



MINISTRY OF TOURISM



COVID-19 SAFETY MANUAL FOR THE JAMAICAN SPA SECTOR



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Hon. Edmund Bartlett, CD, MP
Minister of Tourism
Government of Jamaica

MESSAGE FROM TOURISM MINISTER, HON. EDMUND BARTLETT, CD, MP

As the tourism sector continues to rebound, so too has the demand for spas, especially among our international visitors. It is therefore crucial for us to ensure that activities in this engaging industry are safe, seamless and secure for all parties involved.

I therefore commend the Tourism Linkages Network, a division of the Tourism Enhancement Fund, and their committed partners for creating this very important protocol document, which will provide our spa practitioners with guidelines that will make the spa experience in our tourism sector safer during the COVID-19 pandemic.

These guidelines have already proven to be very effective, as they are largely based on the regulations created and implemented by the Ministry of Health and Wellness, the International Spa Association, the World Health Organization and the International Standards Organization. More importantly they are consistent with the Ministry of Tourism's robust health and safety protocols that have facilitated the safe reopening of the tourism sector.

I urge operators and employees in the spa industry to adhere to these important guidelines so that we can continue to minimise the spread of the COVID-19 virus, while fostering the development of the industry, which has proven to be a key offering that helps to differentiate our destination from that of our competitors.

Additionally, our research shows that the new demographic which is currently emerging – 'Gen-C', requires destinations that have strong health security protocols in place. Therefore, this manual is also in keeping with the demands and expectations of our visitors, who want to ensure that their experience is not only memorable but safe.

Remember, the full recovery of our tourism industry and by extension the wider economy depends on each person following the protocols. I am confident that if we all play our part and remain vigilant we will be successful in our fight against the COVID-19 virus as we lay the foundation for the full recovery of the industry and the development of an even more inclusive sector in the months and years to come.

Hon. Edmund Bartlett, CD, MP
Minister of Tourism

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ABBREVIATIONS LIST

HWT	Health and Wellness Tourism
ISPA	International Spa Association
MOT	Ministry of Tourism
MOHW	Ministry of Health and Wellness
COVID-19	Coronavirus Disease
GOJ	Government of Jamaica
WHO	World Health Organization
SARS-Cov-2	Sudden Acute Respiratory Syndrome Coronavirus 2
ISO	International Standards Organization
PPE	Personal Protective Equipment
CDC	Centers for Disease Control and Prevention
TPDCo	Tourism Product Development Company Limited
TLN	Tourism Linkages Network
JTB	Jamaican Tourist Board
PAHO	Pan-American Health Organization
FDA	Food and Drug Administration
CIDESCO	Comité International d'Esthétique et de Cosmétologie

CHAPTER 1: INTRODUCTION

SECTION 1.

The COVID-19 Safety Manual

EXECUTIVE SUMMARY

Tourism is one of the leading industries in Jamaica, with the spa sector significantly contributing to its productivity, as well as to the overall destination experience of tourists. As the tourism sector reopens during the Coronavirus Disease (COVID-19) pandemic, specific protocols must be established to ensure guests and employees are safe, without reducing quality in service. Increasingly, clients, employees, public health regulators and stakeholders will now have increased demand for stricter standards and capacity in spas as physical contact is a critical part of the spa and wellness experience.

The COVID-19 Safety Manual for the Jamaican Spa Sector provides comprehensive guidelines and recommendations for spa operations serving the tourism sector in Jamaica during the COVID-19 crisis. It is based largely on the guidelines and/or regulations of the Ministry of Health and Wellness, the COVID-19 Ministry of Tourism Health and Safety Protocols as well as those of the International Spa Association, the World Health Organization and the International Standards Organization.

This manual is divided into the following chapters and sections:

CHAPTER 1: INTRODUCTION

SECTION 1: The COVID-19 Safety Manual

The introduction will provide an overview on the purpose of the manual, rationale for its development, key objectives and structure of the manual. It will also cover how the manual is to be used by practitioners and managers within Jamaican spas and who the ideal target reader is for the manual.

SECTION 2: The Coronavirus Disease

To provide a simple overview on the coronavirus disease (COVID-19) and the virus which causes it, severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2).

CHAPTER 2: HUMAN RESOURCES AND LEGAL

SECTION 3: Legislation and Guidelines

An overview of the legal and regulatory requirements covering the management related to COVID-19. This section will cover relevant sector, national and international guidelines for Jamaican Spas and the role of different institutions in the management of the pandemic.

SECTION 4: Spa Human Resources

A series of recommendations and considerations to ensure sustainable operations of spas and ensure employees are safe during reopening.

SECTION 5: Training and Education

Review of the training and capacity building requirements to ensure that employees are equipped to handle new protocols, requirements and provide safe and quality service delivery during the pandemic.

CHAPTER 3: OFFERINGS AND GUEST EXPERIENCES

SECTION 6: Reservations

Comprehensive coverage on reservations protocols in managing risk associated with COVID-19 transmissions in spas.

SECTION 7: Guest Arrival

Overview of the best practices to be adhered to when guests first arrive at the spa.

SECTION 8: Treatment and Offerings

Adjustments and revaluations of common spa treatments and offerings to reduce the risk of transmission of COVID-19.

CHAPTER 4: FACILITIES, SUPPLIES AND SANITATION

SECTION 9: Personal Protective Equipment (PPE)

An overview of the most appropriate PPE, specifications and instructions for guests, employees and visitors.

SECTION 10: Sanitation

Guidelines for in-house or procured sanitization protocols and standards.

SECTION 11: Facilities

Standard operating procedures for inclusion in facilities management to ensure infrastructure facilitates safety and quality service delivery.

CHAPTER 5: COMMUNICATION AND MARKETING

SECTION 12: General Marketing and Communication

Strategies to effectively communicate to stakeholders on new COVID-19 related policies and practices.

CHAPTER 6: CONCLUSION

SECTION 13: Summary of Key Findings

SECTION 14: References

SECTION 15: Appendices

PURPOSE OF THE COVID-19 SAFETY MANUAL

This manual includes comprehensive guidelines that can be applied to Jamaican spa operations to decrease the risk of spread of COVID-19 within their businesses. These guidelines are based on recommendations from local and international public health officials and institutions as well as experts in the spa industry. The guidelines are aligned to the national COVID-19 Ministry of Tourism Health and Safety Protocols.

This manual provides advice and safety measures for use under the purview of spa practitioners, managers and guests. By reading and applying these guidelines spas can maintain a healthy environment and minimize the risk of the spread of the virus while providing guests and tourists with standard spa services. The manual aims to enhance the capacity of practitioners, managers and stakeholders by providing practical

and relevant protocols to maintain a safe environment during and after the reopening of the tourism industry.

This manual does not replace existing standard operating procedures, precautionary measures, laws, regulations, and requirements stipulated by local government. It instead enables spas to identify and inspect possible risks in their reopening and implement best precautionary practices in their facilities to maintain and promote safe practice.

The manual includes protocols based on the best available information and evidence at the time of its publishing. As new information and guidelines emerge spa practitioners and stakeholders must accordingly research and adhere to the relevant recommendations.

HOW TO USE THE COVID-19 SAFETY MANUAL

The COVID-19 Safety Manual is to be used as a guide to support existing internal policies and procedures related to health and safety in a spa operation, specifically those serving the health and wellness tourism sector. Personnel responsible for occupational health and safety and/or human resources within the operation are required to review in detail all recommendations in the manual. All employees are encouraged to go through this COVID-19 Safety Manual to get a comprehensive understanding of all the safety measures.

This manual should be made freely available to spa personnel, product and service providers, guests, regulators and other support groups.

Communication and/or training of all new changes or relevant information should be prioritized to ensure all stakeholder groups are prepared to handle the new protocols to maintain health and safety standards. This manual lists all relevant laws and regulations and guidelines available to Jamaican spas. These resources should also be referenced for additional suggestions and considerations.



WHO SHOULD USE THE COVID-19 SAFETY MANUAL?

This COVID-19 safety manual is applicable for use in any organization or by any personnel devoted to overall well-being through a variety of professional services that encourage the renewal of mind, body and spirit¹ serving the tourism industry in Jamaica.

Entities to benefit from this manual include:

- Spas in resorts and hotels
- Club and day spas
- Mobile or at-home spas or service providers
- Spa owners, managers, hotel managers
- Mineral springs
- All spa employees including massage therapists and aestheticians
- Beauty therapists/practitioners serving spas such as hairdressers, barbers, nail technicians, makeup artists
- Medical service providers to spas such as physicians, wellness instructors, nutritionists and reflexologists
- Students from wellness and beauty therapy training institutions
- Product providers/vendors
- Investors in spa/salon/wellness business

¹ Definition of 'spa' by the International Spa Association



SECTION 2.

The Coronavirus Disease

The World Health Organization (WHO) defines the Coronavirus Disease (COVID-19) as:

'An infectious disease caused by a newly discovered coronavirus'. The virus primarily affects the respiratory system (lungs and airways) and those infected will experience mild to moderate respiratory illness. WHO also states that older individuals and those with underlying health conditions such as cardiovascular disease, diabetes, chronic respiratory disease and cancer are more likely to develop a more serious illness as a result of contracting COVID-19.²

COVID-19 SYMPTOMS

The signs and symptoms of COVID-19 present at illness onset vary as some symptoms may appear 2-14 days after exposure to the virus and not all individuals infected have the same symptoms. Over the course of the disease, most persons with COVID-19 will experience the following:

- Fever or chills
- Cough
- Shortness of breath or difficulty breathing
- Fatigue
- Muscle or body aches
- Headache
- Loss of taste or smell
- Sore throat
- Congestion or runny nose
- Nausea or vomiting
- Diarrhoea³ (See Appendix B)

Studies have shown a positive result for COVID-19 in individuals who never had symptoms (asymptomatic) and in patients not yet symptomatic (pre-symptomatic). Additionally, an increasing number of epidemiological studies have documented COVID-19 transmission during the pre-symptomatic incubation period; before symptoms are exhibited the virus can be passed on.

²Definition of Coronavirus Disease as provided by the World Health Organization (WHO)

³Signs and symptoms of COVID-19 as presented by WHO

MODES/ROUTES OF TRANSMISSION

COVID-19 is mainly transmitted through droplets of different sizes. Droplet transmission happens when a person is in close contact (within 1m) with someone who has respiratory symptoms (e.g., coughing or sneezing) and is therefore at risk of having his/her mouth, nose or eyes exposed to these droplets. Transmission may also occur through objects which can be contaminated with the virus (e.g., door handles, utensils) which the infected person has come in contact with. Therefore, transmission of the COVID-19 virus can occur by direct contact with infected people and indirect contact with surfaces in the immediate environment or with objects used on or by the infected person.⁴

GENERAL PREVENTION

The WHO advises individuals to “regularly and thoroughly clean hands with an alcohol-based hand rub or wash them with soap and water”. Washing hands with soap and water or using alcohol-based hand rub kills viruses that may be on hands. Individuals should avoid touching eyes, nose and mouth as hands touch many surfaces and can pick up viruses. Once contaminated, hands can transfer the virus to eyes, nose or mouth and from there, the virus can enter the body and infect individuals. (See Appendix A for tips on Reducing the risk of COVID-19 infection)

Preventative measures could include:

- Increase the frequency of hand washing and surface cleaning
- Work from home where possible. Where working from home is not possible, make every reasonable effort to comply with the social distancing guidelines set out by the government
- If social distancing guidelines cannot be followed in full, such as in a spa or salon which require close contact working, businesses should take all mitigating actions possible to minimise the risk of transmission. Clearly, when providing close contact services such as treatments, it will not be possible to maintain a 1m distance
- Further increasing the frequency of hand washing and surface cleaning
- Screens or barriers to separate people from each other
- Reduce the number of contacts for staff and guests
- Back-to-back or side-to-side working (rather than face-to-face) whenever possible
- Operate with teams to define which workers work together, if workers have to be in close proximity
- Ensure that any member of your team who is considered clinically extremely vulnerable to COVID-19 is risk assessed and appropriate working practices are put in place where possible

An assessment should be carried out to determine the risks posed by COVID-19 in your workplace prior to re-opening to identify any improvements that can be made. The requisite measures must be put in place and reviewed to ensure they are working or if there are any additional changes to make.

⁴ Routes of transmission as taken from WHO <https://www.who.int/news-room/commentaries/detail/modes-of-transmission-of-virus-causing-COVID-19-implications-for-ipc-precaution-recommendations>

TREATMENT

Currently the Food and Drug Administration has approved the Pfizer-BioNTech COVID-19 vaccine. Clinical management now includes vaccination, infection prevention, control measures and supportive care. Most individuals who become ill with COVID-19 and are experiencing mild symptoms will be able to recover at home with supportive care. Supportive care is aimed at relieving symptoms and may include:

- Pain relievers (ibuprofen or acetaminophen)
- Cough syrup or medication
- Rest
- Fluid intake

Those with more severe symptoms who are hospitalized may require the use of a ventilator.

VACCINATION

Vaccines are a vital tool in the fight against COVID-19. One of the most effective ways to protect yourself and others from contracting COVID-19 is to get vaccinated. There are several safe and effective vaccines that prevent individuals from getting seriously ill or dying from COVID-19. Vaccination is a key tool in managing the spread of COVID-19. Other preventative measures include: staying at least 6 feet away from others, covering a cough or sneeze in your elbow, frequently cleaning your hands and wearing a mask.

AVAILABILITY OF VACCINES

As of June 3, 2021, WHO has evaluated that the following vaccines against COVID-19 have met the necessary criteria for safety and efficacy:

- AstraZeneca/Oxford
- Johnson and Johnson
- Moderna
- Pfizer/BioNTech
- Sinopharm
- Sinovac

WHO SHOULD GET VACCINATED

The COVID-19 vaccines are safe for most persons 18 years and older, including those with pre-existing conditions of any kind, such as auto-immune disorders. These conditions include: hypertension, diabetes, asthma, pulmonary, liver and kidney disease, as well as chronic infections that are stable and controlled.

Spa personnel and guests are encouraged to get vaccinated against COVID-19 and discuss available options with their health care providers and local medical facilities.

For more information on getting vaccines in Jamaica visit: www.moh.gov.jm.



CHAPTER 2: HUMAN RESOURCES AND LEGAL

SECTION 3.

Legislation and Guidelines

Governments, multilateral organizations and sector-based institutions across the globe have mobilized the legislative and recommendations frameworks in response to the COVID-19 pandemic. These guidelines and regulatory tools ensure that there are established standards in practice across practitioners, facilities and procedures in spas. Spa operators must identify and use the most relevant legislation and guidelines as the basis for new operational health and safety policies.⁵ The most relevant sources are as follows.

NATIONAL LEGISLATION⁶

Disaster Risk Management Act

On March 13, 2020 the Government of Jamaica declared the entire island a disaster area under the Disaster Risk Management Act of 2015; the main piece of legislation being used to govern the government's response to COVID-19. The Act and related orders make provisions for the management and mitigation of COVID-19. All entities and individuals within the area are subject to the enforcements and measures laid out by the Prime Minister to aid in the management of the COVID-19 pandemic. Such measures include curfews, quarantine orders, stay at home orders and personal hygienic practices. Spa operators are bound under the relevant sections of the Disaster Risk Management Act and should abide by the Enforcement Measures Orders.

Public Health Act

The Public Health Act of 1985 empowers the Minister with responsibility for health to make regulations for the prevention and treatment of communicable diseases through measures involving disinfection, closing or destruction of buildings, restriction of movement, vaccinations and inoculations, collection of epidemiological information and importation, manufacturing, and distribution of goods for public consumption.

The Quarantine Act

The Quarantine Act of 1951 empowers the Minister of Health and Wellness, through an appointed Quarantine Authority, to make regulations to prevent the spread of infection by means of travel and trade.

⁵ References to the resources that follow can be found in the references section of this manual.

⁶ The National Legislations listed are currently being reviewed by the Government of Jamaica to ensure better application to the management of the COVID-19 crisis.

NATIONAL GUIDELINES

Ministry of Health and Wellness COVID-19 Workplace Protocols

The COVID-19 Workplace Protocols provide a series of guidelines to assist decision makers in private and public establishments to create safety measures and policies to minimize the spread of COVID-19 in Jamaican workplaces and protect workers, patrons, visitors and users. The document lists beauty salons, barbers and cosmetology groups as specific establishments targeted in the document. The protocols cover:

- Social Distancing
- Ventilation Systems
- Cleaning and Disinfection
- General Employee Considerations
- Employer Responsibilities
- Communication

Certification within the Spa and Beauty industry involves:

- Health certification of the physical facilities (building, equipment, tools and processes)
- Certification of personnel

N.B. Both components are critical pre and post COVID-19.

Ministry of Tourism

The Ministry of Tourism (MOT) through the Jamaica Tourist Board (JTB) and Tourism Product Development Company Limited (TPDCo) developed the *COVID-19 Ministry of Tourism Health and Safety Protocols: Protocols for the Jamaican Tourism Sector 2020*. The protocols cover operational protocols which must be adhered to by all stakeholder groups serving tourists, in an effort to keep employees, communities and guests safe. The protocols include requirements established by the MOT, MOHW, JTB and TPDCo.

Specific protocols for Health and Wellness Spas are provided for spa entrance/reception, bathrooms/changing rooms, treatments, saunas, cleaning and laundry.

All spa therapists, barbers, hairdressers, cosmetology professionals serving health and wellness spas must have a current certification from the Ministry of Health and Wellness.

National Standards

The Bureau of Standards Jamaica developed the *National Standards for Spa Entities JS319*, which is now available in their Library (Technical Information Centre). It outlines the minimum requirements for operating spa facilities and the provision of spa related services. This standard applies to all managers, practitioners and clients of spa facilities.⁷ The standards cover the following areas:

- Management Systems
- Security
- Health and Wellness
- Food and Beverage
- Training
- Traditional Practitioners

The standards are designed to ensure that spa operators, practitioners and guests operate in a safe environment with specific focus on management of contagion such as COVID-19. Other related national standards that can be relevant in a spa setting include:

- Jamaican Standard Specification for Instant Hand Sanitizers JS351:200
- Medica Face Masks - Requirements and Test Methods - DJS EN 14683:2019⁸
- Specification for Performance of Materials used in Medical Face Mask - DJS EN 14683:2019⁹
- Standard Specification for Infrared Thermometers for Intermittent Determination of Patient Temperature - ASTM E1965 - 98: 2016

⁷ National standards are available at the Bureau of Standards Jamaica

⁸ Awaiting Ministerial approval

⁹ Awaiting Ministerial approval

INTERNATIONAL GUIDELINES/ ORGANIZATIONS

World Health Organization (WHO)

The WHO works with United Nations member countries in combating diseases and promoting better health for all. Its primary role is directing and coordinating health systems across the UN system through preparedness, surveillance and response. The WHO officially declared the novel coronavirus a pandemic on March 11th, 2020. The WHO provides several resources for countries and by extension the spa sector through the following resources:

- Country and Technical Guidance
- Travel Advice
- Situation Reports
- Media Resources
- Research and Development
- Strategy and Planning
- COVID-19 Supply Chain
- Myth-busters
- COVID-19 Vaccine

Pan American Health Organization (PAHO)

The Pan American Health Organization (PAHO) is the international health organization of the Americas that engages in technical cooperation in the region to improve the health and quality of people's health. Its strategic focus rests in the development of health systems and response management framework for disasters and emergencies. PAHO has mounted a critical response to support the COVID-19 efforts of countries and territories of the Americas. Support resources from PAHO include:

- Technical Guidelines
- Epidemiological Alerts and Reports
- Communication Materials
- Evidence Portals

International Spa Association (ISPA)

The International Spa Association (ISPA) is a worldwide professional organization which represents health and wellness facilities in more than 70 countries. The ISPA supports the area by providing educational and networking opportunities, promoting the value of the spa experience to personal health and wellbeing and representing an authority to foster professionalism and growth.

In response to increasing demands for industry specific guidelines for spas as they adjust their operations during COVID-19, the ISPA provides resources and information such as:

- Reopening Toolkit
- General Research
- Products for Reopening
- Educational Resources
- Aid and Relief¹⁰

Comité International d'Esthétique et de Cosmétologie (CIDESCO)

The Comité International d'Esthétique et de Cosmétologie (CIDESCO) is an international organization that promotes standards development and adaptation in beauty and spa therapy. The membership supports educational institutions and spas in upholding world accepted standards, promotes interaction exchange and networking, and professional development activities through the CIDESCO Examination and Diploma.

CIDESCO has developed the Standard Operating Procedures for COVID-19 as a comprehensive guideline to support member spas and institutions in enhancing their capacity to implement health and safety policies. The guidelines cover:

- Health and Sanitation Laws and Regulations
- Reopening Phases
- Training
- Protocols for Entering Spas
- Guest Screening
- Retail
- Treatment and Dressing Rooms
- Sanitization
- Communications

¹⁰ Additional ISPA resources and information can be found at <https://experienceispa.com/covid-19-info/2-uncategorised/400-reopening-resources>

SECTION 4.

Spa Human Resources

All spas operating in Jamaica must streamline human resources (HR) policies and practices to ensure employees are secure, safe and retooled to operate during and after the COVID-19 pandemic. Specific steps to hire, manage and train employees or in-service subcontractors are key in maintaining a healthy, safe and professional environment. HR guidelines must also be structured to reduce the spread of COVID-19 in the communities within which spa employees live, play and do business. The following areas can inform the adaptations to managing personnel in the spa.

RECRUITMENT AND REHIRING

During interviews with potential employees, explicit reference must be made to the responsibility of all employees to adhere to and uphold the health and safety protocols of the spa. All new job descriptions of new recruits must explicitly include job functions related to COVID-19 health and safety protocols.

- Preference for therapists and professionals with the following experience can be considered:
 - » Working knowledge and experience in universal precaution principles
 - » COVID-19 health and safety practices
 - » Experience working in spas with Standard Operating Procedures (SOPs) that guide sanitization, hygiene and/or general health and safety practices
 - » Graduates from educational programmes with modules/courses in health and safety
- Rehiring of staff that has been furloughed or laid off must include a training programme covering new practices and procedures before returning to work
- All employees complete a pre-return to work form. Employees must complete this form at least 3 days in advance of returning to the spa
- Performance appraisals during probationary periods must include adherence to COVID-19 protocols
- Therapists or service providers that are engaged at multiple locations must acknowledge the importance of maintaining health and safety protocols at ALL places of employment to ensure the reduced risk of transmission between workplaces
- Identifying vulnerable employees, such as those over the age of 65 and those with pre-existing health conditions, who are at a greater risk for critical illness should they contract COVID-19



COMPENSATION AND LEAVE POLICIES

Where they exist, sick leave policies for employees must consider the risk of contagion posed to the employee during service delivery. Determining the benefits offered to employees should one experience flu-like symptoms and/or are exposed to a COVID-19 positive person, particularly within the spa, must be addressed in leave policies. Determining the relevant leave options for employees who may take leave due to flu-like symptoms, isolation and quarantine must be prioritized.

Leave policies must also address if employees are required to isolate because a member of their household has contracted COVID-19 or if they are caring for an infected child or high-risk individual.

Health insurance policies related to COVID-19 illness and death must be reviewed and clearly delineated to all beneficiaries.

EMPLOYEE SCHEDULING

Spas should ensure their scheduling policies adhere to the stay at home and curfew orders enforced by the Government under the Disaster Risk Management Act.

The MOHW recommends densities of 1 person per 40 ft² or less. Employee scheduling should be modified and measured against guest reservations, opening and closing times, and the experience level of practitioners to adhere to this recommendation. Considering factors such as employees who travel on public transport versus employees who travel on private transport, create required changes to the specific scheduling patterns.

Employees should be scheduled to maintain a density that supports a 2 metres physical distance during non-contact periods. This social distancing requirement must be maintained in communal staff areas such as lunch areas, rest rooms, break rooms and offices.

Always ensure that a member of staff is on location for management, administration and cleaning.

All employees should sign the attendance register upon entering and leaving the spa for daily tracking in case contact tracing is required.

Group employees into smaller teams and shifts to minimize contact and reduce the risk of spreading COVID-19. Regularizing these shifts so that groups of employees always work together also helps to reduce unnecessary interactions among employees.

Spa managers should also consider which members of staff have pre-existing conditions and are at greatest risk of developing a critical illness should they contract COVID-19. This can be used to determine the scheduling of these high-risk employees.

Employees who are sick with flu-like symptoms or who have been infected with or exposed to an individual with COVID-19 should not be scheduled to work in a spa until they have received a health certificate from a medical professional. Those exposed to COVID-19 or who are showing any such symptoms should follow the MOHW guidelines for self-isolation and quarantine.¹¹ (See Appendix B for tips on self isolation and quarantine)

¹¹ Visit <https://jamcovid19.moh.gov.jm/safety-measures.html> for self-quarantine tips

NEW OPERATIONAL ROLES

Each spa is required to identify at least one individual responsible for managing the implementation of COVID-19 safety protocols and conducting the relevant occupational health and safety risk assessments. This individual is the designated Spa COVID-19 Safety Point Person (SSPP). The SSPP should be trained and given a framework and structure within which to work to carry out the following responsibilities:

- Oversee the implementation of COVID-19 safety protocols as outlined in this manual
- Conduct relevant occupational health and safety risk assessment
- Conduct regular spot checks in the spa and associated facilities
- Point of contact for employees and guests, public health authorities and management
- Conduct investigations
- Coordinate training and related programmes

Spas affiliated with hotels having more than 100 guest rooms should nominate a representative to the Health and Safety Risk Committee.¹² This member is responsible for overseeing spa COVID-19 protocols as a part of the hotel protocols for COVID-19 compliance.

EMPLOYEE WELLNESS

Spa employers must prioritize their employees' physical and mental health and wellbeing during the pandemic. Spa practitioners work on the front-line interacting in close proximity with guests and clients. The uncertainty of employment can also affect the wellbeing of your spa employees. Spas must develop or enhance employee wellness programmes to provide ongoing support. Programmes can include:

- Access to online fitness and nutrition programmes
- Online counselling services
- Education programmes (webinars) on topics such as stress management and financial planning
- Grants and loans programmes
- Social activities and events (virtual or socially distanced)

Regularly communicate with staff to keep them abreast of changes to operation and business performance to ensure they are aware of any shifting circumstances that might affect them personally. Regularly engage staff in the planning and execution of new strategies that will assist the spa in keeping employees safe and adapting to the changing environment and industry.

⁸ See the COVID-19 Ministry of Tourism Health and Safety Protocols for the Health and Safety Committee terms of reference.

EMPLOYEE SCREENING

All employees must have their temperatures checked and have their hands sanitized before entering the spa. Employees must disclose daily if they have knowingly come in contact with anyone with COVID-19 or are experiencing flu-like symptoms. Employees must also regularly self-monitor for any flu-like symptoms during the pandemic. It is also recommended that staff complete a standard health form indicating whether or not they are experiencing any flu-like symptoms, have come in contact with anyone testing positive for COVID-19, have symptoms of COVID-19 or have an elevated temperature. This standard health form can be completed every 4-6 weeks and ensures that employees remain vigilant and responsible, hence reducing risk.

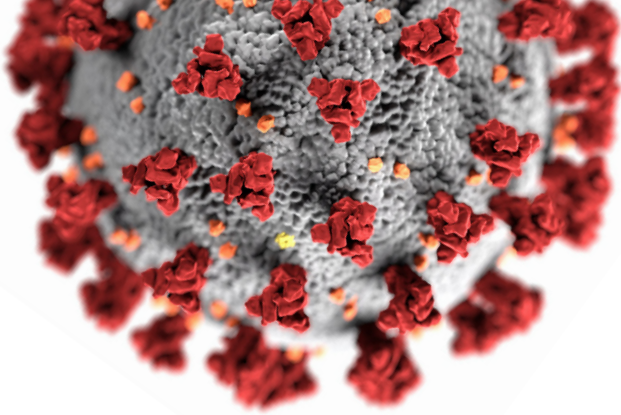
Employees who are unwell, showing symptoms of COVID-19 or who have confirmed exposure to an infected COVID-19 patient must immediately self-quarantine and contact their medical provider to be tested. Additionally, COVID-19 tests (screening) can be done free of cost at government public health facilities. (See Appendix B for tips on how to self-quarantine)

EMPLOYER RESPONSIBILITY

Spa owners, operators and managers are responsible for the following:

- Development and implementation of policies and procedures that reduce the risk of transmission of COVID-19 in the spa facility
- Developing training programmes for staff and independent contractors on COVID-19 protocols
- Providing all required personal protective equipment (PPE), sanitization supplies and equipment for spa employees
- Providing enough uniforms to therapists to ensure that they can be changed daily
- Providing regular updates to employees, service providers and suppliers on new protocols and human resources considerations
- Providing employee wellness programmes
- Maintaining and supervising all records related to COVID-19 management in the spa facilities
- Liaising with public health officials to ensure adherence to safety policies and practices
- Ensuring all employees and guests are properly screened for COVID-19 as per protocol
- Facilitating contact tracing if it is required by MOHW public health officials
- Keeping informed of developments related to COVID-19 and specific related advances for the spa industry





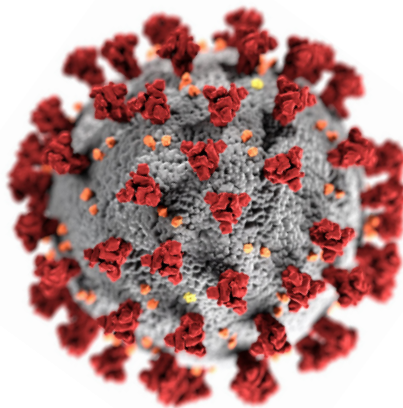
WHAT TO DO IF AN EMPLOYEE OR GUEST OF YOUR SPA TESTS POSITIVE FOR COVID-19

If a spa therapist, subcontractor or client has contracted COVID-19 immediately call the Health Department of the Ministry of Health & Wellness at 888-ONE-LOVE (663-5683). Public Health measures will be put in place to include:¹³

1. Interview of the patient
2. Initiation of contact tracing with employees and clients

If the therapist has been in close contact (less than 2 metres or 6 feet) with other employees and clients, those individuals should immediately be informed of possible exposure while maintaining the strictest confidentiality. They should also be advised to see a medical professional and self-isolate for 14 days immediately. If a large number of persons become infected, the MOHW may initiate a shutdown of the spa.

The spa should implement shutdown actions to allow for deep cleaning and disinfection, with special attention made to those areas where the infected person(s) was stationed/visited.¹⁴ Close off the area that the guest uses for extended periods. Open doors and windows to increase air circulation. Clean all surfaces in accordance with MOHW guidelines. All appointments should be postponed during the cleaning process.



¹³ See COVID-19 Safety Manual for the Jamaican Spa Sector: General Marketing and Communication/ Communicating with Health Officials page 68

¹⁴ ISPA COVID-19 Shutdown Action Plan Checklist

SECTION 5.

Training and Education

Before the reopening of spas, it is essential to train and educate all employees. Orientation programmes for new staff and spa management have to ensure that all employees are equipped to handle the new protocols, safety measures, and requirements. The employees should be able to provide safe and quality services while adhering to standard operating procedures aimed at minimizing the risk of spread of the virus.

EMPLOYEE DEVELOPMENT AND TRAINING STANDARD OPERATING PROCEDURES

Spas should integrate COVID-19 protocols in their existing employee development standard operating procedures. The following are important considerations:

- All employees are to be provided with and given the opportunity to review and sign the spa's COVID-19 protocols and standards. Such standards must include those by the MOHW and the BSJ
- Employees must be provided with a list of the COVID-19 training required for their continued employment
- On-the-job training for new employees should be scheduled against standard outcomes. Once this is completed, supervisors must determine and document whether the employee demonstrates sufficient knowledge and procedures
- All employees are to be provided with occupational health
- A training file must be maintained for each personnel. The file will include training undergone, date, assessment scores (if applicable), certification
- All in-person training programmes must adhere to strict COVID-19 protocols

TRAINING PROGRAMMES

Spa managers should develop and schedule specific training for all employees. All spas are encouraged to hold a training session at least once per week for all the employees and cover all the essential topics so that they can work efficiently while following the safety and hygiene measures. Training can take the form of webinars, workshops, online (including video) courses or lessons, circulars and short courses. It is recommended that COVID-19 related training needs be discussed in regular staff meetings and be considered as the training roster is being developed. The following includes recommended areas for training.

TRAINING AREAS

1 2 3 4 5 6 7 8

Customer Service During COVID-19	x		x	x	x	x		
Spa Entrance and Reception	x					x		
Employee Check-in Procedures	x	x	x	x	x	x	x	x
Laundrying			x	x			x	
Waste Management			x	x	x		x	
Screening Guests	x	x				x		
Cleaning Spa Tools, Supplies, Equipment and Surfaces	x	x	x	x			x	
Liaising with Public Health Officials	x	x				x		
Procurement Policies Related to COVID-19	x					x	x	
Spa Management Systems During COVID-19	x					x		
Educating Guests on Spa COVID-19 Protocols	x	x	x	x	x	x		
COVID-19 Science and Research	x	x	x	x	x	x	x	x
Social Distancing	x	x	x	x	x	x	x	x
No Touch Greeting	x		x	x	x	x		
New Treatment Protocols			x	x	x	x		
Employee and Guest Safety and Hygiene	x	x	x	x	x	x	x	x
Personal Protective Equipment	x	x	x	x	x	x	x	x
Spa Disinfecting, Sanitating, and Cleaning			x	x	x	x	x	x
Managing Guest FAQs on COVID-19	x		x	x	x	x		
COVID-19 Emergency Response	x	x	x	x	x	x	x	x
Conducting Occupational Health and Risk Assessment	x					x		

KEY

1 SPA MANAGER

2 DOCTOR

3 THERAPIST

4 BEAUTICIAN

5 FITNESS TRAINER

6 RECEPTIONIST

7 CLEANING STAFF

8 POOL ATTENDANT

TRAINING AND CERTIFICATION PROGRAMMES

Spa Managers are responsible for conducting the necessary research to determine the most suitable sources of training programmes and services for spas. The following institutions provide regular training programmes and awareness sessions. Managers can keep abreast of the opportunities.

- Ministry of Health and Wellness
- Tourism Product Development Company Limited
- Tourism Enhancement Fund
- Jamaica Centre of Tourism Innovation
- Bureau of Standards Jamaica
- BARBICIDE®
- International Spa Association
- Comité International d'Esthétique et de Cosmétologie (CIDESCO)

CHAPTER 3: OFFERINGS AND GUEST EXPERIENCES

SECTION 6. Reservations

RESERVATION AND BOOKING PROTOCOLS

To ensure containment of the spread of COVID-19 and to enable the Ministry of Health & Wellness to conduct contact tracing and testing, it is recommended that spas operate on an appointment only basis¹⁵. It is advisable that no walk-ins be allowed. However, this is at the discretion of each spa owner. All reservations and bookings should be made in advance, either online or over the phone. As this approach affects every aspect of the spa operation, it is important that added measures be included to address COVID-19; therefore the following recommendations are being made to ensure your operation runs smoothly.

COVID-19 related screening questions are to be asked of guests ahead of their appointments, including:

- Have you recently experienced a new and continuous cough?
- Do you have a high temperature?
- Have you noticed a loss of, or change in your sense of taste or smell?

If the guest has any of these symptoms, however mild, they should seek medical advice and reschedule their appointment.

The booking process should inform guests of key changes to the spa's operating procedures. These include:

- Requirement to complete online consultation prior to arrival and the potential consequences of not doing so
- Any changes to the cancellation policy
- Requirement to complete additional online COVID-19 consultation 24 hours prior to their appointment
- Explain the communications they will be receiving (e.g. booking confirmation, possible amendments to procedures e-mail, reminder e-mail, COVID-19

screening questions) and that it's important to read and take required action on these as things are subject to change

- Option for the guest at point of booking to request e-mail consultation forms or phone consultations
- Full payment at time of booking is recommended to further minimize contact time and contact upon departure
- Booking confirmation e-mail sent to guests with full details of changes to spa procedures, including reception/arrival changes, in-spa changes, hand washing requirements, departure and payment changes
- Provide means via the booking confirmation e-mail to allow the guest to ask questions and ensure these questions are responded to
- Consider having a Frequently Asked Questions section
- Online consultation sent out to guest (or conducted by phone) within 7 days prior to appointment further reminding the guest that this must be completed prior to arrival at the spa otherwise their appointment may be cancelled
- Consider a booking reminder e-mail/text sent out to the guest within 48 hours of appointment booking to include additional consultation form focusing specifically on the COVID-19 screening questions
- Within 24 hours of appointment reception/reservation must check that all guests booked the next day have completed online consultation forms and COVID-19 screening question forms

If guests have not completed both forms, reception/reservation should contact them by phone and e-mail to remind guests to do so or risk forfeiting their booking.

¹⁵ See https://www.moh.gov.jm/wp-content/uploads/2020/05/WORKPLACE-PROTOCOL-GeneralRequirements-for-the-Reopening-of-Establishment_May-29-2020.pdf for additional guidelines from MOHW

SCHEDULING FACTORS TO CONSIDER:

- Ensure sufficient turnaround time between each appointment to allow for the updated sanitation protocols to be implemented
- Recommend treatments with minimal contact or services that can be performed without the removal of clothes
- Ensure breaks are scheduled in between treatments which are over 3 hours
- Ensure you know what your booking limits are for each service type
- Cleaning time should be included before or after a lunch break to allow for sanitization
- Ensure any notes relevant to the booking are added to the reservation. For example, if a guest has mentioned they feel hesitant about returning to the spa, this should be noted so that the receptionist and therapists can greet the guest with extra care
- Consider relaxing the cancellation policy in an effort to not induce people showing symptoms to keep their appointment over concerns about losing money

GROUP BOOKINGS

It is recommended to reduce group bookings in line with your spa's new policy and capacity levels during the first 3 months of re-opening. This is to be reviewed regularly and adapted/extended when necessary. Reservationists should continue to obtain the following information upon enquiry:

INFORMATION TO BE OBTAINED WHEN BOOKING IN A GROUP¹⁶

- Number of expected guests
- Requested date of the event
- Time available
- Estimated price per person to be spent
- Therapist availability on the requested date
- Type of treatments requested
- Contact information - name, telephone number and email
- Symptom checks of all individual group members
- Reservationist to pass all details on to the senior reservationist/receptionist or assistant/spa manager to review the booking and decide if the booking will be accepted
- Guests to be contacted and booked or offered alternatives accordingly

¹⁶ For additional information visit

https://globalwellnessinstitute.org/wp-content/uploads/2020/05/ESPA-Guidelines-COVID-19-Ext_.pdf

PRE-ARRIVAL CONSULTATIONS

It is recommended to send the Advanced Consultation Form to all guests who are booking outside of 2 weeks before their appointment. It is recommended that each guest is asked to return the digital consultation form 7 days prior to arrival. The spa should review each form and add necessary notes to the reservation or follow-up with the guest to obtain further information if symptoms have been displayed. If the guest has booked within 2 weeks of their appointment the Advanced Consultation Form should be completed upon arrival with the usual consultation form as symptoms would have been checked at the time of booking. It is at the spa's discretion if they wish for all guests to complete the form before arrival at the spa.

CLIENT CONTRAINDICATIONS¹⁷

As a recommendation, any guest who has displayed any of the following symptoms: a cough, fever, breathlessness, sore throat or headache 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. Receptionists and Spa Managers are not expected or qualified to diagnose and issue advice regarding any individual's health. Should a guest ask for advice, recommend that they contact their doctor or local health service.

¹⁷ Visit https://globalwellnessinstitute.org/wp-content/uploads/2020/05/ESPA-Guidelines-COVID-19-Ext_.pdf for additional resource on Client Contraindications

COMMUNICATION TO CLIENTS

During and after the pandemic, spas must adjust their ways of communicating with clients. The best way of communicating with your clientele may be through e-mail, social media or other third-party functions. Therefore, the following are recommended:

- Ensure the spa website is updated with the most current information, including expected reopening date (if applicable), reduced hours of operations or limited facilities available
- Update the spa's voice-mail to reflect status of the spa and expected reopening date (if applicable) along with reduced operating hours
- Maintain guest engagement during the lockdown with positive and encouraging communications via social media channels
- Create a reopening statement with a clear and positive message that shows sensitivity to what the world has endured and the vision for the spa and or hotel moving forward
- Carefully choose what is relevant to communicate when making changes to operations after a lockdown is lifted. Also, consider which elements of these changes are relevant to share based on the region to avoid adding any fear into the spa journey
- Communicate the benefits of incorporating health and well-being back into life post lockdown
- Control the message to reassure guests that health and safety is always at the forefront of the spa industry. Share standard practices the business follows, or any new and updated sanitation guidelines introduced during this time
- Share communication from the spa industry, such as blogs from industry experts, forums and research. Also consider sharing positive news, including the successful reopening of spas across the world, with your guests, to encourage them to visit your spa
- Display the advice on the COVID-19 measures in visible locations throughout the spa to ensure that customers are also adhering to what is required
- Strong communication and a shared collaborative approach between employers, employees and clients is key to preventing the spread of COVID-19 in the workplace
- Advise vulnerable and elderly clients of any protocols for dedicated appointments available

PAYMENT

Cashless transactions are strongly encouraged. However, customers should also be given the option to swipe their own credit/debit cards, and card readers **MUST** be sanitized between each guest use.

If electronic payment is not possible, customers should be encouraged to pay with the exact cash amount or cheque.

RECOMMENDATIONS FOR PAYMENT STRUCTURE

- Evaluate payment options and processes
- Implement touchless payment options, if possible
- Consider a temporary cashless model and communicate this with guests in advance

SECTION 7.

Guest Arrival

It is important to ensure every opportunity has been given to guests to complete their pre-arrival consultation form and COVID-19 screening questions. However, it is inevitable that some guests will still arrive having not done this. Spa operators should therefore decide on their policy for dealing with this and manage it accordingly.

Options:

1. To strictly enforce pre-arrival protocols and remind guests of the importance of completing the spa's pre-screening protocols. Also, share that they will not be allowed in the spa and will be charged with a cancellation fee for breaching the new protocols.
2. To provide a safe and secure space outside the main spa for a therapist or receptionist to help guests complete the consultation form and COVID-19 screening questions, while maintaining full social distancing protocols. The guest can be informed that they may have to wait for a receptionist/therapist to be available and this could impact their treatment time.

GREETING PROTOCOLS

The COVID-19 hygiene and spa protocols should be posted at every entry point.

- Hygiene posters should be visible on arrival (See samples in Appendix B)
- Sanitation stations should be available at every entry and exit point
- Implement a no touch greeting policy
- High-touch surfaces such as door handles, stair railings and light switches are to be constantly disinfected
- Metre markers, barrier tape or floor markings are to be utilized to ensure social distancing is displayed

CHECK-IN PROCESSES

- Implement a sanitation “check-in training” for clients and employees
- Ensure visible information on hygiene and safety procedures /instructions are placed at entrance and exit areas of the salon and spa. (See samples in Appendix B)
- Ensure COVID-19 awareness signage is distributed throughout the salons and spas
- Automated hand sanitizer dispenser must be installed at the entrance of the salon and spas, in every washroom and at various points throughout the facility. (Sanitizer to be 70% isopropyl alcohol based)
- Temperature screener checks are to be conducted on all employees and clients before entering the salon or spa
- Implement a no-touch greeting policy. Replace handshakes with warm greeting or a ritual which is followed by immediate sanitation, such as a: warm towel, hand washing and hand sanitization
- Entrance door, if possible, should remain propped open to allow for adequate ventilation
- Door handles and other highly touched surfaces (light switches, elevator buttons, etc.) are to be constantly disinfected
- Metre markers, barrier tape or floor markings to ensure social distancing guidelines according to government requirements are enforced throughout the salon and spa premises
- Maximum number of people entering salon and spa entrance /reception area is to be advertised at entrance



SCREENING QUESTIONS

- Has the client or employee had contact with anyone diagnosed with COVID-19 or who was sick and quarantined in the last 14 days
- Did the client or employee have a cold, cough, difficulty in breathing, or been sick or quarantined in the last 14 days
- Has the client or employee come in contact with anyone with the above symptoms in the last 14 days
- Did the client or employee have fever or has fever over 98.6°F (37°C)

It is encouraged that all clients and employees sign that above information is true either on paper or digitally.



SPA RECEPTION PROTOCOLS

- A demarcation line of 2 metres should be placed in front of the reception desk, to show the limit of incursion that a guest may advance to
- A hand sanitizer must be made available in the waiting area, but not on the reception counter, as this will encourage breaking the 2-metre distancing rule
- Install a plexiglass safety shield as a barrier between the receptionist and guests, according to government rules and regulations
- To maximize social distancing, staff should limit the number of guests in the reception area at any time
- Evaluate seating areas to ensure social distancing and allow for minimal waiting area chairs, to limit congregation
- There should be no point of sale items, displays, magazines or brochures available in the waiting area. Reception areas should be maintained as paper-free wherever possible
- Employing video consultation to avoid multiple attendances and using a text or call system to allow guests to wait off site are encouraged
- Reception staff should wear PPE, e.g. face masks, gloves, shoe protectors and face screens, depending on local government rules
- If there is a queue, guests should be sent away and recalled
- Treatment bookings to be scheduled via telephone, e-mail, WhatsApp. If onsite bookings are made they should be handled by one member of staff
- Booking times should be planned to avoid queuing
- Treatment staff should not be permitted to pass through to the "clean" area
- High-touch surface areas in reception area should be decontaminated after each guest passes through the waiting area
- No beverages are to be served unless disposable cups are available, which are to be placed in a sealed bin after use

SECTION 8.

Treatment and Offerings

To reduce and minimize the spread of COVID-19, all Jamaican spas have to reevaluate and make changes to their treatments and offerings. Since some treatments require close or direct contact with the guests, they should be reevaluated, removed or replaced. Only the permitted treatments may be offered. All spas should carefully consider each treatment, decide if it presents a risk of spreading the Covid-19 virus, and initiate plans to ensure potential risks are reduced or mitigated.

REVALUATING TREATMENTS AND OFFERINGS

All spas should reevaluate all their treatments and offerings. The spa management should carefully consider each treatment and decide whether it is following the standard operating procedures and is safe or not. See whether the proximity of any treatment puts the client at risk, and if it should remain unchanged, reduced, or mitigated. If the adjustments are impractical, the spas should consider alternative treatments that are safer and less risky. Since most treatments involve close contact, the use of PPE must be enforced. The spa must decide what treatments and offerings it will apply from its catalogue, taking into account changes in health authorities' guidelines during the COVID-19 pandemic. The following are recommended:

- Based on scientific studies, spas should only offer treatments that have a low-risk of contagion. The treatments that involve inhalation, such as nebulizers and aerosols, must not be offered to guests
- All collective treatments and offerings must be converted into individual treatments and offerings. Instead of swimming pools, the guests should be offered individual baths to minimize the risk of contagion
- Treatments that involve direct face-to-face contact, such as nail, hand, feet and other treatments that have higher risk of contagion, should only be offered if they allow client and therapist to wear PPE such as gloves, face shields, face masks and uniforms
- Treatments that involve touching the face, that CANNOT be offered while wearing gloves, face masks, face shields, and uniforms, should be discontinued. Viral load is greatest on and around the face and direct touching of the face presents one of the highest risks of transmission

SAFETY PRACTICES DURING TREATMENTS

While providing or receiving a treatment, both the client and the treatment provider must adhere to safety practices. By following safety practices, the risk of contagion is reduced. The following are some safety practices that the client and spa employees are advised to follow during treatments:

- The client and spa employee should follow the physical distancing rules during the treatment
- Where physical distancing cannot be maintained, the employee providing the treatment should use PPE
- Therapists must wash or sanitize hands for clients to see before the start of each treatment.
- Therapists must put on a new pair of gloves in front of clients before the start of each treatment
- Therapists are encouraged to wear a clear visor that can cover their face. This blocks any splashes or falling of droplets from the mouth to nose, that are not visible to the naked eye
- Each treatment room must have cleaning or disinfecting materials that the employees and clients can use. Upon finishing, they must be replenished immediately
- The client should be encouraged to wear a mask during the treatment, if possible
- Spas should use cleaning stickers to mark rooms that have been disinfected and cleaned
- Each treatment room must be thoroughly cleaned and disinfected in between the treatments
- All treatment rooms must include a closed laundry bin where used linens, towels, robes, pillows, and other things can be disposed immediately after usage
- All the soft furnishing/equipment of spas such as sofas, beds, etc. must be easily disinfected and washable

- While using any equipment, such as chairs or loungers, the guests must use a towel or bathrobe, so that there is no physical contact between the person and the equipment, minimizing the risk of contagion

TREATMENT MENUS

- All spas should revise their treatment menus and exclude any treatments that are temporarily unavailable due to the safety measures
- The spa management should also determine if the offerings or treatments may require a tiered approach
- Spas should determine if they can offer touchless treatments and include it on the menus
- Reusable paper copies of the spa menu should be eliminated and be replaced with single-use, laminated or digital copies

EQUIPMENT CHOICE AND USE

Spas should conduct a risk assessment of all equipment used during service to determine the risk of contagion. Only use equipment that is safe for use and has a lower risk of contagion. The following can be considered during the risk assessment:

- Equipment that has a higher risk of contagion should be removed or replaced with safer alternatives
- All spa equipment such as massage beds and chairs should be placed 2 metres or 6 feet apart from each other, where full complement of clients are using the equipment simultaneously
- Spa employees should be able to regularly clean and disinfect equipment. If industrial cleaning of equipment is required, only use equipment after it has been cleaned and once per treatment
- The spas should install hands-free equipment wherever feasible to reduce the risk of contagion
- Any equipment that is not required to use in the short term should be removed. If any equipment cannot be removed in some conditions, the spa management should cover it instead to reduce risk of deposition of viral particles on the surface
- The usage of single-use equipment or single use replacement parts wherever possible is highly recommended as it reduces the risk of cross contamination
- No equipment must be shared among spa guests or employees. If sharing is necessary, the equipment must be properly sanitized and cleaned before sharing
- If the spa contains any computer equipment (such as telephones, point of sale terminals or desk tops), it must be cleaned and disinfected before and after every shift
- It is recommended to use individual headphones and headsets



A person wearing a white protective suit and blue gloves is shown from the waist down. They are holding a blue cloth in their right hand and a black sprayer nozzle attached to a white 1.5L container in their left hand. The background is a wooden wall.

CHAPTER 4: FACILITY, SUPPLIES AND SANITATION

SECTION 9.

Personal Protective Equipment

PREVENTIVE MEASURES FOR COVID-19 DISEASE

Based on evidence, the COVID-19 virus is transmitted between people through close contact and droplets. Those most at risk of infection are those who are in close contact with a COVID-19 patient. Therefore, preventive measures are key and the most effective of these measures in spas include:

1. Performing hand hygiene techniques frequently using an alcohol-based hand rub or soap and water
2. Avoiding touching eyes, nose, and mouth
3. Practicing respiratory hygiene by coughing or sneezing into a bent elbow or tissue and then immediately disposing of the tissue
4. Wearing a face mask and performing hand hygiene after disposing of the mask
5. Maintaining physical distance (a minimum of 2 metres) from persons



MASKS

Masks are recommended as a simple barrier to help prevent transmission through respiratory droplets traveling in the air that are spread to other individuals through coughing, sneezing or talking. They are able to reduce the potential exposure risk from an infected person, whether they have symptoms or not. Masks also prevent onward transmission when worn by a person who is infected. However, masks with one-way valves or vents allow air to be exhaled through a hole in the material, which can result in respiratory droplets that can reach others. This type of mask does not prevent the person wearing the mask from transmitting COVID-19 to others. Therefore, the CDC does not recommend using masks for source control if they have an exhalation valve or vent.

How to Wear a Mask Correctly:

- Place mask carefully to cover mouth and nose and adjust securely to minimize any gaps between the face and the mask
- While in use, avoid touching the mask
- Remove the mask by using the appropriate technique (i.e. do not touch the front but remove the lace from behind)
- After removal or if you inadvertently touch a used mask, clean hands by using an alcohol-based hand rub or soap and water
- Replace masks with a new clean, dry mask as soon as they become damp/humid
- Do not re-use single-use masks
- Discard single-use masks after each use and dispose of them immediately upon removal in a closed bin

GLOVES

It is essential that hands are cleaned with an alcohol hand rub or washed thoroughly before putting on and after removing gloves. If hands are soiled when putting on gloves – that is a perfect environment for the virus to thrive. It is advised that disposable single-use nitrile gloves be worn.

Disposable, single-use gloves should be worn for:

- All activities that require touching the clients face, nose, mouth
 - All activities that have a risk of contact with blood or body fluids
 - Direct contact with broken skin; for example, wound or a rash
 - Direct contact with eyes, inside the nose and mouth
- For handling equipment likely to be soiled with blood or body fluids
 - Cleaning surfaces or handling clothing or linen soiled with body fluids

Gloves can carry the virus from one service user to another or from one part of the body to another, so gloves must be changed:

- Between treatments for the same spa therapist
- Single-use disposable gloves should be discarded after each use in the treatment room. They must never be worn when leaving the facility and must never be re-used when caring for another guest
- Hands must be cleaned immediately before and after removing gloves





FACE SHIELDS

A face shield is primarily used for eye protection for the person wearing it. At this time, it is not known what level of protection a face shield provides to people nearby from the spray of respiratory droplets from the wearer. There is currently not enough evidence to support the effectiveness of face shields for source control. Therefore, face shields ARE NOT a substitute for masks.

Face shields provide barrier protection to the facial area and related mucous membranes (eyes, nose, lips) and are considered an alternative to goggles. Face shields are not meant to function as primary respiratory protection and should be used concurrently with a medical mask (for droplet precautions) or a respirator (for airborne precautions) if aerosol-generating procedure is performed. They should cover the forehead, extend below the chin, and wrap around the side of the face. Face shields are available in both disposable and reusable options.

Face shield wearers should wash their hands before and after removing the face shield and avoid touching their eyes, nose and mouth when removing it.

Disposable face shields should only be worn once and disposed of according to manufacturer instructions.

Reusable face shields should be cleaned and disinfected after each use according to manufacturer instructions.

UNIFORM GUIDANCE

- Where possible spa managers are to make necessary arrangements to provide staff with uniforms and textile disinfectants
- Staff **MUST NOT** wear their uniform outside of the workplace
- Staff must wear alternative clothing and footwear on their journey to and from work, and change into and out of uniforms at work
- Providers should clean and disinfect their uniforms by spraying a skin safe disinfectant after each treatment

APRONS/COATS

- Disposable plastic aprons are recommended to protect staff uniforms and clothes from contamination when providing specific treatment options
- The recommended apron type is a short-sleeved apron/coat as long sleeves are easily contaminated
- Aprons are single use and should be discarded after each guest treatment
- Aprons must never be worn when leaving the spa facility and must never be re-used when caring for another guest

PPE BEST PRACTICES

PPE should be put on and removed in the most practical place that can be identified. This may be in a hallway or separate room. If there is no hallway or other room, PPE should be put on and removed at a distance of 1 metre from guests.

Procedure for correctly putting on PPE:

1. Wash or sanitize hands
2. Wear a uniform and disposable plastic apron (if necessary)
3. Put on mask securely, ensuring flexible band is fixed onto nose bridge. Mask is to fit snug to face and below the chin
4. Put on gloves (if needed)

Removing PPE:

1. PPE should be removed in the treatment room
2. Prepare disposable waste bag in advance
3. Remove gloves (avoid touching outside of gloves and dispose in waste bag)
4. Remove apron by pulling from the back and avoid touching the front then dispose in waste bag after use
5. Clean hands with soap and water



SECTION 10.

Sanitation

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. The safety of your guests and staff should be your top priority. As such, your spa should be committed to providing experiences and services that meet the highest sanitation and hygiene standards for the Jamaican spa industry. This section provides guidance on how to effectively sanitize and disinfect your spa to reduce the spread of communicable diseases as much as possible.

Some measures you can implement in your spa include:

- Strict hygiene routines in the spa with regular and thorough cleaning every day
- Treatment rooms and equipment should be fully cleaned and sanitized after each treatment and guest
- Hand sanitizers are to be placed around the spa for guests and employees to use
- Floor markings to be placed within the spa to help customers follow the latest safety guidelines on social distancing
- Good supplies of soap and hand towels in bathrooms with checks made every hour
- Extra cleaning in busiest areas and all potential touch points

SANITIZATION SUPPLIES

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

- Soap
- EPA-registered disinfectants
- Disposable gloves
- Disposable gowns
- Face masks
- Household bleach
- Isopropyl Alcohol

SAFETY AND SANITIZATION

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

If a premade disinfecting product is not available, diluted household bleach solutions may also be used if appropriate for the surface.

Sanitization of surfaces includes the following:

- Following the manufacturer's instructions for application and proper ventilation
- Wearing of protective inhalation masks and eyewear or full-face visors when using bleach and other hazardous chemicals

NB. Never mix household bleach with ammonia or any other cleaning products.

To make a bleach solution, mix:

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

Preparing a bleach solution by mixing

Table 1: Disinfection Solution Guide¹⁸

Water	Bleach Strength 5.25% (Household Bleach)	Bleach Strength 8.25% (Industrial Bleach)
1 Gallon	3 Tablespoons	2 Tablespoons
55 Gallon	165 Tablespoons or 2.4 litres (0.64 gallons)	110 Tablespoons or 1.63 litres (0.43 gallons)
500 Gallon	1,500 Tablespoons or 22 litres (5.87 gallons)	1,000 Tablespoon or 14.79 litres (3.91 gallons)

PREPARATION TIPS

- Prepare a fresh bleach solution each day in a well-ventilated area
- Label bottles of bleach solution with contents, ratio and date mixed
- Always add bleach to cool water, NOT water to bleach
- Wear gloves and eye protection
- Prepare solution in an area with an eyewash
- Leave solution on surfaces for at least one minute

Note: a bleach solution should only be used if absolutely necessary, as its smell and vapours 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.

¹⁸ Visit <https://www.moh.gov.jm/wp-content/uploads/2020/04/Disinfection-of-Public-Places-Guidelines-V1.pdf> for additional information on the Cleaning and Disinfecting of Public Places

WORKSTATIONS

- Where possible and in accordance with spa policy workstations should be 2 metres/6 feet apart
- Where possible workstations should not be shared unless sanitized between use
- Headsets, telephones and desks, including keyboards, mice, 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
- 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

COMMUNAL AREAS

- Encourage staff to avoid gathering in communal areas
- Rearrange seating to prevent close contact
- Ensure proper cleaning standards for throw pillows and blankets (if applicable)
- Remove paper products such as magazines and newspapers
- Consider tables with disinfecting wipes as an alternative
- All highly touched surfaces should be cleaned and sanitized regularly
- Develop a process for guests who want to forgo access to any communal areas and go directly to treatment room according to MOHW protocols.

LOCKER ROOMS / WET AREAS

- Tours of the locker rooms are to be conducted after your guests have changed into their robes and slippers. This change of clothing is recommended to prevent guests from walking barefoot in wet areas of the facility
 - Lockers must be assigned to each guest in keeping with social distancing guidelines
 - All lockers should be pre-locked to prevent guests from changing assigned lockers or from touching contents inside lockers
 - Based on spa size and region, each locker should contain individually wrapped amenity kits. If this is not an option, vanity areas should only contain the essentials to be used each day (razors, Q-tips, disposable hair combs, cotton rounds, etc.). Alternatively, all amenities can be removed with a notice advising these are available upon request from the Spa Reception or Spa Attendant
 - Remove mouthwash and toothbrushes from vanity area; only offer upon request
 - All areas should contain hand sanitation station and sanitation wipes
 - Lockers must be sanitized after each use by the attendants
 - Attendants must wear proper PPE such as gloves and masks when removing dirty linen and items from linen baskets or trash cans
 - 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
 - Depending on region and severity of the outbreak, steam rooms, saunas, inhalation rooms, ice rooms, Jacuzzis and indoor pools should not be available for guests to use. If these facilities are not available, consider adjusting treatment prices to reflect the lack of facilities
 - If wet areas are available for use, consider social distancing measures such as, limiting the number of guests allowed to use steam room, sauna, jacuzzis at one time. This information should be displayed and provided to guests during their spa tour and members should be notified in their monthly newsletter
- Ice rooms, ice fountains, inhalation rooms should not be available due to the mild/cold temperature and humidity
 - Ensure all guests wear towels while using thermal experiences
 - Ensure wet areas are set to the correct temperatures as high temperatures are known to kill germs and common viruses
 - Steam Room (110-115°F; Sauna 150-175°F; Infrared Sauna 120-130°F; Jacuzzi 100-104°F; Cold Plunge 50-55°F)
 - Steam Room (45°C; Sauna 50-75°C; Infrared Sauna 40-60°C; Jacuzzi 37-40°C; Cold Plunge 10-12°C)
 - Sterilize all areas overnight by utilizing ozone machines or appropriate chemicals
 - Consider limiting thermal use to one guest per booked appointment slot, with time in between sessions for cleaning



TREATMENT ROOMS

- Hand sanitizer dispenser to be mounted at the hand basin
- Antibacterial hand soap to be available at the hand basin
- Paper towels to be made available for drying of the hands
- Use of the hand basin must be managed at the discretion of the therapist (social distancing)
- Use elbow to open taps
- Therapist to demonstrate sanitization of their hands in front of the client before commencing a treatment
- Therapist to sanitize each client's hands/feet before commencing a treatment
- The entire workstation must be thoroughly cleaned before and after each client, including the floor
- All general hygiene and sterilizing procedures will continue and be strongly supervised by all staff members
- Gloves, masks and face screens are to be worn during all treatments
- Depending on the treatment, the client must wear a mask
- Where possible use disposable implements
- Where possible open new sterile implements in front of each client
- Sealable wastepaper bins are compulsory in the treatment room
- Wear gloves when handling waste. Avoid touching waste. Use broom, shovel, etc.
- Empty waste bins regularly (especially at hand basins)
- Portable Perspex screens are to be used at all manicure stations, positioned between the client and the employee and sized according to local government regulations
- Moulded Perspex screens should be placed on treatment beds for clients who will be lying down
- Appropriate hygiene disinfectants to be used before and after each treatment
- Blankets may not be used in the treatment room
- Supply washable Perspex face cover masks for employees to use in the salon or spa
- Clean and disinfect door handles, light switches, treatment tables, trolleys, manicure workstations, steamers, facial/body electrical equipment, workstation, chairs, magnifying glasses before and after each use

ESTHETICIAN SERVICE AREAS

- Workers are always required to wear face coverings. A face shield with a drape on the bottom edge is also to be worn when providing treatment on facial or neck areas that do not enable the client to wear a face covering. A drape that is form fitting under the chin is preferred
- Disposable gloves are required throughout the entire aesthetic service and while performing cleaning and disinfection of all implements and surfaces after each client session
- Before leaving the treatment room, workers are required to remove and dispose of gloves, wash their hands or apply proper hand sanitizer, and use a paper towel or sanitizer wipe to open and close the treatment room door while leaving the room
- Single-use applicators are to be disposed of immediately after use in a lined trash bin. The trash bin should have a lid and be lined with a disposable plastic bag
- Workers are required to wash their hands immediately after finishing services
- Aerosol generating procedures such as steam or oxygen treatments should be discontinued

CLEAN AND DISINFECT HARD SURFACES

- Workstation/treatment area
- Facial tables
- Chairs/stools
- Trolleys
- Skin care equipment
- Facial steamers
- Warming equipment

HYDROTHERMAL AREAS

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.

FITNESS AREAS

- Based on the region and facility, encourage all fitness classes to take place outdoors
- Establish maximum numbers of guests per fitness class to ensure guests can practice social distancing
- Each studio equipment/mat needs to be 2 metres/6 feet apart at all times
- Provide additional disinfectant products – antibacterial wipe dispensers and hand sanitizers in all areas of the fitness centre. Educate and encourage guests to clean and disinfect their own equipment before and after use by placing signs near the sanitation stations
- Classes to be setup prior to the class starting to prevent people from having to crowd around one area to collect equipment
- Re-arrange cardiovascular gym equipment to ensure there is 2 metres/6 feet apart between each of them. This includes treadmills, stationary bikes, ellipticals, stair climbers, etc. If spacing equipment or removing it from the fitness centre is not possible then limit the amount of equipment that can be used by creating out of order signs and unplugging each machine
- Signage regarding social distancing and communication to guests to reiterate that if they are feeling unwell, they should not be using the fitness centre or fitness studio
- Determine the maximum number of guests that can be present at once in the fitness centre for everyone to practice social distancing measures
- Ensure attendants are cleaning and disinfecting all fitness centre equipment on a regular basis and removing dirty towels with appropriate PPE such as gloves and masks
- Remove all food and beverage offerings from the fitness centre except for bottled water
- Consider placing ozone machines overnight to clean and sanitize the area

REST ROOMS

- Clean and disinfect high-touch areas such as door handles, light switches, sinks, toilet seats, toilet handles, faucets, toilet paper dispensers and hand paper dispensers
- Clean and disinfect floors regularly throughout the day
- Where necessary use no-touch fixtures for faucets, hand dryers, toilets and soap dispensers

RETAIL AREAS

- Regularly disinfect high-touch areas such as doors, card machines, hangers, display products
- As much as possible, keep products for sale packed away or secured behind display cases
- Temporarily remove testers and make available only upon request. Disinfect testers or samples immediately after display items are touched
- Where possible implement cashless, debit/credit card and voucher purchases only

STAFF BREAK ROOMS

- Clean and disinfect hard surfaces and high-touch areas
- Establish occupancy limits/seating arrangements if necessary, according to local/government requirements (social distancing, etc.)
- Remove shared publications, newsletters, etc.

LAUNDRY

- 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

The image shows the interior of a wooden sauna. The walls, ceiling, and benches are made of vertical wood slats. On the back wall, there is a large map of Australia and a smaller map of New Zealand, both constructed from numerous small, circular wood slices. In the foreground, a large, shallow wooden bowl sits on a metal stand, filled with smooth, grey stones. The lighting is soft and warm, creating a cozy atmosphere.

SECTION 11.

Facilities

Service offerings from spas are centred around indoor activities which carry a higher risk associated with the transmission of COVID-19, especially in spaces with poor ventilation. It is therefore especially critical that facilities ensure that appropriate physical distancing is maintained, that customers and staff wear face coverings at all times, hand hygiene is strictly observed, enhanced cleaning and disinfection of the facility is maintained and that ventilation is optimized. This section will highlight the standard operating procedures for inclusion in facilities management to ensure infrastructure facilitates safety and quality service delivery.

PHYSICAL ASSESSMENT OF FACILITIES

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

- Electrical
- Water
- HVAC
- POS systems
- Music/sound systems
- Fitness equipment
- Hydrothermal rooms
- Hot tubs
- Pools

SPACE MANAGEMENT IN FACILITIES

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

- Entry/lobby/elevators
- Lounges
- Locker rooms
- Fitness spaces
- Consider unplugging or removing the cords from fitness equipment that will not be open for use
- Saunas and steam rooms
- Shared water facilities (i.e. pools, hot tubs, showers, etc.)
- Back of house and staff break areas

SIGNAGE

The spa facility should place signs at the entrances and other strategic locations within the spa to inform guests of the infection prevention control requirements.

EQUIPMENT OR INFRASTRUCTURE

- All metal implements should be placed in disinfection solution between guests
- Once sterilized, items should be stored in UV cabinets
- Keep in mind that all treatment rooms should be set up to minimize contamination. This may mean that each room requires disinfection solution, UV cabinets, etc.
- If sanitization guidance is followed for all items which can be cleaned and disinfected; for example, metal manicure tools, hot stones, foot bowls, etc., then there should be no need for disposable items
- You may wish to consider using some disposable items where required such as orange sticks, spatulas, nail files, foot files, etc. Items which cannot be disposable or washed such as body brushes, should be sprayed with antibacterial spray

CHAPTER 5: COMMUNICATION AND MARKETING

SECTION 12.

General Marketing and Communication

Spas must aim to have consistency in communication and marketing. A well-crafted message will reflect the spa's brand and how it is responding to this global challenge. Spas must reassure employees and guests that health and safety is and continues to be at the forefront of the operation. This section will highlight recommendations to guide spa personnel on how to effectively communicate to stakeholders on new COVID-19-related policies and practices.

COMMUNICATING TO CLIENTS

As you reopen your spa ensure the spa website is updated with the most current information, including expected reopening date, reduced hours of operations or limited facilities available.

- Update spa's voice-mail to reflect status of the organization and it's expected reopening date
- Maintain guest engagement during the lockdown with positive and encouraging communications via social media channels
- Explore use of other forms of social media engagement which may include tips on self-care at home for your clients. This can be facilitated via Zoom sessions or streamed on Instagram Live
- Create a reopening statement with a clear and positive message that shows sensitivity to what the world has endured and the vision for the spa and hotel moving forward
- Communicate the benefits of incorporating health and well-being back into life post lockdown
- Control the message to reassure guests that health and safety is always at the forefront of the spa industry. Share standard practices the business follows, or any new and updated sanitation guidelines introduced during this time
- Share communication from the spa industry, such as blogs from industry experts, forums, research and positive news, encouraging guests back to the industry. Highlight news from spas opening in different areas of the world

SEND "WELCOME BACK" E-MAILS TO GUESTS OUTLINING:

- New sanitation practices and policies
- Advertise reopening date (if applicable) (See Sample Press Release Appendix E)
- Expectations on what may visually be different when they enter the spa (See Sample Press Release Appendix E)
- Changes to the payment process
- Changes or new guidelines relating to the use or availability of communal spaces/amenities (Sample Press Release Appendix F)
- Updates to intake forms (If applicable)
- Occupancy limits and spacing requirements (If applicable)
- Communicate reopening timeline with resource partners/vendors and third-party partners
- Distribute a press release announcing the reopening and the spa's commitment to guest safety and high sanitation standards (Appendix F)
- Identify a way to thank loyal customers for returning to the spa (Sample Press Release Appendix F)

COMMUNICATING TO EMPLOYEES

Employees returning to work during the COVID-19 pandemic will require additional guidance and support to adjust to changes at the spa. Consider completing the steps below in preparing your team for reopening.

- Thoughtfully welcome back employees
- Educate staff about updated sanitation practices and policies, including handling guest inquiries about those practices and policies (consider highlighting the information below)
- Make the distinction between cleaning, disinfecting and sanitation
- Measures for protecting themselves, including:
 - » Effective hand washing practices
 - » Proper PPE use, including accepted face mask types
 - » Updated treatment protocols
 - » No-touch greeting policies
 - » Proper use of disinfectants, including:
 - ◇ Local, state, or national regulations
 - ◇ Appropriate disinfectants for various surfaces
 - ◇ Appropriate method for mixing bleach or alcohol solutions
- Evaluate additional health and sanitation certification opportunities for staff
- Establish staff areas of responsibility for cleaning and sanitation
- Develop sanitation schedule corresponding to areas of responsibility
- Provide proper hygiene stations for employees and moisturizers for their comfort to eliminate dry, chapped hands
- Review and communicate your employee policy relating to sick leave and sick pay
- Establish wellness and sanitation “check-in” procedure at start of shift, including temperature check if applicable¹⁹

¹⁹ ISPA https://experienceISPA.com/images/pdfs/Spa_Reopening_Checklist_52121.pdf

INTERNAL COMMUNICATIONS

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

COMMUNICATING WITH HEALTH OFFICIALS

COVID-19 is a Class 1 notifiable condition which means all cases thought to be COVID-19 must be reported by a medical practitioner (public and private) within 24 hours of suspicion. Specifically, for COVID-19, the local Parish Health Department and National Surveillance Unit must be notified immediately. A Class 1 Notification Form must be submitted within 24 hours of initial notification (“Appendix D”).

Clusters of respiratory infections or undifferentiated fever must be reported by the medical practitioner (public and private) within 24 hours of suspicion. The local Parish Health Department or National Surveillance Unit must be notified immediately. Clusters should be investigated and cases in a cluster line listed.

Appendix A

**REDUCE YOUR RISK OF
CORONAVIRUS
INFECTION**


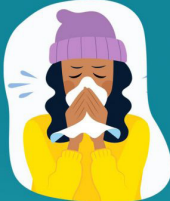



Clean hands with soap and water or alcohol-based hand rub

Cover nose and mouth when coughing with tissue or flexed elbow

Avoid close contact with anyone with cold or flu-like symptoms

Thoroughly cook meat and eggs

Avoid contact with wild or live farm animals


888-ONE-LOVE(663-5683) | www.moh.gov.jm



#ProtectYourselfFromCoronavirus
#StayCoronavirusFree #KeepHealthy

For a copy of this poster visit <https://www.moh.gov.jm/edu-resources/learn-about-the-coronaviruses/>

Appendix B



///CORONAVIRUS (COVID-19)

HOW TO SELF-QUARANTINE



- ✓ Stay alone in a well ventilated room.
- ✓ Cover coughs or sneezes with a tissue, then throw it away in a covered bin.
- ✓ Wash hands frequently, using soap and water before and after, meal preparation, coughing or sneezing and using the bathroom.
- ✓ Avoid touching the face, eyes and mouth, especially after sneezing or coughing.
- ✓ Have little or no contact with other members of the household and restrict visits from friends and family.

Members of the public may make contact the Ministry via the hotline numbers:
888-ONE-LOVE(663-5683) | 888-754-7792 | 876-542-5998 OR COVID19@MOH.GOV.JM

For a copy of this poster visit <https://www.nhf.org.jm/coronavirus>

Appendix C

<https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>

Symptoms of Coronavirus (COVID-19)

Know the symptoms of COVID-19, which can include the following:



Symptoms can range from mild to severe illness, and appear 2–14 days after you are exposed to the virus that causes COVID-19.

Seek medical care immediately if someone has Emergency Warning Signs of COVID-19

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion
- Inability to wake or stay awake
- Pale, gray, or blue-colored skin, lips, or nail beds, depending on skin tone

This list is not all possible symptoms. Please call your healthcare provider for any other symptoms that are severe or concerning to you.



Centers for Disease
Control and Prevention
National Center for Emerging and
Zoonotic Infectious Diseases

[cdc.gov/coronavirus](https://www.cdc.gov/coronavirus)

CS-317142-A

For copy of this poster visit <https://www.cdc.gov/coronavirus/2019-ncov/downloads/COVID19-symptoms.pdf>

The infographic is divided into two main sections. The top section has a dark purple background and features the logos for the Ministry of Health & Wellness and SERHA. It includes a large title, a list of three bullet points, and an illustration of a person with a white mask and green virus particles. The bottom section has a yellow background and features the title 'SYMPTOMS' in large blue letters. It contains four illustrations of people with symptoms: a person with a fever and a thermometer, a person coughing, a person with difficulty breathing, and a person with chest pain. Below these are labels for each symptom. At the bottom of the yellow section, there is a warning about severe complications.

MINISTRY OF HEALTH & WELLNESS

SERHA

WHAT IS CORONAVIRUS? (COVID-19)

- Coronaviruses are a large family of viruses that cause illness ranging from the common cold to more severe respiratory diseases.
- It is spread from person to person mainly through the droplets produced when an infected person speaks, coughs or sneezes just like the common cold and flu.
- There is no known cure for covid-19, but preventative measures can be taken.

SYMPTOMS

FEVER

COUGH

DIFFICULTY BREATHING

CHEST PAIN

Pneumonia, Severe Acute Respiratory Syndrome, Kidney Failure and even Death.

For copy of this poster visit <https://www.serha.gov.jm/covid-19-posters>

Appendix D



RKA BUILDING, 10-16 GRENADA WAY 45-47 BARBADOS AVENUE 24-26 GRENADA CRESCENT 10^A CHELSEA AVENUE
 KINGSTON 5, JAMAICA, W.I.
 Tel: (876) 633-7400/7433/7771/8172/8174
 Website: www.moh.gov.jm

APPENDIX 1: CLASS 1 NOTIFICATION FORM

CLASS 1 REPORTING FORM - INDIVIDUAL NOTIFICATION (ON SUSPICION)

Date of Report: ____ / ____ / ____ (DD/MM/YY)		NEW CASE / PREVIOUSLY REPORTED CASE (Circle One)	
Diagnosis: _____			
Case Demographic Information			
Name (including pet name): _____		Sex: _____	Age: _____ D.O.B. ____ / ____ / ____ (dd/mm/yy)
Address: (Include Landmark)	Lot #: _____	Street _____ (Name)	Street Type: _____ (Drive, Road, Close etc)
Community _____		Neighbouring Community/District: _____	Parish: _____
Workplace/School: _____		Occupation: _____	
(H) Phone #: _____		(Wk) Phone #: _____	History of overseas travel in past 4-6 weeks? Y / N Specify area/country: _____
Name of NOK/Parent: _____		Relationship to case: _____	
Address of NOK/Parent: _____		Phone No.: _____	
Clinical Information:			
Symptoms: _____		Hosp./Facility Name: _____	
Date of onset: ____ / ____ / ____ (dd/mm/yy)		Medical Record #: _____	
Date seen: ____ / ____ / ____ (dd/mm/yy)		Case admitted to Hosp?: Y / N (Circle one)	
Specimen Taken Y / N Type: _____		Date of Admission: ____ / ____ / ____ (dd/mm/yy)	
Specimen Date: ____ / ____ / ____ (dd/mm/yy)		Ward: _____	
Laboratory: _____		If dead, Date of Death: ____ / ____ / ____ (dd/mm/yy)	
Result (s): _____			
Notifier Information			
Name of notifier: _____		Phone #: _____	
Address: _____		Email: _____	
Comments: _____		Received by MO(H) ____ / ____ / ____ (dd/mm/yy)	
		Parish MO(H) Signature _____	
		Forwarded to R.S.O. ____ / ____ / ____ (dd/mm/yy)	
		Forwarded to Surveillance Unit ____ / ____ / ____ (dd/mm/yy)	

Ministry of Health, Surveillance Unit, July 2018

For a copy of this form visit https://www.moh.gov.jm/wp-content/uploads/2020/05/COVID-19_Surveillance-Protocol_updated-April-15-2020_V17_final.pdf

Appendix E

PRESS RELEASE

Please find a press release template for your use to adapt as you see fit.

GIVING YOU PEACE OF MIND AS SPAS GET SET TO SAFELY REOPEN

(Spa title) is delighted to soon be reopening safely, with the introduction of new, comprehensive health and safety measures and protocols, to reassure guests of the ongoing assessments being made to a phased reopening.

(Spa title) closed on (closure date) as part of the government's plans to restrict the spread of COVID-19 and to protect our guests, as best as possible. However, it's predicted that the nation's spas will be in demand and more essential than ever, to support the physical, emotional and mental health of our society, post the COVID-19 pandemic. We've all had different experiences and stresses during lockdown and now we invite you back to relax and recover from this most unusual of situations.

During this enforced downtime, (spa title) has been engaged with the Ministry of Health and Wellness (MOHW) and the Ministry of Tourism (MT), and has sought scientific research and advice. We will only reopen once the MOHW and MOT deem and advise us that is safe, as they lobby and continue their first-hand dialogue at a governmental level.

We will re-open once we are confident that every one of our new measures are in place and that our staff have been trained to an extremely high level with the regard to the new procedures and are equipped with the correct PPE.

New measures include: temperature checks, the availability of 24-hour sanitizer, enhanced cleaning policies and established social distancing measures for team members and guests, indicated by floor signage. We will also introduce contactless payment. Please note that we will also possibly have limited occupancy levels when offering your favourite relaxing treatments. Please bear with us as we prioritize the health and wellbeing of our team and guests above all else.

In keeping with international standards and practices (spa title) will display and adhere to the directives set as a new standard of expectation of PPE use, hygiene and best practice, for both staff member and spa guests alike. We may look a little different during this initial stage of reopening but offering beautiful treatments that have the benefits of physical and mental wellness is what we do best, what we love and what we have missed.

(Spa title) warmly welcomes you back.

For more information, or to make your reservation, visit our website: www.spawebsite.com

Contact details:

Spa manager

Tel: 876-xxx-xxxx

Appendix F

COVID-19 POLICY

Please feel free to amend and use where appropriate.

Dear Guest,

The safety of our guests and team here at (Spa name) is paramount and, as such, you may notice some changes when you next visit. We want you to enjoy your time with us in as safe a way as possible. Therefore, if you have any symptoms of COVID-19 (a new and continuous cough, high temperature or change or loss of taste and smell) please do not come to the spa and simply contact us to reschedule in no less than 14 days.

We have always held cleanliness and hygiene as sacred but now, more than ever, we want our guests to trust that we will put their safety and that of our employees, above all else on their return. We make a commitment that our spas will adhere to or be guided by all the latest government guidelines, as well as the following procedures:

- Ensuring our cancellation policy and terms and conditions are available to you
- Welcoming you to the spa with a warm and professional (touch-free) greeting, allowing plenty of time for you to complete your comprehensive consultation form
- Ensuring that all employees are fully trained and regularly updated with procedures in keeping with the latest government guidance and safety protocols
- Regular and thorough hand washing and sanitization from our employees, always, especially before and after your treatment
- Providing adequate hand sanitizing facilities for all throughout the spa
- Using personal protective equipment such as gloves, face coverings, aprons, etc., where required
- Adhering to social distancing etiquettes in non-treatment spaces throughout your visit
- Providing safe and regularly sanitized treatment areas, facilities, surfaces and equipment
- Providing facilities for the disposal of waste material throughout the spa
- Facilitating contactless payment is available where possible
- Employees will not be permitted to work in the spa if they, or anyone in their home, presents with any COVID-19 symptoms

We kindly ask that you commit to the following measures to ensure the safety of both guests and staff:

- If you or anyone in your home has presented with any COVID-19 symptoms within 14 days of your booking, please follow MOHW guidelines and inform the spa
- Please only bring essential belongings with you to the spa, or if you can, leave them in your hotel room/ vehicle where applicable
- Please ensure you are familiar with the spa's cancellation policy and terms and conditions
- Please ensure you wash and sanitize your hands upon arrival at the spa and repeat the process frequently throughout your visit
- Ensure your consultation form is completed in full, prior to arrival at the spa
- Please ensure that you observe all social distancing measures that have been put in place by the spa
- Please use the correct bins provided by the spa to appropriately dispose of waste material

The government's guidance publication is available here: www.moh.gov.jm/COVID19. Keeping workers and client safe during COVID-19 in close contact services.

For the most up to date version of the COVID-19 reopening guidelines for spas, please visit our website (www.spawebsite.com)

Additional Resources

Below are additional resources from leading spa associations locally and internationally which you may find useful:

The WHO has also provided free training material and online courses for employees on how to work in the new medium. The online training material can be found at: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/training/online-training>

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

[Spa Reopening Checklist \(PDF\)](#)

[Spa Sanitation & Hygiene Standards \(PDF\)](#)

[Spa Industry Commitment \(PDF\)](#)

[NEW Mask Management Tips \(PDF\)](#)

[NEW ADA Mask Exemption Request SOP & Guest Communication Template \(PDF\)](#)

[NEW Shutdown Action Plan Checklist \(PDF\)](#)

[NEW COVID-19 Waiver Form \(PDF\)](#)

The whole Spa Reopening Toolkit can be found here:

<https://experienceISPA.com/COVID-19-info/2-uncategorised/400-reopening-resources>

Notes

Notes

Notes

Notes



Tourism Enhancement Fund,
60 Knutsford Boulevard,
Panjam Building, 2nd Floor,
Kingston 5,
Jamaica W.I.

Telephone: (876) 920-4926-30
Fax: (876) 920-4944
E-mail: tourismlinkages@tef.gov.jm
Website: www.tef.gov.jm