



Coronavirus  
**COVID-19**  
Spa & Business  
Health Advice

# Coronavirus **COVID-19**

## **Business Continuity & Reactivation Plan**

A Blueprint from  
The Irish Spa Association  
Vol 1



**ISA** IRISH SPA  
ASSOCIATION

## About this Plan

This plan explains necessary information regarding the coronavirus and what measures will be taken to ensure structured and safe reactivations and reopenings of spas and businesses.

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## Foreword

Over the course of the past six weeks, dozens of industry experts, leaders and government agencies have guided The Irish Spa Association in creating a business continuity and reactivation plan. While any reopening will be contingent on evolving public health advice, we have developed a blueprint, to ensure you have the guidelines to emerge from this pandemic stronger than ever.

We are pleased to be in a position to share our resources with you. we hope this will support your own business continuity plan.

The aim of these guidelines are to set out requirements and recommendations for good practise in light of the COVID-19 pandemic. We recommend referring to the European standard I.S. EN 17226: 2019 for the formal and official general trading standard. This checklist provides general guidelines for reopening a spa/salon and does not supersede any laws under which your business operates.

Always follow the health and sanitation regulations established by your local authority and national government. All guidelines, templates and resources should be reviewed by your legal counsel prior to use and distribution to ensure they are in compliance with your respective business. These guidelines are not intended to replace existing sanitation procedures, laws, licensing requirements or regulations established by local government.

## Scope

This document specifies requirements to implement, maintain and improve the spa and salons ability to protect against, prepare for and respond to and recover from COVID-19 related disruptions if or when they arise. This document covers identification and defence against COVID-19 by addressing business continuity, management of the risks and your recovery.

This document focuses on a beauty and spa environment but does not address every possible situation within every spa or beauty environment. It is understood that resourcing constraints may impact on a retailer's ability to fully implement these guidelines.

## Definitions

### COVID-19

New name for new disease, coined as an abbreviated form of coronavirus disease 2019.

### Contact Tracing

Process of identifying persons who may have come into contact with infected person & the subsequent Risk Assessment.

### Risk Assessment

Overall process of risk identification, risk analysis and risk evaluation

### Social distancing

Practice of implementing measures to maintain safe distance for preventing the spread of disease.

### Isolation

Separation of infected individuals and healthy individuals.

### Direct Contact

Person to person contact or spray of droplets during coughing or sneezing.

### Direct Contact Log

Person-to contact person log of all site employees which will assist in contact tracing if or when a positive case might arise.

# Coronavirus

## How COVID-19 Spreads

When someone who has COVID-19 coughs or exhales they release droplets of infected fluid. Most of these droplets fall on nearby surfaces and objects, such as desks, tables or telephones.

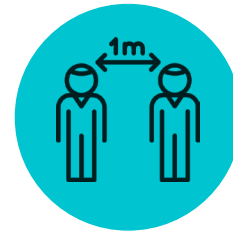
People could catch COVID-19 by touching contaminated surfaces or objects, and then touching their eyes, nose, or mouth.

If they are standing within 1 meter of a person with COVID-19 they can catch it by breathing in droplets coughed out or exhaled by them. In other words, COVID-19 spreads in a similar way to flu.

Most persons infected with COVID-19 experience mild symptoms and recover. However, some experience more serious illness and may require hospital care.

Risk of serious illness rises with age: people over 40 seem to be more vulnerable than those under 40. People with weakened immune systems and people with conditions such as diabetes, heart and lung disease are also more vulnerable to serious illness.

It is still not understood how long the virus survives on surfaces in different conditions. Studies indicate that it can persist on surfaces for hours and up to several days in the absence of effective cleaning. If disinfection is required it must be performed in addition to cleaning, never as a substitute for cleaning.



## Coronavirus Common symptoms include:



**A Fever**  
(High temperature)  
(38 Degrees Celsius +)



**A Cough**  
(This can be any kind of  
cough, not just dry)



**Shortness of breath or  
breathing difficulties**

For the complete list of symptoms please refer to the HSE website: [www2.hse.ie](http://www2.hse.ie)

Reopening your business – steps for employers and employees to reduce risk in the workplace

1. Complete a risk assessment
2. Complete a COVID-19 response plan

## What is a Risk Assessment?

Risk Assessment is the process of identifying and assessing the risks to your business and prioritising your resources to reduce or eliminate the most significant risks.

## How do I complete a COVID-19 business continuity risk assessment?

To complete a business continuity Risk Assessment, we need to establish the key characteristics of the business and consider how COVID-19 impacts upon these. This can be achieved via a series of considerations and questions including:

### Staff Resources

Are staff required to be on-site and have direct face-to-face interaction with each other, customers, suppliers, hauliers etc.? What am I doing to protect them? Do staff need to handle cash/documentation from customers? Do I have back up staff?

### Availability

Who are my key staff? Do they all work together simultaneously? Do they all need to be on-site? Could I stagger shifts? Can they work off-site?

### Inputs

Is my supply chain secure? How much raw material/stock do I have? Are my routes to market secure? Have my customers' needs and expectations changed? Is our product format still acceptable?

### Recovery

What do I need to do in the event of someone on site identifying as sick? Do I have contact details of all staff/contacts? Can I close parts of my business and allow others to still function? When considering such questions, we need to establish what the priorities are to maintain our business. This can be achieved via Risk Assessment.

## Risk Assessment Models

There are many models for risk assessment. The model below considers the Likelihood/Relevance and the Severity of the impact of the issue on the business. Those issues with the highest score are the most significant risks and justify the most significant attention.

		Likelihood				
		Very Unlikely	Unlikely	Possible	Likely	Very Likely
Severity	Negligible	1	2	3	4	5
	Minor	2	4	6	8	10
	Moderate	3	6	9	12	15
	Major	4	8	12	16	20
	Extreme	5	10	15	20	25

\*Source: NSAI retail and protection improvement guide Recovery 2020

The prompt identification and isolation of potentially infectious individuals is a crucial step in protecting the worker involved, their colleagues, customers or others within the salon or spa. An employee should not attend work if displaying any symptoms of COVID-19.

## Recovery

Getting your workplace ready in case COVID-19 is detected within your salon/spa.

Develop a contingency and business continuity plan for an outbreak in the area where your business operates. The plan will help prepare your organisation for the possibility of another outbreak of COVID-19 in its workplaces or community. The plan should attempt to address how to keep your business running even if a significant number of employees, contractors and suppliers cannot come to your place of business, either due to local restrictions or because they are ill. i.e. online consultations, e-commerce opportunities.

- Communicate to your employees and contractors about the plan and make sure they are aware of what they need to do, or not do, under the plan. Emphasise key points such as the **\*importance of staying away from work even if they have only mild symptoms or have had to take simple medications (e.g. paracetamol, ibuprofen) that may mask the symptoms.**

Ensure your plan addresses the mental health and social consequences of a case of COVID-19 in the workplace or in the community and offer information and support. Consider how to identify persons who may be at risk and support them - without inviting stigma and discrimination. This could include persons who have recently travelled to an area reporting cases, or other personnel who have conditions that put them at higher risk of serious illness (e.g. diabetes, heart and lung disease, older age).

## Dealing with a Suspected Case:

- Develop a plan for what to do if someone becomes ill with suspected COVID-19 in your salon/spa.
  - Ensure you have a dedicated team member appointed to respond to and coordinate the matter.
  - Identify a designated isolation area in advance, the designated area and the route to the designated area should be easily accessible and also be accessible for people with disabilities.
  - Limit the number of people who have contact with the sick person, and contact the local health authorities. Maintain a distance of 2 meters from the symptomatic person at all times.
  - Where possible provide the person with a mask, particularly if the person must exit through a common area.
  - Facilitate the person presenting with symptoms to remain in isolation if they cannot immediately go home safely. **Public transport of any kind should not be used\*.**
  - Provide where reasonably possible: Ventilation i.e. a window, tissues, hand sanitiser, PPE and clinical waste bags.
  - Arrange for appropriate cleaning of the isolation area and work areas involved.
- Additional advice on dealing with a suspected case is available from the NSAI.

Daily checklist for safeguarding your employees and your guests/customers

<b>Awareness, information and regulation: WHO, HSE</b>	
	Up to date with public health advisory notices and your local authority and all concerned ordinances (please refer to our resources page)
	Identify practices and policies that will need to be adjusted as a result of any new laws or regulations
	Provide employee training to educate them on new laws or regulations applicable to their role
	Comply with any public health guidelines and orders
<b>Minimise spread</b>	
	Hand washing – adequate supply of soap and disposable towels for staff and customers
	Hand sanitisers available at suitable locations e.g. entrances/exits & customer contact areas
	Physical distancing measures e.g. rearrangement of workflows/patterns to reduce infection risk
	Once way systems for access/egress routes implemented and social distancing signage in place
	Restructure teams/shifts, reduce numbers and exposure
	Canteen numbers limited/lunch breaks staggered
	No hand shaking policy implemented
	Use of appropriate PPE as necessary, sneeze guards in place, distance of one metre between workers stations or as much distance as is reasonably practicable. (At risk vulnerable workers should be facilitated with a two metre physical distance)
	Records – employees to keep contact logs to facilitate tracing in the event of an infection
<b>Communications</b>	
	All employees informed of changes to practices
	COVID Compliance Officer appointed
	Instructions for employees to follow in the event they develop signs or symptoms is provided
	Up to date on issues/resources required for continued operation
	o Employees available and suitable for continued work
	o Regular Contact with those in self-isolation
	o Regular contact with remote workers
	Display posters promoting respiratory hygiene. Combine this with other communication measures such as guidance from occupational health and safety officers, social distancing markings
<b>Use of Personal Protective Equipment</b>	
	Suitable PPE as necessary when physical distancing measures are not suitable/appropriate
	Cleaning staff provided with disposable gloves and gowns
	PPE changed as appropriate to reduce risk of exposure to COVID 19
	All PPE should be carefully removed and disposed of to minimise risk of contamination
	Breaches in PPE equipment to be reported regularly inspected, cleaned and maintained



## Additional Considerations

Have processes in place to check employees' temperatures and look out for respiratory symptoms within employees.

Where feasible and applicable, have processes in place to check temperature and look out for respiratory symptoms within clients and suppliers.

The business should put necessary precautionary measures in place to ensure safe distancing and ensure queues are fast-moving. Individuals and family members who wish to be seated together should continue to do so, but there should be a safe distance maintained between different groups of guests.

Establish and issue a pre-return to work declaration for employers to complete at least 3 days in advance of the return to work, this form should seek confirmation that the worker, to the best of their knowledge, has no symptoms for COVID-19 and would confirm the employee is not self-isolating or awaiting the results of a COVID-19 test.

Provide induction training for all returning employees.

## Pre Opening Measures

### Scheduling

Scheduling appointments is one of the most critical tasks for the salon/spa receptionist. Effective scheduling will affect every aspect of your operations and additional measures addressing COVID-19. A COVID-19 declaration should be added to your booking protocol, this should include an overview of your new COVID policies and procedures, a COVID symptom check. Cancellation policy and advanced consultation form.

- Ensure sufficient turnaround time between bookings, allowing for new therapist and treatment room hygiene protocols.
- Ensure any notes relevant to the booking are added to the system for example if a guest/customer is hesitant or nervous returning to the spa/salon this should be noted so the therapist or manager can greet the guest/customer with extra care.

### Pre-Arrival Information Advanced Consultation Form (Digital)

It is recommended to send the Advanced Consultation Form to all customers at least one week in advance of their arrival and ideally that the guest is asked to return the digital consultation form three days prior to arrival. The spa should review each form and add necessary notes to the reservation or follow up with the guest to obtain further information if symptoms have been displayed.

If the guest has booked within 24 hours of their appointment the Advanced Consultation Card should still be issued but a verbal summary declaration could ideally be completed over the phone with the minimum information as outlines below captured.

**In the most ideal circumstances services should be by appointment only\***



# Coronavirus Customer Declaration

Example of a declaration the guest/customer would complete prior to presenting themselves at the spa/salon.

(Please circle answers below)

1. Have you visited any of the countries outside Ireland excluding Northern Ireland? (See above)	YES/NO
2. Are you suffering any flu like symptoms / symptoms of coronavirus COVID-19?	YES/NO
3. Are you experiencing any difficulty in breathing, shortness of breath	YES/NO
4. Are you experiencing any fever like / temperature symptoms?	YES/NO
5. Did you consult a Doctor or other medical practitioner?	YES/NO
6. How are you feeling Healthwise?	WELL/UNWELL
7. Have you been in contact with someone who has visited an affected region in the past 14 days?	YES/NO
<p><b>NOTE:</b> We would like you to relax during your visit and immerse yourself into the Spa/Salon Experience. For this reason, we have taken extra measures to safeguard our guests prior to arrival. We kindly ask you to complete this declaration for the safety of you our guest and our employees.</p> <p>Please follow our on-site standard processes/procedures regarding infection control, i.e. hand washing/hand sanitising and general coughing / sneezing etiquette, thank you.</p>	
Guest Signature	Date
Staff Member Signature	Date

Guests should be advised prior to arrival, the spa's specific measures relating to COVID-19. This should be included in the confirmation email and saved as a PDF.

### Confirming Appointments

All appointments should be confirmed before 24 hours and within 36 hours of the reservation.

#### Type of Guest

- Hotel Guest (in-advance) - Offer phone or email confirmation
- Hotel Guest – (in-house) - Send appointment card to room
- Local Guest/Member - Offer phone or email confirmation
- Day Spa/Salon – Offer phone or email confirmation

### Telephone Confirmation

"I can confirm that we have received your advanced consultation form over email. May I please check if this information has remained the same or if there are any changes that you would like to make us aware of?"

### Leaving a Voicemail

If you need to leave a voicemail to confirm an appointment, please use the following guidelines:

- Usual spa greeting and appointment confirmation
- "I can confirm that we have received your advanced consultation form over email. If any information has changed within the last 7 days, we ask that you please notify the spa before arrival, so we can obtain further information and advise you accordingly."
- "Should you have any questions please don't hesitate to ask"
- "We look forward to welcoming you to <Spa Name>"

### Text Message Confirmation

- Text message reminders should include a check for any newly developed symptoms within the last 7 days.
- If this text cannot fit into your appointment reminder, a second text should be generated specific to COVID-19.

Examples of text messages below:

- First Text '*<Guest Name>* you are booked for *<treatment/package>* on *<date>* at *<Time>*. Please arrive at least 15minutes prior. Should you need to cancel please call *<Number>*.'
- Second Text '*Your Safety is our Priority. If you have felt unwell in the last 7 days, please call the Spa before arrival on <Number>. Thank you <Spa Name>*'
- Or '*If you have any of the following within the last 7 days, please contact the spa before arrival; Cough, Fever, Breathlessness, Headaches, Sore Throat <Number>*'

### Appointment Card to Room

- Usual Spa Appointment Reminder to be dropped at the room before 24 hours of appointment.
- Where possible, additional text to be added to the appointment card as outlined below. Alternatively, a secondcard should be left with the appointment card as a final symptom check before arrival.
- "If you have developed any of the following symptoms; Cough, Fever, Breathlessness, Sore Throat, Headaches within the last 7 days, please contact the Spa via the speed dial button *<Speed Dial Name/Number>* before arriving for your appointment."

## Email Confirmation

The below text should be included into your email reminders. These should be on company headed paper or templates. The text in greyscale should be amended accordingly. Recommended font size can be reduced from 10 to 9.5 to allow for the additional text.

### COVID-19

We would like you to relax during your visit and immerse yourself into the Spa/Salon Experience. For this reason, we have taken extra measures to safeguard our guests prior to arrival. We kindly ask the following: For the safety of our guests and employees, if you or a member of your household has developed any of the following symptoms; **Cough, Fever, Breathlessness, Sore Throat, Headaches** within the last 7 days please contact the Spa prior to arrival of your appointment or facility use, so we can obtain further information.

As a gentle reminder, if you or any member of your household has recovered from any of these symptoms within the last 14 days we recommend you call the spa prior to arrival. If you have any questions, please do not hesitate to contact us and we look forward to welcoming you (back) to the Spa/Salon.

## The Guest Journey

The World Health Organisation acknowledges that wearing a medical mask is one of the prevention measures that can limit the spread of COVID 19 there is evidence that suggests masks can prevent the spread of infectious droplets and also prevent the contamination of the environment by these droplets. We would suggest the use of masks in the spa environment however we also note it is critical that local supplies are prioritized for health care workers.

If the therapist is wearing a mask, it is essential they are trained in the appropriate use and disposal.

The guest may also be provided with a mask upon arrival.

Replace a handshake with a warm greeting, a ritual involving hand cleansing and warm towels, etc.

Create a welcome ritual upon arrival for each guest this could include a disposable warm towel and hand sanitiser.

Ensure all workstations maintain social distancing guidelines.

Remove all shared reading material the guest may be encouraged to bring their own.

## The Treatment Menu

- Perform a swot analysis on your treatment menu and categorise your high risk versus median and low risk services.
- Promote any touchless spa and wellness treatments such as assisted stretching, sensory deprivation pods/floatation, meditation, salt chambers, machine facials etc.
- Promote treatments that enhance the guest's overall well-being.
- Explore alternative revenue streams i.e. virtual skincare consultations for those guests/customers reluctant to visit the spa/salon to purchase products.

# Coronavirus

## Pre-Opening Measures – The Checklist

### Human Resources

- Establish process and timeline for rehiring laid off employees.
- Amend job descriptions to include sanitation duties and other changes.
- Review remuneration models and policies to determine if changes are required in the case of employee illness, late cancellations, etc.
- Establish and issue a pre-return to work form for employees to complete at least 3 days in advance of the return to work.
- Prepare an induction training for all employees.
- Ensure staff are made aware of and have access to any business provided employee assistance programme or occupational health service .

### Staff Policies

- Establish necessary changes to employee scheduling patterns.
- Consider grouping staff together (i.e. Group A, Group B, Group C, etc.) with no work hour overlap in the event that staff members need to be quarantined due to COVID-19 symptoms or diagnosis.
- Set social distancing standards for employees in communal staff areas (i.e. break rooms, lunch areas, back hallways, etc.)
- Provide staff with a FAQ list and talking points on how to handle guest inquiries employees regarding sanitation, new policies, etc.
- Identify the protocol for employees to follow if they or a guest become ill or present signs of illness.
- Determine how social distancing requirements will be monitored and the process for managing guests who do not follow the requirements.
- Determine how capacity restrictions will be monitored and who will be responsible for monitoring.

### Training, Staff Resources and Education

- Thoughtfully welcome back employees.
- Educate staff about updated sanitation practices and policies, including handling guest inquiries about those practices and policies (consider highlighting the information below).
  - Distinction between cleaning, disinfecting, sterilisation and sanitation.
  - Measures for protecting themselves, including:
    - Effective hand washing practices.
    - Proper PPE use, including accepted face mask types.
    - Updated treatment protocols.
  - No-touch greeting policies
  - Proper use of disinfectants, including:
    - Appropriate disinfectants for various surfaces.
- Evaluate additional health and sanitation certification opportunities for staff (ISA Accreditation).
- Establish staff areas of responsibility for cleaning and sanitation.
- Develop sanitation schedule corresponding to areas of responsibility.
- Provide proper hygiene stations for employees and moisturizers for their comfort to eliminate dry, chapped hands.

- Review and communicate your employee policy relating to sick leave and sick pay.
- Establish wellness and sanitation “check-in” procedure at start of shift, including temperature check if applicable.

### **The Guest Journey Treatments Offering and Guest Experience**

- Evaluate treatment menu for items that may need to be removed or altered.
  - Following SWOT analysis determine if a tiered approach to offerings may be necessary (i.e. slower introduction of treatments that involve facial touching).
  - Determine if touchless treatment options should be offered to ease guests back into the spa.
- Eliminate magazines and reusable copies of the spa menu and transitioning to a digital or no-touch promotional display of available services.

Establish treatment guidelines for staff and service providers, possibly including:

- Your policies regarding wearing gloves, masks or other personal protective equipment (PPE) during treatments (Email memberships if you need support sourcing PPE).
- Declarations, protocols and scripts prepared for guests exhibiting symptoms of illness during treatments.
- Verbal or visual indication of service providers washing hands prior to and following treatments (Training available email memberships@irishspaassociation.ie).
- Customers/guests encouraged to wash hands prior to treatments (verbally, through posted signage, etc.).
- Consult with providers of spa equipment utilised in services to ensure proper sanitation protocols are in place and to identify if they have new resources available to assist with educating both guests and employees.
- Evaluate your Aircon systems and fresh air intake.

### **Bookings and Payments**

- Select date when new reservations will be available.
- Share date and treatment menu with customers/guests.
- Review cancellation policies, especially as they relate to illness or suspected illness.
- Inform guests in advance of new safety measures, changes to the facility, procedures, etc. they will experience when arriving at the spa.
- Forecast anticipated occupancy and business levels for the next six to nine months to establish baselines for re-hiring, scheduling, hours of operation, etc.
- Evaluate and adjust appointment scheduling to allow implementation of updated cleaning and sanitation practices, social distancing, etc.
- Evaluate cancellation policy and determine if changes need to be made (i.e. not penalising those who cancel due to being sick, etc.).
- Evaluate pre-arrival intake forms to determine if gathering additional guest information is necessary (i.e. preferences regarding facial touch, staff PPE during treatments, use of communal spaces, etc.).
- Evaluate payment options and processes.
  - Implement touchless payment options when available.
  - Consider a temporary cashless model and communicate this with guests in advance.

## Guest Arrival

- Evaluate greeting protocols for guest's arrival.
- Eliminate physical interaction between front of house and guests/customers through revised working arrangements i.e. online/phone orders
- Determine if the guest check-in process will change (i.e. contactless check-in, texting confirmation of arrival, use of mobile apps, etc.).
- Evaluate recommended guest arrival times.
- Implement a cleaning regime to ensure that contact points for employees and customers are kept visibly cleaned at all times.
- Display COVID-19 measures and best practice in visible locations to ensure that customers are also adhering to what is required.

## Standard Opening Procedures (SOPs) Facility, Supplies - Purchasing and Supplies

Perform an inventory of essential supplies, including:

- Personal protective equipment (PPE).
- Sanitation items, including those required for increased or heightened sanitation practices.
- Retail items.
- Reusable replacements for shared amenities no longer being offered.
- Employee uniforms.
- Review uniform policy to determine if changes are required regarding the wearing of masks, staff having an additional uniform available on site, etc.
- Evaluate need and budget for new purchases, including screens, additional uniforms, motion sensors for lights, touchless faucets, more robust PPE, etc. (ISA has compiled an inventory of preferred and approved suppliers).
- Ensure suppliers and resource partners are open and able to fill orders to meet demand .
- Identify order lead time required by vendors that provide necessary resources for reopening.
- Engage technology vendors to determine if touchless (or reduced touch) technology features may be available (i.e. touchless check-in, payment, etc.).

## Facility

Conduct a physical review of the space to ensure all essential systems are operational, including:

- Electrical
- Water
- HVAC
- POS Systems
- Music/Sound Systems
- Fitness Equipment
- Hydrothermal Rooms
- Hot Tubs
- Pools
- Air Conditioning and Ventilation

Evaluate your space to determine how social distancing will be managed (if applicable) in areas including:

- Entry/Lifts
- Nail Bars
- Pedicure lounge
- Hair Stations
- Basins
- Relaxation areas
- Changing Room
- Fitness Spaces
  - Consider unplugging or removing the cords from fitness equipment that will not be open for use.
- Saunas and Steam Rooms
- Shared Water Facilities (i.e. Pools, Hot Tubs, Showers, etc.)
- Back of House and Staff Break Areas

Physical barriers and clear markings should be installed to ensure that contact between guests/customers and employees is kept to a minimum and queues do not form between customers as they wait to be served.

## Cleaning, Sterilisation Sanitation

*Note: The following guidelines are intended for in-house staff use. If your spa uses an outside cleaning services, review their protocols to ensure sanitation standards are met or exceeded. Further information is available from the ECDC. (Refer to resources (N) for the link).*

## Legionella

*Ensure control measures are in place to avoid the potential for Legionnaires' disease before you reopen. Further advise on the prevention of Legionnaires' disease after the COVID-19 Pandemic is available from the HSA (Refer to resources (D) for the link).*

## Materials

- Collect and prepare sanitation materials
  - Soap
  - EPA-registered disinfectant
  - Disposable Gloves
  - Disposable Gowns
  - Face Masks
  - Isopropyl Alcohol (if applicable)
  - Barbacide (if applicable)
  - Cavicide (if applicable)
  - Additional PPE (if applicable)



## Work Stations (Non-Service Providers)

- Clean and disinfect frequently touched surfaces and areas twice daily, including items on desk/counter surface and inside drawers (where applicable).
- If workstation is shared, print and post sanitation checklist to be completed during or before end of shift.
- Ensure workstations follow social distancing guidelines.
- Ensure employees use their own pens etc.

## Communal Areas

### Hallways, Relaxation Room, etc.

- Clean and disinfect high touch areas.
  - Hard surfaces and high-touch areas twice daily (i.e. door handles, light switches, phones, counters, furniture, screens, keyboards, walkie-talkies, lockers, vanities, benches, etc.).
  - Soft surfaces (i.e. carpeted floors, rugs, drapes, furniture, etc.).
- Evaluate changes that need to be made to shared amenities offered in communal areas (i.e. eliminating magazines, blankets, hair dryers, communal foods/beverages, etc.).
- Evaluate seating areas and where necessary space out furniture to comply with social distancing.
- Evaluate need for floor markings to assist guests with navigating the spa/salon if necessary to meet government requirements.
- Develop a process for guests who want to forgo access to any communal areas and go directly to their treatment room/area.
- Evaluate high traffic areas that require the opening of doors and determine if they can be propped open to prevent repeated touch.

## Changing Rooms

- Develop a plan for assigning lockers to guests if necessary to meet social distancing.
- Make sure lockers are pre-locked to prevent contamination and ensure guests use assigned locker.
- Replace shared/reusable amenities with single-use options.
- Clean and disinfect showers.
- Develop a plan for sanitising lockers, vanities, showers, etc. after use by guests.

## Treatment Rooms and Service Areas

### Treatment Rooms

- Ensure employees have essential cleaning materials to keep their immediate work areas clean i.e. wipes, disinfection products, paper towels and waste bags.
- Clean and disinfect high-touch areas.
  - Door Handles
  - Light Switches
  - Counter Tops
  - Door Handles
  - Light Switches
  - Counter Tops

- Clean and disinfect hard surfaces
  - Treatment tables
  - Trolleys
- Clean and disinfect soft surfaces
  - Face cradles
  - Remove bed skirts, duvets, pillows, runners etc. All linen must be removed after each Guest/ Customer.

**Nail Technician Workstations**

- Clean and disinfect hard surfaces
  - Workstations
  - Chairs/stools
  - Magnifying glasses
- Disinfect storage areas, including containers where tools and implements are stored.
- Clean and disinfect tools and implements in accordance with governing standards (Autoclave, all and any tools you are unable to 100% sterilise will be single use items and disposed of immediately after use.
  - Nail clippers
  - Cuticle pushers
  - Cuticle scissors
  - Callus removers
  - Metal nail files
  - UV/LED lamps
  - \_\_\_\_\_
  - \_\_\_\_\_
  - \_\_\_\_\_
- Sterilise Pedicure bowls and flush the lines.
- Determine if safety shields (plexiglass or similar) will be used, what type if so and how best to install.

**Therapist Service Area**

- Clean and disinfect hard surfaces
  - Workstation/treatment area
  - Facial tables
  - Chairs/stools
  - Trolleys
  - Skin care equipment
  - Facial steamers
  - Warming equipment
  - \_\_\_\_\_
  - \_\_\_\_\_
  - \_\_\_\_\_

- Disinfect storage areas, including containers where tools and implements are stored.
- Clean and disinfect tools and implements in accordance with governing standards (Autoclave).
  - Tweezers
  - Comedone extractors
  - Microblading handles
  - Reusable razor handles
  - \_\_\_\_\_
  - \_\_\_\_\_
  - \_\_\_\_\_
- Determine if safety shields (plexiglass or similar) will be used, what type if so and how best to install.

### Hairstylist Service Area

- Clean and disinfect hard surfaces
  - Chair
  - Workstation/counter/vanity
  - Trolleys
  - Mirrors
  - \_\_\_\_\_
  - \_\_\_\_\_
  - \_\_\_\_\_
- Disinfect storage areas, including containers where tools and implements are stored.
- Clean and disinfect tools and implements in accordance with governing standards.
  - Clippers
  - Trimmers
  - Combs and Brushes
  - \_\_\_\_\_
  - \_\_\_\_\_
  - \_\_\_\_\_

### Makeup Artist Service Area

- Clean and disinfect hard surfaces
  - Chairs/stools
  - Workstation/counter/vanity
  - Trolleys
  - Mirrors
  - \_\_\_\_\_
  - \_\_\_\_\_
  - \_\_\_\_\_
- Disinfect storage areas, including containers where tools and implements are stored.
- Clean and disinfect tools and implements in accordance with governing standards (Autoclave).

- Brushes
- Tweezers
- Palettes
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

**Hydrothermal Areas**

- Evaluate spacing needs and appropriate occupancy limits to meet government requirements.
- Ensure all guests wear towels while using thermal experiences.
- Sterilise all areas overnight by utilizing ozone machines or appropriate chemicals.

**Saunas**

- Clean and disinfect saunas
  - Clean all surfaces with soap and water
  - Disinfect all surfaces with three percent hydrogen peroxide.
- If applicable, test exhaust/air circulation system (air in a sauna should be refreshed between seven and 10 times per hour).

**Steam Rooms**

- Clean and disinfect steam rooms.
- Clean all surfaces with soap and water.
- Disinfect all surfaces with a solution containing at least 80 percent isopropyl alcohol.
- If applicable, test exhaust/air circulation system (air in a steam room should be refreshed six times per hour).

**Wet Areas**

**Swimming Pools**

- Clean and disinfect pool area.
- Check pool chemicals to ensure proper disinfectant levels (1–10 parts per million free chlorine; 3–8 parts per million bromine; 7.2–8 pH level).
- Evaluate spacing needs/occupancy limits if necessary to meet local/government requirements (social distancing, etc.).

**Hot Tubs/Hydrotherapy Tubs**

- Clean and disinfect surface of tub.
- Clean water lines and jet lines.
- Develop policy for allowing guests to use tub (one guest at a time, time limit for guest use, etc.).

**Fitness Areas**

- Clean and disinfect fitness equipment.
  - Consult with equipment providers to ensure the proper type of cleaner is being used to prevent harm to the equipment.

- Evaluate spacing of fitness equipment if necessary for local/government requirements (social distancing, etc.).
- Evaluate posted signage detailing guest expectations regarding the use and sanitation of fitness equipment; update if necessary.
- Provide appropriate sanitation materials for guest use (if applicable).
- Evaluate spacing needs/occupancy limits in fitness/yoga classes if necessary to meet local/government requirements (social distancing, etc.).
- Consider guidelines for instructors setting up for classes early to allow guests to maintain social distance.

### **WC/Wash Room/Toilet**

- Clean and disinfect hard surfaces and high-touch areas.
  - Door/stall handles
  - Light switches
  - Sinks
  - Faucet and handles
  - Toilet paper/paper towel dispensers
  - Toilet handles
  - Toilet seats/tanks

### **Retail Areas**

- Clean and disinfect shelves and items in hard surface containers.
- Remove all testers or shared shopping bags/baskets that may cause sanitary concerns.
- A sealed container with your top 20 product testers could be made available behind reception.
- Wipe down and disinfect items touched by guests/customers .
- Print and post sign notifying guests/customers that testers are available upon request (if applicable).
- Evaluate the addition of individual sealed samples when available.
- Evaluate the addition of individually packaged snacks and/or beverages if communal food and beverage amenities are no longer offered.
- Evaluate pickup and/or order online options for guests/customers visiting solely for retail needs.
- As a precautionary, inventory deliveries should not be opened immediately after receiving, unless PPE is worn and items are immediately wiped down.

### **Staff Rooms**

- Clean and disinfect hard surfaces and high-touch areas.
- Establish occupancy limits/seating arrangements in staff rooms if necessary (social distancing, etc.).
- Remove shared publications, newsletters, etc.

## Laundry

Laundry clothing, towels, linens and other machine-washable items according to the manufacturer's instructions, using the warmest appropriate water setting.

- Dry items completely.

Increase the number of waste collection points and ensure these are emptied regularly throughout and at the end of the day.

## Communications

### Internal Communications

- Print and post new sanitation guidelines.
- Communicate with employees about the reopening strategy.
- Communicate with employees about new internal employee policies or role changes.
- Evaluate a potential soft launch reopening to gather feedback from a specific audience prior to opening to the public (i.e. loyal customers, members, first responders, family members, etc.).
- Set up a process to gather feedback from employees during a minimum of the first four weeks of reopening to identify areas that need to be adjusted or revisited.
- Identify ways to visibly promote sanitation/cleaning activities (i.e. door hangers noting that sanitation is in progress, tent cards highlighting how often a space is sanitized, posted confirmation that fitness equipment has been cleaned between each use, etc.).
- Distribute talking points to employees to ensure consistent messaging when responding to guest inquiries.

### External Communications

- Ensure your Spa/Salon website is updated with current information.
- Send "Welcome Back" emails to guests outlining:
  - New sanitation practices and policies
  - Advertised reopen date
  - Expectations on what may visually be different when they enter the spa.
  - Changes to payment process.
  - Changes or new guidelines relating to the use or availability of communal spaces/amenities.
  - Updates to intake forms (if applicable).
  - Occupancy limits and spacing requirements (if applicable).
- Communicate reopening timeline with resource partners/vendors and third-party partners.
- Distribute a press release announcing the reopening and the spa's commitment to guest safety and high sanitation standards.
- Identify a way to thank loyal customers for returning to the spa.
- Communicate the benefits of incorporating health & well-being back into life post lockdown.

# Coronavirus Communication Templates and Scripts

These templates provide general guidance for maintaining engagement and communications with your guest/customer. They do not supersede any laws under which your spa/salon operates. Always follow the health and sanitation regulations established by governments and seek legal guidance as necessary. These templates are meant to be customisable with applicable components being used as deemed appropriate by each individual spa/salon location.

Verify information and communication channels in advance\*

## Templates

Customer Declaration, pre-visit to perform Risk Assessment.

## Reopening Press Release Template

[Contact Name and Title]  
[Spa/Salon Name]  
[Phone Number]  
[Email Address]  
[Website]

**Headline (ALL CAPS) Example: [YOUR SPA NAME] SET TO REOPEN FOLLOWING COVID-19 SHUTDOWN**

[Address, Month, Date]: [INSERT SPA NAME] will reopen on [INSERT DATE] in accordance with the regulations and guidelines put forth by NPHT. Management and staff have worked diligently during the spa's closure to update its already rigorous sanitation and hygiene standards and implement new policies and procedures to promote the health and safety of guests and staff. A selection of the updates and adjustments [INSERT SPA NAME] has made can be found below. *[use bulleted list to detail the most critical updates made to your salon/ spa's policies and SOPs; see example below].*

- **Revised Treatment Menu:** [YOUR SPA NAME] has revised its treatment menu to include low- or no-touch treatments, as well as a simplified selection of traditional treatments]
- [item #2]
- [item #3]
- [item #4]
- [item #5]

[INSERT QUOTE FROM OWNER/MANAGEMENT/ FOCUSED ON GUESTS/CUSTOMERS ' PEACE OF MIND, GUEST EXPERIENCE, EXCITEMENT TO SERVE GUESTS AGAIN, ETC.]

[INSERT SPA NAME] will continue to follow government regulations regarding the safe operation of spas/salons. As the spa/salon receives additional guidance, its policies and practices will be updated accordingly.

Additional details can be found at [INSERT WEBSITE WITH HYPERLINK].

Guests interested in scheduling treatments or services can do so via [INSERT DETAILS (i.e. Booking website, phone number, etc.)].



## Reopening Guest Email Template

Dear *[INSERT NAME]*,

During these past months of uncertainty and change, we have been looking forward to the day when we can welcome guests back to *[INSERT NAME]*. We are excited to announce that we are reopening our spa/salon on *[INSERT REOPENING DATE]* and will operate based on the reopening guidelines established by our local authority. Our new hours of business will be *[INSERT HOURS]*.

Our priority has always been to bring an unparalleled safe experience of healing and rejuvenation to our guests, and our resolve is stronger now than ever before. Our team has been working hard to raise the bar of hygiene and sanitation, as well as considering every step of treatment processes to ensure we meet your needs in a focused and safe manner that is in accordance with government guidelines.

Here are some tangible ways we have increased our efforts to guarantee guest and employee safety:

*[Samples of Additional Text that could be added/alterd for this section:]*

- *your therapist will wear a mask during your treatment as an enhanced safety measure.*
- *Our front desk staff will welcome you upon arrival and help you navigate to either the changing room or directly to your treatment room, if preferred.*
- *Temporary closure of **[INSERT ANY COMMUNAL SPACES THAT MAY BE CLOSED]***
- *XXX will be available to guests in lieu of communal snacks and beverages.*
- *Reduction in the number of available fitness equipment items to meet social distancing requirements, with signs posted on closed equipment.*
- *Opportunity to pay for your treatment and gratuity in advance to allow for a touchless payment transaction.*
- *No cash payment transactions onsite. All payments will be collected via credit, debit or gift cards.*

*To keep our guests and employees safe, we will ask all guests to:*

- *Refrain from visiting the spa if you or a household member have a fever, COVID-19 symptoms or a communicable illness.*
- *Refrain from visiting the spa if you are under an isolation or quarantine order/directive.*
- *Respect the spa's sanitation and hygiene standards and processes posted within the spa and shared by employees.*
- *Wash hands prior to beginning each treatment/service.*
- *Share special sanitation or hygiene requests prior to arriving at the spa.*

To book a treatment, please visit *[INSERT BOOKING LINK]* or call us at *[INSERT PHONE NUMBER]*. At *[INSERT SPA NAME]*, our passion is serving you. We look forward to resuming operations and bringing healing to our guests once again.

Sincerely,  
The *[INSERT COMPANY NAME]* Team

## Confirmation/Pre-Arrival Email

Dear *[INSERT NAME]*,

Thank you for choosing to book a treatment with us. We look forward to seeing you soon. Below you will find confirmation details for your upcoming service along with an overview of efforts we've put in place to welcome you back to our spa safely and comfortably as we navigate through the COVID-19 reopening process.

### Confirmation Details:

- Treatment:
- Date & Time:
- Special Requests:

### What you can expect:

- Adjustments to our opening hours (X:XX am to X:XX pm) and appointment times
- While our spa has always met stringent sanitation requirements, we will now more visibly display those efforts and display additional signage for your comfort.
- Verbal confirmation by your therapist(s) that their hands have been sanitized immediately prior to the start of your service.

### *Samples of Additional Text that could be added/altered for this section:*

- *Therapists will wear masks during all treatments as an enhanced safety measure.*
- *Our front desk staff will welcome you upon arrival and help you navigate to either the locker room or directly to your treatment room, if preferred.*
- *Temporary closure of *[insert any communal spaces that may need to be closed]*.*
- **[INSERT ITEMS]* will be available to guests in lieu of communal snacks and beverages.*
- *Reduction in the number of available fitness equipment items to meet social distancing requirements, with signs posted on closed equipment.*
- *Opportunity to pay for your treatment and gratuity in advance to allow for a touchless payment transaction. No cash payment transactions onsite. All payments will be collected via credit, debit or gift cards.*

### What we ask of you and our guests/customers:

- Refrain from visiting the spa if you or a household member have a fever, COVID-19 symptoms or a communicable illness.
- Refrain from visiting the spa if you are under an isolation or quarantine order/directive.
- Respect the spa's sanitation and hygiene standards and processes posted within the spa and shared by employees.
- Wash hands prior to beginning each treatment/service.
- Share special sanitation or hygiene requests prior to arriving at the spa.

If you have any questions, please do not hesitate to contact us at *[INSERT PHONE NUMBER OR EMAIL]*. Thank you again for choosing to support *[INSERT SPA NAME]*

Sincerely,  
The *[INSERT COMPANY NAME]* Team

## Spa Scheduling Scripts

Recommended Scripts	
1	<p><b>COVID-19 Spa Policy</b></p> <p>“[GUEST’S NAME], before I provide you with recommendations, I would like to explain how we have amended our operating procedures, in response to COVID-19. These amended procedures have been implemented to ensure our guests are safe and protected throughout their spa experience. Do you have time for me to explain these to you?”</p> <p>“We have introduced new policies for reservations, meaning I will need to ask you some additional questions during the booking. If your booking is outside of 2 weeks prior to arrival, we ask for a digital consultation form to be completed and returned (please insert) days prior to your appointment. Our hygiene protocols have always been of the highest standards and we have introduced additional sanitising procedures throughout the spa. These are outlined in the pre-arrival information email. We would like to provide you with as much information as possible prior to arrival, so on the day, you can fully immerse yourself into the spa/salon experience.”</p> <p>“Do you have any specific questions at this stage regarding our policies, that you would like to ask me?”</p> <p>“Are you happy to continue with your booking?”</p>
2	<p><b>COVID-19 Symptom Check</b></p> <p><b>If the appointment is within 2 weeks of scheduling:</b></p> <p>“[GUEST’S NAME], I now need to check if you have any medical conditions that may affect your treatment or visit. Please be assured that all information will be held confidentially in line with Data Protection and GDPR.”</p> <p>“May I ask if you or any member of your household has had any of the following symptoms in the last 14 days, including minor; Fever, Cough, Breathlessness, Headaches, Sore Throat?”</p> <p><b>If the appointment is outside of 2 weeks of scheduling:</b></p> <p><b>COVID-19 recommended Spa/Salon guidelines</b></p> <p>“May I ask if you or any member of your household has had any of the following symptoms in the last 14 days, including minor; Fever, Cough, Breathlessness or Breathing Difficulties, Headaches, Sore Throat?”</p> <p>“Thank you for providing this information. As your appointment is scheduled for &lt;xx weeks/months&gt; time, we will ask you to complete a digital Advanced Consultation Form 7 days prior to arrival.”</p>
3	<p><b>Cancellation Policy</b></p> <p>“We have a cancellation policy 24 hours before your scheduled appointment, so please keep this in mind should you wish to cancel or amend your booking.”</p> <p>“Should you feel unwell or develop any symptoms within 24 hours of your appointment, the cancellation charge will be waived, as the wellbeing of our guests is our priority. If you are unsure whether to attend your appointment, please call the spa so we can advise you.”</p> <p>Or</p> <p>“We have a cancellation policy 24 hours before your scheduled appointment. This policy is applied at the discretion of the spa/salon.”</p>

## Memorandum

### Memorandum to Employees Regarding Temperature Screenings Template

TO: [INSERT SPA NAME] Employees  
From: [INSERT SENDER NAME AND TITLE]  
Date: [INSERT SEND DATE]  
Re: Employee Screening Procedures

The health and safety of our employees and guests remain our top priority. As of [INSERT START DATE], [INSERT SPA NAME] will implement body temperature screening for all employees prior to the start of their work day as a precautionary measure to help reduce the spread of COVID-19. When you arrive to work, please immediately report to [INSERT LOCATION] before visiting any other areas of the facility. Private screenings will be conducted by [INSERT NAME OR POSITION TITLE] using a touchless forehead/ temporal artery thermometer. The employee's temperature and answers to respiratory symptom questions will be documented, and the record will be maintained as a private medical record.

Any employee who has a fever at or above 38 degrees celsius or who is experiencing coughing or shortness of breath will be sent home. [INSERT LANGUAGE ABOUT SICK LEAVE/PAY HERE FOR YOUR RESPECTIVE COMPANY]. The employee will be responsible for determining if a doctor's visit or call is necessary.

An employee sent home under this policy may return to work when he/she has been fever free with no respiratory symptoms for at least three (3) days without taking a medicine to reduce the fever. If a doctor confirms in writing that it is safe for the employee to return, they may be allowed to return earlier than the three-day period.

If you have any questions regarding this new process, please contact [INSERT CONTACT NAME, PHONE NUMBER AND/OR EMAIL].

- A. (HSE) Health & Safety Executive  
[www.hse.ie](http://www.hse.ie)
- B. (NSAI) - The National Standards Authority Of Ireland  
[www.nsai.ie](http://www.nsai.ie) [covid-19-support@nsai.ie](mailto:covid-19-support@nsai.ie)
- C. (HSPC) - The Health Protection Surveillance Centre  
<https://www.hpsc.ie/az/respiratory/coronavirus/novelcoronavirus/guidance/infectionpreventionandcontrolguidance/>
- D. (HSA) Health & Safety Authority  
[https://www.hsa.ie/eng/Topics/Personal\\_Protective\\_Equipment\\_-\\_PPE/](https://www.hsa.ie/eng/Topics/Personal_Protective_Equipment_-_PPE/)  
[https://www.hsa.ie/eng/topics/biological\\_agents/specific\\_biological\\_agents\\_infections/legionellosis/covid-19\\_legionella\\_information\\_note.pdf](https://www.hsa.ie/eng/topics/biological_agents/specific_biological_agents_infections/legionellosis/covid-19_legionella_information_note.pdf)
- E. Dr Patrick Treacy CMO Irish Spa Association
- F. (NPHET)  
[www.gov.ie](http://www.gov.ie)
- G. <https://www.gov.ie/en/campaigns/c36c85-covid-19-coronavirus/>
- H. <https://dbei.gov.ie/en/Publications/Return-to-Work-Safely-Protocol.html#>
- I. Health Service Executive  
<https://www2.hse.ie/conditions/coronavirus/coronavirus.html>
- J. Business Continuity Planning  
<https://dbei.gov.ie/en/Publications/Business-Continuity-Planning-A-checklist-of-Preparatory-Actions-in-Responding-to-the-COVID-19-Outbreak.html>
- K. (ECDC)  
[www.ecdc.europa.eu](http://www.ecdc.europa.eu) <https://www.ecdc.europa.eu/sites/default/files/documents/coronavirus-SARS-CoV-2-guidance-environmental-cleaning-non-healthcare-facilities.pdf>
- L. European Commission  
[https://oshwiki.eu/wiki/COVID-19:\\_Back\\_to\\_the\\_workplace\\_-\\_Adapting\\_workplaces\\_and\\_protecting\\_workers](https://oshwiki.eu/wiki/COVID-19:_Back_to_the_workplace_-_Adapting_workplaces_and_protecting_workers)
- M. (WHO) World Health Organisation  
[https://www.who.int/health-topics/coronavirus#tab=tab\\_1](https://www.who.int/health-topics/coronavirus#tab=tab_1)
- N. ESPA
- O. ISPA - International Spa Association

### How to stay informed

1. Find the latest information from WHO on where COVID-19 is spreading:
2. <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/situation-reports/>
3. Advice and guidance from WHO on COVID-19 <https://www.who.int/emergencies/diseases/novel-coronavirus-2019> <https://www.epi-win.com/>
4. Please check the HSPC website regularly for updates regarding the use of recommended PPE

### Information on Business Continuity and Supports

Information on business continuity voucher from IDA, EI and LEOs <https://dbei.gov.ie/en/News-And-Events/Department-News/2020/March/26032020.html>

For questions or additional support please contact:

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[www.irishspaassociation.ie](http://www.irishspaassociation.ie)