



## Angsana Spa – Sheraton Laguna Guam Resort Safety Procedures (COVID-19)

Updated 10.28.2020

Safety and sanitation in the Spa business are essential for health, from preventing infection and improving employees and guest's overall well-being.

The guidelines below are created to help curb the spread of the COVID-19 during Re-opening Spa and to provide guidance to help ensure safety of our staff and guest.

**This Safety Procedure must be posted in spa entrance and spa reception to make sure all guests and employees are fully aware of the importance of safety and compliance with this guideline.**

### Spa Associate (Receptionist, Therapist)

- Spa associate must check temperature daily and record it in the file. (100F up, not allowed to work)
- Spa associate with cold or flu-like symptoms is not allowed to work.
- Spa associates must always wear face mask and face shield.

### Spa Reception

- Setup digital thermometer, hand sanitizer, alcohol and cotton pads.
- Menu should be single use or laminated for disinfection after each use.
- Guest must wear face mask throughout the whole spa experience. If guest doesn't wear it upon arrival, offer complimentary face mask.
- Ask guest to fill in Health and Travel Declaration.
- Check guest temperature. 100F up, politely declines the service.
- If guest shows cold or flu-like symptoms, politely decline the service.
- Wash or sanitize hands after each transaction.
- Clean all high touch surfaces (Such as telephone, desk, keyboards, credit card machines, mouse) with disinfectant spray or alcohol.

### Booking

- Adhere to DPHSS's capacity limit.
- Adjust appointment time for enhanced cleaning between guests, at least 30 minutes.
- Provide service by appointment only (Walk-in guest is not allowed).



## **Retail (Spa Gallery)**

- Remove all testers.
- Disinfect item touched by guest.

## **Treatment Room**

- Set up hand sanitizer
- Massage table accessories such as pillows, cushions and bolsters used during services should be disposable or covered with a material that can be sanitized.
- Remove the flower display under face cradle.

## **Treatment**

- Recommend guest to take a shower before treatment (as much as possible).
- Spa therapist must wash hands before and after guest interaction.
- Suspend tea service and offer bottled water.

## **Post Treatment**

- Change all bed linens after each treatment.
- Clean and sanitize treatment equipment, massage table and all guest contact item after each treatment.
- Clean and sanitize treatment room entrance and doorknobs after each guest.
- Spa therapist must wear gloves during the cleaning.

## **Linen**

- All spa linens must be changed after each use and strictly prohibited to reuse without appropriate laundry.
- All clean spa linens should be stored in clean ventilated room or in closed cabinet.
- Spa therapist must wear gloves when handling soiled linens.

## **Rest room**

- Rest room must be cleaned and disinfected every after use.
- Extra toilet tissue must be stored in a closed cabinet or container.
- Restroom must be supplied with liquid soap and paper towels.
- Post hand washing signage.

## **Common area**

- Thoroughly clean and disinfect frequently touched surfaces.
- Post signage to emphasize social distancing (6ft).
- Remove magazines and paper materials.