

Lesson Plan: How to Perform an Ear Lobe Piercing

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HST860

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## Brief Overview of Lesson Plan: How to Perform an Ear Lobe Piercing

<i>Organization:</i>	Claire's Boutiques
<i>Program Title:</i>	Ear Lobe Piercing
<i>Instructor(s):</i>	Vanisha Kasandas
<i>Date:</i>	May 25, 2015
<i>Time Allocation:</i>	40 minutes
<i>Trainees:</i>	All employees at Claire's Boutique Promenade Mall
<i>Where:</i>	Claire's Boutique Promenade Mall

### Training Objectives

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Upon completion of the training session all employees at Claire's Boutique will be able to:

- I. Identify the materials needed to set up and prepare for an ear piercing (Knowledge)
- II. Perform an ear piercing (Synthesis)
- III. Understand the Claire's Ear Piercing Aftercare procedure (Knowledge)
- IV. Explain the Claire's Ear Piercing Aftercare procedure to a customer (Comprehension)

### Classroom Requirements

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Claire's stores with an ear piercing station

### Training Materials and Equipment

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Computer, Internet connection, ear piercing registry, disinfectant wipes, paper towel, hand sanitizer, latex gloves, alcohol swabs, foam ear, surgical pen, Inverness ear piercing instrument, cotton balls, Claire's Aftercare solution

### Trainee Supplies

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A writing instrument

### Trainee Handouts

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1. Welcome to: How to Perform an Ear Lobe Piercing
2. Photo guide to the materials needed to perform an ear piercing
3. Claire's Ear Piercing Registry
4. Ear Piercing Process Checklist
5. Aftercare Procedure Checklist

## Ear Piercing Detailed Lesson Plan

### Objective

Upon completion of the training session all employees at Claire’s Boutique will be able to:

- I. List the materials needed to set up and prepare for an ear piercing.
- II. Perform an ear piercing.
- III. Understand the Claire’s Ear Piercing Aftercare procedure.
- IV. Explain the Claire’s Ear Piercing Aftercare procedure to a customer.

Trainees: All Claire’s employees

Time: 9:00 a.m. – 9:40 a.m.

### Course Outline

9:00- 9:01 Introduction of trainers and overview of agenda and learning objectives.

#### Agenda

1. Lecture of materials needed for the ear piercing process
2. Modelling of the ear piercing process
3. Rehearsal of the ear piercing process
4. Instructional Media: on the Aftercare procedure of an ear piercing
5. Role Play: Explaining the ear piercing Aftercare procedure

#### Learning Objectives

See above.

9:02- 9:05 **Lecture: Materials Involved in An Ear Piercing**

Overview: The list of materials needed to perform an ear piercing is found in the second handout. The objective of this lecture is to highlight the materials needed in the ear piercing process and their use as well as where to find them within the ear piercing station.

Instruction: The trainer will present all the necessary materials needed to perform an ear piercing. The trainee will follow along with the photo guide of materials handout and make note of the materials’ use and where they can be found in the ear piercing station.

Materials Required: pen, Ear Piercing Registry Form, disinfectant wipes,

paper towel, hand sanitizer, latex gloves, alcohol swabs, surgical pen, Inverness ear piercing instrument, cotton balls, Claire's Aftercare solution

9:06- 9:10 **Modelling: The Ear Piercing Process**

Overview: The objective of this modelling activity is to demonstrate the ear piercing process and to give the employee a visual of the key procedures from start to finish. These key procedures include: Set up and preparation of the station, preparing the ear for piercing, piercing the ear, cleaning the ear and the clean-up of work station.

**Instruction:**

The employee will watch as the trainer demonstrates the piercing procedure from start to finish. The employee will follow along with the ear piercing checklist to check for key learning points.

Materials Required: pen, Ear Piercing Registry Form, disinfectant wipes, paper towel, hand sanitizer, latex gloves, foam ear, alcohol swabs, surgical pen, Inverness ear piercing instrument, cotton balls, Claire's Aftercare solution

9:11- 9:14 **Debrief: Modelling The Ear Piercing Process**

Debrief the modelling activity by lecturing on the appropriate order and descriptions of each aspect of the piercing procedure.

Major points to be covered include:

A. Set up and Preparation of the Station

- Ask customer to fill out an Ear Piercing Registry Form
- Use disinfectant wipes to clean down surface of the ear piercing station
- Lay out the Inverness piercing instrument, sterilized pre-packaged earrings, alcohol swabs, surgical pen, cotton balls, and Claire's Aftercare solution on a paper towel
- Clean hands with hand sanitizer and wear gloves

B. Prepare the Ear For Piercing

- Clean each ear lobe with a new alcohol swab
- Draw a dot on the ear with the surgical pen to illustrate where the earring will go
- Confirm the position with the customer

C. Pierce the Ear

- Unwrap the earrings and snap into the Inverness instrument
- Use one hand to hold on to the ear and the other hand to hold the Inverness instrument
- Line the post of the earring up with the dot on the ear
- With a steady hand and pressure squeeze the instrument together to

bring the backing and post of the earring together and pierce the ear

D. Clean the Ear

- Wet a cotton ball with the ear piercing Aftercare solution and clean around the new piercing
- Use a second cotton ball for the second ear

E. Clean-Up the Station

- Place surgical pen and piercing instrument back in to the piercing station drawer
- Discard of earring packaging, paper towel, gloves, alcohol swabs and cotton balls
- Clean countertop with disinfectant wipe
- Clean hands with hand sanitizer

9:15- 9:20

**Rehearsal of the Piercing Process**

Overview: The rehearsal activity is intended to allow employees to demonstrate what they have learned through the modelling process and apply their knowledge in conducting their own trial piercing procedure.

Instruction: The employee will perform a piercing on a foam ear while considering the major learning points demonstrated during the modelling activity. Ask employees to refer to the Ear Piercing Procedure Checklist provided to reinforce attention to detail.

Materials Required: pen, Ear Piercing Registry Form, disinfectant wipes, paper towel, hand sanitizer, latex gloves, foam ear, alcohol swabs, surgical pen, Inverness ear piercing instrument, cotton balls, Claire's Aftercare solution

9:21- 9:22

**Debrief: Rehearsal of the Piercing Process**

Provide feedback to employee on their rehearsal of the piercing process using the Ear Piercing Process Checklist as a guide. Make sure to check that all key learning points were demonstrated effectively.

9:23- 9:30

**Instructional Media: Understand the Aftercare Procedure**

Overview: The objective of the video is for the employee to gain knowledge of the aftercare procedure of an ear piercing so they can in turn supply the information to customers. This includes how to clean the earrings, points of caution and where to go for more information.

Instruction: Show the YouTube Video "[Claire's Aftercare Video 2015](#)" (runs 6:02). Ask employees to fill out the Aftercare Procedure Checklist while watching the video to emphasis attention to detail.

Materials Required: YouTube video, computer, pen, Aftercare Procedure

## Checklist and Ear Piercing Registry Form

9:31- 9:33

### **Debrief: Instructional Media: Understand the Aftercare Procedure**

Go through the Aftercare Procedure Checklist answers to ensure the employee understand the following major points of information:

#### A. How to Clean The Earrings

- Dampen a cotton ball with the Ear Piercing Aftercare Solution and clean around the piercing 3 times a day for 6-8 weeks
- After 6-8 weeks earrings can be changed but for the first 6 months the piercing must always contain an earring to prevent closure

#### B. Points of Caution

- If itching or swelling persists after 24 hours of the procedure see your doctor
- Be careful when changing clothes, brushing hair, wearing headphones to make sure earrings do not get caught in anything

#### C. Where to find more information

- [www.clares.com](http://www.clares.com)
- Call your local store (phone number should be written on back of registry form)

9:34- 9:37

### **Role Play: Explaining the Ear Piercing Aftercare Procedure**

Overview: The objective of this role play is for the employee to have practise and confidence in explaining the aftercare procedure to a customer with the Ear Piercing Registry as a guide. This includes how to clean the earrings, points of caution and where to go for more information.

Instruction: Ask the employee to pretend you are a customer who just had their ears pierced and to explain to you how to go about the aftercare procedure.

Materials Required: Ear Piercing Registry form and pen.

9:38- 9:40

### **Closing**

Thank participants and ask for any final questions.

\* Handouts included in the following pages

## Welcome to: How to Perform an Ear Lobe Piercing

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<i>Trainees:</i>	All employees at Claire's Boutique
<i>Where:</i>	Claire's Boutique Promenade Mall

### Training Objectives

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Upon completion of the training session all employees at Claire's Boutique will be able to:

- I. Identify the materials needed to set up and prepare for an ear piercing.
- II. Perform an ear piercing.
- III. Understand the Claire's Ear Piercing Aftercare procedure.
- IV. Explain the Claire's Ear Piercing Aftercare procedure to a customer.

### Classroom Requirements

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Claire's stores with an ear piercing station

### Trainee Supplies

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A writing instrument

### Agenda

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**9:02-9:05** Lecture of materials needed for the ear piercing process

**9:23- 9:33** Instructional Media: Aftercare procedure of an ear piercing

**9:06-9:14** Modelling of the ear piercing process

**9:34-9:37** Role Play: Explaining the ear piercing Aftercare procedure

**9:15- 9:22** Rehearsal of the ear piercing process

**9:38-9:40** Wrap-Up



## Ear Piercing Process Checklist

### A. Set up and Preparation of the Station

- Ask customer to fill out an Ear Piercing Registry Form
- Use disinfectant wipes to clean down surface of the ear piercing station
- Lay out the Inverness piercing instrument, sterilized pre-packaged earrings, alcohol swabs, surgical pen, cotton balls, and Claire's Aftercare solution on a paper towel
- Clean hands with hand sanitizer and wear gloves



### B. Prepare the Ear for Piercing

- Clean each ear lobe with a new alcohol swab
- Draw a dot on the ear with the surgical pen to illustrate where the earring will go
- Confirm the position with the customer

### C. Pierce the Ear

- Unwrap the earrings and snap into the Inverness instrument
- Use one hand to hold on to the ear and the other hand to hold the Inverness instrument
- Line the post of the earring up with the dot on the ear
- With a steady hand and pressure squeeze the instrument together to bring the backing and post of the earring together and pierce the ear

### D. Clean the Ear

- Wet a cotton ball with the ear piercing Aftercare solution and clean around the new piercing
- Use a second cotton ball for the second ear

### E. Clean-Up the Station

- Place surgical pen and piercing instrument back in to the piercing station drawer
- Discard of earring packaging, paper towel, gloves, alcohol swabs and cotton balls
- Clean countertop with disinfectant wipe
- Clean hands with hand sanitizer



## Ear Piercing Registry Form

**claire's** EAR PIERCING REGISTRY & RELEASE OF LIABILITY/WAIVER OF CLAIMS  
Over 3,000 locations throughout the world and over 80 million ears pierced.

**STEP ONE: STORE ASSOCIATE TO COMPLETE BEFORE EAR PIERCING**

DATE \_\_\_\_\_ STORE # \_\_\_\_\_ ASSOCIATE \_\_\_\_\_  EAR LOBE  OUTER EAR CARTILAGE (WHERE AVAILABLE)  
TRANSACTION # \_\_\_\_\_ EP PKG PRICE \$ \_\_\_\_\_ STYLE # \_\_\_\_\_ LOT # \_\_\_\_\_  
PHOTO ID OF CUSTOMER or PARENT/LEGAL GUARDIAN:  Driver's License  Government Issued ID  Passport LAST 4 DIGITS OF PHOTO ID \_\_\_\_\_

**STEP TWO: YOUR INFORMATION**

To be completed by Customer or Parent/Legal Guardian on Customer's behalf if Customer is under 16 years of age.

NAME \_\_\_\_\_ DATE OF BIRTH \_\_\_\_/\_\_\_\_/\_\_\_\_ AGE \_\_\_\_\_  
ADDRESS \_\_\_\_\_ CITY \_\_\_\_\_  
PROVINCE \_\_\_\_\_ POSTAL CODE \_\_\_\_\_ HOME # (\_\_\_\_) \_\_\_\_\_

IF CUSTOMER IS A MINOR, PLEASE CHECK:  I am the parent or legal guardian and I represent that I have the authority to take actions for this minor.  
IF UNDER 3 MONTHS OF AGE: Infant must have received their first set of government recommended immunizations, including DTaP DATE OF INOCULATION \_\_\_\_\_

PLEASE INITIAL THE FOLLOWING AND SIGN BELOW:

I understand that my ears will be pierced with pre-sterilized, single-use ear piercing earrings that are packaged in sealed containers.  
 I acknowledge that if I am taking blood-thinning medications, antibiotics, have diabetes, am pregnant, have a history of infection or any other medical problem, ear piercing may carry a greater risk for me. I must consult a physician for approval before piercing.  
 I understand that, despite Claire's best efforts and my proper after care, the potential for infection exists. Improper after care/hygiene, metal sensitivity, or other causes may increase the risk of infection. Additionally, ear piercing may result in the formation of cysts or keloids.  
 I have read, and understand the AFTER CARE PROCEDURES and received a copy for my after care reference.  
 I understand that since Claire's will not have the opportunity to monitor my at home after care, it is solely my responsibility to follow the AFTER CARE PROCEDURES provided at the time of the ear piercing.  
 I have agreed to this ear piercing procedure, fully aware of the potential risks and complications.

FOR EAR CARTILAGE PIERCING\* ONLY (\*Not available for children under 13): I understand and accept that ear piercing of the cartilage may carry a greater risk of redness, swelling, local and systemic infection, permanent scarring, the potential of cartilage deformity, and may take substantially longer to heal. Some infections may be caused by Pseudomonas aeruginosa or other antibiotic resistant bacteria.

PRINT NAME \_\_\_\_\_ CHECK IF APPLIES:  PARENT  LEGAL GUARDIAN  
SIGNATURE \_\_\_\_\_ If under 16 years of age, parent or legal guardian signature is required.

**STEP THREE: AGREEMENTS & RELEASE OF LIABILITY/WAIVER OF CLAIMS**

Claire's Stores Canada Corp., ("Claire's"), uses a safe and hygienic ear piercing procedure. However, improper care of newly pierced ears on my part, or other causes, can lead to problems over which Claire's has no control. I, the undersigned, acknowledge that I am aware that ear piercing carries some risks. These risks include, but are not limited to, infection, metal sensitivity, allergic reactions, inflammation, embeddings, scarring, fainting and other complications. I FURTHER UNDERSTAND THAT EAR PIERCING OF THE CARTILAGE CARRIES A GREATER RISK OF REDNESS, SWELLING, LOCAL AND SYSTEMIC INFECTION, PERMANENT SCARRING, THE POTENTIAL OF CARTILAGE DEFORMITY, AND MAY TAKE SUBSTANTIALLY LONGER TO HEAL. SOME INFECTIONS MAY BE CAUSED BY PSEUDOMONAS AERUGINOSA OR OTHER ANTIBIOTIC RESISTANT BACTERIA.

I understand that any employee of Claire's, when performing an ear piercing, does not act in the capacity of a medical professional. The recommendations made by any employee of Claire's are just recommendations. They are not to be construed as or taken in lieu of advice from a medical professional. I voluntarily agree to this ear piercing procedure, for myself or my minor child, fully aware of the potential risks and complications. In addition, I hereby assume all risks of loss or injury of any kind whatsoever that may be associated with ear piercing.

In signing this RELEASE OF LIABILITY/WAIVER OF CLAIMS, I hereby acknowledge and represent that:

- I HAVE READ THIS RELEASE OF LIABILITY/WAIVER OF CLAIMS, UNDERSTAND IT, AND SIGN IT VOLUNTARILY.
- I am over 16 years of age, and I hold only myself liable and hereby release and waive any and all claims that I may have against Claire's, its agents and its employees with respect to this ear piercing. OR
- I am the parent or legal guardian of a minor under 16 years of age, and I hold only myself liable and hereby release and waive any and all claims that I or the minor may make as a result of this ear piercing.
- I further agree that should I, my child, or anyone else make a claim against Claire's for compensation for damages or harm allegedly incurred because of negligence of Claire's, its agents, or its employees, I shall indemnify and hold Claire's harmless against all such claims and associated costs, including any attorney fees Claire's incurs in defending against such claims.
- For purposes of signing this RELEASE OF LIABILITY/WAIVER OF CLAIMS, I understand that a fraudulent act is committed if either (i) a minor represents that he or she is an adult, or (ii) I falsely represent that I am the parent or legal guardian of a minor under 16 years of age.

PRINT NAME \_\_\_\_\_ CHECK IF APPLIES:  PARENT  LEGAL GUARDIAN  
SIGNATURE \_\_\_\_\_ If under 16 years of age, parent or legal guardian signature is required.

**AFTER CARE AGREEMENT**  
I understand that I must carefully follow all AFTER CARE PROCEDURES, agree to do so, and hereby release Claire's from any and all claims that I may have as a result of my failure to carefully follow all PROCEDURES.  
SIGNATURE \_\_\_\_\_ If under 16 years of age, parent or legal guardian signature is required.

**PROCEDURE ACKNOWLEDGEMENT**  
I hereby acknowledge and represent that:  
1. I have observed that the associate wore new, disposable ear piercing gloves for my/my child's ear piercing.  
2. I have observed that the associate cleaned the ear piercing instrument and each of my/my child's ears with a separate, single-use disinfectant/antiseptic wipe before the piercing.  
SIGNATURE \_\_\_\_\_ If under 16 years of age, parent or legal guardian signature is required.

KEEP BOTH STORE COPIES OF THIS REGISTRY ON FILE, IN STORE, FOR 5 YEARS FROM DATE OF PIERCING  
WHITE - STORE COPY | YELLOW - STORE COPY | PINK - CUSTOMER COPY

SKU# 93087  
CANADA

## Aftercare Procedure Checklist

While watching the video “Claire’s Aftercare Video 2015” fill in the following blanks in the Aftercare Procedure Checklist.

### A. How to Clean the Earrings

- Dampen a cotton ball with \_\_\_\_\_ and clean around the piercing \_\_\_\_\_ times a day for \_\_\_\_\_
- After \_\_\_\_\_ earrings can be changed but for the first \_\_\_\_\_ the piercing must always contain an earring to prevent closure
- After a week of having the piercing \_\_\_\_\_ the earring to allow for proper healing

### B. Points of Caution

- If itching or swelling persists after 24 hours of the procedure see your doctor
- Be careful when changing \_\_\_\_\_ , \_\_\_\_\_ , \_\_\_\_\_ to make sure earrings do not get caught in anything
- Do not tighten the earring as this can cause \_\_\_\_\_ or greater risk of an \_\_\_\_\_

### C. Where to find more information

- \_\_\_\_\_
- Back of the Ear Piercing Registry Form
- Call your local store (phone number should be written on back of registry form)



# Photo Guide of Materials Needed to Perform an Ear Piercing

## 1. Cotton Balls



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## 2. Alcohol Swabs



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## 3. Hand Sanitizer



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## 4. Surgical Pen



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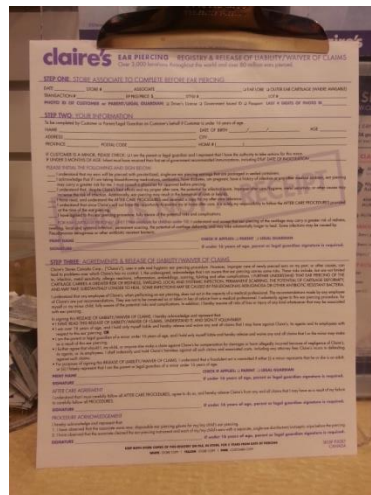
## 5. Inverness Piercing Instrument



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## 6. Ear Piercing Registry



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7. Latex Gloves



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10. Paper Towel



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8. Sterilized Pre-Packaged Earrings



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11. Ear Piercing Station



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9. Disinfectant Wipes



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## **How to Incorporate e-Learning into a Traditional Lesson Plan**

Learning how to effectively perform an ear piercing is a hands-on task in which a trainee would benefit from an instructor led training session. However, various aspects of the training could very well be demonstrated through e-learning. “E-learning is the use of computer network technology such as the intranet and internet to deliver information or instruction to individuals (Haccoun and Saks 227)”. Technology based learning can make training more consistent and cost effective in the long run. If it is self-led and asynchronous it can eliminate the need for an instructor and be more convenient for trainees to access.

Below are suggestions of how e-learning could be incorporated into each of the activities described in the traditional lesson plan above.

### **Materials Involved in an Ear Piercing**

Trainees will be directed to an interactive program which displays a visual of the ear piercing station at a Claire’s store. When the trainee drags their cursor over the various compartments in the station a bubble with an enlarged image of the material will appear. In addition, a description of its use will appear in a side bar for easy reading. As an assessment, trainees will be given an online crossword puzzle with the clues pertaining to the various materials displayed in the previous activity and where they can be found within the station.

### **The Ear Piercing Process**

Trainees will be presented with a video of a model performing an ear piercing. The video will be segmented into five portions, one for each key learning point. After the initial clip the trainee will be asked some self-check questions to check for understanding. If the trainee is unsure about any details they can go back to re-watch the video clip. If they feel confident in the material they can click an arrow to proceed to the next key learning point.

### **Rehearsal of the Piercing Process**

Trainees will be given the opportunity to simulate an ear piercing on a computer screen as practise for the real deal. A program such as Articulate Storyline could be used to simulate the ear piercing process as it includes characters that undergo various situations which prompt user decision making and tests for knowledge along the way (“Scenario Starters”).

### **Instructional Media: Understand the Aftercare Procedure**

Trainees will be directed to a video which outlines the aftercare procedure. This video will mimic a slideshow with a voice over with various graphics, GIFs and text to demonstrate the key learning points of the Claire’s Ear Piercing Aftercare procedure.

### **Explaining the Ear Piercing Aftercare Procedure**

To replace the in-person role playing aspect of this activity the trainee will be asked to verbally express the aftercare procedure to an instructor during a Skype session. The trainee will speak into a microphone which will not only allow for the person in the chat to understand them but to transcribe their speech for reference. They will then be able to go back and discuss any room for improvement based on the records.

When deciding on the how to incorporate e-learning into a lesson plan it is important to consider how feasible it is for the company to finance and run the training sessions. The suggestions outlined above are great ideas however will come with a hefty price tag for a company that already has an effective training program in place that works for them. In actuality, currently Claire's delivers this training with a series of videos available through the company intranet and manager lead behavior modelling. Training is very informal and inexpensive and it is unlikely that the company would convert this particular lesson plan to an *entirely* e-learning based training program.

Overall, in this case e-learning is a great method of training for explicit knowledge and can substitute the need for an instructor or trainer in some cases. As a result, it can dramatically reduce costs of these trainers and allow trainees to learn at their own pace. If designed effectively, e-learning methods will incorporate self-check points to reinforce key learning points and deliver results to trainees and trainers immediately. The method saves time and money and with the availability of internet and increasing proficiency of technology seen in society, e-learning is a tool not to be under estimated.

Work Cited

"90 Million Ears & Counting..." Claire's Ear Piercing. N.p., n.d. Web. 28 May 2015.

"Claire Bear." Claire's. Claire's Accessories UK Limited, n.d. Web. 28 May 2015.

Haccoun, R. Robert, Alan M. Saks . *Managing Performance Through Training and Development*. 6 ED. Nelson Education Ltd, 2013. Print.

"Scenario Starters". *E-Learning Heroes*. Articulate Global Inc, 2015. Web. 24 May. 2015.