

Bella Terra

ORGANIC SPA AND SHOPPE

SAFETY GUIDELINES AND RE-OPENING PLAN

In light of the COVID-19 pandemic, we will be re-opening our spa with the following strict guidelines in order to protect the safety of guests and employees. These recommendations should be used in conjunction with the board rules for safety and sanitation that are currently in place. Keep in mind that these guidelines will be in effect during the period of the COVID-19 pandemic and may be adjusted as necessary. They will be reduced when safe to do so. If any employee or contractor is found in violation of these guidelines, they may be coached accordingly. We will not risk being closed immediately by public health officials or the board.

Temperature checks -We will use a touchless infrared thermometer to check the temperature of our employees each day and of each guests who enters the spa. Any employee or client who has a temperature above 99°F should be sent home immediately and not allowed to return to the spa until they have no fever and no evidence of COVID-19 symptoms for 14 days.

Therapists will ask each client entering the spa the following questions:

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

Limit people in the Spa – We will limit the number of persons in our lobby to give them a safe social distance of 6ft apart. If at all possible, guests will be brought in one at a time and brought directly to the treatment room. Guests will be asked to arrive 15 min prior to appointment time. Our spas during this time are not be used for social gathering places, so no parties will be permitted during this time. Couples massages will be performed in separate rooms. Only one guest will be allowed at a time for nail services.

Maintain social distancing at all times! Spacing between persons in the spa should be at least six feet, except when staff are servicing clients. Employees are not to gather in breakrooms and be respectful of social distancing.

Extra time will be scheduled between all appointments to allow for additional sanitation during the COVID-19 pandemic.

Online intake forms must be completed before your scheduled service. Links are sent out in the confirmation email received after booking.

Personal Protective Gear-

- **Wearing masks** – All employees will be required to wear masks at all times. Clients will be asked to wear a mask except during facial services.
- **Gloves** – It is recommended that employees wear disposable gloves when servicing clients and change gloves between each client.
- **Handwashing** with antibacterial soap and warm water, for a minimum of 20 seconds will be required by employees between every guest service. Hand sanitizer will be available in each treatment room, at the reception desk, and in the breakroom. Clients

will be asked to apply hand sanitizer before hand massage is performed. Clients will be asked to wash hands or sanitize before manicure services.

- **Employee clothing** – Employees should arrive at the spa showered and wearing clean clothes. Employees will be provided a waterproof apron to wear during services that is to be disinfected between clients.
- Gloves, masks, and all linens will be changed between each client. These used items will be laundered or discarded in a closed container. We will spray an EPA registered disinfectant on all tables, chairs, and touchable surfaces in treatment rooms between clients.

Disinfection

- Disinfectant will be used on all non-porous surfaces such as glass, metal, plastic and synthetic materials.
- Porous/cloth surfaces cannot be disinfected, so all cloth furniture will be covered with vinyl furniture protectors and cleaned between each client. Table warmers and fleece pads will be removed to prevent contamination.
- Clients will place clothing into a plastic bin, which will be disinfected between uses.
- All linens and towels will be laundered with hot soapy water, dried completely at the warmest temperature allowed, and stored in an closed cabinet.

Reception area -

- All unnecessary items such as magazines, newspapers, service menus, any other unnecessary paper products and décor will be removed.
- Reception desk with will be wiped with disinfectant regularly.
- Employees should wash their hands after using the phones, computer, Ipad, and/or credit card swiper. These surfaces will be disinfected between uses. Front desk will be required to use wear gloves until CDC and government officials direction to stop.
- Avoiding the exchange of cash can help greatly in preventing spread of virus, but if this is unavoidable, employees will wash and sanitize hands well after each transaction. The use of credit/debit transactions is preferred. We will be using a no-contact invoice system to allow clients to pay using their own device.
- We will clean and disinfect all retail areas, daily, including products. We ask that clients try to avoid touching products that they don't plan to purchase.
- We will clean and wipe all door handles and other surfaces that are regularly touched by guests and staff with disinfectant wipes between each appointment.
- We have provided hand sanitizer and tissues for employees and guests.
- We will have placement of visible and appropriate signage to communicate that thorough sanitation procedures are in place.

Bathrooms -

- Between each appointment we will clean and disinfect all restroom surfaces. We will store paper products in a closed cabinet and provide antibacterial hand soap.

Treatment Rooms and Back Bar Workstations-

- Between each appointment we will clean and disinfect all surfaces such as equipment, head rest, bolsters, light switches, and door handles.
- We will clean and disinfect all reusable tools and store in an airtight closed container.
- All products such as lotions, creams, waxes and scrubs are stored in a closed, airtight container.
- We will discard all single use tools such as paper files and buffers that have already been used.
- We will clean and disinfect all linen hampers and trash container and only use such containers that can be closed and used with liners that can be removed and discarded
- We will provide hand sanitizer at all work locations for employees and guests.

Pedicure Footbaths-

- All parts & implements will be cleaned with soap and water, rinsed in clear water and then immersed into properly diluted disinfectant for full recommended contact time.
- Bowls are lined before use, and after each client they are scrubbed with soap and water and sprayed with disinfectant.
- Guest will be asked to use hand sanitizer or wash hands before performing a manicure.
- Nail rooms will only host one client at a time.

Administrative Controls-

- Employees who are sick will be expected to stay home.
- Spa management will provide training, educational materials, and reinforcement on proper sanitation, handwashing, cough and sneeze etiquette, using PPE, and other protective behaviors.
- Ensure breakrooms are thoroughly cleaned and sanitized and not used for congregating by employees.
- Ensure that all sinks in the workplace have antibacterial soap available and paper towels.
- We will be flexible with work schedules/spa hours to reduce the number of people (employees and guests) in the spa at all times in order to maintain social distancing.
- We will provide EPA approved disinfectant for disinfecting technical implements and work areas.

- We will not hold clients to our normal cancellation policy during this time, but please respect your therapist's time and effort by giving as much notice as possible if you need to cancel or reschedule.