



# The Advanced Nail Technician Handbook

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Advanced Nail Technician (ANT®)



Presented by Nailcare Academy, LLC  
[www.nailcare-academy.com](http://www.nailcare-academy.com)  
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## Welcome to the ANT Certification Program

This course of study was originally inspired by the desire to help nail technicians work at a higher level of professionalism, and therefore to command a higher rate of pay. Over the years it has been a living document with many revisions and upgrades, but the underlying focus has been based on the growing need for safe, healthful foot care for four increasing population sectors:

- The chronically ill – according to the CDC, more than half of adult Americans have one or more chronic illnesses, of which, the most devastatingly dangerous, in terms of foot care, is diabetes.
- The fragile elderly – ‘Boomers, the largest population sector in America, have passed the threshold of age 65.
- Those who have become fearful - due to the constant media coverage of injuries in nail shops.
- Referrals from podiatrists and other physicians who need good, safe routine foot care for their patients.

Certified Advanced Nail Technicians set themselves and their services apart from the “ordinary” nail experience by becoming “extraordinary” at what they do. Let’s get started!

The Advanced Nail Technician Handbook  
© 2008 Janet McCormick,  
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# Certification Process

## ANT Course

Login  
View Modules  
Mark each Module complete  
Answer Study Questions  
Do Learning Activities

### 1. Take Final Exam

100 Multiple choice questions  
Must pass (75%)  
You have 2 attempts  
*Do not close browser, you will be automatically directed to Survey*

If you close the browser or get interrupted, the link to the **Survey** is in Module 10

### 2. Complete Survey

Double check address & name spelling  
Click "Submit Survey"  
*Do not close browser, you will be Automatically directed to PayPal*

If you close the browser or get interrupted, the link to **PayPal** is in Module 10

### 3. Purchase Certificate Pkt.

Survey sends you to PayPal - \$17.95  
Once checkout is complete,  
You're finished! Congratulations!

## Introduction – Why the ANT is Needed

### The Nail Industry Is In Crisis!

By Janet McCormick

Many nail technicians feel helpless against being categorized as “unsafe” by the media. Is it true? Betty Davis, nail technician and Consumer Advocate/Crusader, did an exposé of sanitation habits in nail salons for a television station in Texas and found that only 25% performed proper infection control, and many other violations were obvious.

([www.nailsalonsexposed.com](http://www.nailsalonsexposed.com))

Davis’ results were actually better than this author’s when performing an undercover investigation in Columbus, OH, for a TV station. While checking out seven salons (with a hidden camera and mic), I found that **not one** performed the disinfection process properly and, as with Davis’ investigation, many other violations were obvious.

Later, my curiosity aroused, I walked into a salon in St. Louis, MO, as a potential client and asked what kind of disinfection they performed. They had blue stuff at all stations in glass containers—no implements in them, but they did have the containers. I suspect it was water with blue dye added—or perhaps glass cleaner! While answering, they mispronounced ‘tuberculocidal,’ so I asked to see the container of the disinfectant. They showed me an *unopened box* with the disinfectant safely sealed inside. Then they showed me to the UV light disinfection unit... it

### Mother sues Mountain View nail salon over daughter's death

Ilene Lelchuk, Chronicle Staff Writer  
Published 12:08 pm, Wednesday, August  
9, 2006...

still was closed tightly with the packing tape undisturbed and the cords still tied together from shipment.

*We all know that negligent salons are everywhere and are being pointed to as the source of the causes of deaths, maiming, scarring and suffering.* Many potential clients are now hesitant to use our services; more clients are lost every time a new incident occurs as more become fearful of the possibilities of infection transmission in salons.

These poor habits and the damages allow the media to have a heyday, using these stories as their News at 6:00 headline story. The problem? They lump all salons into the danger zone. Those of us who legitimately meet the state requirements and work safely suffer and are not meeting our potential due to the frightened consumers. Worst of all, of course, is the

damage the non-compliant salons continue to do to uninformed clients.

What do we do to re-establish confidence in the industry? Possibly nothing can be done about changing the habits of many technicians, leaving it almost impossible to fully re-construct the industry's reputation, overall, without a serious influx of money for new inspectors working for the state boards. Truth is, however, that many state boards are hamstrung by state legislatures that take all the cosmetology licensing fees directly into their General Fund—a very lucrative income for the states—but give little back for hiring more inspectors or training the current ones. Nor do the legislatures and governors allow upgrades of the state requirements as “it just costs too much.” (Example, Gov. Crist, FL, July, 2008) They have no clue of the harm they are allowing. We are all hoping the COVID-19 pandemic brings positive change here. We shall see.

**What can be done?** Right now, it's up to you, the individual nail technician, salon and spa to rescue your little corner of the industry. To do that, you must set yourself apart from the “danger zone” market. Individual nail technicians, salons and spas can re-create trust between themselves and their current and potential clients. In the meantime, they can become more successful by practicing safety. The key is in supporting/enhancing consumer beliefs that they are safe for services in your specific salons/spas. You must address the problem, **and be loud about it** so clients can hear that your salon, spa or studio is a safe place

to get their nails and pedicures performed and the safest place to be among available salons.

How do you address this as a single salon/spa or as an individual nail professional? You (or your technicians) get all the education you can on aseptic techniques, keep your salon immaculate, and purchase a sterilizer. You commit to safety practices in your salon that are obvious (the client sees them) and proven, then market your choices with all your might!

The first step you are already taking; you are enrolled in a course to learn about these techniques. After passing the course, you will have a Certificate to market, support materials to utilize, and a support group to answer your questions.

***“High level disinfection, performed correctly is an excellent step in the right direction. However, the ultimate in prevention practices for eliminating any possibilities for the transfer of disease with metal implements is the commitment to autoclave sterilization.”***

**--Janet McCormick**

## Making the Change

Salon, spas and technicians that choose to make this change must seek out all the information available on clean techniques. Mistakes have been made that could have been avoided with simple education.

Then, these newly-committed professionals must market their decision. They need in-salon signs and new brochures. Commitment to marketing does not need to be expensive. In fact, the *best* marketing is inexpensive: your good results will speak for you.

The salons and technicians must be proud of their decision and inform their clients that they are doing it *for them*. Tell them that the world has changed – they DO know that already - and that the salon is going on the attack to maintain their safety. Use statistics learned in the programs; it works. Also, press releases can be sent out stating the salon uses safe practices - so much more can be done. The salon and technicians will be rewarded with new clients that will never leave them!

### **Buy-in with passion or don't bother**

The salon or spa that makes claims of using healthy practices *must* be perfectly clean, with all in-salon practices meeting the philosophy. False marketing of being a clean and safe salon, then having dust on the tables, dirty towels, and technicians re-using files or implements and other unsafe practices will turn a client into a bitter and talkative enemy. No client feels more abused than one who believed claims which

were then proven to be untrue. Buy-in fully, or don't bother. Newly aware clients are noticing!

### **A time for change**

The time for change is right now. Consumers are more savvy and aware of dangers in the salon. Many are seeking solutions to this dilemma of danger and you can be that solution in your town. Those of us who are passionate about the safety of our clients, the quality of our services, and the professionalism of our salon can step up to healthy practices. We can stand up and be proud, telling all those who will listen that *WE CARE*. We can invite them into our salons that are clean and practice techniques our clients can trust; they know these practices will keep them healthy and enjoying the services they love.

## 7 Reasons to Sterilize

1. Sterilization is the only form of disease prevention that can kill all microbial or fungal organisms and prevents recontamination through the use of sealed pouches as opposed to post-disinfection holding trays.
2. Sterilization is the only means of disease prevention that can be *verified* and *guaranteed* at any time.
3. Sterilization pouches opened in the view of the client, provide him/her the confidence of safety.
4. Sterilization is guaranteed though a colored heat indicator that only shows change when the proper kill temperature has been achieved.



5. Sterilization is cheaper than liquid disinfection after the initial purchase of the autoclave sterilizer. Eventually, the Autoclave is more economical than liquid disinfection methods.
6. State inspectors love salons that go beyond the basics in safety procedures.
7. Marketing of your sterilization policy brings concerned consumers into your salon.

Of course, working safe has more elements than just purchasing a sterilizer and using it, including aseptic techniques, wearing PPEs and environmental cleanliness as covered in the course; all contribute.

## Benefits to Working Safe

An added benefit to working safely is gaining the respect of the medical community. Physicians have always placed all nail technicians into the same group as those that cause the damage on the clients they deal with in their practices. Using the techniques learned in this course, and adhering to them closely can change that opinion. If you commit to the processes you learn in this course, you will be able to gain an entirely new resource for clients—physicians who know about you will refer their clients to you if they know about you and your safe practices.

An important reason, aside from safe clients for adhering to safe techniques is of course money. ANTs/FNTs/MNTs that graduated before you are enjoying full books and much higher

incomes. They will tell you that it is because they have taken these courses, committed to these premises of safety, and marketed their safety practices. Potential clients want this standard of care; market your certificates and your books will fill quickly. Sterilization also allows the salon to offer a valuable customer service: the sterilization of personal home nail care implements. The service can be free or for a nominal fee and is welcomed by clients.

We hope this has answered your questions on why you must sterilize, but if not, take heart. The course will give you many more reasons.

***Commit to safety. It's the professional, profitable, and the wise thing to do!***

## Using PPE's

What are PPEs? **Personal Protective Equipment** is equipment that is designed to protect workers from harm in their work environment. The standard describes *Occupational Exposure* as

***“any reasonably anticipated skin, eye, mucous membrane or parenteral contact with blood or OPIM (Other Potentially Infectious Materials) that may result from the performance of an employee's duties.”***

Do nail technicians *ever* get anything in their eyes during their execution of their jobs? Do they *ever* come in contact with blood? The answer to these questions is, yes, we do. There are many accidents that happen during the



routine performance of our work and, when they do, blood and/or pathogenic microbes may be present.

Nail technicians have been asked, “Why aren’t you using PPEs?” The reasons given? “I don’t like to wear them.” “They’re too much trouble.” “I can’t breathe when I have a mask on.” “Masks fog my glasses.” “Gloves make me sweat and I hate that.” “I forget.” “They cost too much.” They give many excuses—at the risk of their clients and their own health! As an informed ANT, use PPEs!

## Gloves

Gloves are worn to protect the technician, actually, not the client—though in fact they do that also, as do masks. However, they are specifically designed to protect the technician from the transfer of microbes from the client to the technician during any service. (OSHA Standards) The tech must throw away her gloves and put on new ones between all clients to protect the clients from transfer of infection from the last client. Gloves should be latex or nitrile as microbes cannot pass through these materials. They should be the correct size, tight but long enough. (Gloves with too short fingers tear quickly.)

Do remember to ask your clients during your consultation if they are allergic to latex gloves. This is rare, but happening at an increasing rate. If they are, you must go to nitrile gloves or they may have a severe reaction. Most savvy nail techs are now using them during all services.



The gloves pictured are vinyl – they have a higher rate of product breakdown and do not always protect the tech or the client.

## Masks

Masks are protection from flying debris and microbes in the breathing space of the technician. Let’s face it—e-files direct nail dust and, potentially, unknown microbes right into our breathing space. This is unhealthful and can cause transfer of illnesses/conditions.

One problem with getting technicians to wear masks is that the techs in the below market salons wear them. “The discount salon down the street wears them and I refuse to be associated with ‘discount.’” Traditional technicians do not want their salons mistaken in any way as below market salons so many times refuse to wear them for that reason.

Know, however, that discount salon techs 1) do not wear the right masks, and 2) do not wear them correctly. They are a useless tool for them. OSHA requires use of the appropriate N-9 mask for safety or at least a surgical mask when N-9s are not available.

Those who say masks fog their glasses can change that by putting them on their face in the following way: press the metal piece across the nose tightly. Now, put on the eyewear, seating them solidly onto the mask below the eyes. Fogging is stopped as breath will no longer move upward. Cleaning eyewear with soap and water prevents fogging for quite a while.

Many techs wear masks to protect their clients even during non—pandemic times when they feel they may be coming down with a respiratory infection. That is considerate and correct. So why can't they wear them every time they use the e-file?

## Eyewear

Protective eyewear ("safety goggles") is designed to protect the technician's eyes from flying debris and airborne microbes. Flying debris can cause damage to the eye. E-filing often disburses debris into the eyes of nail technicians, causing scratched corneas, and worse.

Eyewear also protects the eyes from microbes sent airborne by e-files. The truth is that the eye is one of the most frequent portals of entry for pathogens. Airborne microbes can cause serious eye infections for nail technicians and the transfer of other microbes into the body.

New, very fashionable styles of eyewear goggles have eliminated the "they are oh-so-ugly" excuse for not wearing appropriate eye protection. Look around; there is a style for everyone. There are even those that can fit over

glasses, and also ones that can be fit with prescription lenses. Some techs purchase the right eyewear and then add bling to them for personal style.

## Protective Clothing

Your clients' feet should not ever touch any surface that cannot be/is not sanitized and disinfected or laundered. Never place your client's foot on your pant leg! Consider using a plastic-coated apron that can be sprayed thoroughly with a surface disinfectant, or keep enough fresh aprons to be able to change between each client. A smock or tunic will not only protect your clothing from splashes, but if it accidentally comes into contact with a client's foot, it can be slipped into the laundry.

No debate exists about whether PPEs are important for nail technicians. They are. The only hurdle now is for nail technicians to realize that they and their health are more protected while they are doing what they love when wearing PPEs. Why take the chance? If you do not, you may be the one to be harmed.



Disposable  
Aprons are  
A solution

## What's the Story?

### Getting the entire salon on board

OK, you've obviously invested in yourself and your career advancement, or you wouldn't be reading this, but sometimes, a salon owner or co-worker will not seem open to the concepts of Safe Salon® and the ANT program. That's because they don't know all that you know. They need more information to form an opinion, and that's when you need a "script" or a little story to tell. Technicians have successfully used this technique to introduce the ANT certification to persons who are not familiar with it—salon owners, colleagues, clients and just curious people, in general.

What is the story? It's a few lines, a few basic phrases that are in YOUR words, so they sound like something you'd say. It helps, however, to make a little outline so you hit the key phrases, or "talking points." Here is an example in reply to "What's that?" when you've mentioned the ANT:

*The Advanced Nail Technician Program, or ANT, is an online course for salon-based licensed nail technicians. It is designed to train us in important safety measures for working with our chronically ill clients with special needs. Also, to work at the level where physicians will feel comfortable with sending their clients to us. With the changes in the world now, we nail techs need to step up our infection control to keep our clients safe, and the information in this program taught me how to do that. To graduate with the certificate, we had to pass a tough exam to ensure we knew the information.*

Here are some questions that you might be asked—take a few minutes to figure out what your answers will be. With owners, after this

simple explanation, you will next be expected to explain why an autoclave is important, why you will be wearing PPEs, and all the rest, so you do need to know the information in the program.

### **Why do we need an autoclave? We've been fine with the liquid for years!**

[An answer might be: "I've learned the liquid disinfectant is good, but sterilizing is more effective against the new super bugs and emerging strains.]

### **Why are you wearing gloves? Your clients won't like it!**

[Maybe say: In the program I learned that not only is it safer for the clients AND for me, wearing gloves makes my hands glide over the skin and warms it, encouraging penetration of the ingredients.]

Or: times have changed and I have changed with it to protect me and my clients. I learned what I must for the protection of all of us, and gloves are part of it.

### **Why do you want to wear a mask? The cheap places down the street wear them!**

[They wear masks to keep the dust out of their noses—pretty smart, especially if filing calluses and thinning down nails! I wear them for different reasons: protection of me and my clients.]

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*Feel free to go back through the ANT once in a while to refresh your memory. FYI, your username and password are always active; we do not cancel them after a time. If you forget your password, just replace it with a new one at the "Forgot password?" notice at sign-in.*

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## IMPLEMENTS: Prep for Disinfection or Sterilization

The texts of schools in the nail industry that prepare nail technicians for licensure do contain proper protocols for disinfection. Whether the schools do not focus on the information or the students and licensees reject the facts is unknown, but it *is* known that few nail technicians properly perform the required, exacting preparation for the implements for disinfection or sterilization. The reasons for proper prep for sterilization and disinfection are:

1. This activity must be performed by a gloved technician wearing safety eyewear.
2. *Scrub* the implements with hot, soapy water and a stiff brush. Open any hinged implements and scrub cleanse all interior surfaces.
3. Rinse the implements well, then fully dry.
4. Place the implements in either the properly mixed disinfectant or new sterilization pouch.

### Proper Preparation

- Dirty implements must be well scrubbed or the microbes which are covered in oil or encapsulated may not be killed.
- Hinged implements must be opened and scrubbed or the disinfectant may not reach the inside surfaces of the

### Because We Care...

All of our technicians are concerned with performing your services as safely as possible...

...That's why they wash their hands before every service, and we ask that our clients do so as well. It's the safe thing to do!

*Thank you!*

implements. The hinges must remain open during the disinfection.

- The implements must be scrubbed and rinsed or the disinfectant's capability for disinfection is cancelled due to *bioburden* - debris such as skin, nails.
- The implements must be dried prior to immersion in the disinfectant or, over the day, the disinfectant can be diluted past its capability of performing the disinfection process. Maintaining proper mix is required,
- The disinfectant must be mixed properly or the disinfection activity will not happen.
- Pouches should not be stacked flat inside the autoclave—place them so they are resting vertically on one edge.

## Proper Storage

Now that your implements are clean (sanitized) and disinfected or sterilized, they must be stored in a manner that maintains that level of asepsis. Keep a separate drawer or bin just for your prepped implements. Do not put anything else in that drawer or bin and keep the drawer closed unless you are adding or removing items. Clean it daily. If your salon has a “UV Sterilizer,” they make great storage cabinets for disinfected or sterilized implements. (In fact, this is the *only* acceptable use for these cabinets.) If the implements are not in pouches, only handle

them with new gloves on your hands. If they are in pouches, keep the pouches intact so that they may be opened for the first time in front of the clients. *NEVER* reuse a pouch! It would be safer to use no pouches than to reuse one that might harbor microbes.

***“No type of UV devices sold to salons can sterilize. These devices emit UVA and NO UVC, yet UVC is what sterilizes.”***

**--Doug Schoon, May 30, 2013**

The program will take you through the choosing of disinfectants and other aspects of sanitation vs disinfection vs autoclaving. It will emphasize that no step in this infection control protocol can be taken lightly or passed over as it was by many in the “olden days.”

Take this practice seriously, as the very basis of salon safety, and you will know you are one of the elite of the industry, and you will be more successful than other technicians, even in pandemic times.

Get the  
whole  
salon on  
Board –  
This course  
is for all  
beauty  
service  
workers.



## Safety Training for the Beauty Industry

New practices for  
a new world

Written by  
Janet McCormick &  
Karen Hodges

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[www.Salon-Gurus.com](http://www.Salon-Gurus.com)

# Supplies & Equipment for the ANT

## PPE:

- Gloves (non-latex)
- Glove liners (optional)
- Eye safety wear – full-coverage glasses or goggles
- Masks – N95
- Smock/tunic
- Aprons that can be disinfected or laundered

## Disposables:

- Gauze pads/wipes
- Toe separators (single-use)
- Files/abrasives – nails (single-use)
- Files/abrasives – pedi-files (single-use)
- Buffing pads (single-use)
- Cuticle pushers (single use or steel autoclavable)

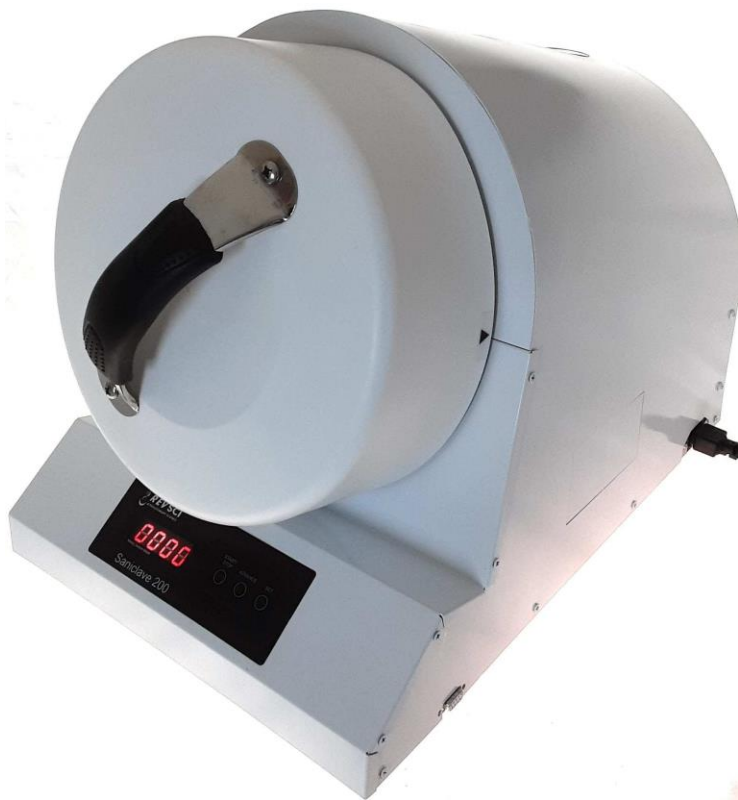
## Disinfection:

- Full immersion disinfection container
- Liquid disinfectant
- Autoclavable/disinfectable tongs to remove implements from the disinfectant

## Sterilization:

- Autoclave – steam or dry heat
- Autoclavable pouches (according to type of autoclave)
- Tongs for use in handling implements, only
- Heat resistant gloves





## **The *Mini* ProBath**

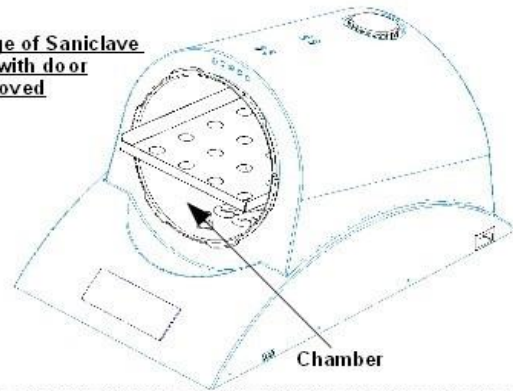
The Saniclave 200

### **Instruction Manual** Instruction Manual

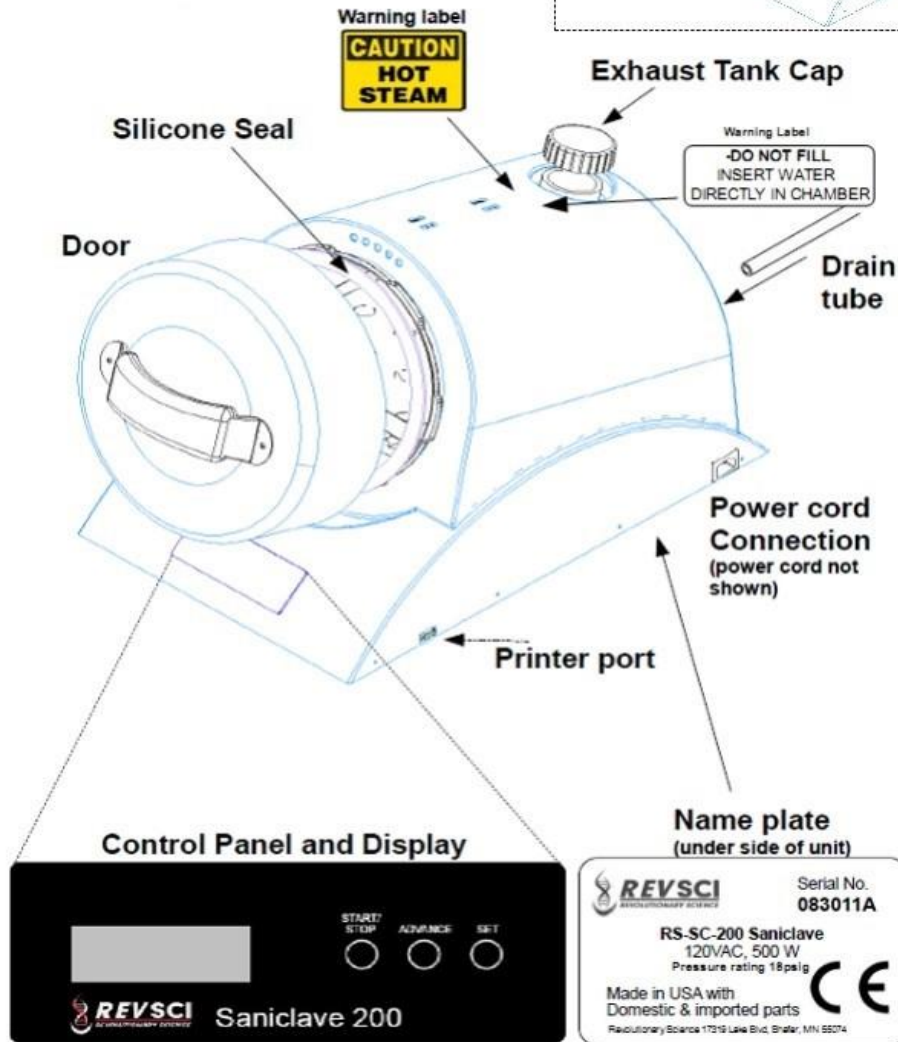
## **Instruction Manual for the Revolutionary Science RS-SC-200 Saniclave 200**



Image of Saniclave 200 with door removed



## Display, Symbols, Controls and Parts



## Intended Use

The Revolutionary Science Saniclave 200 is designed to be used in medical and dental clinics, hospitals and other facilities where reusable sterile equipment is used. It is intended to sterilize wrapped and unwrapped heat and moisture stable solid instruments, mated surfaces, knurled and hinged devices (excluding lumened devices and dental hand pieces) that are compatible with saturated steam sterilization at 121 degrees Celsius for 30 minutes.

## Safeguards & Cautions

**WARNING! Do not use this autoclave in an explosive or oxygen rich atmosphere. Failure to do so may result in serious injury or death.**

### Limitations of Use

#### **Revolutionary Science is not responsible for misuse of the Saniclave 200**

1. NEVER attempt to dismantle or modify the Saniclave 200.
2. NEVER leave operating Saniclave 200 unattended.
3. NEVER block drain (located on the inside of the chamber below heating element).
4. NEVER block steam trap (located on the inside of the chamber, near the top, directly above drain).
5. NEVER operate the Saniclave 200 with a damaged cord or plug or after the appliance malfunctions or has been damaged in any manner.
6. NEVER use accessory attachments not recommended by Revolutionary Science. Their use may cause fire, electrical shock or injury.
7. NEVER place the Saniclave 200 or any part of the Saniclave 200 on or near a hot gas or electric burner or other heating source.
8. NEVER use the Saniclave 200 or any purpose other than the intended use.
9. ALWAYS close the door properly before operating.
10. NEVER attempt to force the door open or release pressure while sterilizer is in operation.
11. ALWAYS turn off the unit by using the 'CLR/OFF' button before unplugging the Saniclave 200 from the power outlet.
12. ALWAYS use ONLY distilled water and never fill chamber with more or less than the recommended amount of distilled water.
13. NEVER reuse water left in the exhaust tank. Re-used water may contain endotoxins. Drain water tank and refill chamber with clean, distilled water before each cycle.
14. NEVER attempt to modify the plug to fit an outlet other than the required 3-slot, grounded outlet. The enclosed 3 prong plug is equipped with a grounded type 3 conductor wire to further ensure the safe operation of the Saniclave 200.
15. NEVER immerse the autoclave, cord, or plug in water or operate on wet surfaces.
16. NEVER fill the exhaust tank with water (See page 3 for location of exhaust tank and cap). The Saniclave 200 must be filled by pouring water directly into the chamber.
17. ALWAYS load the Saniclave 200 with instruments compatible with steam sterilization at 121 degrees Celsius for at least 30 minutes. Always contact the instrument's manufacturer if you are unsure that this sterilization technique is suitable for instruments being sterilized.
18. ALWAYS inspect the silicone seal before each use for dirt, grime or cracks.

19. NEVER clean the Saniclave 200 with organic solvents like thinner or benzene. It will damage the surfaces.
20. ALWAYS test regularly with *Geobacillus stearothermophilus*. See page 14 for sterilization monitoring and control for more information.
21. This sterilizer has not been validated for double pouching.

## Operating the Saniclave 200

5

### Preparation for Sterilization (Default mode)

1. **Warm up cycle:** Run a warm up cycle each day prior to use. Cycle may be aborted during the sterilization mode to conserve on time. Remove door. Unplug the cord, replug the cord and commence with sterilization needs.
2. Preclean instruments according to their manufacturer's recommendations.
3. Follow instrument manufacturer's instructions for correct cleaning and lubricating procedures.

**WARNING! Failure to properly clean instruments before autoclaving, may result in unsterile equipment. Using unsterile equipment may result in serious injury or death.**

4. It is recommended that all instruments be dismantled, if possible.
5. Make sure packs do not touch. Do not stack packs or single piece instruments on top of each other.

**CAUTION: Stacking instruments improperly may result in unsterile equipment!**

6. Use a sterilization indicator strip with each set of instruments being autoclaved.
7. The recommended load is 4.5 lbs (not including the rack). **Never exceed the maximum load. Exceeding maximum load may result in unsterile equipment.**
8. Run a biological indicator spore test (*Geobacillus stearothermophilus*) at least weekly to confirm proper sterilization.

## Prestige 2100 Classic

Depressurization Valve

Air Bleed Device

Very easy to use by following the opening and closing sequence

Practice several times during the ANT Program to ensure confidence which supports safety.



Heating Light

Sterilizing Light

Complete Light

**WARNING LIGHT!!**

Power On Light

To Start:

1. Remove Lid by moving the top handles counter clockwise then remove the Basket
2. Fill to line with Distilled Water – check every time, NEVER overfill
3. Place clean implements into pouches
4. Place pouches loosely in basket – preferably verticle, strip middle between them weekly
5. Place metal stand in bottom of the tank
6. Place basket in tank, lower handle
7. Lid prep – turn Depression Valve to open
8. Check Gasket – wet if dry
9. Place lid on Autoclave – align and turn in clockwise direction until closed
10. Close the Decompression Valve until aligned with the “O” on the lid
11. Attach Cable into Autoclave and into grounded plug (120v)
12. Turn on Start/Power On Light (Green)

As the temperature rises, air will be displaced by steam through the Air Bleed Device until it closes with a “click”. The Indicator will rise to indicate the unit is pressurized. The Heating light will be illuminated. At Sterilization Temperature the Sterilizing Light will illuminate. At completion, the Completion Light will illuminate.



The molding (between the handles and surrounding the top) will be HOT!! Do Not Touch. When a Warning Light comes on, unplug the unit and allow to cool, then open.

To Open:

1. Unplug the unit
2. Open the Depressurization Valve by turning counter clockwise slowly.
3. The Pressure Indicator will drop once the steam has been released. There will be a visual and audible release of steam from the rear of the top molding. Stay away from this location.
4. Unlock the lid once the pressure has been released and open by turning in a counter clockwise direction.
5. Ensure the Decompression Valve is close and then turn the lid over and gently lay on a solid surface.
6. The basket with the implements can now be removed and the implement pouches removed one-by-one with clean tongs.
7. Lay the pouches on a clean towel (lamine down on the towel) to allow drying (Approximately 10 minutes).
8. Check the weekly Strip for change of color to indicate sterilization is complete.

If the Strip has not changed color as per instructions included with them the unit will need a thorough check by an authorized repair company - but first, realign the gasket and run through a cycle with a Strip again. If there is still an indication of a problem, insert a new gasket and run through another cycle with a strip. If this still indicates problems, a repair evaluation is needed. If pressure cannot be achieved at all, usually a new gasket will fix the problem.

## Managing At-Risk Clients

Clients who have marked illnesses on the health sheet should be handled with care and according to the contraindications of the illness. These clients are fragile and require you getting full information concerning whether they should have a massage or soak; and they may require speaking to their physician or asking for written permission from him.

If you are able to massage them, take special care in being gentle while giving them the relaxation that they need. If you are able to soak them, double check water temperature, shorten the time and always be impeccable in your foot bath disinfection.

**Who are at-risk clients?** Diabetics, those with autoimmune diseases such as lupus and rheumatoid arthritis, severe heart problems, circulatory conditions and extreme osteoporosis. The point here is that you must get full information from clients and ask questions concerning their ability to receive a massage. The best advice for you when working with an at-risk client is for you to err on the side of caution.

**Neuropathy...the highest risk!** Those who have diabetes, PAD, fibromyalgia and other diseases and conditions have great incidence of neuropathy in their lower limbs. This prevents sensation of “pain” and “heat” and damage can be done without them even realizing their skin has been broken. The ANT must be observant – every surface of the feet should be examined for signs of chaffing, chapping or fissures. Special care must be taken to avoid iatrogenic injuries as you work with these clients – a tiny wound can be the root cause of the loss of a limb...or a life.

A common saying, ***‘when in doubt, don’t,’*** also is applicable here. Gently offering the client another service complimentary (a trim and polish change, a paraffin treatment, if heat is not contraindicated, French polish, nail art, etc.) may be accepted by the client at this visit until you have full information. If so, most often you have not lost a client or made an unwise decision; instead, the client may be grateful and become way more loyal than if you had proceeded with the service. Be tactful and caring.



## Client Consultation

Few nail technicians perform consultations—we are used to looking at the book to see what service is scheduled and we set up for that service. Consultations were discussed in school, but very quickly we become “appointment book oriented.” But what if the client has asked for the wrong service? Or, needs a different one? Or an upgrade would fit her needs? Or has an illness that influences what we do during the service? Below are some of the questions you might ask, among many that will allow you to perform a more customized pedicure service.

“Your feet seem to be dry. My recommendation is changing to a Hydration Pedicure.” (Suggest a Hydration Pedicure with a paraffin treatment. And further, suggest she come in weekly for a series until the condition improves.)

“Your heels need some special care, here and at home, or they may begin cracking and producing callus fissures.” (Suggest a Hydrating Pedicure with a paraffin

treatment, and suggest she take home a good foot care cream to use every night.)

**Reviewing the New Client Questionnaire is something your new client may never have experienced in a salon – aside from being an important part of analysis, it is part of “setting yourself apart from others.”**

“I notice you have extensive calluses. Would you like them to become more manageable? I recommend a Callus Reduction Series.” (Explain how your series program is performed and the results they can expect. Further, recommend they purchase a pedicure file with changeable abrasive pads to use at home, along with a good foot cream. If you use a disposable foot file, give it to the client.

### **ALWAYS ask the following:**

“Has your health changed since you were in last? How about your feet? Any changes there?” (Suggest the appropriate pedicure according to the answer.)



“Have you shaved in the last 24 hours?” (If so, suggest a soakless pedicure or one for only the feet; the legs cannot go into the water.)

**LOOK at your client’s feet.** THEY will tell you what more to ask, and if you know your products and precautions well, you will know what to suggest.

New client consultations are more complex. New Client Questionnaires should always state “If you have any chronic or acute illnesses, please tell your technician so your service will be provided appropriately.” Review it for a moment, then when you seat the client and perform your consultation, ask again: Do you have a chronic illness that I need to know about, such as (go down the list). (If necessary, you ask if the clients’ physician has given permission for a pedicure experience.)

It is always best you *ask* your client about any illnesses listed to support your decision to perform a service, or not, and how you perform it.

It is vital that you specifically ask about allergies. In fact, ask more than one way—sometimes people forget or don’t think about something

they are allergic to in reference to cosmetic services. For example, ask, “Are you allergic to anything?” and then again a moment later, ask, “Are you allergic to latex? Nuts or citrus? Anything that I might use in your pedicure?” By asking twice, you might jog their memory about being allergic to peanuts, for example and a nut oil should not be used in their service.

In preparation to doing good consultations, you should thoroughly understand how chronic illnesses can and should affect your pedicure protocols. Refer to the New Client Questionnaire and pay close attention to learning about all the listed conditions in this course, and through research.

Consultations take very little time and even less as you gain experience. They

reflect care for your client. Performing a consultation is the professional, the safe and the profitable thing to do. Never perform a new client service without one, and know your regular client’s conditions so you can ask the questions that

are still pertinent before later services: “has anything changed with your health since I saw you last?”

**Professionalism is a quality shown by the service provider and the salon staff throughout the clients’ visit, from entrance to exit.**

**Skill is demonstrated during the performance of the treatment by the service provider.**

## New Client Questionnaire

For us to serve you at our very best, we need to know you better.

Please fill out the following information. Thank you.

Date \_\_\_\_\_ Service you are here to receive \_\_\_\_\_  
Name \_\_\_\_\_ Occupation \_\_\_\_\_  
Is this your first time to our salon? \_\_\_\_\_ If so, how did you hear about us? \_\_\_\_\_  
Address \_\_\_\_\_ City/State/Zip \_\_\_\_\_  
Telephone number \_\_\_\_\_ Text Yes No Email \_\_\_\_\_  
Have you ever had a pedicure before? \_\_\_\_\_ If so, when was your last pedicure \_\_\_\_\_

### General Health

Do you have any health issues we should know about? (list) \_\_\_\_\_  
Are you currently on any medications? \_\_\_\_\_ If so, for what reason? \_\_\_\_\_

Are you currently under a physician's care? \_\_\_\_\_ If so, please discuss this with your technician.  
Are you pregnant? \_\_\_\_\_ If so, how many months? \_\_\_\_\_ Do you smoke? \_\_\_\_\_  
Do you have any allergies? (list) \_\_\_\_\_

#### Please circle any medical problems you have or have had:

Autoimmune disorder  
Blood Pressure (Low or High)  
Cold hands and feet  
Varicose Veins  
Arthritis, Tendinitis, Bursitis  
Cancer  
Circulatory problems  
Heart problems  
Stress related illness  
Osteoporosis  
Skin disease of any kind

Kidney problems  
Gout  
Tuberculosis  
Anemia  
Hepatitis A, B, C  
Diabetes (1 or 2)  
Fibromyalgia  
Stroke  
Thyroidism (Hypo, Hyper)  
Scoliosis  
Lesions or ulcers

#### Are you using/taking:

Medications  
Antibiotics  
Hormones/HRT  
Blood Thinners  
Chemotherapy  
Skin Treatment

#### Are you currently experiencing

Fever  
Chills  
Sore throat

#### Manicure/Pedicure Services:

Are your nails healthy? \_\_\_\_\_ Dry? \_\_\_\_\_ Brittle? \_\_\_\_\_ Thin? \_\_\_\_\_ Thick? \_\_\_\_\_  
Is the skin on your hands/feet dry? \_\_\_\_\_ Sensitive? \_\_\_\_\_ Irritated? \_\_\_\_\_  
Have you worn enhancements recently? \_\_\_\_\_ If so, what kind? \_\_\_\_\_  
Do you have any pain in your feet? \_\_\_\_\_ If so, where? \_\_\_\_\_  
Do you have excessive calluses? \_\_\_\_\_ Do you treat them at home? \_\_\_\_\_ If so, how? \_\_\_\_\_  
Do your feet hurt? \_\_\_\_\_ If so, Where? \_\_\_\_\_  
Do your feet swell? \_\_\_\_\_ Ankles? \_\_\_\_\_ Legs? \_\_\_\_\_  
Do you have any health or foot problems your Nail Technician should know about? \_\_\_\_\_  
If so, what are they? \_\_\_\_\_

All appointments are guaranteed by a credit card. If you cancel an appointment 24 hours or more before the appointed time, no charges will be added to your card. Not coming to an appointment with no notice preventing others from scheduling at that time will result in a 50% charge to the card of the service for which you were scheduled.

Signature \_\_\_\_\_ Date \_\_\_\_\_

*To access all the ANT Pedicure Protocols, please download the ANT Pedicure Protocols document available in the links in Module 10.*

*Basic Pedicure*

*Scrub Pedicure*

*Hydration Pedicure*

*Pampering Pedicure*

*Aromatherapy Pedicure*

*Soakless Pedicure*

*Callus Reduction Pedicure (Initial)*

*Callus Reduction Treatment (Series)*

## Pedicure Protocols

The ANT pedicure is different. As an ANT you are different, and your pedicures will reflect your new knowledge. All ANT pedicures build upon a skin care-based protocol which:

1. Includes exfoliation at the beginning of the service to allow treatments to penetrate better.
2. Increases relaxation by incorporating the massage much earlier in the service.
3. Moves the nail and cuticle treatments to later in the service so they can be done efficiently.

The foundation protocol is:

- A Basic Pedicure – no bells and whistles – whether soakless or soaking
- For the feet only
- Scheduled for less time

If you wish to include the lower legs, it is an upgrade, must include more time, more product and therefore a higher price.

**NOTE:** Do not apply lotions or creams between the toes. You need to sanitize and cleanse between the toes at the beginning of the service. End the service with floss drying between the toes, before polishing.

Tidy your service area as you go. Often there are small breaks in the service that will allow you to do cleaning and arranging steps while the client is sitting with a treatment in place. If you feel that is not the way you wish to perform your clean up because you feel it would be disrupting to the clients, consider this: clients observe everything you do and are thinking “Wow, she’s really keeping things clean around here.” Your clients will know the tub is clean, because it was cleaned in front of them for the next client. Also, it reduces the clean-up time between services to the absolute minimum. *It is your decision.*

The non-attached tub and those with liners will be no problem, of course. Just remove them while the client is in the drying time, and perform the amount of clean up remaining between services.

At the end of every pedicure, some sort of quick recordkeeping is needed – client cards attached to their Questionnaire, computer input, or notes made on the reverse side of records, etc.

The service area is cleaned, disinfected and “dressed” for the next client. If this can’t be done in just a few minutes, learn a new way of working. Make sure everything is within hand’s reach, and always in the same place.

*Treatment Pedicures are the **Basic Pedicure** with additions of procedures and products.*

**Scrub Pedicure** – Basic Pedicure and add an exfoliative component (physical or chemical)

**Hydrating Pedicure** – Basic + Scrub + hydrating masque or heat (paraffin or heated booties)

**Pampering Pedicure** – Hydrating + include the legs

**Aromatherapy** – any pedicure + add a fragrance component (single note or synergistic blends)

**Callus Reduction** – Basic + reduction of callused areas (softeners, abrasives, etc.)

All services can be created by adding blocks of time and additional services.

- ☛ Always increase your prices for added skills or time.
- ☛ Never “give everything away” by giving more services or time than the client is being charged.

## Contra-Indications for Soaking

Although some of your clients will say they desire a foot bath, when you educate them and explain the health consequences of a foot soak as relevant to their condition, they will follow your lead. Just as soaking manicures faded away during the age of the nail enhancement, we predict foot soaks will also continue to decrease in popularity as the population of pedicure clients age and they become educated and even more concerned about safety in the salon. If these health conditions are mentioned on the New Client Questionnaire, or are observed, do not soak.

### DO NOT SOAK THE FEET of clients with

- **Insulin Dependent Diabetes**
- **Circulatory conditions**
- **Severe Swelling**
- **Pitting Edema**
- **Lupus**
- **Surface plaque**
- **New traumas, bruising**

## Pedicure Massage for the ANT

The massage we were taught in nail school was OK. It covered all the five massage movements and we practiced it a few times. Then, we graduated and many of us immediately began doing artificial nails and did not nurture our massage techniques.

### Why Massage?

In times past, when a technician wanted to shorten up a service, the first thing she cut short (or eliminated totally) was the massage. Those technicians, while short changing their clients, were also diminishing the possibilities of clients returning. Clients love massage. Those who have pedicures with a technician who performs a really great massage are much more relaxed and the massage is what they remember of a service they enjoyed. According to the International Spa Association (ISPA), when surveys for spa packages are evaluated for “what is your favorite part of your service today?” massage beats all others out readily.

Massage is more than relaxation, though. An increasing number of research studies, including those funded by the National Institutes of Health (NIH), show massage:

- Reduces heart rate
- Lowers blood pressure
- Increases blood circulation and lymph flow
- Relaxes muscles
- Improves range of motion
- Increases endorphins
- Enhances medical treatment
- Can stimulate weak, inactive muscles
- Can hasten a more complete recovery from exercise or injury

These are great reasons why massage can be important to our services and are why pedicurists should pay close attention during the massage to their techniques and allow the client quiet and relaxation during that time (*don't talk!*).

A few suggestions for better massage techniques

- Avoid taking your massage hand(s) off the client's arm or leg fully until you feather off at the end. Moving off and on the arm or leg interrupts the relaxation process dramatically.
- If you feel a tightened area, perform smooth, gentle effleurage massage on and around that muscle, then leave the area for at least 2 minutes. Later return and massage it again. Leave and return until you feel the tightened area is gone. This technique brings blood and heat to the area, relaxing the fibers of the muscle.
- Use the tips of your fingers minimally, using the underside of your fingers and the palms and base of your hands as much as you can. The finger tips can concentrate the pressure too much on one area.
- Move slowly and the same speed in a smooth glide, providing the same pressure on most areas. This method is hypnotizing and relaxing to the client.
- Forget the annoying petrissage, friction, tapotement (except the gentle taps in feather massage) and vibration movements. Most clients want the pampering and relaxation of effleurage. Let the massage therapists perform those movements during therapeutic massages.
- Ask clients if there are any areas they do not want massaged. Some just do not want you to even touch their toes. Ask, and then honor their request.

## When to Massage in a Service

Most pedicure services are designed so the massage is near the end of the service. You will note in the ANT protocols for treatments, massage is important and *early* in the service. It is preferable to bring massage nearer to the beginning of pedicures to relax the client early and to heat up the skin. If the skin is heated, it accepts treatment more readily.

Observation: if the service provider does NOT talk during massage ("relax. This is a pampering time"), the clients enjoy the pedicure more because they are relaxed, cooperate more to suggestions, are more likely to reappoint when leaving---and may even tip more. They will float out the door, offering praises about you.

## Contra-Indications for Massage

Although you want to make their services as pampering as possible, there are some conditions which simply cannot tolerate traditional massage stroking. If you need to apply products, do so with a light, smooth touch with your palms and no more than is needed to distribute the product.

### **DO NOT PERFORM TRADITIONAL MASSAGE for clients with**

- **New traumas**
- **Bruising**
- **Recent bone breaks**
- **Reynaud's Phenomenon – too painful**
- **Lupus**
- **Arthritis**
- **Fibromyalgia**
- **Dermatitis of any kind on the service area**
  - **Eczema**
  - **Psoriasis**
  - **Duhring's Disease**



## Contra-Indications for Traditional Massage

Noting that massage is the most popular part of a service, it is sad that some people cannot have traditional massage because it may adversely affect their health condition. If these health conditions are mentioned on the New Health Questionnaire, or observed:

### **DO NOT USE TRADITIONAL MASSAGE for clients with**

- **Fever**
- **Broken bones**
- **Inflamed areas**
- **Skin issues – rash, lesions, fragile skin and extreme discolorations**
- **High Blood Pressure**
- **Uncontrolled diabetes**
- **Infectious diseases**
- **Cancer**
- **Severe Osteoporosis**
- **Varicose veins**
- **Unstable hypertension**
- **Uncontrolled Diabetes with PAD or Neuropathy**
- **Neuropathy**
- **PAD (Peripheral Artery Disease)**
- **Warts**
- **Deep Vein Thrombosis**
- **Gout**
- **Ingrown nails**

Although a New Client Questionnaire has been filled out, verbally discuss with clients if they have any of these conditions, as the answer is important to the service. When the client informs you of a condition that prevents the performance of massage, explain why this is so, clearly, quietly and succinctly. (Not apologetically—it's for their safety.) Most can have a feather massage and will enjoy it – practice this movement until it becomes rhythmic and smooth.

# The Secrets to Great Pedicure Results

Achieving lasting results in pedicuring includes two important concepts: Home care and a series of treatments.

## Home care

Improving the skin is not difficult if you have great products. But it won't happen if a partnership is not developed between the nail professional and the client, both with the same goal: the improvement of the skin. It's important to have good *professional* products, but that will still not ensure lasting results unless the technician is sending home results-oriented *home care products* that support the professional treatments and target the client's goals. **Without home care products, and their committed use, your wonderful treatment is not going to last more than 48 hours.** This is especially important with rehydration treatments.

Many beauty products are “slip and smell” meaning they are “feel good” products with few, if any active ingredients. It is your duty as a professional to know and understand what good, quality ingredients should be in the home care products you recommend. Purchase of a good ingredient dictionary is advised, unless you are good at web-searching.

Note the difference between “retail” and “home care” Retail is sold by a non-

professional or chosen off the shelf. Home care is recommended by a trained and knowledgeable professional who knows what the client needs for her skin.

Examples of professional product ingredients:

- Generally speaking, botanical or “plant-based” ingredients are compatible with skin and nails. “If it sounds like it might be good to eat on a salad, it probably is good to put on your skin.” Do ask about plant allergies, however, and note any mentioned on the New Client Questionnaire.
- If hydration is your goal, then the first ingredient should be water (aqua) = H<sub>2</sub>O
- If exfoliation is your goal, look for Urea or Lactic Acid (or another AHA, such as Malic or Glycolic Acid)
- Avoid products that list mineral oil, or *liquidum paraffinum* as one of the top 5 ingredients. Same goes for words that end in “ol” which are usually forms of alcohol, and “cone” which will be dimethicone or silicone (“slip” ingredients.)
- Scrubs should not be rough or overly abrasive—avoid nut shells, ground pits, pumice, coarse sugar or salt
- Examples of appropriate scrub agents are jojoba beads, beeswax beads, ground oatmeal or cornmeal

A technician who does not sell home care is perpetuating a circle of discontent: the results of the service do not last, so the client soon doubts the value of the service. With no improvement or results that last the client will begin to doubt the technician's expertise and say, "Is safety a good enough reason to tolerate poor results?" Or become merely a relaxation/polish change client who comes in much less often.

### **Series**

Hand and foot care is now expanded past the nail plate and into treatment of the skin. Just the same as in skin care, to reach a goal, the treatments work best in a **series**. One treatment does very little, but professional treatments in a series teamed with home care can achieve phenomenal results and loyal clients.

To structure a series for your client, take into consideration the achievable goals you can set for affecting a positive change in the condition of their feet.

- Know the conditions of the feet and what changes might be possible. Don't over-promise.
- Have a thorough understanding of the professional treatments that improve the skin, eponychium and nail folds.
- Understand and be able to communicate the home care products and their proper use.

- After instruction, feel comfortable the client will be compliant with instructions of home care.

A series can be approached two ways: a course of treatments over time that you will use your skills and judgment to recommend and perform OR a package which is a set number of treatments.

### **Course of treatments**

You can recommend that over the next 2 months, for example, you will be performing specialized pedicures to achieve noticeable change in the health of their feet.

An example would be:

Extremely dry feet – the first pedicure is a Hydration Pedicure, the next 3 weeks come in for Hydration Treatment only (no toe nail work), then the 4<sup>th</sup> week reassess and perform an appropriate pedicure and make further recommendations.

- Each week a different kind of treatment could be possible according to what you observe and the goal
- It has no set number of services
- Consultation and evaluation are the most important parts of a course of treatments

**It's been proven, if you can get your hands on clients three times, they are much more likely to become "your" clients!**

## Packages

Packages are a series of pedicures, usually a set number of the same type of treatment.

For example:

Annual Pedicure Package of 12 pedicures, one per month.

- Usually discounted, i.e. 10% off all if paid in advance, or buy 11 get one free, and others
- Are popular as gifts
- Are not usually treatment oriented - relaxing

## What Do I Charge?

One of the most agonizing decisions in opening a salon/spa, studio or lease station or adding a new service is deciding what to charge. Most of us just charge what the salon down the street does, or what we think our clientele will pay. (Sadly, we are most often wrong and undervalue our services.) However, now you have something special to offer: advanced certification and safety. These are new in your area (probably). What do you charge?

### Charging appropriate fees

Most people who are performing specialty services or have extensive training can charge more for their services, but for some reason, nail

technicians don't do that. Consider this: You spent the money on training, took a test, and have a Certificate to show that you passed the test. You have invested in a sterilizer, and have upgraded your techniques and equipment. You have provided your clients with information concerning the importance of the changes, telling them that you are investing in all this for their safety.

Don't you think you deserve more money? *You* have to be convinced, not them. Why is it that nail technicians even dither about raising prices? Other professions don't. You have to believe that **YOU** are worth more. You know more, you will be doing more. You need to be paid more.

When you raise your prices for these reasons, most of them will quietly think – “the price is going up, dern,” but will understand you have invested in their safety. If not, **TELL** them you have, and why.

### Enlist your clients as supporters

*Before* you sign up and *while* you are attending the course, tell them you are taking the course because you are concerned about their health and safety with the recent changes in the world health, and want to upgrade your salon and safety practices. *For them*. Tell them that times have changed and you want them protected. Talk about it, *a lot*, and

tell them that it is a DIFFICULT course, and that you have to pass an exam. And when you do pass, put a sign up and tell them you have. Celebrate! Say you have a lot to do to get it going, but it will be soon. “Thank you for listening to me while I was taking it!” Reality is that the course is not that hard, but you *must* show them that you are accomplishing something special *for them*.

When it is all done (sterilizer, signs, brochures, the cleanup and rearranging the salon), raise your prices. In a sign at the desk where they pay, put a notice similar to this:

“I know you appreciate my pursuing advanced education and upgrading your services.

Thank you for support as new changes are implemented in the salon.” (Note the price raise is not mentioned.)

Put it on glossy paper, and in large enough print that everyone can read it while they are paying and making their

next appointment. *Brand* it similar to other signs in the salon/spa

***This advanced service  
commands a higher price!***

Don’t make a large production of raising prices—many other professional service providers don’t do so—why should nail technicians? Just have a word with them as they pay you, “Ok, Mona, this time it’s just \$45, but next time the pedicure will be \$50.” Smile. Don’t belabor it. You will be surprised how many just say, “Oh...I expected that!” IF you have talked about what you have been doing.

Nail Technicians inherently *fear* raising their prices. This is poor business sense. Charge what you are worth without hesitation. People who value your services will replace the very few who leave when you raise your prices (usually less than 2% leave).



**“WHY ARE YOU SO EXPENSIVE?” ALWAYS BE READY FOR THIS QUESTION.**

**DESIGN AN ANSWER FOR WHEN YOU ARE ASKED THIS ANNOYING QUESTION, SUCH AS, “I’VE COMPLETED ADVANCED EDUCATION PROGRAMS THAT PREPARE ME TO WORK AT A HIGHER LEVEL OF SKILLS AND SAFETY THAN OTHER TECHNICIANS WHO HAVE NOT TAKEN THEM. THESE EFFORTS AND THE CERTIFICATIONS SUPPORT CHARGING HIGHER PRICES.”**

**WHETHER THIS IS THE ANSWER YOU WISH TO USE OR ANOTHER, SAY IT WITH CONFIDENCE AND BELIEVE IN IT!**

## Working with Physicians

The locations where nail technicians can work have expanded: choices now include salons and medical facilities. The first, salons, has been around a long time as our traditional place of work. The technician works in salon, spa or studio settings performing cosmetic services according to the scope of practice of the state in which she is licensed.

The other working location is new; a nail technician with advanced training can work in a physician's offices under the direct supervision of the physician performing cosmetic foot care as an assistant to the physician.

Physicians are expanding their functionality by hiring nail technicians. "The maturing baby boomers are coming to podiatrists in high numbers now for their foot care and we do not have the time to perform anything but their physician-level care," says Hillary Brenner, DPM, New York City. "If we hire an advanced-trained nail technician to perform routine care, such as cutting toenails, it opens up our time, allowing us to do physician-level care while the nail tech can perform cosmetic services."

A third possibility exists—still cosmetic but also requiring further training: an advanced-trained nail technician develops referral relationships with physicians resulting in an exchange of patients/clients. The technician works in a salon, spa or studio performing cosmetic-level pedicures on clients referred by a physician. In this relationship, the nail technician refers clients who she recognizes as needing an evaluation to the physician and, in turn, the

physician refers his patients capable of having cosmetic pedicures to an advanced-trained nail technicians in whom he feels confident in her safety practices.

Do technicians need a relationship with a physician? Will they be unsuccessful if they do not? The answer to both questions is no, but the advantages to such a relationship are such that it can take a nail salon or technician to the next step in success. Physicians want to send their clients to a safe salon for their services. Their clients are already purchasing these services and they are concerned about their safety. For that reason, physicians who know a salon or technician where they are comfortable with the safety of the services will refer their clients there, dramatically raising the salon success rate.

Until a physician finds this salon, he or she usually tells clients to avoid these services. However, physicians realize that many clients ignore their advice and get them anyhow. These physicians appreciate learning of aseptically trained ANTs to whom they can feel comfortable sending their at-risk clients as well as their healthy ones.

### **Attracting referrals from physicians**

If you wish to receive referrals from physicians, you must 'get your house in order' before approaching them. That means you have to bring your work techniques to their standards. They do not compromise when it comes to the safety of their patients. Until now, few physicians have felt comfortable referring clients to nail salons and many times discuss their mistrust with their clients. How do you

cancel this mistrust and encourage them to send their clients to your salon or to you?

You are taking the first step towards gaining their trust by taking this course. It will teach you the basics that physicians insist on when recommending services for their patients.

Those basics are:

- Sterilization
- Aseptic Techniques
- Clean and neat salon/work area
- Strict hand washing policy
- Require a New Client Questionnaire and keep it up to date
- Perform a basic hand or foot exam every appointment, prior to services.
- Recognize a need for referral and do so
- Attend ongoing continuing education

When you are ready, with all this now part of your service philosophy, you can market successfully to local physicians for referral relationships.

### **Salons and SPs (Standard Precautions)**

Physicians are always amazed that nail technicians are not required to adhere to OSHA standards and sterilization. Carolyn Siegal, DPM, states what most physicians will say, if asked—that she is astonished that cosmetology regulations are not as strong as the OSHA's regulations in the medical arena. She notes that office physicians, though most times they are not performing invasive treatments, are required to sterilize their instruments with an autoclave, but salons are not. (NAILPRO, 2002)

Standard Precautions are also one of the concerns physicians have about salons. “It would decrease everyone’s risk of contracting infections and diseases if cosmetologists would practice Universal Precautions; however, most are unaware of what this would entail,” says Siegal. Most physicians agree with her.

### **Aseptic Techniques**

The definition of aseptic technique is “performing without the presence of pathological microbes.” It means working within a clean and safe environment and performing services with perfectly clean tools that cannot transfer disease. (That means sterilizing your implements and never using one on a client that has not been through the autoclave.) It also means performing services with personal protective equipment (PPEs) and preparing service skin surfaces (cuticles and nails, hands, feet) with 70% alcohol before services to reduce potentials for infection, and wiping them again with 70% alcohol after the service is finished.

### **Clean and neat environment/work area**

We all know that if we walk into a salon and it is cluttered and the nail stations are full of dirty bottles and dust that the services are not going to be aseptic. But many technicians work that way, oblivious to the obvious. Are you willing to clean up your environment (and keep it that way) in order to keep your clients safe and to do what it takes to develop an ongoing referral relationship with physicians? If not, forget even trying to develop that resource for clients. They will check your salon out and your work habits on an ongoing basis. All they have to do is send



in an employee or ask their patients who come to you as clients.

### **Strict hand washing policy**

This means that every client must wash her hands/nails well with antimicrobial soap before sitting down at a nail table for a manicure, and the technician must wash her hands between

***Tip: Try sitting in all the places clients sit in your salon—look around you. What do you see?***

clients. Do you believe this is not possible to do? It is, and salons are doing it successfully. Some salons are having an inexpensive sink built into the nail room so they can be certain clients are scrubbing. It is just a matter of policy-and habit-and it works.

Every new client is trained how to wash with a nail brush her first appointment (the first appointments are longer than the future ones.) You'd be amazed how many clients believe a quick rinse is actually sufficient, so you must train them.

A side benefit of a hand washing policy is that absenteeism for illness is dramatically less than before the policy is in effect. In one salon, after hand washing became mandatory, absenteeism from illness went to 25% of what it had been before.

### **Require a New Client Questionnaire (and keep it up to date)**

Every new client should be told to come in 15 minutes before her appointment to fill out the New Client Questionnaire. Most finish in just a few minutes and then the receptionist takes the client to the sink and teaches her how to wash

her hands. (Many salons have the technician do this, but this is an option.)

This Sheet is an important piece of prevention and a business builder. Never forget it nor discount its importance in the safety of the client. The technician must look at it for health issues, then discuss any circled illness with the clients. An example is included here in this handbook and can be downloaded from below the view screen where it is discussed.

### **Perform a basic foot exam every appointment**

Some ANT's do not even fill the pedicure basin until the exam has been completed and the Client Questionnaire has been reviewed. Others perform Soakless. Returning clients are asked, "Has anything changed with your feet since your last appointment?" Visually examine the top and bottom of the feet, and between the toes, and ask, "Do you have any cuts or blisters to be concerned about today? Any new problems with your feet I should know about?"

The foot exam is fully discussed in detail in the ANT course and the importance of the technique is stressed. Always examine a client's hands and nails before a manicure for any possibilities of pathologies and do the same with the feet for pedicures. Recognize a need for referral and do so. Many times, technicians can see changes or abnormalities in the hands or feet of their clients earlier than their physician. If so, she can refer the clients to their physician or to one of her referral physicians before the condition is serious. Realize your importance in this area of your care and check out every client before beginning the service. The clients will be

glad you did if you catch something early, and the physician will be amazed and pleased.

No, we are not diagnosing, but we can, with this training, recognize abnormalities and refer our clients to physicians to be checked out. It's the professional thing to do. Attend ongoing continuing education—some physicians will ask when and what was the last class you attended for continuing education. They recognize that a professional that does not keep up with the times and changes in their profession is not up to par. This course and other education on the Nailcare Academy and Salon Guru sites can provide you with continuing education that you need.

### **Preparation for approaching physicians**

A technician approaching physicians to develop a referral relationship will need to have all the information available to hand to their office manager—usually face time will not be an option.

Prepare an attractive folder with a cover letter addressed to the physician. (An example is included in Module 10 downloads.) The folder should also contain a professional resume, proof of any education attended to preparing you to perform to their standards (this Certificate), a brochure with a menu from your salon, and your card. (This brochure should contain a statement that you use a sterilizer for your implements and strive for a fully safe salon.) If you already have a brochure you have prepared specifically for your clients discussing the importance of sterilization, place that in the folder, also. In addition, copies of any media coverage you've had should be in the folder.

As soon as you receive your Certificate, you should request being listed on [www.safesalon.org](http://www.safesalon.org).

Complete the Safe Salon Concept Program and have that logo placed in your salon brochure/menu, also. After all this is prepared and in a folder, dress professionally and go to the offices from which you hope to have referrals. Ask for the office manager or lead nurse and give her the folder and your card (the one in the folder is for the physician). State your request briefly and then ask when you can check back.

If the manager says she will call you, that's OK, but call him/her if she doesn't call soon. Get the manager's name for future contacts and if possible, collect her card. Be persistent until you get a no or yes.

Choosing the physicians to approach is not difficult. Local ones are preferred and usually more fruitful. Ask your clients about their physicians, and if they give you a name, ask them for a letter of recommendation to put into your folder. If they give you one (many do not know how to write them—you may need to offer to help), include it in the folder you drop off to her physician.

In the cover letter, as well as verbally, invite the manager and physician for a free service in your salon and place that message on the back of your business card. This encourages them to keep the card and provides them an opportunity to check you out.

## Be Prepared

If the physician is interested, he/she will most likely send an employee (or wife, if it is a man) with a specific list of qualifications to check out. Know that the representative may be incognito, so keep the salon in optimum condition at all times. Infection control must be obvious and verifiable, an autoclave sterilizer or disinfection station must be in place, the hand washing policy must be intact, and the salon and equipment must be immaculate.

developing the parameters of the relationship. (The referral forms, etc.)

Most technicians, once they have confirmed one referral situation, will fall easily into others either because the physician tells his friends, or the technician can name-drop when approaching another office. Many physicians will be in a group setting, and the technician can approach them all or have the office manager take care of it. On rare occasions, the

### Things to include in your Presentation Package

In a nice folder, place:

A copy of your ANT Certificate

A cover letter addressed to this particular physician

Your resume updated to include your ANT Certification

A picture of yourself standing in front of your salon autoclave OR

The "Because We Care" Brochure with your picture by your autoclave inserted

A copy of your SalonSafety brochure featuring your aseptic philosophy

Recommendation letters or quotes from clients

Any media coverage your salon has received

Your business card

When the client checking you out confesses who she is (she will before time to pay), you will be able to tell if she is positively impressed. If so, call immediately to set up an appointment with the office manager or the physician to finish

physician(s) will want to interview the technician and will have questions. If so, be prepared with answers (you will get them in this course), and you are ready to take their referred clients!

Clients who come in through a referral by a physician will be very respectful and good clients. Be certain that you pay close attention to any health problems they have and act accordingly and professionally. One slip up with a physician's client and he will stop the relationship right there and tell his/her friends. In reality, most clients will be well clients that are getting these services and he/she

just wants them going to a salon that works safe.

Of course, pay close attention to the health issues of ALL clients. It is the wise thing to do.

### **Referral Protocol**

Referring clients to a physician and accepting referrals from them has its protocols. Forms are

exchanged – the physician may send the technician a form that states any illnesses, etc., or any particular contraindications the technicians must be mindful of, and the nail technician will also send a form to the physician when referring a client. Check out the physician's perspective on this and provide examples of referral slips, if he/she wishes to use them. A good experience with one client will encourage copious referrals from a physician.

Are you ready to tap into this bountiful resource for clients? If so, you need to upgrade your techniques with enthusiasm and meticulously adhere to them. When you do, you will be ready to begin developing profitable relationships with physicians.

## SAMPLE: Nail Technician Client Referral to a Physician

Date \_\_\_\_\_ Salon name \_\_\_\_\_  
Address: \_\_\_\_\_ City, State, Zip \_\_\_\_\_  
Salon Phone \_\_\_\_\_ Nail Tech/Cosmetologist \_\_\_\_\_  
Client's name \_\_\_\_\_

I am referring my client for possible medical attention for one or more of the following:

- |   |  |
|---|--|
| <input type="checkbox"/> Redness around the nail, foot, hand, fingers, toes or face | <input type="checkbox"/> Nail(s) lifted from the nail beds           |
| <input type="checkbox"/> Skin problem, itching or rash                              | <input type="checkbox"/> Nail Thickness                              |
| <input type="checkbox"/> Nail discoloration   | <input type="checkbox"/> Thin or brittle nails                       |
| <input type="checkbox"/> Nail pain  | <input type="checkbox"/> Problem from acrylic, gel nails, nail wraps |
| <input type="checkbox"/> Foot pain  | <input type="checkbox"/> "Not normal" appearance                     |
| <input type="checkbox"/> Painful, thick skin or corns                               | <input type="checkbox"/> Accidental injury with nail care instrument |
| <input type="checkbox"/> Skin reaction to beauty product                            |  |

Dear Doctor \_\_\_\_\_ I greatly appreciate you seeing my client and examining her for the above potential problem. If you determine she can continue my services, I have a form that you can authorize that allows her return with any restrictions or instructions. Thank you for your assistance

Signature of Nail Technician or Cosmetologist \_\_\_\_\_

This is an example of a form you could send with your client when you refer them to a physician. This shows the doctor that you are observant and caring, yet are depending on him or her to take care of the medical care.

This form mentions another form (see following) that you can also send along with your client. Or, alternatively, you can give the doctor's office a supply of these forms and tell your client to be sure to ask for the "authorization slip."

Know also that many physicians will maintain a very casual referral system with the nail technician, especially after a familiarity and trust is developed. Every relationship and protocol between the physician and a trusted nail technician is different – and that is OK. Whatever it is, *nurture it* with care.

*See the links in Module 10 to download a template for this form.*

# SAMPLE: Authorization Slip for Physicians

## Physician Medical Alert for Nail Technician performing Nail Salon Services on My Patient

Patient's name and phone# \_\_\_\_\_

Patients Salon name and phone # \_\_\_\_\_

Patient's nail technician or cosmetologist name \_\_\_\_\_

I grant permission to provide services to my patient who is under my monitored health care with the following medical problem: (Circled or otherwise written.)

Minimal Neuropathy (Decreased sensation or distorted sensation in their hands or feet)

Minimal Circulation deficits or Vascular compromise

Controlled Diabetes

Ingrown nails without infection

Fungal nails

Cosmetic allergies or other allergies

Blood Borne illness

Contact hazard

Other medical problem or special instructions \_\_\_\_\_

### VERY IMPORTANT

If any injury or new medical problem is noted or suspected injury occurs while performing your services on my patient, you must immediately contact this office at \_\_\_\_\_ by phone or by fax to report the nature of the problem.

Instruct the patient set up an immediate appointment.

If you cannot reach my office immediately, direct the patient to the emergency room or clinic and notify our office the medical facility where you referred him or her.

If an injury occurs, clean the wound with soap and water, swab with 70% alcohol, Betadine or an antiseptic approved by your State Board of Cosmetology. Bandage the area with a sterile dressing.

DR \_\_\_\_\_ Date:

*Physician's Signature Authorization*

This form is used for the physician to communicate his or her authorization for a pedicure service. Work with your referral physicians in advance to create a form they are comfortable using. Tell your clients that without this authorization, you simply can't proceed with a pedicure, for their safety's sake. No apologies!

A careful soakless can be performed if no lesions, et cetera are present until you get verbal or written permission for pedicures for those clients who must have it.

*See the links in Module 10 to download a template for this form.*

## Secrets to Building a Successful Business

Success doesn't "just happen," and those who have become successful will give you many different formulas to get there. But certain characteristics run through all these persons, if you take a close look at who they are. These technicians are passionate, possess perseverance and are continually seeking information they feel is needed to support their success. (Let's call it "education," though it does not have to be formal education.)

Their passion is apparent quickly after you meet these successful people. When someone asks about their business, their eyes light up and they go on and on about it. Also, they are open about sharing their methods to get to where they are – which is over \$100,000/year, sometimes by a lot.

Their first year was tough, but they were pleased at reaching a full book from zero clients by two years, and at the same time, going over their \$100,000/year goal possibly at three. They are continually looking to the future and persevere to reach their goals. *Nothing* slows them down; though the pandemic was a hiccup in their lives, post pandemic was a growth spurt for them due to marketing Safe Salon actively. They worked hard to reach "essential" in the community.

These technicians consider education as their key to the next step. They never just "pick up" a skill, they go to classes and shadow techs who have achieved the skill. This brings them to "expert" quickly. The "do it now" sheet was their first guide after achieving their certificates, followed by

getting a mentor to help them move forward. (Mentors can look at something differently and suggests steps to move forward. Usually this person has been there, and can relieve their mentee's mind of issues quickly.) Then, they begin their trek towards success!

Eventually, this now successful technician will get too busy – a long waiting or standby list develops. The urge will be to work more, but I instead suggest raising your prices. Learn the business monitoring math that indicates when it's time to do this, and do it. A second option is to hire a part time person to do all cleaning/sanitation/set up between clients and transition duties, such as reappointing, etc., allowing the ANT/MNT to take more clients. There are many ways to have an assistant and get more clients in, but do the math to see if it is financially feasible. It **MUST** be a profitable tradeoff.

Another option is to bring in another ANT/MNT part time, and eventually full time. He or she can be a lease or an employee. Many details need to be worked out, but this can relieve the pressure of being overbooked, and reduce the urge to over work, the bane to success. A fourth option is to stop taking new clients, or to only take people who current clients have recommended. Just tell them that due to clients moving and such, you need X# new clients, and you prefer taking current client's friends as you know they will be great clients.

Give your current clients the "Because We Care" brochure (edited and templated according to your needs) and you will get overwhelmed again. Understand that statistics show that every three years clientele in the beauty industry turns over



by a third, though it is much less than that for ANT/MNTs – they only leave you because of moving or dying due to the trust they have in you.

## Goals

Most successful people will tell you that having goals and monitoring your movement towards them is important. Next, marketing is important (but is different as you achieve the steps).

In choosing goals, it is important NOT to bite off more than one can reasonably achieve; you will learn the size of bites that will not over stress you as you move forward. For example, if you have zero clients, don't expect to be at \$100,000 in one year. But if you are established at 40-50% book when you begin this trek, you can, if you do as you should in marketing. Instead, be reasonable and concentrate on the trek along the way, not the goal. But do know monthly how far you have grown – even in our traditionally slow months!

Goal achievement requires planning, marketing and monitoring. Each requires knowing where your business is at any given moment. Learning how to do this is part of the education you seek. (For suggestions on how to do this, see “announcements” at the end of this section of the Handbook.)

Let's re-state the characteristics needed for success:

*Passion, perseverance and a desire for education.*

They result in a setting of goals and active marketing, and you will see steady movement towards your goals - and then you probably will establish more – possibly no Saturdays, a four day week, taking many

vacations, putting kids through college without stress, or even selling your business to retire. Wouldn't that be nice? And that is possible if you are making \$100,000- \$150,000 plus plus/year. As this specialty grows, these specialists will find their income has the sky as its limit. They will smile at when they thought \$100,000 was an unachievable goal.

## “I'm different!”

We hear this a lot from technicians who took the ANT/MNT programs. And they are. They are more focused, are more professional, and feel more important. These are visible in their demeanor and in how they carry themselves. We hear this also from their employers, their spouses and their peers, also. No longer are they referred to as “the nail girl,” but now are distinctive in their title, an Advanced Nail Technician or a Medical Nail Technician, an ANT or MNT.

This is a step up in obvious respect from others, even those in the medical field, and also a step up in income, once the ANT/MNT manages her business with prowess.

We at Nailcare Academy love this as this is part of their influencing the health in the community and in achieving pride in their profession. We encourage graduates, however, to continue in acquiring education and updating their information or they will again get “stuck” – that is just how it is. For that reason, we encourage you to check back in to upgrade your information when you are informed of course upgrades. And it's free! Just sign in. We promise you it will be worth your time.

## Announcements

**Janet McCormick**, Co-Founder and author of this program, is in the final stages of writing a book, titled, ***Becoming a Six Figure Nail Technician***. This book is designed to provide suggestions and information on how to do just that. Publication will be announced, which is hoped to be in early 2021.

This program has been the primary reason for many ANTs/MNTs becoming \$100,000+ production professionals, something they never dreamed to be able to do before. This book is the reflection of how these top flight technicians have done that *without* working six or even seven days a week, and are now able to take vacations often and to buy what they want, as they never did before.

The book will be “pre-published” for the program graduates at a huge discount before official publication – your comments will be appreciated on the content, and additions and edits will be made when appropriate – this is important.

**Karen Hodges**, Co-Founder and author of this program is also writing a book. It will reflect her background and her knowledge in the organization and running of successful businesses. The title will be ***The Business of Beauty***, and will provide the important information we never learned in beauty school – how to start up and run a salon successfully.

Karen’s degrees and background gained in business, finance and technology in her “first career” has been key in her successful beauty career and she has many insights pertinent to our industry to share

Karen is well known for her advice and comments in the business of beauty – so much so that her colleagues started a hashtag of # WWKS – “What Would Karen Say” for many topics in Facebook groups. She loves giving straight-up and knowledgeable advice, and is known to give it freely.

To see the profiles of these authors/trainers, see the “About” page on [www.nailcare-academy.com](http://www.nailcare-academy.com).

**Free webinars** and other purchased training programs are available on the site. Sign up to be notified of education offered on the site.

**An important training program, *Safety Training in the Beauty Industry***, is a 4-module program written for all salon disciplines in safety precautions and protocols. Written during the summer of 2020, this program incorporates information your entire salon staff needs for negotiating safely through pandemic times. This program is available on affiliated website [www.salon-gurus.com](http://www.salon-gurus.com) Note: completion of this course by all salon staff members entitles the salon to be listed on the salon directory at [www.SafeSalon.org](http://www.SafeSalon.org)

## Websites and Links

Nailcare Academy [www.nailcare-academy.com](http://www.nailcare-academy.com)

Safe Salon directory listing [www.SafeSalon.org](http://www.SafeSalon.org)

Salon Gurus [www.salon-gurus.com](http://www.salon-gurus.com)

## Our Contact Info

We have tried to give you all the information you need to complete our programs here and in the FAQs on the website. However, we know that sometimes there are problems:

- If you are a school-based student, ask your instructor.
- For course content questions and inquiries about the Internship, email us at [info@nailcare-academy.com](mailto:info@nailcare-academy.com) and use “[Janet](#)” in the subject line or call Janet at 863-273-9134.
- For computer or software issues, email us at [info@nailcare-academy.com](mailto:info@nailcare-academy.com) - Karen monitors this email closely and will respond as soon as possible.
- For information concerning certificates, email us at [info@nailcare-academy.com](mailto:info@nailcare-academy.com)  
Note: the US Postal Service has been experiencing delays due to worker shortages, please allow 3 weeks after you submit your Survey for arrival of your Certificates.
- For information concerning other educational experiences at Nailcare Academy, please see our Course listing on the website.

In the event something untoward occurs and you simply need more help,

Janet McCormick (863) 273-9134 – Janet has a passion for mentoring your success.

Karen Hodges (305) 304-1107 – Karen is a computer and media guru and can help.

**Join us in Facebook** – we have a private support group just for you! Follow this link or search **ANT-Advanced Nail Technicians** <https://www.facebook.com/groups/ANTAdvancedNailTech>

## Congratulations!

You now have a very special skill set and the knowledge you need to step up to an entirely new career. Never let yourself say “I just do toes...” or “just” anything!

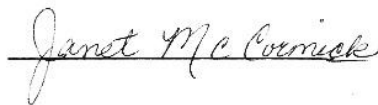
You have worked hard to complete this course and embrace this new way of thinking: “performing hand and foot care” versus “doing nails.” This is very valuable and you should set your prices substantially higher than “ordinary.”

We realize this is a scary concept, but we have an overwhelming number of examples where even significant price increases resulted in very few clients lost.

Think of this: Even if you did lose 10 clients who were \$25 pedis and came every 4 weeks or so (let’s say once a month), you’re out around \$250 per month. You would have to replace them with just 6 clients who pay \$40 or only 5 who will pay \$50. You would make the same money but have fewer services to perform, personalities to deal with, people to schedule, supplies to buy, etc.

Feel free to call Janet at 863-273-9134 or message Karen on Facebook for mentoring and support – we want you to be successful!

***Good luck in your new career,***

A handwritten signature in cursive script that reads "Janet Mc Cormick".A stylized handwritten signature in cursive script, likely reading "Karen".