

SPA GUIDELINES

COVID-19

FLORIDA SPA SUGGESTIONS

CREATED BY:



FLORIDA SPA &
WELLNESS ASSOCIATION

Uniting Spa & Wellness Professionals Since 2009

TABLE OF CONTENTS:

INTRODUCTION	2
SECTION 1: INDUSTRY RESOURCES	2
SECTION 2: VENDOR RESOURCES	3
SECTION 3: PERSONAL PROTECTION EQUIPMENT.....	3
SECTION 4: SANITATION STANDARDS BY AREA.....	4
SECTION 5: OPERATIONAL ADJUSTMENTS.....	6
SECTION 6: CUSTOMER CONFIDENCE.....	7
SECTION 7: LIABILITY AND WAIVERS.....	8
SECTION 8: TREATMENT AND WELLNESS MENU OPTIONS.....	8
SECTION 9: VENDOR PRODUCTS RECOMMENDATIONS AND TRAINING.....	9
SECTION 10: FITNESS CENTERS, FACILITY & AMENITIES.....	9
SECTION 11: THE FUTURE OF WELLNESS PROGRAMMING.....	11
SECTION 12: FINANCIALS.....	11
SECTION 13: VENDOR/PARTNER RELATIONS.....	12
SECTION 14: RETAIL & GIFT CARD OPPORTUNITIES.....	12
SECTION 15: STAGES & PHASES OF REOPENING	12
SECTION 16: STAFFING AND HR.....	12
SECTION 17: COMMUNICATION/MARKETING.....	13
SECTION 18: ADDITIONAL PRACTICES.....	13
SECTION 19: TIPS & TRICKS:.....	14
SECTION 20: FSA VENDOR PPE INDEX:	15



INTRODUCTION:

This spa reopening manual has been provided to Florida Spas as a guide to navigate and adjust to spa operations and implement best practices post Covid-19 shut down. A group of Florida Spa Professionals through the Association, have put forth the following recommendations and suggestions based on our individual expertise and experience. The information provided below is based on information during the time of writing and is expected to change as time progresses. It is recommended that each spa checks with their ownership for standards and legal counsel to ensure you are following the requirements necessary to operate within your company and local government guidelines.

1. INDUSTRY RESOURCES:

- ISPA - INTERNATIONAL SPA ASSOCIATION
 - i. ISPA has released a Reopening Toolkit with rich content, check lists, sanitation standards and downloadable templates, signs and forms.
 - ii. See complete Reopening tool kit:
<https://experienceispa.com/resources/covid-19/2-uncategorised/400-reopening-resources>
- EPA - Environment Protection Agency
 - i. The EPA list of approved disinfectants is a helpful resource to ensure you are using the right products to sanitize your spa
<https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>
- IHRSA - International Health and Racquet Sports Association is the international association for Clubs and Fitness Centers. Their guide will be useful for a spa who also operates a Wellness Space.
 - i. <https://www.ihrsa.org/improve-your-club/safety-considerations-for-your-health-club-reopening-plan/#>
- OSHA- The Department of Health and Human Services has provided a guide to assist with Human Resource Requirements.
 - i. <https://www.osha.gov/Publications/OSHA3990.pdf>
- TECHNOGYM: Fitness Center Cleaning Standards by Technogym
 - i. [Technogym Cleaning Recommendations](#)
- ONLINE AND ONSITE SANITATION COURSES:
 - i. Barbicide FREE Certification Course: <https://barbicide.com/certification/>
 - ii. Universal Companies FREE online sanitation courses: [HERE](#)
 - iii. ReadyCare Industries PPE Inquiries at: Pwright@readycare.com
 - iv. Virox: <https://www.viroxprobeauty.com/online-learning>



2. VENDOR RESOURCES:

- Contact information below, see index for more details
 - i. Belvedere Maletti: Rhatch@belvedereco.com
 - ii. Boca Terry: Bcohen@bocaterry.com
 - iii. Living Earth Crafts: blake@livingearthcrafts.com
 - iv. Minerva Beauty: jeff@minverabeauty.com
 - v. Noel Asmar: kenneth@noelasmar.com
 - vi. Oakworks: Jwadley@oakworks.com
 - vii. ReadyCare Industries: Pwright@readycare.com
 - viii. TNG Worldwide: Chartsough@tngworldwide.com
 - ix. Yonka Paris: Michael@yonka-paris.com
 - x. Universal Companies: info@universalcompanies.com

3. PERSONAL PROTECTIVE EQUIPMENT PPE:

- Front Desk:
 - Plexi Barrier or Face Shields for one-on-one front desk interactions
 - Facemask and optional Face Shields
 - Gloves and Hand Sanitizer at desk for customers
- Locker Rooms:
 - Staff Face Mask & Gloves
- Nail Room:
 - Staff and Customer Face Mask
 - Optional Plexi barriers
 - Optional Face Shield for staff
- Hair Salon
 - Stylist face mask and optional Face Shield
- Facials
 - Esthetician face mask and face shield
 - Esthetician Gloves
- Massage/Body Treatments
 - Therapist face mask and optional Face Shield
 - Plexi Shields on massage tables
- Eyelash Extensions
 - Therapist face mask and shields
 - Customer face mask
- Wellness/Fitness
 - See IHRSA standards under Industry Resources



4. SUGGESTED SANITATION GUIDELINES POST COVID-19

BEST PRACTICES DAILY STEPS (PROVIDED BY READY CARE INDUSTRIES)

Pre-opening /Arrival/Closing:

- Wear disposable gloves
- Wipe all door handles in & out with Disinfectant wipes – Barbicide or Cavi wipes
- Disinfect the reception area and lobby: Desk, phones, counter top, computer screen, keyboard, walkie-talkie, tables, magazines, water cooler, Locker room keys, (pens, pencils, calculator, registers, and all other items being touched).
- Consider a UV sterilizer at the front desk for small incidental items.
- Offer a Hand Sanitizer and a Moisturizer (after sanitizing) at the reception counter for guests and front desk staff.

Back of the House:

- Have Antibacterial Hand Soap, Hand Sanitizer, and Lotion offered in the back of the house areas for staff and mandate that they wash their hands frequently and practice the washing hands rule offered by the CDC.
- Any staff handling used laundry, used sandals, F&B (coffee, tea, hot water, food –snack items) must wear gloves and wash hands in between changing of gloves.

Public Bathrooms:

- Offer Antibacterial Hand Soap, Hand Sanitizer, and Lotion. If staff are using these bathrooms, a sign is required to say “all employees must wash their hands after us”.
- Have proper cleaning supplies for the toilet, sink and paper supplies stocked. A daily check list of hourly cleaning and disinfecting by staff is highly recommended.

Breakrooms:

- Use common practices of daily sanitation as above. Antibacterial Hand Soap, Hand Sanitizer, Lotion and Wipes
- Should be limited to smaller groups. Distance seating areas.
- Avoid congregations

Fitness Center:

- Fitness centers should have disinfectant wipes either wall mount or stainless-steel dispensers. Depending on the size, these wipe stations should be provided 1 per every 600 sq. feet. Germicidal wipes in smaller tubes or the sprays are also recommended especially when you offer personal training, Pilates and other equipment used by members-guests. Antibacterial hand soaps and Hand sanitizers and gloves recommended-

Pool/Wet areas:

- Using disinfectants(wipes/sprays) for any Pool equipment, door handles (in & out). Hand sanitizers near entry/exit
- Place towels out as needed; keeping stock protected



Locker Rooms:

- Antibacterial Hand Soap, Hand Sanitizer, Moisturizer stations needed for both Men and Women's sides. Lockers, Digi locks, keys, hangers, benches, door entry/exit handles, vanities, showers, grooming areas need proper sanitation on pre-opening and closing procedures. Staff need gloves during shifts for cleaning, used towels, sandals, robes, handling waste items. Any free-handled products intended for guest/members should be disinfected with sprays/wipes for usage i.e. deodorants, hair sprays, etc...
- If offering Steam rooms, they must be disinfected upon closure with spray and rinse and drying overnight.
- Saunas need proper Sauna cleaners used daily
- Proper custom signage for the guests that displays the facilities (Locker rooms) have been sanitized.

Treatment rooms/Dispensary area:

- All treatment rooms need to have either or both Antibacterial Hand Soap and Hand Sanitizer near the sink area. Moisturizers/Lotions are also highly recommended for preventing dry hands. Mouthwash bulk is also recommended for proper hygiene as it kills bacteria.
- Cavicide or Barbicide wipes/sprays are recommended for treatment tables, head rests, door handles, counters, jewelry dishes, hooks, etc. between clients/appointments.
- Nitrile gloves for applications/services-Aesthetics (waxing, facials)
- Give guests the option for a massage with or without gloves.
- All technicians MUST wash their hands in the treatment room while the client is in the room as a witness prior to treatment.
- Guests should also wash hands per CDC recommendation of at least 20 seconds.

Salon/ Dispensary:

- All treatment areas-Dispensary need to have either or both Antibacterial Hand Soap and Hand Sanitizer near the sink area. Moisturizers/Lotions are also highly recommended for preventing dry hands. Mouthwash bulk is also recommended for proper hygiene as it kills bacteria.
- Cavicide, Spa Rejuvenate or Barbicide - Citrus 11 - wipes/sprays /concentrate are recommended for Manicure/Pedicure / Hair stations for sanitation
- Citrus 11, Spa Rejuvenate or Spacide concentrate for Pedi and Mani bowls Jacuzzis
- Nitrile gloves for applications/services

Relaxation area:

- Staff Wipe all door handles in & out with Disinfectant wipes – Barbicide or Cavi wipes
- Disinfect the relaxation area; Lounges, chairs, foot stools, tables, F&B items, cups, bowls,
- Offer a Hand Sanitizer and a Moisturizer (after sanitizing) in the lounge area



5. OPERATIONAL ADJUSTMENTS

- New restrictions for communal spaces
- Relaxation Lounge
 - i. Rearranging seating to prevent close contact
 - ii. Switch to individually wrapped snacks
 - iii. Ensure proper cleaning standards for throw pillows and blankets.
 - iv. Remove paper products such as magazines and newspapers.
 - v. Consider tablets with disinfecting wipes as an alternative
- Locker Rooms
 - i. Have a system in place to space locker assignments
 - ii. Consider a stationed locker room attendant to dispense amenity products
 - iii. Place signs requesting customers respect social distancing guidelines
- Amenities
 - i. Steam Rooms: Limited to one person at a time or couples/friends up to two at a time
 - ii. Sauna: Limited to one person at a time or couples/friends up to two at a time
 - iii. Salt Rooms: Limited to one person at a time or couples/friends up to two at a time
 - iv. Hot tubs: Recommended to be closed until further notice.
 - v. Pools: Recommended to follow athletic club guidelines
 - vi. Wet treatments: TBD
- Front Desk
 - i. Touchless Payment Options
 - ii. Tape 6 ft apart lines to avoid congregation at check out
- Bypass locker rooms and go directly to the treatment room
 - i. Creating seating in front of each treatment room
 - ii. Guest to change in the treatment room
- Employee break room
 - i. Based on space limit number of people at one time to follow distance standards
 - ii. Place statement of standards in breakroom of steps to ensure the safety of employees
 - iii. Stagger lunch breaks (picnic table outside



6. CUSTOMER CONFIDENCE

- [EXAMPLE STATEMENT Provided by ISPA:](#)
- [ISPA Sanitation Signage](#)

SAFE & SANITARY SPA

COMMITMENT TO OUR GUESTS

The safety of our guests is our top priority. We are committed to providing experiences and services that meet the highest sanitation and hygiene standards in the spa industry. To enjoy your experience to the fullest, we ask that guests be aware of the following standards and requests to help us ensure your safety and comfort as well as that of other guests and spa employees.

AS A SPA, WE ARE COMMITTED TO:

- Meeting or exceeding all state, local and regulatory guidelines relating to sanitation and hygiene
- Prohibiting employees who have a fever or are sick from engaging with guests or guest areas
- Training employees on sanitation and hygiene standards
- Washing hands for a minimum of 20 seconds at the start and end of a treatment/service
- Allowing guests to forgo accessing communal spaces if requested
- Provide full refunds to guests unable to make their appointment due to illness with advance notice
- Fully sanitizing all treatment spaces between each service
- Always providing clean sanitized linens, towels, robes, sandals, etc. for each service

AS A SPA GUEST, YOU ARE REQUESTED TO COMMIT TO:

- Refraining from visiting the spa if you have a fever or communicable illness
- Refraining from visiting the spa if you are under an isolation or quarantine order/directive
- Respecting the spa's sanitation and hygiene standards and processes posted within the spa
- Washing hands for a minimum of 20 seconds prior to beginning each treatment/service
- Sharing special sanitation or hygiene requests prior to arriving at the spa

*Thank you
for partnering
with us to ensure
the health and safety
of our guests and
employees.*



Officially endorsed and prepared by the International SPA Association
www.experienceaspaspa.com



Consumer Confidence continued:

- Assurance of new standards
 - i. List of sanitation items at each workstation
- Posting of Sanitation Procedures - stating precautions (see Marketing Section)
 - i. Spa Menu Statement
 - ii. Website Update
 - iii. Social Media
 - iv. Email blast
- Verbal Intake at check in (consult w/ legal team)
- Verbal Intake in the treatment room
- Waiving cancellation fees

7. LIABILITIES & WAIVERS

- Seek advice from your legal advisors to reduce liability and follow recommended guidelines

8. TREATMENTS & WELLNESS

- Create a Temporary Service Menu
- Remove low producing services from the menu
- Remove waxing and hair removal services temporarily
- Speak with legal about prenatal massages
- Restructuring treatment times to allow increased turnover time for sanitation steps as well as pacing out customers
- Adding hands off treatments to your reopening specials
- Suggestions for hands off treatments or reducing touch points
 - i. Salt Stone massages
 - ii. Quartz Bed CBD soothing treatment
 - iii. LED beds
 - iv. Mud, steam, sound treatment (bathing if available)
 - v. Salt Stones
 - vi. Chilled facial spoons, jade rollers
 - vii. Oxygen lounge
 - viii. Sound lounge
 - ix. Self-guided rituals
 - x. Napping/comfort services



- xi. Personal refuge space
- xii. Facial treatments and recommended products for Contact Dermatitis (due to surgical mask wear)
- o Fitness classes such as breathwork
- o Partner with medical experts
- o Lung Health and Immunity Boosting services
- o Anti- Central Scenting for lung health
- o Breathwork classes
- o Wellness focus on underlying health conditions. Obesity/weight management, smoking, lung health, stress and anxiety management to create a healthier population in a non-clinical way that is pampering and self-driven.
- o Hand rituals to create a “spa like” experience for guest when washing hands

9. VENDOR PRODUCTS RECOMMENDATIONS AND TRAINING

- o Sourcing products needed for PPE & Sanitation
 - i. ReadyCare Industries: PWright@readycare.com
 - ii. The Industry Source: chartsough@tngworldwide.com
- o Partnering with Vendors to train staff on sanitation/products etc.
- o Vendor to provide Certificates to staff and spa upon completion of training. This can be posted inside the spa for customer assurance.

10. FITNESS CENTERS, FACILITY & AMENITIES

CHECKLIST TO REOPEN FITNESS

a. MANPOWER

- Plan for a refresher training for employees, particularly to review new SOP’s and Sanitation expectations.
- Develop new sanitation protocols and train employees on these before their first shift. Doorknobs and elevator buttons now become an important part of every cleaning SOP.
- Communicate with employees expected dates for the different phases and their role and availability to return to work.
- Operate leanly to minimize the number of people in the space and to manage payroll.



- b. OPERATIONS AND SUPPLIES:
 - Maintain a detailed list of operating supplies and the current inventory of each item and develop plans to order anything needed (anticipating delays).
 - Review placement of sanitation stations.
 - Members and employees must continue to practice social distancing.
- c. SALES AND MARKETING OF REOPENING
 - Create a detailed statement that outlines what areas become available with each phase.
 - Share sanitation practices in place to make the open areas safe.
 - Communicate “use of space conduct and expectations” from members.
 - Create signage/tent cards that indicate “this area has been disinfected.
 - Create signage for areas that are currently not permitted for use.
 - Post protocols as a visual reminder of the steps that need to be taken to clean and disinfect.

PHASE ONE: FITNESS REOPENING, FITNESS CENTER FLOOR ONLY

- Limit the number of pieces of equipment available to force 6-foot distancing (this can be achieved by taping off equipment/unplugging). “please disinfect these props prior to use.”
- Allow studios to be used by individuals to provide more floor space.
- Virtual classes continue.
- Indoor Pool can open with 6-foot distancing.

Needed sanitation supplies:

- For Employees’ personal use: masks, gloves, hand soap, sanitizer.
- For Members’ personal use: masks, hand soap, sanitizer, wipes.
- For Employees’ work tasks: sanitizer spray, wipes.

PHASE TWO FITNESS REOPEN:

- Limit the number of pieces of equipment available to force 6-foot distancing (this can be achieved by taping off equipment/unplugging).
- Allow studios to be used by individuals to provide more floor space
- Virtual classes continue.



- Personal training scheduled through the Fitness Center, but only off-peak hours. 6 foot social distancing followed.
- Needed sanitation supplies:
- For Employees' personal use: masks, gloves, hand soap, sanitizer.
- For Members' personal use: masks, hand soap, sanitizer, wipes.
- For Employees' work tasks: sanitizer spray, wipes.

PHASE THREE OF FITNESS REOPEN:

- Full fitness floor open.
- Classes return to studios with minimum attendees determined based on class and space.
- Keep a limited Virtual class schedule.
- Personal training permitted throughout the day.
- Consider setting up yoga mats 6 ft. apart.
- Limit class sizes.
- One staff member dedicated to cleaning after each class.
- Guest to bring own yoga mats, put away any shared mats.

Policies/SOP's to create:

- Create a policy regarding clients who are sick and present flu like symptoms.
- SOP for safe and shared use of the employee break room.
- Procedure for members that don't want to sign tickets.

11. THE FUTURE OF WELLNESS PROGRAMMING

- Promote wellness and focus on health and self-care
- Workshops on Health, Wellness and Immune System Boosting, Doctors, Local Experts, Education and Community Outreach
- Appreciation for spa wellness, beauty and lifestyle

12. FINANCIALS

- Priority Spending
- Vendor Support and Incentives
- Treatment pricing to freeze during ramp up phases



13. VENDOR/PARTNER RELATIONS

- Be mindful of the effects Covid-19 also had on your vendor partners
- Return email and provide status of any pending and future purchase
- Ask for support or promotions partners may be running to stimulate sales
- Return emails to prospective vendors and provide status of any needs to delay or postpone new initiatives if necessary. Don't leave them waiting, be honest and let them know a new timeline if available.

14. RETAIL & GIFT CARD OPPORTUNITIES

- Offering discounted gift certificates to maintain future cash flow.
- Curbside or no contact retail delivery
- Point of purchase items
- Homecare kits
- Gift with purchase for gift cards
- Gift card "give back". A portion of all gift card purchases to benefits staff or local organization in support of Covid-19 relief

15. STAGES & PHASES OF RE-OPENING

- How to phase into opening
 - i. Follow local government guidelines as well as ownership for Phase 1, 2 & 3
- Suggested stages, area by area
 - i. Begin with retail, reservations, front desk, call center, gift card sales, product deliveries, curbside pick-up for retail
 - ii. Phase 1 to include treatments when approved
 - iii. Phase 3 to include locker rooms, relaxation areas,
 - iv. Staff rehiring stages to consider
 - Phase 1, all therapist rehired as "on call" basis
 - Phase 2, re-hire full time staff based on seniority
 - Phase 3, re-hire part time staff based on seniority

16. STAFFING & HR

- Stages of rehiring
- Re-hiring Process
- On Call vs. Part Time vs Full Time
- Rewriting Job Description
- Cleaning & Sanitation Duties in Job Descriptions



- Compensation Restructuring
- Staff sick days, requiring home days when staff is ill.
- Staff temperature checks

17. COMMUNICATIONS/MARKETING

- Informing the customer of your new sanitation standard
- Create a special offer for reopening
- Revise post experience reviews to include verbiage and questions on sanitation and safety
- Point of purchase retailing
- Homecare kits
- Methods of communication
 - i. Front Desk
 - ii. Spa Menu
 - iii. Social Media
 - iv. Website
 - v. E-blast
- Take a look at your website—is there a section there that addresses your business’s position when it comes to infection prevention? Social distancing shouldn’t extend to digital silence, so now is the time to get out there and communicate with your clients—they will listen

18. ADDITIONAL PRACTICES

- Pry open all possible doors to limit touch points, front doors, locker room doors etc.
- Some facilities may have capabilities to be a shoe free environment. Taking shoes off at the door, each guest wear spa sandals
- Ask guests to wash hands at the nail station and in the treatment room etc.
- Create a Hand Washing Ritual for guest experience
- Therapist to verbally tell guest, “I am going to wash my hands, right before touching guest”
- Hand lotion to counteract cracked, dry hands at each workstation. Have staff get into the habit of washing and then immediately applying lotion.
- Shared blankets (relaxation area)
- Headsets - remove
- Engagement and education, this could just be what distinguishes your spa from others. Due to the potential of a second outbreak/season it is recommended to be proactive.



19. EQUIPMENT TIPS & TRICKS: (PROVIDED BY LIVING EARTH CRAFTS)

○ **TREATMENT TABLE**

- If main power outlet is easily accessible – Unplug for 2 minutes, to reset the system
- Plug back in
- Test foot control functions: raise and lower table height completely up and down 3 times
- When lowering any section of the table, make sure that no supplies or any part of your body is between the top of your table and its base
- Test embedded warmer; turn on, wait at least 1 minute and lay on table to feel heat
- Test warming drawer – add a warm moist towel to unit and test heat level and after 30 minutes of usage
- Visually inspect upholstery for any wear and tear before disinfecting the table
- Disinfect the table and face pillow upholstery with EPA registered recommended product

○ **PEDI CHAIR**

- Unplug chair
- Visually inspect perimeter of chair – sweep or vacuum any debris
- Remove jet covers and impeller. Soak and rinse following Cosmetology board recommendations for using EPA registered disinfectant
- Plug in
- Fill bowl and run jets
- Test tilt function
- Test Relaxor / Shiatsu option functions by powering on and cycling through options
- Disinfect the chair upholstery with EPA registered products.



20. FSA VENDOR PPE INDEX:

- AIR PURIFIER
 - i. Universal Companies

- DISPOSABLE LINENS
 - i. Minerva (Cape and shampoo towels)

- DISINFECTING SOLUTIONS
 - i. Minerva Beauty
 - ii. ReadyCare
 - iii. TNG Worldwide
 - iv. Universal Companies

- EQUIPMENT ADDITIONS
 - i. Oakworks (Medical Grade Fitted Table Protector)
 - ii. ReadyCare (Spa Shield for Treatment Table)
 - iii. Living Earth Crafts (Protective Equipment Covers and Shields)

- FACE MASKS
 - i. Boca Terry
 - ii. Noel Asmar
 - iii. ReadyCare
 - iv. TNG Worldwide
 - v. Yon-Ka Paris
 - vi. Universal Companies

- FACE SHIELDS
 - i. Belvedere

- GLOVES
 - i. Minerva Beauty
 - ii. ReadyCare
 - iii. TNG Worldwide

- HAND SANITIZER
 - i. ReadyCare
 - ii. TNG Worldwide
 - iii. Living Earth Crafts



- PLEXIGLASS
 - i. Belvedere
 - ii. Minerva Beauty
 - iii. TNG Worldwide

- THERMOMETER
 - i. TNG Worldwide

- UV SANITIZER
 - i. Minerva Beauty
 - ii. Ready Care
 - iii. TNG Worldwide

- WIPES
 - i. Ready Care
 - ii. TNG Worldwide

