



SPA & WELLNESS ASSOCIATION OF AFRICA

LIFE AFTER **LOCKDOWN**

**A handbook to create safe spaces in
the aftermath of COVID-19.
For Spa & Wellness Businesses**



LIFE AFTER THE PANDEMIC

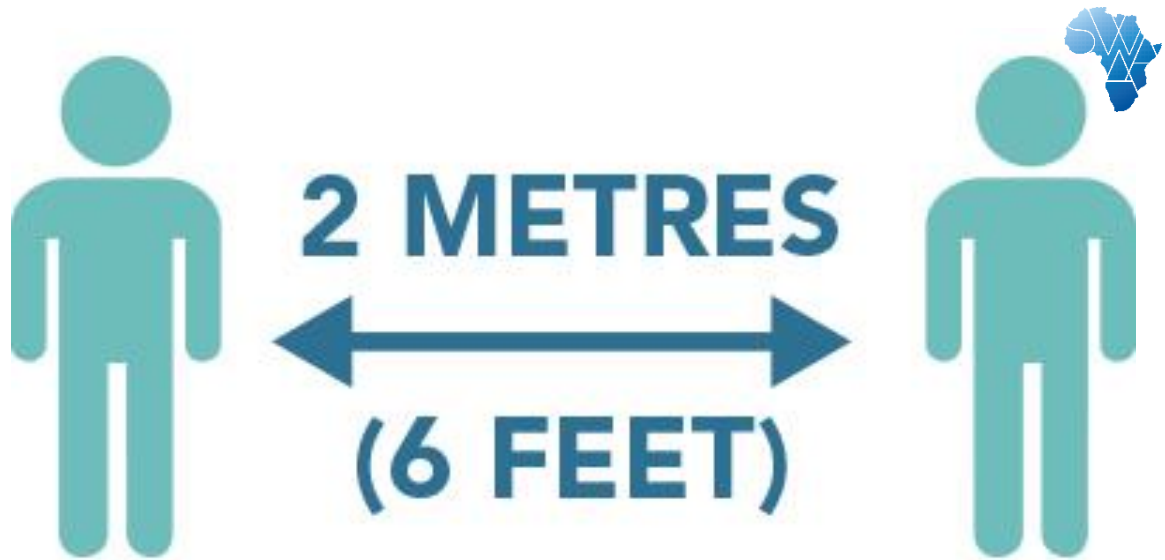
In the changing times, with the increase in infectious & lifestyle diseases, it is all the more important that we create a safe environment and lifestyle for us and our communities.

The magnitude of the crisis has been big and there is no laid out strategy to follow in these difficult times. The world is changing unimaginably and we have to individually create our own strategy for our own people.

We cannot neglect the fact that the productive age group generally spends two-thirds of their time in their workspaces along with their colleagues/co-workers. This also gives them ample time for social interactions and learnings from each other. Additionally, social media has been beneficial if used appropriately.

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These social interactions have always been very beneficial and allow people to emulate each other- in good ways and bad ways. But there are always these **“example setters”** that most of them would like to follow- provided there is a clear process, a clear objective and the clarity in benefits. What could be more beneficial than the safer and healthier **“me”** and my family, my community, my neighbourhood and my work space.

It's important that now we understand the true meaning of the saying **“Health is Wealth”**. We take care of ourselves first.



A lot many times, we just procrastinate simpler things in life like washing hands at all times, cleaning our surroundings, taking care of ourselves, eating healthy food, 15-min daily exercising and much more. But when a pressing need is presented to us, all of us as human beings have the tendency to learn and follow.

As organizations, it is equally our responsibility to ensure that we present this pressing need to our staff continuously. This would help us to ensure that our staff is healthy, environments are safe and there is perfect harmony leading to more productivity and safety.


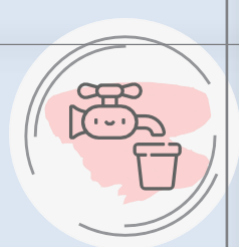


BEFORE RE-OPENING THE ORGANIZATION



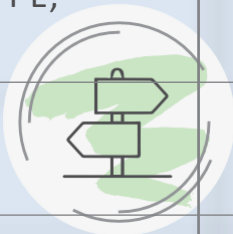

Facility / Infrastructure / Resource-related interventions

Action point	Status	Comments, if any
Open up every area of the building and ensure a proper disinfection is done		
Every desk space, corners, lifts, staircase handles, door knobs, chair handles, electrical switch points, wash rooms etc to be cleaned/ disinfected		
Washrooms to have liquid soap and hand dryers / tissue papers		
 Hand sanitizers placed at appropriate locations		
Cleaning up of air conditioning systems including lift fans		
Identify ways to get fresh air inside the work areas rather than closed spaces		
Re-organize office spaces keeping in mind Social Distancing		
Evaluate all the waiting areas and ensure social distancing in practice- distance out seats/chairs/ sofas and block them with neat labels		




Action point	Status	Comments, if any
Have enough educational material around for staff to understand the key principles to be followed		
For efficient screening practices, thermal guns (to read the temperature) to be available and staff to be educated on checking the temperature		
 Staff who is unwell should be given a mask & not allowed to enter		
Small spa medical facility to be created / organized, where if, anyone doesn't feel well-could approach		
Staffing of spa or medical spa facility could include a nurse or connect to a healthcare facility with video conferencing		
Re-evaluate the biometric systems and find alternatives, if possible.		
Drinking water facilities to have disposable cups. They should not have glasses that people use and wash. 		
Staff should carry their own water bottles and tea/coffee mugs. They should clean it themselves rather than sending it for someone to clean. Else use disposable ones.		





Action point	Status	Comments, if any
Dustbins should be closed/ covered ones and not open ones especially in lunch areas, washrooms etc		
 Perfect cleanliness to be followed in kitchens, pantries etc		
 Staff to wear Personal protective equipment (especially mask and gloves)		
Check the required stock of disinfectants, tissues, liquid soap, thermal scanner, masks, gloves, etc		
A process is in place to track and report available quantities of stocks-PPE, disinfectants, etc		
 Appropriate signage to be displayed at locations		
Place mats at the entrance that could be dipped in 1% sodium hypochlorite (and changed every 2 hours) to ensure the footwear is clean		
 Make sure the area is not slippery though		
All double doors should be kept open to prevent touching doors or knobs.		



People related interventions

Action point	Status	Comments, if any
<p>Formulate a “Staff health committee” to oversee the:</p> <ol style="list-style-type: none">1. Health status of the staff2. Preparations and regular monitoring of the safety aspects3. Continuous staff health and safety – going forward4. Responsibilities of key personnel and departments within the facility related to executing the plan to be described and implemented.		
<p>Circulate basics to your staff (all categories in required languages) to follow when they come to work before itself (what will change “now”, what they have to follow and ensure it is done including washing hands, coughing etiquettes, identification of symptoms, no spitting/ cigarette butts discard, lift usage guidelines, lunch hours, way of greeting, disinfection & cleaning of laptops/mobile phones/laptop bags etc)</p>		
 <p>Let every staff undergo a one-hour e-training module / webinar before they return to work after the lock down</p>		



Action point	Status	Comments, if any
<p>Staff should sign an online declaration where they should confirm the following:</p> <ul style="list-style-type: none">a. Do you have fever, cough, cold, body pains etc ?b. Did you travel anywhere in the last few weeks ?c. Do any of your family members have any of the above symptoms or travelled abroad/ anywhere?d. Were you in-person contact with suspected or confirmed case of Covid-19 ?e. Did you/ close family member participate in any meeting/ gathering where more than 15 people attended in the past two weeks?		
Change break hours including lunch hours for different categories of staff and ensure seating arrangements are re-organized		
Identify team leaders for areas and ensure they know their roles, example- someone to monitor entrances, someone to monitor lunch areas etc		
Staff to focus more on “hygiene” so education to be done		
Staff to be educated on saying “Namaste” rather than shaking hands		



Action point	Status	Comments, if any
Create an internal helpline/online forum/email etc so that staff can send their concerns/issues/difficulties if any faced		
Housekeeping staff to be separately addressed & motivated and ensure that they are well equipped to perform enhanced level of cleaning.		
Create a policy around pregnant women working in the office space		



Process related interventions

Action point	Status	Comments, if any
Avoid crowding in elevators/ lifts- social distancing is critical- minimum 3 feet distance between people at any time in a lift; others to take stairs or wait for the next pick (in queues with appropriate distancing)		
Change shift timings by an hour or two each (if works for your organization) to prevent overcrowding in areas like waiting, elevators, lunch rooms etc		
Avoid big meetings as much as possible-do online meetings/smaller groups with appropriate seating spaces		





Action point	Status	Comments, if any
Staff travels (outside the city) to be avoided as much as possible for the next few months		
Policy on only “essential visitors” to be evaluated and the concerned to be informed		
Reception desks to be educated on the policy on receiving parcels, cleaning up the surfaces before they reach the end user		
Prepare the medical connect points/ details to connect in case when required – connect with the healthcare facility		
Increase public areas (example washrooms, waiting areas, cafeterias, etc) cleaning cycles, if necessary		
Forecasting think ahead for the next one/two months on what could go wrong, anticipate workforce depleted work environment and mitigate accordingly, provide tools to workforce to mitigate risks (work from home, remote working etc)		



ON THE FIRST DAY

Action point	Status	Comments, if any
Team leaders to be at work well in time and there to monitor		
Ensure guidelines are followed in all the areas		
Heads of various functions or departments to do small huddles (keeping social distancing in mind) and re-iterate the process changes with their respective teams		
Identify issues / concerns and plan for changes / improvements		
A committee to be formulated that would evaluate daily the status, observations, staff feedback and make relevant changes in the processes / systems		
Housekeeping huddle (with distancing in mind) daily in every shift		





GOING FORWARD- “AFTER” PROCESSES


(Awareness, Follow, Teach, Engage, Reinvent)

CREATE CONTINUOUS AWARENESS

Staff education- Course on “MyHealth”

World Health Organization (2006) Constitution of the World Health Organization – Basic Documents, Forty-fifth edition, Supplement, October 2006, defines health as a state of physical, mental and social well-being in which disease and infirmity are absent.

For us to stay healthy, it's important that we consider all aspects of health- physical, mental and social well-being. Hence, awareness at all levels and continuous reiteration of the ever changing environment and our roles in the same need to be spoken about.



All workers at
all levels should
undergo a
**1-hour session
every quarter**
on these



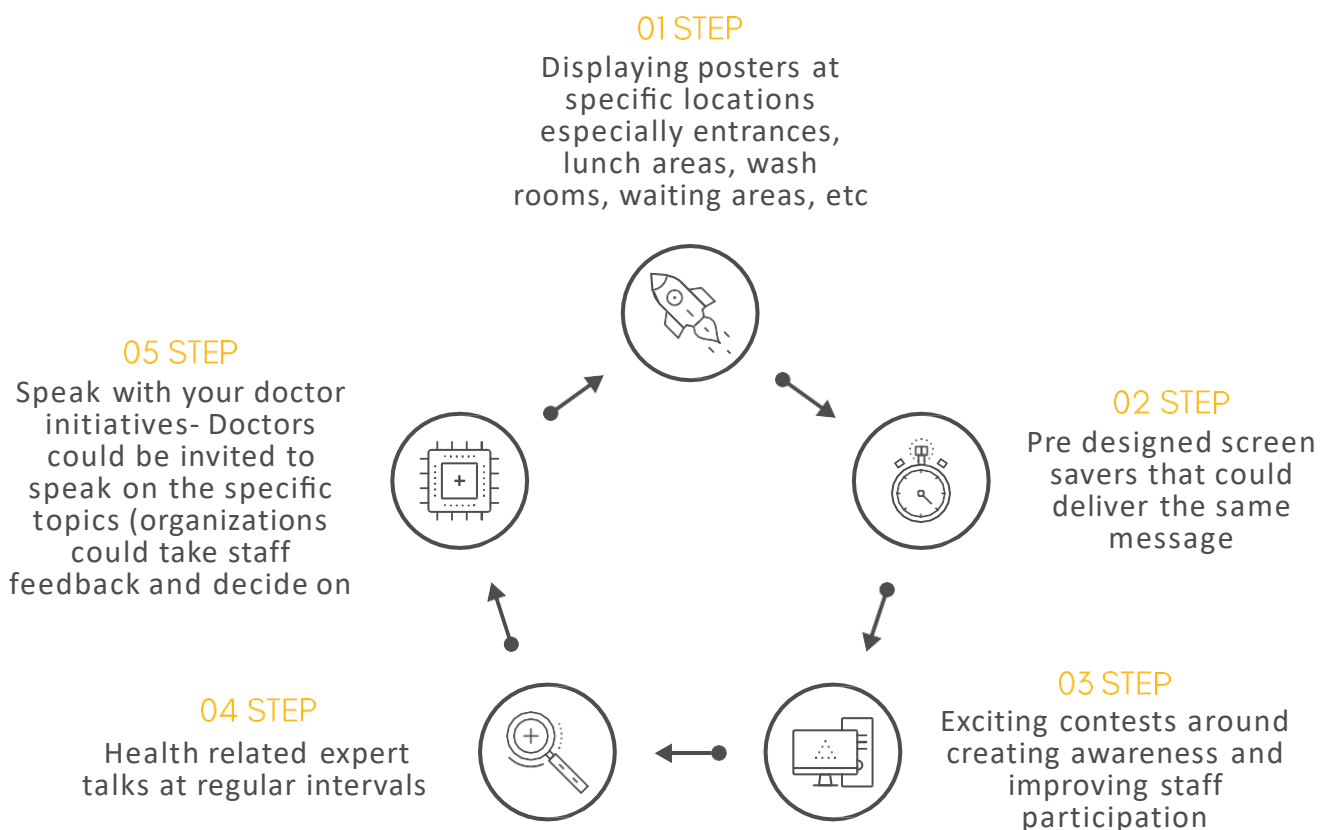
The course should include:



Human Resources/welfare department of the organization should consider this as a key to a productive workforce. They should ensure that the team members attend this course and complete all credits for an annual evaluation.



The other ways of improving awareness could be:





FOLLOW GOOD PRACTICES

Screening on entry

Identify the entry points to your organization.

Ensure that the staff is screened on entry for any fever, health related issue, etc.

You could place attendance markers at the identified entry points.

Staff, if any, is not feeling well while coming to work should be sent to the medical centre/ clinic or the hospital.

Greeting

When we meet our friends, colleagues, people we know, etc we greet them by either shaking hands, hugging each other, hi-five or sometimes just by nodding our heads.

Greetings don't have to involve physical contact. There's nothing wrong with verbally saying hello to someone and not taking things any further. Say hi and quickly present a follow up question, like "how have you been?" to keep the conversation going.

To avoid ourselves getting or passing on our infections, it is also a good practice to greet others saying "Namaste".



Safe greetings also include a bow, a nod or a wave.



Handwashing

The simplest intervention to stay healthy. Always, the most difficult in terms of compliance.

Yes, that's what hand washing is all about. It's all about setting ourselves right and preventing millions of bacteria or viruses from getting inside our bodies.

80% of the diseases could be easily prevented by just washing our hands regularly.

Hand washing is also a technique and it's critical that we practice good hand washing. In one of the studies conducted by J. S. W. Wong and J. K. F. Lee in 2018 it was reported that the areas of the hand most neglected during handwashing were the fingertips (48.1%), medial area (30.5%), and back of the hand (28%). So following all the steps of hand washing is important.

When to wash hands:



Wash your hands for at least 40-60 seconds using soap and running water or alcohol hand rub/ sanitizer.



How to Hand wash

Step by step



Wet hands with water



Apply enough soap to cover
all hand surfaces



Rub hands
palm to palm



Right palm over the back
of the other hand with interlaced
fingers and vice versa



Palm to palm with
fingers interlaced



Back of fingers to opposing
palms with fingers interlaced



Rotational rubbing of left
thumb clasped in right palm
and vice versa



Rotational rubbing, backwards,
and forwards with clasped
fingers of right hand in
left palm and vice versa



Rinse hand with
water



Dry thoroughly
with towel



Use elbow to turn
off tap



And your hands
are safe

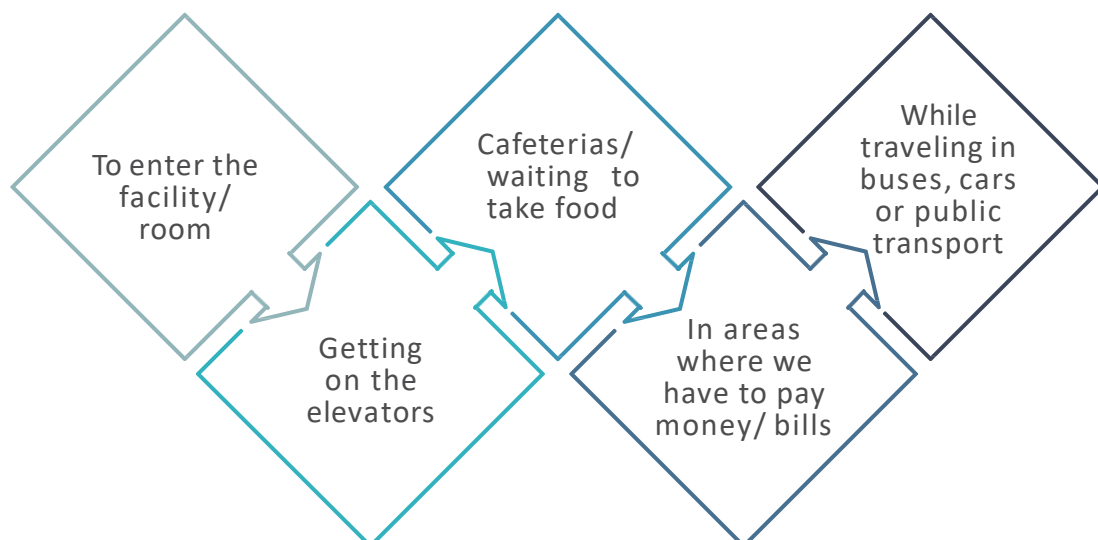


SOCIAL DISTANCING

Wikipedia defines social distancing, or physical distancing, as a set of non-pharmaceutical interventions or measures taken to prevent the spread of a contagious disease by maintaining a physical distance between people and reducing the number of times people come into close contact with each other.



It is important that we give people their physical space especially:





ORGANIZATIONS SHOULD:

Mark and put appropriate signage inside the elevators or queuing areas. Ensure distancing is done in public areas, waiting rooms, wash rooms, etc to prevent any crowding - Rearrange chairs/seating spaces with a minimum four feet distance between each chair.



Social distancing
in elevators



Queuing areas



Waiting areas



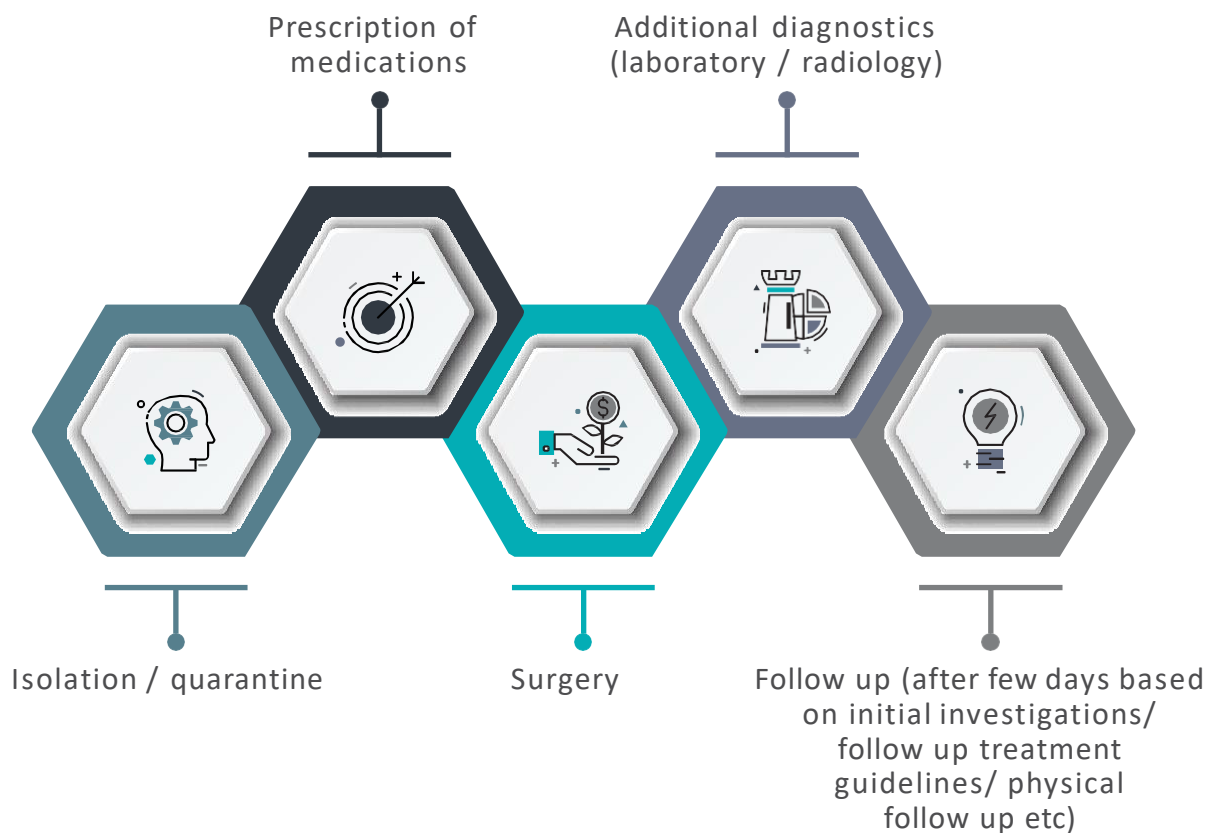
Symptoms tracking & importance of seeking medical help when required

Staff need to be educated and made aware to report any health related concerns to the organization's medical team/ clinic or Human Resources department.

They could be then referred to a medical facility for diagnosis and treatment. Additionally, organization could also arrange video consults when applicable.

Consult & follow up

Based on the patient's condition (communicable/ non communicable disease symptoms) following could be advised:



It's important that the patient should follow doctor's advice completely.



DISINFECTION

It is a process to destroy microorganisms that could possibly cause diseases. This is generally done by extensive and regular cleaning using the appropriate and most suited disinfectants.

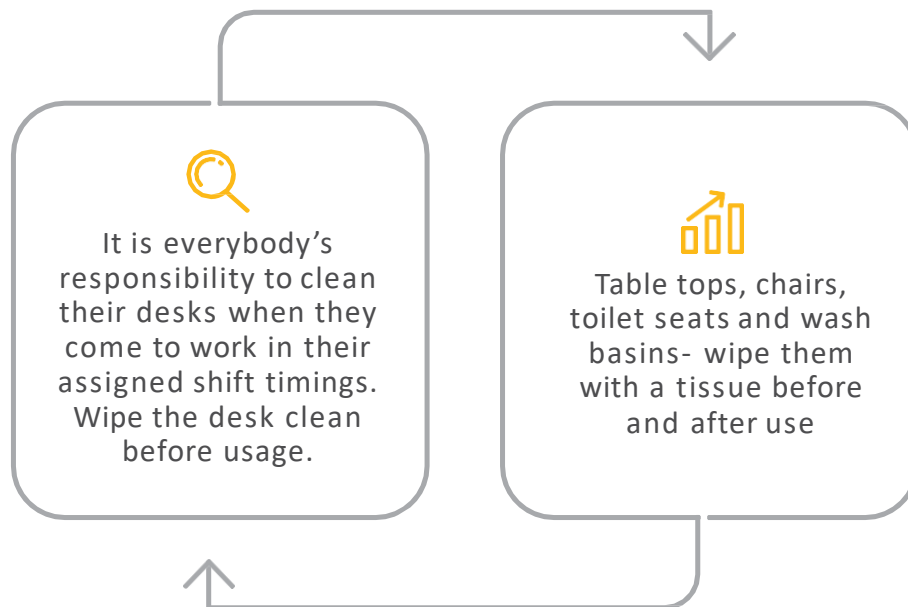
The cleaning staff/ housekeeping staff is a very important category of people that could keep hygiene levels up to the expected standards. The staff should be identified and continuously trained and monitored for performing the required functions in a set manner.

This is generally done by extensive and regular cleaning using the appropriate and most suited disinfectants.





Every employee's responsibility



Cleaning staff general instructions

Comply with when to perform hand hygiene & 6 steps of hand hygiene protocols



Cleaning staff should be informed to avoid touching their face, especially their mouth, nose, and eyes when cleaning.



Personal Protective Equipment (PPE)

Cleaning staff should wear Personal Protective Equipment (PPE) disposable gloves, apron and a mask plus eye protection or a face shield while cleaning.



Cleaners should use alcohol-based hand rub or wash hands with soap and running water before putting on and after removing PPE.

Wear the mask in the right way:

Make sure it covers your nose and mouth at all times while conducting the cleaning activity

01

Do not remove and let the mask hanging on your neck

02

03

Do not remove your mask by touching the outside surface of the mask

Discard it appropriately in the covered bin

04





Before putting
on a mask, clean
hands with
**alcohol based
hand rub or soap
and water**



Cover mouth and
nose with mask
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 mask**



To remove the mask:
remove it from
behind (do not touch
the front of mask);
discard immediately
in a closed bin; **clean
hands with alcohol -
based hand rub or
soap and water**



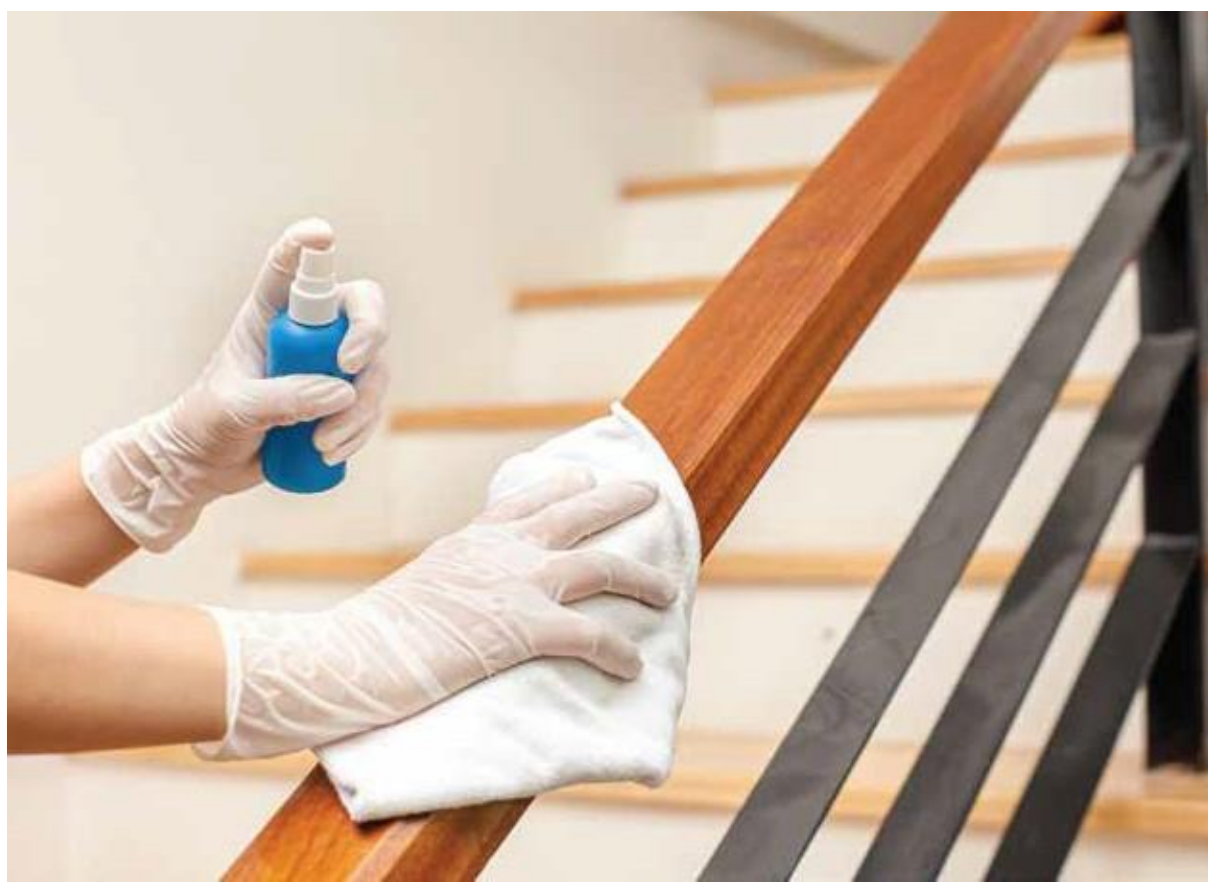


FOR CLEANING & DISINFECTION:

Product	Available chlorine (%)	1 percent
Sodium Hypochlorite – liquid bleach	3.5	1part bleach to 2.5 parts water
Sodium Hypochlorite – liquid	5	1part bleach to 4 parts water
NaDCC (sodium dichloro-isocyanurate) powder	60	17grams to 1litre water
NaDCC (1.5 g/ tablet)- tablets	60	11tablets to 1litre of water
Chloramine- powder	25	80 g to 1litre of water
Bleaching powder	70	70g to 1litre of water
Any other	As per manufacturer's instructions	

Routine environmental cleaning

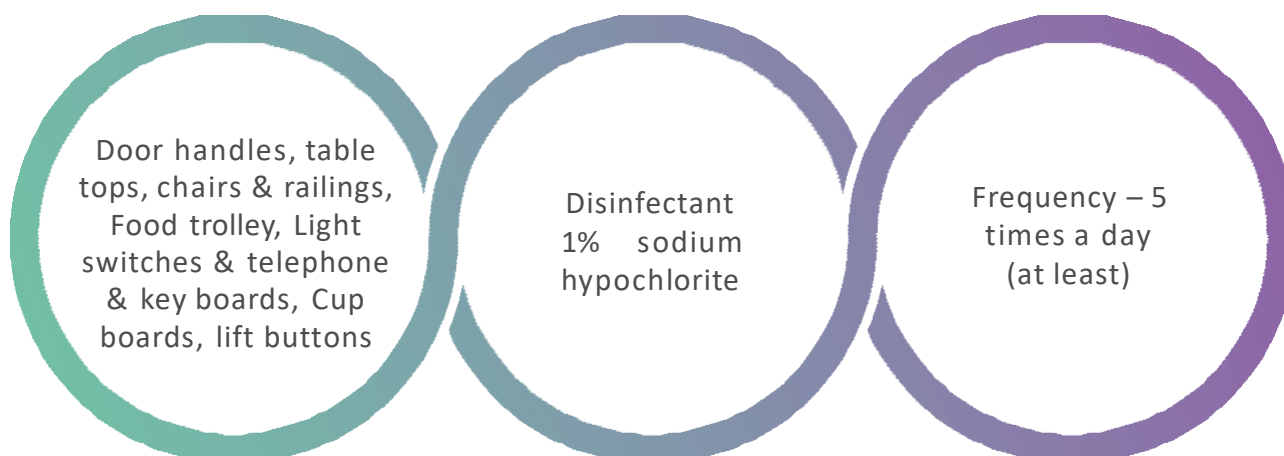
It is good practice to routinely clean surfaces as follows:



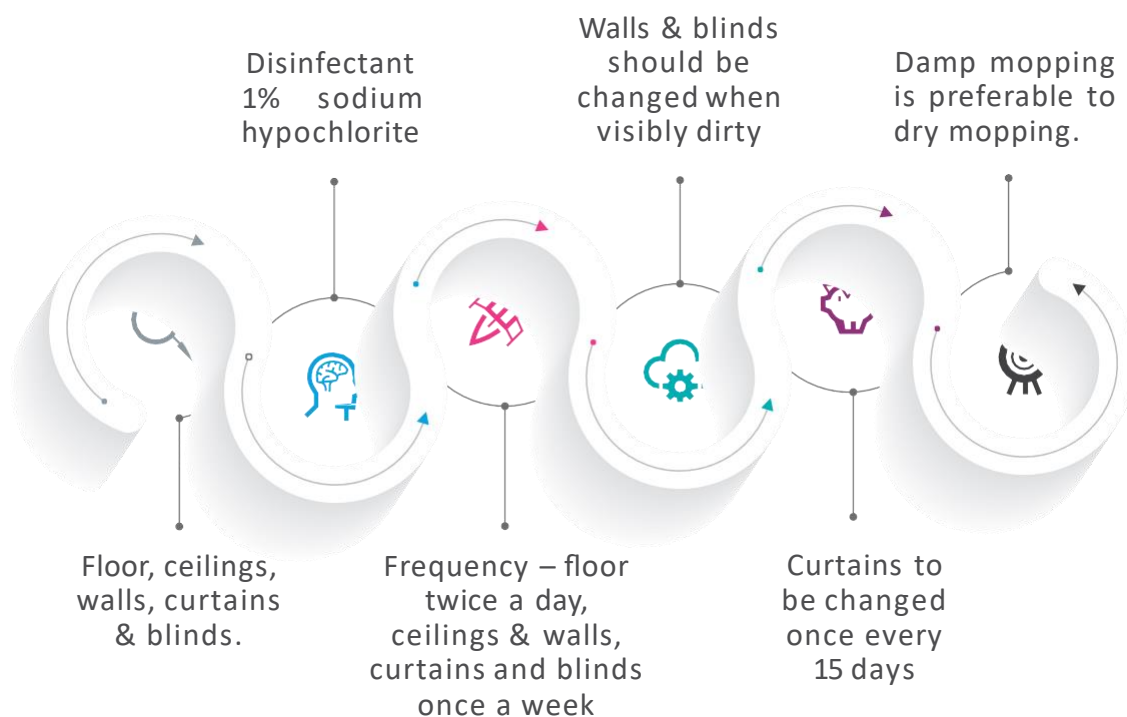


Frequently touched areas:

It is good practice to routinely clean surfaces as follows:



Minimal touch surfaces:





Lift cleaning protocols:

- All the lift men to carry hand rubs and insist on hand hygiene.
- Routine cleaning (Top to Bottom) : Before starting of each shift lift to be brought to basement for thorough cleaning (With dry wipes & disinfectant with R2/ sodium hypochlorite) with proper PPE.
- As a precautionary measures disinfection of lifts is done very 2- hours.
- Lift buttons/Railings to be disinfected half an hour.
- End of the day thorough cleaning of floors lifts with R2/ sodium hypochlorite

Dishes and eating utensils

When possible, wash reusable items in a dishwasher. If no dishwasher is available, wash the items by hand with detergents. Use nonsterile rubber gloves if washing items by hand.



Wash dishes and eating utensils for the staff after each meal or use.

Discard disposable items as waste, classified as directed by the relevant state, territory or national legislation and regulations.



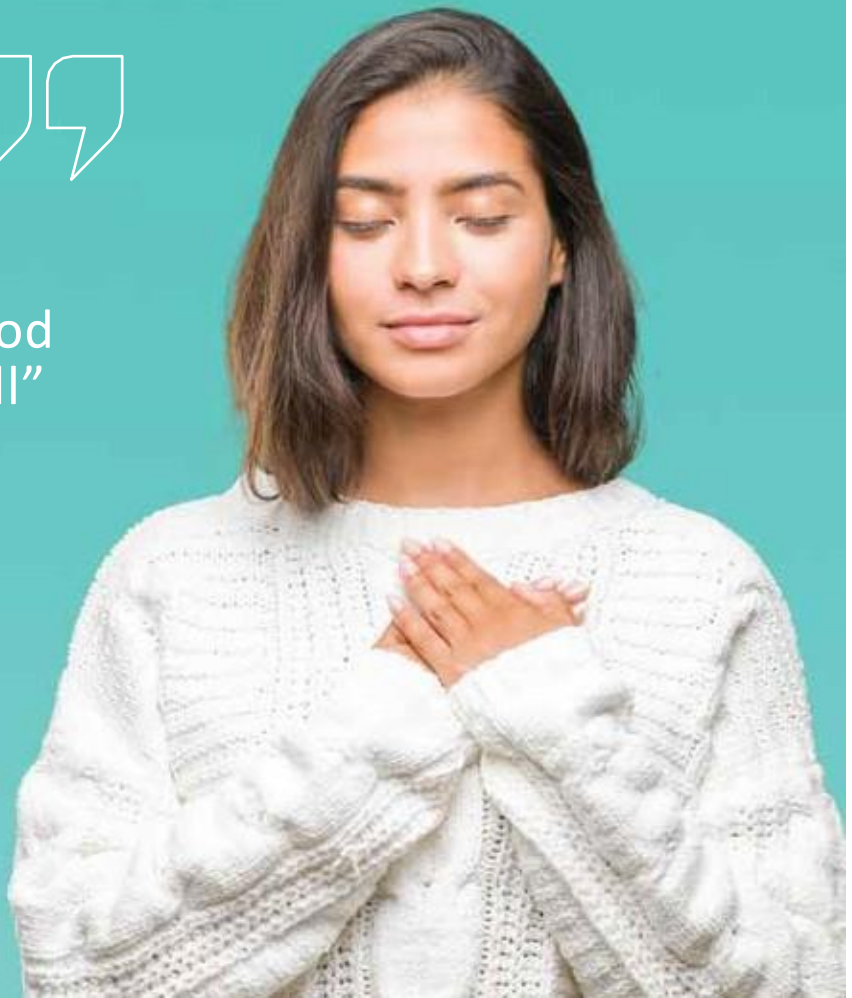
TEACH OTHERS AROUND YOU

As responsible citizens of the country, it is also important that we educate others around us including our societies in which we live, our community and our own families.

We should always talk about the point of “good health for all” when we meet in any clubs or social gatherings or similar platforms.

Our message to our staff should continuously focus on good health of our workforce other than our goals and targets to achieve. A healthier workforce can definitely be more productive and will save us millions of rupees that may be lost otherwise.

“We should
always talk
about the
point of “good
health for all”





ENGAGE CONTINUOUSLY

Difficult times are on and it will not last long. We will come out of it. But we need to promise ourselves that we will change our lifestyle. We will give away procrastination when it comes to our own health.

We as individuals need to be healthy and we as organizations need to promote this among our staff.

We should continuously engage with our staff on this going forward. Some of the examples of engagement and challenges to be handled could be:

Spending time with family to renew their energy and family bonds – quarantine once a month at least for a day

Empathize with employees who are sick or are on quarantine by relaxing work norms for them



We should continuously engage with our staff on this going forward.



Modify work policies

- Relax work norms by means of work reallocation, work from home policies, relaxed working hours, minimizing large gatherings and meetings etc
- Create and implement interim policies for essential but vulnerable population like elderly and pregnant women. Encourage them to work from home unless work critical
- Keep a tab on the health of the employees and encourage health checks if required
- Provide separate transport facilities if the need be
- Support employees and motivate them to talk to people they trust

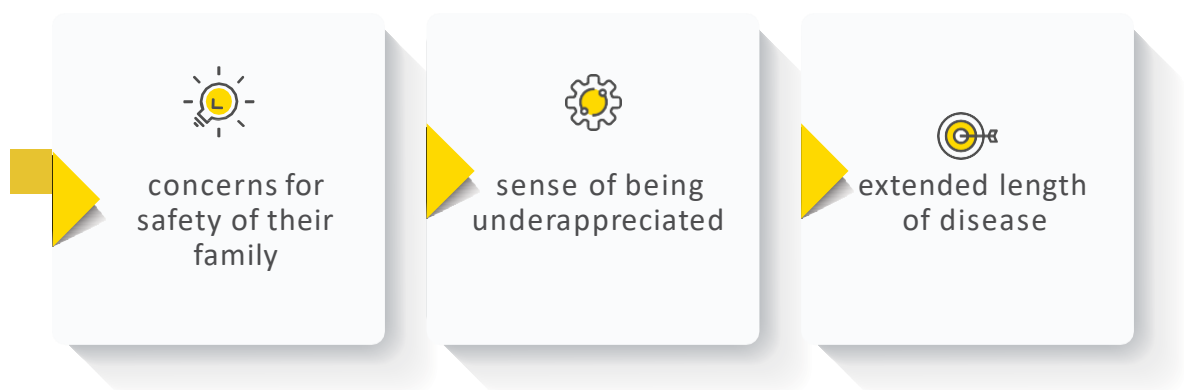




PSYCHOLOGICAL SAFETY OF STAFF AND THEIR MENTAL WELLBEING

Prepare in advance and create a healthy work, ethos and environment during crises and also to have systems in place to deal with subsequent distress and disorder.

Consider that factors negatively affecting the psychological well-being of staff are:



Reduce mental health stigma. The best ways of reducing stigma were believed to be raising awareness of mental health issues and telling people that it's quite normal to feel that way and have those feelings.

Educate workers who are exposed to trauma about the effects of cumulative stress. The education about psychological trauma may lead to better understanding, better recognition of symptoms in oneself and in others, less judgement, and therefore reduced stigma, and that positive relationships with others in the workplace can have a positive impact on psychology.



Maintain teamwork and effective leadership while at the same time providing individuals the opportunity to provide input into the decisions that affect their lives. Staff often experience severe emotional stress.

Be receptive to suggestions from staff and support personnel. Input is empowerment and provides a sense that these staff retain some control over their situation. If suggestions are not acted on, clear explanations as to why they were not should be provided and alternatives should be explored.

Administration needs to be supportive of staff and not be seen as pedantic and overly controlling at all times. In cases where staff and support personnel did not feel appreciated or listened to, there was a high degree of dissatisfaction and an increased occurrence of absenteeism and staff strikes, which further reduced personnel in an already-strained system.

Take care of yourself and your loved ones.

Make sure your basic needs are met, including: eating, drinking, and sleeping; take a break when you need one; check in with loved ones; practice the strategies to reduce distress listed above; and monitor yourself for stress reactions too.





REINVENT YOURSELF



Health check once a year

Going forward, it is important that we keep a continuous tab on our health. We continuously identify our health risks and control the precursors before they turn into a reality.

We should allow staff to take one day leave in a year for completing a health check. Tie up with a hospital that could also conduct health checks on site or allow you to get it done in a nearest facility. This could be ideally added in the list of offerings to the employee on joining as a part of their package.

Healthy diet & physical activity

Based on our health risks, our lifestyle, our family history, we should be able to conduct a risk assessment. This could ideally throw some light on our disease risks. Talking to a lifestyle management expert could help to tone down the risks. This could possibly include healthy diets, management of physical activities including 'yoga' to name a few. This should also include focus on stress, sleep, sexual and behavioural changes.

The cafeterias in organizations should not serve any 'junk' food and rather offer healthy diets .



BOOST IMMUNITY LEVELS

The immune system is the first line of defense of our body against an alien microorganism entering the body. Stronger your immune system, lesser would be the chance of you falling ill. But then again, having a strong immune system doesn't make you invincible.

With little change in your diet and routine, you can ensure that your immune system is strong enough to protect you against the virus infection. From sleeping for 8 hours to walking in the sun to eating a balanced diet, the ways are simple but they can really be helpful if followed. Follow them and witness the change in your body's strength to fight illness.

We could provide immunity boosters or such food items in cafeterias etc that continuously help our staff to prepare any such kind of infections or health related issues in the future. This should strengthen their bodies and boost up their immunity levels.

The saying, "an apple a day keeps the doctor away" can actually be true as consumption of vitamins can boost your immune

system. Vitamin A, B6, C, D and E can help increase the strength of the immune system. Vitamin C is the biggest booster of all and lack of it can cause several diseases including Scurvy. You can get Vitamin C from citrus fruits like Orange, Grapefruit, Spinach and Strawberries. You can take multivitamin supplements from your doctor, however, natural intake through food is the best way.

"an apple a day keeps the doctor away"

Stepping out in the natural light is one of the major contributors to the production of Vitamin D in our body. Vitamin D is essential for healthy functioning of the immune system as it helps the body to produce antibodies. Low level of Vitamin D in the body has been termed as one of the major reasons for respiratory problems. A brisk walk in the sunlight for 10–15 minutes during breaks will ensure that enough Vitamin D is produced in the body.



VACCINATION

You may not realize that you need vaccines throughout your life. Adults need to keep their vaccinations up to date because immunity from childhood vaccines can wear off over time. You are also at risk for different diseases as an adult. Vaccination is one of the most convenient and safest preventive care measures available.

As adults, we are prone to multiple infections and many could be avoided using vaccines. But we are not much educated about the same and we do not consider the administration of those.

It is always better to visit the nearest doctor and ask them about different available vaccines and ensure that they are taken when applicable to reduce our risks to the ever changing environment as much as possible.

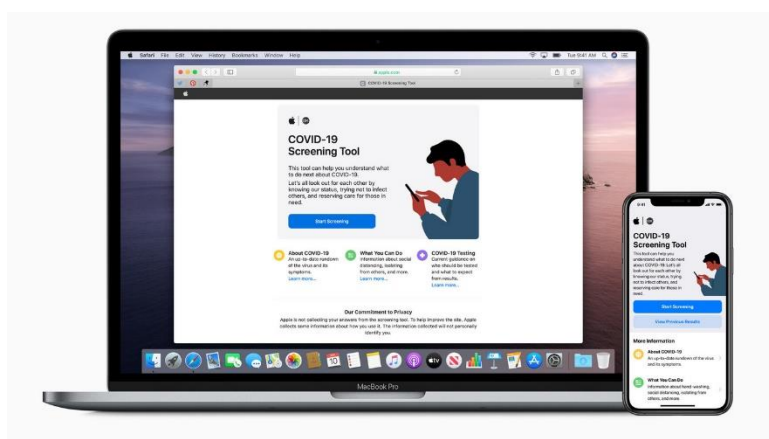
The vaccines you need as an adult are determined by many factors including your age, lifestyle, health condition, and which vaccines you've received during your life. As an adult, vaccines are recommended for protection against:

- Seasonal influenza (flu) – Everyone 6 months and older should get a flu vaccine every year as the best way to reduce the risk of flu and its potentially serious complications.
- Pertussis, also known as whooping cough – The Tdap (tetanus, diphtheria, and pertussis) vaccine is recommended for women during each pregnancy and once for all adults who have not previously received it.
- Shingles – The herpes zoster vaccine is recommended for adults 50 years and older.
- Pneumococcal disease – Two pneumococcal vaccines are recommended for adults 65 years and older. One or both vaccines may be recommended for adults younger than 65 who have specific health conditions or who smoke cigarettes.



Talk to your doctor about the vaccinations you need to protect your health for life!

You may also need vaccines to protect against human papillomavirus (which can cause certain cancers), meningococcal disease, hepatitis A, hepatitis B, chickenpox, measles, mumps, and rubella.



Desktop/Laptop screen savers



Mirror/ glass stickers



Hand sanitizer spots