

# RELAX

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## The Spa

### RELAX THE SPA REOPENING PLAN

**THIS PLAN WILL BE EFFECTIVE FROM JUNE 1, 2020 THROUGH JULY 3, 2020**

Reopening plan for Covid-19 pandemic. This reopening plan contains information from Occupational Safety and Health Administration (OSHA), Center for Disease Control and Prevention (CDC), Families First Coronavirus Response Act (FFCRA), International Spa Association (ISPA) and New York State Department of Health (NYSDOH).

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# KEEPING GUESTS AND EMPLOYEES SAFE

## SOCIAL DISTANCING

- Guest appointments will be scheduled with a 15-20 minute block of time between guests for extra sanitation time and to allow guests to change in the treatment room.
- Staff members will remain in their treatment room and not congregate in the back of spa between appointments.
- Guests will not use quiet room unless in the spa for multiple appointments.
- No tea, spa water or snacks will be served at this time.
- No visitors will be allowed in the building.
- Deliveries will be left outside the building; a designated staff member will bring them into the building.
- Nail room guests will be spaced out in alternating chairs unless family members arriving together.
- Plexiglass is placed at the front desk.
- Staff and guests will not order out meals for delivery.
- Blankets and other items difficult to sanitize are removed from treatment rooms.
- Warm neck wraps will not be used during this time.
- Foot cleansing rituals and hot towels in treatments will be minimized.
- Tub services and body scrubs will be paused during this time.

## FACE COVERINGS

- Masks are meant to protect others from contracting Covid-19 if the person wearing the mask is unknowingly infected.
- Spa will provide each staff member with cloth face coverings.
- Guests are required to wear their own mask or face coverings.
- Staff and guests may wear their own face coverings as well, as long as they meet CDC guidelines and are deemed appropriate by Spa General Manager.
- All staff will be trained in the proper use, removal, and washing of cloth face coverings.
- All staff will always wear a mask while on premises except during the following activities: Eating or Drinking
- All guests will wear a face covering while on premises.
- All other adults (retail shoppers, tech or repair people, delivery people) will wear a face covering during the entire visit to the building for any reason they approach or enter the spa.
- Spa will provide each Massage Therapist, Esthetician and Nail Tech with a face shield or eye protection to use during treatments as required.

## MENU CHANGES

- Spa menu has been reduced to a limited number of services based on best practices.

## **GUEST ARRIVAL AND DEPARTURE**

### **Arrival**

- We will have contact-free check-in available and waiting in the guest's car only.
- Guests will call the spa at 585-412-4994 upon arrival to check-in.
- As guests arrive for appointments, they will remain in their car until a staff member calls to notify the guests we are ready for them. There may be a short wait on occasion so please plan accordingly.
- Before entering the building, staff member will first speak to guest to inquire about these questions:
  - How are you feeling, are you exhibiting any signs of illness? (cough, sore throat, fever, shortness of breath)
  - Is anyone that is in direct contact with you exhibiting signs of illness?
  - Have you had contact with any person with known COVID-19 or person under investigation for COVID-19?
  - Are you or anyone in direct contact with you in active quarantine status?
  - If the answer to all of these questions is no, proceed to next step.
  - If the answer to any of these questions is yes, the guest will be excluded.
- Guest will wear a mask before entering the building.
- Staff member will conduct COVID-19 health check and document in chart as a Note for each guest: (staff will check guest in on Mindbody)
  - Observe the guest for any breathing difficulties, (shortness of breath, rapid breathing, or difficulty breathing without recent physical activity), flushed cheeks, fatigue, or extreme discomfort.
    - Mindbody Note:
      - No or Yes COVID-19 symptoms observed for guest
      - No answered for all COVID-19 precautionary questions (listed above)
      - Yes answered for any of COVID-19 precautionary questions (listed above)
  - Steps for excluding a guest from spa:
    - If there is a manager available, the staff member will consult with them prior to excluding a guest from spa.
    - If a manager is not available, the staff will make the determination based on our criteria if the guest should be excluded. A manager will be notified immediately of any guest that is excluded from spa and manager will contact the guest to determine further action necessary.
- Guest will be admitted to spa building and given hand sanitizer then taken directly to treatment room.
- iPad will be wiped down with an alcohol swab between each arrival.
- Any guest items that need to be brought into the spa will be minimized to necessities.

### **Guest Departure**

- Guest will complete treatment and change in treatment room.
- Therapist will bring guest to front desk for check-out. No quiet room time is permitted at this time unless multiple spa services booked.
- Front desk will provide a bottle of water to drink after checkout if desired.
- Front desk staff will ask if there is anything we could have done today to exceed their expectations.
- Front desk staff will ask guest if they would like to put today's spa services on the credit card on file, and read last 4 #'s of card. Or take credit card and confirm services received & total. Front desk staff will ask if guest would like to leave a gratuity on the credit card.
- Credit card is preferred payment method at this time.
- Staff member will open door.

### **SANITIZATION & DISINFECTING**

- Disinfecting wipes used on massage tables and pedicure chairs between every guest.
- Disinfecting Cleaning solution used on porous surfaces and metal handles.
- Bleach-water solution mix for sanitizing and disinfecting surfaces every hour. We have consulted with Johnston Cleaning experts to confirm our diluted bleach-water solution is the best option for surface disinfection.
- Alcohol wipes used on thermometer surfaces and technology surfaces between each use.

### **HEALTHY HAND HYGIENE**

- Staff wash hands:
  - Upon arrival at spa.
  - Before and after a meal or break.
  - Before and after services.
  - At least once an hour.

### **SANITIZE AND DISINFECT DURING THE DAY**

- The following items will be sanitized hourly during spa hours: Door handles, light switches, sink handles, toilet handles, phones, drawer handles, laundry handles, iPads and counter tops.
- Each hour the staff member at the front desk will notify spa staff (those not in services) to clean the surfaces listed above.
- Each item used in a service will be carefully sanitized before being used again by another individual.
- Items that cannot be cleaned will not be used.

### **SERVICE ROOM PREPARATION**

- Each therapist will prep for services by disinfecting tables, chairs and countertops before and after each service.
- Nail room guests will be spaced out 6 feet apart when possible at alternating nail chairs.

### **WASH ALL ITEMS DAILY**

- All robes, sheets and towels will be washed after each service.
- Neck wraps will not be used unless by special request, and after use cover will be washed and hung to dry.
- Each laundry basket will be disinfected before placing clean materials back in it.
- All staff will have extra uniform on hand in case of any issue.

## **PROACTIVE PLAN FOR GUESTS WHO ARE SICK**

**The proactive plan for guests who are or may be sick includes:**

- 1. Guest exhibits symptoms without a positive Covid-19 test.**
- 2. Guest tests positive for Covid-19**
- 3. Guest without symptoms in close contact with someone who has tested positive for Covid-19**
- 4. Guest returning to the spa after testing positive for Covid-19**

### **Guest Exhibits Symptoms Without a Positive Covid-19 Test**

1. People with these symptoms or combinations of symptoms may have COVID-19:
  - Cough
  - Shortness of breath or difficulty breathing

*Or at least two of these additional symptoms:*

  - Fever
  - Chills
  - Repeated shaking with chills
  - Muscle pain
  - Headache
  - Sore throat
  - New loss of taste or smell
  - Diarrhea or upset stomach
2. If guest is exhibiting any of these symptoms upon arrival, the guest will not be accepted into spa. The guest will require evidence of confirmed negative COVID-19 test.
3. If first two and/or two of these additional symptoms [second list] appear while in spa, guest will be notified and are to leave spa immediately. The guest will require evidence of confirmed negative COVID-19 test.

### **Guest Tests Positive for Covid-19**

1. Relax the Spa will contact and coordinate with local Health officials.
2. The treatment room in which the individual with the confirmed case of COVID-19 was in will be immediately closed off.
3. We will communicate with guests and staff that a Positive COVID-19 case has been determined in the spa.
4. The building will be dismissed and closed for a minimum of 2 to 5 days.
5. The building will be cleaned with disinfecting methods approved by OCFS and EPA.
6. Relax the Spa will work with the county health department and other community officials to determine a reopening date.
7. Relax the Spa will stay in communication with guests and staff about reopening.

### **Guest without symptoms in close contact with someone who has tested positive for Covid-19**

If a guest comes in contact with someone who has tested positive for COVID-19 they will need to stay home and quarantine until 14 days after last exposure and need evidence of a negative COVID-19 test and are symptom free before returning to spa.

### **Guest returning a spa after testing positive for Covid-19**

1. A guest with confirmed COVID-19 may return to the spa when he or she has met ALL the CDC criteria for discontinuation of home isolation listed below:
  - Improvement in respiratory symptoms (e.g., cough, shortness of breath) *AND*
  - At least 14 days have passed *since symptoms first appeared. AND*
  - At least 3 days (72 hours) have passed *since recovery* defined as resolution of fever without the use of fever-reducing medications.
2. OR Test-based strategy. A guest with confirmed COVID-19 who had symptoms may return to the spa when he or she has met ALL the CDC criteria for discontinuation of home isolation listed below:
  - Resolution of fever without the use of fever-reducing medications *AND*
  - Improvement in respiratory symptoms (e.g., cough, shortness of breath) *AND*
  - Negative results of an FDA Emergency Use Authorized molecular assay for COVID-19 from at least two consecutive upper respiratory swab specimens collected at least 24 hours apart.
3. A guest with confirmed COVID-19 who has not had any symptoms may return to the spa when:
  - At least 10 days have passed since the date of their first positive COVID-19 viral test *AND*
  - Have had no subsequent illness *AND*
  - Are exhibiting no signs of illness

# PROACTIVE PLAN FOR EMPLOYEES WHO ARE SICK

The proactive plan for employees who are or may be sick includes:

1. Employee exhibits symptoms without a positive Covid-19 test.
2. Employee tests positive for Covid-19
3. Employee without symptoms in close contact with someone who has tested positive for Covid-19
4. Employee returning to work at the spa after testing positive for Covid-19

## Employee Exhibits Symptoms Without a Positive Covid-19 Test

1. People with these symptoms or combinations of symptoms may have COVID-19:
  - Cough
  - Shortness of breath or difficulty breathing

*Or at least two of these additional symptoms:*

  - Fever
  - Chills
  - Repeated shaking with chills
  - Muscle pain
  - Headache
  - Sore throat
  - New loss of taste or smell
2. If employee is exhibiting any of these symptoms at work, the employee will be sent home. The employee will require evidence of confirmed negative COVID-19 test.
3. If an employee is exhibiting these symptoms at home then do not come to work.

## Employee Tests Positive for Covid-19

1. Relax the Spa will contact and coordinate with local Health officials.
2. The treatment room in which the individual with the confirmed case of COVID-19 is in will be immediately closed off.
3. We will communicate with guests and staff that a Positive COVID-19 case has been determined in the spa.
4. The building will be dismissed and closed for a minimum of 2 to 5 days.
5. The building will be cleaned with disinfecting methods approved by OCFS and EPA.
6. Relax the Spa will work with the county health department and other community officials to determine a reopening date.
7. Relax the Spa will stay in communication with guests and staff about reopening.

### Employees without symptoms in close contact with someone who has tested positive for Covid-19

If an employee comes in contact with someone who has tested positive for COVID-19 they will stay home and quarantine until 14 days after last exposure and need evidence of a negative COVID-19 test and are symptom free before returning to work.

### Employee returning to work at the spa after testing positive for Covid-19

1. An employee with confirmed COVID-19 may return to work when he or she has met ALL the CDC criteria for discontinuation of home isolation listed below:
  - Improvement in respiratory symptoms (e.g., cough, shortness of breath) *AND*
  - At least 14 days have passed *since symptoms first appeared. AND*
  - At least 3 days (72 hours) have passed *since recovery* defined as resolution of fever without the use of fever-reducing medications.
2. OR Test-based strategy. An employee with confirmed COVID-19 who have symptoms may return to work when he or she has met ALL the CDC criteria for discontinuation of home isolation listed below:
  - Resolution of fever without the use of fever-reducing medications *AND*
  - Improvement in respiratory symptoms (e.g., cough, shortness of breath) *AND*
  - Negative results of an FDA Emergency Use Authorized molecular assay for COVID-19 from at least two consecutive upper respiratory swab specimens collected at least 24 hours apart.
3. An employee with confirmed COVID-19 who has not had any symptoms may return to work when:
  - At least 10 days have passed since the date of their first positive COVID-19 viral test *AND*
  - Have had no subsequent illness *AND*
  - Are exhibiting no signs of illness

## **EMPLOYEE RELATIONS WORK PLAN**

### Pay and Temporary Leave

Sick employees are excluded from working in the spa. There are several options for employees who are sick to still receive pay or partial pay.

1. Employees will need to use available paid time off (such as PTO time) for any voluntary or forced absence from work, before unpaid sick leave can be used. If no paid time off is available (such as PTO time) employee may take off work as unpaid sick time when needed.
2. There are two types of temporary leave programs for employees with Covid-19 or affected by a Covid-19 infection at home. Employees may be eligible for Emergency Paid Sick Leave (EPSL) or Emergency Family Medical Leave Act (EFMLA) for any of these reasons:
  - a. You are subject to a federal, state, or local quarantine or isolation order related to COVID-19.

- b. You have been advised by a health care provider to self-quarantine due to concerns related to COVID–19.
- c. You are experiencing symptoms of COVID–19 and seeking a medical diagnosis.
- d. You are caring for an individual who is subject to either a. or b. above.
- e. You are caring for your guest whose primary or secondary school or place of care has been closed, or guest care provider is unavailable due to COVID–19 precautions; and,
  - i. you attest that no other suitable person is available to care for your guest during the requested period of leave.
  - ii. you attest special circumstances exist requiring need for leave to care for a guest ages 15-17.
- f. You are experiencing another substantially similar condition specified by the secretary of health and human services.

To check your eligibility for EPLSA or EFMLA please contact [hr@albertsgroup.net](mailto:hr@albertsgroup.net)

## COMMUNICATION AND TRAINING PLAN

### Signage

- New signs inside and outside the building are added to communicate and remind staff, guests, visitors of our policies.
- Interior signs include Covid-19 wellness signs designed by the CDC. Interior signs are also provided to remind staff of the cleaning procedures and dwell times for bleach/water spray in contact areas.
- Exterior signs will notify delivery people to leave package and call the desk for contact-less deliveries. And exterior signs to remind guests to wait in car and call spa 585-412-4994 to check-in.

### Staff Communication

- General Manager will stay in touch with staff via phone, text and email as well as small group, socially distanced in-person meetings at the spa.
- Directors will avoid meeting with any large group and instead meet with each team member individually as needed.
- Intermittent Zoom staff calls can also be offered to answer questions and provide updates about our reopen procedure and plans.
- Staff will continue to contact HR team via [hr@albertsgroup.net](mailto:hr@albertsgroup.net) for any employment issues or questions.

### Staff Training

- General Manager will begin to work remotely Monday May 18 and meet by Zoom for determination of new policies and procedures.

- Staff training is scheduled for June 17, 2020 for GM to clarify and train on all new policies and procedures for reopening the spas. Training is held by Zoom meeting remotely, with no large group meetings permitted.
- Staff will be required to complete additional training before returning to work:
  - Barbicide Covid-19 Training
  - Infection Control Training
  - RELAX The Spa new policies during Covid-19
- Staff will wear masks when in building for testing on sanitation and mask procedures. Masks required until otherwise notified of a change in policy.
- Ongoing staff training will be held via Zoom, or when necessary to be in person, in very small groups. Team members in training will wear masks and stay socially distant.
- Cleaners and GM will be trained in procedure for sanitizing building.

#### **Guest Communication**

- We will continue to provide email communication with guests on reopen plans as we welcome guests back to Relax the Spa.
- GM will call to reschedule guests with postponed appointments.
- GM is available by phone to discuss concerns or issues. We know the new rules for excluding waiting in your vehicle before a service and no tea & quiet room is a big change. RELAX the Spa will ensure that our GM will be available to provide updates or discuss concerns when requested.
- Emails to guests and social media updates will continue as needed and include any major procedure changes.