

Therapeutic Massage / Spa – Reopen Protocol (Updated 6.18.2020)

GUEST

- Temperature check 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
- Inform guest that wearing face mask is mandatory.
- 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 check all employees on arrival. 100F+ send home
- Employee with cold or flu-like symptoms are not allowed to work
- All employees are always required to wear masks
- Change any protective garments on a regular basis and sanitize reusable garments such as aprons or smocks at least once per day.

CHECK-IN/CASHIER

- Sanitize hands between each transaction
- Ensure 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
- Facial treatment is not recommended until PCOR 4 is declared by The Governor

Therapeutic Massage / Spa – Reopen Protocol (Updated 6.18.2020)

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 touchless
- 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
- Staff to assist in opening doors as much as possible

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 handwashing signs in the restrooms

COMMON AREA (LOBBY, WAITING ROOM, RELAXATION ROOM)

- Ensure 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.