

## Ch. 3 Notes

### Personal Appearance:

It is very important to attend to [personal hygiene](#) and be free from any strong [odors](#) ([perfume](#), [BO](#), [tobacco](#), [patchouli](#), etc.)

Hair should be neat/clean, avoid [extreme](#) styles, colors, etc. Long hair must be pulled/pinned [back](#) and off the collar so that it won't touch any [patients](#), trays or equipment and won't obstruct [vision](#) during [procedures](#).

Nails must be kept [short](#) and clean to avoid [injuring](#) patients, transmitting [germs](#) and tearing or puncturing [gloves](#). Colored [polish](#) is often not allowed.

Makeup should be light and [natural](#).

### Uniforms must be:

[Neat](#), clean, well-[fitting](#), [wrinkle](#) free, in keeping with the standards of [your](#) workplace and worn with [white](#) or neutral [undergarments](#).

### General rules regarding shoes:

Shoes should [fit](#) well, offer [support](#) and have low [heels](#) to avoid fatigue and [accidents](#).

Avoid [tennis shoes](#) (some exceptions), sandals or any [open-toed](#) shoes and colored/patterned [stockings](#).

Shoes should be cleaned [daily](#) and [laces](#) must be cleaned and replaced often.

### General rules regarding jewelry:

Jewelry is often [not](#) allowed because it could injure the patient or [employee](#) and is a reservoir for [germs](#). Some possible exceptions include a [watch](#), [wedding](#) ring and [small](#) pierced earrings.

## Stress management

Employees need to be [aware](#) of their body's response to stress and follow a 4-step plan for gaining control:

1. [Stop](#)
2. [Reflect](#)
2. [Breathe](#)
4. [Choose](#)

Suggestions for managing stress include:

1. Live a [healthy life](#) - [rest](#), exercise, a balanced diet, good [posture](#) and no [drugs](#)
2. Take a [break](#) - sit in a comfortable chair with your [feet up](#)
3. [Relax](#) - take a [bath](#), get a massage
4. Escape - listen to [music](#)
5. Relieve [tension](#) - concentrate on relaxing tense [muscles](#), deep [breathing](#), pressure points
6. Rely on [others](#) - [ask](#) for support, [delegate](#)
7. Meditate - think on your [beliefs](#)
8. Use [imagery](#) - visualization
9. [Enjoy](#) yourself - hobbies
10. [Renew](#) yourself - learn a new [skill](#) or perform [community service](#)
11. Think [positively](#) - be [proud](#) of your accomplishments, silence pathological critic
12. Learn to be a [problem solver](#) - gather [info](#), [identify](#) the problem, list [options](#), make a plan, [act](#), [evaluate](#)
13. Practice [time](#) management - [prioritize](#), avoid over-[commitment](#), use [schedules](#) and "to do" lists, set [goals](#) and avoid distractions