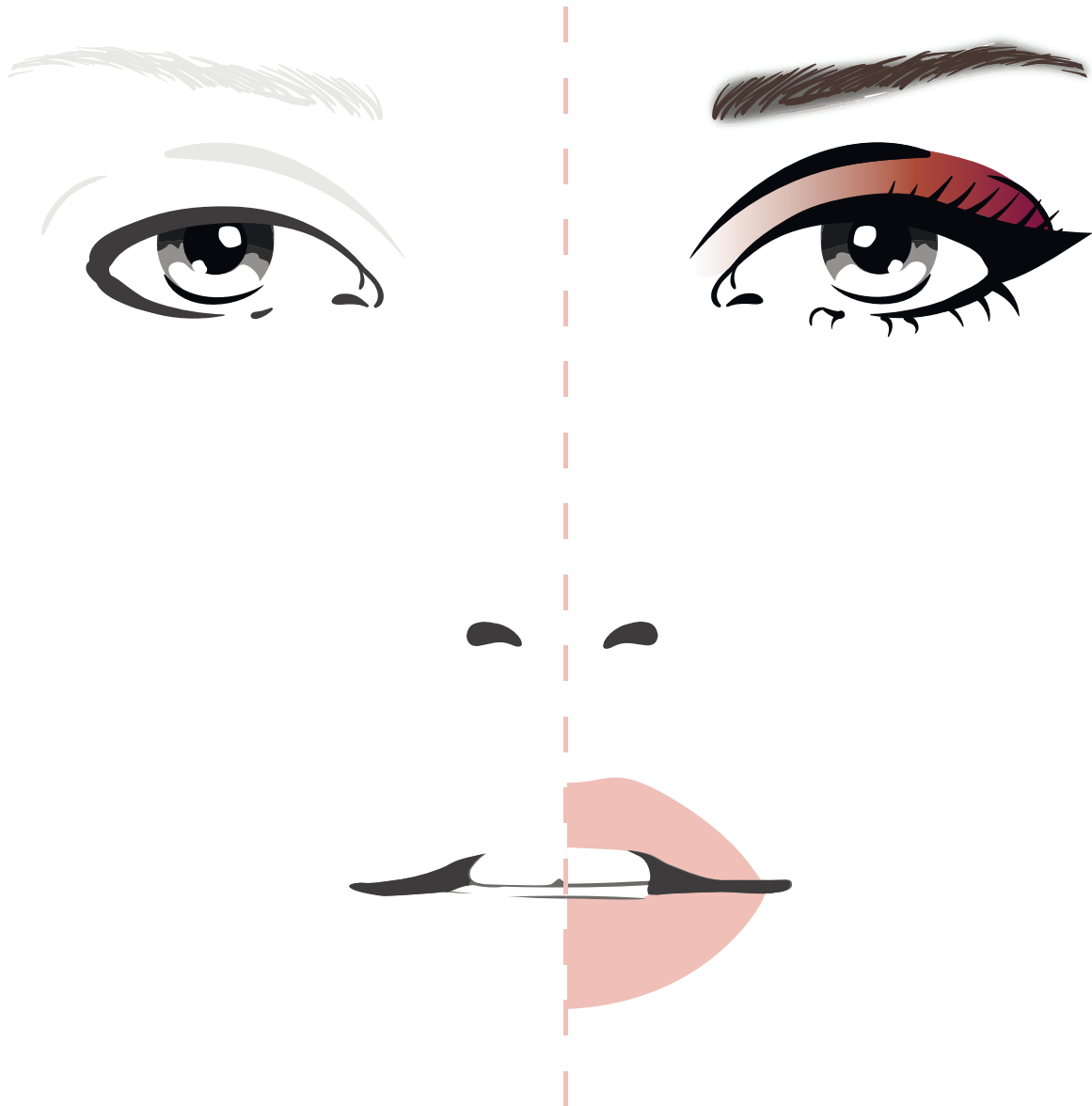




look good **feel better**

FACING CANCER WITH CONFIDENCE



Face to Face 'Show and Tell'

Skincare & Makeup Workshop Volunteer Guide

Welcome to the 'Show and Tell' Skincare and Makeup Programme

Welcome to the Look Good Feel Better (LGFB) Face to Face Skincare and Makeup service. LGFB was set up in 1994 to help combat the visible and emotional side effects of cancer treatment. Supported by the UK beauty and fragrance industry, the charity's core service has been its confidence boosting Skincare and Makeup Workshops for women and young adults. In 2018, a men's service was launched offering Skincare and Grooming Workshops alongside online support and a comprehensive 'Manual for Men'. The charity offers its services nationally working in partnership with a network of 140+ hospital and cancer support centres.

When the covid pandemic hit in March 2020, the charity very quickly adapted its services to be able to continue to offer its support at a time when people living with cancer were likely to be feeling more isolated, stressed and alone than ever. The LGFB Virtual Skincare and Makeup Workshops were launched at the start of April 2020, followed swiftly by virtual services for young adults and men.

In response to beneficiary requests, we also trialled and launched new services to support people living with cancer at an even more challenging time of their lives. These additional workshops deal

with Hand and Nail Care; Hair Loss, Scalp Care & New Growth; Headwear, Wigs, Brows & Lashes; Chair Yoga; and Body Confidence and Styling. All five of these sessions have proved incredibly popular and much needed.

Despite LGFB's positive progression, we have missed our face to face service immensely, and we are delighted to be in the position of welcoming you back. We hope you enjoy being a part of our 'return'.

This Volunteer Guide helps to break down how the Skincare and Makeup Workshop will now run, following revised safety and hygiene measures, with a step-by-step guide for reference. It is very important that we set uniform standards within our services, so attendees are getting the same experience regardless of who is running a session. This is vital to prevent conflicts of information and advice.

If there is anything in the workshop that you feel has been or should be omitted, then please email: info@lgfb.co.uk

Lastly, a very big thank you for your support. Quite simply, without our volunteers, LGFB cannot operate. We are truly grateful to you.

Changes to Procedures and Protocols

In line with government guidance and to ensure the wellbeing of both our beneficiaries and our volunteers, we have implemented new safety and hygiene measures throughout our 140+ venues. We have also adapted the service accordingly. Below is a breakdown of the changes you should expect:

Venues

- Test and Trace / temperature tests may be implemented by the venue.
- Beneficiaries to be seated one metre apart.
- Room well ventilated.
- Rooms /chairs / tables / door handles / support material sanitised before the workshop.
- Hand hygiene upon entry to and exit from the workshop.
- Beneficiaries to have a hand sanitiser each.
- Beneficiaries to bring their own water.
- Groups of no more than ten.
- Family and friends will not be allowed in the room.
- Online Feedback Survey will be sent to everyone after the workshop via email instead of a hard copy.

Look Good Feel Better Volunteers

- Test and Trace / temperature tests to be used (if implemented by the venue).
- Hands must be washed thoroughly before starting the workshop.
- Hand hygiene upon entry to and exit from the workshop, and regularly during it.
- Maximum of two volunteers in attendance.
- No touch policy – LGFB volunteers will demonstrate on themselves while beneficiaries follow (**show and tell format**).
- There must be **no sharing** of products or any other items.
- Mask and/or gloves may be required to be worn if beneficiaries request this.

Each volunteer participating in the workshop must use a separate demo Gift Bag to eliminate sharing of products. Please make sure they are clearly marked as to who is using them.

- A LGFB Gift Bag can be used for demonstration purposes, please use the same one and not a new one each week.
- Volunteers are welcome to bring their own products along with them. However, please bear in mind that if you do this you should try to bring along the same product types that the ladies will receive in their Gifts Bags.

Changes to Procedures and Protocols

Volunteers - Testing Procedure

- Must confirm health status with LGFB HQ the day before the workshop – in reply to the reminder text sent to you by LGFB.
- Must be prepared to take a Lateral Flow Test the day before the workshop. Lateral Flow Tests are free of charge and can be ordered and collected at most local pharmacies. They can also be ordered online via the following link: www.gov.uk/order-coronavirus-rapid-lateral-flow-tests

Note: If your Lateral Flow Test result is positive you must inform LGFB immediately so that we can arrange cover for you at the workshop.

- Arrive a minimum of 30 minutes prior to the workshop to ensure adequate time is given to sanitise and set up.

Note: Please be prepared to stand down if the venue insists on fully-vaccinated persons only on site and you have not had both vaccinations.

Look Good Feel Better Head Office

- To provide masks and gloves in anticipation of them being required throughout the session.
- To provide small disposable dishes for communally used products
- To send a reminder text to all

beneficiaries and volunteers the day prior to the workshop regarding covid symptoms.

REMEMBER!

Volunteers and beneficiaries must not attend a workshop if displaying any of the currently listed symptoms of covid.

Current symptoms include:

1. A high temperature - this means you are hot to touch on your chest or back (you do not need to measure your temperature).
2. A new, continuous cough – this means coughing a lot for more than an hour, or three or more coughing episodes in a 24 hour period (if you usually have a cough, it may be worse than usual).
3. A loss or change to your sense of taste or smell – this means you've noticed that you cannot smell or taste anything, or things smell or taste different to normal.

The Workshop Breakdown

Setting Up The Room

Wash and sanitise hands on arrival. Before you set up the room ensure that everything has been adequately sanitised including door handles, tables, chairs, all support material and pens.

Make sure your supply of Gift Bags and general supplies are in the room and are easily accessible. It's important that, where possible, you are not having to leave the room unnecessarily as this will avoid cross contamination from other areas of the centre.

If it is not done so already, ensure the table is set in readiness for the workshop. Place the chairs one metre apart, leaving space for a volunteer at either end of the table and ensuring every place setting has what it requires.

Note: Please ensure that everyone has enough of what they need to discourage the sharing of any materials and to eliminate having to reach across each other.

Please wash and sanitise your hands again after doing all of this.

When you are ready, welcome the ladies into the room one at a time to ensure minimal contact and maximum social distancing. Ensure they sanitise hands, ask their name, hand them their name tag and Gift Bag and invite them to sit down. Repeat this until everyone is in the room and comfortable. Ask the ladies not to open their Gift Bag just yet.

Note: At this point you may be required by the venue or the beneficiaries themselves to wear a mask.

Introduction

Please open the workshop by welcoming everyone to today's Look Good Feel Better Skincare & Makeup Workshop. Do a short introduction on LGFB which should include:

- Operational since 1994 partnering with over 140 hospitals/cancer centres in the UK.
- Now running additional virtual workshops (full details in follow-up email):
 - Hand and Nail Care
 - Hair Loss, Scalp Care & New Growth
 - Headwear, Wigs, Brows & Lashes
 - Chair Yoga
 - Body Confidence and Styling
- Operational in 27 countries across the world.
- Completely independent and not funded by the government.

You should then briefly tell the attendees a little about yourself and your background, introduce the additional LGFB volunteer, any venue staff and reiterate that the workshop will run for approximately two hours. Go round the table and ask the ladies to introduce themselves **with only** their name and what they would most like to learn about during today's session. This will help you to allot your time to each section accordingly.

Important Information

Important Information

Most people are aware of the visible effects of cancer treatment. The aim of this session is to address these so that, should they occur, our attendees have some self-care knowledge to help alleviate these symptoms.

It is important to note that any side effects experienced are almost always temporary. Some of the problems raised might be:

- Skin changes including dryness and redness or acne.
- Facial puffiness due to fluid retention and weight gain or loss.
- Hair loss including loss of eyelashes and eyebrows. (Anyone experiencing hair loss can be signposted to join our Hair Loss and Headwear Virtual Workshops).
- Sensitive and watery eyes due to lack of eyelashes.
- Changes in nails - texture, appearance and growth. (Anyone experiencing issues with their nails can also be signposted to join our Nail Care virtual workshop).
- Dry mouth, ulcers and sores are common.

You will have time to talk about all of these and more as you work through the session and cover the steps, referring to these problems when relevant.

Brand Neutrality

As a charity, LGFB has three core values – we are brand neutral, free of charge and non-medical. It is imperative therefore that we do not promote or favour brands or services.

If asked what you would recommend, please say that the charity is brand neutral and there are many different items on the market. If they ask you what you use, please phrase it “I use XXX and I like it on me because XXX, but there are lots of different products available which you might also enjoy”. Talk about the **benefits** of specific products rather than the brand. We cannot recommend specific items as we are not medically trained. We would not want to recommend something that a beneficiary could later go on to purchase and have a reaction to due to their cancer or treatment. For the same reasons, do not include any anecdotal advice not approved by LGFB eg. the use of vitamins or supplements to support general health.

REMEMBER!

Our role is to help people get the best out of the products in their gift bag whilst offering our top tips and expertise.

Show and Tell Programme

Now for the practical (and fun!) part - the demonstration. This is your time to shine! Ask the ladies to take all of the products out of their Gift Bags, explaining that you will be demonstrating on yourself whilst they follow along – **‘show and tell’**.

We have changed to this format for the safety and protection of both our volunteers and beneficiaries. No-touch greatly minimises the risk of cross-infection and ensures optimal hygiene at all times. It also allows the attendees to learn all of the techniques as they will be following you and doing every step themselves. This will enable them to do it again at home.

The format of show and tell is you demonstrating the products on yourself, exactly how you would if you were demonstrating on a model, making sure you explain the steps clearly and thoroughly as you go along so that everyone can follow. This means removing all of your make-up through the cleansing section, through to reapplying it as you work your way through the workshop.

Note: Whether you want to arrive to the workshop with makeup on or not is entirely up to you. Please do whatever you feel comfortable with.

Make sure the attendees can visibly see what you are doing, paying attention to the areas that they can find most challenging - foundation,

eyeliner, brow products, etc. We have been using this format since early 2020, during our virtual workshops, and feedback tells us that the attendees learn really well this way.

You must be able to demonstrate effectively whilst making sure that each of the attendees is following, only stepping in **verbally** to help if you can see someone struggling. Make sure whilst demonstrating you still give out all of your top tips and pass on your extensive knowledge!

Note: If there are two LGFB Volunteers in attendance, please make sure that you are both comfortable taking some part of the workshop.

With a no-touch policy, volunteers cannot go around the room assisting everyone so we need to make sure that each volunteer has an active part in the session.

Steps 1 and 2

We aren't going to teach you how to talk about skincare and makeup as this is your area of expertise. However, we would like to ask that you ensure to cover the following top tips:

Step 1 | Skincare

Eye Makeup Remover - To avoid the spread of infection use one cotton pad for each eye.

Cleanser - Suggest they try to use something which is suitable for sensitive skin as they might find they will need this as a result of their treatment. They might want to do a double cleanse if wearing a fair amount of makeup or if they want to make sure all remnants of dirt have been removed.

Toner - This is a preference product as not everyone uses it. It's also not always in the Gift Bags so it is worth asking what they all have, or if they use it at home already before covering it.

Moisturise - Include information on eye cream and SPF even though these are not given in the Gift Bags.

Step 2 | Base

Green Concealer - Some of the beneficiaries may experience high colouring. Have a look around and ask if anyone suffers with this, if so, please explain what green concealer does and how it might benefit them.

Foundation - How to find your shade of foundation!

Concealer – Where to apply and how to find the correct shade.

Face Powder - Use a rolling down motion to avoid the powder particles sticking to the soft face hairs, removing excess powder with a cotton pad.

Note: If you are using a communal powder product, ensure that a small amount is dispensed into the disposable dishes provided. Do not pass the product around!

If anyone suffers from hot flushes or sweating, recommend blotting papers as these soak up excess moisture on the face without removing makeup.

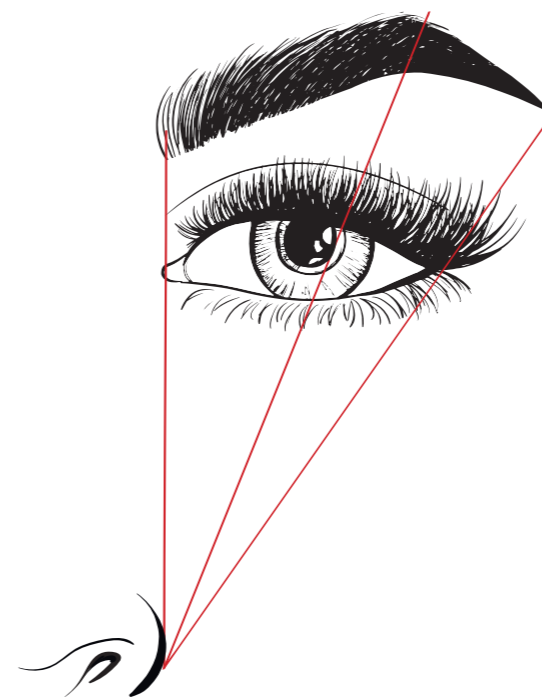
Blusher - Check if beneficiaries have cream or powder blusher, talk about both if appropriate.

Bronzer - Bronzer is not often supplied in the Gift Bags, but still talk about the benefits of this product, and how they can use it.

Steps 3 and 4

Step 3 | Eyebrows

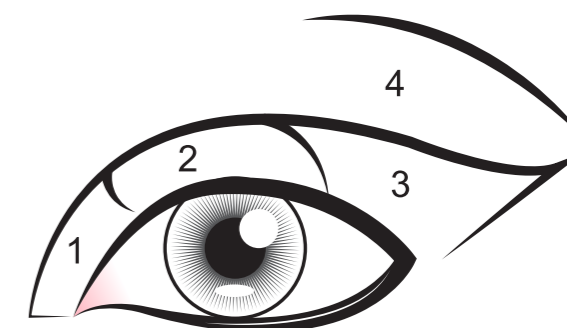
Explain the different types of eyebrow product - pencil, gel, powder, pomade, wax etc. and try to guide them with the below three-step guide.



Try to make sure that the beneficiaries can see exactly what you're doing and take your time ensuring people are keeping up. Make sure to give them encouragement throughout this process.

Step 4 | Eyes

Eyeshadow - Talk about colours and textures of eyeshadow (matte/shimmer), engage with the beneficiaries and ask them what they like using and why.



1. Lightest.....
2. Medium.....
3. Darkest.....
4. Transition.....

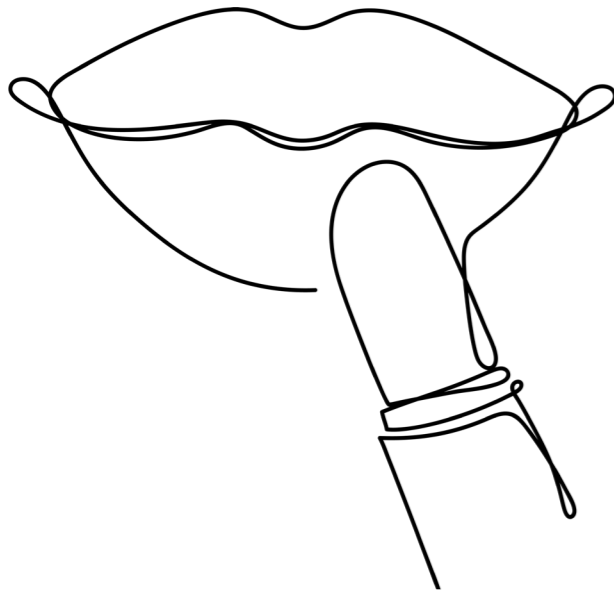
Eyeliner - Explain how eyeliner can help define the eyes, particularly if they are experiencing eyelash loss. Make sure to advise them to sharpen the pencil before each use.

Tip: If anyone has a new pencil, start by rolling it on the back of a (clean) hand to warm and soften it before applying.

Tip: For those who have difficulty drawing a straight line, draw dots on the lash line and then blend with a cotton bud.

Mascara - Don't pump! This is a great opportunity to talk about expiry dates.

Step 5 and Aftercare



Step 5 | Lips

Lip Balm - If anyone has dry lips then lip balm is their best friend and there should be one in each Gift Bag. Mention the importance of using one that contains an SPF.

Lip Liner - If anyone finds that their lipstick doesn't last all day, then try filling in the lips with the liner first before applying lipstick.

Lipstick - Finish the look by placing one of the colours in their Gift Bag on top of lined lips, finish with a gloss if they would like.

Staying Hygienic

Be sure that throughout the workshop you provide plenty of hygiene tips, talk about expiry dates and how to clean any tools such as brushes.

Aftercare

Ensure you leave time at the end to go round and ask if everyone has learned what they wanted to at the start and to answer any final questions they may have.

Advise that if they want further help or information on any of the steps you've covered, there are very good tutorials on the LGFB website which have been recorded by beauty expert Caroline Barnes. These are well worth a look and are a good reminder of what's been covered in the workshop.

If you are asked any medically related questions, please refer them to their clinical nurse specialist, doctor or consultant. We must always make sure attendees understand we are not there to provide medical advice.

Any general workshop or LGFB related questions that come up which you're unable to answer, email to: info@lgfb.co.uk or call a member of the LGFB team and we will do our best to answer it should the question arise again.

Closing the Workshop

Closing the Workshop

It's very important that you stick to the two hours allocated to a session. It's likely that the room will be in use after you and people may have paid for parking or are being collected afterwards.

Thank everyone for attending and participating and we hope they've enjoyed it. If they would like to support the charity and help offer much-needed places around the table for other ladies then they can request a Fundraising Pack from our website:

www.lookgoodfeelbetter.co.uk, make a donation via the website and QR codes, text to donate or send a cheque or bank transfer (contact LGFB Head Office for details).

Please make sure you explain to attendees that they will shortly be receiving a follow-up email from LGFB. This will include an online survey that we'd be grateful if they would take a few minutes to complete, as this helps us ensure we deliver the best service.

The email will also contain links to the other virtual workshops LGFB provides - Hand and Nail Care; Hair Loss, Scalp Care & New Growth; Headwear, Wigs, Brows & Lashes; Chair Yoga; and Body Confidence and Styling. **Please do encourage them to sign up to another service.**

Lastly, ask everyone to please help us to spread the word about our services to as many women, men and

young adults as possible, so that their experience at the workshop today can help others also going through treatment

Once all attendees have left you will need to support the venue in clearing up the room.

Note: At this point you may be required to wear a mask or visor.

Summary

Lastly, we very much appreciate that every volunteer will have a slightly different style for presenting a workshop. For the sake of the health and safety of the attendees and consistency of the programme, we ask our volunteers to follow the steps as laid out - please do not add steps of your own. It is important to remember that the ladies are cancer patients primarily and the purpose of the session is to support them in dealing with the effects of their treatment, it is not a 'how to perform a perfect makeover' session. Some people will have strong makeup skills and some may have only used the most very basic products - if any at all!

LGFB values each one of its volunteers – you are the lifeblood of the charity. We want you to enjoy being part of our service as much as the people attending the workshops, so if there is ever a time when you may not be feeling comfortable or have something you want to discuss, please get in touch with us.



Thank you for your support in providing a much-needed boost to people at a time when they may very well be struggling.

Your skills really can make such an enormous difference to someone's life and what a special gift to be able to give!

Thank you,

LGFB x



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