



CODE OF ETHICS

For Accredited Artists & Academies



I make a commitment to always behave in a professional manner.

I will treat everyone in a fair and equitable manner, and maintain the highest standards of personal conduct to bring credit to the lash profession.

I will provide a safe and sanitary environment for my clients at all times.

I will never take shortcuts that put my clients at risk.

I will communicate honestly, while maintaining professionalism with my clients.

I will price my services within the reasonable guidelines as suggested by my demographic.

I will never make false claims regarding my products or services.

I make a commitment to keep myself informed of any changes to legislation that affect my career/business and my services.

I will always, and only, use products with government approved ingredients.

I will never perform treatments or services without adequate professional liability insurance to protect myself, my staff and my clients.



I am committed to maintaining the confidentiality of client information and will not disclose any personal or sensitive details without explicit, written consent.

I understand the impact that my career as a lash artist may have on the environment and understand the responsibilities that I hold. When possible, I will use eco-friendly products, avoid animal-tested products, and minimize my carbon footprint.

I will always ensure that clients are fully informed about the services that they are requesting to receive. This includes aftercare instructions, any potential risks or side effects, and will always obtain informed, written consent before proceeding with any treatments.

I will set clear boundaries between myself and my clients to maintain professionalism and avoid any conflicts of interest or inappropriate relationships.

I will use care in resolving disputes or conflicts with clients, colleagues, or suppliers in a fair and respectful manner.

I will consider ways to give back to my community or support charitable causes, especially those related to my profession.



I understand that our industry is ever changing, and make a commitment to continued education as a lash professional.

I make a commitment to provide an environment free of discrimination and harassment, in which all individuals are treated with respect, dignity and have equal opportunities.

With that being said, I will be inclusive to all clients while being honest about my abilities. If I am not qualified to service a client with specific needs or do not possess specific skills to successfully complete their desired services and achieve their desired outcome, I will do my best to collaborate with a different integral artist that can accommodate their needs.

I make a commitment to always follow the NALA Professional Guidelines.

I make a commitment to always follow the NALA Decontamination Guide.

I will strive for excellence in all aspects of the lash treatment profession.



PROFESSIONAL GUIDELINES

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A professional lash artist is anyone applying individual or volume eyelash extensions with the use of professional-grade adhesive (cyanoacrylate based adhesive).

Professional lash artists never apply lash extensions or perform any treatment on a client without written consent and/or a completed waiver form.

Professional lash artists must follow the manufacturer's guidelines for professional adhesive at all times. Never misuse lash adhesive. Cyanoacrylate based adhesives are a skin, eye, and mucous membrane irritant, and therefore must be used with precaution.

Professional lash artists understand the science of cyanoacrylate, fume prevention and safety, and the dangers of skin contact and combustion if not handled properly.

Professional lash artists use a specially formulated, professional remover gel to slowly and gently remove lash extensions without causing damage to the natural lash or eyes.

Professional lash artists shall only use products sold by reputable companies. Such companies are able to provide a MSDS (Material Safety Data Sheet) report. All ingredients must meet Government Health Standards.



Professional lash artists shall comply with all provincial/state/county and federal laws regarding esthetic services and eyelash treatments.

Professional lash artists always refer clients to an ophthalmologist, optometrist, or doctor in the event of eye or skin irritation and NEVER give medical advice or make a diagnosis.

Professional lash artists never perform treatments on a client that shows signs of eye or skin irritation. Clients must be symptom free for a minimum of two weeks before performing any treatment.

Professional lash artists never perform treatments on a client that has been proven to be allergic to professional lash products.

Professional lash artists always keep their treatment area clinically clean for the safety of their clients, their staff and themselves.

Professional lash artists do not allow animals in their treatment facility.

Professional lash artists do not allow young children in their treatment facility.



Professional lash artists always disinfect their tools and treatment area between each client. No exceptions. See The NALA Decontamination Guide to find up-to-date industry standards for decontamination.

Professional lash artists do not apply lashes directly from the lash container. Extensions must be removed from the sterile lash tray or lash container and placed on a clean lash mat or similar platform. Unused extensions must be discarded.

Professional lash artists do not reuse mascara wands or other brushes/application tools other than disinfected tweezers. These items must be discarded after use. Porous surfaces cannot be properly disinfected.

Professional lash artists DO NOT use Glass Bead Sterilizers, UV Sterilizers, Alcohol wipes, Regular Strength Barbacide, Sanitizing Wipes or Acetone to disinfect their application tools.

Professional lash artists use only High Level Chemical Solution disinfectant on reusable tools, as per The NALA Decontamination Guide. Check your local legislation to be certain your method of decontamination is within your local regulations.



Professional lash artists do not work on top of subpar work (foreign fills) and always put the lash health, safety, and integrity of their client's eyes and lashes first.

**With that being said, Professional lash artists can complete foreign fills if any of the following are present:*

- The client is a patron of the same studio where all staff are trained to follow similar procedures and use the same products. All client history details must be available.
- The client has been personally referred by another lash artist and all history details have been shared including original consultation details.
- They are able to conduct a thorough and complete consultation and assessment of the client's natural lashes, and can confidently conclude that their lashes are safe to work on, and the extensions do not need to be removed in order to maintain the natural lashes integrity.

If any of the above are not true, professional lash artists suggest removals, and potential reapplication (either at said time, or in the future) depending on the health of the client's natural lashes.

Professional lash artists provide clients with a care plan and products to help support natural lash growth and health if they have been turned away for a lash treatment at said time.



Professional lash artists never comment negatively on another artist's work. If you remove bad work and apply a new set, your client will see the difference for herself. Though we always encourage you to properly and professionally educate your clients.

Professional lash artists do not discuss their clients personal details with other clients or other members of staff. Always respect a client's privacy.

Professional lash artists never apply clusters/flares or strip lashes with professional-grade adhesive.

Professional lash artists willingly mentor apprentices and newly certified lash artists. Always pay it forward to ensure quality and growth in our trade.

Professional lash artists know their value and set their prices according to their local market value. Respectable lash artists never undercut each other or start price wars.

Professional lash artists must treat all clients as new clients (offering them waivers, intake forms, and thorough consultations).

Professional lash artists present themselves and their business in a respectable manner at all times.



DECONTAMINATION GUIDE

For Accredited Artists & Academies



Disclaimer

This guide has been developed by The NALA Board of Advisors and is intended for suggestion purposes only. It is the responsibility of the professional to ensure the safety of his/her clients and always execute safe practices and hygienic procedures. NALA employees, NALA volunteers, and the NALA President accept no responsibility or liability for any outcome related to these suggested practices and processes.

Definition of Decontamination.

de·con·ta·mi·na·tion
(noun)

The neutralization or removal of dangerous substances, viruses, or germs from an area, object, or person.

Levels of Decontamination

Sterilization - Eliminates all forms of life and other biological agents.

Sterilization is required for any tool or instrument that is intended to puncture the skin or have contact with the puncture site. These tools are considered “Critical”.

Critical tools include (but are not limited to) tattoo needles, microblading needles, piercing needles, electrolysis needles, straight razors and lancets.



These tools must be sterile upon use, and either sterilized between clients, or purchased as pre-sterilized, one-time use items, and disposed of in a sharps container.

Disinfection - Kills most microorganisms. There are three levels of disinfection - Low, Intermediate and High.

High Level Disinfection (HLD) is required for tools that are considered "Semi-Critical". Semi-Critical items are tools that will come into contact with non-intact skin, mucous membranes, and bodily fluid, but not puncture the skin or enter the puncture site.

Semi-Critical tools include but are not limited to cuticle nippers or scissors, hair removal tweezers, lash extension tools, silicone under-eye lash pads, and silicone lash lift/perm rods.

HLD kills vegetative bacteria, mycobacteria, fungi, enveloped and non-enveloped viruses, and some, but not all bacterial endospores.

Intermediate Level Disinfection (ILD) is required for tools that are considered "Non-Critical". Non-Critical items that require intermediate level disinfection are items that have the chance of coming into unplanned contact with non-intact skin or blood or bodily fluid exposure.

Tools in this category include foot basins, lash palettes and tiles, tattoo magnifying glasses.



ILD kills vegetative bacteria, mycobacteria, most fungi, enveloped viruses and most non-enveloped viruses.

Low Level Disinfection (LLD) is required for tools that are (also) Non-Critical, but these are items that only come into contact with intact skin and no mucous membranes, or does not come into direct contact with a client.

Items in this Non-Critical category include doorknobs, combs, tables, chairs, massage table, sink handles, lights, and armrests.

LLD kills most vegetative bacteria, some fungi, enveloped viruses and some non-enveloped viruses.

Sanitization - A low level of disinfection that is deemed safe for use on the skin.



Recommended High Level disinfecting solutions for lash tweezers:

- PreEmpt (Formerly Accel) CS20
- PreEmpt HLD5
- Prevention HLD8
- Rejuvenate HLD8
- Sporox
- Cidex OPA
- A solution containing 2% accelerated hydrogen peroxide or higher (7.5%) as the active ingredient.

DO NOT use these items for decontaminating your tweezers:

- Glass bead sterilizer
- UV sterilizer
- Barbicide
- Alcohol
- Disinfecting wipes
- Acetone
- Boiling water
- Microwave
- Pressure Cooker
- Dishwasher
- Baby bottle sterilizer
- Ultrasonic Cleanser



Step-by-Step Decontamination of Lash Tweezers:

For tools that come in contact with mucous membranes (eyes) and bodily fluids (tears).

1. Remove adhesive from tweezers using professional adhesive remover or acetone.
2. Wash tweezers with lukewarm soapy water to remove body oils and dirt.
3. Rinse well and dry.
4. Completely immerse tweezers in a high level disinfectant solution for the manufacturer's recommended contact time.
5. Remove the tweezers from the solution, wearing gloves, and rinse thoroughly with running water.
6. Properly store disinfected tweezers in a clean, covered container, or cover tweezers with a clean towel until ready to be used.

Repeat these steps between EVERY client.



Step-by-Step Decontamination of Non-Critical Tools:

For tools that MAY come into accidental contact with bodily fluids (tears).

1. Remove adhesive from any surfaces.
2. Wash tools, such as lash mat, glue ring, jade stone, etc. with soap and water to remove dirt and oils.
3. Rinse and dry.
4. Completely immerse or saturate items in an intermediate level disinfectant solution for the manufacturer's recommended contact time. (or you can use your high level disinfection solution).
5. Remove the tools from the solution, wearing gloves, and rinse thoroughly with running water.
6. Store disinfected tools in a clean, covered container, or cover tools with a clean, single-use towel until ready to be used.

Repeat these steps between EVERY client.



Decontamination of Workspace:

For surfaces that only come into contact with intact skin or do not come into direct contact with clients.

Treatment table, bolster, and pillow/neck pillows must be cleaned with low level disinfectant and a disposable (or single-use) cloth after each client.



If linens or pillow cases are used, they must be changed between each client, and the table/pillow surface low level disinfected at the end of each day.

Lamp must be cleaned with a LLD and a disposable (or single-use) cloth after each client.

Door knobs and sink handles (if used) must be cleaned with disinfectant and a disposable (or single-use) cloth after each client.

Countertops, trolleys, trays, etc. must be cleaned with disinfectant and a disposable (or single-use) cloth after each client.

Repeat these steps between EVERY client.

Required Procedures used to Prevent Spreading Infection:

Wear disposable Nitrile gloves when servicing your client. Gloves must be changed after each client, or when they become visibly soiled or compromised.

Masks must be worn over your nose and mouth when servicing your client. If using a procedure/surgical mask, it must be changed after each client.



Set up a neat and tidy workspace and use hand sanitizer on your gloved hands whenever you touch something (adhesive bottle, lash trays, saline, timer, etc) before you touch your client again.

Wipe all bottles, tubes, trays, everything you touched that will not be disposed of or does not need to be high level disinfected, with a disinfection wipe immediately after each client.

Only dispense the amount of lashes needed for each client, and throw away any left over lashes. Never save the remainder of the strip to use on the same or a different client.

While animals are not to be in your treatment space, registered service animals can be allowed in. In that case, you must undergo end of day disinfection protocols before allowing your next client(s) into your space.