

Orchid Spa & Massage

TO: Department of Public Health and Social Services

RE: Operational Guidelines, Protocols, and Procedures

Hafa Adai,

The following are the operational guidelines, protocols, and procedures we will have in place for Monday, May 15, 2020. These operational guidelines, protocols, and procedures will be implemented to ensure the safety of our staff and customers.

ORCHID SPA & MASSAGE PLAN OF ACTION FOR COVID-19 PANDEMIC In Addition to Guam COVID-19 PCOR 2 Industry Guideline Recommendations

GUEST

- Temperature checks on all guests at entrance (either building entrance or spa entrance). 100F+ no entry.
- Implement client screening questionnaire.
- Guest with cold or flu-like symptoms on the day and time of the treatment, no entry
- Capacity limits may be required initially.
 1. Treatment room: Limit one guest per room. No room to be shared.
 2. Common area: No more than 10 people at one time in the establishment or a maximum of 50% occupancy.
- Guest must wear masks in front waiting room. Guest may remove masks while in treatment room.
- Adjust appointment times for enhanced cleaning between guests, at least 30 minutes
- Only guests with confirmed appointment are allowed to enter the establishment.
- Provide service by appointment only (no walk-ins allowed).

EMPLOYEE

- Ensure proper mask use and sanitation technique training available to all employees.
- Temperature checks on all employees on arrival. 100F+ will be sent home.
- Employees with cold or flu-like symptoms are not allowed to work.
- All employees are required to wear masks at all times.
- Change any protective garments on a regular basis and sanitize reusable garments such as aprons or smocks at least once per day.

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CHECK-IN/CASHIER

- Sanitize hands between each transaction.
- Ensure a 6 ft. distance between parties.
- Post signage to emphasize social distancing.
- Thoroughly clean/ disinfect reception desk after each use.
- Sanitize pen after each use.
- Menus to be single use or disinfected between each use.
- Receptionist/Cashier to wear disposable gloves as much as possible.
- Provide contactless payment options as much as possible.

TREATMENT

- Sanitize hands between each treatment
- Products such as oils, lotions and creams should be removed from the treatment room and the bottles sanitized after each use.
- Products should be kept in closed container.
- Sanitize massage table and re-useable guest contact item after each use.
- Sanitize entrance and treatment room doorknobs after each guest.
- Technician are recommended to wear latex-free disposable gloves.

LINEN/LAUNDRY

- Change guest linen such as bed sheets, bath towel and hand towel after each use.
- Laundry should be stored in covered; sanitized containers that are clearly delineated clean versus soiled.
- Disposable gloves should be worn when handling soiled laundry.
- Use appropriate temperatures for washers and dryers to ensure thorough sanitization of linens if laundry is performed in house.

FACILITY/EQUIPMENT

- Remove unnecessary decorations and items that cannot be sanitized.
- Hand sanitizer inside entrance, preferably touch less.
- Rubbing Alcohol or Antiseptic solution inside each treatment room.
- Massage table accessories such as pillows, cushions and bolsters used during services should be disposable or covered with a material that can be sanitized.
- Doors handle to be cleaned on a regular basis.

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RESTROOMS

- Clean and disinfect ALL restroom surfaces including floors, sinks and toilet bowls.
- Store paper products in a closed cabinet.
- Place trash can near to the door or within reach of the door.
- Remove anything that does not have to be in the restrooms.
- Restroom must be supplied with liquid soap and paper towels. No cloth towels.
- Post hand washing signs in the restrooms.

COMMON AREA (LOBBY, WAITING ROOM, RELAXATION ROOM)

- Ensure a 6 ft. distance between parties.
- Post signage to emphasize social distancing.
- Thoroughly clean/ disinfect high touch surfaces such as table and sofa regularly.
- Remove all books, magazines, or any shared material for guests.
- Remove public water or coffee stations, candy dishes, product samples, etc.

HAND SANITIZERS AND TISSUES WILL BE MADE AVAILABLE FOR ALL EMPLOYEES AND CLIENTS

OWNER WILL BE PROVIDING TRAINING AND PROPER SANITATION FOR EMPLOYEES

COPIES OF THIS GUIDELINE AND OTHER SAFETY REMINDERS SHALL BE POSTED IN THE STRATEGIC AREAS WITHIN ORCHID SPA & MASSAGE