



THE SPA & WELLNESS INDUSTRY RE-OPENING AFTER COVID-19 PREVENTATIVE MEASURES GUIDELINES

A SWAA Chapter Affiliate Document

of the

Spa & Wellness Association of Africa (SWAA)



**SPA & WELLNESS
ASSOCIATION OF AFRICA**



1. DEFINITION

Companies in this **industry** offer **spa** services, such as massages, facials and body treatments. The **industry** includes day **spas**, **spa** resorts, hotel **spas** and medical **spas**. Spas are places devoted to overall well-being through a variety of professional services that encourage the renewal of mind, body and spirit.

(i) Industry Products and Services

- Massage and bodywork treatments
- Skin-care treatments
- Salon services
- Retail sales
- Health Clubs & Fitness Gym services

(ii) Industry Activities

- Providing massages
- Providing skin-care treatments
- Providing facials
- Providing hair treatments
- Providing nail treatments
- Providing physical fitness
- Retailing skin-care and cosmetic merchandise

2. COVID-19 REOPENING GUIDELINES



The Spa industry globally has developed a COVID -19 guidelines for Spa's re-opening their businesses.

The Spa Industry in Kenya will also need to ensure implementation of these guidelines as well in order to safeguard its' clients health and that of staff.

A. PRIOR TO REOPENING:

- Properly sanitizing the spa after the extended shut down protects the health and safety of guests and staff.
- Observing the following **"HYGIENE SOP"** guidelines to safely and effectively sanitize the spa prior to reopening.

(i) HYGIENE STANDARD OF OPERATIONS PROCEDURES

a) Surfaces and Electronics

- When cleaning and disinfecting surfaces you **MUST** wear disposable gloves at all times.
- Ensure the area you are disinfecting is well-ventilated.
- Using an EPA-registered disinfectant (and following the instructions on the label) clean and disinfect high touch surfaces, including tables, doorknobs, light switches, lockers, countertops, retail shelves, handles, desks, phones, keyboards, faucets and sinks, chairs, stools, trolleys, vanities, storage containers, etc.
- Clean the surfaces with soap and water or with cleaners appropriate for use on those surfaces



- Launder items (if possible) according to the manufacturer's instructions, using the warmest appropriate water setting and drying items completely.
- For electronics such, consider a wipe able cover for applicable devices and follow the manufacturer's instructions for cleaning and disinfecting.

b) **Steam Rooms, Saunas and Wet Spaces**

- Proper ventilation is crucial for keeping airborne bacteria/virus away from hydrothermal areas (Steams/Sauna & Wet Areas) and to prevent the growth and spread of mold, fungus or bacteria/virus. Prior to reopening your spa after a shutdown, consider reviewing the air quality and ventilation in these spaces.

NB: For reference:

- **Air in a sauna should be refreshed seven to 10 times an hour**
- **Air in a steam room should be refreshed six times an hour**
- When cleaning the steam areas you **MUST** wear disposable gloves, inhalation masks and protective eyewear or full-face visors to clean and disinfect.
- For Steam Areas use cleaning products or a solution with at least 80 percent isopropyl alcohol to disinfect all surfaces.
- For Saunas use 3 percent hydrogen peroxide (undiluted) to disinfect all surfaces.

Ozone gas (O³) has also been cited as an effective disinfectant for use in hydrothermal areas. Because ozone gas is toxic to humans, its use requires the installation of ozone gas generators that can be controlled remotely. These machines generate high



concentrations of ozone gas which disinfect the area before the ozone turns back into oxygen (O²).

c) Fitness Areas

- Following manufacturer instructions, use the guidelines for hard surfaces to clean and disinfect fitness equipment.
- For disinfection, solutions containing at least 80% isopropyl alcohol or a diluted bleach solution with a chlorine concentration of 1000 PPM may be used.
- Dry surface completely.

d) Retail Spaces

- Use the guidelines for hard surfaces to clean and disinfect shelves and individual items (when possible), along with other surfaces.
- Remove testers from retail area (consider making available by request only).

e) Laundry (Clothing, Towels, Linens and Other Items)

- Wear disposable gloves when handling laundry.
- Wash your hands with soap and water as soon as you remove the gloves.
- Do not shake dirty laundry.
- Follow manufacturer's instructions for laundering items.
- Use the warmest appropriate water setting and dry items completely.
- Clean and disinfect clothes hampers according to the above guidance for surfaces



f) **Tools and Implements**

- Always follow the laws and regulations governing service providers and their tools and implements.
- Clean and disinfect tools and implements such as tweezers, microblading handles, reusable razor handles, comedone extractors, clippers, scissors, metal nail files, cuticle pushers, etc.
- Clean tools using water and detergent.
- Rinse tools with clean water and dry them.
- Fully immerse tools in an approved disinfectant for at least eight minutes.
 - Rinse tools with water and dry using a clean cloth.
 - Store in a closed, disinfected container.

B.AFTER REOPENING

Once your spa has reopened maintaining high sanitation standards is critical for both reducing the spread of communicable diseases that may appear in the future and ensuring peace of mind for guests and staff.

- Always follow the Health Authorities regulations and guidelines applicable to your spa, including those related to occupancy levels, social distancing and other measures intended to reduce the spread of viruses.
- Encourage guests to reschedule appointments if they are sick or exhibiting symptoms of illness, especially a cough, fever, sore throat, or shortness of breath.
- If a guest or staff member becomes ill while in the spa, follow the guidelines listed below.
- Encourage employees to stay home if they are sick or exhibiting symptoms of illness



- Routinely sanitize communal areas, treatment rooms and restrooms according to the guidelines.
- Continue to sanitize hydrothermal areas according to the guidelines.

In Case of Sickness

If a guest or staff member in the spa is sick or exhibiting symptoms consistent with COVID-19 , take the following steps to reduce the likelihood of transmission:

- Always follow the regulations and guidelines provided by Ministry of Health.
- If possible, close off all areas used by the sick person.
- If possible, open outside doors and windows to increase air circulation and wait up to 24 hours before you clean or disinfect (if 24 hours is not feasible, wait as long as possible)
- Clean and disinfect all areas used by the sick person, following the guidelines.
- Continue routine cleaning and disinfection

During Treatments and Services

For the safety of both guests and staff, service providers **MUST** adhere to the guidelines before, during and after services to reduce exposure to germs and minimize the spread of communicable diseases.

All Service Providers

- Always follow the Health Authorities regulations and guidelines applicable to your spa, including those related to occupancy levels, social distancing and other measures intended to reduce the spread of viruses
- Stay home if you are sick or are exhibiting symptoms of illness such as a fever or persistent cough
- Consider greeting guests with a no-touch welcome ritual or greeting instead of a handshake
- Wash hands for 30 seconds with soap and warm water prior to treatment, and verbally notify guest that hands have been washed; if washing hands is especially impractical, use hand sanitizer
- Encourage guests to wash hands prior to treatment; if washing hands is impractical or guest would prefer, provide hand sanitizer



- As much as possible, service providers should refrain from touching their own faces during services
- Consider the use of personal protective equipment during services, including disposable gloves or facemasks

C.RE OPENING CHECKLIST

i. Staff Policies

- a. Establishing necessary changes to employee scheduling patterns
- b. Consider grouping staff together (i.e. Group A, Group B, Group C, etc.) with no work hour overlap in the event that staff members need to be quarantined due to COVID-19 symptoms or diagnosis.
- c. Set social distancing standards for employees in communal staff areas (i.e. break rooms, lunch areas, back hallways, etc,)
- d. Provide staff with a FAQ list and talking points on how to handle guest inquiries employees regarding sanitation, new policies, etc.
- e. Identify the protocol for employees to follow if they or a guest become ill or present signs of illness
- f. Determine how social distancing requirements will be monitored and the process for managing guests who do not follow the requirements
- g. Determine how capacity restrictions will be monitored and who will be responsible for monitoring

ii. Staff Resources, Training and Education

- a. All staff to undergo Training about updated sanitation practices and policies, including handling guest inquiries about those practices and policies.
- b. Establishing staff areas of responsibility for cleaning and sanitation.



- c. Developing sanitation schedule corresponding to areas of responsibility.
- d. Providing proper hygiene stations for employees and moisturizers for their comfort to eliminate dry, chapped hands.
- e. Establishing wellness and sanitation “check-in” procedure at start of shift, including temperature check if applicable.

iii. **Treatments and Offerings**

- a. Establishing treatment guidelines for staff and service providers, to include:
 - Policies regarding wearing gloves, masks or other personal protective equipment (PPE) during treatments.
 - Protocols and scripts for guests exhibiting symptoms of illness during treatments.
 - Verbal or visual indication of service providers washing hands prior to and following treatments.
 - Encouraging guests to wash hands prior to treatments (verbally, through posted signage, etc.)

iv. **Bookings & Payment**

- a. Inform guests in advance of new safety measures, changes to the facility, procedures, etc. they will experience when arriving at the spa.
- b. Evaluate and adjust appointment scheduling to allow implementation of updated cleaning and sanitation practices, social distancing, etc.
- c. Evaluate pre-arrival intake forms to determine if gathering additional guest information is necessary (i.e. preferences regarding facial touch, staff PPE during treatments, use of communal spaces, etc.)
- d. Evaluate payment options and processes:
 - Implement touchless payment options when available.
 - Consider a temporary cashless model and communicate this with guests in advance.



v. **Guest Arrival**

- a. Evaluate greeting protocols for guest's arrival (i.e. replace a handshake with a warm greeting, a ritual **NOT** involving handshake etc.)
- b. Determine if the guest check-in process will change.
- c. Evaluate recommended guest arrival times.

D.SANITIZING TOOL KIT - Materials and Safety Precautions

Ensure you have appropriate cleaning materials and personal protective equipment (PPE) on hand. Such items may include :

When Cleaning:

1. Soap
2. EPA-registered disinfectants
3. Disposable gloves
4. Disposable gowns
5. Face masks ******(Additional PPE (protective eyewear, facemasks, face shield) may be required based on the cleaning products or disinfectants being used and whether there is a risk of splash)
6. Household bleach
7. Isopropyl Alcohol
8. Barbacide – (EPA registered **disinfection** in salons, barbershops and spas)
9. Cavicide – (Ready-to-use, intermediate-level **surface disinfectant** that is effective against TB, HBV, HCV, viruses)



During Service:

10. Hand wash signage to be placed visibly
11. Face Masks to be worn by all service providers
12. Disposable Gloves to be worn by all service providers during treatments
(and only removed for those treatments that cannot be done with masks
*** with permission of client)
13. Counter Screens (Reception Desk and Nail Table)
14. Screeners (To screen staff daily and clients on Arrival) Automatic Soap
Washer mounted on wall or counter
15. Automatic towel paper dispensers
16. Waste bin with lid and foot pedal to be used everywhere.
17. Hand & Foot Sanitizer 70% Ethyl Alcohol
18. Residual disinfecting every 30 Days
19. Ultraviolet – this is to be used for sterilizing tools.
20. Ozonator neutralizes strong odors, bacteria and viruses.