

Health and Safety

STUDENT EXAM BOOKLET

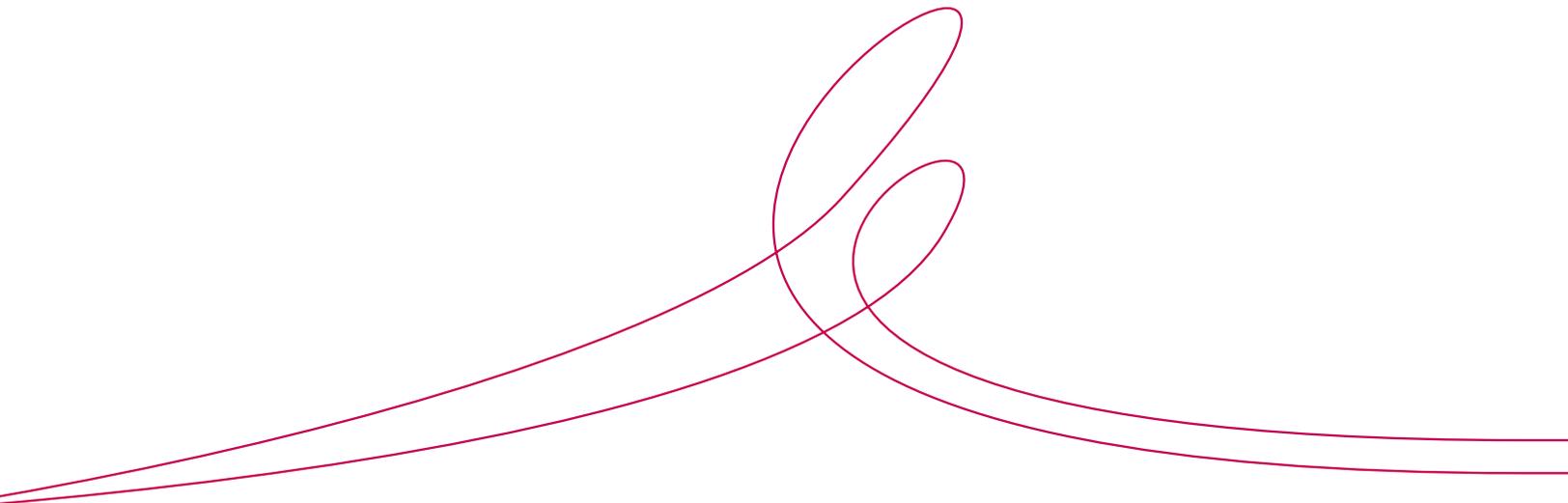


BarberCosmo

Board of Barbering & Cosmetology

Student Name

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2016

Health and Safety

STUDENT EXAM BOOKLET

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BarberCosmo
Board of Barbering & Cosmetology

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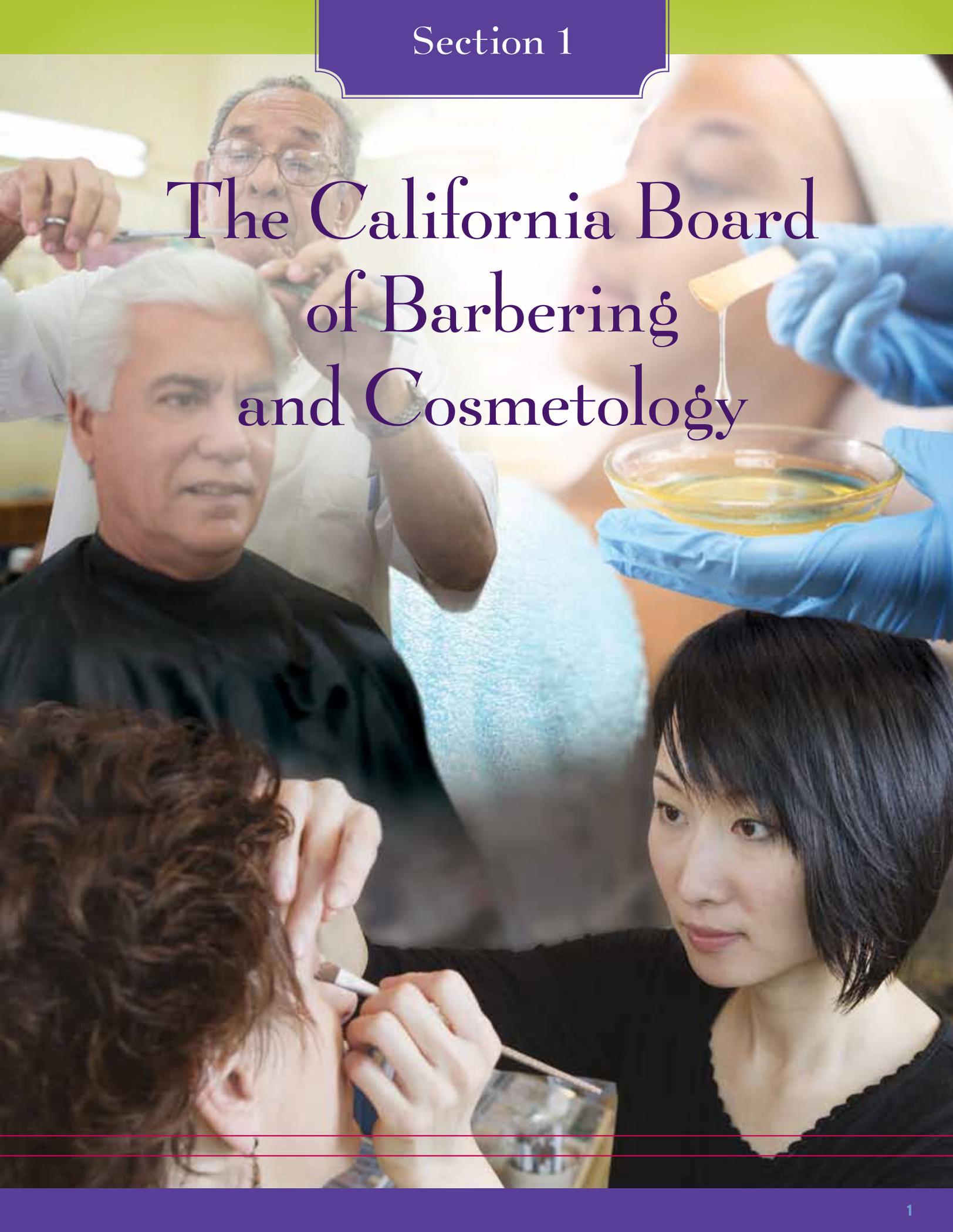
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The California Board of Barbering and Cosmetology



LEARNING OBJECTIVES

Section 1

Welcome to the Board of Barbering and Cosmetology

After completing this section, you will be able to:

- Identify the Board's mission.
- Access the Board's website and have a general understanding of what is available to you on the website.
- Understand the purpose of the Health and Safety Training Course.



Chemicals and Your Health



LEARNING OBJECTIVES

Section 2

Chemicals and Your Health

After completing this section, you will be able to:

- Identify chemical products commonly used in the workplace.
- Explain why some chemicals may be harmful to your health and what makes them harmful.
- Describe how chemicals get into the body.
- Identify some health problems that may be caused by chemicals.

Questions for Review

PAGE 17-18

What are the forms that a chemical can take?

- A) Gases, solids, liquids
- B) Liquids, mist, vapors, gases
- C) Solids, liquids, gases, vapors
- D) Vapors, liquids, mist

Answer: _____

What should you consider when determining how hazardous a chemical is?

- A) If you are allergic to the chemical
- B) Heredity, age, gender, general health
- C) Toxicity, concentration, length of time, individual sensitivity, interaction, route of exposure
- D) All the above

Answer: _____

What are the three main routes of exposure in a shop or salon?

- A) Eating, drinking, smoking
- B) Breathing, skin and eye contact, swallowing
- C) Injecting, inhaling, infection
- D) Spilling, spraying, shaking

Answer: _____

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

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

Answer: _____

What should you watch for to determine if chemical exposure is occurring?

- A) Smell, taste, touch, sight, hear
- B) Symptoms, residue, smell, irritation
- C) Odor, taste, particles, surfaces, symptoms
- D) Dust, formaldehyde, acetone vapor, gas

Answer: _____

PAGE 24-25

What is dermatitis?

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

Answer: _____

What comprises your central nervous system?

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

Answer: _____

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

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

Answer: _____

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

Answer: _____

MMA can be safely used in nail salons. True or False?

Answer: _____

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

Answer: _____

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CASE STUDY #1 PAGE 26

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

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

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

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

What can you do to protect yourself?

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

CASE STUDY #2 PAGE 26

What could be the chemical in the blow out causing this problem?

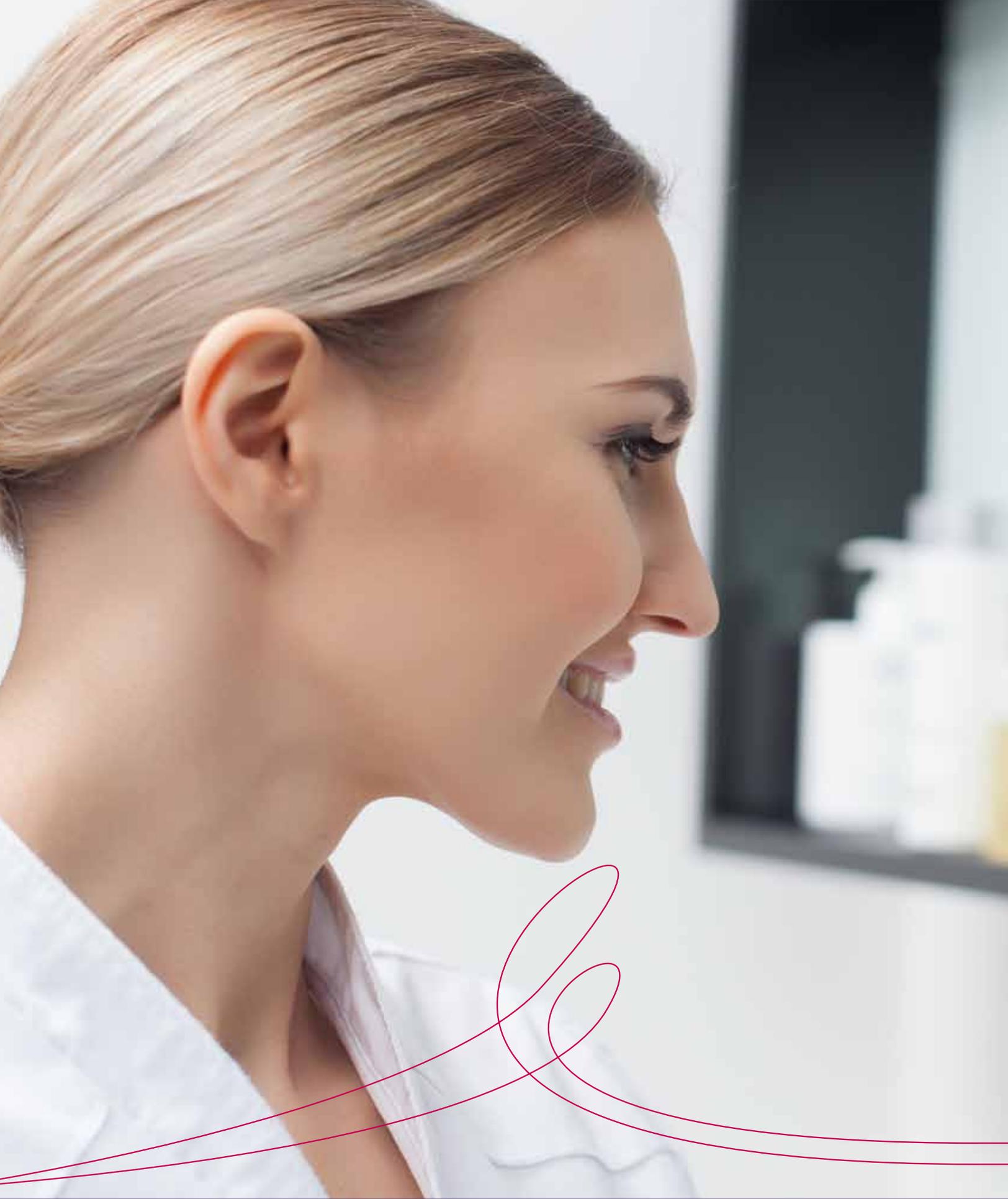
Formaldehyde

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

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

What can you do to protect yourself?

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



Safety Data Sheets: What You Need to Know



LEARNING OBJECTIVES

Section 3

Safety Data Sheets: What You Need to Know

After completing this section, you will be able to:

- Explain what a Safety Data Sheet (SDS) is and where to get them.
- Recognize the sections of the SDS.
- Demonstrate how to use an SDS to find information about a cosmetic product.

Questions for Review

PAGE 34

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

Answer: _____

How can you get information about the chemicals in a product?

- A) Chemical reference books
- B) Safety Data Sheets
- C) Asking your employer
- D) Consulting a state agency
- E) All of the above

Answer: _____

PAGE 39

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

Answer: _____

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

Answer: _____

If you see a chemical spill, you should not clean it immediately. True or False?

Answer: _____

Which of the following will you find on an SDS?

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

Answer: _____



The exclamation mark icon indicates:

- A) A chemical is combustible under high temperatures
- B) A chemical is toxic when swallowed, inhaled, or absorbed through the skin
- C) A chemical may cause cancer, target organ toxicity, and aspiration toxicity
- D) A chemical may cause irritation, dizziness, or allergic reaction
- E) All of the above

Answer: _____

If a chemical product is flammable, you should:

- A) Smoke near it as long as the lid is on
- B) Store it under water to keep it cool
- C) Store it away from heat or flames
- D) Pour it into a different container

Answer: _____

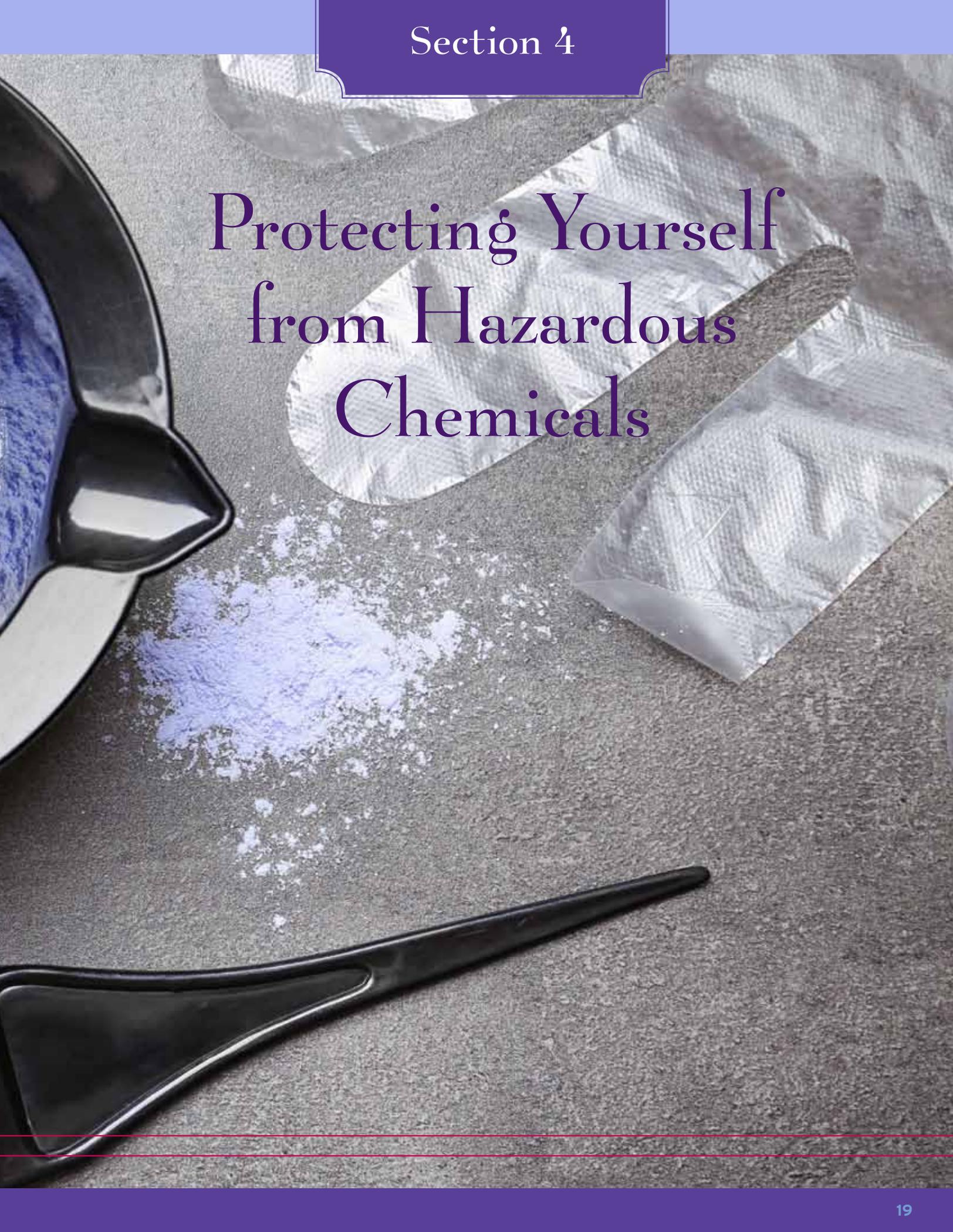
Cal/OSHA requires SDSs to state when the revisions were made. True or False?

Answer: _____

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Protecting Yourself from Hazardous Chemicals



LEARNING OBJECTIVES

Section 4

Protecting Yourself from Hazardous Chemicals

After completing this section, you will be able to:

- Recognize chemical safety hazards.
- List ways to reduce chemical hazards.
- Identify and list safe work practices.

CASE STUDY PAGE 52

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

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

What suggestions would you make to improve this situation?

- The eating area should be moved to another part of the shop, away from chemicals.
- If someone knows for sure what is inside the unmarked brown bottles, labels should be put on them. Otherwise, they should be thrown out (using proper disposal methods).
- The big, heavy containers should be moved to lower shelves.
- The upper shelves (with only small, light containers) should have guards to keep containers from falling.
- Install a ventilation system that takes old air out and brings in fresh air.

What's Wrong With This Picture?

PAGE 63

Possible answers you may have come up with are:

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

Questions for Review

PAGE 64

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

Answer: _____

Personal Protective Equipment is not the best way to protect yourself from chemicals. True or False?

Answer: _____

Which of the following are ways to reduce chemical hazards?

- A) Use vented manicure tables
- B) Transfer chemical products to smaller bottles to limit exposure
- C) Mix chemicals in an area away from others
- D) A and C
- E) All of the above

Answer: _____

What does "breakthrough time" refer to?

- A) The length of time it takes a fire to spread from one point to another
- B) The length of time it should take to put out a fire
- C) The length of time protective gloves will work well
- D) The length of time it takes a chemical to breakdown and produce vapor
- E) The length of time a chemical takes to absorb into your skin

Answer: _____

You can use a multipurpose extinguisher to fight:

- A) Class A, B, and C fires
- B) Any fire in which water should not be used
- C) Insects and vermin
- D) Class A, B, C, and D fires
- E) All of the above

Answer: _____

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Ergonomics: Fitting the Job to the Person



LEARNING OBJECTIVES

Section 5

Ergonomics – Fitting the Job to the Person

After completing this section, you will be able to:

- Identify common ergonomic issues within a typical workplace.
- Explain how to reduce common ergonomic issues in the workplace.

Questions for Review

PAGE 77

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

Answer: _____

**Small sacs of fluid between the shoulder tendons and bones
of the shoulder are called:**

- A) Burs
- B) Nerves
- C) Bursa
- D) Carpal tunnel
- E) Muscles

Answer: _____

Which motions can place stress on your tendons?

- A) Bending the wrist
- B) Forceful pinching
- C) Repeating motions
- D) Doing more than one of the above
- E) All of the above

Answer: _____

PAGE 83-84

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

Answer: _____

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

Answer: _____

The shop or salon can be designed to make work easier on your body. True or False?

Answer: _____

Which of the following is NOT a reason you should use procedures that allow your back to remain straight:

- A)** Constant moving can squeeze the discs in your back and cause a rupture
- B)** Your spine is naturally straight and should remain that way
- C)** Extra pressure on the joints between vertebrae and can cause lower back pain
- D)** Squeezed disc can cause a pinched nerve
- E)** A and C

Answer: _____

Why are high-heeled shoes not recommended?

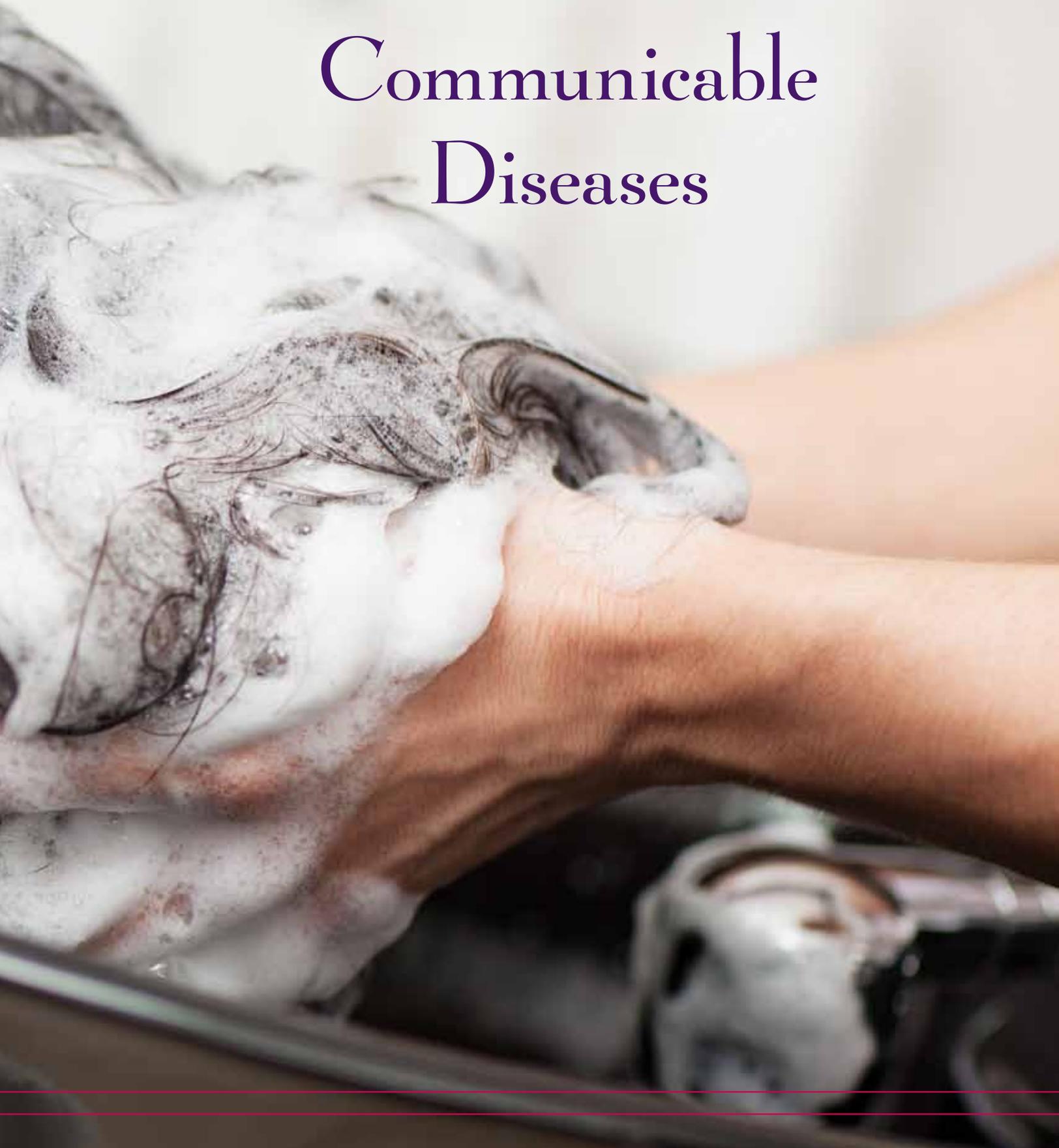
- A)** They can cause you to bend backward
- B)** They put extra pressure on your toes
- C)** They can cause calluses and irritation
- D)** They can cause back problems
- E)** All of the above

Answer: _____

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Communicable Diseases



LEARNING OBJECTIVES

Section 6

Communicable Diseases

After completing this section, you will be able to:

- Describe how communicable diseases spread.
- Identify some specific communicable diseases that could be spread in the workplace.
- Explain how you can protect yourself against diseases at work.

CASE STUDY #1 PAGE 95

How could you get lice in this situation?

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

How could you protect yourself?

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

What should you say to your client?

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

CASE STUDY #2 PAGE 95

How could you get lice in this situation?

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

How could you protect yourself?

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

What should you say to your client?

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

CASE STUDY #3 PAGE 96

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

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

What should you say to your client?

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

What should you do to protect yourself after the client leaves?

Disinfect everything that came into contact with the client; for example, tools, the chair, and the drape used to cover the client. Wash your hands with soap and water.

CASE STUDY #4 PAGE 96

How could you get a cold from this client?

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

How could you protect yourself?

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

What should you say to your client?

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

Questions for Review

PAGE 97

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

Answer: _____

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

Answer: _____

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

Answer: _____

How can organisms get into your body?

- A) Through water or food
- B) Through direct contact
- C) Through an insect or animal bite
- D) Through the air
- E) All of the above

Answer: _____

PAGE 103-104

You only need to disinfect your tools if you cut a client. Otherwise, you can use soap and water. True or False?

Answer: _____

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

Answer: _____

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

Answer: _____

Which of the following body fluids spreads HIV/AIDS?

- A)** Tears and blood
- B)** Saliva and sweat
- C)** Vaginal fluid and nasal secretions
- D)** Breast milk and semen
- E)** C and D

Answer: _____

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Health and Safety Laws and Agencies

BARBER

LEARNING OBJECTIVES

Section 7

Health and Safety Laws and Agencies

After completing this section, you will be able to:

- List several state and federal agencies that oversee health and safety in the workplace.
- Explain how these agencies and laws protect you.
- Use these laws and the agencies that enforce them to solve specific health and safety problems at work.

Questions for Review

PAGE 117-118

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

Answer: _____

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

Answer: _____

What does it mean if a product is adulterated?

- A) It can be used by adults (ages 18 and over) only.
- B) It contains an ingredient that will harm users under normal conditions of use.
- C) The FDA has tested it and found it causes diseases.
- D) B and C
- E) All of the above

Answer: _____

Which of the following statements about Cal/OSHA is false?

- A) They have two ventilation standards that apply to ventilation systems in shop and salons.
- B) They require employers to keep a written record of all work-related injuries and illnesses.
- C) They protect employees and independent contractors.
- D) Their standards must be at least as strong as the standards set nationwide by federal OSHA.
- E) They cover almost all workers in the state, no matter what job they do.

Answer: _____

Upon request, the employer must provide workers with:

- A)** Records of work-related injuries and illnesses
- B)** Copies of their own employee medical records
- C)** Copies of employees' medical records
- D)** All of the above
- E)** A and B

Answer: _____

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CASE STUDY #1 PAGE 118

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

The California State Board of Barbering and Cosmetology.

Disinfection is required by Board regulations. If people are unaware of proper disinfecting techniques, you can go to the Board's website or call and ask them to send or e-mail you a copy of these regulations. The owner and the licensees are all responsible for making sure proper disinfection occurs.

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

CASE STUDY #2 PAGE 118

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

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

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

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

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

CASE STUDY #3 PAGE 119

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

The Cal/OSHA Form 300.

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

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

What is another way you could find out?

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

CASE STUDY #4 PAGE 119

An SDS for this product should be available in your workplace.

What is a SDS? What will it tell you?

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

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

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

CASE STUDY #5 PAGE 119

What regulation covers this problem?

The Cal/OSHA Hazard Communication standard requires your employer to give you an SDS when you ask for it.

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

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

Which agency could you turn to for help?

Cal/OSHA.

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

CASE STUDY #6 PAGE 119

Under the law, where can you get this information?

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

What does your employer's plan have to include?

Your employer must:

- Identify who is responsible for health and safety in the workplace
- Set up a system to communicate with all workers about health and safety
- Identify and evaluate all workplace hazards, using such methods as regular inspections
- Find methods to correct unsafe work practices and conditions
- Provide health and safety training using language workers can understand
- Set up a process to investigate accidents and illnesses
- Encourage workers to report hazards on the job without fear of firing or discrimination

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

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

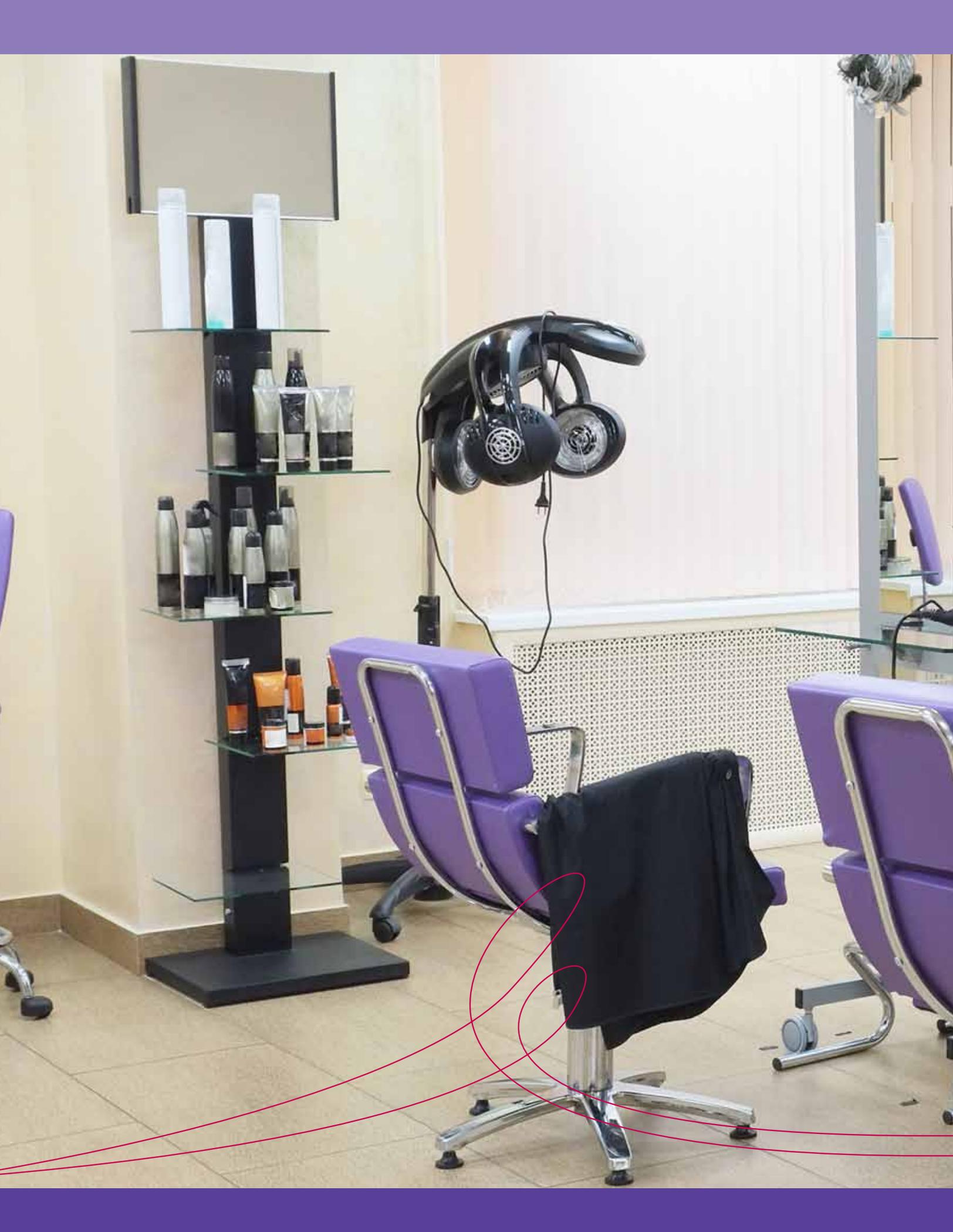
Whether or not you have a health and safety committee, make sure that the employer's IIPP is more than just words on paper. It should actually help prevent injuries and illnesses.

CASE STUDY #7 PAGE 120

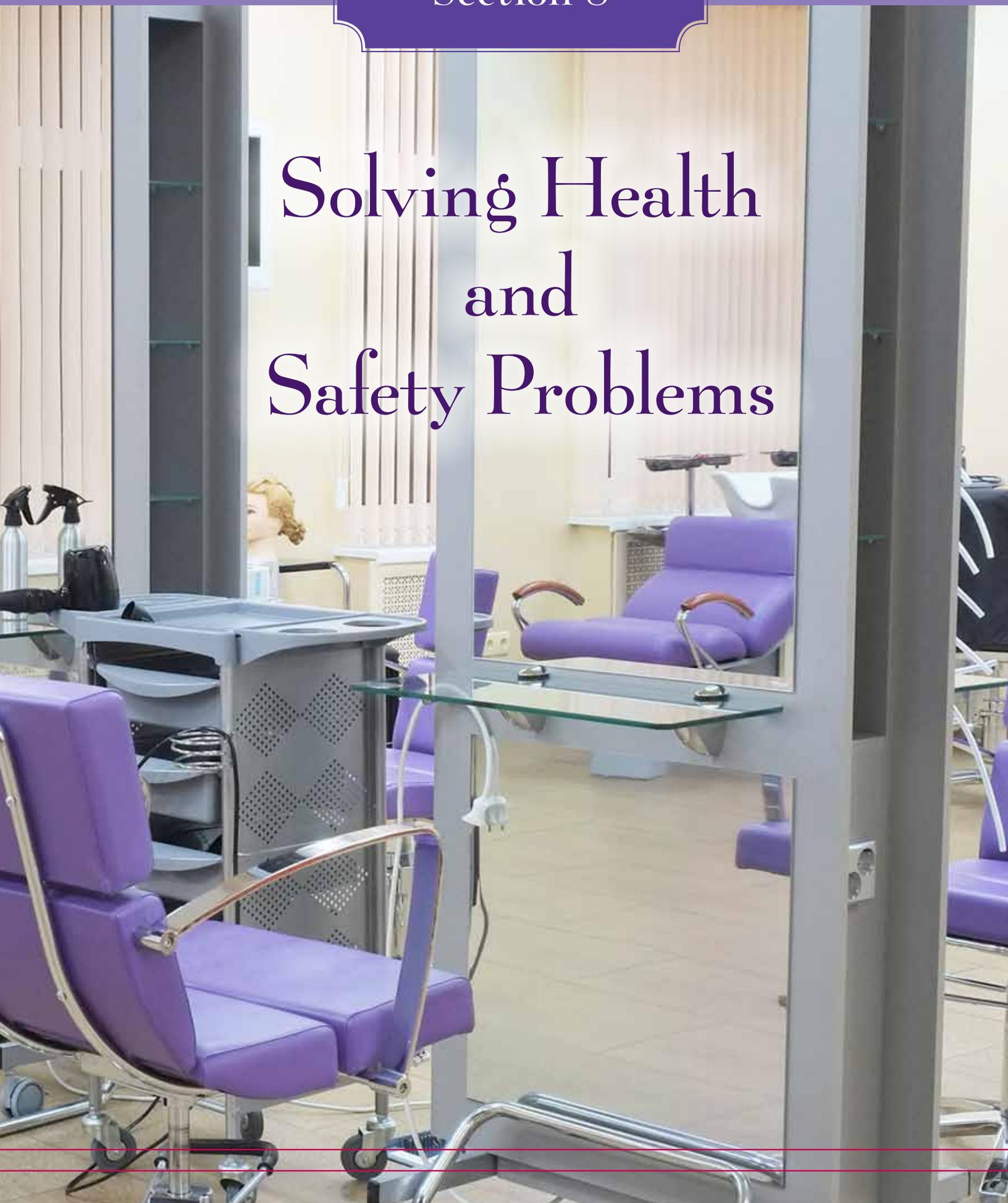
Which agency can you turn to for help? What help can you get there?

The Cal/OSHA Consultation Service.

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



Solving Health and Safety Problems



LEARNING OBJECTIVES

Section 8

Solving Health and Safety Problems

After completing this section, you will be able to:

- Describe how to use health surveys and workplace inspections to investigate health and safety hazards.
- Choose the most important hazards to correct in a typical workplace.
- Develop an action plan to correct hazards.
- Identify resource groups and organizations that are available for assistance.

CASE STUDY #1 PAGE 131

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

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

Why did you choose these two particular hazards?

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

How could you get more information about these hazards?

For both Hazard #1 and #2:

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

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

- Hazard #1: Poor ventilation
 - » Short-term goals:
 - ~ For immediate results open windows and doors to improve air circulation

- ~ If possible, stagger the times when chemical processes are done to reduce chemicals in the air. This means that Kool Kuts will not do perms, hair straightening, manicures, and hair coloring at the same time in the same area.
- » Long-term goals:
 - ~ Install a good ventilation system
 - ~ Install a vented manicure table
 - ~ Find chemicals to use that are not so hazardous when breathed in
- Hazard #2: No gloves to use when handling chemicals
 - » Short-term goal:
 - ~ Purchase protective gloves for people to use when they work with chemical products
 - » Long-term goal:
 - ~ Find chemicals to use that are not so irritating to the skin

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

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

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

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

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

The owner responded that she wasn't going to spend money to buy a vented table. For one thing, she wasn't sure that people's symptoms were related to the job. She also said that she couldn't give more information on the chemicals being used because she didn't have it.

At the same meeting, your co-workers said there was no way they would use gloves – even if they were supplied. They felt that gloves are too uncomfortable and clients don't like them.

What obstacles are there to getting changes made?

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

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

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

How could you convince the owner that people's health problems might be work-related?

- Point out that several people who work in the same area of the salon and who do the same work have experienced the same problems (breathing trouble, skin rashes).
- Do some research on the chemicals used in the different processes to see if they can cause the particular health problems that people have.

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

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

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

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

Questions for Review

PAGE 132-133

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

Answer: _____

It's best to do your inspection at a time when licensees aren't working so you're not in the way. True or False?

Answer: _____

Which of the following steps of an action plan is in the correct order?

- A) Identify the hazards, set a time limit for fixing the problems, decide how to get changes made.
- B) Document the problems, determine the obstacles, figure out short-term goals.
- C) Conduct a survey, find out what steps have been taken, choose which problem to work on.
- D) Get more information about the hazards, figure out short-term and long-term goals, involve your co-workers.
- E) B and C

Answer: _____

What should you do if the owner and your co-workers do not want to fix the health and safety hazards?

- A) Consult health and safety agencies for advice.
- B) Report the owner to Cal/OSHA.
- C) Remind co-workers of health problems that could be caused by hazards.
- D) Keep thinking of new ways to convince them.
- E) All of the above.

Answer: _____



Workers' Rights

LEARNING OBJECTIVES

Section 9

Workers' Rights

After completing this section, you will be able to:

- Identify your worker classification.
- Understand basic workers' rights and what options are available to you if those rights are being withheld.
- Identify agencies available for workers' rights assistance.

Questions for Review

PAGE 143

An independent contractor (booth renter):

- A) Uses the salons products, pays rent, calls the owner to see if she has to come to work.
- B) Uses her own products, has a key to the shop, pays rent, books her own appointments.
- C) Has the receptionist book her appointments, pays rent, has to check the work schedule to see when the owner wants her in the shop.

Answer: _____

The purpose of workers' rights is to:

- A) Ensure that all employees are treated lawfully, paid at least a minimum wage, and are not subjected to any form of harassment within the workplace.
- B) Put the power back in the hands of the people who do all the work.
- C) Make sure people are earning enough to make a fair living.

Answer: _____

To understand all of my tax obligations I should contact:

- A) The Department of Industrial Relations
- B) The Labor Commissioner
- C) The Internal Revenue Service

Answer: _____

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