



Semi-Permanent, Individual
Eyelash Extensions

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Introduction, Reception & Consultation

Most women have spent both time and money over the years on trying to make their eyes seem bigger, more dramatic, or simply more luscious. Now clients can enjoy a whole new look with the help of eyelash extensions.

These extensions are a move away from the traditional strip lashes that everyone has painstakingly tried to apply at one time or another. Instead, these are individual lashes which are added to the clients own natural lash for a truly fabulous effect. Clients can achieve anything from dramatically sweeping lashes to a generally thicker and fuller effect. Lash extensions will certainly cause people to take a second look, as they are incredibly natural. As they are individual lashes, they follow the natural line of the eye, and cannot be spotted even when the client is wearing no make-up. The lashes are also tapered at the ends to give that final impression of a natural lash.

Reception

Reception is the first aspect of your business that a client will encounter. Whether this is face to face, or over the phone, this is the first impression your client will get and so should be handled professionally. Your receptionist represents your business, so it is important that they are always professional, polite and well presented. The receptionist should take bookings, answer enquiries, greet clients and take payments. They should be trustworthy, able to talk to clients with confidence and able to listen. If you cannot afford the luxury of a receptionist it is down to you to manage the bookings. You should always ensure that anyone working on reception or taking your bookings knows as much as possible about the treatment. It may be worthwhile letting them experience the treatment for themselves. This way, when talking to clients, they will be able to let them know what to expect and answer any questions. Some enquiries may include whether the client has to do anything themselves before treatment, how long the treatment lasts or whether there are any extra costs. They may also be asked about the benefits of treatments, the aftercare and whether there are any restrictions for treatment. When booking an eyelash extension treatment, the client should be advised not to wear make-up to their appointment.

They should also be informed that they will have to remove any contact lenses during the treatment. The first time the client books the treatment, they will be required to visit the salon prior to their appointment to have a sensitivity test. The client must be made aware of the importance of this, as without a test the treatment should not go ahead. This is not only

to protect the client, but also
for insurance liability purposes.



The receptionist should also be aware of any clients with special needs or disabilities, as they may require help getting to the treatment room or hearing instructions. They should check the age of any client to ensure

that they can be treated within your insurance guidelines. Your receptionist may have to deal with sensitive or confidential information about clients. You should therefore ensure that your receptionist deals with this professionally and does not reveal it to any other parties.

Make sure that all staff and therapists are aware of the salon pricing structure for an eyelash extension treatment. You should always ensure that the service you offer is cost effective. Make sure that you consider

all your overheads, the cost of your time, your local area and your particular clientele when setting a price for a treatment. The price you charge for your treatment should cover all overheads as well as your time, and include a reasonable profit margin, whilst also being affordable for your client. You may need to offer different pricing structures depending on whether the treatment is for maintenance or a new set. You may also decide to vary your prices according to the amount of work the client wants you to do.

Recommended treatment timings:

Full set - up to 2 hours

Maintenance - 30-60 minutes

Consultation

Before carrying out any treatment, you should always carry out a thorough consultation. The most important aspect of this is to ensure that it is safe to carry out the treatment. You should gather personal and medical information about your client, including whether they have any allergies or are taking medication. This should help you establish whether there are any contra-indications or contra-actions to treatment.

When treating any new client you will need to perform a sensitivity test, or 'patch' test. Solvents and adhesives contain chemicals which the client may have an adverse reaction to. This is of particular concern around the eye, as it is an extremely sensitive area of the body, and so any reaction could be very uncomfortable and potentially damaging.



Sensitivity Patch Testing of Products & Following Manufacturer's Instructions

You should always follow the specific manufacturer's instructions on how and when to perform a sensitivity patch test (If one is required). Generally a sensitivity patch test will need to be performed within a specified time limit and this will be detailed in the individual manufacturer's instructions. Some manufacturer's require you to apply a couple of lashes to the outer corner of the eye prior to the final application of the lashes. You should ask the client to contact you if they suffer a positive reaction, for example, redness, swelling, itching etc. If they are unable to contact you they must seek medical assistance. The treatment should not go ahead if the client experiences a positive reaction to any of the sensitivity patch tests that you have performed. You must always ensure that you adhere to the conditions of cover as laid down in your individual insurance policy wording in relation to sensitivity patch testing requirements for insurance cover to be in place. When the client returns for their treatment you should also examine the area yourself for any signs of a reaction.

If the client has experienced a reaction you should not treat them. You should make a note of any reaction and the product that caused this on the client's record card. Remember that as a beauty therapist you are not qualified to diagnose a medical condition and therefore, if you have any doubt about whether to offer your client a treatment, you must refer them to their GP to obtain written consent prior to the treatment going ahead.

At the consultation stage you must establish the client's suitability for treatment by discussing their needs, medical history and lifestyle. The consultation will also allow you the opportunity to explain the whole treatment process and allow the client time to ask any questions they may have.

During the consultation you must ensure that the client is happy to proceed with the treatment and knows exactly what is expected of them in relation to following the aftercare instructions that you will give them.



Remember a consultation needs to be conducted for every client. This includes pamper parties, craft fairs and taster sessions. You should ensure you have an organised system of requesting clients to fill in basic details. It is not only important for the safety of your client, but also acts as an excellent tool for keeping in contact with your new clients.

At every subsequent appointment, you should always establish if anything has changed in relation to the client's health since the last appointment, and the record card should be updated accordingly. The record card is an important document and must be kept up to date at all times.

There may be an occasion when another therapist in the salon has to treat your client and they must have all the necessary information to hand in order to treat the client safely. This information should be kept confidential at all times to comply with Data Protection Act.

We have created a sample record card for you to use. This will be available to you once you have successfully completed the course.

Where a client has an existing medical condition that requires a GP's written consent prior to the treatment going ahead, you must ensure that when this is obtained it is stored safely with the record card. The client record card becomes a vital piece of evidence in the event of a client making a claim against you for personal injury following a treatment. It would be required by your insurers and their team of

investigators to prove that you had carried out the necessary checks to ensure that the treatment was suitable and safe for the client. It also shows that you had obtained the client's own written permission (and their GP's if required) for the treatment to go ahead. After you have been through each stage of your consultation, you should check to make sure your client has clearly understood what you have told them.

You must be able to empathise with your client when communicating with them. Your own body language can help you to empathise with your client. It can help your client to feel less intimidated, allowing them to feel more comfortable about answering personal questions during the consultation process.



Treating Minors

In England, Wales and Northern Ireland, a minor is anyone under the age of 18. Sometimes you will get requests for appointments from clients who are younger. If the client is under 18, you should always obtain written permission from their parent or guardian for the treatment to go ahead and they should accompany the minor to the salon for the appointment. It is also recommended that you check your insurance policy wording to see if there are any age restrictions detailed in it. You should check with your insurance company with regard to any guidelines for treating minors. Also, contact your local district or borough council and ask about any stipulations you need to follow with regard to The Miscellaneous Provisions Act, as they may vary from one council to another. The department who will be able to clarify this for you is the Licensing Department. We have created a sample Parental/Guardian Treatment Consent Letter for you to use. This will be available to you once you have successfully completed the course. During the consultation, you should conduct a careful examination of the client's eyelashes and eye area to identify any factors which will affect the treatment. The examination is a visual examination under a magnifying lamp. You should write down what you can see and include verbal responses to your questions on the client's record card. This will form part of the clients medical history stored on their file. To begin the examination you must remove any make-up by using the appropriate cleanser. Start by looking at the health of the natural eyelashes. You should check whether they are weakened in any way as this would prevent treatment. Look for any signs of eyelashes that are broken or any gaps where eyelashes have fallen out. If there are no eyelashes present you need to know if this is the result of a medical condition such as alopecia or just lack of care when removing make-up. If it is lack of care the client will need advice on how to take care of their natural eyelashes to allow them to re-grow. You cannot stick the individual lashes directly onto the skin. If they have been diagnosed with alopecia the treatment cannot go ahead. Sometimes clients who have recently given birth suffer loss of hair. Once the eyelashes have grown back and are healthy, treatment may go ahead. Clients who are going through a course of chemotherapy or radiotherapy may also experience hair loss. Once the cancer treatment has been completed and the eyelashes have re-grown, treatment may go ahead with a medical practitioners written consent.



During the examination you should also look for any signs of infection in the eye and eyelashes that would prevent treatment, for example, sticky eyes where pus has caused the lashes to clump together. Check whether the eyeball is a healthy colour or if there is any sign of redness or swelling. Presence of any of these things could indicate that infection is present and this would prevent treatment and the client would have to be referred to their GP for treatment. Look for signs of irritation, such as redness or watery eyes. You should check whether this indicates an allergy to a certain product that the client is currently using or if they suffer from hay fever.

Further questioning would clarify if there are any known allergies. This would indicate that they were not suitable for treatment. If the client's eyes do not water under the light of the lamp you may need to ask if they suffer from dry eyes. Check whether they use drops to keep their eyes moist. If so, the drops may cause the lashes to clump together and so they would not be suitable for treatment.

If there is any sign of dry flaky areas of skin or red, irritated skin around the eyelid and socket that would indicate that the client may suffer from eczema or dermatitis or has very sensitive skin. If the client is wearing contact lenses they must remove them or treatment cannot go ahead. Any bruising around the eye will prevent treatment until the area had healed and the client is no longer in discomfort.

Any scarring may indicate that the client has had recent surgery. The client may have had surgery to correct a medical condition or had cosmetic surgery recently. If the scarring was very recent then treatment must not go ahead. It would be best to refer the client to their GP to discuss when it would be safe for the treatment to go ahead. If the client blinks a lot it could be a sign of nervousness. Nervous clients are not suitable for treatment if they cannot keep their eyes still.

If there are cataracts present the client may be due to have surgery. This may restrict when treatment can be given. If the client has a prosthetic eye they would need to be referred to their GP to ascertain if you can proceed with the treatment and obtain their written consent.

If there are any other abnormal defects to the eyeball, you should refer the client to their GP for written consent prior to offering treatment.



You should check for any signs that the skin around the eye socket has been injected with fillers. If so, you must ask the client to check with their GP to see what time gap there should be between the cosmetic treatment and the lashes being applied. If there is any other sign of irritation of the skin due to the use of chemical peels or microdermabrasion treatments the same rule would apply. If in doubt always obtain written consent from their GP prior to offering treatment.

If the client has recently had semi permanent mascara applied to their eyelashes it would be best not to proceed with the application of individual lashes as this could damage the natural eyelashes. It would be best to wait until the eyelashes are in their completely natural state.

The consultation should also allow you to establish what the client wants from the treatment. Find out whether they want to enhance their look or opt for something more dramatic. When discussing what options are available you should take into account the condition of the clients natural eyelashes and inform them what is possible to achieve.

You should also assess whether the client has had any other eyelash treatments such as tinting or perming, as these chemicals may affect the adhesive. If the client requires any such treatments first you should check with your manufacturer how their products will respond.



Anatomy & Physiology

The Hair

A hair is an appendage of the skin. It grows out of, and is part of the skin, and is made up of dead skin cells containing keratin. The palms of the hands, soles of the feet, lips and some parts of the sex organs are the only parts of the skin which are not covered in hair.

The hair has a number of different functions, including insulation, and protection from bumps and the sun. The eyelashes help prevent foreign particles entering the eyes, whilst nostril hair does the same for the nose. Body hair also provides a sensory function and helps to secrete sebum on the surface of the skin.

There are three types of cells in the hair, which form different layers. The medulla is the central layer and contains soft keratin. This layer only exists in coarser hair, not thinner hair.

The pigment, along with hard keratin is found in the cortex, the thickest layer of the hair. This layer is made up of dense, elongated cells. It is these cells which contain the pigment and hard keratin. The pigment is what gives the hair its colour, and once this stops being produced, the hair becomes white. Tinting products colour the melanin in the hair, which is why grey or white hair is more difficult and time consuming to treat. The outer layer of the hair is the cuticle. The cells contained within the layer are thin and flat, and contain hard keratin.

The hair is made up of a root, the part of the hair within the follicle, the bulb, which is the base of the root, and the shaft, which can be seen above the surface of the skin. The hair grows out of the follicle, which is a continuation of the epidermis. The movement of the hair is controlled by the arrector pili muscle, which is attached to the base of the follicle. The muscle contracts, and pulls the follicle and hair upright.

The sebaceous gland produces sebum, which is secreted into the follicle. The purpose of sebum is to soften the hair and skin and protect against infection.

The growth of the hair comes from the dermal papilla. This has a good blood supply, and is a separate organ which serves the follicle.



The matrix is the lower part of the bulb and divides the cells from which the hair is formed. The hair follicle is made up of the inner epithelial root sheath, which is covered with cuticle cells and anchor the hair, the outer epithelial root sheath which forms the follicle wall and the connective-tissue sheath which provides a sensory and blood supply.

As with most functions of the body, the growth of the hair is part of a cycle. The first part of the cycle is the anagen stage, where the hair actively grows.

The follicle re-forms and a new hair begins to grow from the matrix.

The hair separates from the papilla in the catagen stage. It is carried by the movement of the inner sheath to the sebaceous gland where it stays until it falls out.

The telogen stage is the resting stage.

There are a number of patterns of hair growth according to a person's age, sex or race. Congenital hair growth is a pattern of growth which is genetic, and that the person is born with. Topical hair growth is caused by sustained irritation to an area, or by temporary methods of hair removal as the blood supply is stimulated, creating greater hair growth.

Systemic hair growth is brought about by hormonal changes such as puberty, pregnancy or menopause.

Hypertrichosis is an abnormal growth of excess hair, whilst hirsutism describes a pattern which is abnormal for a person's sex. Superfluous hair is normal at certain points of a female's life, such as puberty.

There are three main types of hair: lanugo, vellus and terminal.

Lanugo hairs are found on the body prior to birth and are fine with no medulla and are often unpigmented.

Downy body and facial hair is vellus which usually has no pigment with no medulla or fully formed bulb.

Terminal hairs are longer and coarser and carry pigment. Their appearance varies and their follicles are deeply set in the dermis with well defined bulbs. This is the hair that usually makes up eyebrows, eyelashes, the scalp, pubic and underarm areas. Hair does not grow uniformly and can be affected by factors such as the time of day, weather and hormonal changes.

Age, diet and stress can also affect this, whilst darker hair grows more quickly than blonde hair. It is possible to have a hereditary pattern of hair growth, and race can also different patterns.



The Eye

The eyes are the sense organs which enable us to see. The eyeball itself is the organ which provides sight, however, the eye also consists of the eyelids, eyebrows, eyelashes and eye muscles which help to protect the eye. They also contain lacrimal glands which release tears. These tears help to lubricate the eyeball, whilst the conjunctiva membrane helps to protect it. The eyeball is made up of a protective wall and a larger inner space that is divided into cavities. The wall of the eyeball is made up of an outer fibrous tunic layer which is the outermost covering.

This consists of the cornea at the front - which covers the iris and help focus light- and the sclera at the back, which gives the eyeball its shape. The next layer is the vascular tunic layer which is fronted by the coloured iris. This iris is suspended between the cornea and the lens, with a central hole for the light-regulating pupil.

The ciliary body which surrounds the iris contains aqueous humour and muscles to alter the shape of the lens when viewing different distances.

The ciliary body then becomes the choroid, which lines the internal surface of the sclera and provides nutrients to the retina.

The inner layer of the eyeball is the nervous tunic layer and has a non-visual pigmented portion and a neural portion. The pigmented portion contains melanin and absorbs stray light rays, preventing scattering and ensuring a clear image.

The neural portion has three layers of neurones that process what it is we are seeing.

These layers contain photoreceptors made up of rods which only respond to shades of grey, and cones which respond to colour. Information is passed from here to the ganglion cells, the axons of which extend into the optic nerve.

Inside the eyeball, the lens can be found. This is behind the iris and the pupil, and it is responsible for focusing the image. The anterior cavity is found in front of the lens and is filled with aqueous humour, which nourishes the lens and cornea. The posterior cavity lies behind the lens and contains the vitreous body, which produces intraocular pressure and helps keep the retina pressed against the choroid.



Refraction takes place as light passes through the cornea, aqueous humour, lens and vitreous humour. This is because each element has a different density, and so the rays will bend and their speed becomes affected. This reverses the image when it reaches the retina, and the image is transported through nerve impulses by the optic nerve to the visual cortex of the brain. This is the point at which they are interpreted into visual images.

A thickening of the cornea can occur as a result of swelling behind the cornea, usually caused by the eyes being closed for long periods. Once the eyes re-open the cornea reduces its thickness as the swelling reduces, restoring normal vision.

The meibomian gland is part of the sebaceous glands found on the eyelash line. This can be over-stimulated due to an incorrect choice of lash length or thickness or the wearing of the single lash extensions for long periods.

Contra-Indications & Contra-Actions

A contra-indication is a factor which will prevent you from carrying out your treatment, whilst contra-actions are things which may occur as a result of the treatment, either during or after it. A contra-indication is a condition which can prevent a treatment proceeding or can delay it until such a time that the client has undergone medical treatment and has fully healed. You must be able to recognise a contra-indication in order to know when a treatment should or should not go ahead. Carrying out a treatment on a client with a contra-indication can put the client at risk by causing further harm to an existing condition as well as putting yourself and other people in the salon at risk from cross infection.

Contra-Indications

- Contagious or infectious diseases such as conjunctivitis
- Under the influence of drugs or alcohol
- Infectious and non-infectious skin diseases or conditions specific to the eye and surrounding area
- Conditions such as Bell's palsy or recovering from a stroke, as this will make it difficult to keep the eye closed
- Anyone who is suffering from an infectious disease such as flu, chicken pox or measles.

Treatment can be carried out once the condition has been treated and cleared completely.



- Alopecia as this causes hair loss
- Thyroid disorders can cause hair loss
- Blepharitis - this is an inflammation of the rim of the eyelid which can be caused by a bacterial infection or the complication of an existing skin condition. Treatment should not go ahead as there is a risk of spreading or worsening the condition and the client should be referred to their GP. The treatment can be carried out once the condition has cleared completely.
- Trichotillomania, which is a disorder causing clients to pull their hair out
- Chemotherapy, as those undergoing treatment may suffer from hair loss
- Highly strung clients, as it will make the treatment very hard to carry out
- Clients who cannot keep still or their eyes shut for a reasonable amount of time
- Stye (hordeolum) - inflammation of the eyelid, often the upper lid. This is caused by an infection in the hair follicle. There is swelling, redness and pain in the eyelid. Scratching or rubbing the infected area could cause the infection to spread. You should recommend that the client goes to the doctors for medication. The treatment can be carried out once the condition has been treated and cleared completely.
- Weak lashes
- Infective Conjunctivitis - infective conjunctivitis is caused by a virus or bacteria. The most common symptoms include reddening and watering of the eyes, and a sticky coating on the eyelashes, particularly when waking up in the morning. You should recommend that the client goes to see their GP for medication. The treatment can be carried out once the condition has cleared completely.
- Impetigo - reddening of skin, but soon becomes a cluster of blisters or pustules. This is highly contagious, and treatment would cause cross infection. You should recommend that the client goes to see their GP for medication. The treatment can be carried out once the condition has cleared completely.
- Shingles - an infection of a nerve and the area of skin around it. It is caused by the herpes zoster virus, which also causes chickenpox.



Most people have chickenpox in childhood, but after the illness has gone the virus remains dormant in the nervous system. The immune system keeps the virus in check, but later in life it can be reactivated and cause shingles. Shingles usually affects a specific area on either the left or right side of the body. The main symptoms are pain and a rash which develops into itchy blisters and then scabs over. You should recommend that the client goes to see their GP for medication. The treatment can be carried out once the condition has cleared completely.

- Ringworm - a general term used to refer to a skin infection caused by a fungi called dermatophytes. The condition is known as ringworm because it can leave a ring-like red rash on the skin. It does not have anything to do with worms. It can affect different parts of the body. Ringworm is highly contagious. It can be passed between people through skin contact and by sharing objects such as towels and bedding. It can also be passed on from pets such as dogs and cats. You should recommend that the client goes to see their GP for medication. The treatment can be carried out once the condition has cleared completely.
- Scabies - a contagious skin condition where the main symptom is intense itching. It is caused by tiny mites that burrow into the skin. Scabies can be spread through skin-to-skin contact for long periods of time with someone who is infected, or sexual contact with someone who is infected. Scabies can also be passed on through sharing clothing, towels and bedding with someone who is infected. However, this is less likely than getting the infection through skin-to-skin contact. The incubation period for scabies is up to eight weeks. You should recommend that the client goes to see their GP for medication. The treatment can be carried out once the condition has cleared completely.
- Body and Head Lice - infestation of the hair and clothes with wingless insects that cause intense irritation. As they make you itch, they can make you scratch your skin and may cause a rash. They are spread by head-to-head contact and climb from the hair of an infected person to the hair of someone else. You should recommend that the client goes to see their pharmacist for treatment. The treatment can be carried out once the condition has cleared completely.



- Hay fever - treatment is best avoided during the hay fever season.
Watery, sensitive eyes must not be treated.
- Localised swelling, cuts, bruises or abrasions
- Skin allergies, or a positive reaction to a patch test of products to be used
 - Eye surgery (approximately six months)
 - Previous chemical eye treatments such as eyelash perming, as this may weaken the natural eyelashes
- Inflammation of the skin - if the client is suffering from inflammation of the skin anywhere near the eye, they should not be treated. The inflammation will mean the area is extremely sensitive and could therefore be more prone to an adverse reaction.
- Contact lenses must be removed
- Dry eye syndrome - this occurs when not enough tears are produced or oil glands become blocked which can lead to the inflammation and irritation of the eye. The client would not be suitable for treatment as the drops used to lubricate the eyes would cause the lash extensions to clump together.
- Glaucoma - the optic nerve is damaged which can lead to a loss of sight. Refer the client to their GP for written consent prior to treating.
- Herpes Simplex - this is the 'cold sore virus'. It is highly contagious and can be easily passed from person to person by close direct contact. Once someone has been exposed to the virus, it remains dormant most of the time. However, every so often the virus is activated by certain triggers, causing an outbreak of cold sores. The triggers that cause cold sores vary from person to person. Some people have frequently recurring cold sores, two to three times a year for example, while others have one cold sore and never have another. Some people never get cold sores because the virus never becomes active. The client should be recommended to go to a local pharmacy for advice. Treatment can be carried out once the condition has cleared completely.
- Eczema – appears on the skin as a red rash that sometimes is raised and can be itchy and there may be blisters. The skin can weep and crack and scaling of skin can occur. Do not carry out treatment over any area on the body that is affected by eczema.
If the client has very severe eczema it is best for them to obtain a GP's consent prior to treating as certain products may irritate the condition further



- Psoriasis - dull red papules appear on the skin that are covered in silvery scales that can become infected. You can work on areas of the body that are not affected, however, if there is any sign of infection or weeping you must not offer treatment and the client should take advice from their GP. This can commonly occur around the hair line.
- Epilepsy - when discussing this illness with your client, you have to be very careful not to offend the client and be accused of discrimination on the grounds of disability. We recommend that you ask the client if they know what brings on a seizure and how often they experience them. If they have any more concerns about whether they should go ahead with the treatment, you should recommend that they seek advice from their GP. If the client decides to go ahead with treatment you should ensure that you have a contact number for their next of kin recorded on their consultation card and you should discuss with the client what action you should be required to take in the event that they have a seizure whilst with you. It is for this reason that we strongly recommend that all therapists undertake a first aid training course to ensure that they are able to know how to help someone that may have an epileptic seizure whilst visiting the salon or indeed any other medical emergency. Contact your local Red Cross or St Johns Ambulance service for more information.
- Contact dermatitis - as well as taking care of the client, you should also make sure that you think about yourself. You should be aware that as a therapist you may be vulnerable to contact dermatitis or allergies. If this is the case, follow the procedure as you would with a client, and take precautions during further treatments. Disposable gloves worn during some treatments can cause contact dermatitis in some therapists.
- Folliculitis - infection of a hair follicle caused by the *Staphylococcus aureus* bacteria. This is an acute inflammation which occurs with pus formation. You should recommend that the client goes to see their GP for medication. The treatment can be carried out once the condition has cleared completely.
- Boils - a boil is a painful, red bump on the skin usually caused by an infected hair follicle. As white blood cells fight the infection, pus forms inside and the boil grows larger. Eventually, it will rupture and the pus will drain away. Boils usually occur on the neck, face, thighs, armpits and buttocks. You should recommend that the client goes to see their GP for medication.

The treatment can be carried out once the condition has cleared completely.



Guidelines for offering treatments to diabetic clients

It is possible to offer an eyelash extension treatment to a diabetic client whose condition is controlled by medication or diet, as long as written consent is obtained from their GP prior to treatment going ahead. If you are unsure whether it is safe to proceed, it is best to refer the client to their GP for advice. Beauty therapists are not trained to diagnose.

GP's Written Consent

Please be aware that some GP's refuse to write letters for their patients, whilst others may charge a fee for this service. If you cannot get a GP's letter then you would not be insured to carry out the treatment and this must be made clear to the client. Some salons ask their clients to sign a disclaimer to say they are willing to go ahead with the treatment without the GP's letter or without having taken a sensitivity patch test. However, disclaimers are not guaranteed to stand up in court if a personal injury claim is pursued. If you are not certain whether to treat a client then you should always refer them to their GP for a letter prior to offering them treatment. Beauty therapists are not qualified to diagnose medical conditions or understand about different medication that a client is taking and so if in doubt, do not treat. If you explain to the client why you require a letter, for example, you do not want to offer them a treatment that could have an impact on their health, they are usually happy to go to their GP.

Contra-Actions

A contra-action can occur during or after any beauty or holistic treatment. Below is a list of contra-actions that can occur during an eye treatment. A common contra-action associated with eyelash extensions is an allergic reaction. The adhesives can contain ingredients which may cause an adverse reaction. Before your treatment, check whether the client is aware of any allergies, or has suffered any reactions in the past.

You will also be required to perform a sensitivity test before offering a treatment which should help to rule out the risk of an allergic reaction. If the client does suffer an allergic reaction after treatment they should be referred to their GP.



The skin may suffer from sensitivities which could appear on the face. Symptoms of an allergic reaction include itching, swelling, inflammation, blistering at the site of contact followed by weeping, dryness and flaking of the skin. Symptoms of an allergy are not always immediate, and may take up to 48 hours to surface. If a client does react to any products during treatment, remove the substance immediately with water and apply a cold water compress. Make a note of the reaction and your response on the client's record card, and advise them to seek medical advice. If the client experiences any irritation to their eyes during the treatment, or they get any adhesive in their eyes, you should seek medical advice immediately.

Preparation

You should always buy the best quality equipment that you can afford. Remember that if you are working mobile you will be carrying this equipment around on a daily basis and if it is heavy you could injure yourself or risk repetitive strain injuries. Buy the lightest but sturdiest equipment available and never compromise your own health. If you visit your local wholesaler to purchase your equipment you will need to show them copies of your Guild membership insurance cover documentation to prove that you are qualified before they will issue you with a trade card.

Before commencing the treatment, you will need to have the following pieces of equipment:

- Couch – this can be static or collapsible if you are mobile. Always ask the supplier if you can try to put up and dismantle the couch before you buy it and check that you are able to lift it. The couch must have an adjustable head rest and be covered in a washable material. Some of the more expensive couches are electric but these are more suited to salon based therapists as they are not transportable. You should make sure that the couch is adjustable to help your client get on and off, as well as making sure it is at a height where you can perform the treatment without bending or straining.



- Couch cover - ensure that the couch cover is made of a material that can be washed at a high temperature.
- Disposable bed roll - this is placed over the couch cover and is replaced after each use.
- Equipment trolley - a sturdy trolley is required that is large enough to hold all your equipment safely.
- Stool - this will need to be easy to clean and should be adjustable in height.
- Clean towels - must be used for every client. These can be used to drape over the client, and for use during the treatment.
- Mirror - a small hand mirror should be available for the client to use before and after their treatment.
- Headband - this will protect the clients hair from any of the products and will prevent it getting in the way during treatment. It should be either disposable or be able to be washed at high temperatures.
- Single synthetic eyelash extensions - these are available in a variety of lengths, thicknesses, curvatures and colours
- Single eyelash system adhesive - these are available as odourless or odorous.
- Single eyelash system solvent - used to remove lashes.
- Single eyelash system sealer - seals the lashes following application.
- Small micro-applicators - for the precise application of solutions.
- Eye bath and water.
- Eye shields.
- Clear surgical tape.
- Eyelash comb.
- Eye make-up remover.
- Tweezers.
- Scissors.
- Tissues.
- Waste bin - for any non-contaminated waste products.
- Written aftercare advice - an aftercare advice leaflet should be given to the client after their first appointment and you should record on the record card that this has been discussed and the client has taken it away with them.



There are a variety of materials and products available for enhancing the appearance of the eyes. You should take the time to investigate what is on the market and choose what is best for your business and your client's requirements.

Make sure you carefully research each manufacturer to find the system that suits you. Express lashes require a smaller number of lashes per eye and can be performed with the eyes open. However, this can be difficult if the client is prone to flinching or fidgeting and does require special odour free glue.

Maintenance treatments cannot be offered with express lashes, so to continue the look they will need removing and reapplying. As express lashes can be fragile, extra care will need to be taken of them.

There are different lash materials available, including mink, silk and human lashes.

Silk lashes are often synthetic and are easy to apply, however, mink lashes tend to be softer and more lightweight. Mink lashes are also usually more expensive. There are some human lashes on the market that have been sanitised.

These will have a more natural appearance but can be hard to locate and some clients may be put off by the idea. Depending on your clientele, you may also want to consider coloured lashes which not only cater for natural colours but also fun colours as well.

There are different shapes of lashes available. Some of the most popular lashes are the 'W' and 'Y' lashes. The 'W' lashes are single lashes which have been split three ways, whilst the 'Y' lashes are two lashes which have been joined at the base and split in two.

These will create a fuller appearance to the lash but may be heavy and so the condition of the natural eyelash should be taken into account. In addition to the standard lashes, there are also other products which can be incorporated into an eyelash extension system such as feathers, diamantes and glitter. These may be heavier and are not suitable for every client. You should always follow the manufacturers instructions when applying these items.



Environmental Conditions

It is important to ensure that the working area is properly ventilated to minimise the escape and spread of substances that are hazardous to health. Fresh air must be allowed to circulate, using as much natural ventilation as possible, such as open windows and doors.

Ensure that the temperature of the treatment room is comfortable for both you and the client. You may choose to have some towels and blankets on the couch to cover your client and keep them comfortable. In colder months, some therapists put an electric blanket on the couch to help keep clients warm.

You should ensure that there is sufficient light to perform the treatment effectively.

You should make sure that you are fully prepared for the treatment before the client arrives. This will make your treatment more efficient and prevents you from keeping your client waiting. Make sure all the products and equipment you need are close to hand, and your couch, music and lighting are all set up as you require.

Whatever brand of products you use, you should always ensure that you use them correctly and follow the manufacturer's instructions.

You should assess how many lashes you think you will need and get them out ready.

Most manufacturers recommend sticking them to a piece of surgical tape which can then be secured to a surface or the back of your hand. This will help to prevent any lashes becoming lost or tangled, and will therefore avoid wastage. Only open adhesives, solvents and other chemical products when they are ready to be used to prevent spillages, drying or chemical reactions. Always store and prepare your products according to the manufacturers instructions.

Whatever brand of products you use, you should always ensure that you use them correctly and follow the manufacturer's instructions.

When the client enters the treatment room you should advise them to remove any accessories that your products may come into contact with during the treatment, as this will prevent them from being damaged. You should provide the client with a safe place to leave these. Advise the client how to position themselves on your couch and make sure there are towels or blankets available to protect their modesty and clothing. This will ensure that the client feels confident and comfortable.



Whilst the client prepares themselves, you too should prepare yourself for treatment. Make sure you have had a drink of water and that you have eaten before hand. Remember, some treatments can last for long periods of time and to give the best service you should be able to put your full concentration and energy into it.

Wash your hands and try not to have eaten any strong smelling food such as garlic beforehand. Make sure your hair is tied back and any jewellery is removed. Ensure that the treatment couch and your stool are at a comfortable height. You should not bend or strain during the treatment as this could leave you at risk of fatigue or even repetitive strain injury. When you return to the treatment room, ensure the client is comfortable and covered.

You should try to make sure that the client's hair is protected with a headband or towel. Always thoroughly sanitise your hands before starting the treatment and make sure that the client's make-up is removed. Before starting the treatment you should assess the clients eyelashes so that you can select the appropriate lash extensions. You should take into account the age, as some lashes can look too bold on older clients. The skin and hair colour of the client will change with age, as will the thickness and quantity of lashes, so you should choose a look that compliments their years.

The extension should always compliment the natural eyelash and should be approximately a third longer. If the lash is too long it will affect the longevity of the treatment and could weaken the natural eyelash. The colour and tone should also match the clients natural eyelashes otherwise they will look un-natural and are unlikely to suit the client.

Not only should you look at the length of the lashes, but also the thickness and curvature, and select lash extensions which compliment this.

The shape and position of the eyes will also affect how you apply the lashes. If the client has small eyes, you should apply medium length lashes on the outside, shorter on the inside and longer lashes in the middle of the eye. Close-set eyes require a mixture of medium and long on the outside, making them gradually shorter as they reach the inside. Medium length lashes should be placed on the inside of wide-set eyes.



Before starting the treatment, you should ensure that the client knows what to expect from the treatment and understands what results to expect.

When the client is ready position them carefully so that they are comfortable. The application of eyelash extensions can be a long treatment so they should be as relaxed as possible. Make sure the back of the couch is slightly elevated and the head is supported with a pillow.

Make sure that the clients hair and clothes are protected and remove any natural oils from the eyelashes by cleansing with eye make-up remover. Check that the client is comfortable at regular intervals throughout the treatment and offer any reassurances about the procedure if the client needs them.

To make the application quicker and easier, ensure the clients eyelashes are dry and untangled by combing them through. Starting at the base of the eyelashes, gently sweep the teeth of the comb upwards through the lashes.

Take an eye-shield and remove the backing. As the client looks upwards, hold the skin around the lower eye taut and apply the eye-shield over the lower lashes of each eye. You should ensure that this fits comfortably, that it is flush to the eye contour and that all of the lower lashes are covered so as not to interfere in the rest of the treatment. Periodically throughout the treatment you should release the shield to prevent any lashes sticking to it.

Straighten the lashes by combing through them again and then ask the client to close their eyes. They must now keep them closed for the duration of the treatment. Select the lashes that you wish to use and place them on a piece of surgical tape.

Dispense the amount of adhesive you require into a container that is easy to access. You will need to assess the quantity of lash extensions that you think will be required to give a balanced and well proportioned look. For a normal application you should be aiming to use approximately 25-35 lash extensions per eye. If the client requires a more dramatic look then you can use anything up to 70 lash extensions per eye. The client should be made aware that the treatment will take substantially longer if this is the case.

Position yourself behind the client and isolate the natural eyelash by holding the tweezers at a 45 degree angle in your non-working hand.

Pick up your desired lash extension using pointed tweezers in your working hands and apply adhesive to two-thirds of its length from the base by dragging it through the container.



Run the lash extension up the natural eyelash in order to coat it with adhesive. You should avoid the adhesive coming into contact with the skin. Secure the lash approximately 1mm from the base of the eyelash ensuring there are no gaps between the two. The lash extension should be completely bonded to the eyelash so that the two appear blended and natural and should follow the direction of the natural eyelash.

Smooth the surface of the adhesive using a micro-applicator before it dries. By removing product build-up and debris as you go along you will prevent the lashes from looking clumpy and unnatural.

There are two main working methods for applying individual lash extensions. The first allows the application to start on the outside of the eye working in with intervals between each application. Each lash application should be alternated between each eye. This can help to create symmetry of both eyes as you are applying lashes in the same places on after the other, however, this can sometimes be difficult to balance.

Another accepted working method is to work through one eye completely before moving on to the other. This begins in the middle of the lash line before moving to the outermost lash, and then halfway between the two, and then halfway between the two again. This can be a harder look to replicate on the other eye and lashes that are still drying can get knocked by continually working on others around it. However, this can make for a quicker application if sufficient care is taken.

The positioning of the lashes should be spaced along the lash line to create a balanced effect. If the lashes are too close together they can adhere to each other during the treatment.

Only one lash should be applied to each eyelash to prevent any extension becoming too heavy for the natural eyelash. Should this happen, the growth of the natural eyelash may be affected and it could cause a loss of eyelashes.

Eyelashes will be lost through the hair growth cycle, so you should ensure that you apply enough lash extensions to sustain the effect until the clients maintenance appointment.



Once the lashes have been applied you should gently comb them through to prevent them sticking together. You should then apply a protective sealer to coat the adhesive.

Finally, remove the eye-shields starting at the outside of the eye. Check that the lash extensions give a balanced and well proportioned look suitable for the clients requirements. If you encounter any problems during the treatment these can easily be resolved.

Any excess adhesive on the lashes should be removed immediately using an applicator. If the adhesive has been given chance to dry you will need to separate the lashes using a small applicator covered in solvent.

If the lashes are crossing this is probably because the lashes are too long, and so may need replacing with a shorter length. It may also be due to the lashes be applied too high up the natural eyelash, and so will need moving closer to the base. If lashes are coming off then it is most likely that not enough adhesive has been applied. This could also be due to the eyelashes not be cleansed properly or the lash being incorrectly placed on the eyelash.

When you have completed the treatment, show the results to the client using a mirror and check that they are happy.

Removal

It is important that the client does not remove the lashes themselves as this could damage the eyelashes and may lead to hair loss. The lash extensions should always be removed by a professional.

Position the client on the couch as you would for the application process and make sure you protect their hair and clothes.

Remove any make-up from the area with an eye make-up remover and protect the lower eyelashes by placing a protective eye-shield over them.

Protect the lower lashes and eye by placing a protective eye shield over them. The eye shields should fit snugly to the contour of the lower eye. You should ensure that this fits comfortably, that it is flush to the eye contour and that all of the lower lashes are covered so as not to interfere in the rest of the treatment.



To avoid wastage, dispense the amount of solvent you require into a container. Apply the solvent to an applicator and gently stroke down the lash extensions until the adhesive dissolves. As this happens, the lash will begin to loosen and you can use a dry applicator in the other hand to loosen it further.

When the adhesive has fully dissolved you can very gently attempt to remove the lash. Begin by supporting the upper eyelid with the fingers of one hand and remove the lash with tweezers in the other hand. If there is any resistance re-apply the solvent until the lash comes away comfortably.

Remove all the lashes from one eye before moving on to the other. Once the lashes have been removed, you should soothe the area with damp cotton wool pads to remove any remaining solvent.

Make sure you remove the lashes according to the manufacturers instructions.

Maintenance

Every 2-3 weeks the client will need to attend a maintenance appointment to extend the life of their lashes. This will involve replacing missing or loose lashes. Position the client on the couch and prepare the lashes as you would for the application procedure.

You will need to assess the lashes and decide whether any will need replacing. If so, these will need to be removed.

Then apply any replacement lashes following the usual application procedure. The number of lashes used will depend on how many have been lost and how many are required to give the client a balanced and well-proportioned look.

You should follow any manufacturers instructions on the removal and maintenance of the lashes.

When you have completed the treatment, show the results to the client using a mirror and check that they are happy.



Application Of Flare Lashes

Remove all make-up, oil and grease and cleanse the eye area and specifically the lashes using clean damp cotton wool and non-oily eye make-up remover. Line the lashes that you would like to use up in order of shortest to longest (which will be the inner to outer corner of the eye) facing away from you. You can trim the lashes if they are too long for the client. Remember to trim the lashes before they are applied and never once they have been secured. Before applying the lashes, you can lay the lashes on the lash line to check that they are in the correct position and create the correct effect for the client.

Pick up the first lash, which will be the inner corner lash, with your tweezers, squeeze a small amount of eyelash glue onto the base of the artificial lash. Stretch the skin at the outer corner of the eye with one hand so that the eye is slightly open. Press the individual lash into the base of the eyelashes, then push it back slightly. Hold it there with your tweezers for ten seconds to make sure it has secured. The artificial lashes need to be applied on top of the natural eyelashes so that they look as natural as possible. It is important to take your time when applying the lashes and to ensure that they are completely secured. The lash adhesive should be used to stick the artificial lash to the client's natural lash rather than the skin. It is quite important that any glue does not touch the skin as this could predispose the client to sensitivity and future allergic reactions.

Repeat this with the rest of the lashes for that eye, working out towards the outer corner of the eye. You can apply individual lashes all the way across the lash line or just in certain places for effect. For example, if a client has gaps in their lashes, flare lashes can be added to cover these. Clasp the natural lashes along with the artificial lashes to blend them in and in order to make sure that the artificial lashes are completely secured.

Ask the client to open their eye fully so that you can check the effect that has been created and that there are no gaps. If there are, fill these with more lashes.

Repeat the same technique on the other eye.



Advise the client to use a non-oily make-up remover and not to disturb the eye area too much in order to get the longest wear from their lashes. In certain cases individual lashes can stay on for several weeks, but are generally designed to remain in tact for approximately two weeks. When you have completed the treatment, show the results to the client using a mirror and check that they are happy.

Removal of Flare Lashes

As the glue for individual lashes is stronger than that for strip lashes, a solvent will need to be used to remove them. Ideally, the client should return to the salon for removal. It is important that the client does not try to remove the lashes themselves at home without the solvent because they may remove their own lashes as well.

Ask the client to close their eyes and keep them closed until you advise them to open them. Place a clean, damp cotton wool pad underneath the lower lashes before saturating a cotton bud in the solvent.

Gently apply the solvent to the base of the lashes by rolling the cotton bud down the lashes. This will gently start to ease the lash away. Once they start to loosen, they can be removed with tweezers and then placed onto a clean tissue. Individual lashes can be cleansed and reused for the client for another occasion.

Aftercare

Once the treatment has been completed you should check that the client is happy before giving them aftercare advice. This should be clear and thorough, and where possible this should be given in writing. This can include advising the client about any retail products which may be beneficial to them.

Aftercare is very important in order to prevent sensitivity or problems after the client has left your treatment room. You should make sure you give any advice and recommendations accurately and constructively.

Make sure the client understands the aftercare advice, and always provide a written explanation for extra clarity. You should make sure that the aftercare advice you offer is specific to your clients needs, based on the treatment they have just had. Always ensure that the client has plenty of opportunity to ask any questions about their treatment or aftercare.



You should also provide advice on contra-actions that may occur after the treatment, or when using home care products. You should outline what they may be, how to prevent them and what to do if they occur. A common contra-action is an allergic reaction. Whilst a sensitivity test should pick this up, some clients may develop an intolerance after a few treatments. If an allergic reaction does occur, the adhesive or solvent should be removed and the eyes rinsed.

A cold compress should be applied and the client should contact their GP if symptoms persist.

You should make a note of the clients thoughts on their treatment and any reactions they may have had in order to offer more effective future treatments. This will ensure any therapist in the business will be aware of products they cannot use on that client.

Eyelash extensions can last up to two months if the client has regular maintenance appointments every 2-3 weeks. The lashes can be quite fragile and so the client needs to be aware how to look after them in order to prolong their lifespan.

The client should avoid rubbing their eyes, and should not touch the eyes at all for the first hour and a half after the treatment to allow the adhesive to dry. If the client showers they should avoid letting the water make contact with their face. The client should also avoid swimming and any sweat-inducing exercise for the first 24 hours.

After bathing or swimming the client should gently pat the eyes with a clean towel instead of rubbing. The client should also avoid extremes of heat such as saunas.

When the client applies make-up, they should avoid using normal mascara and instead opt for a water-based mascara that is formulated for use with the lashes.

Other make-up should be dry or water-based as this will not require oil-based make-up remover, which can dissolve adhesive. The client should be advised to use an eyelash comb to separate the lashes.

You should advise your client on what products they can and cannot use immediately after the treatment. You should also inform your client how long they should leave in

between appointments and what the benefits of future treatments will be.



After the treatment has been completed you should explain to your client what products you have used and why. You can then go on to recommend products that would be suitable for them to use at home and advise them what their full home care routine should be. You should be sure to clearly explain how and when to use each product.

You can recommend the purchase of specialist mascara and eyelash combs for use at home. Some manufacturers may also provide sealant for retail in order to protect the lashes from moisture.

Before your client leaves, you should ensure that update their record card thoroughly and properly.

