

GUIDELINES FOR RE-OPENING Spas

July 2020



Coronavirus
COVID-19
Public Health
Advice



Rialtas na hÉireann
Government of Ireland



Fáilte Ireland
National Tourism Development Authority

ISA IRISH SPA
ASSOCIATION



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NOTE: If your business provides food, please refer to the re-opening guidelines for Restaurants & Cafés on www.failteireland.ie



Note:

This is a living document which means as Government restrictions and Public Health guidelines evolve, this document will also evolve to reflect new Government advice and changes to protocols when they emerge. All sectoral guidelines have been developed in line with the Government’s Roadmap for Reopening Society and Business and the Return to Work Safely Protocol, based on the latest health guidance available from the Department of Health and the HSE. The links to latest guidelines will be included throughout the document.

Disclaimer

The information contained within these operational re-opening guidelines can change from time to time, it should not by itself be relied upon in determining obligations or other decisions. Users of this document should independently verify any information on which they wish to rely. It is expected that all business owners and management will have familiarised themselves with the Return to Work Safely Protocol prior to re-opening and implemented all relevant requirements.

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Revision history:

Version	Date Changes	Changes from previous version
1.1	20/07/2020	Document Published
1.2	24/07/2020	Clarification for Contact Tracing requirements

*Current physical distancing guidance is in line with Public Health advice. This document will evolve to reflect new Public Health advice and changes to protocols as and when they emerge.

1. Introduction: Meeting & Overcoming the COVID-19 Challenge

COVID-19 is an unprecedented challenge for the tourism sector.

Before re-opening, businesses will need to review how they work and introduce new practices and procedures to ensure everyone stays safe. As a result, Fáilte Ireland, in consultation with Sectoral Bodies, has developed operational guidelines in line with the Health and Safety Authority (HSA) and the Health Service Executive (HSE).

As part of this, Fáilte Ireland has created this set of specific guidelines in consultation with the Irish Spa Association (ISA) to help you re-open your Spa or Salon. You can be reassured that these recommendations are underpinned by advice made available from the HSA, HSE, World Health Organisation (WHO) and other relevant bodies.

Businesses must follow the Return to Work Safely Protocol. The National Protocol has been developed under the aegis of the Safety Health and Welfare Act 2005. The Health and Safety Authority (HSA) is the compliance body and has full powers as set out in this legislation designated in relation to the implementation of the National Protocol. Non-compliance can result in the closure of a business.

The guidelines were developed based on the following considerations:

■ Restructuring operations

Tourism businesses of all types need to adapt their operations, review employee practices and consider the design of their business to provide a safe environment for guests and employees and ensure physical distancing and the prevention of the spread of COVID-19.

■ Putting dedicated resources in place

Tourism businesses must ensure that they have dedicated personnel to implement and operate a robust system that prevents the spread of COVID-19. Equally importantly, they need to put processes in place that can deal with individual and multiple cases of the disease that may occur.

■ Adapting and enhancing hygiene practices

Tourism businesses must adapt and implement enhanced procedures in general cleaning, storage and cleaning of equipment. In particular, they should introduce and implement touchless solutions where possible.

■ Focusing on best practice in food and beverage service

Tourism businesses must follow best practices in service and physical distancing to promote health of employees and guests.

If your business provides food, please review the Fáilte Ireland website and view the re-opening guidelines for Restaurants & Cafés.

These Guidelines have been created in line with the Government's Roadmap for Reopening Society and Business. This is a document that will evolve in line with the roadmap, taking into account any changes to the restrictions or physical distancing.

While we have attempted to cover all relevant issues, you must bear in mind that this is a non-exhaustive document and it may not cover all situations that you may encounter. As circumstances change, any procedures you implement must be monitored to ensure they remain up-to-date and in line with international best practice guidance and the Government's Public Health advice.

For further information on travel advice for international visitors please click [HERE](#).



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2. Business Response/Action Plan

Creating an Action Plan will help to clarify what needs to be done to overcome the threat of COVID-19 and give your employees and guests confidence that they are safe.

In developing one, the first step the management team of a Spa must take is to familiarise themselves with the latest guidelines from the following sources:

- Health Services Executive (HSE)
- Health and Safety Authority (HSA)
- Irish Government Departments
- World Health Organisation (WHO).

Information from these sources will help to shape your plan of action. You must also:

- **Complete a risk assessment** to identify what operational changes you need to make in your business.
- **Review of all standard operating procedures (SOPs)** to define and note what you are changing.
- **Create a communication plan** to inform employees and guests/clients of what you are changing, what you need them to do and how you expect everyone to act and behave.
- **The HSA provides** templates, checklists and advice on the Return to Work Safely Protocols. Please see [HERE](#) for more information.

The plan must reassure employees and guests that safeguarding their health and safety is of the utmost importance. It must also ensure that your operations continue to run in an efficient and safe manner.

The Irish Spa Association (ISA) have developed a comprehensive list of templates, checklist and scripts which can be found [HERE](#).

You must review the plan regularly and amend it as new regulations, guidelines and procedures come into force. Experience and feedback will inform how appropriate and effective the plan is.

For further information on the development of your Action Plan, visit the Fáilte Ireland COVID-19 Business Supports Hub [HERE](#).

Monitoring & Supporting

A COVID-19 Response Team/Coordinator/Officer must be appointed to ensure new procedures are adhered to. Adherence to this protocol will only be achieved if employers and workers have a shared responsibility to implement the measures contained in this protocol in their place of work. A collaborative approach to the implementation of the protocol is essential to achieve success and maximum buy in.

Each workplace should appoint at least one lead worker representative charged with ensuring that COVID-19 measures are strictly adhered to in their workplace. The person(s) undertaking the role must receive the necessary training and have a structured framework to follow within the organisation to be effective in preventing the spread of the virus. Employers should have regular and meaningful engagement with their worker representative, workers and/or their recognised Trade Union or other representative (including health and safety committee where it exists) about the measures being put in place to address the occupational exposure to COVID-19 in the workplace. Employers should provide COVID-19 induction training for all workers on their return.

The number of worker representatives for COVID-19 appointed should, ideally, be proportionate to the number of workers in the workplace and this person(s) should be clearly identifiable in the workplace. Employers and worker representatives will work together to ensure that all the actions in this protocol are fully adhered to in order to ensure the suppression of COVID-19 in the workplace.

Section E of the National Protocol sets out the steps for employers and workers to reduce the risk of exposure to COVID-19.

These provisions include:

- Consulting with the workplace representatives in the development of a COVID-19 response plan.
- Developing/Amending policies and procedures for prompt identification and isolation of workers who may have symptoms of COVID-19.
- Developing, consulting, communicating and implementing workplace changes or policies. Specific reference is made to agreeing with workers any temporary restructuring of work patterns that may be required to implement the COVID-19 prevention measures in the workplace. There is also provision for the lead worker representative to be involved in communicating the health advice around COVID-19 in the workplace.

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Policies & Processes

Spa owners and management need to review all business policies and standard operating procedures across each department to reflect operational changes. In particular, this means:

- Defining and documenting a clear plan of action in the event of a suspected case of COVID-19 among the various types of guests i.e. hotel, day spa, salon guest, and/or employee. Further information on this is available on page 8 of the Overall Guidelines to Re-opening for all Sectors, found [HERE](#).
- Defining and documenting the correct and appropriate use of Personal Protective Equipment (PPE). This must be in line with the Government's Public Health advice.
- Developing/updating current policy for the care of employee uniforms to ensure they are clear on the standards of appearance/dress expected while at work.
- Reviewing and updating cancellation and refund policies in line with business requirements.

Communication

- You must share the Action Plan with all employees prior to them returning to work. If it's updated at any time, you must make sure everyone knows what has changed.
- Provide guidelines to employees on how they must communicate the Action Plan to guests will ensure everyone gives the same message and there is no inconsistency.
- Make sure an up-to-date list of the contact information of all employees, including emergency telephone numbers, is always readily available.
- Regularly review all COVID-19 related signage and notices throughout the premises to ensure they display the latest Public Health advice from Government. Signs must be placed in prominent and relevant positions, be legible and be offered in multiple languages, as appropriate.

Training

Spa owners and/or management must inform all employees of the measures being adopted to manage the threat of COVID-19. Use the most appropriate training channels to do this and ensure that employees are aware that they must not attend work if they are displaying any symptoms of COVID-19 such as coughing or shortness of breath. Instead, they must seek medical attention.

There is an obligation on employers to ensure that employees are aware that they must not attend work if they have symptoms. This is essential to ensure that the virus does not spread.

You must organise information briefings to cover all the basic protective measures against COVID-19 and the signs and symptoms of the disease. In particular, make sure you cover:

- Cleaning/disinfection protocols
- Employee health and what to do if feeling unwell
- Unwell guest/dealing with suspected cases/liasing with authorities.
- Hand and respiratory hygiene and physical distancing measures
- Correct use of PPE

If training is needed for specific procedures or if your business has specific requirements, it must be included in the training programme.

Cleaning & Frequency

- Ensure contact/touch surfaces such as counter tops, work equipment and door handles are visibly clean at all times and are cleaned and disinfected at least twice daily.
- Implement modified cleaning intervals for rooms and work areas. This applies especially for washroom facilities and communal spaces. Cleaning and disinfecting must be performed at least twice per day.

Cleaning of work areas must be conducted at regular intervals. Further information on cleaning in non-healthcare settings is available from the ECDC [HERE](#) or from the Government [HERE](#).

Resources

Spa owners/management should review rotas in line with The National Protocol Section E Subsection 3 which provides that full consultation on these matters is required to ensure sufficient employees are available to maintain physical distancing while completing the tasks to the required standards. Employee scheduling must ensure more time is allocated for cleaning and encourage employees to work alone if possible.

To achieve this, you should:

- **Allocate** specific treatment rooms to each employee where possible.
- Implement **phased shifts**, where possible.
- Schedule **small teams**.
- **Keep the same team combinations** where possible to limit employee interaction. This will assist should contact tracing be required.

You will also need to plan for the impact of employee absences; this may involve reallocating employees from non-essential tasks.

Where appropriate, cross-training employees will help maintain staffing levels within your business.

If you can't ensure that employees stay 2 metres* apart at all times, you must apply the Return to Work Safely Protocol. For more information see [HERE](#).

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3. Employee & Guest Health

The health and safety of employees and guests is the number one priority for the owner of the business. The following steps will help ensure everyone remains fit and well:

Physical Distancing

Physical distancing guidelines (in line with Government Public Health advice) must be incorporated into the Action Plan for each department within the business.

Guests must be advised to stand at least 2 metres* away from other groups of people who are not from the same household at all times. Careful consideration needs to be given when using communal areas, using elevators, stairs or moving around the property.

Employee Physical Distancing

If you cannot arrange for employees to keep a distance of 2 metres* apart at all times, alternative protective measures must be put in place.

Minimise any direct employee contact and provide hand washing facilities, and other hand hygiene aids such as hand sanitisers, wipes, etc. Ensure these are readily accessible so employees can perform hand hygiene as soon as a task is complete.

Make face masks available to employees in line with Public Health advice. You should note that wearing masks is not a substitute for the other measures outlined above.

Providing Hand Sanitisers

Hand sanitiser dispensers (touchless whenever possible), must be placed at all entry points to the business and at specific points within the public areas of the property.

All hand sanitisers must have a minimum content of 60% (ethanol).

Contact Tracing

Keep contact tracing records for guests. Explain that the reason for keeping these records is to provide them to Public Health for contact tracing in the event that someone becomes ill with COVID-19.

Details must be securely retained for one month.

Signage

You must display appropriate COVID-19 signage relating to hand and respiratory hygiene and physical distancing measures throughout your property. Where feasible, television screens and monitors can communicate these messages in reception and public areas.

Employee & Guest Health Concerns

All employers and employees must follow the Return to Work Safely Protocol. Please see [HERE](#) for more information.

When they return to work, employees must be trained on what to do if they or a guest becomes unwell.

If management is alerted to a suspected case of COVID-19 in the business, a clinician from a local medical centre should be contacted. The clinician will advise on the next steps. Further information is available on the HSE website.

Where possible in a day spa environment, have a designated isolation area available until the guest is able to safely return home and self-isolate. Details on how to manage the designated isolation area/room can be found in the Overall Guidelines for re-opening [HERE](#).

Note: Your reception desk needs to have the telephone numbers of the health authorities, local medical centres as well as public and private hospitals readily available should a guest or employee fall ill.

Please see Government advice [HERE](#) and HSE [HERE](#) for more information.



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4. Spa Owner & Employee Responsibilities

The effective delivery of the Action Plan depends on the professionalism, conduct and behaviour of the Spa owner/management and employees. Paying attention to the following issues is especially important:

Hand Hygiene

Correct hand hygiene practices are vital to help minimise the spread of infections including COVID-19.

This involves hand washing with soap and water for a minimum of 20 seconds, or the use of hand sanitiser (if hands are visibly clean), as required and frequently.

Hands must be washed as often as necessary and always:

- Before starting work
- Before and after each spa treatment
- Before eating
- After handling waste
- After cleaning duties including sweeping/mopping, etc.
- After using the toilet
- After blowing nose, sneezing or coughing
- After eating, drinking or smoking
- After handling money
- At the end of a shift

This list is not exhaustive.

For additional COVID-19 hand hygiene measures, hands must be washed before putting on or after removing PPE.

Please see [HERE](#) for more information from the HSE.

COVID-19 Training

All employees should receive specific training on COVID-19 safety and cleaning protocols as well as SOPs and processes. This should be particularly comprehensive for team members in frequent direct contact; beauty therapist, nail technician, etc.

Personal Protective Equipment (PPE)

If required by their roles, appropriate PPE must be worn by employees. You must assess each section of the Spa to decide what is needed. Training on how to properly use, apply and dispose of all PPE is also essential. As part of the business risk assessment consideration needs to be given to the level of PPE required for various tasks e.g. hands on therapies such as facial treatments and massage treatments.

Employee Welfare Facilities & Timekeeping

Employers and employees must follow the Return to Work Safely Protocol. Please see [HERE](#) for more information.

It's also essential to display prominent signage relating to hand and respiratory hygiene as well as physical distancing Back of House.

Employee welfare facilities (such as employee areas and locker rooms) need to be re-organised to suit physical distancing measures and be frequently cleaned and disinfected. Staggered start times and break times can also be very helpful and you must review the use of clocking-in machines.

Staff meetings should be held online if possible. If physical meetings need to take place, physical distancing measures must be taken.

Reception Area

Your reception area must always have a medical kit available that includes:

- Germicidal disinfectant/wipes for surface cleaning tissues.
- Face masks/goggles or visors. Note that disposable face masks can only be used once.
- Gloves (disposable).
- Protective apron (disposable).
- Biohazard disposable waste bags.

Air conditioning (where available)/Ventilation

- Although COVID-19 is not airborne but from person to person through respiratory droplets from the nose or mouth, the condition of filters must be monitored and the proper replacement rate of indoor air be maintained.
- The proper functioning of ventilation, air exchange, and dehumidification equipment of covered pools must also be checked.
- Increasing the number of air exchanges per hour and supplying as much outdoor air as possible is recommended, either by natural or mechanical ventilation.
- Ensure that air conditioning filters are cleaned regularly according to manufacturer's instructions.
- When air conditioned air is used for ventilation, minimise recirculation as much as possible.

Please see [HERE](#) for more information.

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5. Physical Distancing

The Spa owner or management needs to meet Public Health advice on maintaining physical distancing of 2 metres* between people. Physical distancing of 2 metres* does not apply to members of the same household.

Queuing

Any area where guests or employees queue must be clearly marked for appropriate physical distancing. This includes reception, public and employee areas.

Reception Area

Where possible, employees should be separated from each other at reception workstations.

It's the responsibility of supervisors and managers to ensure that guests do not congregate in groups. Where physical distancing is not physically possible, the business must provide an alternative e.g. a physical barrier.

Treatment Rooms

Where physical distancing protocols cannot be maintained, alternative measures such as face visors, masks and screens must be in place as well as strict hand hygiene measures to ensure guest and employee safety throughout the guests visit.

Toilets & Changing rooms(s)

Where practical, provide one-way entry and exit routes to the changing rooms. To ensure physical distancing, consider the following:

- Encouraging the use of alternate sinks.
- If there are a significant number of showers, close off alternate shower cubicles.
- Create schedules for smaller blocks and manage these during busy periods.

Nail Bar & Pedicure Lounge

Preview the capacity of your manicure and pedicure lounge to determine how many workstations can be realistically occupied at one time while incorporating current physical distancing requirements as outlined by the Government's Public Health advice.

Laundry Room

Limit the number of employees using laundry facilities to ensure that physical distancing is possible.

Install clear markings to minimise contact between employees. Install signage in visible locations that refers to COVID-19 physical distancing measures.

Back of House

Physical distancing protocols also need to apply in employee areas, shared office spaces, employee locker rooms and other relevant facilities for all employees.

Timekeeping Facilities

If you use clocking-in machines, a strenuous cleaning regime must be put in place to ensure all touch points are regularly cleaned, followed by disinfecting.

If queuing takes place at the machine, have clear floor markings that illustrate the recommended physical distancing between employees.



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6. The Guest Journey – Arrival & Departure

To follow the Government's Public Health advice throughout the guest journey, businesses must minimise the number of access points for arriving and departing guests. Each access point must be equipped with hand sanitiser, along with signage instructing all guests to use it as they enter and leave.

Face Coverings

The Irish Government has recommended wearing face coverings in situations where it is difficult to practice physical distancing. This may help prevent people who do not know they have the virus spreading it to others.

The Return to Work Safely Protocol states:

Make face masks available to the worker in line with Public Health advice. If masks are worn they must be clean and they must not be shared or handled by other colleagues. Employers and employees must keep up to date with the latest Public Health advice issued in regard to masks by Gov.ie/NPHET

Please see [HERE](#) for more information

Spa Bookings/Online Bookings

A Spa's website must be kept fully up-to-date with current COVID-19 safety information, updated prices and an explanation on how to book a treatment. Guests may find it reassuring to read about the additional rigorous cleaning procedures the business adapted to keep them safe.

Where possible, a COVID-19 Declaration should be added to the booking protocol as well as any policy updates or changes to cancellation. Each guest should receive a 'Welcome and Safety Information' explaining what is expected of them when interacting with employees and other guests. Each guest should receive an email or SMS prior to arrival outlining what they can expect upon arrival.

Arrival by Taxi, Drop Off or Parking on the Property

- Before guests book or arrive, your website must explain the guidelines that apply. Details would include that physical distancing must be adhered to on the property. This information must also be outlined in all public areas.
- Physical distancing of 2 metres* does not apply within members of the same household. Physical distancing is required between individuals that are not from the same household.
- You should consider evaluating and adjusting appointment schedules to allow implementation of updated cleaning and disinfecting practices of treatment rooms, workstations at nail bars, etc.

- Review booking times to help reduce large queues of guests arriving at peak times.

Signage

Appropriate COVID-19 signage must also be prominently displayed outlining the physical distancing and hygiene practices that apply throughout the business.

Carpark & Outdoor Areas

All outdoor areas, grounds, gardens, greens, verges, roads and car parking areas within the property must be kept clean and well maintained.

This means ensuring that lidded bins are available for the disposal of gloves, masks, tissues, etc. that may be contaminated. You must ensure all rubbish bags are disposed of in an appropriate external facility such as a waste removal skip.



Payment

Guests should be encouraged to use card/contactless payment and pay in advance where possible.

If handling cash, employees must observe the Government's Public Health advice on hand hygiene measures. If gloves are not worn, employees must wash their hands immediately after handling cash.

Guest Hygiene Amenities

Hand sanitiser must be provided at public entrances and exits and at key locations throughout the premises.

Subject to availability, hand sanitiser and wipes also should be provided for guest use. It's important to ensure that these are stored out of reach of small children.

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7. Cleaning Products & Protocols

Cleaning products and protocols must be suitable and manufacturer approved for use against viruses, bacteria and similar risks.

It's important to follow manufacturer instructions with regard to dilution, application and duration of use. Management must review cleaning and disinfection procedures within all areas of the Spa and update these if any cleaning products are changed.

It's also important to work with suppliers, vendors, and distribution partners to ensure an uninterrupted supply of cleaning supplies and PPE.

Public Spaces & Communal Areas

Cleaning and disinfection must take place in all public spaces at least twice per day and whenever facilities are visibly dirty.

Particular attention must be paid to frequently touched surfaces such as reception desk and counters, door handles, toilet and showers, seating areas and other facilities.

Laundry Facilities

All towels and other washable materials must be washed at a high temperature and in accordance with the Government's Public Health advice. Dirty towels must be bagged immediately to eliminate excess contact while they are transported to the business' laundry facility. Where feasible, it is recommended that disposable towels be used.

Cleaning and disinfection must happen at least twice per day and whenever the laundry facilities are visibly dirty, with an emphasis on frequently touched surfaces (e.g. washing machines, dryers, etc.).

Back of House & Employee Areas

Back of House areas must also be cleaned and disinfected at least twice per day and whenever facilities are visibly dirty. Particular attention must be paid to the staff room, locker rooms, employee bathrooms, delivery areas, shared office spaces and other relevant facilities.



Equipment Shared by Employees

Clean and disinfect shared equipment and tools before, during and after each shift or any time the equipment is transferred to another employee. Where possible, the therapist should have their own tools and take responsibility for appropriate sterilisation and disinfection throughout the day, and whenever used following a treatment.

Shared equipment also includes items such as phones, computers and other communication devices, keys, payment terminals, tools, safety buttons, cleaning equipment, time clocks and all other direct-contact items used.

Shared food and beverage equipment in Back of House areas (e.g. kettle, microwave, etc.) need to be cleaned and disinfected after each use. The same applies to clocking-in machines which must be accompanied by hand sanitisers and antibacterial wipes.

Control of Waterborne Hazards

It is critical that businesses review the guidance on 'Control of Legionella Bacteria During and After the COVID-19 Pandemic' and review their own systems in line with this.

This guidance highlights the requirement to continue managing Legionella control to avoid the potential for Legionnaires' disease.

The following is a non-exhaustive list relevant to the tourism sector of potential sources of aerosols which may contain Legionella bacteria: wet cooling systems (for example, cooling towers and evaporative condensers); spa pools; showers, taps and toilets; machine cooling systems; spray booth water curtains; humidifiers in food cabinets; ornamental fountains and water features; dust suppression systems; horticultural misting systems, lawn sprinklers; clinical humidifiers; sprinklers and hose reels; and power hoses.

Legionnaires' disease can be fatal and hospitalisation is generally required to treat symptoms. With the health service currently dealing with a Public Health emergency, it is vital that employers take appropriate action to maintain and operate their water systems especially wet cooling systems, so far as reasonably practicable, during this Public Health emergency.

For further advice, please see HSA information [HERE](#) and HSE information [HERE](#).

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8. Suppliers of Goods & Services

Deliveries

- An employee must meet each supplier who is delivering to the property. If possible, delivery drivers should not be allowed to enter the site (with the exception of food deliveries which adhere to HACCP delivery protocols). Employees must not come in close contact with the driver.
- HACCP is in the context of food safety and re-opening only, not COVID-19 prevention.
- If your business provides food service please refer to the operational re-opening guidelines for Restaurants & Cafés on www.failteireland.ie.



Dealing with Drivers

Delivery personnel must use hand sanitiser if required to exit their vehicle and enter the building. Signage must make drivers aware of 1) physical distancing when picking up deliveries and passing deliveries to employees, 2) the need to maintain a high degree of personal cleanliness and 3) the need to wear clean protective clothing.

- An alcohol-based hand sanitiser must be available in the delivery area. Drivers must clean their hands before passing delivery documents or goods to employees. They must also be made aware of the potential risks involved in contact transmission of COVID-19.
- Hand hygiene, in conjunction with physical distancing, is also of paramount importance.
- Disposable containers and packaging should be used to avoid the need to clean any returns. In the case of reusable containers, appropriate hygiene and cleaning protocols must be followed by employees.

Accepting Deliveries

- A goods reception area must be set up that is large enough to ensure physical distancing for both driver and Spa employees.
- All excess packaging must be removed by the driver. All outer packing must be removed (if possible) and placed in a suitable disposable unit.
- When signing for deliveries, employees should only use their own pens. In the case of electronic devices, both device and pen must be cleaned and disinfected prior to signing.
- The delivery area must be cleaned and disinfected regularly.

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9. Locations for Distribution of PPE

If required, PPE should be distributed at the following locations:

- Entry and exit points
- Office area (if applicable)
- Cleaning and Maintenance
- Treatment rooms/nail bar/salon where physical distancing is not possible between guest and employee.

Note: Hand sanitiser should be provided in all entry and exit points of the Spa including reception, treatment rooms, laundry facilities, back office, toilet and changing rooms, etc.

Note: All employees must wash their hand as required for a minimum of 20 seconds and frequently (or use hand sanitiser if hands are visibly clean).

10. Employee Uniforms

Cleaning & Disinfection Protocol

The policy on the care of uniforms must be updated to ensure every employee is clear on the standards of appearance and dress expected while at work. For example, they should know that uniforms have to be worn appropriately (in work only not externally).

Consider the use of a disposable apron for employees with cleaning responsibilities in line with the Government's Public Health advice.

Physical Distancing Protocol

Where a locker/changing room is provided, mark floors to indicate available and unavailable spaces that should be used when changing into work attire/PPE. It may be necessary to roster access times for access to these rooms so physical distancing can take place safely.



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11. Reception Area & General Offices

Appropriate COVID-19 signage must be prominently displayed outlining current physical distancing and hygiene practices in use throughout the Spa.

Cleaning & Disinfection Protocol

Cleaning and disinfection of the Reception Area must take place at least twice per day and whenever facilities are visibly dirty. This must place particular emphasis on frequently touched surfaces especially counters, equipment, communication devices, door release buttons, etc.

Where appropriate, the sharing of office equipment should be avoided and each workstation must be self-sufficient with an individual computer, telephone and all ancillary equipment. Where shared equipment is necessary, it must be cleaned and disinfected before, during and after each shift or any time the equipment is transferred to another employee.

Physical Distancing Protocol

Employees sharing workspaces should be grouped in fixed teams that are as small as is reasonably practicable.

In all shared office spaces, the physical distancing protocol must be strictly adhered to. Where necessary, station dividers must be installed.

- A designated employee should be stationed, where possible, during busy periods to control physical distancing measures.
- In offices where meetings/consultations take place, the physical distancing protocol is to be adhered to and entry numbers limited.

Guest Considerations

Debit/credit card machines should be moved to the front of the counter and cleaned and disinfected after each use. The use of cashless/contactless payment systems is recommended. Online payment should also be considered.

12. Public Areas

Cleaning & Disinfection Protocol

The frequency of cleaning and disinfection must be increased in all public areas to at least twice daily. Particular attention must be paid to frequently touched surfaces which must be visibly clean at all times. These include reception desk and counters, door handles, toilet and shower facilities, the retail area and other facilities where appropriate.

Evaluate high traffic areas that require the opening of doors and determine if they can be propped open to prevent repeated touch, if fire regulations allow.

The following areas must be cleaned and disinfected at least twice per day:

- Internal and external doors (e.g. door plates, handles, releases)
- Hard surfaces (e.g. tables, countertops, light switches)
- Stair handrails

- Interior seating (e.g. arms of chairs)
- Exterior seating/benches
- Public toilets

Interior and exterior refuse bins must also be emptied, cleaned and disinfected at regular intervals.

Physical Distancing Protocol

- You must place clear markings to ensure that contact between guests and employees is kept to a minimum and to ensure that guests adhere to physical distancing requirements in all public areas.
- Display signage referring to COVID-19 physical distancing measures in visible locations.
- Review seating capacities and arrangements in public areas to ensure physical distancing guidance is adhered to.

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13. Relaxation Areas

Cleaning & Disinfection Protocol

- Relaxation areas must be cleaned and disinfected at least twice per day or whenever visibly dirty. Particular emphasis must be placed on frequently touched surfaces such as remote controls, water dispensers, tables, seating areas, etc.
- Hand sanitiser dispensers (touchless whenever possible) must be placed at all entry points.
- Consider staggering access to relaxation areas or limit the number of guests at one time to ensure adequate cleaning can take place.
- **Ensure that all hand sanitisers have a minimum alcohol content of 60% (ethanol).**

Physical Distancing Protocol

The capacity of relaxation areas needs to be managed by management to allow appropriate physical distancing between groups of guests based on Government Public Health advice.

Guest Considerations

- All relaxation areas need to be reviewed to ensure that measures are in place for hand hygiene.
- Employees must assist in guest movement and flow to ensure physical distancing protocols are followed within all relaxation areas.
- Signage referring to COVID-19 physical distancing and hygiene measures must be displayed in visible locations.
- Remove all shared reading materials such as magazines but suggest that guests could bring their own personal reading material.



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14. Wet Areas – Pools, Saunas & Hot Tubs etc.

Cleaning & Disinfection Protocol

The External Water Testing (EHO) should be completed prior to re-opening for guests.

- All cleaning and sanitisation protocols must be outlined and recorded as well as ensuring that chlorination levels should be maintained at the higher levels of the spectrum range.
- Ensure correct pool dosage levels are adhered to at all times in accordance with manufacturer's instructions. Ensure that water testing is completed and recorded every 3 hours.
- The wet area must be pressure washed, cleaned, and disinfected each night. If pool areas are to be pressure hosed, suitable and adequate PPE for employees must be supplied, as an aerosol will be produced.
- The towel desk and all other desks and counters must be cleaned and disinfected regularly.
- All Jacuzzis and Hot Tubs must be emptied each night, as well as being cleaned and disinfected.

For additional information relating to the control of waterborne hazards, please review the information on page 10 pertaining to legionella.

Additional Recommendations

- Handrails and frequently touched points around the wet areas must be cleaned and disinfected regularly or whenever visibly dirty. Display signs at Spa reception requesting guests do not use facilities if feeling unwell.
- Regular chlorine and pool checks are required.
- As saunas run at 90°, these can be used as long as physical distancing is adhered to at all times, unless notified otherwise by Government's Public Health advice.
- Steam rooms run at 100°, these too can be used as long as there are steps in place to ensure that physical distancing between guests is possible, unless notified otherwise by Government's Public Health advice.

Physical Distancing Protocol

- Poolside seating must be configured to allow for physical distancing as outlined by the Government's Public Health advice. Where physical distancing cannot be maintained, viewing chairs and seating must be removed.
- A designated employee must ensure the maximum pool capacity is not exceeded. Alternatively, consider allocating a booking system for wet area use per guest.
- A strict disinfection programme of the changing rooms must be put in place and maintained.

15. Nail Technician Treatment Areas

Cleaning & Disinfection Protocol

- Cleaning and disinfection of the manicure/pedicure workstations must take place following each guest. Particular emphasis must be placed on frequently touched surfaces such as counter tops, chairs, UV hand lamp, inside drawers (where applicable), etc. Where possible, assign one person to a workstation to avoid cross-contamination. If this is not possible, please ensure shared workstations are cleaned and disinfected before switching between employees.
- Guests should be asked to wash their hands or apply hand sanitiser to their hands prior to commencing the treatment.
- **Ensure that all hand sanitisers have a minimum alcohol content of 60% (Ethanol).**

Physical Distancing Protocol

- The capacity of manicure/pedicure workstations needs to be managed by management to allow appropriate physical distancing between guests based on Government Public Health advice.
- Where physical distancing cannot be adhered to between a guests and employee during this treatment, alternative measures must be in place to ensure guest and employee safety i.e. using nail bar screens or visors. If these items are reusable, they must be cleaned and disinfected after each use.

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16. Hair Station Areas

Cleaning & Disinfection Protocol

- Ensure hair stations are stocked with all necessary equipment required (e.g. hair dryer, hair clips, hairspray, etc.) and cleaning and disinfecting supplies (disinfectant, disposable paper towels, etc.).
- Minimise any direct employee contact and provide hand washing facilities and offer hand hygiene aids such as hand sanitisers, wipes etc.
- Make face masks available to employees in line with Government's Public Health advice.
- Remove all shared reading material such as magazines, newspapers and books. Guests can be advised to bring their own reading material should they wish to do so.
- All equipment must be cleaned and disinfected before and after each use.

Physical Distancing Protocol

- In settings where physical distancing cannot be maintained between employees, physical barriers should be in place such as sneeze guards or Perspex.
- Manage physical distancing requirements in reception areas and, where possible, provide one way systems that are clearly marked throughout the salon.
- Contactless payments or online payments should be encouraged where possible.
- Allocate specific times for appointments to allow extra time for cleaning and disinfecting of the work space before the next guest arrives.

17. Treatment Rooms & Service Areas

Cleaning & Disinfection Protocol

- Prepare the treatment room in advance, sanitise the products, devices and tools that will be used for the treatment. It is advisable to use an autoclave, dry heat or other techniques to sterilize utensils such as tweezers, scissors, cuticle nippers, etc.
- Prepare the treatment table or chair and cover it with disposable towels or washable cotton fabrics that are easily removed and laundered.
- Consider replacing the towels with disposable material where appropriate.
- It is recommended to discontinue the use of facial cleaning sponges.
- Eliminate all the expendable elements of the treatment room to avoid the guest touching items and products that are within reach.
- Provide a bag or a tray for the guest to store their belongings.
- Inform the guest about the hygiene measures carried out and, if appropriate, provide the option to the guest to have the tools

that will be used during their treatment re-sanitised in their presence. This will provide great comfort to nervous guests.

- On completion of a treatment, discard all single use items that have been in contact with the guest. If the items are reusable, ensure that they are cleaned and disinfected prior to reuse for another guest.
- Textiles must be washed at a minimum of 60° for a minimum of 30 minutes.

Physical Distancing Protocol

When accompanying the guest to the treatment room, please ensure that physical distancing is maintained as much as possible. Where physical distancing cannot be maintained during the treatment, the appropriate PPE must be worn.

Additional Recommendations

It is the responsibility of each individual business to provide sufficient facilities throughout the site and ensure these facilities are appropriately maintained to minimise the risk of infection.

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18. Changing Rooms

Cleaning & Disinfection Protocol

- If towels are provided to guests for the use in changing rooms, it is recommended that towels are provided from the reception area and handed to each guest individually. Suggest that guests can bring their own towels if they so choose if it makes them feel more comfortable. Where possible, it is recommended that reusable towels be replaced with disposable material.
- A strict disinfection programme of the changing rooms must be put in place and maintained. This programme should be clearly delivered to each employee to ensure there is no misinformation of the new process.
- Establish personnel who are responsible for general cleaning and provide the necessary equipment to carry out the process. There must be a record of general cleaning hours kept.
- Ensure that guests are made aware of the additional disinfection and hygiene measures that the business is carrying out.

Physical Distancing Protocol

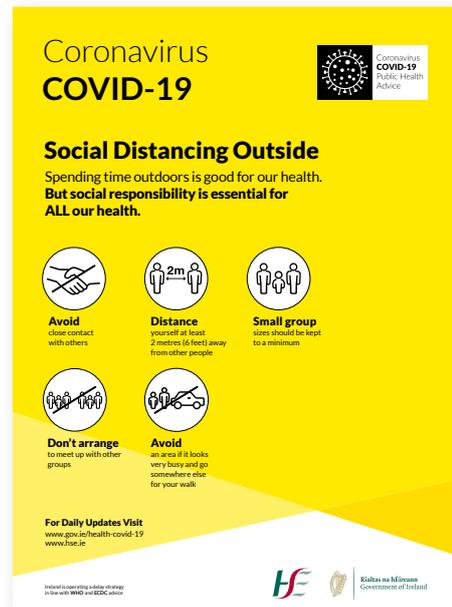
Establish workflows that ensure the non-agglomeration of employees and guests within the changing rooms of the spa.

Within the changing rooms, ensure that lockers are assigned to guests in a manner that facilitates adherence to physical distancing guidelines.

Signage referring to COVID-19 physical distancing and hygiene measures must be displayed in visible locations throughout the changing room.

19. Templates & Checklists

The Irish Spa Association have devised a detailed list of templates, scripts and checklists, etc. These are downloadable from their website and are editable for your convenience. You can find these templates [HERE](#).



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