

## Sanitary Commitment to our Guests

Meeting or exceeding all provincial, 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

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

# SPA SANITATION & HYGIENE STANDARDS

## INTRODUCTION & DEFINITIONS

Maintaining a high standard of cleanliness and sanitation is essential to the successful operation of any spa. Not only are visibly clean spaces more inviting to guests, but thoroughly sanitizing and disinfecting all areas of a spa can be critical to the health and safety of every person who walks through its doors.

This document provides guidance on how to effectively sanitize and disinfect your spa after a shutdown period to reduce the spread of communicable diseases as much as possible.

*A note about the terms used within this document:* “cleaning,” “disinfecting” and “sanitizing” are sometimes used interchangeably, but their meanings are distinct. The definitions below are those used by the Centers for Disease Control and Prevention (CDC) and are consistent with the way these terms are used in this document.

**Cleaning removes germs**, dirt and impurities from surfaces or objects. Cleaning works by using soap (or detergent) and water to physically remove germs from surfaces. This process does not necessarily kill germs, but by removing them, it lowers their numbers and the risk of spreading infection.

**Disinfecting kills germs** on surfaces or objects. Disinfecting works by using chemicals to kill germs on surfaces or objects. This process does not necessarily clean dirty surfaces or remove germs, but by killing germs on a surface after cleaning, it can further lower the risk of spreading infection.

**Sanitizing lowers the number of germs** on surfaces or objects to a safe level, as judged by public health standards or requirements. This process **works by either cleaning or disinfecting** surfaces or objects to lower the risk of spreading infection.

## MATERIALS AND SAFETY PRECAUTIONS

Before sanitizing your spa, make sure you have appropriate cleaning materials and personal protective equipment (PPE) on hand. Such items may include:

- Antibacterial Soap
- Ministry of Health registered disinfectants
- Disposable gloves
- Disposable gowns
- Face masks
- Household bleach
- Isopropyl Alcohol
- Barbacide

Additional PPE (protective eyewear, facemasks, face shield) may be required based on the cleaning products or disinfectants being used and whether there is a risk of splash.

If a Ministry of Health - registered disinfectant is not available, diluted household bleach solutions may also be used if appropriate for the surface.

- Follow the manufacturer's instructions for application and proper ventilation
- Wear protective inhalation masks and eyewear or full-face visors when using bleach and other hazardous chemicals
- **Never mix household bleach with ammonia or any other cleanser**

To make a bleach solution, mix:

- Five tablespoons (one-third cup) bleach per gallon of water, or
- Four teaspoons bleach per quart of water

Leave solution on surfaces for at least one minute.

*Note: a bleach solution should only be used if absolutely necessary, as its smell and vapors can be unpleasant for guests and staff.*

Alcohol based wipes, sprays or solutions containing at least 80 percent alcohol may also be used to disinfect surfaces. Dry surfaces thoroughly after application.

## PRIOR TO REOPENING

Always follow the local, provincial and national regulations applicable to your spa regarding occupancy levels, social distancing protocols, etc.

Properly sanitizing your spa after an extended shutdown (especially due to a communicable disease) protects the health and safety of guests and staff. Observe the following guidelines to safely and effectively sanitize your spa prior to reopening.

### Communal Areas (Lounges, Locker Rooms, etc.), Treatment Rooms and Service Areas

#### *Hard Surfaces (not including electronics)*

- Wear disposable gloves to clean and disinfect
- Collect cleaning materials and make sure the area you are disinfecting is well-ventilated
- Using a Ministry of Health registered disinfectant (and following the instructions on the label) clean and disinfect high touch surfaces, including tables, doorknobs, light switches, lockers, countertops, retail shelves, handles, desks, phones, keyboards, faucets and sinks, chairs, stools, trolleys, vanities, storage containers, etc.

#### *Soft Surfaces—Including Carpeted Floors, Rugs, Furniture and Drapes*

- Clean the surface with soap and water or with cleaners appropriate for use on those surfaces
- Launder items (if possible) according to the manufacturer's instructions, using the warmest appropriate water setting and drying items completely

### *Electronics*

- For electronics such as tablets, touch screens, monitors and remote controls:
  - Consider a wipeable cover for applicable devices
  - Follow the manufacturer's instructions for cleaning and disinfecting
- For digital locks:
  - Follow the manufacturer's instructions for cleaning and disinfecting
  - No liquid cleaning solution should be applied directly to the lock
  - Apply disinfectant to a soft, lint free cloth and wipe down a single lock to test the solution; allow lock to dry completely
  - If no cosmetic change occurs after 10 minutes, disinfect remaining locks

### *Tools and Implements*

- Always follow the laws and regulations governing service providers and their tools and implements
- Clean and disinfect tools and implements such as tweezers, microblading handles, reusable razor handles, clippers, scissors, metal nail files, cuticle pushers, etc.
  - Clean tools using water and detergent
  - Rinse tools with clean water and dry them
  - Fully immerse tools in an approved disinfectant for at least ten minutes
  - Rinse tools with water and dry using a clean cloth
  - Store in a closed, disinfected container/pouch

### *Steam Rooms, Saunas and Wet Spaces*

Proper ventilation is crucial for keeping airborne bacteria away from hydrothermal areas and to prevent the growth and spread of mold, fungus or bacteria. Prior to reopening your spa after a shutdown, consider reviewing the air quality and ventilation in these spaces.

For reference:

- Air in a sauna should be refreshed seven to 10 times an hour
- Air in a steam room should be refreshed six times an hour

For a deep clean of a hydrothermal area, avoid commercial steam cleaners or pressure washers, which can damage grout and remove protective layers from wood. Instead, use a domestic-quality, low pressure steam cleaner to remove excess residual dirt and body oils from surfaces prior to cleaning and disinfecting.

### *Steam Rooms*

- Wear disposable gloves, inhalation masks and protective eyewear or full-face visors to clean and disinfect
- Use a small brush to clean corners, joints and other hard-to-reach places
- Use soap and water to clean all surfaces
- Use cleaning products or a solution with at least 80 percent isopropyl alcohol to disinfect all surfaces

### *Saunas*

- Wear disposable gloves, inhalation masks and protective eyewear or full-face visors to clean and disinfect
- Use a small brush to clean corners, joints and other hard-to-reach places
- Use soap and water to clean all surfaces
- Use 3 percent hydrogen peroxide (undiluted) to disinfect all surfaces

### *Retail Spaces*

- Use the guidelines for hard surfaces to clean and disinfect shelves and individual items (when possible), along with other surfaces
- Remove testers from retail area (consider making available by request only)

### Laundry (Clothing, Towels, Linens and Other Items)

- Wear disposable gloves when handling laundry
- Wash your hands with soap and water as soon as you remove the gloves
- Do not shake dirty laundry
- Follow manufacturer's instructions for laundering items
- Use the warmest appropriate water setting and dry items completely
- Clean and disinfect clothes hampers according to the above guidance for surfaces

### AFTER REOPENING

Once the spa has reopened following an illness-related shutdown, maintaining high sanitation standards is critical for both reducing the spread of communicable diseases that may appear in the future and ensuring peace of mind for guests and staff.

- Always follow the local, provincial and national regulations and guidelines applicable to your spa, including those related to occupancy levels, social distancing and other measures intended to reduce the spread of viruses
- Encourage guests to reschedule appointments if they are sick or exhibiting symptoms of illness, especially a cough, fever, sore throat, or shortness of breath
- If a guest or staff member becomes ill while in the spa, follow the guidelines
- Encourage employees to stay home if they are sick or exhibiting symptoms of illness
- Routinely sanitize communal areas, treatment rooms and restrooms according to the guidelines
- Continue to sanitize hydrothermal areas according to the guidelines

## During Treatments and Services

For the safety of both guests and staff, service providers may adhere to some or all of the following guidelines before, during and after services to reduce exposure to germs and minimize the spread of communicable diseases.

### *All Service Providers*

- Always follow the local, provincial and national regulations and guidelines applicable to your spa, including those related to occupancy levels, social distancing and other measures intended to reduce the spread of viruses
- Stay home if you are sick or are exhibiting symptoms of illness such as a fever or persistent cough
- Greet guests with a no-touch welcome ritual or greeting instead of a handshake
- Wash hands for 30 seconds with soap and warm water prior to treatment, and verbally notify guest that hands have been washed; if washing hands is especially impractical, use hand sanitizer
- Encourage guests to wash hands prior to treatment; if washing hands is impractical or guest would prefer, provide hand sanitizer
- As much as possible, service providers should refrain from touching their own faces during services
- Consider the use of personal protective equipment during services, including disposable gloves or facemasks

### *In Case of Sickness*

If a guest or staff member in the spa is sick or exhibiting symptoms consistent with COVID-19, take the following steps to reduce the likelihood of transmission:

- Always follow the regulations and guidelines provided by local, provincial and national authorities
- If possible, close off all areas used by the sick person

- If possible, open outside doors and windows to increase air circulation and wait up to 24 hours before you clean or disinfect (if 24 hours is not feasible, wait as long as possible)
- Clean and disinfect all areas used by the sick person
- Continue routine cleaning and disinfection

## Sanitization Procedures

<u>Procedures &amp; Sanitation Supplies</u>	<u>Accel Chemo 20 Solution</u>	<u>Accel Ready to Use Spray</u>	<u>Hand Sanitizer</u>	<u>Anti-Bacterial Hand Soap</u>	<u>Alcohol</u>	<u>Discard of Single Use Items</u>	<u>Hydro/Pedicure Jet Cleaner</u>	<u>Linens</u>	<u>Safety Mask &amp; Gloves</u>
All bottles must be labeled	<p>(wash implements with warm water and soap, dry well, soak in solution 20 minutes, rinse with water and dry well)</p> <p>Do not take out prior to mandatory 20 minutes. We supply each location with plenty of extra cuticle nipper and nail clippers to ensure there is plenty of time for proper sterilization. (Check for written log of Chemo 20 in all spas)</p> <p>Must be disposed of after 14 days of use.</p> <p>Using tape, label with a "Change on ____" date. (ie Change on June 14<sup>th</sup>)</p>	<p>(spray surface, leave for 5 minutes and wipe clean)</p> <p>Excellent for beds, tables, surfaces, doorknobs, bowls, sandals, floors, pedicure basins &amp; sinks between uses. Scrub surfaces for 5 minutes if a deeper clean is needed, rinse and wipe clean.</p>	<p>(must be present at every hand washing &amp; manicure station or any station without a sink)</p>	<p>(must be present at every hand-washing station)</p> <p>Use with single-use towels or paper towels only.</p>	<p>(must be present at each manicure &amp; pedicure station and available in all dispensaries)</p>	<p>(nail files, nail buffers, orangewood sticks, disposable pedicure slippers, gauze, tissue, gibson towels, gloves, q-tips, make-up sponges, mascara wands, wooden spatulas, wax strips, bed paper roll, plastic body roll, safety masks, disposable men's &amp; ladies briefs)</p>	<p>(must be used at the end of each day the station is used to clean the jets properly, Check for written log of cleaning schedules in all spas)</p> <p>Add Cleaner to clean water and run jets for 5 minutes, empty and rinse with water to finish,</p>	<p>Robes</p> <p>Large Towels</p> <p>Hand Towels</p> <p>Sheets</p> <p>Facial Gowns</p> <p>Bathmats</p>	<p>(in all spas for your use &amp; safety)</p>
<u>Manicure</u>	<p>Implements soaked and cleaned with Chemo 20 Solution.</p>	<p>Spray with Accel Ready To Use on the manicure table surface &amp; all items or around manicure station after</p>	<p>Must apply hand sanitizer if hand washing station is not present in treatment room or station. Always have</p>	<p>Technician to wash hands before &amp; after every treatment.</p>	<p>Spray clean implements with Alcohol in front of the guest prior to treatment.</p>	<p>Discard gibson towel, 3-way buffer, gauze. (nail file &amp; orangewood stick to be offered to the guest)</p>	<p>N/A</p>	<p>Change towel for every guest Always.</p>	<p>Gloves and Mask to be worn at all times during treatment</p>

		each use to disinfect thoroughly, including Manicure Bowl	guests wash hands prior to treatment and have them apply hand sanitizer.						
<b><u>Pedicure</u></b>	Implements soaked and cleaned with Chemo 20 Solution, scrub foot paddle with soap & water and soak in Chemo 20 solution, rinse foot paddle and pat dry.	Spray with Accel Ready To Use in the pedicure basin or bowl surface and all surfaces surrounding the pedicure station after each use and scrub basin with a brush then rinse.	Must wash hands prior to service and have hand sanitizer available.	Technician to wash hands before & after every treatment.	Spray clean implements with Alcohol in front of the guest prior to treatment & lightly spray feet with alcohol prior to putting feet into anti-bacterial foot soak.	Discard Gibson towel, nail file, orangewood stick & buffer to be offered to the guest.	At the end of each day, Jet Cleaner used to clean jets. Add cleaner to water and run jets for 5 minutes, rinse clean with water when finished.	Change towel for every guest always	Gloves, mask and face shield to be worn at all times during treatment
<b><u>Facial</u></b>	N/A We do not use any stainless steel implements in facials. For example, lancets or comedome removers are never to be used.	Spray with Accel Ready To Use the facial bed, head rest, facial bowls & hot towel caddy between each guest to sanitize surfaces.	Must wash hands prior to service and have hand sanitizer available.	Technician to wash hands before & after every treatment.	N/A – NOTE Facial Steamers disinfected on the outside and cleaned on the inside with vinegar and water every day. DO NOT PLACE COLD WATER IN A HOT GLASS BEAKER, THE JAR WILL CRACK.	Discard of any gauze, tissues or q-tips or wooden spatulas used in the facial. DO NOT KEEP DAMP TOWELS IN THE HOT TOWEL CABBY OVERNIGHT. KEEP THE DOOR OF THE CABBY OPEN OVERNIGHT TO DRY OUT.	N/A	Change sheets and towels for every guest always	Gloves, Mask and face Shield to be worn at all times during treatment
<b><u>Massage</u></b>	N/A	Spray with Accel Ready to Use the bed & head rest & between each guest to sanitize surfaces	Must wash hands prior to service and have hand sanitizer available.	Technician to wash hands before & after every treatment.	N/A	Discard of Disposable Cova Caps (head rest covers)  <b>Put Cova Cap on headrest in front of guest after consult</b>	N/A	Change sheets and towels for every guest always	Mask to be worn at all times during treatment
<b><u>Body Exfoliation</u></b>	N/A	Spray with Accel Ready to Use the bed & head rest & between each guest to sanitize surfaces. Spray treatment bowls and or body brushes if used. Brush to be washed with soap and water and sprayed, leave 5 minutes,	Must wash hands prior to service and have hand sanitizer available.	Technician to wash hands before & after every treatment.	N/A	Discard of plastic body wrap if used, disposable briefs, gauze or wooden spatulas.	N/A	Change sheets and towels for every guest always	Gloves and Mask to be worn at all times during treatment

		rinse and hang to dry.							
<b><u>Body Wrap</u></b>	N/A	Spray with Accel Ready to Use the bed & head rest & between each guest to sanitize surfaces Spray treatment bowls and or body brushes if used. Brush to be washed with soap and water and sprayed, leave 5 minutes, rinse and hang to dry.	Must wash hands prior to service and have hand sanitizer available.	Technician to wash hands before & after every treatment.	N/A	Discard of plastic body wrap if used, disposable briefs, gauze or wooden spatulas.	N/A	Change sheets and towels for every guest always	Gloves and Mask to be worn at all times during treatment
<b><u>Hydro Treatment</u></b>	N/A	Spray tub surface with Accel Ready to Use and scrub for 5 minutes, wipe clean in between guests, NOTE JETS MUST BE CLEANED AT THE END OF EACH DAY.	Must wash hands prior to service and have hand sanitizer available.	Technician to wash hands before & after every treatment.	N/A	Discard of Disposable briefs if used.	At the end of each day, Adisan Jet Cleaner used to clean jets. Add cleaner to water and run jets for 5 minutes, rinse clean with water when finished.	Change towels for every guest always	Gloves and Mask to be worn at all times during treatment
<b><u>Make-up Application</u></b>	N/A You must use CHEMO 20 solution to clean stainless steel make-up tools, for example, metal scrapers etc..	Spray chairs, counter around make-up display with Accel Ready to Use to sanitize between guests.	Must apply hand sanitizer if hand washing station is not present in treatment room or station.	Technician to wash hands before & after every treatment.	Alcohol should be lightly sprayed before using each make-up product and brush. Pencils, lipsticks, pressed powders etc. Ask a professional make-up artist to show you if you don't understand. Make-up brushes should be washed with make-up brush	Discard of any tissues, q-tips, sponges for application, gibson towels, and disposable mascara wands.	N/A	If you use a hand towel, change for each guest.	Gloves, Mask and Face Shield to be worn at all times during treatment

					cleaner and dried before each use. Brushes can also be washed with shampoo & conditioner to keep them soft & in good condition. -Sharpen lip/eye pencil prior to use				
<u><b>Waxing Service</b></u>	N/A	Spray bed with Accel Ready to Use between each guest to sanitize surface.	Must apply hand sanitizer if hand washing station is not present in treatment room or station.	Technician to wash hands before & after every treatment. Sanitize area to be waxed.	N/A Recommended to keep the lid of the wax pot on when not in use to prevent contamination. Use multiple spatulas to avoid double dipping into the wax pot.	Discard of gibson towel, tissues, gauze, wooden spatulas, bed paper roll, gloves & disposable briefs if used in the treatment.	N/A	Change towels for every guest always	Gloves and Mask to be worn at all times during treatment
<u><b>Hair Services</b></u>	You may use CHEMO 20 solution to clean stainless steel scissors etc. Barbacide is also provided to sanitize hair cutting tools, hairbrushes and combs in all hair stations in our spas. <b>Tools must be submerged or moistened by Barbacide for 20 mins.</b>  <b>Barbacide must be changed daily</b>	Spray with Accel Ready to Use the color bowls, chairs, sinks, cutting & color capes, hair clips and hair caps to sanitize between guests.	Must apply hand sanitizer if hand washing station is not present in treatment room or station.	Technician to wash hands before & after every treatment.	Alcohol may be used to clean hair tools and equipment between guests.	Dispose of any single use items.	N/A	Change towels for every guest always	Gloves, Mask and Face Shield to be worn at all times during treatment

## Treatment Room Sanitization Checklist

Date: \_\_\_\_\_

Name: \_\_\_\_\_

Treatment room or spa area: \_\_\_\_\_

Checklist to be completed after every treatment

- Throwaway all used, single use items in garbage outside of treatment room
- Remove all linens from room and put in dirty laundry bin to be cleaned
- Thoroughly disinfect all surfaces in room using medical grade disinfectant and clean paper towel – this includes, however is not limited to the following areas:
  - Treatment table, headrest and stool
  - Hot towel cabinet and trolley cabinet sits on
  - Product bottles
  - All surfaces in the room counter tops, sink taps, cabinets
  - Mag. lamps & steamers
  - Door handles inside and outside of room
- Bring in new/clean linens to remake table for next guest/technician
- Sign room cleaning checklist located in room with time, date & name

absolute **spa**  
group

## Manicure/Pedicure Station Sanitization Checklist

Date: \_\_\_\_\_

Name: \_\_\_\_\_

Mani/Pedi Station: \_\_\_\_\_

Checklist to be completed after every treatment

- Throwaway all used, single use items in garbage
- Remove all linens from room and put in dirty laundry bin to be cleaned
- Thoroughly disinfect all surfaces in and around station using medical grade disinfectant and clean paper towel – this includes, however is not limited to the following areas:
  - All areas of treatment table and stool
  - Guest Chair
  - Product bottles including polish used
  - Gel Lamp if used
  - All items in drawers
  - Disinfect all implements used that are not single use
- Sign station cleaning checklist located in station with time, date & name

## Dispensary Sanitization Checklist

Date: \_\_\_\_\_

Name: \_\_\_\_\_

Dispensary: \_\_\_\_\_

Checklist to be completed when the spa opens, 3 times throughout day and before closing

- Thoroughly disinfect all surfaces using medical grade disinfectant and clean paper towel – this includes, however is not limited to the following areas:
  - Counter tops & Cabinets
  - Paraffin & wax pots
  - Microwave
  - Sink and taps
  - Product bottles if left sitting out on counter
  - Any misc. items that have been left out on counter
- Remove any dirty linens and put on linen bin in downstairs dispensary (if in upstairs)
- Sign station cleaning checklist located in dispensary with time, date & name

## Front Desk Sanitization Checklist

Date: \_\_\_\_\_

Name: \_\_\_\_\_

Dispensary: \_\_\_\_\_

Checklist to be completed multiple times per day as needed:

- Thoroughly disinfect all surfaces using medical grade disinfectant and clean paper towel – this includes, however is not limited to the following areas:
  - Computer keyboards, monitors & mouse
  - Phones
  - All hard-counter surfaces
  - Printers
  - Pens, staplers
  - Drawers & drawer handles
  - Cash drawer
- Sign station cleaning checklist located in dispensary with time, date & name

## Retail Area Sanitization Checklist

Date: \_\_\_\_\_

Name: \_\_\_\_\_

Dispensary: \_\_\_\_\_

Checklist to be completed multiple times per day as needed:

- Thoroughly disinfect all surfaces using medical grade disinfectant and clean paper towel – this includes, however is not limited to the following areas:
  - All hard-counter surfaces
  - All retail items in hard plastic containers
  - All retail display units
  - Door frame and door handles
  
- Sign station cleaning checklist located in dispensary with time, date & name



absolute **spa**  
group