

SPA WELLNESS ASSOCIATION KENYA – (SWAK)



STAFF GUIDELINES FOR COVID -19

Effective 2020

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High standards of cleanliness, safety and sanitation are important to the successful operation of any spa. It presents an inviting space but more importantly is critical to the health and safety of every person who walks through its doors – staff and guests alike. These guidelines are not intended to replace existing sanitation procedures, laws, licensing requirements or regulations established by the government.

1. DAILY STAFF CHECKS

a) **Temperature checks –**

- All Employees/ clients as they enter the Spa **MUST** have their temperature checked.
- Any employee/client who has a temperature above 99°F/ 37.2 Celsius shall be sent home immediately and not allowed to return to the spa until they have no fever and no evidence of COVID-19 symptoms.
- If employee tests positive for COVID-19 contact tracing **MUST** be performed for employees and clients who came in contact with the infected employee.
- **Regular Monitoring:** As long as the employee doesn't have a temperature or symptoms, they should self-monitor under the supervision of their employer's occupational health program.

b) **Ask -** Each staff will complete this questionnaire **daily** on entering the spa premises at the gate/reception: (A record of the same to be maintained in staff logging – in register)

- Have you had a cough?
- Have you had a fever,
- Have you been around anyone exhibiting these symptoms within the past 14 days?
- Are you living with anyone who is sick or quarantined?

c) **Maintain social distancing at all times!**

- Spacing between persons in the work spaces **MUST** be at least six feet, except when staff is servicing clients.
- The following is the station occupancy at any one time of staff:

2. BACK OF HOUSE

a) **Changing Areas for staff:**

- Please ensure when in the staff changing areas to observe social distancing.
- Allow one staff at a time to change and get out of the way for the other.
- Always keep your face mask on.

b) **Staff Room Area:**

- Please ensure to maintain social distancing when on your breaks at the staff room.
- The top of the Roof is the allocated staff Area and there is enough space to spread out.
- Always keep your face mask on.

3. PERSONAL PROTECTIVE GEAR

- a) **Wearing masks** – All employees will be required to wear masks at all times. **MUST** ensure their Clients are wearing face masks at all times while receiving services except where it is not required for client to wear mask during treatment e.g facial.
 - **How to wear a mask correctly:** (see ppe sequence wearing doc)
 - Before putting on a mask, clean hands with alcohol-based hand rub or soap and water.
 - Cover mouth and nose with mask and make sure there are no gaps between your face and the mask.
 - Avoid touching the mask while using it; if you do, clean your hands with alcohol-based hand rub or soap and water.
 - Replace the mask with a new one as soon as it is damp and do not re-use single-use masks.
 - **To remove the mask:** remove it from behind (do not touch the front of mask); discard immediately in a closed bin; clean hands with alcohol-based hand rub or soap and water.
- b) **Face Shields** – All employees **MUST** wear face shields when servicing clients.
- c) **Gloves** – It is mandatory that employees wear disposable gloves when servicing clients and change gloves between each client.
- d) **Capes** - Each client should be draped with a clean cape. Capes should be laundered following the fabric recommendations between each client. (A cape is a sleeveless outer garment, which drapes the wearer's back, arms, and chest, and connects at the neck.)
- e) **Smocks/Aprons** -Employees should wear a clean smock/Apron between each client. Smocks/Apron should be laundered following the fabric recommendations between each client.
- f) **Neck strips** – Employees should use protective neck strips around the neck of each hair-cut client.
- g) **Hand-washing** with soapy, warm water, for a minimum of 20 seconds will be required by employees between every client service and sanitizing.
- h) **Employee clothing** – Employees should arrive at their stations showered and wearing clean clothing. Employees should change clothes before entering their homes when they return from work.
- i) **PPG**, such as gloves, gowns, drapes, linens and eye coverings should be changed between each client. These used items should be cleaned and disinfected or discarded in a closed container.

4. BREATHING BREAK

- **Wearing masks** – All employees will be given a break to breath without their mask in between client services.

5. DISINFECTION

- All areas **MUST** be thoroughly cleaned and disinfected prior to reopening and daily thereafter. Disinfect all surfaces, tools, and linens, even if they were cleaned before the spa was closed.
- Every 30 minutes and depending on traffic volume, clean and disinfect all door handles and high contact areas.
- Use disinfectants that are registered and labeled as bactericidal, virucidal and fungicidal. No product will be labeled for COVID-19 yet, but many will have human coronavirus efficacy either on the label or available on their website.
- Disinfectant for immersion of tools, must be mixed daily and replaced sooner if it becomes contaminated throughout the work day. Disinfectant only works on a clean surface so clean all surfaces and tools with hot soapy water, Ship-shape or cleaning wipes (if using wipes, be sure to cover surface thoroughly) before disinfecting.
- Contact time on label must be observed for disinfectant to work. Contact time refers to how long the disinfectant is visibly wet on the surface allowing it to thoroughly destroy all of the pathogens. Typical contact time for immersion/sprays is 10 minutes, for disinfectant wipes is 2-4 minutes.
- Disinfectants used for immersion must be changed daily or sooner if it becomes contaminated (ex: hair/debris floating in solution or cloudy solution.)
- Disinfection is for hard non-porous surfaces, glass metal and plastic.
- Porous/soft surfaces cannot be disinfected and must only be used once and then discarded (tools such as cardboard files, buffers, drill bits etc.)
- The use of mask is mandatory when disinfecting.

6. LINEN HANDLING

- Attendants must wear proper PPE such as gloves and masks when removing dirty linen and items from linen baskets or trash cans.
- Launder all linens, towels drapes, and smocks/aprons in hot soapy water and dry completely at the warmest temperature allowed and store in an airtight cabinet. Store all used/dirty linens in an airtight container.

7. RETAIL

- Remove all testers from Spa boutique including skincare, body products, make-up, jewelry.
- A basket of top 20 product testers should be kept behind the reception.
- A sign should be placed within the retail display advising guests that testers are available at the Spa Reception.
- 1x per hour: Wipe down and disinfect items touched by guests
- As a precautionary, inventory deliveries should not be opened immediately after receiving, unless PPE is worn, and items are immediately wiped down.
- Do not allow guests to try on apparel or disinfect tried-on items after guest departure.

8. RECEPTION/WAITING AREAS

- Each employee uses their own pen during shift and commit only to using their pen. If needed, flag pen with tape labelled with employee's name.
- Guests pens are sanitized after each use.
- Ensure each employee maintains their own workspace and does not use each other's workspace. If unavoidable, sanitize area before/after use.
- Remove all unnecessary items such as magazines, newspapers, service menus, any other unnecessary paper products and decor. Wipe down all seats and tables; cloth chairs cannot be properly cleaned and disinfected, using a plastic cover should be considered.
- Wipe reception desk with disinfectant.
- Discontinue use of paper appointment books or cards, and replace with electronic options.
- Employees should frequently wash their hands after the using the phones, computer, cash register and/or credit card machine. Wipe these surfaces between each use.
- Avoiding the exchange of cash can help greatly in preventing spread of virus, but if this is unavoidable, be sure to wash and sanitize hands well after each transaction.
- The use of credit/debit transactions is preferred, using touch/swipe/no signature technology.
- Clean and disinfect all retail areas, daily, including products. Try to avoid client touching products that they don't plan to purchase.
- Clean and wipe all door handles and other surfaces that are **REGULARLY** touched by clients and staff with disinfectant.
- **Hand sanitizers and tissues to be provided for employees.**
- Employees **MUST** adhere to the signage that provide guidance for social distance.
- Employee to ensure that placement of visible and appropriate signage to communicate to the customer that thorough sanitation procedures are in place and the signage is clean.
- Employees at reception **MUST** wear sneeze/face shields.

9. RESTROOMS

- Daily (**REGURALLY**) clean and disinfect ALL restroom surfaces including floors, sinks and toilet bowls.
- Store paper products in a closed cabinet and provide antibacterial hand soap.
- Place trashcan by door.
- Remove anything that does not have to be in the restrooms.
- All door handles and doors must be sanitized on a regular basis. It is recommended once every 30 minutes.
- 1x per hour: Clean and disinfect vanity area.

10. SHAMPOO SINKS

- Clean and disinfect all sinks, hoses, spray nozzles, foist handles, shampoo chairs and arm rests. Wipe down all back-bar products and shelves. Discard and replace any products that have not been stored in a closed container.
- If available, wrap shampoo bowls in plastic and discarded between each client.
- Limit as much as possible face-to-face contact with clients, and use face-shields those employees providing shampoo services.

- Ensure social distancing when shampooing and use the sinks at each end leaving the middle.
- **Place a clean towel over the face of your client while at the sink in a good way to protect their mouth, nose and eyes. Minimize to the greatest degree possible, up-close, direct face-to-face contact with clients.**

11. WORK STATIONS

- Stations should be 2 meters/ 6 ft. apart.
- Where possible workstations should not be shared unless sanitized between use.
- Headsets, telephones and desks including; keyboard, mouse, laptops and stationary should be sanitized before the start of each shift and at the end of each shift.
- Hand sanitizers should be available at each workstation.
- Hands should be sanitized before coming into contact with guests/employees including handling letters of confirmation/information and before preparing mail to be posted.
- If sharing a workstation, a sanitization check list is recommended for before and after shifts. Reservation supervisor is to ensure these logs are being completed daily
- Clean and disinfect all work area surfaces. Clean and disinfect chairs, head rest, arm rests (the use of harsh disinfectants can damage leather chair, and cloth chairs cannot be disinfected, so please use a plastic covering). Clean and disinfect all reusable tools and store in an airtight closed container. Clean and disinfect all appliances, sheers, clippers, clipper guards, clippies, rollers, combs, brushes, rolling carts and any other items used in connection with servicing clients.
- Check to make sure all products such as lotions, creams, waxes and scrubs have always been in a closed container, if not you must discard and replace.
- Remove and discard all single use tools such as paper files, drill bits and buffers, that have already been used.
- Clean and disinfect all linen hampers and trash container and only use such container that can be closed and use with liners that can be removed and discarded.
- Provide hand sanitizer at all work locations for employees and clients.
- Consider station barriers between work stations or use opposite seats for clients/ or space clients seating arrangement 1 seat as divider.
- Salon/Barber/ Nailbar spaces **MUST** have the signage “Disinfected” “ Disinfection Needed” at the appropriate times.

12. PEDICURE BOWLS

- Remove all parts that can be removed.
- Clean all removed parts with soap and water, rinse in clear water and then immerse into properly diluted disinfectant for full recommended contact time.
- Scrub bowl with soap and water and replace removed parts to bowl.
- Rinse with bowl with clean water.
- Fill bowl with again with clean water and proper amount of disinfectant and let stand for proper time (at least 10 minutes).
- If your bowl has jets, allow the jets run for a full 10 minutes with disinfectant.

13. TREATMENT ROOMS

- Clean and disinfect all surfaces such as, chairs, tables, electrical appliances (don't forget the cords).
- Clean and disinfect all linens and store in a closed container/cabinet.
- Clean and disinfect all hampers that hold soiled linens and be sure to use one that can be lined and closed.
- Remove and discard any products that could have been contaminated by improper unsanitary use. Replace with new product.
- Empty all wax pots and disinfect before refilling them with new wax. Purchase new single use applicators that can be disposed of in an airtight trash bin. The airtight trash bin should have a lid and should be lined with a disposable plastic bag.
- Treatment rooms **MUST** be thoroughly cleaned and disinfected after every client use.
- Treatment rooms **MUST** have the signage "Disinfected" "Disinfection Needed" at the appropriate times.
- Remove from treatment rooms: bed skirts, duvets, pillows, runners, table warmers and mattress pads. All linen in the treatment bed must be used and washed after each guest.

14. UNIFORMS

- As a recommendation, employees should keep a spare clean uniform at work, so they can change during their shift if they feel it is required.
- Disposable aprons or gowns are acceptable as long as they are in keeping with 5- star presentation standards and do not cause noise during the service. Alternatively, providers should clean and **disinfect their uniforms by spraying a skin safe disinfectant after each treatment.**

15. ADMINISTRATIVE CONTROLS

- **All staff will get regular COVID testing as per government guidelines.**
- Employees who are sick will be expected to stay home.
- Training, educational materials, and reinforcement on proper sanitation, hand-washing, cough and sneeze etiquette, using PPE, and other protective behaviors.
- Ensure break-rooms are thoroughly cleaned and sanitized and not used for congregating by employees.
- Ensure that all sinks in the workplace have antibacterial soap available and paper towels.
- Post hand washing signs in the restrooms.
- Provide alcohol wipes for use at phone stations.
- Be flexible with work schedules hours to reduce the numbers of people (employees and clients) in spaces at all times in order to maintain social distancing.
- Provide disinfectant wipes, liquid disinfectant containers, and approved disinfectant for disinfecting technical implements and work areas.

16. HANDLING CONTRAINDICATIONS

As a recommendation, any client who has displayed the following symptoms a;

- Cough,
- Fever,
- Breathlessness,
- Sore Throat,
- Headaches within the last 14 days should be recommended to reschedule their appointment until they and their household members have been cleared of symptoms by 14 days, unless these symptoms are due to pre-existing medical conditions.

COVID-19 Symptoms as reported by WHO (World Health Organisation)

Common symptoms include:

- High temperature/fever – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- a new, continuous dry cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- Tiredness

Other symptoms include:

- shortness of breath
- aches and pains
- sore throat
- Very few people will report diarrhoea, nausea or a runny nose
- Loss of sense of smell and taste

17. SEEKING HEALTH CARE

- If an individual has symptoms of fever, cough or difficulty breathing then they should call **centre number (719)**, the individual will be directed to the nearest facility with capacity to screen, collect samples for the laboratory and manage the patient.
- If safe transport is not available, then an ambulance with appropriate personnel and PPE will be dispatched to pick the patient. Safe transportation includes a private car where all the occupants including the sick person use masks. Public transport (matatus, buses, Ubers, taxis) should not be used to transport sick individuals to the nearest isolation facilities as these are likely to propagate the spread of infection.
- On arrival to a facility or arrival of the ambulance, health personnel will assess the patient to determine if they meet the case definition. For patients who meet the case definition, on arrival to the facility, staff will ensure that they don appropriate PPE, move the patient to isolation, assess to get better history and conduct a physical exam.