

Dealing with reactions (contra-indications)

A contra-action is a reaction experienced either during or after your treatment. It's possible for clients to have many treatments and then suffer a reaction. It may be caused by one or more of your products, e.g. adhesive or the eye pads.

You need to be able to recognise contra-actions and you need to advise clients on how to recognise them too. They may range from discomfort in or around their eye area or symptoms such as:

- itchiness or irritation along the lash line or eyelid
- red coloured eye lids that may feel like they are hot or burning
- whites of the eyes look red and blood shot and may feel dry and sore
- puffiness or swelling of the eyelid and upper cheek area that may be painful
- congested nasal passages or a sore throat
- in exceptional cases, a client may suffer from respiratory issues like an asthma attack as late as the following day

You have a duty of care to your clients. Showing that you care is expected and professional. Depending on the severity of their reaction, you may choose to;

- Remove the extensions and traces of the adhesive with a debonder and wash their eyelashes thoroughly. Given the circumstances, you may wish to offer this free of charge.
- If their symptoms persist or they are concerned, or their reaction is severe, then advise them to speak to a medical practitioner. This will be at their expense. Tell them how to access the Material Safety Data Sheets (MSDS) for the products that you use. These offer information and guidance in case of a reaction.

You should record your clients concerns, exactly as they are reported to you along with other relevant information too. There is more information in the section on record keeping.

Do not re-treat using the same or similar products, e.g. changing to a sensitive adhesive. It's still the same ingredients, but in slightly different quantities so you can expect a similar outcome. You will be vulnerable to a claim of negligence being made against you as a reasonable person would not think it reasonable to use a product with similar properties on someone who has already shown themselves to be sensitised. Protect your clients and business.