

## GUIDANCE FOR SPA BUSINESS

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The more an individual interacts with others, and the longer that interaction, the higher the risk of COVID-19 spread. COVID-19 is mostly spread by respiratory droplets released when people talk, cough, or sneeze. It is thought that the virus may spread to hands from a contaminated surface and then to the nose or mouth, leading to infection.

### **Aim**

This document provides SPA business guidance on SPA operations during the COVID-19 pandemic in order to assist management with the implementation of preventive measures to protect health and safety of guests and employees by minimizing the risk of spreading infection during spa treatment services.

### **Reservation Procedure**

Scheduling affects every aspect of the spa operation and it is vital that added measures are adopted to address COVID-19, and ensure guest and employees feel safe and protected during this period.

Scheduling factors to consider:

- Ensure sufficient turnaround time between bookings, allowing for new Therapist and Treatment Room hygiene protocols.
- Allow sufficient time between appointments to facilitate enhanced cleaning measures between customers.
- Recommend treatments with minimal contact or services that can be performed over clothes for guests who may feel nervous about re-visiting the spa.
- Consider limiting thermal use to one guest per booked appointment slot, with time in-between sessions for cleaning.
- Ensure treatment variety is allocated evenly between therapists.
- Ensure bookings are evenly booked between therapists.
- Ensure breaks are scheduled in-between over 3 hours of treatments.
- Ensure you know what your booking limits are for each service type.
- Cleaning time should be included before or after a lunch break to allow for sanitization.

### **Reservation staff**

The reservation team should adhere to the following guidelines:

#### Work Stations

- Where possible and in accordance with your hotel policy reservation stations should be 2 meters/ 6 ft. apart.
- Where possible workstations should not be shared unless sanitized between use.
- Headsets, telephones and desks including; keyboard, mouse, laptops and stationary should be sanitized before the start of each shift and at the end of each shift.
- Hand sanitizers should be available at each workstation.
- Hands should be sanitized before coming into contact with guests/employees including handling letters of confirmation/information and before preparing mail to be posted.
- If sharing a workstation, a sanitization check list is recommended for before and after shifts. Reservation supervisor is to ensure these logs are being completed daily.

### **Spa Reception & Spa Boutique**

- All Spa employees should wear face coverings.
- Staff who are unwell should inform the management and stay home.
- Staff should limit personal belongings that they bring in to Spa to only the essentials.
- Staff and clients should avoid close contact with persons who are ill.
- Hygiene measures should be observed at all times, including
  - covering mouth and nose with a clean tissue when coughing or sneezing, or sneezing or coughing into sleeve or arm.
  - washing hands for 20 seconds with soap & hot water on arrival and periodically
  - avoiding touching eyes, nose, and mouth with unwashed hands.
  
- Only the guest receiving services should enter the building.
- Create a welcome ritual for each arriving guest that includes a warm, moist hand towels which also includes hand sanitizer.
- Sign to be placed at the Spa Reception outlining the increased sanitization practices and directing client's attention to them
- Each employee uses their own pen during shift and commit only to using their pen. If needed, flag pen with tape labelled with employee's name. Guests pens are sanitized after each use.
- Ensure each employee maintains their own workspace and does not use each other's workspace. If unavoidable, sanitize area before/after use.
- Place hand sanitation stations and wipes around the Spa for guest and employee use.
- Practice social distancing measures of maintaining a distance of 2 metres (6ft) by marking floors in the Spa reception. Based on Spa size and lay-out, configure Spa check-in to one area and Spa check-out to another area.
- Ensure all workstations maintain social distancing guidelines.
- Consider limiting the amount of time guests can use the locker room facilities to avoid overcrowding.
- Wipe down all surfaces after use including: telephones, desk, keyboards, credit card machines, mouse, etc. with disinfectant spray/wipes. 1x per hour: Wipe down guest's side of the desk, including pull out trays, folio folders, pens, etc.
- Every 30 minutes and depending on traffic volume, clean and disinfect all door handles and high contact areas.

### **Locker rooms, wet areas & relaxation lounges**

- Tour of the locker rooms should be conducted after the guest has changed into robe and slippers to avoid the guests walking with their shoes around the wet areas.
- Lockers must be assigned to each guest in consideration of social distancing guidelines.
- All lockers should be pre-locked to avoid guests from changing assigned lockers or from touching contents inside lockers.
- All areas should contain a hand sanitation station & sanitation wipes.
- Lockers must be sanitized after each use by the attendants.
- Attendants must wear proper PPE (gloves and masks) when removing dirty linen and items from linen baskets or trash cans.
- All door handles and doors must be sanitized on a regular basis. It is recommended once every 30 minutes.

- The use of steam rooms, saunas, inhalation rooms, ice rooms, Jacuzzis & indoor pools require additional safeguards and may be required to close during an outbreak in the community.
- If wet areas are available for use, consider social distancing measures such as, limiting the number of guests allowed to use steam room, sauna, jacuzzis at one time. This information should be displayed and provided to guests during their Spa Tour and members should be notified.
- Ensure all guests wear towels while using thermal experiences.
- Ensure wet areas are set to the correct temperatures as high temperatures are known to kill germs and common viruses:
- Steam Room (110-115 F; Sauna 150-175 F; Infrared Sauna 120-130 F; Jacuzzi 100-104 F; Cold Plunge 50 - 55 F)
- Steam Room (45 C; Sauna 50 - 75 C; Infrared Sauna 40-60 C; Jacuzzi 37-40 C; Cold Plunge 10-12 C)
- Sterilize all areas overnight by utilizing ozone machines or appropriate chemicals.
- Consider limiting thermal use to one guest per booked appointment slot, with time in-between sessions for cleaning.

#### **Relaxation Lounges:**

- Where possible, space out all furniture to comply with social distancing guidelines.
- Remove blankets, neck pillows and extra cushions from lounges and chairs.
- Food and beverage offerings must be individually wrapped and single use. Offer fruit options that peel off such as bananas, oranges etc. Remove apples, pears, etc.
- Headphone for TV's must be cleaned and sanitized after each guest.

#### **Treatment & treatment rooms**

- Recommend to all guests to shower pre & post treatments.
- Eliminate handshake introduction and replace with a right hand to heart gesture or Thai greeting - palms pressed together in a prayer-like fashion.
- Create a welcome ritual by offering a warm and moist hand towels which also contains hand sanitizer.
- Ensure treatments have 30 minutes in between each service to allow for treatment room cleaning and sanitation. Provider must wipe down counters, bottles, cabbies, jewellery box, head rests and treatment tables.
- Providers must spray and sanitize all skincare bottles and products used after each treatment.
- Remove from treatment rooms: bed skirts, duvets, pillows, runners, table warmers and mattress pads. All linen in the treatment bed must be used and washed after each guest.
- As a recommendation, employees should keep a spare clean uniform at work, so they can change during their shift if they feel it is required. Alternatively, providers should clean and disinfect their uniforms by spraying a skin safe disinfectant after each treatment.
- Each employee uses their own pen during shift and commit only to using their pen.
- Maintain HEPA air quality machine in each treatment room.
- Provider washes their hands before and after the treatments.
- Ensure autoclave cleaning is utilized with bags for additional measures. Ensure each autoclave bag is opened during the guest service (allow guests to see implements are in autoclave bag for added measure)

- Follow social distancing measures for service providers and Spa employees inside the employee lounge, linen rooms, spa back of house areas.

#### **Personal Protective Equipment (PPE)**

- When masks/face coverings are used by spa employees, the below guidelines should be adhered to as recommended by the World Health Organisation. Spa Managers/Directors should organize relevant Health and Safety Training for the whole team.

#### ***Guidance on use of face mask:***

- Before putting on a face mask, clean hands with 70 % alcohol-based hand rub or wash hands with soap and water for 20 seconds.
- Cover mouth and nose with mask and make sure there are no gaps between your face and the mask.
- Avoid touching the mask while using it; if you do, clean your hands with alcohol-based hand rub or soap and water.
- Replace the mask with a new one as soon as it is damp and do not re-use single-use masks.
- To remove the face mask: remove it from behind (do not touch the front of mask); discard immediately in a closed bin; clean hands with 70% alcohol-based hand rub or wash hand with soap and water for 20 seconds.

#### **Reference:**

[https://globalwellnessinstitute.org/wp-content/uploads/2020/05/ESPA-Guidelines-COVID-19-Ext\\_.pdf](https://globalwellnessinstitute.org/wp-content/uploads/2020/05/ESPA-Guidelines-COVID-19-Ext_.pdf)