UltraCalming™
serious relief for sensitized skin.
Sensitive versus Sensitized: The Genetic Difference

The Main Contributors to Sensitized Skin – The Inflammatory Response:
  Immunogenic Inflammation

The Main Contributors to Sensitized Skin – The Inflammatory Response:
  Neurogenic Inflammation

The Main Contributors to Sensitized Skin – Lipid Barrier Breakdown

What Can Be Done to Help Relieve Sensitized Skin?

UltraCalming™ – Serious Relief for Sensitized Skin

Key Ingredients

New Formula! UltraCalming™ Cleanser

New! UltraCalming™ Mist

New! UltraCalming™ Serum Concentrate

Improved! Barrier Repair

New! UltraCalming™ Relief Masque

New! UltraCalming™ Complex (professional-use-only)

Clinical Colloidal Oatmeal (professional-use-only)

Professional UltraCalming™ Treatment

Professional UltraCalming™ Treatment Step-by-Step

Prescribing UltraCalming™ to Your Clients

Questions | Answers
Millions of people perceive their skin as sensitive. The American Academy of Dermatology reports that 50% of the United States population experience some form of sensitive skin. Globally, it is of increasing concern, especially among women. In Europe, the United States and Japan, the prevalence of sensitive skin is about 50% in women and 30% in men, with younger adults reporting more sensitivity than older adults.

In reality, there is sensitive skin (a genetic trait) and there is sensitized skin, a growing phenomenon worldwide caused by increased exposure to pollution, stress and chemicals. The growing number of people affected by sensitization has spurred cosmetic and pharmaceutical industries to develop new products to help combat the reactions triggered by this condition.

Regardless of the classification of skin sensitivity versus sensitization, the common thread among these conditions is inflammation, and research at The International Dermal Institute reveals many formulations are not addressing one key factor: neurogenic inflammation. For this reason, we developed UltraCalming™, a complete product system designed to help manage the multiple causes behind sensitized, inflamed and even over-processed skin, or skin that has been subject to frequent exfoliation treatments.

In order to care for sensitized and inflamed skin, it is important to understand the characteristics of the various factors producing this condition.

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1 American Academy of Dermatology Fact Sheet http://www.aad.org/media/press/_doc/SensitiveSkinFactSheet.html
A true sensitive skin condition is caused by a genetic predisposition. Someone who is truly sensitive is born with this condition and tends to be prone to blushing, asthma and allergies. This skin is considered more delicate with less melanin or pigment, a thin epidermis and blood vessels close to the skin surface, hence the obvious appearance of redness. Sensitive skin is often the result of a defect in the skin’s protective outer layer — known as the epidermal lipid barrier layer — allowing irritants, microbes and allergens to penetrate the skin and cause adverse reactions. A disturbed epidermal lipid barrier is an important component in several inflammatory skin diseases such as rosacea, atopic dermatitis, psoriasis and eczema.

Rather than a result of genetics, sensitized skin is a reflection of your environment, lifestyle and physiology. Pollution, stress, hormonal fluctuations, smoking, alcohol, poor diet, medical procedures and even over-processed or over-exfoliated skin can all lead to sensitization. Cosmetic ingredients including alcohol, lanolin, fragrance and D&C colorants can also lead to sensitized skin. While those with fair skin (usually of Northern European ancestry) traditionally experience sensitive skin, sensitized skin can be triggered in any person regardless of racial background or skin color. Approximately 36% of the population in China has declared themselves to have sensitive skin3, a condition that may in fact be attributed to the high level of pollution in both rural and urban parts of this region.

In addition to the factors presented by a hostile world, our own microclimate is also an important factor. The microclimate we expose our skin to in our home, cars, offices and airplanes changes daily, resulting in varying levels of sensitivity. For instance, we may be inadvertently sensitizing our skin on a typical winter day, when we transfer from cold, dry winds outside to dry forced air heating inside.

Lifestyle choices are crucial to promoting a healthy skin condition. Minimizing sun exposure, reducing stress levels, taking care to preserve our skin’s natural protective barrier, along with a healthy diet will undoubtedly have a positive effect on the health and appearance of the skin. The good news is that sensitized skin can be treated. The bad news is that, left untreated, the skin’s response can actually result in permanent cellular damage, which can lead to serious skin conditions. And, even with the most diligent attention to detail, the skin may become sensitized.

Whether sensitive or sensitized, these conditions correspond to a lowering of the skin’s threshold for pain or other uncomfortable sensation from stimuli that are usually well tolerated. Applying something as harmless as water on sensitized skin can result in stinging, burning, redness or prickly sensations.

3 O. de Lacharrière et al., “Sensitive Skin – A Neurological Perspective” Proceedings of IFSCC Conference, Osaka, 2006

3 UltraCalming™
The Inflammatory Response: Immunogenic Inflammation

The body’s immune system helps protect it from disease. The immune system has different components, all of which work together to fight against infection and foreign invaders. When the body is injured or irritated, it responds with inflammation. The inflammatory response is a natural process that serves to remove the injurious stimuli, as well as initiate the healing process. Inflammation is characterized as a cascade of biological events involving the local vascular system, the immune system and various cells within the injured tissue. Traditionally, the immune system involved in inflammation requires prior sensitization and is triggered by a foreign substance, such as pollen or artificial fragrances. This is termed immunogenic inflammation.

Immunogenic inflammation involves the activation of white blood cells, the primary agents for fighting off intruders. They normally reside in the blood and must travel to the inflamed tissue. There, they attack and destroy invaders such as bacteria, viruses and cellular debris. This process results in the pain, redness, swelling and heat associated with inflammation.

The Inflammatory Response: Neurogenic Inflammation

Recent scientific data has proposed another system that also triggers the inflammatory response. Whereas immunogenic inflammation is triggered by the immune system, neurogenic inflammation is triggered by the nervous system.

When an irritant chemical activates nerve sensors, it results in the release of substances called neuropeptides that also trigger the inflammatory cascade. Under normal conditions, these substances play a role in tissue repair; however, they are also found in a variety of painful inflammatory conditions such as urticaria (itching), psoriasis, atopic dermatitis, hypersensitivity, rosacea and wound healing. Interestingly, not all of these substances promote inflammation; some of them may in fact end the inflammatory process.

In addition to allergens that may stimulate an immune response or chemicals that stimulate a nerve response, emotional and physical stress can also induce a neurogenic response resulting in skin itchiness, inhibited wound healing and aggravated inflammation. Work, deadlines, toxin accumulation and the environment can all be stressors. The elevated levels of stress hormones cause inflammatory reactions in the body, which can lead to many forms of skin and overall health concerns.

Both immunogenic and neurogenic inflammation can yield the same redness, itching and swelling that result when the body is injured or irritated. In the end, it is the combination of genetic susceptibility, immune disruption, nerve activity and epidermal barrier function that contributes to skin sensitivity and inflammation.

The main contributors to sensitized skin

The brain-skin connection

Inflammation can be triggered by the nervous system. Environmental chemicals along with elevated stress levels result in the release of mediators called neuropeptides in the skin, which trigger the inflammatory response. These mediators cause blood vessel dilation and release of histamine, key factors in inflammation. The inflammatory response in the skin then sends signals of sensations of pain, itch and sensitivity back to the brain, perpetuating the inflammatory cycle.
Lipid Barrier Breakdown

In order to maximize our treatment regimen to control and alleviate sensitization associated with both immunogenic and neurogenic inflammation, we must consider one other factor, namely, the lipid barrier layer and its impact on sensitized skin. Comprised of ceramides, fatty acids and cholesterol, the lipid barrier layer not only maintains water balance in the skin by inhibiting TEWL (trans epidermal water loss) but it also protects against environmental stimuli such as microbes, chemicals and physical factors. Any of these stimuli may evoke a cutaneous (skin) reaction, leading to sensitization, inflammation and even disease.

Because of its protective role, maintaining the integrity of the barrier lipids is an important factor in controlling skin sensitization. In maintaining the barrier lipid layer at its optimal performance level, we can control the damaging effects of environment and lifestyle on skin, thereby controlling sensitivity. Once the lipid layer is compromised, the skin dehydrates, causing microscopic fissures in the epidermis; these are now perfect portals into the skin for potentially irritating substances. This is why dehydration is often seen in sensitized skin.

Recent studies have shown that patients with atopic dermatitis, a skin condition associated with inflammation, have deficiencies in the three lipids: ceramides, cholesterol and free fatty acids. Corrective therapy with a triple lipid mixture not only helped restore the barrier layer of the epidermis, but also resulted in a reduction of inflammation.

While sensitized and sensitive skin reactions may look and feel the same, they stem from the three separate biological reactions we’ve discussed: immunogenic inflammation, neurogenic inflammation and a compromised protective lipid barrier layer.

Research at The International Dermal Institute reveals that when specific active botanical extracts are combined, they can help control inflammation and reduce the signs of sensitivity, irritation and redness that accompany immunogenic and neurogenic inflammation without interrupting the positive effects of the body’s defenses including wound healing and bacterial defense. As such, we created the proprietary UltraCalming™ Complex, containing the following active botanical extracts:

- Avena Sativa (Oat Kernel) extracts: rich in avenanthramides, the active component of the Avena Sativa plant, which have been widely studied and proven to have natural anti-irritant and anti-redness properties. These are maximized with a synthetic avenathramide, Hydroxyphenyl Propamidobenzoic Acid, which boosts the efficacy of natural Oat.
- Zingiber Officinale (Ginger) Extract and Bisabolol (derived from Chamomile): work synergistically to help reduce inflammation induced redness and irritation.
- Boerhavia Diffusa (Red Hogweed) Root Extract: targets neurogenic inflammation and restores tissue integrity by limiting the activity of pro-inflammatory agents, as well as promoting the production of natural anti-inflammatory agents in the skin. Soothing properties restore skin to a normal sensitivity level, providing immediate and long-lasting effects.

4 Jane Schwanke, Dermatology Times Feb 1, 2009. Barrier repair: New generation of Therapy works outside, inside to fight AD

**Figure 4: the epidermal lipid barrier**

An intact barrier, shown on the left, will protect the body from penetration by microbes, allergens and chemicals. A compromised barrier, shown on the right, will allow these harmful materials to penetrate deeply and cause adverse reactions.
what can be done to help relieve sensitized skin?

continued

While our exclusive UltraCalming™ Complex is an effective means of treating immunogenic and neurogenic inflammation, it only addresses part of the problem. To optimize complete treatment of sensitized skin, we must also take lipid barrier breakdown into account.

To complement our exclusive UltraCalming™ Complex, we have researched and developed a proprietary lipid blend that reinforces the barrier lipid layer with fatty acids, ceramides and sterols. Oil of Evening Primrose, Borage Seed and Oat Kernel provide an enriched source of gamma linoleic acid, a required component of an intact, functional epidermal layer. In addition to being rich in essential fatty acids, Oat has natural antioxidant and anti-irritant properties to help correct and soothe irritated skin. Sunflower (Helianthus Annuus) Seed Extract provides natural ceramides, which ensure proper cohesion of skin cells and minimize skin dehydration, and Avocado (Persea Gratissima) sterols provide a rich source of natural plant phytosterols. Optimizing this critical complement of lipids in the outermost epidermis is as important as calming inflamed skin when treating sensitized skin.

UltraCalming™ – serious relief for sensitized skin

Our exclusive UltraCalming™ Complex and our proprietary lipid blend can be found in UltraCalming™, the newest treatment system researched and developed by The International Dermal Institute for the skin health experts at Dermalogica. UltraCalming™ is breaking new ground in the skin care industry, as there has never been a treatment system that delivers simultaneous relief from all three triggers.

In addition to our proprietary formulations and complexes, UltraCalming™ was developed under the same safe and effective formulation standards of all Dermalogica products and is free of S.D. alcohol, artificial fragrances and colors and lanolin. All UltraCalming™ products are dermatologist tested for irritation by independent medical professionals.

UltraCalming™ gives skin care professionals, and the clients they treat, more effective sensitized skin care than ever before.

The UltraCalming™ system

New Formula! UltraCalming™ Cleanser
Now with UltraCalming™ Complex; sulfate-free.

New! UltraCalming™ Mist
(replaces Soothing Protection Spray)

New! UltraCalming™ Serum Concentrate

Improved! Barrier Repair
Now with UltraCalming™ Complex

New! UltraCalming™ Relief Masque

New! UltraCalming™ Complex
(professional-use-only; replaces Environmental Control Serum)

Clinical Colloidal Oatmeal
(professional-use-only)
**Acetyl Tetrapeptide-15**
A tetrapeptide that targets neurosensitive skin by decreasing the release of pro-inflammatory mediators and increasing the skin’s sensitivity tolerance threshold, making skin less reactive and diminishing sensations of pain and discomfort.

**Algae extracts with Artemisia Vulgaris (Mugwort)**
Soothes irritation while providing a light moisturizing film to the surface of the skin, enhancing skin protection.

**Avena Sativa (Oat) Kernel Extract**
Rich in active constituents of oat, avenanthramides, that reduce redness, itch and irritation.

**Bisabolol**
Chamomile derivative that reduces redness and irritation. Synergistic with Ginger.

**Boerhavia Diffusa (Red Hogweed) Root Extract**
Targets neurogenic inflammation and restores tissue integrity by limiting the activity of pro-inflammatory agents, as well as promoting the production of natural anti-inflammatory agents in the skin. Soothing properties restore skin to a normal sensitivity level, providing immediate and long-lasting effects.

**Borago Officinalis (Borage) Seed Oil**
High in gamma linoleic acid (GLA), a fatty acid that is required for intact epidermal lipid bilayers.

**Caffeine**
Used to reduce redness by constricting dilated capillaries.

**Cucumis Sativus (Cucumber) Fruit Extract**
Contains cooling agents that help soothe and calm irritated skin.

**Helianthus Annuus (Sunflower) Seed Extract**
Ceramide rich extract required for maintaining the integrity of the skin and to ensure proper cohesion of skin cells, minimizing skin dehydration.

**Hydroxyphenyl Propamidobenzoic Acid**
Synthetic avenanthramide (Oat active) used to boost the efficacy of natural Oat.

**Oenothera Biennis (Evening Primrose) Oil**
Enriched source of gamma linoleic acid, a fatty acid that is required for intact epidermal lipid bilayers.

**Panthenol (Pro-Vitamin B5)**
Has humectant properties and helps promote tissue repair.

**Petrea Grattissima (Avocado) Sterols**
Source of plant phytoestrogens that helps maintain an optimal lipid barrier layer.

**Portulaca Oleracea (Purslane) Extract**
An enriched extract of vitamins, fatty acids, flavonoids and anti-inflammatory agents that help control and reduce redness.

**Rosa Canina (Raspberry) Fruit Extract**
Designed to cleanse and soothe skin; is rich source of phytochemicals including ellagic acid that acts as an antioxidant.

**Saccharomyces (Yeast) Lysate Extract**
Stimulates oxygen consumption required for tissue repair and helps combat irritation.

**Sodium Hyaluronate**
A natural component of the skin that holds a thousand times its weight in water, maintaining optimum hydration levels of tissues.

**Zingiber Officinale (Ginger) Root Extract**
Reduces inflammation-induced redness and irritation. Works synergistically with Bisabolol.
new formula! UltraCalming™ cleanser

Sensitized, reactive and recently resurfaced skin.

This extremely gentle, pH-balanced gel/cream glides easily over face and eyes to cleanse without stripping the skin’s protective barrier.

- Improved formula is sulfate-free and includes UltraCalming™ Complex.
- Helps calm and cool the redness, heat and discomfort of rosacea, sensitized or highly reactive skin.
- Easily rinses away or wipes off, making it ideal for skin so sensitized it cannot tolerate water.
- Can be used as an eye and lip make-up remover.

- UltraCalming™ Complex: helps reduce sensitivity, redness, irritation and inflammation.
- Rubus Idaeus (Raspberry) Fruit Extract: promotes healing while providing soothing properties to inflamed skin.
- Lavandula Angustifolia (Lavender) Fruit Extract: has antiseptic and disinfectant qualities; can also be used to desensitize the skin.
- Cucumis Sativus (Cucumber) Fruit Extract: contains cooling agents that help soothe and calm irritated skin.
- Panthenol (Pro-Vitamin B5): promotes tissue regeneration and acts as a humectant.

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Apply to dry or damp face and neck with light, upward strokes. Rinse thoroughly with warm water or remove with damp cotton pads, The Sponge Cloth or other soft wipe. Follow with UltraCalming™ Mist and UltraCalming™ Serum Concentrate.

1. Following PreCleanse, dispense a small amount of UltraCalming™ Cleanser into dampened hands.
2. Apply to damp face and throat and gently massage with fingertips using light, upward strokes.
   optional: PreCleanse may be omitted and UltraCalming™ Cleanser can be applied to dry skin and used to cleanse the skin for clients so sensitized they cannot tolerate water.
3. Rinse thoroughly with tepid water, or gently remove with damp cotton pads or The Sponge Cloth (dampened), or a soft, dry cotton pad.
4. Follow with UltraCalming™ Mist and UltraCalming™ Serum Concentrate.

For skin conditions requiring more hydration, follow with Barrier Repair.

**new formula! UltraCalming™ cleanser**

Sensitized, reactive and recently resurfaced skin.

A soothing, hydrating mist that quickly relieves sensitivity while helping to calm redness, stinging and aggravated skin.

- Quickly relieves inflammation and discomfort, helping skin recover from damage and lipid barrier breakdown.
- Helps condition skin to prepare for proper moisture absorption.
- Easy-to-use spray application.
- Can be used after epilation, waxing or exfoliation for soothing benefits.

**UltraCalming™ Complex**: helps reduce sensitivity, redness, irritation and inflammation.

- Hydroxyphenyl Propamidobenzoic Acid: synthetic avenanthramide (Oat active) used to boost the efficacy of natural Oat.
- Aloe Barbadensis Leaf Juice: skin soothing agent.

After cleansing, spray over face, neck and chest with eyes closed. For added benefits, press into skin. May also be sprayed onto fingertips or dampened cotton pad and applied to the skin with light, upward strokes. Follow with UltraCalming™ Serum Concentrate.

1. After cleansing with UltraCalming™ Cleanser, spray UltraCalming™ Mist over entire face, throat and upper chest with eyes closed.
2. Follow with UltraCalming™ Serum Concentrate.
   optional: Can be used after epilation, waxing or exfoliation for soothing benefits.
The International Dermal Institute’s research and development department tested the efficacy of key UltraCalming™ products.* Waxing was used to create skin trauma and induce visible erythema (redness). A mexameter reading that measures skin redness was taken immediately before trauma (pre), immediately after (post) and following 30 minutes. For each time point, the gray bars represent the part of the arm waxed that did not have treatment with UltraCalming™ Mist (the control). The purple bars represent the area treated with UltraCalming™ Mist. In this instance, there was a 30% reduction in redness following treatment with UltraCalming™ Mist as compared with the control, or untreated side.

*Thirty-five test subjects

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**UltraCalming™ mist clinical studies**

**UltraCalming™ serum concentrate**

Sensitized, reactive and recently resurfaced skin.

The antidote for skin sensitivity: a super-concentrated serum that helps calm, restore and defend sensitized skin.

- Helps interrupt inflammatory triggers to prevent flare-ups.
- Best used every day on sensitized skin while ideal for flare-ups on all skin conditions.
- Provides enough hydration for oily to normal skin conditions.
- Also can be used following non-invasive cosmetic procedures to help calm and soothe skin.

- **UltraCalming™ Complex**: helps reduce sensitivity, redness, irritation and inflammation.
- **Acetyl Tetrapeptide-15**: a tetrapeptide that targets neurosensitive skin by decreasing the release of pro-inflammatory mediators and increasing the skin’s sensitivity tolerance threshold, making skin less reactive and diminishing sensations of pain and discomfort.
- **Portulaca Oleracea Extract**: an enriched extract of vitamins, fatty acids, flavonoids and anti-inflammatory agents that help control and reduce redness.
- **Sodium Hyaluronate**: a natural component of the skin that holds a thousand times its weight in water maintaining optimum hydration levels of tissues.
- **Oenothera Biennis (Evening Primrose), Helianthus Annuus (Sunflower) Seed Extract and Persea Gratissima (Avocado) Sterols**: rich in essential fatty acids, ceramides and phytosterols that fortify skin’s barrier lipid layer, protecting against assaults that trigger redness and irritation.

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After cleansing and spraying with UltraCalming™ Mist, apply a generous amount to face, neck and chest with light, upward strokes. Use twice daily, morning and night. For additional moisturization, follow application with Barrier Repair or recommended Dermalogica Moisturizer.

1. At the end of the professional treatment and after application of UltraCalming™ Mist, apply a generous amount of UltraCalming™ Serum Concentrate over face and throat with light, upward strokes. May be followed with Barrier Repair or prescribed Dermalogica Moisturizer.

Sensitized, reactive and recently resurfaced skin.

A unique anhydrous moisturizer that melts gently into sensitized skin to soothe and reinforce the protective barrier. Now formulated with our exclusive UltraCalming™ Complex.

- Creates a shield against environmental assault to help prevent further damaging assaults.
- Silicones reinforce lipid barrier layer.
- Provides a smooth, even base, ideal for preparing skin for make-up application.

- **UltraCalming™ Complex:** helps reduce sensitivity, redness, irritation and inflammation.
- Ascorbyl Palmitate, Tetrahexyldecyl Ascorbate and Tocopherol Acetate: vitamins C and E help combat free radicals and stimulate collagen formation.
- Avena Sativa (Oat) Kernel Oil: an enriched Oat extract with natural antioxidants and fatty acids that reduces irritation and reinforces the barrier lipid layer.
- Oenothera Biennis (Evening Primrose) Oil: skin nutrient high in gamma linoleic acid (GLA) to reinforce the barrier lipid layer.
- Borago Officinalis (Borage Seed) Oil: high in gamma linoleic acid, this is a fatty acid that is also required for intact epidermal lipid bilayers.
- Silicones: fortifies skin’s natural defense against the environment and dehydration.

Apply a small amount evenly over face and throat with light, upward strokes. Best used following UltraCalming™ Mist and UltraCalming™ Serum Concentrate. Use twice daily, morning and night.

After application of UltraCalming™ Mist and UltraCalming™ Serum Concentrate, apply a small amount of Barrier Repair over face and throat with light, upward strokes.

Treatment with UltraCalming™ Serum Concentrate decreased the wax-induced redness by 21% (purple) as compared to the control treatment (gray) after 30 minutes.
Sensitized, reactive and recently resurfaced skin.

A powerful, ultra-calming treatment masque enriched with Colloidal Oatmeal to soothe enraged skin and provide lasting relief from sensitized skin flare-ups, redness and rosacea.

- Can be used whenever skin requires a soothing remedy.
- Botanicals help soothe and calm stressed skin.
- Reinforces barrier function to protect against future assaults.

- **UltraCalming™ Complex**: helps reduce sensitivity, redness, irritation and inflammation.
- **Portulaca Oleracea Extract**: an enriched extract of vitamins, fatty acids, flavonoids and anti-inflammatory agents that help control and reduce redness.
- **Colloidal Oatmeal**: pharmaceutical-grade Oatmeal helps soothe irritated skin.
- **Algæ extracts with Artemisia (Mugwort)**: anti-irritant, anti-inflammatory blend that helps reduce redness from UV exposure, chemical irritants and the environment.
- **Trametes Versicolor Extract and Cordyceps Sinensis**: mushroom extracts that reduce short and long-term skin inflammation and redness.
- **Chamomilla Recutita (Matricaria) Flower Extract**: source of Bisabolol that soothes and calms irritated skin.

1. Apply generously to cleansed face and throat or areas with or prone to sensitivity (e.g.; cheeks or eye areas). Allow to process at least ten minutes to fully activate. Gently rinse with warm water. Apply 2-3 times per week or whenever skin requires a soothing remedy. Follow with UltraCalming™ Mist and UltraCalming™ Serum Concentrate.

Treatment with UltraCalming™ Relief Masque decreased the wax-induced redness by 15% (purple) as compared to the control treatment (gray) after 30 minutes.
Sensitized, reactive and recently resurfaced skin.

A highly concentrated professional treatment that helps relieve sensitivity, redness, itching and burning triggered by inflammation. This professional-use-only product fortifies skin’s protective barrier and helps impede inflammatory triggers that lead to sensitized skin.

- Delivers intense level of active ingredients to soothe and strengthen skin.
- Product continues to work even after the client leaves the treatment room.
- Product penetration may be enhanced when used in conjunction with Galvanic Current.

**UltraCalming™ Complex:** helps reduce sensitivity, irritation and inflammation.

- Saccharomyces (Yeast) Lysate Extract: stimulates oxygen consumption and combats irritation; helps in tissue regeneration.
- Caffeine: used to reduce redness by constricting capillaries.
- Panthenol (Pro-Vitamin B5): has humectant properties and helps promote tissue repair.
- Sodium Hyaluronate (Hyaluronic Acid) and Hydrolyzed Glycosaminoglycans: a natural component of the skin that holds a thousand times its weight in water, maintaining optimum hydration levels of tissues.

1. Press 6 to 10 drops onto skin.
2. Apply an even layer of Clinical Colloidal Masque over face, neck and eye area.
   - optional: Additional UltraCalming™ Complex can be pressed into the skin prior to moisturizer application.

optional: For increased penetration and results, use beneath Colloidal Masque Base with Galvanic Current on the positive polarity (4 to 7 minutes). For clients with extreme sensitivity, electrical modalities may be contraindicated.

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Sensitized, reactive and recently resurfaced skin.

A soothing, calming masque that helps boost the immune function of ultra-sensitive, irritated skin. When mixed with water, a creamy consistency develops that is ideal for gentle application.

- Relieves itching associated with eczema.
- Helps to soothe skin rashes and irritation.
- Can be used on eyes and lips.
- Ideal for sun or wind-burned skin.

- Colloidal Oatmeal: pharmaceutical-grade Oatmeal helps soothe irritated skin.

1. Press 6 to 10 drops of UltraCalming™ Complex onto the skin.
2. Mix approximately 1 to 2 scoops of Clinical Colloidal Oatmeal with a wooden spatula and warm water to form a smooth consistency. Apply with a Fan Masque Brush in an even layer from forehead to neck. Include eye and lip area.
3. Steam for 10 to 15 minutes. Steam will promote the qualities of the active ingredients, help keep the masque hydrated and prevent setting for easier removal.
4. Loosen masque for easy removal and to avoid skin friction by spraying with a Dr. Lucas Pulverizer or Eco Spray customized with 6 to 10 drops of Calming Botanical Mixer. Remove masque gently with a warm steam towel customized with Calming Botanical Mixer or The Sponge Cloth.

optional: Mix with 6 drops of Calming Botanical Mixer before applying to help soothe skin.
As a Professional Skin Therapist, you may wish to outline a precise treatment regimen, both in the treatment room and at home for the greatest success when treating sensitized and reactive skin. While outlining a professional treatment and home care regimen, be sure to express the following lifestyle advice to your client:

• Everyone is different when identifying the trigger factors that cause sensitized skin. Coaching your client on common triggers including spicy foods, air travel, extreme temperatures and harmful ingredients in cosmetics can help ensure skin inflammation and sensitivity is kept to a minimum.

• Maintaining a healthy diet and reducing stress levels will also go a long way in treating sensitized skin. Sun exposure, pollution, alcohol, smoking, medical resurfacing procedures and over-use of home care exfoliating products should be avoided, as they lead to increased risk of sensitization and reactivity.

• Maintaining a healthy skin barrier is critical in controlling and preventing sensitized skin. In addition to ingredients in UltraCalming™ that help fortify the skin’s barrier, daily SPF protection will help provide further defense against skin damage. It is recommended that you prescribe physical sunscreens formulated with Titanium Dioxide and Zinc Oxide, which are known to be less irritating than chemical-based sunscreens.
contraindications

All clients must complete the Face Mapping® Consultation Card. The treatment procedure cannot be effectively carried out until this has been completed.

If the client is using Retin-A, Renova, Adapalene or any other intensive prescribed exfoliating product, he/she must discontinue use at least 2 weeks before undergoing this treatment, or omit the exfoliation step with Daily Microfoliant®.

Clients who are taking Isotretinoin, or have taken Isotretinoin (previously marketed as Accutane) within the past 6 months, should not receive any exfoliating treatments.

Do not perform exfoliation on sunburned or irritated skin, or on skin that has been waxed within the past 24 hours.

Important: when using any professional exfoliation or any electrical modalities, under no circumstances should you leave your client unattended in the treatment room at any time, even if the exfoliant you have chosen would be considered mild or the machine is pre-programmed and fully automated.

introduction

A super-soothing UltraCalming™ skin treatment to bring relief for clients who suffer from irritated, reactive and sensitized skin.

suggested menu copy

Red, itching, burning skin – don’t conceal it. Control it! The Dermalogica UltraCalming™ treatment is serious relief for sensitized skin that calms, soothes and replenishes the most aggravated, irritated and inflamed skin. By targeting the triggers behind redness, itching and stinging, this treatment will help recover skin health for long-term relief from flare-ups.
1. All Clients must complete the Face Mapping® Consultation Card. This will help you investigate the reasons behind your client’s skin concerns, including a history of sensitivity, allergies, capillary activity and nerve activity. This treatment procedure cannot be effectively carried out until this has been completed.

2. Begin the UltraCalming™ Treatment by cleansing the hands and feet with a warm steam towel customized with Calming Botanical Mixer. Wrap your client. Heat tummy pillow in the microwave for 1½ to 2 minutes, place on the client’s lower abdomen and place client’s hands on or under the pillow depending on their preference. To calm the client, start by pressing the feet down towards the bed (x3) and with the palm to sole pressing feet towards the head (x3).

3. Moving to the face, perform inhalation techniques: apply 1 to 2 drops of Soothing Additive onto palms of hands. Rub palms together and cup hands over face while encouraging client to do deep abdominal breathing, hold hands over the nose and mouth area for 3 deep abdominal breaths.

4. Remove eye and lip make-up with Soothing Eye Make-Up Remover or PreCleanse. Cleanse face once with PreCleanse followed with UltraCalming™ Cleanser, using light stroking movements and little pressure; take care not to over-stimulate the skin. For highly sensitized skin cleanse twice with UltraCalming™ Cleanser, omitting PreCleanse. Remove with damp cotton pads or The Sponge Cloth.

5. Perform Face Mapping® skin analysis. Look for areas of sensitized skin and redness. Check for couperose skin, dilated capillaries and evidence of an impaired barrier function such as dry, damaged, flaky skin. Ask the client about any itching, stinging or biting sensations that they may experience and in what areas this sensation occurs. The hands, behind the ear lobes and inside of the elbows should also be analyzed for any signs of atopic dermatitis or eczema.

6. If the skin’s barrier is in a healthy condition, mix 1 teaspoon of Daily Microfoliant® in a jelly cup with warm water and 3 drops of Calming Botanical Mixer. Apply with a brush under steam. Massage gently with hands in circular movements for 1 to 2 minutes. Remove with a cool steam towel or The Sponge Cloth. To reduce any post-exfoliation redness, add 6 to 10 drops of Calming Botanical Mixer with distilled water in the Dr. Lucas Pulverizer or Eco Spray. Spray over the face and décolleté area for 30 seconds.

7. Press 6 to 10 drops of Soothing Additive onto the skin and perform Dermalogica’s UltraCalming™ Skin Relief Massage.

8. Press 6 to 10 drops of UltraCalming™ Complex onto the skin. 
optional: For increased product penetration follow with a thin layer of Colloidal Masque Base. Perform Galvanic Iontophoresis for 4 to 7 minutes. Alternatively, microcurrent can be used with Specific Iontophoresis using a feathering technique.

9. Using a wooden spatula, mix 1 to 2 scoops of Clinical Colloidal Oatmeal with enough warm (not hot) water to create a smooth paste-like consistency. Using a brush, apply Clinical Colloidal Oatmeal paste to neck, face and above and below eyelashes. Apply warm steam for 15 minutes to promote the healing qualities of active ingredients and to keep masque hydrated to prevent setting.

10. Loosen masque for easy removal by spraying with Dr. Lucas Pulverizer or Eco Spray customized with Calming Botanical Mixer. Remove masque gently with a cool steam towel customized with Calming Botanical Mixer.

11. Spray with UltraCalming™ Mist. Follow with a generous amount of UltraCalming™ Serum Concentrate. For skin requiring more hydration, follow with Barrier Repair and/or Super Sensitive FaceBlock SPF30. For oilier sensitive skin, you may prefer to use UltraCalming™ Serum Concentrate alone or followed by Super Sensitive FaceBlock SPF30. If the eye area is not sensitized and barrier not compromised, follow with MultiVitamin Power Firm.

12. Complete a Face Mapping® skin analysis Prescription Sheet with your home care prescriptions and advice.
prescribing UltraCalming™ to your clients

UltraCalming™ may be prescribed as the core regimen for sensitive skin or for clients with rosacea, or alternatively a few key products may be introduced as supplementation to their current skin health regimen. Clients with any skin condition can be prescribed UltraCalming™ products during periods of skin sensitization from environmental or lifestyle factors, or post-medical resurfacing or cosmetic procedures. Depending on the degree of sensitization and condition of the skin’s barrier, you may wish to prescribe the entire line for a period of time for the skin to repair and regain its healthy function, or just a few key products for the client to supplement into their current Dermalogica regimen. UltraCalming™ Serum Concentrate is a key treatment product that every skin condition can benefit from during travel, climate changes, stress and hormonal fluctuations when skin flare-ups or sensitization is enhanced.

For clients using UltraCalming™ as their core regimen, the following guidelines can be followed:

Daily

- Remove all lip and eye make-up thoroughly with Soothing Eye Make-Up Remover or PreCleanse.
- Perform the Dermalogica Double Cleanse that begins with PreCleanse, and follows with UltraCalming™ Cleanser.
- Spritz with UltraCalming™ Mist over face and neck after cleansing and throughout the day as needed.
- Apply a generous amount of UltraCalming™ Serum Concentrate in the morning and the evening.
- If extra hydration is required, follow with Barrier Repair over the face and neck.
- In the morning, follow with Super Sensitive FaceBlock SPF30.
- Apply prescribed Dermalogica Eye Treatment in the morning and evening.

Two to three times a week (or as needed):

- Apply UltraCalming™ Relief Masque generously to cleansed face and throat, or areas with or prone to sensitivity (i.e.; cheeks or eye areas). Allow to process at least 10 minutes to fully activate. Gently rinse with warm water. Apply 2 to 3 times per week or whenever skin requires a soothing remedy. Follow with UltraCalming™ Mist and UltraCalming™ Serum Concentrate.

Monthly or as and when needed:

- Schedule a Professional Dermalogica UltraCalming™ Skin Treatment or a Skin Soothing MicroZone®.
BioSensitivity Quiz

Why doesn't UltraCalming™ contain Hydrocortisone (Cortisone)?

Hydrocortisone is a steroid used to reduce inflammation. Its purpose is to provide short-term relief, not long-term control of itching and redness, for which UltraCalming™ products are designed. When Hydrocortisone is used continually or long-term, skin can build up a resistance and require stronger steroids for a result. In addition, Hydrocortisone has the potential drawback of thinning skin.

Can UltraCalming™ be prescribed for an oily or acneic skin condition?

Yes. Sensitization can affect any skin and every UltraCalming™ product can be supplemented into a core regimen when needed. UltraCalming™ Serum Concentrate and UltraCalming™ Relief Masque are excellent treatment products to use as needed, especially when skin is sensitized by the environment or stress. Inflammation is commonly present in acne-prone skin. If your acne-prone client has evidence of extreme redness and inflammation, perhaps from using a topical acne medication like Differin or from taking oral Isotretinoin (previously marketed as Accutane), you may prescribe UltraCalming™ with some key products from the MediBac Clearing® system. Often times acne breakouts will improve when the associated inflammation is reduced.

What role does stress play on sensitized skin?

Emotional and physical stress can also induce skin itchiness, inhibit wound healing and aggravate inflammation. The elevated levels of stress hormones cause inflammatory reactions in the body, which can lead to many forms of skin and overall health concerns. Always try to build stress-relieving techniques into your treatment regimen for sensitized clients.

How can I assess the severity of my client's sensitivity/sensitization?

Revealing what’s behind sensitized skin is the first step towards proper treatment. To help understand each client’s individual sensitization triggers, have them complete the Dermalogica BioSensitivity quiz (page 34). To score the quiz, add up your client’s answers. From 1 to 6:

- Specific UltraCalming™ products can be prescribed to supplement your client’s current regimen.
- Face Mapping® skin analysis will reveal which products to prescribe. Seven and above: The entire UltraCalming™ system should be your client’s primary regimen morning and night.

What home care tips can I provide to my clients to help reduce flare-ups?

- Never wash with hot water, as this further strips skin’s barrier. Instead, use warm water.
- Be mindful of scented, colored, fragranced laundry detergents and softeners that can aggravate skin.
- Never attempt any exfoliation routine without a professional’s recommendation.
- Don’t smoke. Smoking drains skin of vitamins A and C and constricts blood vessels — meaning smoking is somewhat like suffocating skin from the inside. It dehydrates skin around the lip area, causing wrinkles.
- Excessive intake of alcoholic beverages, caffeine and certain medications can trigger dry, sensitive skin.
- The loss of existing sebum is commonly caused by excessive bathing, showering, scrubbing, or the use of harsh soaps. Shaving without a protective medium can also weaken skin’s barrier function.
- If skin is so sensitized it cannot tolerate water, remove UltraCalming™ Cleanser with damp cotton, The Sponge Cloth or a soft wipe.
- Use gentle, upward strokes when applying product — never use rough, quick movements.