

## Let's talk about health and safety!

**Story 1:** You are about to file a client's acrylic nails. You put on an N-95 mask. The client looks worried and asks you why you are wearing a mask. What would you say and do?



**Story 2:** A client wants to get her nails done with a nail paint color that she has brought from home. You notice on the label that it has toluene, formaldehyde, and DBP. What do you say and do?



**Story 3:** A client who knows you well has brought you some cookies as a gift. She asks you to try it. You don't want to offend her but you are afraid of getting the nail products on the food. What do you do and say?



**Story 4:** You are doing a manicure for a client. Your neck and back are starting to hurt from bending over the client's hand. You would like to raise the height of the client's hand by putting a pillow underneath her wrist. What would you say and do?



**Story 2: What you should say and do**

- “This paint contains toluene, formaldehyde, and DBP. These are harmful chemicals.”
- “I can still use it if you want. Or, I can also try to find similar colors that are ‘3-free’ (free of toluene, formaldehyde, and DBP). It is healthier for you and me.”
- “I am going to put on my gloves because I work with chemicals every day.”

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**Story 1: What you should say and do**

- “I do manicures and pedicures every day so I have to be extra careful.”
- “No, you are not dirty!”
- “This mask protects me from the dust.”
- “These fans blow dust and fumes away from you and out the door.”
- “This won’t get in the way of your manicure. I can still give you a nice manicure!”

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**Story 4: What you should say and do**

- “Can I put this pillow under your wrist?”
- “This will help me see your hand better.”
- “Is this comfortable?”
- “Excuse me, I need to stretch really quickly. I have been in this position a long time.”

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**Story 3: What you should say and do**

- “Thank you so much. I will try it later with my lunch.”
- “I will put it in the kitchen so that I don’t get any chemicals on it.”

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**Story 5:** You are using a cuticle nipper when you accidentally cut the client's skin. The client starts bleeding. What would you say and do?



**Story 6:** A client asks you to shave her calluses using a "credo blade." She has brought her own blade from home. What would you say and do?



**Story 7:** You have just finished giving a client a pedicure. Suddenly, there is a long line of new clients entering the salon asking for pedicures. The new clients are anxious to get on the pedicure spa but you have to disinfect it properly. You feel rushed. What do you do and say?



**Story 6: What you should say and do**

- “I’m sorry. We are not allowed to use those blades in California. They are not safe for customers or workers.”
- “I am not trained to use this blade.”
- “Credo blades can give you an infection.”
- “I could be fined for using a credo blade.”
- “Can I use this foot file instead?”

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**Story 5: What you should say and do**

- “I’m so sorry.”
- “Here is a cotton ball. Please put it on the cut.”
- “I will get the first aid kit.”
- “It is safer if you clean the cut yourself.”

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**Story 7: What you should say and do**

- “I need a few minutes to clean this foot spa thoroughly before you get in. It won’t take too long.”
- “Would you like some magazines to read?”
- “Thank you for your patience.”

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