COVID-19 Sanitation Guidelines

“*In three words I can sum up everything I’ve learned about life. It goes on.*” – Robert Frost

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Overview

• ReadyCare is a leading provider of personal care amenities, supplies & private label solutions to world-class hotels, spas, health clubs & golf clubs. For over 30 years, Denver-based ReadyCare has helped thousands of properties deliver great experiences by ensuring their personal care, hygiene, and sanitation offerings aligns with your brand & your customers. www.readycare.com
https://www.readycare.com/our-story
List of Sanitation

• Hand Sanitizer (Bulk)
• Antibacterial Hand Soap (Bulk)
• Spacide concentrate
• Barbicide Wipes
• CaviCide Wipes
• Athletix Disinfectant Wipes
• Citrus 11 sprays-cleaners
• Nitrile Gloves
• Moisturizers/ Lotions
Best Practices-(Areas)

- Entrance
- Reception
- Lobby
- Back of the House
- Public Bathrooms
- Break rooms: Avoid larger congregations.
- Fitness Center
- Pools/Wet areas
- Locker rooms
- Treatment area/Dispensary
- Salon/Dispensary
- Relaxation area
- Engineering should check HVAC filters and change often and with a Germ Microbe filter.
- Am/Pm Inspections from supervisors to make certain all areas are being sanitized.
Best Practices Daily Steps

Pre-opening /Arrival/Closing: (See Suggestions and Tips on next few slides.)
- Wear disposable gloves
- Wipe all door handles in & out with Disinfectant wipes – Barbicide or Cavi wipes
- Disinfect the reception area and lobby: Desk, phones, counter top, computer screen, keyboard, walkie-talkie, tables, magazines, water cooler, Locker room keys, (pens, pencils, calculator, registers, an all other items being touched.
- Offer a Hand Sanitizer (8 oz. -16 oz.) and a Moisturizer (after sanitizing) at the reception counter for guests and ft. desk staff.
- Offer Lockers to guest with “wide” social distancing- by numerical spacing i.e. Locker #1 to guest 1 and Locker 30 to guest 2, etc.

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

Public Bathrooms:
- Offer Have Antibacterial Hand Soap, Hand Sanitizer, and Lotion. If staff are using these bathrooms, a sign is required to say “all employees must wash their hands after use”.
- Have proper cleaning supplies for the toilet, sink and paper supplies stocked. A daily check list of hourly cleaning by staff is highly recommended.
- Toilets, sinks should be sanitized and initialed-marked for date-time chart for periodical daily checklist. Disinfectant wipes-cleaners

Breakrooms:
- Use common practices of daily sanitation as above. Antibacterial Hand Soap-Hand Sanitizer-Lotion-Mouthwash
- Should be limited to smaller groups. Distance seating areas.
- Avoid the congregations

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

Pool/Wet areas:
- Using disinfectants(wipes/sprays) for any Pool equipment, door handles (in & out).
- Hand sanitizers near entry/exit
**Best Practices Daily Steps - Page #2**

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

**Treatment rooms/Dispensary area:**
- All treatment rooms need to have either or both Antibacterial Hand Soap and Hand Sanitizer near the sink area. Moisturizers/Lotions are also highly recommended for preventing dry hands. Mouthwash bulk is also recommended for proper hygiene as it kills bacteria.
- Cavicide or Barbicide wipes/sprays are recommended for treatment tables, head rests, door handles, counters, jewelry dishes, hooks, etc. between clients/appointments.
- Nitrile gloves for applications/services-Aesthetics (waxing, facials, and possible other body treatments)
- All technicians MUST wash their hands in the treatment room while client is in the room as a witness prior to treatment.
- Masks might be recommended at discretion of Spa team leader/Director

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

**Relaxation area:**
- Staff Wipe all door handles in & out with Disinfectant wipes – Barbicide or Cavi wipes
- Disinfect the relaxation area; Lounges, chairs, foot stools, tables, magazines, F&B items, cups, bowls,
- Offer a Hand Sanitizer (8 oz. -32 oz.) and a Moisturizer (after sanitizing) in the lounge area
Tips - Suggestions:

- Front Desk/Reception are your catalyst of the operation and will need thorough training for consistent messaging to provide a sense of ease and cleanliness/sanitation for all patrons.

- Create a welcomed environment or a “sense of arrival” that comforts the arriving guests - free of anxiety and worry. Maybe it’s called entering the “worry free zone” that has a symbol for all Spas. Sometimes the psychology of this approach makes the experience all the more better for relaxation prior to the treatments.

- Front Desk trained to receive calls for inquiries and appointments and ask the clients/guests if they have tested for COVID-19, if they have had a fever, coughing, sneezing, or any respiratory illness or breathing issues. This all might seem uncomfortable and out of the norm but, we’re not in the norm and these questions will be asked in other communal type business to protect employees and other guests. Perhaps the Front desk can wear buttons that say “We are a clean-relaxed Spa” or something to that effect. Offer a nice reward for the guest who bravely or confidently came to your Spa for the “Escapism”.

- Facial Masks, are at the sole discretion of each Spa Director to use for areas-departments but, the masks should be a N95 or surgical grade type. Remember: these are not recommended by CDC for healthy patrons but, for the medical community. Patrons seeing Spa staff with masks might be misconstrued or perceived as the staff/team member is sick.

- Possible UV sterilizing (hand held) light to sterilize touched areas.

- Individual Locker room amenity kits to prevent the touching of utensil holders and a sense of private –safety approach.

- Highly recommend showering before and after Spa treatments, workouts, and steam/sauna (if allowed) with shampoos, body washes to also keep the “washing/lathering” of hands, body, and hair which has been noted by CDC to kill the virus.

- All LMT’S should have a badge or ID of a COVID-19 free from frequent testing (every 2 weeks) if possible (suggestion)

- Consider the treatment times to allow more sanitation time in between treatments. Should only be 5 more additional minutes. 45 minutes vs. 50 minutes 50 minutes vs. 60 minutes, etc. Masks recommended at discretion of Spa team leader/Director. Especially face up.

- LMT’s should not only be washing their hands in front of guests in the treatment room but, should use the disinfectant wipes and clean/sanitize the face cradle before placing the disposable or cloth face cover. Remember, the virus’ gateway is the eyes, nasal, and respiratory tracts before it mutates into these passages and the face cradle is just as a concern as your hands. This gives the guest a small piece of mind in knowing the face cradle was sanitized.

- FDA has now required a 80% alcohol (isopropyl or ethanol) in a temporary regulation for all Hand Sanitizers. With this much alcohol, you will need to have moisturizers/lotions for dry hands which will cause micro-cracking and the virus has been known to hide in small crevices including under the nails. If you look at your dry hands under a microscope, it can appear to look like the Grand canyon. Moisturizers help fill in those gaps (canyons).

- No Testers in Retail area (for now).

- New protocols for nightly and/or morning cleaning – sanitation much like the medical industry and perhaps a contracted service company versus hiring lower waged personnel who are not suited for being properly trained for sanitation.
CDC Washing Hands


- Wet your hands with clean, running water (warm or cold), turn off the tap, and apply soap.
- Lather your hands by rubbing them together with the soap.
- Be sure to lather the backs of your hands, between your fingers, and under your nails.
- Scrub your hands for at least **30 seconds**.
- Need a timer? Hum the “Happy Birthday” song from beginning to end twice.
- Rinse your hands well under clean, running water.
- Dry your hands using a clean cloth or paper towel or air dry them.
Each of the six photos showed how much bacteria was on a woman’s hand using black light and cream called Glo-Germ – a mineral oil that clings to germs, and is only visible under a UV light.

The images showed the hands at different stages of cleanliness including “before washing”, after a “rinse and shake”, with “six seconds and no soap” and “30 seconds with soap”.

The first few photos revealed a plethora of bacteria had been left behind and, while more similar, there was also a marked difference between a 15-second wash with soap and a 30-second one.
Wash Your Hands!

Dirty!

Wet

Get Soap

Rinse

Scrub

Dry

Clean!

www.cdc.gov/handwashing
CDC Protocols  https://www.cdc.gov/

• Washing and Sanitizing Hands frequently
• Do not touch your face
• Cover your face if need be
• Wear Nitrile gloves when needed
• Washing your hands again...
• If you’re sick-Stay home and avoid contact with others
Why Massage? Why Spa?

“it doesn’t get easier, you get stronger” - Unknown