

The Academy of Nail Design's



The Academy of Nail Design

**DERMA CARE NAIL
SPECIALIST (D.C.N.S.)
PROGRAM**

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Health Care Practitioners (C.E.B.H.C.P.)

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Derma Care Nail Specialist (D.C.N.S.) Program

∞ Lesson 5 ∞

The D.C.N.S. Service

**I. Thinking Outside of the Box –
What is a D.C.N.S. Service
anyway?**

II. Homecare Retail

**III. Key Components of
Nail Care**

**IV. Key Components of
Skin care**

V. D.C.N.S. Service Example

VI. Start Your Process

Thinking Outside the Box – What is a D.C.N.S. Service anyway?

For years you have provided the same manicure and pedicure services – why? Have you thought about or discussed with your clients what they would like to see their hand and foot services include? Products have advanced. Why haven't you?

Do you do the same thing over and over for each of your clients? Why? Aren't all your clients different with different hand and foot care needs? They can't all be the same age, have the same type of nails or skin types, same lifestyles, or even more importantly have the same allergies, can they? No, of course not. So why do we continue to perform the same hand and foot services for all of our clients?

Everyone who receives a personal service wants to feel special, feel heard, and at the end feel happy with the results. How can anyone feel special or heard if they just received the exact same service as the person sitting next to them?

The real difference between a regular manicure or pedicure service and a D.C.N.S. service is that you will be creating an *individualized* hand or foot care service specifically for your individual client that will be accompanied by effective homecare instructions and products that will prolong and sustain your in-salon services.

No longer will you have your client sit in your chair and bring out the same products and go through the same service routine again.



Your role as a D.C.N.S. is to listen, assess, and create an individualized service specific to your client's needs. It's that simple.

Is that really different? If you feel that you are already listening carefully to your client's needs and using individualized service treatments on them, then congratulations! You're one of the very, very few Nail Professionals that are already advanced in your client care and should have no trouble completing your D.C.N.S. program work. And having the added benefit of your professional D.C.N.S. designation will only add to your professional status and allow you to charge more for your already exceptional services!

For the vast majority of other Nail Professionals working in the industry who, even though are competent professionals, still rely on their one service treatment for all their clients, this will be a new beginning for you.

Benefits of D.C.N.S. Services for your clients

- Full client consultation and assessment
- D.C.N.S. level of decontamination protocols
- Individual service treatment based on skin type
- Individual service treatment based on their nail type
- Extended massage
- Proven, reliable, effective home care retail
- Set scheduled service appointments

How to Create a Specialized Service

Understanding the different types of nails and skin, lifestyle and medical issues

In order to create a D.C.N.S. specialized service you must first of course understand the current state of your clients, hands, feet and skin, as well as lifestyle and medical conditions.

Are the nails: brittle, strong, flexible, thick, thin or tough, moisturized or dry? What age is your client? As you know with age nail growth slows down, therefore you can treat clients with slower growing nails different than younger clients that have faster growing nails.

Is your client pregnant? Did you know that nail growth spikes in the third trimester, then slows down quite a bit postpartum?

Is your client active or more sedentary? Active clients definitely have different hand and foot care needs vs. a client who is more sedentary in their life.

Is your client's skin dry or moist and where? As a part of your advanced D.C.N.S. services remember we are treating the skin of the hands and feet, so you need to know what type of skin your client has and on what areas. Different areas of the foot, legs, hands and arms can have different types of skin so be sure treat each area individually.

Is your client on any type of medication? If so do these medications affect the health and function of their nails and skin?

Does your client have any allergies to any products whether they be natural or synthetic?

D.C.N.S. Service Products

After determining the nail and skin type of your client, lifestyle, and medical or allergy issues, the next step in creating proper D.C.N.S. services within your salon area is to research as many professional lines of products that you can and learn about every ingredient, benefit and type of nail and skin type that they have been created for.

We are not going to list every single brand name company out there, as there are simply thousands, but we have listed a number of companies that we feel have some incredible products on the market. Your job is to research each of the companies we've listed. Think critically about the information given by each company and the products they sell.



We've chosen these specific companies not because *you have to* use their products, but because we've felt that they've made significant contributions to the nail care industry regarding product innovations, and because they have also created products that cater to the specific hand and foot care needs not just general products.

Check them out and then add 10 more companies to the list that you've researched. Add your reasons why and what did you like about their products.

Alessandro
Creative Nail Design
Cuccio
Entity's Nanovive line
Footlogix
Jessica Ageless Hands line
Pevonia
Pure Organics
Repechage
Robanda
SebaMed
SpaRitual

When you research these companies and their products, as well as your additional companies, make sure to check out if their company philosophy is one you believe in. Then chose the products that you feel will most benefit the different types of client nails and skin you see. You don't have to purchase a full line from anyone brand name, pick and choose different product lines for different nail and skin types.

Also, don't forget to gather product ingredients and MSDS sheets on all the products you plan on carrying in order that you can look up ingredients in case of allergies.

Homecare Recommendations

Now that you've researched and chosen the right products for your individual D.C.N.S. services, you have to also create a line of homecare retail solutions for each of your clients.

Choose products that you know to be effective in sustaining long lasting results, are affordable, and easy for your clients to understand and use.

As we've spoken about in our **TAOND FULL Certificate program**, successful retailing can dramatically increase your annual revenue. A simple bottle of cuticle oil retailing at \$12.00 sold to each client can add an extra \$7,000.00 to your annual income (based on a 50% mark-up, 5 clients per day 5 days a week for a full year).

And remember there's no need to feel like you're pushing products on to your clients because you will only be recommending the products you know they need in order to continue to receive health benefits after your amazing D.C.N.S Services.

Want to dramatically increase your bottom line and need some for extra retailing tips? An excellent book we recommend is the **Retail Management by International Spa Association and ISPA Foundation**.



The Right Tools

Choosing the proper tools to use in each of your D.C.N.S. services is almost as important as the proper product choice. Don't just rely on the standards. Try using alternatives for clients that need them such as birch wood sticks instead of the sharper stainless-steel cuticle pushers.

D.C.N.S. Decontamination Protocols

Showing ***and telling*** your client that you are following above standard decontamination protocols for their services is another excellent way for you to win them over to D.C.N.S. services.

While most salons should be following industry standards for their decontamination protocols, your D.C.N.S. decontamination protocols go far above what the industry recommends – and it is all for your client’s safety. So be proud of what you are doing to ensure your client’s health and safety and be sure to tell them as you work.

This is an ideal way to both win over your clients and also help them understand further what proper decontamination protocols are when they may visit another salon.

Extending Your Client’s Massage Time

Most of your clients will love that fact that your D.C.N.S. services include extended massage time, and count that fact alone in understanding the additional cost to a D.C.N.S. service, but will they understand why you’re doing it? Explain to your clients what the many health benefits of a massage and why your D.C.N.S. service includes an extended massage for them.

What Are the Benefits of a Hand Massage?

A hand massage can go a long way to enhancing mood and relieving pressure from many sensitive pressure points and nerve endings located throughout the hands and wrists.

There are number of advantages of hand massages. Hand massages can improve circulation, while also relieving tension in your tendons, and it increases flexibility throughout the hand. Stiffness can exist in the hands, especially in the winter or after frequent use, and hand massages can ease and soothe tired joints in the fingers and leave the hands feeling refreshed. Because it increases circulation to the fingers, it improves the complexion of the skin on the hands as well.

Foot Massage



Foot massage is an effective method to alleviate or decrease foot pain. And a foot massage stimulates your muscles, improves circulation, lessens stiffness and tension, and can vastly improve your client’s feeling of well-being.

To increase your client’s pleasure during your D.C.N.S. services don’t just increase your massage time, but also try learning new massage techniques that will be unique to only your D.C.N.S. services. For instance, try incorporating reflexology, Thai foot massage or even accu-point pressure massage techniques.

Length of Service Time

Remember, creating a proper D.C.N.S. service is going to increase your current service time significantly over the regular manicure or pedicure time that you are currently implementing.

BUT, rest assured that you will also be increasing your service prices in order to accommodate for this time increase, so no need to worry about rushing through any service as time will not be a money factor anymore. However, it is a good practice to inform your clients that in order to best provide them with the proper, personalized service, their service time will increase as some clients are used to whizzing in and out of the salon in record time. In order to avoid confusion, explain this time increase to your clients ***BEFORE*** beginning your service as to avoid anyone being upset.

Preparing your area for D.C.N.S. Service

What should be on your manicure table or pedicure area when you first seat your client? Hand sanitizer and your D.C.N.S. form and a pen – that’s it!

Only after you complete your full assessment and consultation will you proceed to go back and gather your proper products that you have determined for this particular client’s needs.

Nothing is more disheartening to any client than sitting at a cluttered, dust filled manicure table, with old, used-looking bottles and jars, and then expecting a wonderfully personalized hand care service.

De-clutter, organize and most importantly have your work area clear and clean.

You don’t necessarily need to keep all your specialized products in a back room (though that would be ideal), but you certainly should have them all on your table. You should make a big show about the fact that you are going to ‘make up’ your client’s specific products for their service based on their needs. Say something like ***“Great! I believe we’re all ready to get started. I’m just going to go to the back room and mix your specific products for today’s service. It will only take me a moment.”*** And it should really only take you a moment because your back room area should be organized with all your products within easy reach.

The most important aspect of your service is explaining to your clients what you are using and doing and why! Without this conversation many of your clients won’t understand the difference between a regular manicure or pedicure and a D.C.N.S. service and even more importantly won’t understand (or purchase) the home care you recommend.

Key Components of Proper Nail Care for D.C.N.S.

Now that you are going to be performing D.C.N.S. services, there are a few key elements of nail care that you must adhere to in order that you service your clients properly, as well as how to properly understand and service particular nail types.

The human nail plate is a delicate structure and can be easily damaged without the proper care. As you learned in your anatomy lessons, nail plates are made up of around 100 layers of dead flattened, cells (which can vary by individual) - or about 0.3 - 0.5 mm thick.



Examine your client's nails. Are they:

Dry – *have little or no moisture and therefore may be prone to breaking.*

Brittle – *again have no or little moisture and prone to breaking, cracking or fracturing*

Thick – *thick nails doesn't necessarily mean that*

Thin – *thin nails usually are harder to have polish or enhancements adhere to them*

Tough – *this may mean that though the nail is tough it feels like it may be strong, but it may not have any flexibility*

Flexible – *means that these type of nails exhibit the ability to flex and bend*

Regardless of the type of nails your client has, given the delicateness of the human nail, there are also standard guidelines and key components to handling the health of your client's nails both on the hands and feet when performing your services.

Watch your grits

When you purchase your nail files what grit strength do you use on your client's natural nail? Do you even look to see? As a D.C.N.S. we recommend not using a cardboard file or buffer on a natural nail that is stronger than 240.

Glass files

Try switching from cardboard disposable files to a glass or crystal file for your D.C.N.S. services. The reason behind this is twofold: Glass or crystal files seem to rip and tear the free edge *less* than a cardboard file AND they can be sterilized and re-used which will cut down on both your service expenses and garbage.

Some may find that there isn't enough grit in some glass or crystal files to take down nail plate length, especially on toenails, which in that case we would suggest using your stronger grit cardboard file (still only 240) to take length down then finish by filing and sealing the free edge with your glass or crystal file.

After explaining to your clients why you use a glass or crystal file during your services be ready to have plenty of them available for retail sale because they should fly out the door.

Not only are they excellent for clients to file their own nails at home with, but they can also clean and disinfect them themselves. How many times have you seen someone take out an old used cardboard file from their purse and start filing their nails? Retailing glass or crystal files will eliminate this dirty habit for your clients and increase your annual revenue.

Over filing

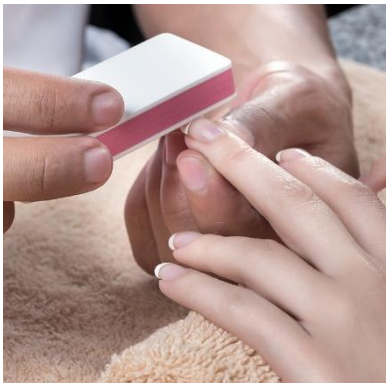
Over filing is one of the most common and dangerous issues in today's nail care industry. How many times have you had a client come into your salon or service area complaining that the nail product that their last Nail Professional applied 'ate away' their nail plate? And looking from the side of their nail you can actually see the difference in thickness between the new growth and the area nearer the free edge.

This is one of the biggest misconceptions in the nail industry. And it can terrify even the most die hearted nail fan.

If you fully understand the structure of the natural nail and respect its form and function, then you will never over file again.

Never use an electric file on a natural nail

Unless you have taken an advanced electric filing course that focuses on Natural Nail care and have specialty bits designed especially for use on a natural nail, we recommend never using an electric file on a natural nail. Electric files are far too powerful and rotate at thousands of RPMs per second and when that combines with the thinness of a natural nail plate can lead to excessive thinning in a very short couple of seconds.



Over buffing

Some Nail Professionals are under the impression that because a buffer has a higher grit than a cardboard file that they can buff the top of the nail plate with little consequence. Other than to gently smooth the top few layers of nail plate over buffing is as dangerous as over filing and can result in the same damage. Over buffing a natural nail can actually lead to burning and moisture loss.

Straight out from the sidewalls

Avoid filing into the nail, always try to file away from your client towards yourself and follow the sidewalls. The goal of any great service is to work with the client's natural anatomy not against it. So if you're not filing in line with your client's sidewalls you could compromise the hyponychium.

Clip straight across and file corners round

For toenails this is imperative in order to maintain healthy nails and will reduce the tendency for ingrown nails.

Avoid filing water-soaked nails

As you learned before nail plates are permeable which means they absorb liquid on contact. Absorbing liquid will expand the nail plate and make it more susceptible to damage when you file.

Watch the lunula area

Nails cells are softer and newer in this delicate area and more susceptible to damage than the middle of the nail plate or the free edge where the nail plate cells are older and a little tougher.

Gently remove cuticle from nail plate

No excessive force, overly sharp implements or harsh chemicals.

Key Components of Skin care

Simple Do's and Don'ts for skin care on the hands and feet

DRY

Do's – Add moisture by choosing products that have either occlusive (provide a layer of oil on the surface of the skin to slow water loss and thus increase the moisture content of the stratum corneum) or humectant (substances introduced into the stratum corneum to increase its water holding capacity) properties. Products that contain time release emollients are great too.

Don'ts – Dehydrate the skin further by soaking the skin in water for too long or using harsh detergents or soaps that strip away layers of moisture

AGING

Do's – Keep well moisturized and try using skin plumping ingredients such as collagen or Antioxidants (natural substances made up of vitamins and minerals).

Don'ts – Use a rough hand. Aging skin can be thin and frail, use the utmost care when exfoliating, treating or massaging.



DOs



DON'Ts

MOIST

Do's – Draw out excess moisture with clay or seaweed-based mask products.

Don'ts – Massage or use oil-based products on the feet as it will retain and lock in moisture.

CALLOUSED

Do's – Use products that will slough off the dead skin and soften the callous but don't contain harsh chemicals.

Don'ts – Do not remove all calloused skin. Areas of the body produce callous as a protection mechanism from pressure and friction. Removing callous completely will cause your client's discomfort as their body has come to rely on this added protection.

D.C.N.S. Service Examples

An example of a D.C.N.S. Hand Care Service appointment

** Please note – A complete understanding of D.C.N.S. service begins with a client inquiry, so it is vital that whoever answers the telephone or addresses walk in clients at your salon or spa fully understands the process and benefits of a D.C.N.S. in order that they can properly explain it to your clients at the outset of their appointments.*

Alice calls in to *Hand and Foot Care Salon* and asks for a manicure appointment. The receptionist explains to Alice that the salon performs specialized D.C.N.S. hand services for each of their clients.

“What is a D.C.N.S. service?” Alice asks the receptionist.

“A D.C.N.S. service is an individualized hand care service that is specifically designed to address the health of your hands based on your individual skin and nail type needs. Unlike a regular manicure, that is a ‘one size fits all’ service, the Derma Care Nail Specialist will take the time to fully examine your hands, nails and skin then create a specific treatment based on your individual needs” replies the receptionist.

“Oh, that sounds wonderful – yes, I would like to book that service!” Alice exclaims.

“Fabulous! Please keep in mind that because this is a specialized treatment service and the fact that we will need to perform a full consultation with you, your service time that day will be _____ (fill in the blank with the appropriate time you feel it will take you to perform your new D.C.N.S. services.) How is Thursday at 11:00 am?”

“Thursday works perfectly! I will see you then.”

On the day of her appointment Alice arrives and the salon and Joyce her D.C.N.S. greets her at reception.

“Hello Alice, I am Joyce and I will be your Derma Care Nail Specialist today. How are you?”

“Just fine, thank you. I’m very excited to learn about this D.C.N.S. service that your receptionist told me about on the phone.”

“Yes, it is a very exciting and health beneficial service that I’m sure you’ll enjoy! Far different than the regular manicure services you have probably experienced in the past.”

Joyce takes Alice to the client washroom and asks Alice to wash her hands and dry them thoroughly. Then she escorts Alice to her service area. Ideally a D.C.N.S. area would be separate from the rest of a busy, bustling salon, but we understand that may not necessarily be available to all of you.

At Joyce’s station all there is on her manicure table is her cushioned client arm rest wedge covered in a clean white towel, hand sanitizer in a pump bottle and her D.C.N.S. assessment form. Joyce asks Alice to sit down.

“O.K. so the very first thing we do for your D.C.N.S. service today is run through our assessment form so I can get to know a little about your lifestyle, health issues, allergies, preferred service treatments, and then have a good look at your nails and skin so I can make sure we use the proper products and tools for your treatment.”

Joyce sanitizes both her hands and Alice’s before beginning her assessment.

This is what Joyce ascertains during the assessment:

First and foremost, there is no presence of any issues on her hands that contravenes the “Golden Rule”.

She is 65 years old and in general good health. She does suffer slightly from arthritis in some of her finger joints and a little in the wrist, but she does not take any medication for it – only the occasional over the counter pain killer. She is not on any other medication at this time. She does however have an allergy to penicillin and nuts.

Due to her age her nails are thick, brittle and dry and have very prominent ridges on them. She has slight cuticle overgrowth on her nails. She finds she rarely breaks her nails and prefers to keep some length on her nails as she prefers an oval shape.

She loves to have manicures done every week and loves a bright nail polish colour which she often changes herself on a regular basis between manicures because she finds that sometimes the polish chips. She uses a drugstore brand of acetone-based nail polish remover and polish. She admits she doesn’t always do a perfect job applying her polish and often gets polish on her skin around the nail plate.



Her skin on her hands and arms is thin and delicate and on the dry side. She states that this happens to her in the winter months, and even though she tries to remember to apply cream she finds the cream she bought at the drugstore doesn’t last very long or produce effective results.

What are your recommendations for Alice’s D.C.N.S. service?

Here's what Joyce did. Would you have done the same?

Joyce first explained fully her conclusions of her assessment with Alice, then lets Alice know each step of the full service she would be doing that day, including the type of products and homecare she

recommends that Alice use. Then she goes to her back room to prepare the products she needs for Alice's service.

Joyce brings out her products on a small tray with each product in a small dish with each its own spatula that can be easily disinfected. By having small amounts of product removed from their original containers with a disinfected spatula, Joyce avoid cross contamination that can occur by sticking unclean fingers or spatulas into the original containers over and over.

Similarly, any liquids that she will be using are in a pump bottle to also avoid cross contamination.

Her implements and glass file are in a sterilized pouch after having been cleaned and sterilized in the salon's autoclave. There is also a one-time use cardboard file and buffer block in the pouch as well.

To begin her service Joyce first clips down a minimal length of Alice's natural nail on her right hand with nail clippers as she feels that Alice's nails are too thick to take down any length with a file. She then evens out the clipped rough edges and give final oval shape that Alice loves with the cardboard file. Then she smoothens and seals the free edge with the glass file. Finally, she uses her white block buffer that has a stronger grit that the Gold block buffer to smooth out the ridges on top of Alice's nail plate, but she uses caution not to over buff realizing that this are permanent ridges and are embedded deep into the nail plate. Her goal is to only gently smooth the surface of the nail plate to ensure a smooth polish finish.

Then she places Alice's right hand into a soaking dish that contains a cuticle oil blend that Joyce has mixed herself after confirming the blend contains absolutely no nut oils. Joyce has warmed the oil slightly to soften her cuticles for gentle and effective removal. She then continues with the clipping and filing of her left hand nails while the right hand soaks.

She removes the right hand from the cuticle soak and places the left hand in for softening. She then uses a birch wood stick to gently remove the cuticle from her right hand nails. Joyce needs to use very little pressure when pushing back the cuticle as she realizes that the only need to gently remove the dead cuticle skin form Alice's nail plate is so her polish will adhere better. Joyce does not push up or into the eponychium.

Joyce then carefully clips away the loosened cuticle that she has removed from the nail plate with her sterilized cuticle nippers. She is extremely careful to remove only the dead loosened cuticle skin that she has removed from the nail plate and never clips any living eponychium tissue.

Joyce then applies a generous amount of scrub mixture that she has prepared specifically for Alice that contains small exfoliating sugar crystals in a collagen cream base. Joyce has chosen this combination because Alice has dry winter skin that will benefit greatly from the gentle exfoliation and will also provide a more stable surface for the extra moisturizing treatment she will apply next. Alice has also told Joyce that she prefers a cream base to an oil base on her skin. This particular collagen-based cream will provide Alice's skin on her hands and arms with much needed moisture.

Joyce then gently removes the personalized scrub with warm, wet towels, and wraps Alice's right hand in a clean dry warmed towel to keep her comfortable while she removes the cuticle and exfoliates the left hand.

Joyce then spoons out a carefully measured amount of deep penetrating moisturizing cream and applies this generously to Alice's full hand and arm all the way up to her elbow. Then she scoops 3 full scoops of paraffin out of her paraffin warmer into a plastic paraffin bag and gently places Alice's hand into the bag. Applying Paraffin this way is much more sanitary than having client after client dip their hands in the paraffin warmer directly.

She places Alice's paraffined hand into the previously warmed electric mitt and repeats on the left hand.

Joyce allows Alice a few moments to relax and allow the paraffin warmth to assist the deeper penetration of the deep moisturizing treatment cream.

Joyce then gently removes the right hand from the electric mitten and scoops a generous amount of long-lasting massage cream into her hands. She then proceeds to massage Alice's right hand for a full 8 minutes. She uses very light pressure so that she does not twist or hurt Alice's joints that she suffers from arthritis on.

She repeats this on the left hand.

Joyce then wraps Alice's hands in the warmed towels with just her fingers sticking out. Then completely cleans off the nail plate with a pH balanced nail plate cleaning product so that she can apply the gel/polish hybrid to Alice's nails properly.

After applying the base, 2 coats of colour and top UV cured gel/polish, Joyce applies a generous amount of cuticle oil to Alice's eponychium and side walls to counter effect the dryness from the nail plate cleanser.

Joyce then grabs the cuticle oil and deep penetrating moisturizing cream that she has recommended to Alice for Homecare, books Alice's next appointment for 2 and half weeks and rings out her bill.

Joyce then proceeds to follow all D.C.N.S. clean up decontamination protocols.

Key points in Alice's D.C.N.S. Service

While this may sound like a normal spa manicure to some of you, can you spot the differences?

Joyce recognizes and addresses these specific points based on Alice's Assessment and Consultation and applies them within her D.C.N.S. service.

Alice's nails are thick and brittle, so she chooses not to use a water soak that dehydrate the nail plate even further. Instead Joyce uses a personalized blend of essential oils in a nut-free oil base to soak and soften Alice's cuticles. She warms the oil to make it even more effective. Because Alice's nails are thick and brittle, Joyce also recognizes that she must first clip and shape Alice's nails prior to any soaking in order to avoid any rough filing that shaping requires on an expanded nail plate.

What would you change if Alice had thin, oily nail plates?

OR

Had very heavy cuticle overgrowth on her nail plates?

She wants to create a moisturizing treatment for Alice and understands that for that particular product that she has chosen to work optimally, Joyce must first gently exfoliate off Alice's dead, dry winter skin. By doing this first the moisturizing treatment will be able to penetrate much deeper providing longer lasting and more effective results for Alice.

***What would you change if it was summer
and Alice's skin wasn't as dry?***

Alice suffers slightly from arthritis, so Joyce chooses a paraffin treatment on top of the penetrating moisturizing wrap that she has applied in order to provide Alice with some additional heat to relieve her joint pain.

Due to her Arthritic pain, Joyce performs a long massage service for Alice, but uses extreme caution with the pressure and strokes she implements in order to not cause Alice and further discomfort.

What would you change if Alice did not suffer from Arthritis?

Joyce understands that Alice loves to have brightly polished nails all the time but feels that Alice's constant removing of her nail polish with harsh drug store acetone-based remover continues to dry out her nails, so Joyce chooses to use a gel/polish hybrid to polish Alice's nails that will last a full 3 weeks with no need to remove.

***What would you recommend if Alice didn't want the
gel/polish hybrid applied?***

Joyce also recommends and sells to Alice a cuticle oil, and deep penetrating moisturizing hand cream that she instructs Alice to use twice a day between her D.C.N.S. appointments.

What other homecare recommendations would you make for Alice?

Joyce then sets Alice's return service visit at 2 and half weeks. Joyce feels that given the natural growth time of Alice's nails this will be plenty of time before she feels that Alice's nails will grow out enough to outgrow the gel polish, and have Alice wanting to remove it herself.

*How would this change if Alice was pregnant and only 32?
How would you change Alice's service at her 2-and-a-half-week visit?*

By completing an analysis of Alice's current condition of her nails and skin, Joyce was able to specifically create a fully personalized treatment for Alice that addressed all of her needs. Alice feels heard, relaxed, loved the treatment, and feels confident and knowledgeable enough to continue using the homecare products that Joyce recommended, as she can now understand the benefits these products will bring to the health of her hands and nails.

An example of a D.C.N.S. Foot Care Service appointment

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Nancy calls in to ***Hand and Foot Care Salon*** and asks for a pedicure appointment. The receptionist explains to Nancy that the salon performs specialized D.C.N.S. foot services for each of their clients.

“What is a D.C.N.S. foot service?” Nancy asks the receptionist.

“A D.C.N.S. service is an individualized foot care service that is specifically designed to address the health of your feet and legs based on your individual skin and nail type needs. Unlike a regular pedicure, that is a ‘one size fits all’ service, the Derma Care Nail Specialist will take the time to fully examine your feet, nails and skin then create a specific treatment based on your individual needs” replies the receptionist.

“Oh that sounds wonderful – yes, I would like to book that service!” Nancy exclaims.

“Fabulous! Please keep in mind that because this is a specialized treatment service and the fact that we will need to perform a full consultation with you, your service time that day will be _____ (fill in the blank with the appropriate time you feel it will take you to perform your new D.C.N.S. services). How is Thursday at 11:00 am?”

“Thursday works perfectly! I will see you then.”

On the day of her appointment Nancy arrives and the salon and Joyce her D.C.N.S. greets her at reception.

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“Just fine, thank you. I'm very excited to learn about this D.C.N.S. service that your receptionist told me about on the phone.”

“Yes, it is a very exciting and health beneficial service that I'm sure you'll enjoy! Far different than the regular pedicures services you have probably experienced in the past.”

Joyce escorts Nancy to her service area. Ideally a D.C.N.S. area would be separate from the rest of a busy, bustling salon, but we understand that may not necessarily be available to all of you.

Joyce's pedicure station has been fully sterilized, and she has her gloves, sanitizing foot spray and D.C.N.S. Assessment & consultation form ready. Joyce asks Nancy to remove her socks and shoes and sit comfortably in the pedicure chair.

“O.K. so the very first thing we do for your D.C.N.S. service today is run through our assessment form so I can get to know a little about your lifestyle, health issues, allergies, preferred service treatments, and then have a good look at your feet, nails and skin so I can make sure we use the

proper products and tools for your treatment. I use a latex glove during your service, so please let me know if you have any latex allergies.”

Nancy lets Joyce know that she doesn't, so Joyce puts on her gloves, and sprays both Nancy's feet with the sanitizing spray to sanitize before beginning her assessment.

This is what Joyce ascertains during the assessment:

First and foremost, there is no presence of any issues on her feet or legs that contravenes the “Golden Rule”.

She is 25 years old and in general good health. She is not on any medications and she has no allergies. She is a runner and does suffer slightly from callous build up on the bottom of both her feet. She does admit that even though she does do quite a bit of running, she's not sure if her running shoes are the proper fit. Her muscles in her legs are very tight from running because she doesn't do much stretching.

Her toenails are thin and tend to peel, and when they do, she admits to the bad habit of picking at them. The skin on her feet are very moist, while the skin on her legs is a little dry, but not flaking.

Even though she loves having pedicures, she admits that she doesn't always have the time or budget to come on a regular basis.

She also admits she does very little to take care of her feet, has no professional foot care products at home, and in fact only clips her toenails when it becomes necessary.

What are your recommendations for Nancy's D.C.N.S. service?

Here's what Joyce did. Would you have done the same?

Joyce first explained fully her conclusions of her assessment with Nancy, then lets Nancy know each step of the full service she would be doing that day, including the type of products and homecare she recommends that Nancy use. Then she goes to her back room to prepare the products she needs for Nancy's service.

Joyce brings out her products on a small tray with each product in a small dish with each its own spatula that can be easily disinfected. By having small amounts of product removed from their original containers with a disinfected spatula, Joyce avoid cross contamination that can occur by sticking unclean fingers or spatulas into the original containers over and over.

Similarly, any liquids that she will be using are in a pump bottle to also avoid cross contamination.

Her implements and glass file are in a sterilized pouch after having been cleaned and sterilized in the salon's autoclave. There is also a one-time use cardboard file and buffer block in the pouch as well.

To begin her service Joyce first clips down a very minimal length of Nancy's natural nail on her right foot with nail clippers as she notes that Nancy's nails are already fairly short, and she doesn't want to take the

length down to a point where the pressure from running on her toenails will cause ingrown nails. She clips straight across and then files the corners round with her cardboard file.

Then she smoothens and seals the free edge with the glass file. Finally, she uses her Gold Block buffer that has a softer grit than a white block buffer because she understands that Nancy has already thin nail plates. She continues this on the left foot as well.

Then she places both Nancy's feet into the warm, but not hot pedicure water bath that has a sanitizing fizz ball already dissolved in it. She soaks Nancy's feet for only 8 minutes to avoid excessive softening of the nails and skin.

She removes both feet from the pedicure bath and dries both feet, then wraps the left foot in a clean warm towel and sets aside. She applies a small amount of cuticle oil to her right foot and massages it in to stimulate softening of the cuticle for easier removal. Since the skin and cuticle have soaked in water for a short period of time Joyce knows that the cuticle will have softened enough that she can easier remove it with just a gentle pressure from a birch wood stick and chooses to use that instead of a cuticle pusher due to the fact that Nancy's nail plates are so thin she doesn't want to exert any excess pressure around the softened lunula area that may cause damage to the matrix. Joyce does not push up or into the eponychium.

Joyce then carefully clips away the loosened cuticle that she has removed from the nail plate with her sterilized cuticle nippers. She is extremely careful to remove only the dead loosened cuticle skin that she has removed from the nail plate and never clips any living eponychium tissue. Joyce repeats this cuticle removal on the left foot as well.

Joyce then applies a generous amount of scrub mixture that she has prepared specifically for Nancy that contains larger exfoliating salt crystals in a cooling gel base. Joyce has chosen this combination because Nancy has very moist skin on her feet so the cooling gel base will assist in drawing out excess moisture from her feet, and the larger salt crystals will work very well at exfoliating and softening the calloused skin. Joyce avoids using the scrub on Nancy's legs, as she knows that she will later be applying a moisturizing cream base to her legs during her massage to moisturize the drier skin on Nancy's legs. Plus, the larger salt crystals will feel much too rough on the more delicate leg skin.

Joyce exfoliates both feet, then removes the scrub with a warm, wet towel. She wraps the left foot in a dry clean towel and takes her sterilized metal foot paddle with a disposable emery pad, and gently scrubs only the calloused area of Nancy's foot. Joyce avoids using the paddle on any other areas of the foot and concentrates only on Nancy's calluses. Joyce also knows that because Nancy is a runner her only job is



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to soften and gently exfoliate away the dead skin on the callous, not to try and completely remove all signs of callous. If she did, she knows that would cause Nancy great discomfort when running. She repeats this callous removal on the left foot as well.

Joyce then applies a thin layer of cooling mask to the bottom of Nancy's feet and allows a few minutes for this mask to dry. Again this, Joyce knows, will draw out any excess moisture from Nancy's feet. Joyce does not apply this product to the top of

Nancy's foot or her legs. After the allotted drying time, Joyce removes the mask with a clean warm wet towel.

Joyce then spoons out a carefully measured amount of deep penetrating moisturizing cream and applies this generously to Nancy's legs and proceeds with her massage. During her leg massage Joyce concentrates on Nancy's calf muscles which are fairly tight from her exercise routine.

After the massage Joyce wraps both Nancy's legs in warm dry towels making sure to wipe away any product that may have gotten on the bottom of her feet or in between her toes, and leaves her toes exposed for polishing. She then proceeds cleanse Nancy's nail plates with a pH balanced Nail Plate cleansing product to remove all oil and moisture in order that the polish adhere better. She then proceeds to polish Nancy's toes with her chosen polish colour, starting with a strengthening base coat to give Nancy's thin nails some stability. At the end she uses a quick dry top coat to speed up the polish drying time.

After applying the polish, Joyce applies a small amount of cuticle oil to Nancy's eponychium and side walls to counter effect the dryness from the nail plate cleanser.

While Nancy's polish is drying Joyce then grabs both a deep penetrating moisturizing cream for her legs that Nancy only needs to use once a day and foam based product that uses DIT (**Dermal Infusion Technology**: a delivery system that carries the active ingredients past the Stratum Corneum into the layers of the epidermis, helping to restore the health of the epidermis. This technology ensures that the active ingredients reach the targeted areas. Therefore, no greasy outer layer to occlude it, the skin is hydrated and retains its ability to transpire normally, resulting in healthy, happy feet) that will act as an astringent to help reduce foot perspiration that she has recommended for her Homecare.

Before booking Nancy's next appointment, Joyce gives Nancy the business referral card to a local pedorthist who can assist in designing and making Nancy custom orthotics that will correct any issues Nancy may have with her running shoes and alleviate unnecessary callous development.

Joyce books an appointment for Nancy in 4 weeks as that is the time frame that suits Nancy's busy schedule and rings out her bill.

Joyce then proceeds to follow all D.C.N.S. clean up decontamination protocols.

Key points in Nancy's D.C.N.S. Service

While this may sound like a normal spa pedicure to some of you, can you spot the differences?

Joyce recognizes and addresses these specific points based on Nancy's Assessment and Consultation and applies them within her D.C.N.S. service.

Nancy's nails are thin and prone to peeling therefore a long water soak in a pedicure bath would be detrimental to nail plate clipping and shaping by making the thin nails more susceptible to damage.

***Would you have soaked Nancy's feet right away?
What would you have done if Nancy had thick nails on her feet?***

Joyce recognized that Nancy had moist feet prone to sweating therefore created a special personalized scrub made with larger salt crystals for more effective callous softening and mixed it in a cooling gel base. She also knew that Nancy has dry skin on her legs and that the cooling gel base would dry out her skin on her legs even more.

What would you change if Nancy had dry skin on her feet as well as her legs?

Joyce realizes that Nancy is a runner and knows better than to try to remove all of Nancy's callous, as Nancy's feet rely on this callous for added protection from the pressure and friction of running.

What would you change about Nancy's callous treatment if she weren't a runner?

Due to tightened calf muscles from running, Joyce concentrates her massage on that particular area to relieve some of the tension.

Joyce understands that Nancy rarely changes her polish on her toenails in between pedicure services so she chooses to polish Nancy's nails with a regular polish, knowing there is little chance of Nancy changing her polish and dehydrating her nails.

What would you recommend if Nancy did wish to change her own polish?

Based on Nancy's busy schedule and lack of interest in spending a lot of time caring for her feet, Joyce also recommends and sells to Nancy deep penetrating moisturizing cream for her legs that Nancy only

needs to use once a day and a foam-based product to assist with Nancy's moist feet. This product is foam-based, therefore Nancy can apply it throw on her socks and shoes and run out the door with no need to wait for the product to penetrate.

What other homecare recommendations would you make for Nancy if you knew she'd spend more time caring for her feet?

Joyce understands that custom orthotics will do wonders for correcting any issues Nancy may have with ill-fitting running shoes, and believes strongly in the referral.

What other business referral cards would you have on hand to give out?

Joyce knows that Nancy has a very busy schedule and limited budget and therefore will only be able to come in once a month for her service, so she sets Nancy's return service visit at 4 weeks and makes a note for the receptionist to call Nancy two days before her appointment to remind her.

*How often would you book Nancy's appointment if she did have the available time and budget?
What would you change at Nancy's next visit?*

By completing an analysis of Nancy's current condition of her nails and skin as well as her lifestyle, Joyce was able to specifically create a fully personalized treatment for Nancy that addressed all of her needs. Nancy feels heard, relaxed, loved the treatment, and feels confident and knowledgeable enough to continue using the homecare products that Joyce recommended, as she can now understand the benefits these products will bring to the health of her hands and nails. She also didn't feel pressure from Joyce to come in more often than she felt she needed to which leads to client confidence that Joyce has her best interest at heart.

Start Your Process

Let's get you started on your D.C.N.S. practicals

1. First step - download your **D.C.N.S. Client Practice Sheet** and become familiar with all the sections that are required to be completed with each of your practice clients. Remember you'll need to include your 'before' and 'after' pictures as well.
2. Download your **D.C.N.S. Client Consultation & Assessment** sheet and make it your own. It is in **WORD** format so you can make any changes you feel necessary.
3. De-clutter your work space
4. Revamp your Decontamination protocols to that of the D.C.N.S. standards
5. Start purchasing your individual products that you will be using for your D.C.N.S. services
6. Recruit some of your favourite clients to act as Practice Clients for your new D.C.N.S. services

Get started!

Remember you need to complete **5 D.C.N.S. Hand Care Services** and **5 D.C.N.S. Foot Care Services** in order to successfully complete your program with us.

Your **D.C.N.S. CPS (Client Practice sheets)** must be thoroughly complete with **FULL** Assessment & Consultation details, and specific notes on the personalized service you designed for that particular client and why.

The more details you include in your sheets the better. We look forward to seeing and reviewing your work.



Have Fun and Enjoy the Process!