

Skin Care Services II (2 hours)

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Module 1: Service Area Equipment and Machines (1 hour)

Outline

- Service Area Equipment
- Service Area Environment
- Facial Steamer Machine Design
- Facial Steamer Machine Service Benefits
- Facial Steamer Machine Service Procedures
- Sanitation Regulations

Learning objectives:

After completing this lesson you will be able to:

- Describe the magnifying lamp
- Identify procedures for using the magnifying lamp
- Describe the Wood's lamp
- Identify procedures for using the Wood's lamp
- Describe the rotary brush machine
- Identify procedures for using the rotary brush machine
- Describe the facial steamer machine
- Identify safety issues regarding the facial steamer machine
- Explain the benefits of a facial steamer service
- Identify the proper procedures of use for the facial steamer machine
- Identify Sanitation Regulations for the facial steamer machine

Introduction

The importance of perfecting the area in which you will be performing services, can not be over emphasized. Experience in knowing your service furniture, equipment, and machinery is irreplaceable when performing professional client services.

Service Area Equipment

Skin Care - Equipment

Magnifying Lamp



Many Esthetician's would agree that the magnifying lamp is the most used piece of equipment in skin care.

It is crucial to properly analyze your client's skin and to do this you must see her skin up close.

The magnification powers are customarily 30x, 50x and 100x.

The unit of measure for magnification is called dioptr.

Dictionary.com defines dioptr as: a unit of measure of the refractive power of a lens, having the dimension of the reciprocal of length and a unit equal to the reciprocal of one meter

Illustration 6: Magnifying lamp

Magnifying lamps use fluorescent bulbs therefore during use it stays much cooler than traditional bulbs.

Procedures for Using a Magnifying Lamp

1. Turn on the lamp while it is still in an upright position away from the clients face. Switching on the light after placing over the client's face can be startling even though you have her eye pads in place.
2. Slowly position the lamp directly over the client's face. If you need to adjust the lens angle, do so by removing the lamp away from the client's face first, then make the adjustment.
3. Adjust the arms of the lamp by using the hinge knobs. This prevents undue wear and damage to the hinge and pivot areas. Stand up while making the adjustment and keep the lens and all other parts of the lamp away from the client's face. Always make equipment adjustments away from the client, to prevent hitting her with the any part of the lamp.

Follow manufacturer's directions for proper maintenance for all salon equipment. It is ideal to keep a chart of dates and descriptions of maintenance performed for each piece of equipment used in your salon.

Follow your State Board Sanitation Regulations for proper sanitation methods.

Wood's Lamp



The American Heritage Dictionary defines the Wood's Lamp as: An ultraviolet lamp with a nickel oxide filter that only allows light with a maximal wavelength of about 3660 Å to be emitted; it is used to detect hairs that are infected with *Microsporum* fungi.

In simpler terms, it is a type of black light that illuminates problems of the surface of the skin that the natural eye can not readily detect.

Illustration 7: Wood's lamp

Problems such as pigmentation irregularities, bacteria and fungal conditions can be seen using the Wood's lamp.

The Wood's lamp was named after Robert Williams Wood an American physicist and inventor. He was born May 2, 1868 and died August 11, 1955. He worked in the field of optics and his early discoveries are now used in modern day black-lights.

Procedures for Using a Wood's Lamp

1. Place eye pads over the client's eyes.
2. Turn off the lights in the room. For best results you should always use the Wood's lamp in a dark room. You must have a prearranged plan that allows you to safely turn off all lights and still be able to see well enough to perform the remaining steps.
3. Turn the Wood's lamp on and hold it over the client's face. The Wood's lamp bulb is not a cool bulb, therefore do not hold the lamp too closely to the client's face nor for too long.
4. Analyze the skin. Look for conditions by observing colors that result under the illuminated areas.

Skin Analysis Using a Wood's Lamp

There will be various conditions that are readily observed under the illumination of the Wood's lamp.

The variations in color will help define and analyze skin conditions. One rule of thumb is that the whiter the illumination in color the thicker the skin is in that area.

The Skin's appearance under the Wood's lamp

- the outer layer will have a white fluorescence in all of the thicker areas of the face
- dead skin cells will appear as white spots
- pigmentation problems will appear to be brown
- areas of the face that are oily or have comedones will appear yellow and sometimes pink
- dehydration of the skin will have a light violet appearance
- healthy skin that is neither dehydrated or oily will have a blue white appearance

It is fascinating to learn about scientific discoveries and the rich history behind the development of salon equipment. Be encouraged to read and learn all you can about your equipment and it's uses.

Rotary Brush Machines There are several purposes for using a rotary brush machine when performing skin care services.



The main purposes are:

- to exfoliate the surface of the skin
- to assist in cleansing the skin
- to stimulate the skin
- to loosen cell build-up on the skin
- to loosen dirt and hardened oil on the skin
- and to improve the appearance of the skin

Illustration 8: Rotary brush machine

Rotary brush machines have various features such as brush sizes, brush textures, and rotating speeds.

For smaller areas, choose a smaller brush size. For more delicate areas, choose a softer textured brush.

For covering larger surface areas of the skin, choose a larger brush size.

For less delicate skin areas, you can use a firmer textured brush.

For all skin types and areas, only a light touch should be implemented when using the rotary brush machine. The bristles of the brush should never overly bend and they should only be coming in contact with the skin, just touching, with no pressure.

Be careful to not go “hand heavy” or rest the weight of your arms on your client.

There should be absolutely no pressing while using the rotary brush.

Pressure will cause discomfort for the client and can cause injury to the skin.

Remember pain is not gain when it comes to skin care services. If you sense that your client is experiencing discomfort, stop brushing immediately and ask her if she is experiencing discomfort.

Make the proper adjustments or discontinue the application all together.

“When in doubt, cut it out”.

Standard procedures are in place for using a rotary brush machine that is both effective and safe.

Procedures for Using a Rotary Brush Machine

1. Using prepared single-use facial pads, gently cleanse the area of skin that is to be brushed.

2. Choose the appropriate size and texture rotary brush from your sanitized, prepared brush selections and attach it to the machine.

3. Using a prepared single-use cup and single-use applicator, apply cleanser to the client's skin.

4. Using a prepared single-use cup, dip the attached brush into warm water.

5. With a light touch, apply the brush to the skin then turn on the machine to the lowest speed.

6. Begin at the forehead and move the rotary brush in a circular pattern, section by section until the entire forehead area has been lightly brushed one time. Do not go over and over the same area but keep the brush moving after only one pass.

7. Complete the face from the forehead to neck area covering all sections of the face to included, cheeks, nose, above the lip, jaws, chin and finally the neck.

8. Using prepared single-use facial pads, gently remove the cleanser from the skin to prepare for the next step of your planned facial service.

Caring for your Rotary Brush Machine

All equipment in the salon must be maintained and well cared for.

Equipment should never be dropped or tossed about in a reckless manner.

Chips, cracks, damaged bristles, and aged or missing components from any area of the machine can cause injury to the salon professional and to the client.

Never use equipment that is in disrepair.

Tips and Care Procedures

- After EACH use, remove the detachable brush from the rotary machine
- wash the brush thoroughly using soap and water and a sanitized scrub brush to remove any debris that may be adhering to the bristles
- allow the rotary brush to thoroughly dry
- immerse the dry, clean rotary brush into hospital grade sanitizer using the manufacture's instructions
- time the immersion process according to the manufacture's instructions
- rinse the sanitized brush under running water according to manufacture's instructions
- allow the brush to thoroughly dry
- store the brush in a clean covered container according to State Board Salon and Sanitation regulations

When allowing the brush to dry, position it bristles-up on a clean towel.

Allowing the brush to rest on it's bristles during the drying process will distort the shape of the bristles rendering it unusable.

If this occurs, you will need to re-wet the brush and allow it to dry properly to see if the brush will regain its shape. It oftentimes will regain its proper shape, however if the damage is significant, the brush will need to be discarded.

Facial Steamer Machine

Are you familiar with?

- Facial Steamer Machine Design
- Facial Steamer Machine Service Benefits
- Facial Steamer Machine Service Procedures
- Sanitation Regulations

Can you?

- Describe the facial steamer machine
- Identify safety issues regarding the facial steamer machine
- Explain the benefits of a facial steamer service
- Identify the proper procedures of use for the facial steamer machine
- Identify Sanitation Regulations for the facial steamer machine

Facial Steamer Machine



Overview: Facial Steamer Machines come in several types and designs.

Some steamer machines are designed as a stand alone, independent piece of equipment while others are designed to be part of a combination of machines such as magnification lamps, Wood's lamps or other machines.

Steamers use purified water. It's best to use distilled or filtered water. The water used must be free of minerals in order to reduce the possibility of damage to the machine.

Mineral deposits can clog the steamer causing a spitting action as opposed to the vapor/steam action that is desired.

Illustration 8: Steamer machine

Caution: A spitting action can cause burns when the water droplet hits the skin, so it is imperative to never use a machine if a spitting action begins to occur during the skin care service.

Tap water contains minerals, chlorine and other chemical agents that can increase spitting, so it must never be used at any time in the steamer machine.

All steamers have an arm-like delivery system with a nozzle on the end where the steam is released. This design allows the steam to cool slightly before being ejected into the air toward the face of the client.

A safe distance for the steamer machine is approximately 15 inches from the client's skin. Speak to your patron at intervals throughout the steaming process to inquire if she is too hot. If she is, place the steamer machine farther away.

Benefits of Steam

Steam

- increases blood flow
- relaxes pores for easier extractions
- softens oil for easier removal
- exposes the surface of the skin to greater amounts of oxygen
- adds moisture to the air that the client breathes

Steamer machine manufacturers provide printed brochures and/or documents containing information as to how their steamer machines are designed to function. This information generally contains operational procedures to get the best results when using their equipment. The manufacturer will also give timing requirements to achieve certain benefits. Clock time for steamer services normally range from 6 minutes to 10 minutes.

The following information contains standard procedures in the Cosmetic Art industry developed specifically for steamer services.

Standard Procedures for Using a Steamer Machine

- 1.Fill the steamer with distilled water. Do not over fill. Fill to the appropriate line indicated by the manufacturer.
- 2.Position the steamer in the service area. Make any height adjustments needed for the best position relative to the facial table.
- 3.Preheat the steamer before the service begins for approximately one minute. This warms up the machine for later use.

4. Position a towel over exposed areas of the client's shoulders.
5. Position a towel underneath the back of the client's neck.
6. With the machine facing away from the facial table, turn it on and allow the machine to begin creating steam.
7. When the machine begins to make steam, adjust the arm 15 inches from the client's face.
8. If your machine has an ozone switch, this would be the time to turn it on. Ozone generators create an extra oxygen molecule in the steam giving it an antiseptic quality that has the ability to destroy microorganisms.
9. Clock the time of exposure and when the time is up, turn off the ozone switch, then the steamer switch.

Many steamer machines allow aromas to be utilized during the steam process. Some machines have attachments at the nozzle for aroma delivery and others have special containers. A couple of drops of essential oil on the nozzle attachment is all that is needed for a single steamer service. As well, use only a small measure in the aroma container.

Use, Care and Maintenance

There are standard and customary guidelines to follow in the care and maintenance of the steam machine. Diligently following these guidelines will ensure that your machine will work properly for years.

Essence Dispersing Techniques

- Only use **distilled water** in the machine. Do not add anything to the water such as essential oils or herbal extracts. Doing so can create undue pressure on the glass container causing it to break. It could also cause the steamer to clog or spit.
- Always use the steamer machines appropriate essential oil container or apparatus when using essential oils. There will either be a wick attachment at the mouth of the nozzle to drop the oil onto that will disperse the essence or a special herbal container. For older units, the Esthetician can place several drops of oil onto a cotton pad and hold it close to the steam in order to disperse the essence.

Care and Sanitation

The following procedure is the standard cleaning guideline for facial steamer machines. Consult your State Board Regulations in the event there are any procedures above and beyond these listed, for satisfactory and lawful sanitation.

1. Using plain white vinegar and distilled water, place 2 tablespoons of the vinegar and fill the water jar full with the distilled water.
2. Turn the machine on and allow it to heat until it begins steaming and don't use the ozone feature.
3. For approximately 30 seconds, allow the machine to steam – making sure that the water level doesn't fall below the low-level line
4. Turn off the machine and allow the vinegar water to stand undisturbed for approximately 15 minutes.
5. Drain all water from the steamer.
6. Refill the machine with distilled water and the steamer back on to run for approximately 10 minutes.
7. Check for a vinegar odor and if one remains, repeat procedure 6.
8. Disassemble and allow to air dry.

Summary

Today we have reviewed and refreshed our knowledge concerning professional services in regards to the service area, equipment, and machinery. The environment is of the utmost importance, as we have seen in this study module. Learning the key features of classic and newer equipment used in skin care services is essential in the beauty industry. It is recommended to continue learning all aspects of services in your field of licensing.

Module 2: The Salon Team (1 hour)

Outline

- Preparing for the Interview
- Job Applications
- Prospering In The Salon
- Glossary

Key Terms

accomplishments

attitude

employment

enthusiasm

evaluation

integrity

motivation

portfolio

prosper

resume

revenue

role-play

subordinate

work ethic

Introduction

In this study module, we will discuss ways of successful preparation for a job interview, what to expect on job application forms, and how to prosper once you do get the job. Advance preparation in several crucial areas can determine success or failure.

Preparing for the Interview

Resume Review:

Preparing for the face to face interview includes reviewing your resume.

- Does your resume represent your abilities and accomplishments in your job and training?
- Does it make your reader inquisitive and want to learn more?
- Is the format neat and easy to read with content that emphasizes your skills?
- Is all information relevant to the job you are seeking?
- Is it a relatively complete and well-rounded overview?

Portfolio Review:

Preparing for the face to face interview includes reviewing your portfolio.

Did you include:

- diploma
- awards and Certificates of Achievement
- resume
- letters of reference from former employer(s)
- continuing education certificates
- memberships of Cosmetology organizations
- before and after photos
- other relevant documentation

Now would be the time to remove anything from your resume or portfolio that doesn't fit in with your overall purpose.

Now let's focus on wardrobe.

Since you have previewed the potential establishment, you now have an idea of what they consider the image appropriate for their salon.

You should try to mirror this as closely as possible.

You want to look like you could begin work the day you are interviewed with no changes needed.

You might be asked to return for a second interview so have ready a second outfit for that purpose.

Consider these points:

- Is your outfit appropriate for that position?
- Is it an up-to-date fashion and does it fit well?
- Are your accessories appropriately sized and not noisy?
- Are your fingernails clean and manicured?
- Is your hair style up to date and flattering?
- Ladies, is your make-up up-to-date and appropriate?
- Men, are you clean shaven and/or your facial hair appropriately trimmed?
- Is your cologne or perfume lightly applied?
- Are you carrying a handbag or briefcase but not both?

In addition to your resume and portfolio, you will need to have a list of names and dates of former employment, education and references.

Be ready for the questions!

You may not be a professional “interviewee” but there is a good chance that your future employer is a professional “interviewer”.

She will be ready to ask the hard questions whether or not you are ready to answer them, so be ready. There are certain questions that are often asked by employers.

You can be ready and even rehearse your answers. Get a friend or family member to **role-play**.

It's a great way to put yourself at ease with having to think on your feet.

Let's role-play right now!

Below are typical questions that are often asked during an interview.

What would be your answers?

What did you like best when your first began training in your field?
Are you regularly on-time for meetings and work-days?
What do you feel are your strongest skills? What areas do you feel are not as strong and why?

Are you a team player? Give me an example of when you were a team player.
Are you flexible? Give me an example of when you had to be flexible.
What is your ultimate career goal?
What days and hours are you available for work?
Do you have your own transportation?
Are there any problems that would prevent you from being employed full-time?
What assets would you bring to this position and to our salon?
Who is the most interesting person you have ever met? Why?
How do you handle difficult people?
How do you feel about retail?

- If you prepare ahead of time, you will be more relaxed and will give better answers.
- If you were told to be prepared to perform a service as part of the interview, you will need to prepare your model to ensure that she will meet interview standards.
- Discuss with her what to expect, what to wear, what not to wear and the need to arrive early.
- Gather all necessary gear to perform the service.
- Be careful to observe all modes of sanitation, storage and customary behaviors you normally would.

The Interview

Tips for the “face-to-face”:

- Be early.
- Smile.
- Use good posture at all times.
- Be courteous and polite at all times.
- Remain standing until asked to be seated or whenever you are aware that it is expected.
- Never chew gum or smoke even if offered to do so.
- **Do not bring food or drink.**
- Do not lean. Do not touch the interviewer except for a hand shake. Do not touch his desk or other items.
- Make a good first impression, be relaxed and confident.
- Speak clearly.
- Answer questions truthfully and do not speak longer than a couple of minutes about any given subject.
- Never criticize former employers.
- **Thank the interviewer at the end of the interview.**

You will be asked by the interviewer if you have any questions. Never say no! It shows interest and enthusiasm to be inquisitive about your new job.

Here are a few questions that you can ask.

May I review the job description?
Is there a salon manual?
How does your salon advertise?
How long do your employees usually work here?
Does your company offer continuing education?

Does your company offer benefits, medical insurance or paid vacations?

What is your compensation plan?

When will the position be filled?

Should I follow up with you about your decision or will you be contacting me?

It probably wouldn't be necessary to ask all of the questions listed above, however, do ask the questions that are most important to you.

Pay attention to the interviewer's reactions to your questions. You will most likely be able to discern when it is a good time to end the conversation.

Employment Application

Here is where you will use your prepared notes: dates of employment, addresses of former employers.

The application is always a mandatory addition to your resume. Employment applications will vary from company to company however there is a standard in which certain information is customary.

Read the following Sample Application:

Personal Information		
Date	Telephone	Social Security Number
Last Name	First Name	Middle Name
Physical Address		
Do you have relatives that are employed with X Company?		Name:
Were you referred to this salon?		Name:
Desired Position		
Date you can start	Salary desired	

Current Employer				
May we contact them?				
Have you ever applied for a position with our company before?				
Where?				
When?				
Education				
Name/ location of school			Years completed:	
Subjects studied:				
Additional subjects studied:				
What languages do you:				
Speak fluently?				
Read fluently				
Write fluently				
List any US Military Service		Rank	presently serving?	
Do you serve in the National Guard Reserve?				
Employment History				
List below the last three employers, beginning last one first.				
Date: month/year	Name and Address of Employer	Position	Reason for leaving	Salary
From: _____ To: _____				
From: _____ To: _____				
From: _____ To: _____				
References:				
List names of 3 people not related to you that you have known for one year or longer.				
Name	Address	Business	Years known	

<p>Physical Record</p> <p>Do you have any physical disability that might affect your job performance?</p> <p>Emergency Contact Person: Name _____ Address _____ Telephone _____</p> <hr/> <p>I authorize all my statements in this application to be investigated. I understand that I can be dismissed from employment if any misrepresentation or omission of facts are present.</p> <p>Signature _____ Date _____</p>			

Prospering in the Salon

There are many ways to *prosper*.
You prosper in your relationship with other professionals.
You prosper in your relationship with clients and management.
You prosper financially.

One of the basic tools to measure prosperity as a salon professional is your finances and income.
Financial prosperity comes with successful business practices.
It's our reward for excellence.

The personal service industry can be very challenging, especially if you are ever mistreated or disrespected by the people that you serve.

Prosperity in the knowledge that you have lasting integrity and honesty with those that you serve and those that you work with is immeasurable.

Thriving or Surviving?

There are solid approaches to increase prosperity in the salon. Putting these approaches into action will help the salon professional to thrive.

<p>Put others first. This sometimes means putting your own feelings aside while putting the client or the salon first.</p>
<p>Fulfill your word. Do what you say you will do. Be truthful and do not exaggerate.</p>
<p>Be on time. Your time is carefully scheduled and if you are late it will impact the client and your team. Arrive to work early enough to prepare your station and to prepare for your first client before she gets there.</p>
<p>Be grateful for your job. It is a privilege to have a job. Behave with a positive attitude and appreciation for it.</p>
<p>Be a problem solver. All places of employment has it's share of difficulties. You can assist in solving any problem that may arise. Think constructively and be the problem solver.</p>
<p>Respect all. No matter what is said or done, respect all at all times.</p>
<p>Learning for a lifetime. All of your professional life, there will be new things to learn. A mature professional always finds new things to learn.</p>

The Team

It's a give and take world no matter what the job. You can't always be a taker, you must contribute. Whether you contribute much or little, no kind deed goes unnoticed. A salon is the kind of team environment that provides the opportunity to exercise great artistic freedom. Many people are not so fortunate as to have a professional license and would love to take your place. No matter what the challenge, it is indeed a privilege to be on the team.

Key Principles of The Team Mentality

To be a good team player you should:

Help others. Do things not only to help yourself be successful but be concerned with helping others succeed. Go beyond the call of duty from time to time when you see someone needs assistance.

Pitch in. Join in to do tasks. Be self motivated. Do things because they need to be done. Don't wait to be instructed.

Share your knowledge. We are all in this together and if you can mention something that can enhance the knowledge of others it is always a good thing.

Be positive. Don't join in with those that have negative attitudes. Speak positive and think positive.

Build relationships. Get along with others. Have conversations and build a relationship between you and other team members.

Resolve conflicts willingly. Find solutions and be quick to forgive. Quickly resolve unpleasant issues so they do not grow into bigger problems.

Be willing to be subordinate to your manager. All employees must be able to be instructed by their manager. You must make an effort to show you are willing to be instructed.

Loyalty. Be loyal to your manager and to your salon.

Please review the following definitions.

Glossary:

<i>enthusiasm</i>	en·thu·si·asm [en-thoo-zee-az-uh m] Origin: c.1600, from M.Fr. enthousiasme, from Gk. enthousiasmos, "be inspired," *ardent and lively interest or eagerness
<i>motivation</i>	mo·ti·va·tion [moh-tuh-vey-shuh n] Origin: 1873, from motivate. Psychological use, "inner or social stimulus for an action," is from 1904 *desire to do; interest or drive
<i>portfolio</i>	port·fo·li·o [pawrt-foh-lee-oh, pohrt-] Origin: 1722, from It. portafoglio "a case for carrying loose papers," from porta, imperative of portare "to carry" + foglio "sheet, leaf," from L. folium. *a flat, portable case for carrying loose papers, drawings, etc.
<i>posture</i>	pos·ture [pos-cher] Origin: 1595–1605; < French < Italian postura < Latin positūra. *A position of the body or of body parts.
<i>prosper</i>	pros·per [pros-per] Origin: mid-15c., from O.Fr. prosperer (14c.), from L. prosperare "to flourish, succeed." *to be successful or fortunate, especially in financial respects; thrive; flourish.
<i>relevant</i>	rel·e·vant [rel-uh-vuh nt] Origin: 1560, from M.L. Relevantem *bearing upon or connected with the matter in hand; pertinent:
<i>role-play</i>	role-play [roh1-pley] Origin: 1945–50 *to assume the attitudes, actions, and discourse of another, especially in a make-believe situation in an effort to understand a differing point of view or social interaction:
<i>subordinate</i>	sub·or·di·nate [adj., n. suh-bawr-dn-it; v. suh-bawr-dn-eyt] Origin: 1425–75; late Middle English (adj.) < Medieval Latin subōrdinātus past participle of subōrdināre to subordinate, equivalent to Latin sub- sub- + ōrdin- (stem of ōrdō) rank, order + -ātus -ate *placed in or belonging to a lower order or rank
<i>work ethic</i>	work ethic Origin: 1950–55 *a belief in the moral benefit and importance of work and its inherent ability to strengthen character.

Summary

By professionally applying employment principles, practices and theories, the salon professional will have the best chance to get the job. Applying what you have learned about getting the job, can greatly improve your chances among other employment candidates.

Credits, References, and Resources

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