

**Returning to Work Protocols for Spaah Staff:**Before leaving your home, please shower and put on clean clothes.  
  
Please make sure you have a clean re-usable mask with you. Put the mask on before entering the building. We can launder masks for you overnight so you can pick up your clean mask from your cubby at the start of your next shift.

To maintain as much physical distance as possible, we will ask all staff to enter through the back (west) door instead of the main lobby. Please call the front desk (812-339-8881) when you arrive so we know you’re here. Please plan to arrive at least 15 minutes before your first appointment – longer, if possible. This new routine will take some adjustment.

If you have long hair and will be working with clients, please find a way to restrain your hair (cap, hair tie) so that it does not fall forward and possibly touch a client during their session.   
  
We are required to do the following each time a staff member arrives for work:   
  
1) ask if you are experiencing any flu-like symptoms (cough, sneezing, fever).  
2) ask if you have been in close contact with anyone who has tested positive for COVID-19.

3) take and record your temperature with our touchless thermometer.

4) ask any staff member who appears to be ill or is running a fever to go home immediately.

**Interacting with Others While at Work:**We are required to maintain physical distancing of 6’ or more whenever possible. This is clearly not possible while providing a service to a client, however, it does mean that breaks must be taken in separate areas. It also means no hugging, shaking hands, high fives, etc. while on site. Since all four of our waiting areas (break room, sauna area, lounge, and blue couch) are off limits to clients, they may be used by staff while on break as long as 6’ of physical distance is maintained.

**Cleaning Protocols for Staff:**  
**Routine cleaning** (sweeping, mopping, toilets, etc.) will be done either before we open or after we close to minimize physical contact with clients and other staff.

**Frequently touched surfaces** (light switches, door handles, doorknobs, counters, sliding glass door handles) will be cleaned regularly throughout the day with bleach solution and wiped dry with a paper towel. This applies to treatment rooms, bathrooms, lobby, and all common areas.  
  
**After each client leaves** the treatment room, we will strip all linens, placing them in the lined, covered hampers in the lobby. Hard surfaces (massage table, face cradle, wall hooks, tables, etc.) will be sprayed with a disinfectant solution - each treatment room will have its own designated spray bottle. All windows in that room will be opened to allow greater air circulation while the disinfectant dries. That room will remain vacant until the disinfection is complete, therefore treatment rooms will be used on a rotating basis.

**Changes to basic services/client interactions:**

Clients will not be allowed to wait inside the facility for their appointment. They will be asked to stay in their cars and call to let us know they’ve arrived. When it is time for their appointment, the receptionist will call them and invite them inside.

Clients will be asked to wear masks and wash their hands when entering the facility.

For the time being, we will eliminate the following:   
  
We will keep towel dispensers by each sink stocked with disposable paper towels – all cloth hand towels will be moved to storage and cannot be used.   
  
Clients will be encouraged to use the wall hangers in each room, which can be sanitized between use. Small bins usually left in treatment rooms for clients will be moved to storage and cannot be used.  
  
Extra furniture (chairs, stools, etc.) that is not required to provide service to clients will be put in storage for now and cannot be used.   
  
We have installed drapery pull rods for all of the curtained spaces. Please refrain from touching the curtains themselves – use these new rods to open and close them.   
  
Heating pads and face cradle cushions will be put in storage for now and cannot be used.   
  
We will no longer provide tea, coffee, or water with ice/lemon for clients. Receptionists will offer clients their choice of ONLY bottled water, juice, or soda when they check in.

Aromatherapy diffusers are prohibited. If the client requests aromatherapy and the essential oil they want can be mixed with massage cream, gel, lotion, or oil, then we can provide that service. Clients will not be permitted to sample/sniff essential oils prior to the massage.   
  
Salt glows, body wraps, herbal sloughing, and green clay body masques are discontinued for now.   
  
Sauna sessions will not be offered until we are advised it is safe to resume them.   
  
Side-by-side services violate the physical distancing rules, so will not be allowed. Clients can be seen simultaneously, however they will have to be in separate treatment rooms.   
  
**Massage and Esthetics Service Protocols**:   
  
**Intake Forms:** New clients will do a verbal intake with the receptionist on the phone prior to their appointment. Returning clients can provide verbal updates to staff on any changes to their medical condition before the start of each service. Our goal is to minimize handling of paper, clipboards, and pens during this time. **Hand Washing:** Before each service, both staff and clients are required to wash their hands with soap and hot water for at least 20 seconds.   
  
**Massage Supplies**: Each therapist should inform Donna which type of massage gel, cream, lotion, or oil they prefer. Donna will label a refillable container of that preferred product, disinfect it, and place that container in the cubby for each therapist. Overnight cleaning chores will include disinfecting and refilling each container.  **Gloves**: The Monroe County Health Department recommends wearing gloves “when possible.” This is already our practice for esthetics services, however, may present problems for massage. Each therapist should decide on the practicality of gloves for their work, and communicate with their clients about their choice.   
  
**Linens:** After each client leaves the treatment room, the service provider will strip all linens, placing them in the lined, covered hampers in the lobby. Do not shake linens; fold them over into themselves as a single unit and drop that bundle into the designated hamper.  
  
**Disinfectant**: Each treatment room will have its own designated spray bottle of disinfectant. Hard surfaces (massage table, face cradle, wall hooks, tables, etc.) will be sprayed with a disinfectant solution. All windows in that room will be opened to allow greater air circulation while the disinfectant dries. That room will remain vacant until the disinfection is complete, therefore treatment rooms may be used on a rotating basis.   
  
**Information we will be sharing with clients:**  
If you are sick (fever, coughing, sneezing) please STAY HOME and call us at 812-339-8881 to reschedule.

If, during the past 14 days, you have been in close contact with anyone who has tested positive for COVID-19, please STAY HOME and call us at 812-339-8881 to reschedule.  
  
If possible, please shower and use the restroom before coming to Spaah.  
  
If you have a mask, please bring it and wear it while in our facility. We can also provide disposable masks, if needed.   
  
Our waiting area is closed. Please call us from your car when you arrive, and remain there until we call and ask you to come inside.   
  
If you are a new client, please arrive 10 minutes before your scheduled appointment time so that we can complete an intake questionnaire for you.   
  
If you are a returning client, please arrive 5 minutes before your scheduled appointment time.

Once inside, we will ask you to wash your hands.

To minimize physical contact, we ask that you pay with a credit card through our scheduling software. We can also take credit card information over the phone and enter that for you. Receipts will be emailed as requested. If paying with a credit card is not an option, we will do our best to provide a safe alternative method of payment for you to use.

Please help us protect the health and safety of our staff and other clients. We appreciate you!

**Information from the Health Department on minimizing the risk of spreading of COVID-19:**

Coronaviruses on surfaces and objects naturally die within hours to days. Warmer temperatures and exposure to sunlight will reduce the time the virus survives on surfaces and objects.

Normal routine cleaning with soap and water removes germs and dirt from surfaces. It lowers the risk of spreading COVID-19 infection.

Disinfectants kill germs on surfaces. By killing germs on a surface after cleaning, you can further lower the risk of spreading infection. Bleach solutions will be effective for disinfection up to 24 hours.

Practice social distancing, wear facial coverings, and follow proper prevention hygiene, such as washing your hands frequently or using hand sanitizer when soap and water are not available.