As a professional you work closely with clients and salons can be warm and humid because of either drying wet hair or using the facial steamers. Bacteria like warm and humid conditions, if you become hot and sweaty, body odour can occur. This is not pleasant, so to avoid it you need to take a daily bath or shower and use an **antiperspirant** or a **deodorant**.

Before we can know how to use either a deodorant or an antiperspirant, it is good to know what the difference between the two is.

- A deodorant acts as a mild antiseptic to mask the odour but does not reduce sweating
- The antiperspirant reduces sweating.

You know that an antiseptic is a form of weak disinfectant from your study of Section 1. They both come in different forms, either in a roll on or in aerosol form. If you get allergic reactions or you start developing tenderness in the armpit you, should discontinue using the products.

## Oral hygiene

Bad breath is very off-putting. It is often caused by food particles being trapped between the teeth and allowed to decay. It can also be caused by digestive problems, so eating a healthy diet with plenty of fibre, fruit and vegetables can also help.

To avoid bad breath you must brush your teeth at least twice a day, visit the dentist regularly for check ups and sometimes, if necessary, use antiseptic mouthwash or **dental floss** to remove food particles in between your teeth. It is also a good idea to avoid eating garlic or very strong smelling food when you are working.

Let's hear from Masego and Mma Dintwe again.



**Mma Dintwe:** *Dumela Masego! O tsogile jang?*

**Masego:** *Dumela mma! Ke tsogile mma, In fact, I slept so well that I woke up late and had to rush to get ready so I was not late for work.*

*Mma Dintwe notes that Masego is wearing a rather odd combination of clothes – a dress over a pair of long shorts and a short cardigan with a long scarf. She is wearing knee-high boots with 4 inch heels. She also sees that Masego has no make-up on, her hair is untidy and her nail polish is chipped and one nail is broken.*

**Mma Dintwe:** *You know Masego, we work in the business of helping people to look their best ... so it is important that we always take time to look our best, ourselves? I can't help noticing that you are rather untidy today.*

*Masego looks down at herself and then looks at her reflection in the mirror.*

**Masego:** *Ao! I think my outfit is rather trendy – don't you like this new look?*

**Mma Dintwe:** *Well, I'm not sure it is appropriate for the salon and don't you think it will be too hot later in the day? But I suppose you can cover it with your overall. But I am most concerned about your hair and lack of make-up. I think you should go and fix those right away before any clients come in and see you like that.*

**Masego:** *Ee mma, I will go to the bathroom now.*

**Mma Dintwe:** *One last thing Masego. You must keep your hands and nails looking nice. You are touching clients the whole day and they do not want to see broken nails and badly applied nail polish. Please go and remove all your polish and file your nails short. You cannot have long nails if you are working on beauty treatments. I also see that your nails are rather dirty which is very unhygienic. It is important to look good but it is more important that you can do your job well and that means clean, short nails.*



## Caring for your nails and hands

Your hands are very important to you as hairdressers and beauticians; they are the tools of your trade. They are always on view; make sure that you keep them clean throughout the day. Take time to care for your own nails and keep them short so you do not scratch clients when performing treatments.

### cross-infection

transfer of germs and bacteria through poor hygiene

Bacteria can breed under dirty nails and long or broken nails can scratch a client's scalp and spread infection. Any cuts or abrasions should be kept covered to avoid **cross-infection**.

### dermatitis

inflammation of the skin

Important things to remember are:

- Wash your hands before giving service to the client or before eating food
- Nails should be kept clean and well manicured
- Always wear protective gloves when using chemicals; this reduces the risk of **dermatitis**
- Keep any cuts on the hands covered with a plaster. This will help to avoid any possible infection
- Use hand creams regularly to help replace the oily film on your skin and keep your hands in good condition

## Clothes and jewellery

Many salons insist that you wear an apron or uniform while others allow you to dress casually but neatly. The salon wear should be easy to **launder** and comfortable to wear. Too much jewellery can catch in client's hair, in tools and equipment. It can also be a place for bacteria to grow and cause cross-infection.

### launder

to wash dirty clothes or linen and, often, iron them as well

- Pressed and clean clothing should be worn each day
- Use natural fabrics such as cotton, this allows better air circulation; they absorb perspiration and are cooler to wear
- Avoid dangling jewellery or rings, which may scratch clients
- Avoid belts with looped ends, which may lead to accidents by catching on furniture

## Caring for your feet

You are on your feet for long hours every day, shoes should be comfortable, clean and smart – low heels are better when standing for long periods.

- We are sure you wash your feet frequently but you must take care to dry them well between the toes as warmth and moisture encourage the growth of fungi and bacteria.
- Avoid open shoes in case you drop a sharp object like scissors or spill hot wax on your toes as this can lead to accidents.
- Use a foot powder as this will absorb perspiration.

## Caring for your hair

You are a walking advertisement for your profession! Keep your hair clean, in good condition and styled. Long hair should be kept tied back away from the face as it can cause cross-infection between you and the client. Do not use other people's unsterilised equipment or tools on your hair in case it is contaminated.



### Activity 5

1. What causes body odour?
2. What should you do to avoid bad breath?
3. What is dermatitis?
4. Why should you always keep short finger nails?
5. Give 5 things to think about concerning healthy feet in the salon.



### Feedback

*Check your answers against ours at the end of the module. Personal hygiene is very important; the activity you just completed will remind you if you are on the right track with taking care of yourself. You might not have got all the answers correct the first time. This is ok, remember practise makes perfect. Make sure that you go through the activity again and read through your materials to get it right the second time.*

## Importance of personal health

We have already looked at how you should look after your hands, feet, mouth and hair and we have learnt that it is very important to have high standards of personal hygiene when you work in a salon. But it is also your responsibility to ensure that your own health is not negatively affected by the work you do in the salon.

In this section, we will look at posture, diet, exercise and rest.

## Posture

Do you know what we mean by posture? What does it mean?  
Write your ideas in this space:



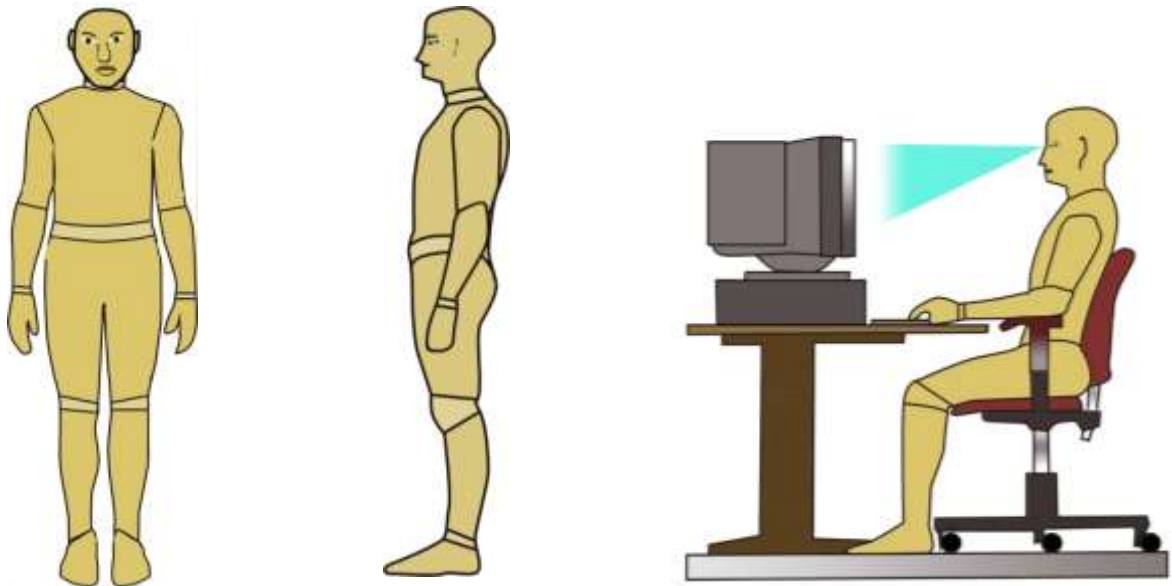
Posture is how you 'hold' yourself when seated, standing or walking. Good posture will help you work longer without becoming tired and will improve your looks while poor posture looks sloppy and will not give the client a good impression of you. Poor posture leads to tiredness and even injury, muscles and tendons need to be correctly positioned in relation to each other, with your body weight evenly distributed.

How would you describe good posture? Write down 3 things which indicate good posture.



We would include standing up straight with your shoulders back, tummy pulled in and your chin forward; also, keeping your back straight when you are sitting down and not 'folding' in the middle. Good posture also involves standing on both feet and making sure that you are balanced with both hips level and both shoulders level. It is a good idea to check your posture from time to time and it is easy to do in the salon because there is always a mirror available!

Good posture exercise;



Do these exercises as you read! Stand up straight, keep your legs slightly apart and balance your body weight evenly over both legs. When sitting, your back should be supported all the way down to avoid undue pressure on the base of the spine. Sit back and upright in your chair.

## Diet, exercise and rest

Having a healthy life style should be a daily routine. Your diet should consist of a balanced meal, plenty of fruit, vegetables and water. As part of exercise, always try and stretch your feet and hands move them in a circular motion as this will allow easy movements of joints and blood circulation.

Take time out and rest early in the evening. The body renews its energy reserves, refreshing both itself and the brain during sleep. Lack of sleep reduces the quality of life when awake.

You have now reached the end of Topic 1 on hygiene – well done! It is a long topic and there is a lot to learn. Check through the following topic summary which identifies the key points of the topic.

## Topic Summary

You have learned that a salon could be a good breeding place for germs; this is because many people enter the salon carrying all forms of germs like **fungi**, **viruses** and **bacteria**. If good temperatures are not maintained the salon becomes hot and humid allowing germs to grow quickly. There should be enough ventilation to keep the air fresh and to prevent a build up of fumes from products, and the moisture when blow drying wet hair with dryers.

There are harmless germs and harmful germs. The harmful ones, called **pathogens**, are the ones we are more concerned with as they can cause an infection to you, your co-workers and to your clients; therefore it is your duty to prevent the spread of harmful germs in the salon. We said an infection occurs when a person is contaminated with fungi, virus or bacteria. The signs that show us that a person has an infection are swelling, irritation, tenderness, redness, pus, heat in the area and accompanied by pain. As a rule you do not carry out any hair or beauty treatment to a person who has these symptoms.

You are aware that there are different kinds of micro-organisms that cause different kinds of infection. **Infestations** or **parasites** are one of them. This is a condition when an animal parasite, that causes disease, forces itself into the skin in large numbers and uses human or animal blood and proteins as a source of nourishment. We gave examples of parasite or infestations as scabies, head lice, and ticks.

### Causes of infection

What did we say are the causes of infections and infestations? We said

- being in contact with an infected person , which we call direct contamination
- using dirty and infected tools ,towels, combs, which we call indirect contamination
- warm, damp air in the salon cause bacteria to grow and spread.

How do we stop the spread of disease or cross infection?

- make sure that your working environment is clean and germ free
- decontaminate tools by cleaning and washing them with an antiseptic
- avoid contact with an infected person

We described the micro organisms that are harmful as fungi, virus and bacteria. We said that fungi is a vegetable parasite which causes disease on the skin or inside the skin, they are contagious therefore infections are transmitted very easily by personal contact or by touching contaminated tools. Examples of fungal infections are ringworm and athlete's foot.

A virus is a tiny living organism that survives in living cells and they are responsible for many diseases such as flu, HIV/AIDS, herpes simplex and herpes zoster, warts or verruca, smallpox, measles, rabies and mumps.

Bacteria are present everywhere. Some are good and some are bad, bad ones produce pathogens making you sick such as impetigo, boils, pimples, conjunctivitis, tuberculosis.

## Decontamination

Remember we described decontamination as the removal of pathogens and dirt from tools and surfaces by cleaning them, and that there are 3 main ways of decontamination.

The first one is **sanitation**, we said this is the lowest level of decontamination. It is done before the other stages of decontamination by wiping, washing, sweeping or dusting to reduce the amount of germs and bacteria on tools and surfaces to reduce the risk of infection.

The second level of decontamination is **disinfection**. This is a chemical process that will reduce the number of germs and does not kill them all. It is the most used form of decontamination in the salon; Examples are antiseptic which stops the growth of germs and alcohol or surgical spirit.

Tools like brushes, combs, nippers, scissors, or any other metal tools should be completely immersed (covered) in a disinfectant solution. Towels should be washed in machines at high temperatures. Electrical equipment like tongs and clippers should be wiped or sprayed with a disinfectant. It is important never to put electrical equipment in water or it will blow up. Work surfaces need to be wiped with a cloth soaked in disinfectant before and after every client.

The third level is **sterilization**, the highest level of decontamination. Sterilization *completely destroys* bacteria. It is used for tools and equipment that are not porous at very high wet or dry temperatures. Examples are an autoclave, glass bead sterilizer and ultraviolet ray sterilizer (UV). Some liquid chemical sterilants are very harmful to the skin and great care is needed when handling them. We also explained that even after sterilization we keep tools in a barbicide jar with a disinfectant solution or in the ultra-violet cabinet to keep them sterile. Remember we said that germs are everywhere and we do not want those tools to be contaminated again.

## Waste Disposal

Waste disposal is one of the most important aspects in salon hygiene. Sharp items such as blades, needles, blood lancets must be disposed of in a special container called sharps box. Before throwing empty chemical containers remember to wrap them up.

## Section 2 Personal hygiene

In Section 2 we emphasized the importance of **personal image** and **appearance** in the hair and beauty industry. Clients will judge your professionalism by the way you present yourself so you should look smart, clean and well groomed all the time. Good personal hygiene is essential as your work will bring you into very close contact with clients and colleagues and will also help to keep your body healthy.



Remember we said that you should bath or shower daily to remove sweat and dirt as bacteria breeds in warm, moist areas of the body such as armpits and feet. If you do not bath regularly you will produce an unpleasant **body odour**. We said that you should use a deodorant regularly, it acts as an antiseptic, masking the smell to prevent the growth of bacteria and an antiperspirant which will reduce sweating. Bad breath results from the decay caused by food particles left on the teeth. This is the reason why you are required to brush your teeth after every meal. Use dental floss regularly to remove any plaque between your teeth and gums.



Remember your hands should be kept soft and smooth. Keep nails short and clean. If you prefer to wear a coloured polish make sure that it is never smeared or chipped. Protect your hands from strong chemicals by wearing gloves to avoid getting dermatitis and always cover a cut with a plaster to avoid infection setting in.

Keep jewellery to a minimum, just a small pair of earrings will do, avoid bracelets and strap watch because they can get in the way during treatments or may catch clients' skin. You should not wear long loose chains or necklaces. Uniforms or aprons should be neat, clean, properly fitting and easy to wash.



Always wear shoes that fit properly to allow toes to spread to avoid them from getting hot and sweaty to encourage growth of fungi and bacteria. Use foot powders or sprays. Wear low heels as you will be on your feet for many hours each day.

Your hair must be worn in a smart, manageable style. Long hair should be tied back and off from the face. Wash and disinfect your combs, brushes regularly and avoid sharing these tools to avoid cross infection. Always wear makeup for work to maintain your professional image, just a light application will do. Always maintain a good posture to prevent fatigue. Good posture will improve your personal appearance and allows elegant movements in your daily work.

Don't forget about what we said about diet, exercise and rest. Eat balanced meals and drink sufficient water, this will help you to stay healthy. Have regular exercise and engage into some sports activities. Have adequate sleep at least 7 hours daily, a refreshed body and mind contribute to a sense of well being.

## Answers to Activities

The answers to all the activities are provided in the 'questions'. Please copy the completed questions here and leave the blank questions in the activity.

### Activity 1

1. An infestation is when an animal parasite invades and lives inside another living organism. They do this in large numbers. Examples include ticks, insects and lice.
2. A infection is caused when a disease-causing bacteria enters the body tissues. The signs are inflammation, redness, swelling and pus. Examples are boils and impetigo.
3. A parasite is an organism that lives off another living organism. Examples include itch mite, flies and ticks.
4. The 2 different ways that infection can be caused are by direct or indirect contamination. Direct contamination can happen if a person has direct contact with an infected person either by touching, breathing or sneezing. Indirect contamination is caused by using unclean tools and equipment which is contaminated with infection.
5. A fungus is an infection caused by a plant parasite. Common examples are ringworm and athlete's foot.
6. Bacteria are germs found everywhere – they can be harmless. If they are disease-causing, we call them pathogens. Examples of conditions caused by bacteria include conjunctivitis and boils.

### Activity 2

Tool/equipment	Sanitation method	Sterilise?
metal nail clippers and scissors	place in disinfectant jar	bead steriliser or autoclave
gowns	machine wash at high temperature	No
brushes and combs	place in disinfectant jar	No
sinks and basins	wash with soap and rinse, then wipe with a clean cloth and disinfectant or methylated spirit.	No
electrical equipment like clippers and tongs	wipe or spray with disinfectant spray made especially for electrical equipment	wipe with sterilising liquid
work surfaces	wipe with a clean cloth and disinfectant	No
towels	machine wash at high temperature	sterilising liquid

orange sticks	throw away after use on one client	No
plastic tools like hoof sticks	wash with soapy water then dry with clean cloth	UV cabinet
metal eyelash curlers	wipe with a clean cloth and disinfectant or methylated spirit and place in	UV cabinet
wooden waxing spatulas	throw away after use on one client	No
trolley and plinth	wipe clean with a clean cloth and approved disinfectant	No
emery boards and foot files	wash with soapy water and dry with a clean towel.	UV cabinet

### Activity 3

The list of items Masego must attend to :

1. Gowns and dirty towels – wash and dry and pack them in a cupboard/shelf.
2. Tools – decontaminate them by disinfecting and sterilising.
3. Spillages and bread crumbs – wipe the table with disinfectant and place crumbs in waste bin.
4. Floor – wash with disinfectant cleaner.

### Activity 4

Answer is in the text

### Activity 5

1. Body odour is caused by bacteria on the skin due to lack of washing.
2. To avoid bad breath you should brush your teeth twice a day and avoid strong-smelling foods.
3. Dermatitis is a skin condition caused by getting strong chemicals on your skin.
4. You should always keep your finger nails short to avoid scratching your clients and to keep your hands looking neat.
5. 3 things to think about concerning healthy feet in the salon are:
  - never wear open-toed shoes
  - spray your feet with antiseptic or powder to avoid infection
  - wear low heels
  - make sure your feet are dry before you put your shoes on

## Topic 2 Safety in the Salon

### responsibility

a duty that someone must take care of

The hair and beauty salon is a potentially dangerous place because of the tools and products we use and the nature of the treatments. It is very important that everyone who works in the salon is aware of possible safety risks and how to maintain safety for themselves, clients and co-workers. This topic covers the safety duties and **responsibilities** for everyone in the hair and beauty salon. Every employee and employer is required, by law, to behave safely and responsibly.

You must always be responsible for your own actions and make sure that your behaviour does not create a safety risk. This means that if you see something in the salon that is potentially dangerous you must take action to put it right. If you do not do this then you can be held responsible even if you were not the person who caused the risk in the first place.

Of course, sometimes accidents do happen and then you must know what to do. It might be necessary to carry out first aid. What do we mean by first aid? Write your ideas here.



First aid means the help or *aid* given to someone immediately or *first* after they have had an accident. We sometimes call people who give first aid, first-aiders.

### hazard

something that could cause an accident or injury

In this topic you will learn to recognize the **potential** safety risks - or **hazards** - in the salon. We will consider what first aid skills you need to have and explain what you should do if there is an accident. Always remember, safety in the salon is one of your main responsibilities. Your work is not only about giving treatments and services to clients there is much more to it than that!

## What is in this topic?

In this topic there are 3 sections:

- Section 1 Hazards
- Section 2 First Aid
- Section 3 Reporting accidents

## Study Time

We expect that it will take you between 3 – 5 hours to complete this topic and complete all the activities. Some of you will do it faster than others.

## Section 1 Hazards

Your physical well being is essential not only to yourself but also to others within the salon. Both the owner of the salon and everyone working there has a duty to maintain a safe working environment. If you come across any potential hazards, you must take action and then report them to your supervisor.

In the salon there are many things that can cause accidents, injury or illness if they are not recognised and made safe. You must be able to recognise these things and take steps to make sure that they do not cause a problem to you, your clients and other staff. What kinds of things are found in the hair and beauty salon which may cause an accident if not used properly? Can you think of 5? Write your ideas in this space.



Hazard signs

The potential hazards we can think of include scissors, chemicals, hot wax, colour dyes for hair and eyelashes, electrical equipment, orange sticks, blades, tweezers, glass items - the list goes on. Of course, these are all tools of our trade and used properly, they are not **hazardous**. In this section we will explore the more common safety hazards and help you to become confident in avoiding or dealing with them. This will enable you to take preventative action to ensure hazards do not become a problem.

### Learning objectives

By the end of this section you will be able to:

- Recognise potential hazards in the salon
- Describe preventive methods of dealing with potential hazards in the salon
- Demonstrate safe working practices in the salon

### What is a hazard?

A hazard is anything that has potential to cause harm and you have the duty to report it to your manager or supervisor. **Risk** is the likelihood of the hazard causing the harm. For example: a pair of scissors has been left at the edge of the work surface.

The hazard would be the scissors left on the work surface and the risk is the chance that someone could bump into the table and the scissors would fall and cut their leg.

**risk**  
the threat of something dangerous happening because of a hazard

Let's hear from Masego and Mma Dintwe about safety in Laurali's Salon.



*Mma Dintwe enters the salon early one morning. She had had to leave early yesterday to go to the dentist but she was looking forward to checking the days' takings. She is happy because yesterday they had treated many clients and she hoped that they made a lot of money. The owner would be very pleased with her and her staff. As she turned on the lights and moved into the salon, her smile dropped! She was horrified. The salon was in a terrible mess and she had 3 clients booked in in 15 minutes' time. AND there were no staff yet! Then Masego walks in with the stylist + beauty therapist.*

**Mma Dintwe:** *Ladies - look at this mess! How could you leave the salon like this?*

**Masego:** *Hee! Gorileng? The salon is a bit messy, isn't it?*

*The other girls giggled.*

**Mma Dintwe:** *Ee Masego, it is and this is no laughing matter! It is not only untidy it is a safety risk for ourselves and for our clients. I want you all to work together and tidy up immediately?*

**Stylist:** *But mma. I am a stylist. It is not my job to tidy the salon. That is for Masego to do!*

**Mma Dintwe:** *I am aware of your job but safety in the salon is everyone's responsibility and we must all work together to make the salon safe before clients arrive. Now, Masego - what needs to be done?*

**Masego:** *Well... I can move those boxes of shampoos and colour that the supplier delivered away from the fire exit door and put them in the storeroom. And of course I must quickly sweep up this hair on the floor. And pick up those gowns and wet towels - mmm!! And mop the water off the floor by the sinks. AND put the tops back on those bottles of detergent and hair colour.*

**Mma Dintwe:** *That's a good start. What can the others help you with?*



**Masego:** *The electrical cords on the tongs and hair dryers must be wound up neatly so no-one trips on them and unplug them from the wall. And all those scissors and brushes and combs must be sanitised and put in the steriliser. And those blades on the counter - we must put those in the sharps box before someone cuts themselves. And Mama, I think you must take all the money in the till to the bank or maybe some tsotsis will come and rob us.*



## Activity 6

Make a list of all the hazards that Masego mentioned. There are 10 – try to get them all.



## Feedback

*We are sure you managed to identify all 10 hazards in the salon and you are beginning to realise how potentially dangerous a salon can be. Check your answers against ours at the end of the topic.*

## Types of hazard

Hazards in the salon may be physical, chemical or biological.

### Physical hazards

What do you think we mean by a physical hazard. Can you give an example of any physical hazards that Masego had to cope with? Write your ideas in this space.



Physical hazards are caused by some physical object being in a place where it is not supposed to be. You may have noticed that there were boxes of shampoo left in front of the fire exit door. This is an example of a physical hazard. Areas around doors or exits must be kept clear and free from obstruction. But there were other physical hazards which you might have noticed:

Here is a table of many different types of physical hazard, the potential harm they might cause and the preventative action you should take to avoid the risk.

Hazard	Potential harm	Preventative action
Spilt liquids on the floor – shampoo, coffee, water	People can slip on them and fall	Clean up spillages immediately they happen
Faulty electrical equipment	Can cause an electric shock or even a fire	Make sure the plugs are put on properly; never overload a socket with too many plugs; make sure plugs, sockets and cables are not cracked or worn.
Trailing cables of electrical equipment	Can cause someone to trip and fall or the hot tool can fall on them and burn them	make sure electrical equipment is unplugged when not in use and cables are safely stowed away. Be careful with hot tools so they do not touch your client's face or fall from the work surface on to them.
Electrical equipment	Heat	A hot tool can fall on someone and burn them
Waste bins	People can trip over them	Keep them near to you if you need them or safely put away
Smoking	Can cause fire if smokers are careless	Make sure people use ashtrays properly or better still, have a no smoking policy in the salon

Boxes of products and other stock	Can block fire exits or cause people to fall if not stored in the correct place	Ensure deliveries are taken to the storeroom as soon as they arrive and never leave them in the salon. Beware of lifting heavy boxes correctly.
Scissors and other sharp tools	Can cut people	Hold scissors correctly when carrying them (with your whole hand wrapped around the blades) and don't leave them on the edge of work surfaces.
Hot water or hot steam	Can cause burns and scalds to staff and clients	Ensure you regulate the taps properly and do not put your hand into hot water unless you know it is ok.
Waste products	Can spread bacteria or harm people if not disposed of correctly	Sharp objects like razor blades should be put in the sharps box. All other waste goes into a lined waste bin which should be emptied every day.

## Electrical equipment

You can see from the table that electrical equipment is potentially very dangerous in several different ways. Here are some guidelines for avoiding the risk of injury from electrical equipment:

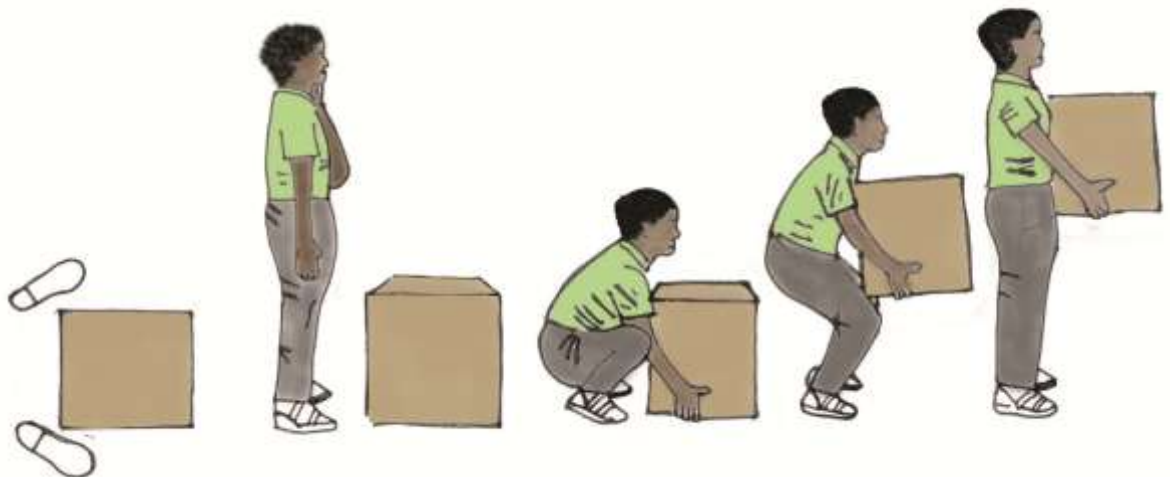
- All electrical equipment must be correctly fused and 'earthed' in accordance with the manufacturers' instructions
- All frequently used electrical equipments e.g. blow-dryer or facial steamer needs to be inspected and tested by a qualified electrician every six months
- Make sure that wires are not left trailing across floors or any space. Equipment must be plugged into a socket in the same area where it is being used
- Plug sockets must not be overloaded because this may cause overheating and subsequent fires
- Do not allow clients to touch any electrical equipment
- Make sure that all electrical appliances are unplugged or otherwise disconnected before leaving the workplace
- Ensure that plugs, sockets and cables are not cracked, worn or broken. If they are, then do not use them

## Lifting Techniques

We mentioned that heavy boxes of stock should be correctly lifted and carried. A box of heavy stock can hurt someone who needs to lift it so it is important to use safe handling practices. Incorrect lifting can cause back muscles to be tired and painful and could even cause back strain and pulled muscles. Make sure you always use correct lifting techniques when you have to lift boxes of stock items onto or off shelves.

Follow these steps and you will be sure not to hurt yourself when lifting heavy items.

1. Check that you are wearing appropriate clothes. Are your shoes sensible? Is your movement unrestricted?
2. Stand with your feet apart, your weight should be evenly spread over both feet.
3. Bend your knees slowly, keeping your back straight. Tuck your chin in towards your chest. Get a good grip on the base of the box.
4. Use the strength of the large muscles in your thighs to lift the weight. These are bigger, stronger muscles than those in your back which you will use if you bend your back rather than your knees.
5. Bring the load up to your waist height, keeping the lift as smooth as possible.
6. Keep the box close to your body. Walk carefully making sure that you can see where you are going.



Here is a drawing of safe lifting practice that you should always follow.

## Chemical Hazards

Masego is going to help you understand how to handle one of the many potentially dangerous chemicals we use in the salon.



*Mma Dintwe enters the back room where Masego is filling smaller bottles with hydrogen peroxide (bleach) from a large container. She is spilling the bleach and making a mess on her hands, the table, the floor and her clothes.*

**Mma Dintwe:** *Masego! What are you doing?*

**Masego:** *The stylists and therapists asked me to quickly get them this stuff. I think they need it for doing eyelash tints and hair colours or something. I have to do it fast because they are waiting with their clients.*

**Mma Dintwe:** *But you are spilling this potentially hazardous chemical all over yourself and your clothes. Where are your protective overalls? You must go and wash that peroxide off your hands immediately and put on your overall. I will wipe up this mess.*

**Masego:** *Ee mma! Intshwarela! But I've just arrived and I didn't have time to put on my overall. I didn't know this stuff is dangerous!*



**Mma Dintwe:** *It is bleach Masego, like Jik but only much, much stronger – you must not get it on your hands or clothes and you must always pour it carefully so you do not spill. It will burn your skin and take the colour out of your clothes. The therapists have to be very careful when they use it so they do not burn the client or get it on their clothes. Especially when they are doing eyelash tints. They must never even prepare the chemicals near to the client. Can you imagine what it would feel like to get Jik in your eyes?*

**Masego:** *Ijoo – that would really hurt. I bet it could even make you go blind.*

**Mma Dintwe:** *I also see that there is no label on those small bottles you are filling. It is very important that every chemical we use in the salon is correctly labelled so that everyone knows what it is. Otherwise the wrong chemical could be used for a treatment and that could be very dangerous.*

**Masego:** *I've washed my hands mma. Shall I put the tops on those bottles now to make sure no more bleach gets spilled?*

**Mma Dintwe:** *Ee! that is important – you must never leave bottles of chemicals without their tops. And write a sticky label for each bottle. Here is booklet from the supplier which tells you exactly what this chemical is. Please read it carefully. There are many different types or strengths of hydrogen peroxide. The instructions from the manufacturer explain the safety precautions you must take with this product.*

**Masego:** *I will do it now mma. I don't want to take any more risks with this stuff!*



## Activity 7

There are 5 main rules for working safely with chemicals which are explained in the scene between Mma Dintwe and Masego. Can you identify them?



## Feedback

*The rules for handling chemicals are critical for a safe working environment for you, your co-workers and your clients. Make sure you fully understand them and follow them at all times. Check your list with ours at the end of the topic.*

## Handling Chemicals in the Salon

Most of the products we use in hairdressing and beauty salons are potentially hazardous and need to be handled with care. They may be flammable, corrosive, toxic or give off poisonous or flammable fumes. You need to be sure what these different terms mean. Complete the next activity to help you to learn these terms.



### Activity 8

Look in the glossary at the end of this module and write down the meaning of these terms in this table.

Type of hazard	Meaning
flammable	
corrosive	
toxic	
fumes	



### Feedback

*You will now start to realise that there are a lot of new words when we are talking about hazards. It is important that you learn the meaning of these words before you move on to the next section – otherwise you will not be able to follow. Make sure you have done this accurately and can understand the difference between these different terms.*

## Examples of chemicals used in the salon

As you learn to do more treatments you will be introduced to the chemicals you need to use and how to use them safely. Here are a few examples:

- hydrogen peroxide - it is corrosive and poisonous if it enters the body
- hair colour and eyelash tint – can be corrosive if left on the skin for too long
- cans of hairspray – flammable under very high temperatures
- skin peeling preparations – corrosive if left on the skin for too long
- nail polish and nail polish remover – poisonous if swallowed or enters the body, for example through the eye
- nail polish remover (acetone) highly flammable
- cleaning materials such as bleach and disinfectants – corrosive if they get on your skin

Before handling and storing any hazardous materials, chemicals and liquids, always refer to the manufacturer's data sheet. Extra care should be taken when storing hazardous, corrosive, volatile and flammable chemicals including liquids containing alcohol. For example setting lotions, methylated spirits, artificial nails liquids, nail polish remover should be stored standing in drip trays so that any leakages can be kept within the tray.

Clearly label all bottles and jars to describe their contents and their actual strength where applicable. Do you remember that Masego learned that there are different 'strengths' of bleach?

Never prepare chemicals near to your client – this should always be done in the back room or at a safe distance from your client. Otherwise you could spill or splash a potentially hazardous product on your client.

Aerosols must be stored in a cool place and when empty, thrown away following the manufacturer's instructions. Many empty containers – such as aerosol cans have special disposal instructions and you should check these before throwing away any container. Just because it is empty it does not mean there is no longer a potential hazard.

All storage areas must be kept cool as bacterial growth and chemical breakdown tends to develop faster in warm conditions of the work place.

## Cosmetic products

Even when you follow the manufacturers' instructions and do everything correctly, some clients may have additional sensitivity to certain products or ingredients in the product. Here are some guidelines to follow to prevent such problems:

### dilution

reducing the concentration of a chemical by the addition of water or another liquid

### solution

a substance consisting of two or more substances mixed together, most commonly the result of dissolving a solid or fluid in a liquid

### barrier cream

cream used to prevent harmful chemicals coming into contact with the skin

1. During each new treatment on a client, keep a careful watch for any signs of skin sensitivity or allergy. Discontinue the treatment and apply first aid immediately if this happens.
2. Keep very detailed client records with dates of treatment, products and notes of any reaction. You will learn how to do this in the units on the individual treatments.
3. Never use **solutions** which are too strong. Always take care to follow the recommended **dilutions** for antiseptics and disinfectants.
4. Keep all products away from the eyes – your own and those of your clients.
5. Products which are used for treatments close to the eyes – such as eyelash tint – should be used with extreme care. Always follow the manufacturers' instructions carefully.
6. If the hairdresser or therapist shows sensitivity to cosmetic products, special care must be taken to use **barrier creams** and protective equipment such as disposable gloves. Junior assistants in hairdressing salons often get red, chapped, sore hands from being in water so many times a day! Barrier cream can really help.

## Biological hazards

Biological hazards are the bacteria which we discussed in Topic 1 when you learned about hygiene in the salon. Can you remember the three different types of micro-organisms which may cause a biological hazard? Write them down here.



These hazards cause infection or cross-infection. The terms you should have remembered are bacteria, viruses and fungus. The different ways of preventing infection or cross-infection from biological hazards were



## Activity 9

1. What are the 3 different kinds of potential hazard in the salon?
2. What does corrosive mean?
3. Give 3 things to remember when working with chemicals.
4. Why is electrical equipment potentially dangerous? Give 3 possible causes of accidents involving electrical equipment.
5. What could happen if you do not lift heavy boxes correctly?
6. What are fumes? Give 2 characteristics of fumes.



## Feedback

*You will know now that there are many potential hazards in the salon and it is difficult to be aware of them all. But you must work hard at understanding the correct use of the equipment and products in the salon to ensure that all risks are minimised. Check your answers against ours at the end of the topic.*

## Section 2 Accidents and First Aid

At the start of this topic, we explained what first aid is – do you remember? Write down the definition here.



**negligence**  
not paying attention

You learned earlier that first aid is the help given as soon as an accident happens. Accidents happen in the salon usually happen because of unsafe working conditions or **negligence** by an employee. Negligence means ‘not paying attention.’

As a professional hairdresser or beautician it is always important to know what to do to prevent accidents and how to deal with them when they happen. You must never attempt first aid unless you are trained to do so. Always inform the manager, supervisor or qualified First Aider and take advice.

### Learning Objectives

By the end of this section you will be able to:

- describe actions to be taken in case of minor injuries
- describe the content and how to use the items in the first aid kit
- describe how to report accident and incidents

### Giving First Aid

It is important to know what first aid does and does not include. Let's see how Masego gets on when first aid is needed in her salon.



Masego is taking a cup of coffee to a client – she is being called by another stylist and she is hurrying. As she reaches the client, Masego slips on some wet hair on the floor and spills the coffee on the client's arm. The client screams and jumps up! She knocks into both Masego and the stylist. Masego knocks over the trolley holding the bowl of colour and the stylist cuts her hand with the scissors she was using. Several clients scream and rush over to help. Masego has badly twisted her ankle and she is crying loudly.



**Mma Dintwe:** *Heelang bathong ... everyone keep calm! I am a qualified First Aider and I know what to do. Masego, please stop crying, I am going to help you.*

**Masego:** *Eish! I think my ankle is broken.*

**Mma Dintwe:** *Christine – please help Masego to move on to that chair – but she must not put her weight on that ankle. Sit quietly for a moment Masego and put your hurt ankle up on the other chair then I will come to you.*

**Client:** *Eish! my arm is really sore – that useless girl has burned me badly – I am going to sue the salon. My arm is getting red and it is burning hot.*

**Mma Dintwe:** *Gail – please take Mma Senwelo to the basin, fill it with cold water and let her put her arm in it. Do not touch the arm.*

**Masego:** *Mma – you should send out for some butter – my granny says you should put butter on a burn.*

**Mma Dintwe:** *No, I said do not put anything on it – as I have said before Masego – I am glad that your granny does not work for me. Christine – you can leave Masego and fetch the first aid box for me. Turns to stylist – Now, let's look at this cut hand. Sit down here please.*

**Stylist:** *It really hurts Mma Dintwe – maybe you should give me a pain killer ... or even an aspirin? And there is blood all over the floor and on my new dress. Masego is very clumsy.*

**Mma Dintwe:** *That's as may be, but why was there so much hair on the floor – you should have called Masego to sweep it up before you started blow drying. And if you were wearing your overall then your dress would not be spoiled. I cannot give you a pain killer – that is something only the doctor can do – not a First Aider.*



*Christine brings the first aid box.*

**Mma Dintwe:** *Tanki Christine, now put on some protective gloves and clean up the blood on the floor. First use some paper towel and then a clean cloth and some disinfectant. Looking closely at the cut. This is not a deep wound – I will clean it with some antiseptic and put a plaster on it.*

*Now Masego – let's take a look at that ankle.*

**Masego:** *Mma – I am so sorry I caused all this to happen.*

**Mma Dintwe:** *I have tried to get you to understand how potentially dangerous the salon is – there are lots of hazards for all of us – we must all be very careful. Now, this ankle is very red and swollen even though we have lifted it up. I don't think I am qualified to deal with this – we must get a taxi and take you to the hospital.*

*Mpho- please fetch the accident book – we must make a record of what has happened here.*

Do you see that first aid also includes calling for help or taking someone to hospital or even calling for an ambulance if the problem is serious. It does not include giving medicines or tablets, nor does it include moving anyone who has had a fall because it could be made worse if they have broken a bone. It is not the therapist or hairdresser's responsibility to treat an injury or condition, but only to apply *first aid* and to make sure that the affected person receives treatment from those who are properly qualified to give it, like a doctor or nurse.



## Activity 10

Make a list of the important points that Mma Dintwe carried out when dealing with the accident. We have done the first one for you to get you started.

1. *Told everyone to keep calm and looked to see who needed help first.*



## Feedback

*Being a First-Aider involves knowing what to do AND what not to do. Check your answers against ours at the end of the topic before you move on to learn about the contents and use of the first aid box. If you did not get 6 or more answers correct then you really should read the story again.*

## The First Aid Box



A first aid box should always contain the following:

1. Sterile dressing – to place over wounds or burns, protecting them from further infection
2. Gauze bandages – to hold dressings of injured limbs in place
3. Crepe bandages – to give support to sprains
4. Triangular bandage – to immobilise the arm if broken or dislocated.
5. Adhesive plasters. - to cover minor cuts and prevent infection
6. Cotton wool – to help clean cuts by swabbing away blood or to apply antiseptic
7. Antiseptic liquid or cream – to prevent cuts becoming infected
8. Eye bath – to bathe an eye if something enters it.
9. Tweezers – to remove splinters from the skin.
10. Scissors- to cut tape, bandages or clothing.
11. Safety pins – to hold bandages in place
12. Eye pad – to reduce eye movement and protect from light if something enters the eye
13. Disposable gloves – for blood spills

## How to take action in case of minor injuries

Accidents can always happen and occasionally you may have to deal with minor ones. An understanding of basic first aid can be useful but any serious injuries must be dealt with by a professional medical officer. Someone in every salon should be trained and qualified as a first aider by the Red Cross. Do you know who is a first aider at the College? Find out and write their name in this box.

One of the first aiders at FCTVE is:

Here are some very basic notes and illustrations on possible injuries you might come across in the salon and how you should deal with them.

### Chemical in the eye

Rinse with luke warm water immediately



### scald

an injury caused by moist heat such as from facial steamer or wax

### Burn or scald

Run the area in cold water or if it is a serious burn, cool the area with cold water and cover lightly with **sterile gauze**



### sterile

cleaned of all bacteria and viruses

### Electric shock

Turn off the power source before attending to the casualty being electrocuted.



### gauze

light cloth used to cover wounds

### Cuts

Clean the wound gently using a sterile **gauze**, apply pressure till the bleeding stops and use a sterile adhesive plaster to cover the wound



### Fainting

Lower the head of the client between the knees if they feel like fainting. If they have fainted, put them in a lying position raise the legs to increase the flow to the head.



### Nose bleeding

Sit the casualty down with the head bent forward towards a sink or any container that can catch the blood. Loosen any clothing around the neck. Ask them to breathe air in through the mouth as they firmly pinch the soft part of the nose for a few minutes.



## Reporting accidents

When accidents or injuries happen, you must report it to your supervisor and have it recorded in the accident report book. In a hair and beauty salon it is possible for an accident to lead to a legal case if there is any question of negligence or unsafe working practices or environment. So it is important to record the details carefully, in case an enquiry is held at a later date.

### What should be reported?

The following information should be recorded:

- Full name and address of the casualty
- Date and time of the accident
- Details of the accident i.e. place, circumstances
- Injury details
- Name and address of any eye witness

Accident Report Form	
Salon name:	
Name of staff reporting:	
Address:	
Date of accidents/incident:	Time/place:
Details of accident/incident:	
Name and address of person involved in the accident/incident:	
Name and address of any witnesses:	



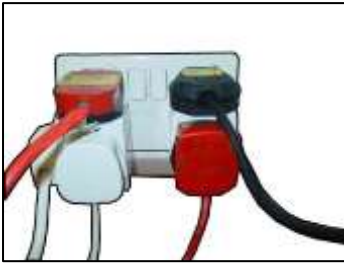
## Activity 11

1. What is first aid?
2. What causes fainting?
3. What is the difference between a burn and a scald?
4. How do you prevent bleeding from a cut?



## Feedback

*There is a lot to learn about first aid but in this activity we have only asked about the most common types of injury found in a salon. Check your answers with ours at the end of the topic. It is a good idea for a therapist or stylist to be qualified in first aid by the Red Cross.*



Overloaded electric socket

## Negligence

We mentioned negligence at the beginning of this topic and explained that if any hairdresser or therapist is negligent – does not take care – with a treatment, and a client is hurt or injured in some way, then it can lead to a legal case.

If there is an accident and a client is hurt and it can be proven that the accident was caused by an employee being negligent – then the client can take both the employee and the salon owner to court and ask for money as ‘damages’.

Can you think of some things which an employee might do which could be considered as negligent?



## Activity 12

Fill in this table so that you are able to recognise negligent behaviour and avoid it.

Salon item	Negligent behaviour	Potential injury
Chemicals like hydrogen peroxide	Being careless and splashing the chemical on a clients' clothes or skin	Spoiled clothes (bleached) or burned skin
Electrical equipment		
Hot wax		
Sterilising equipment		
Sharp tools like blades and scissors		
Cuts to therapists' hand		
Hair washing		



## Feedback

*It is important that you understand what negligence is and make sure that you always pay attention to your work – otherwise you and your employer could find yourselves in court! Check your answers against ours at the end of the topic.*

## Topic Summary

We have reached the end of this topic on safety and hope you have learned a lot. You have learned that the salon is potentially a very dangerous place to be and there are a lot of hazards which the therapist must be aware of. It is the responsibility of everyone to prevent the risk of injury or accidents by taking **precautions**.

**precaution**

an action taken to protect against possible harm or trouble

There are 3 main types of hazard:

- physical
- chemical
- biological

## Answers to Activities

### Activity 6

Here is the list of 10 hazards that Masego identified.

1. Boxes in front of fire door
2. Sweep up hair
3. Pick up gowns and towels from the floor
4. Put tops on detergent and colouring products
5. Mop up water from the floor
6. Keep electrical cables wound up
7. Electrical equipment should be unplugged when not in use
8. Scissors and sharp tools should be kept clean and away from where they can cause harm
9. Waste products should be thrown away in a suitable container
10. Money should be banked regularly and large amounts should not be kept in the till.

### Activity 7

There are 5 main rules for working safely with chemicals which are explained in the scene between Mma Dintwe and Masego. Can you identify them?

1. Damage to clothing – wear protective clothing when using chemical such as tints, make sure your client is protected too.
2. Storage and handling – all container should be well labelled and kept in the storeroom
3. Be informed - always read the manufacturers' instructions before handling any chemical
4. Skin/ eye burn – make sure that caps/ lids are replaced securely on bottles or containers after use and no unused chemical products are left lying around the salon
5. Poisoning – make sure that all containers are correctly labelled and never prepare chemical treatments near your client.

### Activity 8

These are the meanings you should have discovered in the glossary.

Type of hazard	Meaning
flammable	Easily set on fire
corrosive	Burns or wears away things it comes into contact with by a chemical action
toxic	Acting as a poison
fumes	Gases given off by liquids; <ul style="list-style-type: none"> <li>• may be visible or invisible</li> <li>• may have bad smell or no smell</li> <li>• can be highly flammable</li> </ul>

### Activity 9

1. What are the 3 different kinds of potential hazards in the salon?
2. What does corrosive mean?
3. Give 3 things to remember when working with chemicals.
4. Why is electrical equipment potentially dangerous? Give 3 possible causes of accidents involving electrical equipment.
5. What could happen if you do not lift heavy boxes correctly?
6. What are fumes? Give 2 characteristics of fumes.

### Activity 10

Make a list of the important points that Mma Dintwe carried out when dealing with the accident. We have done the first one for you to get you started.

1. Told everyone to keep calm and looked to see who needed help first.
2. Carefully moved Masego with the hurt ankle to a safe place, ensuring she did not injure herself further by standing on the hurt ankle. Raised the hurt ankle off the floor.
3. Covered the burn with cold water and did not touch it or allow anything to be put on it.
4. Ignored old wives tales like putting butter on a burn
5. Quickly sent for the first aid box.

6. Took care to prevent cross-infection by reminding the girl to put on protective gloves before cleaning up blood.
7. Did not give pain killers or aspirin
8. Put on protective gloves and treated a superficial wound herself with antiseptic and a plaster.
9. Explained to the staff again how potentially dangerous the salon is.
10. Knew when an injury was beyond first aid and the person needed to be taken to the hospital.
11. Recorded the incident in the accident book.

### Activity 11

1. What is first aid?
2. What causes fainting?
3. What is the difference between a burn and a scald?
4. How do you prevent bleeding from a cut?
5. How would you deal with a facial cleanser entering the client's eye?

### Activity 12

Fill in this table so that you are able to recognise negligent behaviour and avoid it.

Salon item	Negligent behaviour	Potential injury
Chemicals like hydrogen peroxide	Being careless and splashing the chemical on a clients' clothes or skin	Spoiled clothes (bleached) or burned skin
Electrical equipment	Leaving electrical cables hanging/trailing	Trip up a client who falls and injures herself
Hot wax	Not testing the temperature of the wax before applying it	Client gets burned
Sterilising equipment	Not sterilising tools for long enough and therefore using unsterilized tools	Client gets an infection
Sharp tools like blades and scissors	Leaving them lying around the treatment area	Client could get a cut
Cuts to therapists' hand	Not cleaning with antiseptic and covering with a plaster	Client could get cross infection
Hair washing	Using water that is too hot	Client gets burned

## Topic 3 Security in the Salon

What do you think we mean when we say security in the salon. Can you think of 3 things that could be called security issues? Write your ideas down in this space.



### stock

supply of items used in a business

Security issues in the salon include the secure handling of cash, and the safe-keeping of your own, your clients' and your colleagues personal belongings. It also includes looking after the products and **stock** in the salon. Security issues also include locks and burglar bars on doors and windows and a burglar alarm system. In this topic you will learn how important security is in the salon. And remember, if your business involves giving beauty therapy and hairdressing services in your own or your clients' homes then these security issues are important there as well.

### incident

an event that may result in a crisis

Security risks cannot be avoided, but they can be reduced. This means salon staff must be aware of the risks, take adequate precautions to guard against danger, and act in appropriate ways to reduce the effects of an **incident** should one occur.

### essential

very important

Salon security is **essential**. Employers have a duty to provide a secure workplace and you as an employee have the duty to ensure that all precautions are taken to maintain security.

## What is in this topic?

In this topic there are 3 sections:

- Section 1 Security in the salon
- Section 2 Staff and clients' personal belongings
- Section 3 Protecting stock and equipment

## Study Time

We expect that it will take you between 3 – 4 hours to complete this topic and complete all the activities. Some of you will do it faster than others. Make sure you achieve the learning objectives for this topic before you move on. This subject may not be as interesting as learning to give beauty and hairdressing treatments – but it is as important!

## Section 1 Security in the Salon

There are many different security issues in the salon. First we will think about the security procedures which you need to follow when closing the salon for the night. There are different things to remember to do during the day to keep the salon safe. We will hear from Masego and find out how she learned about these security procedures.

### Learning objectives

In this section, you will learn how to:

- carry out security procedures before leaving the salon at night
- keep the salon secure during working hours

### Nighttime Security Procedures



*It is lunchtime at Laurali's Hair & Beauty Salon. Mma Dintwe goes into the back room and finds Masego reading her college books for her beauty therapy course.*

**Mma Dintwe:** *Dumela Masego. Are you on your lunch break?*

**Masego:** *Ee mma! I am trying to catch up with my college work. We are learning about security in the salon.*

**Mma Dintwe:** *Security is a very important subject. It is not as interesting as learning how to cut hair or give a manicure but everyone needs to know about security.*

**Masego:** *Ee mma, it is a bit boring. I keep reading it over and over but nothing is going in. It's like being back at school. How do I learn this stuff?*

**Mma Dintwe:** *Well ... I could test you with some questions – that would help. If you just read all the time without really thinking about what you are reading then it is difficult to learn. Put your book away and let's see what you know already.*

**Masego:** *Would you do that? Tankie Mma. Our tutor also says that is better than just reading. We are supposed to form study groups with other students but I spend many hours here in the salon and never have time to meet them.*



**Mma Dintwe:** *Study groups can really help you when you are a distance learner. Maybe when we are not so busy I can let you leave an hour early to meet with the other students?*

*Now, let's start with security procedures in the salon at the end of the day. Imagine you are the last person to leave the salon (although I hope that never happens!) What procedures would you carry out before leaving?*

**Masego:** *Eish ... umm ... well I'd have to make sure that all the windows are closed and the door locked. And make sure all the dryers and steamers are not plugged in at the wall. I think sometimes you leave a light on inside the salon, don't you? And of course I'd have to set the alarm ... but you haven't shown me how to do that yet.*

**Mma Dintwe:** *Good – yes those are important security procedures in the salon. But there is one important thing you haven't mentioned yet.*

**Masego:** *Is it about turning off the taps in the basin so as not to waste water?*

**Mma Dintwe:** *No – although that is a good thing to check.*

**Masego:** *What about sweeping the floor to make sure the salon is tidy the next morning.*

**Mma Dintwe:** *No – Masego ... that is a safety and hygiene procedure which I hope you would do before you even think about going home.*



### Activity 13

Can you think of another important security issue that Masego should have remembered? Hint – think about the *business* of the salon.



### Feedback

*We are sure that you were able to remember what Masego forgot. Check your answer against ours at the end of the topic.*

## Daytime Security

Of course, security is not only an issue when the salon is closed. There are some things you need to think about when the salon is open.

### Cash

- Make sure the till is kept locked at all times.
- Do not open the till to give people change if they come in from outside the salon.
- Only one or two people should have the authority to handle cash and have the keys to the till.
- Do not keep large amounts of cash in the till during the day – make sure banking is done regularly

### Clients and visitors

- Make sure all clients are checked in at reception as soon as they enter the salon.
- Do not allow clients to have more than one visitor while they are having their treatments.
- If you think someone is behaving **suspiciously**, you must tell your supervisor. A busy manager may not have time to be watching everyone in the salon. It is your job to help him or her.

suspicious  
distrustful

### General security

It is a good idea to keep the security gate on the front and back doors locked at all times. Then no-one can enter without a staff member letting them in. This helps to reduce the risk to clients and salon property of thieves entering. Remember – you are responsible for the security of your clients themselves as well as their belongings.

Now let's move on to look at the important issue of protecting your own and other people's property in the salon.

## Section 2 Staff & Clients' Personal Belongings

**reduce**

lessen or take down

There are many tempting things to steal in a salon. It is very sad to think that we must be suspicious of the people whom we work with and our clients and we are not suggesting that. Remember, theft is a *risk* and your job in the salon is to **reduce** risks.

### Learning objectives

In this section, you will learn how to:

- reduce the risk of loss of personal belongings in the salon
- explain the security procedures in a salon which protect personal belongings.

How many personal belongings could be found in a salon which someone might want to steal? Write down at least 3 things here.



We can think of many things such as: staff or clients' handbags, cell phones, coats or other clothing, jewellery, even umbrellas. We even know of one case where a client had her spectacles stolen when she took them off to have her hair coloured.



### Activity 14

Make a list of salon rules to reduce the risk of loss of personal belongings of clients and staff.



## Feedback

*We hope you were able to think of at least 5 rules to ensure security of personal belongings. Check your list against ours at the end of the topic. Of course, you must remember to practise these rules all the time in the salon – not just when you remember.*

## Section 3 Stock & Equipment

In this final section of this topic, we will consider the security procedures needed in a salon to protect your employers' stock and equipment. We will first identify the kinds of things that are at risk and then consider how they can best be protected.

### Learning objectives

In this section, you will learn how to:

- identify what items of stock and equipment are at risk in the salon
- reduce the risk of loss of stock in the salon
- take steps to ensure your employers' property is protected.

### Protecting your employers' property

It is part of your job to protect your employers' property and that includes the stock and equipment which you use or sell in the salon. Let's hear how Masego learned this important lesson.



*Laurali's Hair & Beauty Salon: salon is quiet. There are few clients and Masego is sitting at a workstation filing her nails.*

**Mma Dintwe:** *Masego I have a job for you. I want you to go out to the stock room and count the number of products we have. Take this form and follow the list. You must write down the number of each type of product on the form.*

**Masego:** *Ee mma! But why do I have to do it?*

**Mma Dintwe:** *It is called a stock-taking. We have to do it every month in this salon. Do you remember I told you that the salon owner is Rra Mututwa? Well he is coming this weekend to check the salon and that includes the stock and everything else in it. We have to prove to him that we have been taking care of the stock and that nothing has been stolen.*

**Masego:** *But the other girls told me Rra Mututwa is rich. Why would he bother about a couple of bottles of shampoo going missing? He wouldn't even notice.*



**Mma Dintwe:** *No Masego – you are wrong. If Rra Mututwa does not make enough profit then he cannot afford to give the staff a wage increase each year. He might not even have enough money for the Christmas bonus.*

**Masego:** *Eish! If I don't get my Christmas bonus then I will have a very bad Christmas. I'm going to count the stock very carefully.*

You may think that your salon owner is very rich and will not suffer if a few things go missing – but you should understand that this is never the case. If a salon owner loses stock or equipment due to theft then he or she loses income. Over time, this could have an effect on how much the owner is able to pay their staff. So if you do not take every precaution to protect your employers' property, then this may have a bad effect on your own wages!

## Protecting Stock

What do we mean by stock? Write down 3 things we call stock in a salon.



### vigilant

keeping on the  
look out

The kinds of things we are talking about as stock include; products in use by therapists and stylists, such as shampoo, mousse, hair spray, face creams, nail products, etc. These are usually found at a work station. Then there are the same products which are for sale to clients and these are often put out on display in the salon. Any of these products could be taken by a client or a visitor to the salon if you are not **vigilant** – which means keeping a look out.

Here are some more precautions that you can take in the salon to minimise the risk of losing stock.

1. Keep the stock cupboard locked and the key in a safe place.
2. Products for sale should be displayed behind reception where it is difficult for visitors and clients to get close to them.
3. Products for sale can be kept in a glass cabinet where clients can see them but not touch them.
4. Stylists and therapists should not leave clients alone at the workstation where they might be able to pick up products and take them away.

## Protecting Equipment and Tools

It is unlikely that you will lose large equipment like hairdryers or foot spas – unless you are very negligent. However, some clients might like to carry out their own treatments at home so you need to be vigilant.



Make sure that when you lay out your work station before your client arrives that you know exactly what tools and equipment you have laid out and ensure it is all there when you finish. This means that it is important to keep your work station tidy during the treatment. If your manicure table is a jumbled mess of nail clippers, nippers, emery boards and orange sticks then you will not know what is there or not there!

You should be especially careful if your client is a drop-in or casual client who you do not know. Regular clients are very unlikely to steal from you but we do know of professional thieves who go to salons as casual clients and take more than their treatment.



### Activity 14

There is a new junior at Laurali's Salon. Masego has been given the job of showing her around and explaining everything to her. Mms Dintwe asked Masego to carefully explain to the new girl about protecting the salon's property including stock and salon equipment against theft.

What should Masego tell the new junior?



## Feedback

*We hope you were able to think of at least 5 rules to ensure security of personal belongings. Check your list against ours at the end of the topic. Of course, you must remember to practise these rules all the time in the salon – not just when you remember.*

## Topic Summary

You have now come to the end of the topic on security in the salon.

In this topic we have learned about security in the salon with regards to both daytime and night time security, security of personal belongings for both clients and other staff as well as the safe keeping of salon equipment and stock.

We have also learned how important it is to be alert for any people coming in and out of the salon during the day as well as the safe keeping of cash in the till, which must be locked at all times.

It is also important to remember to clear out the till at regular intervals during a busy day and never leave money in the till overnight. Banking should be done regularly.

It is generally important to be alert when working in a salon since the security and safety of such things as handbags, jewellery and cell phones for both your clients and colleagues are your responsibility as an employee.

The security of both equipment and stock in the salon are equally your responsibility. This means that it is therefore up to you to make sure that the stock used in the salon such as sprays and so on are kept safe so as to avoid unnecessary losses which might have an impact on your own wages and bonuses.

Finally it is important to always check that the equipment you use on clients is returned to the storeroom, that product displays are behind the reception or enclosed in a glass display and make sure that doors, windows are shut and the alarm is set when you knock off.

## Answers to Activities

### Activity 13

The important security issue that Masego should have remembered is to do with the cash in the till. That is why we hinted it was to do with the business of the salon. A busy salon can take a lot of money in one day. It would be a security risk to leave large sums of money in the salon till over night.

### Activity 14

Here is our list of rules for minimising risk to personal belongings in the salon.

1. Owners should provide lockers with a key for staff personal belongings such as handbags and cell phones.
2. Clients should be reminded to keep their handbag near to them while having treatments or they should be placed in a lockable cupboard when they arrive.
3. Staff should not have cell phones in the salon where they might leave them at the work station and then risk having them stolen. Private calls should be made during breaks.
4. Staff should avoid bringing too much money or other valuables to work.
5. Clients should remove their jewellery and put it safely in their handbag before it is locked away. Clients' jewellery should not be left at workstations.
6. Coats and umbrellas should be kept in the back room or behind reception where they are not available to everyone who enters the salon.

### Activity 15

Masego should tell the new junior the following things about protecting the salon's property including stock and salon equipment against theft.

1. Check that the windows, doors, cupboards and display cabinets are closed and securely locked – during the day if necessary and before leaving the salon at night.
2. Always set the alarm when leaving the salon.
3. never leave large amounts of money in the till overnight.
4. A light should be left on in the salon overnight to deter burglars.
5. Stocking taking should be done regularly, weekly or monthly.

6. Staff and clients' belongings should be protected against theft – it is best if they are kept in a locked cupboard.
7. All electrical equipment should be switched off and unplugged at the end of the working day.

# Maintain a Safe, Secure & Hygienic Salon

## Module 1 Glossary

### a

antiperspirant      an antiperspirant contains chemicals which reduce the size of the sweat pore, so that we sweat less

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antiseptic          solution used on the skin to prevent wounds from becoming septic

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### b

bacteria            minute, single celled organisms

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barrier cream      cream used to prevent harmful chemicals coming into contact with the skin

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burn                an injury caused by dry heat such as from hot tongs

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### c

competency        an ability to do something especially measured against a standard

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contamination    passing of infection from one person to another or through an unclean object

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cross-infection    transfer of germs and bacteria through poor hygiene

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### d

decontamination    to remove chemical or biological impurities from an object, surface or person

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dental              special cleaning 'tape' designed to clean between the teeth

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deodorant	a deodorant is similar to an antiseptic because it inhibits the growth of bacteria
dermatitis	inflammation of the skin
dilution	reducing the concentration of a chemical by the addit another liquid
disinfection	chemical form of cleaning which kills some germs
disposable	something that is not re-usable
dispose	to do away with something

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**e**

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essential	very important
evacuation	removal of people from a dangerous or potentially dangerous place to somewhere safe

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**f**

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fungi	a group of plant micro organisms
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**g**

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gauze	light cloth used to cover wounds
germs	disease – causing bacteria and viruses

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**h**

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hazard	something that could cause an accident or injury
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**i**

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impetigo	contagious infection of the skin which causes blisters to form into yellow-brown scabs
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incident	an event that may result in a crisis
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infection	occurs when disease-causing bacteria enter the tissues of the body
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infectious	an infectious disease is one which can be passed from one person to another
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infestation	a condition where animal parasites invade and live off a host
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**I**

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launder	to wash dirty clothes or linen and, often, iron them as well
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**n**

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negligence	not paying attention
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**O****p**

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parasite	a plant or animal that lives off another
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pathogen	something that can cause disease
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potential	possibility or likely to happen
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porous	having pores or openings which allow liquids to pass through
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precaution	an action taken to protect against possible harm or trouble
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**r**

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radiation	energy produced from an object in the form of rays or waves, e.g. heat, light, sound
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reduce	lessen or take down
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responsibility      a duty

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risk                      the threat of something dangerous happening because of a hazard

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## S

sanitation              process that significantly reduces the number of bacteria found on a surface

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scald                    an injury caused by moist heat such as from a facial steamer or wax

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septic                   full of pus or generating pus

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solution                a substance consisting of two or more substances mixed together, most commonly the result of dissolving a solid or fluid in a liquid

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sterile                  cleaned of all bacteria and viruses

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sterilisation          cleaning method that kills all germs and bacteria on tools or surfaces

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stock                    supply of items used in business

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suspicious              distrustful

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## t

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## u

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## v

vigilant                keeping on the look out

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virus                    minute, single celled organism

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## z

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