

Nevada State Board of Cosmetology

About the Board

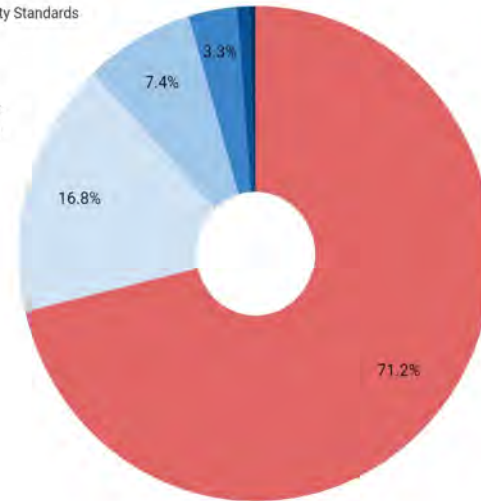


Mission Statement

The mission of the Nevada State Board of Cosmetology is to **protect** the **public health, safety,** and **welfare** of those who obtain **cosmetology related services** through the delivery of quality testing, licensing, inspection, and education services that focus on **consumer protection.**

NRS & NAC Cited Violations (2017-2019)

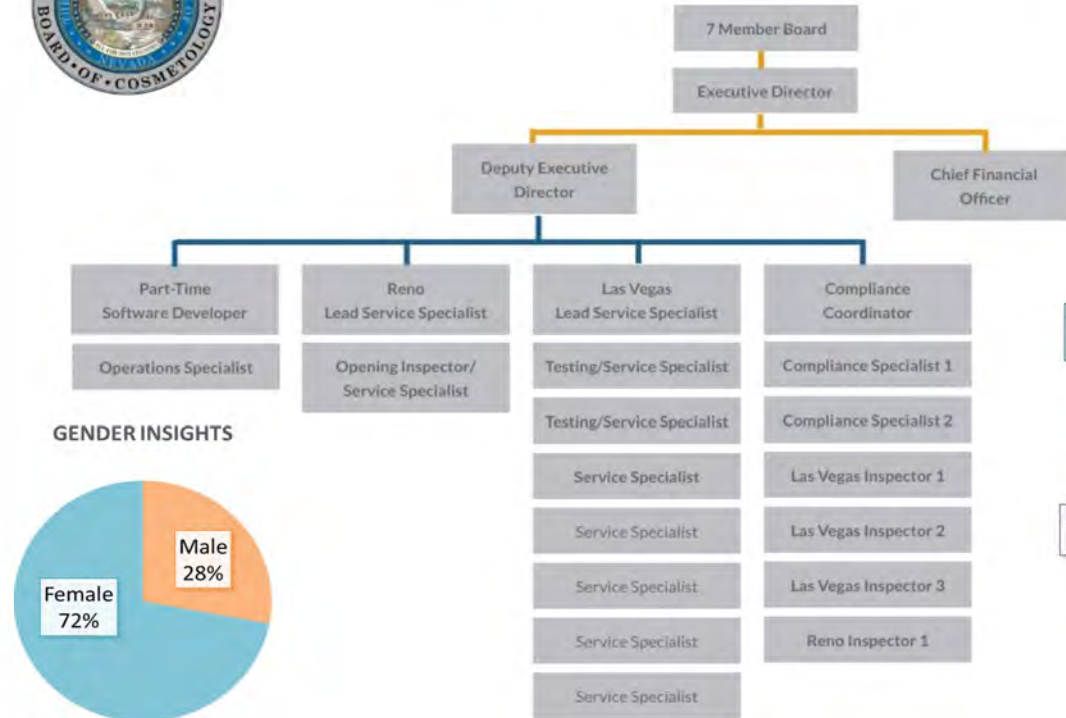
- Infection Prevention & Safety Standards
- Expired License
- Unlicensed Practice
- Out of Scope of Practice
- Misleading Advertisements
- Altered/Fraudulent License



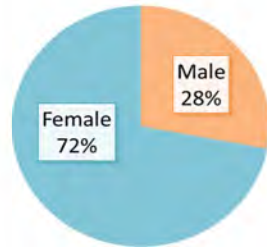
Cosmetology Board and Board Staff



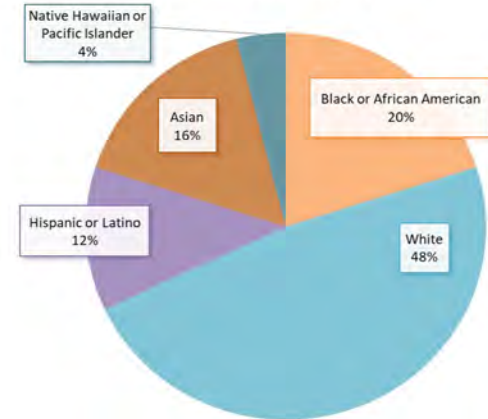
Nevada State Board of Cosmetology Organization Chart



GENDER INSIGHTS



ETHNICITY INSIGHTS



Services delivered daily in English, Mandarin, Spanish, and Vietnamese.

35,000+

Licensed/Registered Beauty Service Professionals

\$501+ Million Industry*

PBA's 2016 Nevada Salon Industry Portrait

*Excludes revenue from independent contractors and educational institutions

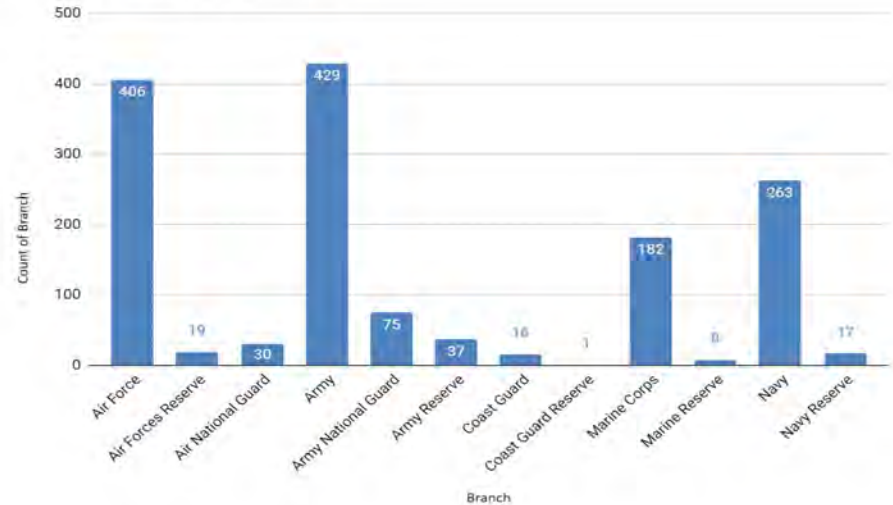
Nevada's Total Licensed/Registered Beauty Participants

License Title	# of Participants
Cosmetologist	16,639
Nail Technician	6,935
Esthetician	5,289
Salons	2,682
Hair Designer	759
Makeup Artist	329
Instructor-Type	305
Threader	200
Hair Braider	137
Other (Limited License, Apprentice, Electrologist)	100
Shampoo Tech	76
Schools	17

Military Membership Data

- 1,006 Spouses of Licensees Served
- 477 Licensees Served

Military Branch & Licensees



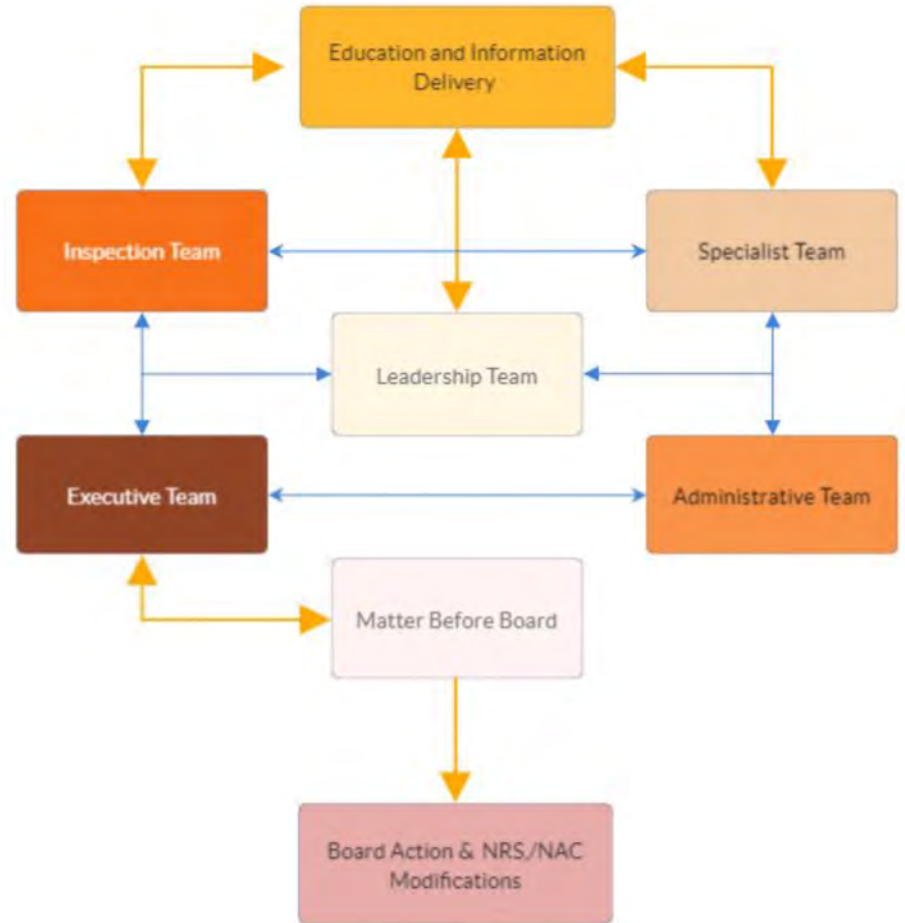
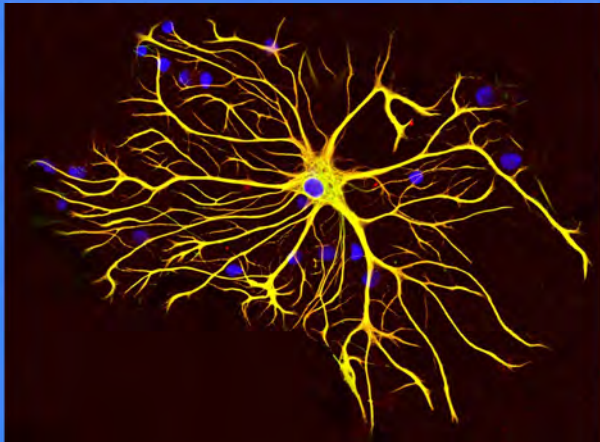
OUR SERVICES

Delivering Consumer Protection & Awareness

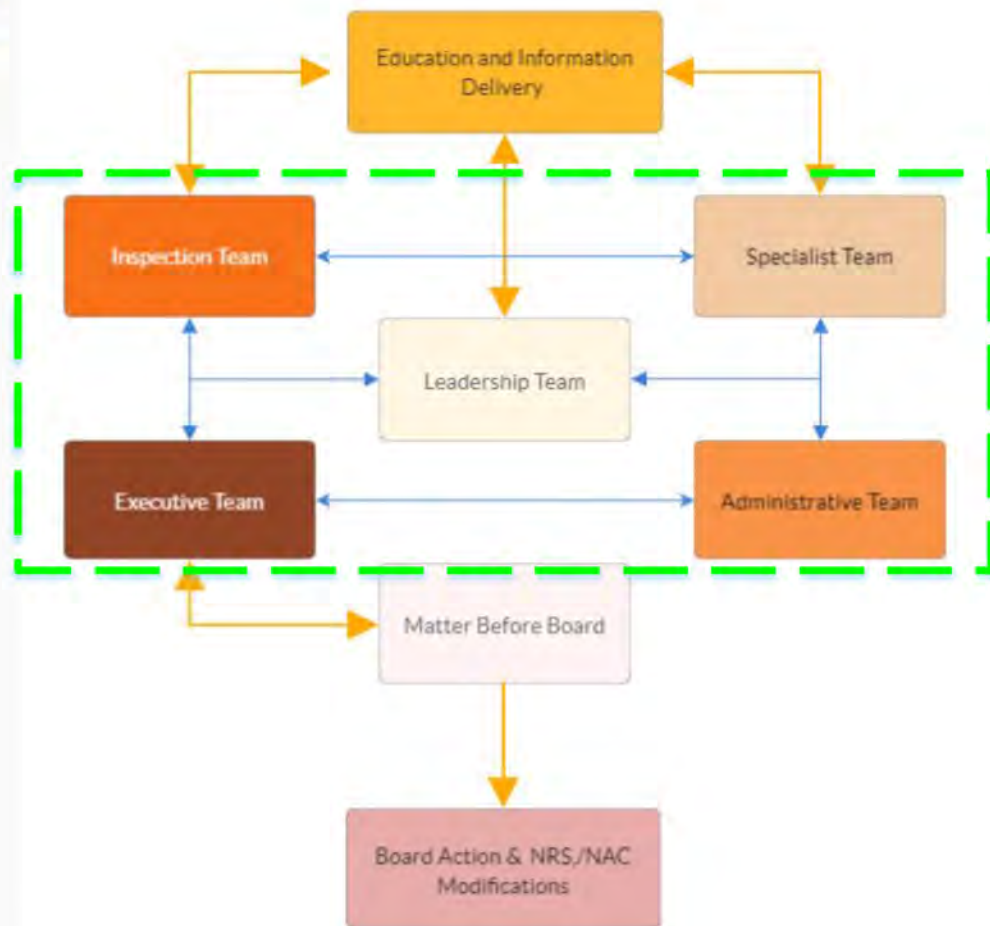
1. Testing- **Entry point to the market.** Validates the applicant's knowledge of basic skills competency, infection prevention knowledge, and safe delivery of the services.
2. Licensing- **Legal privilege to participate in the market.** Displays consumer confidence that the licensee can safely and cleanly perform the services without the risk of spreading disease or causing harm or injury.
3. Inspection- **Health & safety compliance.** Field inspections verify licensed market participants are compliant with NRS/NAC health and safety regulations. Repeat violators are disciplined as a form of corrective action or removed as a licensed market participant through administrative hearings.
4. Education- **Raise awareness.** Delivers educational information to raise awareness for consumers of beauty services and to existing licensees that are frequently cited for health and safety violations.

Team-Based Processing

Team = Brain Receptor



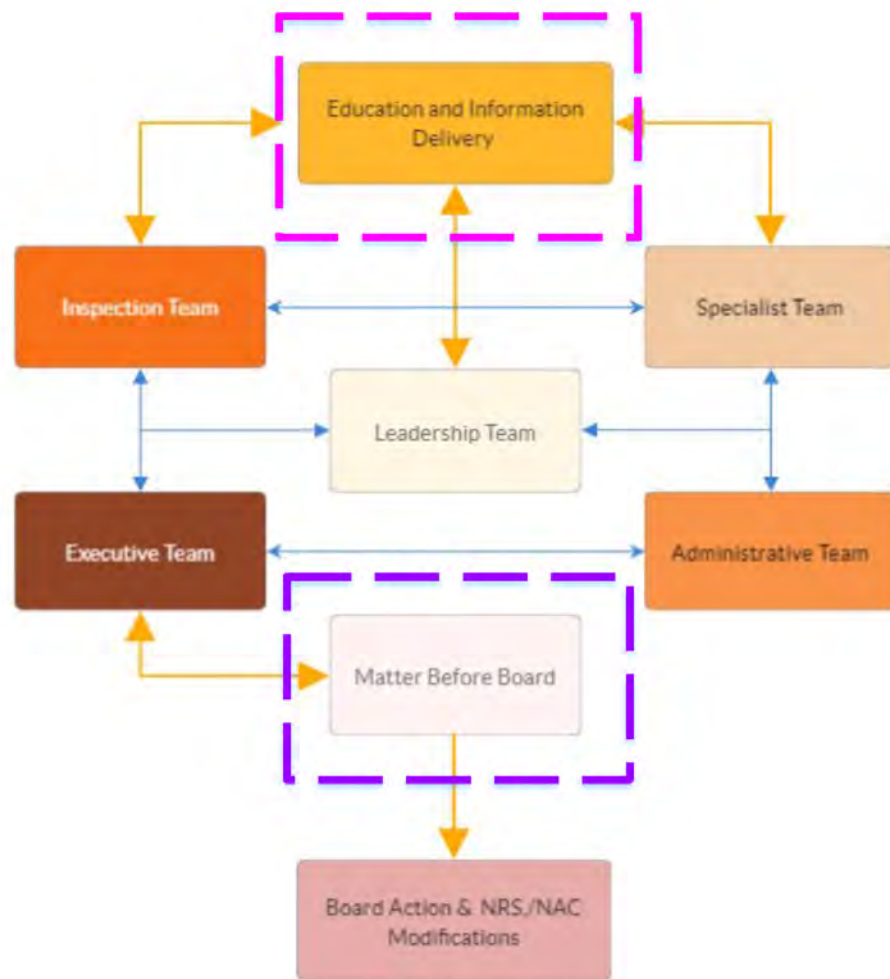
A topic discussed within the Team-Based Processing Structure bounces between the teams.



Team-Based Processing has
2 outcomes:

1- Improve Education and/or
Information Delivery

2- Take Matter Before the Board



Board Operational Improvements

Year	Improvement Theme
2015	Improve testing and licensing services. Improve application processing times.
2016	Improve inspection services. Improve software and technological functions.
2017	Organize internal operation structure. Establish online applications and services.
2018	Re-develop standard operating procedures. Go paperless. Establish education services.
2019	Improve education services. Improve information communication. Improve internal operation structure.
2020	Build upon existing knowledge base. Communicate services.

Board Accomplishments

Road Map to Results

Board Accomplishments

Jan. - June 2015



Accomplishments

- 1. Approved the 2015-2016 Strategic Plan
- 2. Approved the 2015-2016 Budget
- 3. Approved the 2015-2016 Capital Budget
- 4. Approved the 2015-2016 Operating Budget
- 5. Approved the 2015-2016 Financial Policy
- 6. Approved the 2015-2016 Risk Management Policy
- 7. Approved the 2015-2016 Information Technology Policy
- 8. Approved the 2015-2016 Environmental Policy
- 9. Approved the 2015-2016 Safety Policy
- 10. Approved the 2015-2016 Quality Policy

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July - Dec. 2015

Jan. - June 2016



Accomplishments

- 1. Approved the 2016-2017 Strategic Plan
- 2. Approved the 2016-2017 Budget
- 3. Approved the 2016-2017 Capital Budget
- 4. Approved the 2016-2017 Operating Budget
- 5. Approved the 2016-2017 Financial Policy
- 6. Approved the 2016-2017 Risk Management Policy
- 7. Approved the 2016-2017 Information Technology Policy
- 8. Approved the 2016-2017 Environmental Policy
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- 2. Approved the 2016-2017 Budget
- 3. Approved the 2016-2017 Capital Budget
- 4. Approved the 2016-2017 Operating Budget
- 5. Approved the 2016-2017 Financial Policy
- 6. Approved the 2016-2017 Risk Management Policy
- 7. Approved the 2016-2017 Information Technology Policy
- 8. Approved the 2016-2017 Environmental Policy
- 9. Approved the 2016-2017 Safety Policy
- 10. Approved the 2016-2017 Quality Policy



July - Dec. 2016

Jan. - June 2017



Accomplishments

- 1. Approved the 2017-2018 Strategic Plan
- 2. Approved the 2017-2018 Budget
- 3. Approved the 2017-2018 Capital Budget
- 4. Approved the 2017-2018 Operating Budget
- 5. Approved the 2017-2018 Financial Policy
- 6. Approved the 2017-2018 Risk Management Policy
- 7. Approved the 2017-2018 Information Technology Policy
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July - Dec. 2017

Jan. - Jun. 2018



Accomplishments

- 1. Approved the 2018-2019 Strategic Plan
- 2. Approved the 2018-2019 Budget
- 3. Approved the 2018-2019 Capital Budget
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July - Dec. 2018

2013 vs 2018 Processing Times

Results from
Operational
Improvements



Board Operations Summary: Processing Times

A review of the processing times for five common application services.

2013 vs 2018 Processing Times in Days

Testing Application to Initial License (Multiple Applications to Complete Process)

Application #1

48 Days



5 Days

Reciprocity

Application #2

21 Days



1 Day

License Renewal

Application #3

14 Days



2 Days

License Certification

Application #4

21 Days



1 Day

New Salon Application

Application #5

30 Days



3 Days

Day-to-Day Operations

&

Value Adding Services

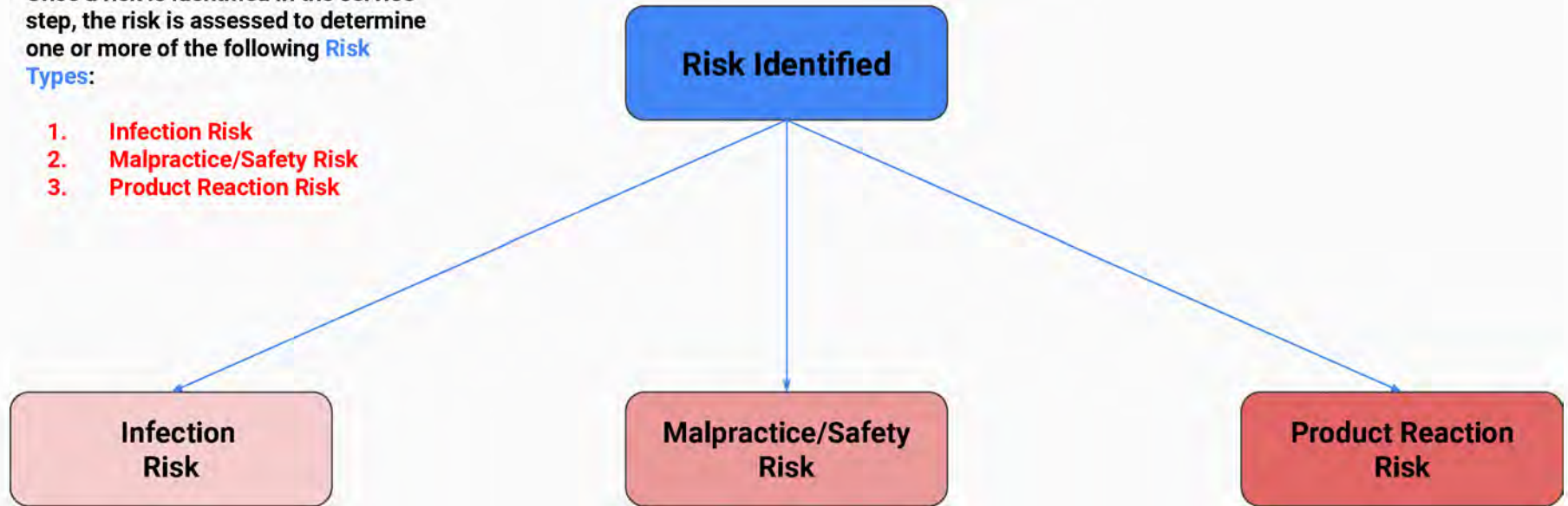
Nevada's Risk Report: Identifying Risks in Beauty Services

- Response to Nevada SB 69 passed in 2017
- 65-page report that identifies risks in common beauty services
- Project started by Nevada Board Staff in February 2018
- Multiple Stakeholder Involvement
- Multiple State Involvement (NV, CA, MN, NC, WY, MD)
- 40+ Collaborators
- 500+ Years of Licensed Professional Experience
- 16 Different States Licenses held by Participants

Identify Risks

Once a risk is identified in the service step, the risk is assessed to determine one or more of the following Risk Types:

1. Infection Risk
2. Malpractice/Safety Risk
3. Product Reaction Risk



Determine Risk Type

Infection Risk

A risk that is a result of a **non-disinfected tool that cuts, punctures, or is sharp enough to extract bodily fluid** (*intentionally or unintentionally*).

Malpractice/Safety Risk

A risk that is a result of **practical or theoretical malpractice** (*misuse of tool, product, or the service's unsafe delivery*) of a licensed beauty service professional and **a tool/implement that cuts, punctures, or applies heat to a customer's body**.

Product Reaction Risk

A risk that is a result of a product ingredient causing a **consumer irritation, an allergic reaction, or counteracts with prescription medication**.

Quantifying Risks

**Infection
Risk**

**Malpractice/Safety
Risk**

**Product Reaction
Risk**

Once a Risk is Identified and the Risk Type is determine. The Risk Type (Infection Risk, Malpractice/Safety Risk, Product Reaction Risk) is assessed to assign 1 point or 2 points.

- 1. Temporary discomfort lasting less than 24 hours due to Risk Type. No treatment (self or medical) obtained to alleviate discomfort.**
- 2. Discomfort lasting more than 24 hours due to Risk Type. Some treatment (self or medical) obtained to alleviate discomfort.**

$$\frac{\text{Identified Risks}}{\text{Service Steps}} = \text{Risk \%}$$

21 Beauty Service Info Sheets



IDENTIFYING RISKS IN BEAUTY SERVICES

CHEMICAL RELAXER SERVICE

24.6%

CONSUMER SAFETY RISKS

24.6 % of the steps needed to perform this service, if improperly performed, could adversely impact the consumer



Infection Risks

- Cross-Contamination of Tools, Implements, & Equipment
- Impaired Skin Integrity Could Increase Infection Risk
- Increase Spread of Existing Infection
- Service Specific Infection Risk(s): **Folliculitis, Impetigo, MRSA, Ringworm**



Malpractice/Safety Risks

- Impaired Skin Integrity Could Increase Injury Risk
- Lack of Medical History Could Increase Risk of Existing Injury
- Service Specific Injury Risk(s): **Chemical Burn**



Product Reaction Risks

- Lack of Disclosure of Allergies or Irritants Could Cause Product Reaction
- Lack of Medical History Could Cause Product Reaction
- Service Specific Reaction Risk(s): **Scalp/Skin Irritation**

TOOLS & IMPLEMENTS



Infection Control & Safety Supplies

- Disinfectant Concentrate
- Disinfectant Container
- Disinfectant Spray/Wipe
- Gloves
- Hand Sanitizer
- Liquid Soap
- Mask
- Protective Eyewear
- Spray Bottle
- Storage Container (products/supplies)
- Towels (linens/towels)
- Wristband
- Wrist



Service Tools & Implements

- Applicator Brush
- Bowl
- Comb
- Hair Clip
- Hair Comb
- Shampoo Bowl
- Spatula
- Towel



Service Products

- Conditioner
- Protective Creams
- Shampoo
- Relaxer Product
- Water

Project
Collaborators



PSI
INSTITUTE FOR
RESEARCH



IDENTIFYING RISKS IN BEAUTY SERVICES

CHEMICAL RELAXER SERVICE



Infection Risk



Malpractice/Safety Risk



Reaction Risk

SERVICE STEPS & SUB-STEPS

Steps that present a risk are in red font and the icons represent the risk type.

INFECTION CONTROL PROCEDURES

Pre-Service Procedure

1. Ensure workstation and service area is clean and disinfected with an EPA disinfectant.
2. Ensure no items needed to use or to avoid disinfecting product (equipment used to apply the product).
3. Ensure all gloves (single-use gloves) are new and unused.
4. Ensure all new service tools, implements, and items are clean and disinfected.

Head Cleaning Procedure (Before/After Service)

Do equally effective head position (lay the head)

5. Wet head with water.
6. Apply head soap to head.

Patting dry to leave for 30 seconds.

7. Rinse head thoroughly with water.
8. Dry head with a towel.

Post-Service Procedure

10. Remove implements and effluents.
11. Remove and store contaminated products.
12. Discard any person (single-use) items used during the service.
13. Clean and disinfect all non-person tools, implements, and items in a wet table bath, (implements and items in a disinfectant container to be cleaned and disinfected later).
14. Store clean and disinfected tools, implements, and items in a clear closed storage container.
15. Clean and disinfect workstation and service area with EPA disinfectant.

SERVICE CONSULTATION PROCEDURES

Client Consultation Procedure

1. Complete intake consultation.
2. Determine the client's needs and preferences.
3. Assess the client's scalp and hair.
4. Recommend appropriate services.

SERVICE PROCEDURES

Client Evaluation

1. Shape client with soap.

Sectioning & Parting Procedure

2. Section and part hair.

Relaxant Application

3. Apply relaxant cream.

Relaxant Application

4. Apply relaxant product, following the manufacturer's instructions.
5. Process relaxant product, following the manufacturer's instructions.

Shampoo/Conditioner Application

6. Gently remove the client's hair to the shampoo bowl.
7. Place relaxant product from the hair.
8. Apply shampoo (approx. 3-5 min).

Apply relaxant

9. Apply relaxant.
10. Rinse relaxant.
11. Rinse relaxant from the hair.
12. Apply shampoo.
13. Rinse shampoo.
14. Apply conditioner.
15. Rinse conditioner.
16. Dry hair with towel.

Service Completion

17. Remove open hair (head).

About the project:

40+ contributors, 500+ years of licensed experience in 16 state jurisdictions and counting...

Project Findings' Future Uses



- Consumer Awareness Information
- Legislative Information & Shared Knowledge
- Educational Content Development
- Curriculum Development
- Inspection Criteria Development
- Exam Content Development
- And More

Thank you!

www.nvcosmo.com

Consumer protection in hair, nail, and skin care services since 1931

