

Ear Piercing Training Facilitator Guide



inverness[®]
Safe & Gentle Ear Piercing

Ear Piercing Training

Goal

- To give associates who will pierce ears the knowledge, training, and practical experience to pierce ears with confidence
- To review your store's piercing policy & any applicable state regulations

Length

Approximately 60 minutes

Training length will vary based on the # of participants

Participants

To be qualified to pierce ears, associates must be:

1. At least 18 years old
2. Meet your store's employment requirements for piercing

Associates to be trained should watch the Inverness Ear Piercing Training Videos before receiving hands-on training.

Training Tools

- Piercing Instrument
- Foam Ear
- Gloves
- 3 unsterilized demo cartridges per associate
- Sterilized training cassettes for practice on volunteers
- Surgical Marking Pen
- Release Form
- Ear Care Solution
- Your retail display and products to show trainees

Associates must complete training prior to piercing any ears in store – no exceptions. Piercing policy and procedure must be followed. **DO NOT** take short cuts or create your own training. Take the time to complete the training as designed to ensure customer safety and satisfaction.

Training Outline

Goals of Training	1 minute
Why Ear Piercing?	2 minutes
Retail Piercing Policies	10 minutes
Piercing System Overview	5 minutes
Ear Piercing Steps	20 minutes
Practice on Foam Ears & Volunteers	20 minutes
Complete Ear Piercing Learning Checklist	2 minutes

Total Training Time: Approximately 60 minutes



Goal of Training

1 minute



Goal At the end of the session, you will have the knowledge, training, and practice to pierce your customers' ears!

- Training will include:**
- Why ear piercing
 - Piercing policies
 - How the Inverness ear piercing system works
 - Step by step process for piercing
 - Practice piercing on foam ears & volunteers
 - How to celebrate every piercing

Why Ear Piercing?

3 minutes



Ear Piercing is a great opportunity to connect with your customer during a memorable life event. Piercing is a rite of passage. It's about so much more than earrings. We want every ear piercing to be a positive memory and one your customer will always remember.

How does ear piercing help business?

- Ear piercing brings in new customers of ALL ages and genders.
- Ear piercing is a high margin service that grows by positive word of mouth.

Customer Experience

Ear piercing creates an awesome experience and connection between your associates and the ear piercing customer.

Ear Piercing Policies

Review your store's ear piercing policies.

Following are commonly recommended policies for every location.

10 minutes



Customer Policy

- Ear piercing is available to any/all customers who meet your age criteria
- Ring sale prior to piercing

Minors

- Minors under the age of 18 must have a parent or legal guardian present to sign the Release Authorization Form.
- Adults completing the Release Authorization Form must have a legal ID that shows they are 18 or older (i.e. State Issued ID, Driver's License, Military ID or Passport.) Any other form of ID must have a photo, DOB, and an ID#.
- Do not pierce a minor's ears without their parent or court appointed legal guardian being present.
- Older sisters, aunts, uncles, grandparents, etc. are not permitted to sign a Release Authorization Form on behalf of a minor unless they are a court appointed legal guardian for the ear piercing customer.

Unhappy Customers

- Say to the customer 'I am sorry you are unhappy'.
- Tell the customer they should remove the earring(s) at home.
- They should wait 24 hours before returning to be re-pierced.
- **DO NOT** remove earrings in the store. Ears need time to rest before removing the earrings(s) at home and re-piercing.

At the time of re-piercing:

- Customer should show receipt from original piercing (per your store policy).
- A new Release Authorization form must be completed and signed.
- A new ear piercing kit will be used at no additional charge to the customer (per your store policy).
- If only re-piercing one ear, follow your store policy for handling the second earring in the cassette.

If the customer chooses not to be re-pierced:

- Follow your store policy for issuing a refund for the amount of purchase.
- **The associate should not remove the earrings in the store. They should be removed by the customer at home**

Ear Piercing Policies, continued

- All piercing procedures & policies must be followed as trained.
- Do NOT pierce ears that are red or swollen or if keloid scar tissue is present.

Piercing Cartridges & Cassettes

- Customers may not be given a cartridge with unused earring still encased.
- Kits are to be used for piercing at the time of sale. For safety and sterility, cartridges or cassettes cannot be purchased and taken home with intent of returning another time for piercing.

Safety Precautions

- Associates must wear gloves on both hands. A new pair of gloves must be worn for each customer.
- Associates are not to touch a customer's ears after the piercing.
- Associates may not remove earring backs or earrings for customers at the end of the healing process.

Children

- Children must be calm & willing and should never be forced or physically restrained to have their ears pierced.
- Parents/guardians should be advised to bring their children back on another occasion if their child becomes upset or unwilling.
- Suggest younger customers sit in their parent's lap for comfort.
- Whenever possible for children, we recommend having two associate pierce both ears simultaneously.
- If one ear is pierced and the child is unwilling to have the 2nd ear pierced, use the instrument to pierce the earring out of the cartridge. Follow your store policy for handling the second earring and re-piercing.

When the customer returns to complete their child's piercing:

- A new cassette must be used & a new Release Authorization form must be filled out and signed before the piercing can be completed.
- After the ear is re-pierced, follow your store policy for handling the second un-used earring.

If the customer decides not to return later for the 2nd piercing:

- Follow your store policy for issuing a refund.
- The associate may not remove the earring from the ear that was pierced.
- The parent/customer should remove the earring at home.

State Specific Regulations

OHIO

Sharps Disposal Containers

In the state of Ohio, stores are required to have a biohazard container for use in the unlikely event of instrument contamination.

- There are no sharps for disposal when piercing with the Inverness system as the earring is used to pierce the ear and is inserted directly in to the ear with the instrument.
- This disposal container is not to be used to dispose of cartridges. It's only for use in the unlikely event an instrument is exposed to blood (during over 40 years in the piercing business, Inverness is unaware of any blood exposure occurring).
- The regular trash container should be used for trash including used cartridges, empty cassettes, gloves, wipes, etc.

If this does happen, use the instructions on the Sharps container to mail the container with the contaminated instrument using the pre-paid shipping label provided.

Ohio only

Disinfecting the Ear Piercing Instrument

In the state of Ohio, stores are required to disinfect the piercing instruments after each customer's piercing.

- Stores in Ohio will be provided with Super Sani-Cloth wipes as part of the Starter Kit.
- Note: these wipes are not to be used on skin!

To use the cloths:

1. Check the expiration date on the box to ensure wipes have not lapsed.
2. Eject any cartridge into the trash.
3. While wearing gloves, wipe all visible surfaces of the instrument, even if they appear clean.
4. Discard the used wipe. It may not be reused.
5. Allow the instrument to air dry before returning it to your designated storage spot.

Piercing System

The Inverness ear piercing system is reliable and gentle.

5 minutes



Here are the parts of the Ear Piercing System:

The Inverness piercing instrument is hand-pressed to provide a smooth, quiet ear piercing. The instrument itself never touches the ear. Only the sterile cartridge touches the ear and is ejected after the piercing.



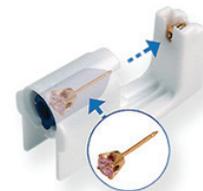
Hand-Pressed Piercing Instrument

Earring cassettes containing sterile piercing earring cartridges.

- Cassettes are sterilized to FDA standards and are guaranteed sterile until opened.
- Each cassette contains two individually sealed cartridges containing one earring and one earring back. (Single styles contain only one cartridge.) The cartridge fits into the instrument.
- Each cassette is labeled for easy identification. Stamped on the front is the Inverness style number, earring description, and Inverness manufacturing code (lot code).



Piercing Earring Cassette



Piercing Earring Cartridge



Piercing System, continued

Inverness piercing earrings are pre-sterilized, hypoallergenic and fine jewelry quality. They are available in a variety of metals including 14KT Yellow Gold, 14KT White Gold, Medical Grade Stainless Steel, and 24KT Gold Plate.

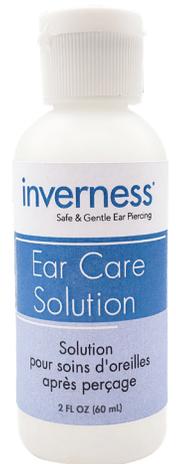


- All earrings have ultra-thin posts (20 gauge) & extra sharp piercing tips that allow for a gentle piercing experience.
- The exclusive Inverness Safety Back™ locks into place and covers the sharp piercing tip to ensure a secure, comfortable fit.
- Earring choices (including metal & price) can be found on your store's menu board.

Hygienic alcohol towelettes are provided to cleanse ears prior to marking and piercing.



Inverness Ear Care Solution is specially formulated to soothe and cleanse your newly-pierced ears without the drying or chapping that can come from using rubbing alcohol or hydrogen peroxide.

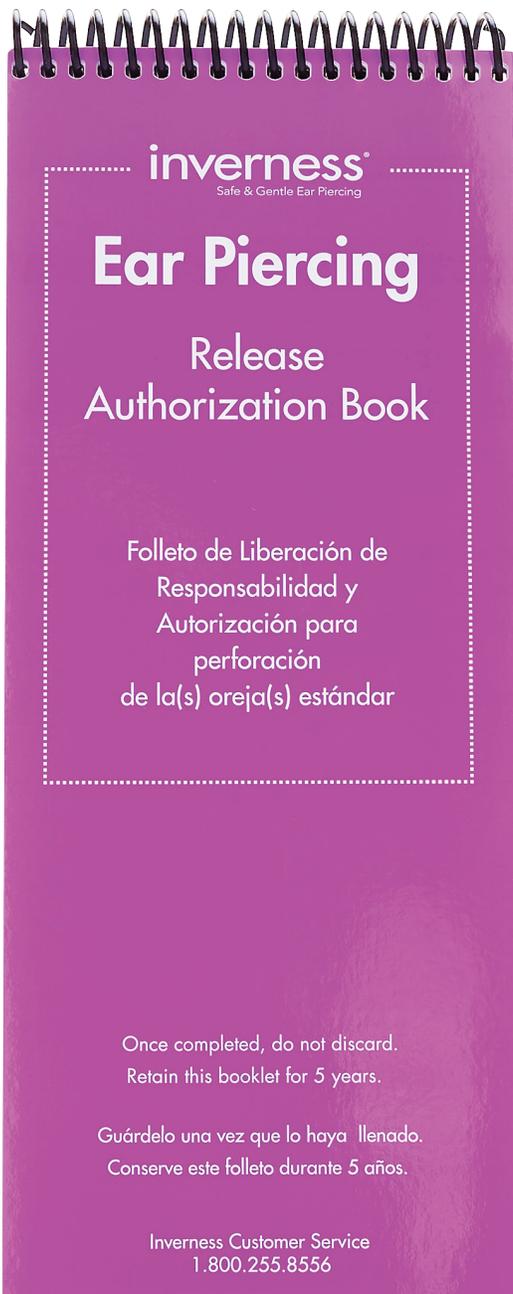


Surgical Marking Pen is used for dotting ears once they have been cleansed and allowed to dry prior to piercing. *This pen is only for marking the ears for earring placement.*

Piercing System, continued

Release Authorization Book While this isn't strictly part of the piercing system, it's an essential part of the piercing process.

- A Release Authorization Form must be completed and signed by EVERY ear piercing customer.
- If under 18 years of age, a parent or legal guardian **MUST** accompany the minor, show a legal form of photo ID, and sign the form.
- The Authorization Book includes Aftercare Instructions for you to give to your customer at the time of piercing.



Release Form →

Completed release forms must be kept on file for 5 years. →

Perforated →

Aftercare Instructions for Piercing Customers →

EAR PIERCING RELEASE AND AUTHORIZATION

Date _____ EARLOBE [] CARTILAGE []

Name of Customer Being Pierced _____

Address _____

City _____ State _____ Zip _____

Age (if under 18) _____ Date of Birth (if under 18) ____/____/____

Earring Style Purchased _____ Lot Code _____

In signing this Release and Authorization, I acknowledge and represent that:

(a) I have read this Release Form, I understand it and sign it voluntarily.

(b) I acknowledge receipt of, and understand the Aftercare Instructions and the risk of infection. I understand that I must carefully follow all Aftercare Instructions.

(c) If having my **CARTILAGE PIERCED**, I acknowledge that I am fully aware that cartilage piercing may carry a **greater risk of infection/complication** due to improper care of my pierced ears. **Should a problem occur, I should seek medical attention immediately.**

(d) I understand that if I am taking blood thinning medications, have diabetes, may be pregnant, or have a medical problem or history, I should obtain a doctor's approval before a piercing is performed. **PREGNANT WOMEN** usually cannot ingest medication should an infection occur.

(e) I understand that the piercing earring has a sharp tip and agree to follow the Aftercare Instructions to avoid lip exposure.

I certify that I consent to have my ear(s) pierced by an employee of the named store. I assume all responsibility for injury or loss, of any kind, that may be associated with this ear piercing procedure and agree to release and hold harmless the named store and Inverness from any and all actions and liability resulting from or relating to this ear piercing.

If under 18 years of age*, Parent or Legal Guardian signature is required:
I represent and certify that I am over 18 years of age or, if given on behalf of a minor, that I am the Parent or Legal Guardian of such minor and I will hold only myself liable and will indemnify, defend and hold harmless named store and Inverness in the event such minor makes a claim as a result of ear piercing. I understand a minor signing as an adult or an adult falsifying information constitutes a legally fraudulent act.

X Signature _____
 Customer Parent / Legal Guardian (court appointed)

Identification of Parent/Guardian _____ (Last Four Digits of Driver's License Number)

Store Name or # _____ Associate Name _____

[*Outside U.S.: age of legal majority for this jurisdiction.] **STORE COPY**

----- Separate here -----

AFTERCARE INSTRUCTIONS

PAIN, REDNESS AND SWELLING ARE NOT A NORMAL RESULT OF EAR PIERCING AND CAN LEAD TO INFECTION. SHOULD PAIN, REDNESS OR SWELLING APPEAR ANY TIME AFTER 24 HOURS AFTER THE PIERCING, REMOVE THE EARRING AND SEE YOUR PHYSICIAN IMMEDIATELY. THIS IS EXTREMELY URGENT WITH CARTILAGE PIERCING, AS VERY SERIOUS INFECTIONS AND/OR COMPLICATIONS CAN RESULT.

⚠WARNING⚠ It is vital that you faithfully follow ALL of the aftercare instructions to ensure proper healing of your newly pierced ears. Persistent redness or swelling indicates an infection or that your body cannot tolerate a foreign object.

EARLOBE: Leave the piercing earrings in for **SIX WEEKS**.

CARTILAGE: Leave the piercing earring in for **TWELVE WEEKS**.

DURING THE HEALING PERIOD AS OUTLINED ABOVE:

1. Always cleanse hands prior to touching your ears.
2. **CLEANSE** the pierced area 3 times daily using a clean cotton swab to soak both sides of the ear with Inverness Ear Care solution.
3. To prevent the earrings from adhering to the ear, **TURN** them completely around three times daily while cleansing the pierced area. **DO NOT REMOVE EARRINGS WHILE CLEANSING AND TURNING.**
4. After cleansing, check the earring back to ensure that it is positioned securely on the piercing earring.
5. Keep the pierced area **DRY** and **CLEAN**, especially after swimming or exercise. Moist environments breed bacteria and can cause severe infection. Immediately cleanse after using shampoo, hair products, spraying cologne, and after swimming/hot tub or exercise. Keep hair away from ears whenever possible during the healing period.
6. Take extra care when removing clothing over the head or brushing hair, so that earrings don't get caught. Exercise care when participating in sports or rough play.

AFTER THE HEALING PERIOD:

Earlobe: For the first six months do not go longer than 24 hours without earrings to prevent the hole from closing.

Cartilage: Cartilage: For the first six months, do not leave earrings out for any length of time. When an earring is removed, immediately replace it.
 You may want to file down the points of your earring posts with an emery board to make them more comfortable to insert and to avoid reopening the healed area. Clean the earrings with **Inverness Ear Care Antiseptic** before reinserting.

EARLOBE: In many cases returning to proper aftercare procedures will clear up an irritation in the **EARLOBE. CHECK** to see if earrings are too tight. **LOOSEN**, if necessary, and increase cleansing with **Inverness Ear Care Solution** to three times a day. If the problem continues, remove earrings and **SEEK MEDICAL ATTENTION IMMEDIATELY.**

CARTILAGE: If pain, redness, or swelling lasts more than 24 hours **IMMEDIATELY REMOVE THE EARRING AND SEEK MEDICAL ATTENTION.**

For additional assistance contact Inverness Customer Service at 1-800-255-8556. A Customer Service Representative will be available to answer your questions weekdays between 9am and 5pm Eastern Standard Time.

CUSTOMER COPY

Piercing Fact: The inverness Ear Piercing system has been used to pierce over 200 million pairs of ears. Wow!

Ear Piercing Steps

Before Piercing

20 minutes



Verify customer's age.

- A parent/legal guardian must be present with a photo ID to sign the Release Authorization Form on behalf of the minor.

Discuss choice of earring styles and metals.

- Show the customer the menu board & help them choose earrings for piercing.
- All the earring metals are hypoallergenic & comply with the highest level of consumer product safety guidelines. Metal choice should be based on customer's preference & price point.

Locate the earring style the customer picked for their ear piercing.

Review the basics of ear piercing aftercare so that your customer will know what to expect.

When explaining about aftercare, tell them that the Ear Care Solution is specially-formulated with Benzalkonium Chloride to cleanse and soothe newly-pierced ears without stinging, drying, or chapping the skin.

- Hydrogen Peroxide & Isopropyl Alcohol are not recommended. Hydrogen Peroxide is a form of bleach and discolors metal, it can also prevent tissue from healing.
- Alcohol stings and can chap and irritate and dry the skin.

Ring the transaction.

- Customers must purchase their piercing earrings prior to the piercing.

Complete the Release Authorization Form.

- This form must be filled out prior to the ear piercing process for EVERY piercing.
- Associate completes:
 - Date
 - Earring Style Purchased
 - The last 4 digits of the Legal ID # (Driver's License, State Issued Photo ID, Passport, or Military ID).
 - If a minor, parent or legal guardian's ID
 - Store #
 - Associate Name
- Ear piercing customer (or parent or legal guardian if under 18) must complete:
 - Name
 - Address, City, State, Zip
 - Age & DOB
 - Signature

Ear Piercing Steps

Seat the customer.

- Ask customer to remove earrings in any existing lobe piercings.

Set-up for piercing and gather required tools:

- Gloves (should fit snugly)
- Cassette (double-check it's the style the customer chose)
- Piercing Instruments (if the customer is getting 2 ears pierced, we suggest using 2 instruments so both can be loaded prior to piercing)
- Surgical Marking Pen
- 2 Alcohol Towelettes
- Mirror

Cleanse your hands and put a disposable glove on each hand.

Check ears:

- Check the customer's ears for Keloid scar tissue (lump, rolling ball within the ear lobe, or a growth on the surface).
- **DO NOT PIERCE** if you are concerned keloids may be present on one or both ears or if redness and/or swelling are present.
- **DO NOT PIERCE** if you are concerned that what you are seeing and/or feeling will create a problem with the piercing and/or healing process. Refer your customer to their physician for the ear piercing.
- **DO NOT PIERCE** through or next to a mole.
- Never diagnose! Simply tell the customer you are uncomfortable piercing due to what you see and/or feel and it is best to discontinue the piercing.

Cleanse.

- Open an alcohol prep pads, and use one pad to thoroughly cleanse the front and back of the customer's ears. Save the 2nd prep pad for wiping off dots if necessary.
- While ears are drying and prior to marking, provide the customer with verbal aftercare instructions.
- Aftercare instructions are also on the customer copy of the Release Authorization form.



Load.

- Peel the seals completely off the cartridge compartments.
- Lift out the earring cartridges one at a time and insert into instruments.
- You should hear each cartridge 'click' into place.
- If it doesn't click into place, press the eject button and try again.
- If you can't get it to click, do not use the cartridge. Use a different cartridge. After the piercing is complete, follow your store's damage policies for the unused cassette.



Ear Piercing Steps

Aftercare Instructions (review while cleansed ears are drying):

- For an **earlobe piercing**, leave piercing earrings in the ear for **6 weeks**. Do not remove them during this period.
- For a **cartilage piercing**, leave the piercing earrings in the ear for **12 weeks**. Do not remove them during this period.
- Clean ears 3 times every day using a cotton swab thoroughly soaked in aftercare solution. Thoroughly cleanse the front and back of the piercing site around the earrings.
- Turn earrings 3 times daily while cleansing to prevent adhesions.
- **EARLOBE PIERCINGS:** After 6 weeks, you can remove these earrings and change to light stud style earrings. From 6 weeks to 6 months, don't go longer than 24 hours without earrings or the piercing may close.
- **CARTILAGE PIERCINGS:** After 12 weeks, you can remove these earrings and change to light stud style earrings. From 12 weeks to 6 months, wear earrings 24/7 or the piercing may close.

Mark.

- Use the surgical marking pen to mark the ears.
- Start by placing a small dot on one ear.
- Use the tip of the pen to tap the dot on the ear.
- Allow the customer to approve the dot before placing a matching dot on the other ear.
- **Safety note:** do not allow customer to touch their ears when looking at placement. If the ears are touched with an ungloved hand, they must be cleansed again.
- Make sure the customer approves both dots before piercing.
- If dissatisfied, use a towelette to wipe off the dot and start again.
- Ensure the customer is not sitting with legs crossed or tilting head when marking & piercing.
- Once customer has approved placement dots, you can proceed.



Placement Guidelines

- All ears are unique! Look at the size and shape of each ear. Check placement of existing piercings before proceeding with the marking of the ears.
- **First Ear Piercing** Follow the natural line of the ear. Place the dot on the center of the earlobe(s).
- **Multiple Earlobe Piercing** Follow the natural line of the ear. Mark dots 1/4" to 3/8" apart, depending on customer preference and the size of the earrings they plan to wear and the size and shape of ear.
- Check placement for uniform spacing between each earring and for alignment across the face.
- Multiple earlobe piercings may take place on the same customer in one sitting. Be sure to mark ALL dots for all piercings and get customer approval before proceeding with the piercings.



Ear Piercing Steps

Aim

- Hold the instrument firmly in one hand with the handle fitting in the palm of your hand.
- While keeping the back of the cartridge against the back of the ear, hold the ear with the other hand.
- Place a finger against the back of the instrument (behind cartridge) for support.
- Apply firm/even pressure along the handle and slowly depress the handle to push the inner plastic capsule forward and out of the cartridge toward the dot.
- Aim carefully making sure the end of the capsule is lined up to or touching the dot. The instrument should be to the ear.
- DO NOT aim at the dot with the pointed tip of the earring post. Forcing the earring post out of the capsule prior to piercing can result in a higher likelihood of a misfire. Aim at the dot with the end of the extended inner capsule only.

Pierce

- Pierce by quickly & firmly depressing the handle all the way in until it can go no further.
- Hold the handle in for a quick/silent count of 3. Hold "1.....2.....3" This provides a solid follow through to complete the ear piercing and ensures the plastic tab releases the earring back.
- Release the handle slowly while checking to make sure the piercing is complete.
- Carefully move the instrument down and away.



Repeat the above AIM/PIERCE technique to pierce the 2nd ear.
Use mirror to show the customer their newly pierced ears.

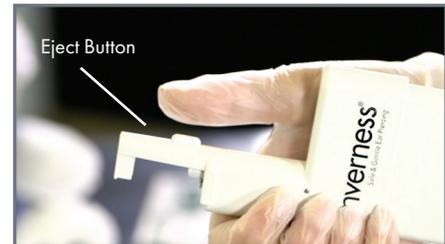
Dual Piercings

When 2 associates are piercing a customer at the same time, tell the customer you will be counting to 5. This helps avoid any anticipatory movement. You will pierce on the 3 and then continue your 4, 5 count out loud as you hold the handle in. On 5, slowly release the handle and bring the instruments away from the ear.

Ear Piercing Steps

Eject

- Use the button on the bottom of the instruments to eject the cartridge into the trash.
- Dispose of all trash.



Congratulations

- Give the customer their aftercare solution and instructions before they leave.

How do you make it special?

- Share in the customer's excitement of getting their ears pierced
- Talk to customers throughout the piercing, connect with them like you would anywhere on the salesfloor.

Celebrate every Ear Piercing as a milestone. Make it special for the customer!

Clean-Up

After the piercing is complete, it's important to put tools away and clean-up the piercing area. One of the most important factors to ear piercing consumers when choosing a location is a clean, sterile environment.

- Wipe and put away instruments and piercing supplies.
- Eject any cartridges into the trash.
- While wearing gloves, wipe all visible surfaces of the instrument, even if they appear clean.
- Discard the used wipe. It may not be reused.
- Allow the instrument to air dry before returning it to your designated storage spot.
- Throw away trash.
- Wipe down the piercing area with antiseptic wipes.



Practice Piercing on Foam Ears & Volunteers

Practice | Foam Ears

Give each associate the following tools:

- Piercing Instrument
- Foam Ear
- 3-4 Piercing Cartridges from Demo Pack
 - Remove protective seal prior to loading in instrument.
 - These cartridges are for foam ear practice only. They are never to be used for piercing actual ears as they are not sterilized.

20 minutes



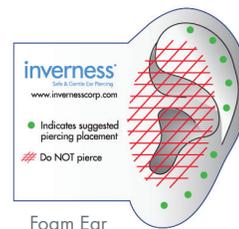
Hand-Pressured Piercing Instrument



Cartridge



Practice Cartridges



Foam Ear

Ask associates to practice aiming & piercing the foam ear:

Answer questions & observe associates as they practice, offering feedback as required.

Once associates feel comfortable piercing the foam ears, it's time to practice on volunteers.

Note: The length of this part of training will vary based on how many associates are in the session and how many volunteers you have.



Practice | Volunteers

TIP: Associates may find it helpful to get comfortable with positioning their hands and lining up the instrument using an empty cartridge in the instrument before actually piercing their volunteer's ears. The empty cartridges from practicing on the foam ear are perfect for this.

Follow all piercing steps:

- Associates must follow all piercing steps when practicing on volunteers.
- Volunteers must complete the Release Authorization Form. If volunteers are minors, a parent or legal guardian with a photo ID must sign the release form and be present throughout the piercing.
- Use the sterilized earring cassettes provided for training purposes.
- Observe the associates as they complete piercing steps. Prompt them with next steps, and offer help and feedback throughout the process.



We encourage associates to practice on each other during this session. There are many benefits of this including:

- When you are piercing another associate's ears, you can get through 1st time nerves before piercing a customer.
- When your ears are pierced, you understand the feeling of piercing & know you aren't hurting anyone.

Overall, you'll realize just how easy & painless piercing is for the associate & most importantly, your customers!

Remind the volunteers they do not have to keep the earrings in. They can remove them at home a few hours after training and the piercings will close up quickly. This is a fun opportunity for volunteers to get their ears pierced for free!

Piercing Learning Checklist

Training is Complete

2 minutes



Training is now complete. Answer any outstanding questions and then ask associates to complete & sign the Ear Piercing Learning Checklist.

inverness[®] Safe & Gentle Ear Piercing Learning Checklist

Name: _____ Date: _____

After Ear Piercing training, you will have the knowledge, training, and practice to pierce ears with the Inverness System.

Check off to verify you have learned the following:

- 1. Ear Piercing Policies, including:**
 - Age requirements
 - Requirements for minors
 - Customer satisfaction policy
 - Returns policy
 - Local jurisdiction regulations (if applicable)
- 2. Step by Step Piercing Process:**
 - Before Piercing
 - Ear Piercing Placement Guidelines
 - Piercing Steps
 - Aftercare Instructions
- 3. Practical Experience**
 - Foam Ear Practice
 - Practice on Volunteers

I agree to follow each step as trained to ensure the safety and satisfaction of our customers.

Associate Signature: _____ Trained by: _____

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