

# REOPENING CHECKLIST

{INSERT SPA NAME}

*A note from ISPA: This checklist provides general guidelines for reopening a spa and does not supersede any laws under which your spa operates. Always follow the health and sanitation regulations established by your local, state or national governments. All ISPA guidelines, templates and resources should be reviewed by your legal counsel prior to use and distribution to ensure they are in compliance with the laws of your respective governing body. The checklist is meant to be customizable with applicable components being used as deemed appropriate by each **individual spa location**.*



## HUMAN RESOURCES AND LEGAL

### Laws and Regulations

- Familiarize yourself with new laws and ordinances at the local, state and national levels
- Familiarize yourself with new regulations and guidelines from relevant professional governing bodies
- Identify practices and policies that will need to be adjusted as a result of any new laws or regulations
- Work with HR to provide employee training to educate them on new laws or regulations applicable to their role

### Human Resources

- Establish process and timeline for rehiring or reacclimating laid off or furloughed employees
- Amend job descriptions to include sanitation duties and other changes
- Review compensation models and policies to determine if changes are required in the case of employee illness, late cancellations, etc.

### Staff Policies

- Establish necessary changes to employee scheduling patterns
  - Consider grouping staff together (i.e. Group A, Group B, Group C, etc.) with no work hour overlap in the event that staff members need to be quarantined due to COVID-19 symptoms or diagnosis
- Set social distancing standards for employees in communal staff areas (i.e. break rooms, lunch areas, back hallways, etc.)
- Provide staff with a FAQ list and talking points on how to handle guest inquiries employees regarding sanitation, new policies, etc.
- Identify the protocol for employees to follow if they or a guest become ill or present signs of illness
- Determine how social distancing requirements will be monitored and the process for managing guests who do not follow the requirements
- Determine how capacity restrictions will be monitored and who will be responsible for monitoring

## Staff Resources, Training and Education

- 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)
  - 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 mixing of 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 applicable



## OFFERINGS & GUEST EXPERIENCES

### Treatments and Offerings

- Evaluate treatment menu for items that may need to be removed or altered
  - Determine if a tiered approach to offerings may be necessary (i.e. slower introduction of treatments that involve facial touching)
  - Determine if touchless treatment options should be offered to ease guests back into the spa
- Consider eliminating reusable copies of the spa menu and transitioning to single-use disposable copies or a digital or no-touch promotional display of available services
- Establish treatment guidelines for staff and service providers, possibly including:
  - Policies regarding wearing gloves, masks or other personal protective equipment (PPE) during treatments
  - Protocols and scripts for guests exhibiting symptoms of illness during treatments
  - Verbal or visual indication of service providers washing hands prior to and following treatments
  - Encouraging guests to wash hands prior to treatments (verbally, through posted signage, etc.)
- Consult with providers of spa equipment utilized in services to ensure proper sanitation protocols are in place and to identify if they have new resources available to assist with educating both guests and employees

### Bookings & Payment

- Select date when new reservations will be available
- Share date and treatment menu with guests
- Review cancellation policies, especially as they relate to illness or suspected illness
- Inform guests in advance of new safety measures, changes to the facility, procedures, etc. they will experience when arriving at the spa
- Forecast anticipated occupancy and business levels for the next six to nine months to establish baselines for re-hiring, scheduling, hours of operation, etc.
- Evaluate and adjust appointment scheduling to allow implementation of updated cleaning and sanitation practices, social distancing, etc.
- Evaluate cancellation policy and determine if changes need to be made (i.e. not penalizing those who cancel due to being sick, etc.)
- Review policy for paying therapists when a guest cancels late or is asked to leave due to illness or intake form responses
- Evaluate pre-arrival intake forms to determine if gathering additional guest information is necessary (i.e. preferences regarding facial touch, staff PPE during treatments, use of communal spaces, etc.)
- Evaluate payment options and processes
  - Implement touchless payment options when available
  - Consider a temporary cashless model and communicate this with guests in advance

## Guest Arrival

- Evaluate greeting protocols for guest's arrival (i.e. replace a handshake with a warm greeting, a ritual involving hand cleaning and warm towels, etc.)
- Determine if the guest check-in process will change (i.e. contactless check-in, texting confirmation of arrival, use of mobile apps, etc.)
- Evaluate recommended guest arrival times



## FACILITY, SUPPLIES & SANITATION

### Purchasing and Supplies

- Perform an inventory of essential supplies, including:
  - Personal protective equipment (PPE)
  - Sanitation items, including those required for increased or heightened sanitation practices
  - Retail items
  - Reusable replacements for shared amenities no longer being offered
  - Employee uniforms
- Review uniform policy to determine if changes are required regarding the wearing of masks, staff having an additional uniform available on site, etc.
- Evaluate need and budget for new purchases, including plexiglass shields, additional uniforms, motion sensors for lights, touchless faucets, more robust PPE, etc.
- Ensure vendors and resource partners are open and able to fill orders to meet demand
- Identify order lead time required by vendors that provide necessary resources for reopening
- Engage technology vendors to determine if touchless (or reduced touch) technology features may be available (i.e. touchless check-in, payment, etc.)

### Facility

- 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
- Evaluate your space to determine how social distancing will be managed (if applicable) in areas including:
  - Entry/lobby/elevators
  - Lounges
  - Locker room
  - 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

## Sanitation

*Note: The following guidelines are intended for in-house staff use. If your spa uses an outside sanitation service, review their protocols to ensure sanitation standards are met or exceeded.*

### Materials

- Collect and prepare sanitation materials
  - Soap
  - EPA-registered disinfectant (or equivalent, if outside U.S.)
  - Disposable gloves
  - Disposable gowns
  - Face masks
  - Household bleach (if applicable)
  - Isopropyl alcohol (if applicable)
  - Barbacide (if applicable)
  - Cavicide (if applicable)
  - Additional PPE (if applicable)

### Workstations (non-service providers)

- Clean and disinfect area, including items on desk/counter surface and inside drawers (where applicable)
- If workstation is shared, print and post sanitation checklist to be completed during or before end of shift
- If possible, ensure workstations follow social distancing guidelines

### Communal Areas

#### *Lobbies, Relaxation Lounges, etc.*

- Clean and disinfect high touch areas
  - Hard surfaces and high-touch areas (i.e. door handles, light switches, phones, counters, furniture, screens, keyboards, walkie-talkies, lockers, vanities, benches, etc.)
  - Soft surfaces (i.e. carpeted floors, rugs, drapes, furniture, etc.)
- Evaluate changes that need to be made to shared amenities offered in communal areas (i.e. magazines, blankets, hair dryers, communal foods/beverages, etc.)
- Evaluate seating areas and distance or remove seating if necessary to meet local/government requirements (i.e. social distancing, etc.)
- Evaluate need for floor markings to assist guests with navigating the spa if necessary to meet local/government requirements
- Develop a process for guests who want to forgo access to any communal areas and go directly to their treatment room/area
- Evaluate high traffic areas that require the opening of doors and determine if they can be propped open to prevent repeated touch

#### *Locker Rooms*

- Develop a plan for assigning lockers to guests if necessary to meet local/government requirements (i.e. social distancing, etc.)

- Make sure lockers are pre-locked to prevent contamination and ensure guests use assigned locker
- Replace shared/reusable amenities with single-use options
- Clean and disinfect showers
- Develop a plan for sanitizing lockers, vanities, showers, etc. after use by guests

## Treatment Rooms and Service Areas

### *Treatment Rooms*

- Clean and disinfect high-touch areas
  - Door handles
  - Light Switches
  - Counter tops
- Clean and disinfect hard surfaces
  - Treatment tables
  - Trolleys
- Clean and disinfect soft surfaces
  - Face cradles

### *Nail Technician Workstations*

- Clean and disinfect hard surfaces
  - Workstation
  - Chairs/stools
  - Magnifying glasses
- Disinfect storage areas, including containers where tools and implements are stored
- Clean and disinfect tools and implements in accordance with governing standards
  - Nail clippers
  - Cuticle pushers
  - Cuticle scissors
  - Callus removers
  - Metal nail files
  - UV/LED lamps
  - \_\_\_\_\_
  - \_\_\_\_\_
  - \_\_\_\_\_
- Clean jet lines in foot tubs
- Determine if safety shields (plexiglass or similar) will be used, what type if so and how best to install

### *Esthetician Service Area*

- Clean and disinfect hard surfaces
  - Workstation/treatment area
  - Facial tables
  - Chairs/stools
  - Trolleys
  - Skin care equipment
  - Facial steamers
  - Warming equipment
  - \_\_\_\_\_



- \_\_\_\_\_
- \_\_\_\_\_
- Disinfect storage areas, including containers where tools and implements are stored
- Clean and disinfect tools and implements in accordance with governing standards
  - Tweezers
  - Comedone extractors
  - Microblading handles
  - Reusable razor handles
  - \_\_\_\_\_
  - \_\_\_\_\_
  - \_\_\_\_\_
- Determine if safety shields (plexiglass or similar) will be used, what type if so and how best to install

*Hairstylist Service Area*

- Clean and disinfect hard surfaces
  - Chair
  - Workstation/counter/vanity
  - Trolleys
  - Mirrors
  - \_\_\_\_\_
  - \_\_\_\_\_
  - \_\_\_\_\_
- Disinfect storage areas, including containers where tools and implements are stored
- Clean and disinfect tools and implements in accordance with governing standards
  - Clippers
  - Trimmers
  - Combs and Brushes
  - \_\_\_\_\_
  - \_\_\_\_\_
  - \_\_\_\_\_

*Makeup Artist Service Area*

- Clean and disinfect hard surfaces
  - Chairs/stools
  - Workstation/counter/vanity
  - Trolleys
  - Mirrors
  - \_\_\_\_\_
  - \_\_\_\_\_
  - \_\_\_\_\_
- Disinfect storage areas, including containers where tools and implements are stored
- Clean and disinfect tools and implements in accordance with governing standards
  - Brushes
  - Tweezers
  - Palettes
  - \_\_\_\_\_
  - \_\_\_\_\_

\_\_\_\_\_

## Hydrothermal Areas

- Evaluate spacing needs and appropriate occupancy limits if necessary to meet local/government requirements

### Saunas

- Clean and disinfect saunas
  - Clean all surfaces with soap and water
  - Disinfect all surfaces with three percent hydrogen peroxide
- If applicable, test exhaust/air circulation system (air in a sauna should be refreshed between seven and 10 times per hour)

### Steam Rooms

- Clean and disinfect steam rooms
  - Clean all surfaces with soap and water
  - Disinfect all surfaces with a solution containing at least 80 percent isopropyl alcohol
- If applicable, test exhaust/air circulation system (air in a steam room should be refreshed six times per hour)

## Wet Areas

### Swimming Pools

- Clean and disinfect pool area
- Check pool chemicals to ensure proper disinfectant levels (1–10 parts per million free chlorine; 3–8 parts per million bromine; 7.2–8 pH level)
- Evaluate spacing needs/occupancy limits if necessary to meet local/government requirements (social distancing, etc.)

### Hot Tubs/Hydrotherapy Tubs

- Clean and disinfect surface of tub
- Clean water lines and jet lines
- Develop policy for allowing guests to use tub (one guest at a time, time limit for guest use, etc.)

## Fitness Areas

- Clean and disinfect fitness equipment
  - Consult with equipment providers to ensure the proper type of cleaner is being used to prevent harm to the equipment
- Evaluate spacing of fitness equipment if necessary for local/government requirements (social distancing, etc.)
- Evaluate posted signage detailing guest expectations regarding the use and sanitation of fitness equipment; update if necessary
- Provide appropriate sanitation materials for guest use (if applicable)
- Evaluate spacing needs/occupancy limits in fitness/yoga classes if necessary to meet local/government requirements (social distancing, etc.)
  - Consider guidelines for instructors setting up for classes early to allow guests to maintain social distance

## Restrooms

- Clean and disinfect hard surfaces and high-touch areas
  - Door/stall handles
  - Light switches
  - Sinks
  - Faucet and handles
  - Toilet paper/paper towel dispensers
  - Toilet handles
  - Toilet seats/tanks

## Retail Areas

- Clean and disinfect shelves and items in hard surface containers
- Remove testers or shared shopping bags/baskets that may cause sanitary concerns
- Store most commonly used testers in a sealed, disinfected container in an accessible location not visible to guests
- Print and post sign notifying guests that testers are available upon request (if applicable)
- Evaluate the addition of individual sealed samples when available
- Evaluate shared dressing/changing rooms used to try on retail apparel items and determine if temporary closure of that space is necessary
- Evaluate the addition of individually packaged snacks and/or beverages if communal food and beverage amenities are no longer offered
- Evaluate curbside pickup and/or mail order options for guests visiting solely for retail needs

## Staff Break Rooms

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

## Laundry

- Launder clothing, towels, linens and other machine-washable items according to the manufacturer's instructions, using the warmest appropriate water setting.
- Dry items completely
- Clean and disinfect clothes hampers



## COMMUNICATIONS & MARKETING

### 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

### External Communications

- Send “Welcome Back” emails to guests outlining:
  - new sanitation practices and policies
  - advertised reopen date
  - expectations on what may visually be different when they enter the spa
  - changes to payment process
  - changes or new guidelines relating to the use or availability of communal spaces/amenities
  - 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
- Identify a way to thank loyal customers for returning to the spa



## COMMUNICATIONS TEMPLATES

*A note from ISPA: These templates provide general guidance for communications and does not supersede any laws under which your spa operates. Always follow the health and sanitation regulations established by your local, state or national governments and seek legal counsel as necessary. These templates are meant to be customizable with applicable components being used as deemed appropriate by each **individual spa location**.*

### Reopening Press Release Template

[Contact Name and Title]

[Spa/Company Name]

[Phone Number]

[Email Address]

[Website]

[HEADLINE (ALL CAPS) EXAMPLE: [YOUR SPA NAME] SET TO REOPEN FOLLOWING COVID-19 SHUTDOWN]

[CITY, STATE, Month Date]—[INSERT SPA NAME] will reopen on [INSERT DATE] in accordance with the regulations and guidelines put forth by [INSERT GOVERNMENT ENTITY AND/OR PROFESSIONAL BODIES]. Management and staff have worked diligently during the spa's closure to update its already rigorous sanitation and hygiene standards and implement new policies and procedures to promote the health and safety of guests and staff.

A selection of the updates and adjustments [INSERT SPA NAME] has made can be found below.

*[use bulleted list to detail the most critical updates made to your spa's policies and SOPs; see example below]*

- **[Revised Treatment Menu:** [your spa name] has revised its treatment menu to include low- or no-touch treatments, as well as a simplified selection of traditional treatments]
- [item #2]
- [item #3]
- [item #4]
- [item #5]

[INSERT QUOTE FROM OWNER/MANAGEMENT/CORPORATE FOCUSED ON GUESTS' PEACE OF MIND, GUEST EXPERIENCE, EXCITEMENT TO SERVE GUESTS AGAIN, ETC.]

[INSERT SPA NAME] will continue to follow local, state and national regulations regarding the safe operation of spas. As the spa receives additional guidance, its policies and practices will be updated accordingly.

Additional details can be found at [INSERT WEBSITE WITH HYPERLINK].

Guests interested in scheduling treatments or services can do so via [INSERT DETAILS (i.e.booking website, phone number, etc.)].

*Release Date: April 22, 2020*

## Reopening Guest Email Template

Dear [INSERT NAME],

During these past months of uncertainty and change, we have been looking forward to the day when we can welcome guests back to [INSERT SPA NAME]. We are excited to announce that we are reopening our spa on [INSERT REOPENING DATE] and will operate based on the reopening guidelines established by [INSERT GOVERNMENT ENTITY AND/OR PROFESSIONAL BODIES]. Our new hours of business will be [INSERT HOURS].

Our top priority has always been to bring an unparalleled safe experience of healing and rejuvenation to our guests, and our resolve is stronger now than ever before. Our team has been hard at work to raise the bar of hygiene and sanitation, as well as considering every step of treatment processes to ensure we meet your needs in a focused and safe manner that is in accordance with government guidelines.

Here are some tangible ways we have ramped up our efforts to guarantee guest and employee safety:

*[Samples of Additional Text that could be added/alterd for this section:]*

- *Service providers will wear masks during treatments as an enhanced safety measure.*
- *Our front desk staff will welcome you upon arrival and help you navigate to either the locker room or directly to your treatment room, if preferred.*
- *Temporary closure of [INSERT ANY COMMUNAL SPACES THAT MAY BE CLOSED]*
- *XXX will be available to guests in lieu of communal snacks and beverages.*
- *Reduction in the number of available fitness equipment items to meet social distancing requirements, with signs posted on closed equipment.*
- *Opportunity to pay for your treatment and gratuity in advance to allow for a touchless payment transaction.*
- *No cash payment transactions onsite. All payments will be collected via credit, debit or gift cards.*

To keep our guests and employees safe, we will ask all guests to:

- Refrain from visiting the spa if you or a household member have a fever, COVID-19 symptoms or a communicable illness.
- Refrain from visiting the spa if you are under an isolation or quarantine order/directive.
- Respect the spa's sanitation and hygiene standards and processes posted within the spa and shared by employees.
- Wash hands prior to beginning each treatment/service.
- Share special sanitation or hygiene requests prior to arriving at the spa.

To book a treatment, please visit [INSERT BOOKING LINK] or call us at [INSERT PHONE NUMBER]. At [INSERT SPA NAME], our passion is serving you. We look forward to resuming operations and bringing healing to our guests once again.

Sincerely,  
The [INSERT COMPANY NAME] Team

*Release Date: April 22, 2020*

## Confirmation/Pre-Arrival Email

Dear [INSERT NAME],

Thank you for choosing to book a treatment with us. We look forward to seeing you soon. Below you will find confirmation details for your upcoming service along with an overview of efforts we've put in place to welcome you back to our spa safely and comfortably as we navigate through the COVID-19 reopening process.

### Confirmation Details:

- Treatment:
- Date & Time:
- Special Requests:

### What you can expect:

- Reduced hours (X:XX am to X:XX pm) and appointment times to ensure we meet reopening requirements set by [GOVERNMENT ENTITY AND/OR PROFESSIONAL BODIES].
- While our spa has always met stringent sanitation requirements, we will now more visibly display those efforts and display additional signage for your comfort.
- Verbal confirmation by your service provider(s) that their hands have been sanitized immediately prior to the start of your service.

### *Samples of Additional Text that could be added/alterd for this section:*

- *Service providers will wear masks during all treatments as an enhanced safety measure.*
- *Our front desk staff will welcome you upon arrival and help you navigate to either the locker room or directly to your treatment room, if preferred.*
- *Temporary closure of [insert any communal spaces that may need to be closed]*
- *[INSERT ITEMS] will be available to guests in lieu of communal snacks and beverages.*
- *Reduction in the number of available fitness equipment items to meet social distancing requirements, with signs posted on closed equipment.*
- *Opportunity to pay for your treatment and gratuity in advance to allow for a touchless payment transaction. No cash payment transactions onsite. All payments will be collected via credit, debit or gift cards.*

### What we ask of you and our guests:

- Refrain from visiting the spa if you or a household member have a fever, COVID-19 symptoms or a communicable illness.
- Refrain from visiting the spa if you are under an isolation or quarantine order/directive.
- Respect the spa's sanitation and hygiene standards and processes posted within the spa and shared by employees.
- Wash hands prior to beginning each treatment/service.
- Share special sanitation or hygiene requests prior to arriving at the spa.

If you have any questions, please don't hesitate to contact us at [INSERT PHONE NUMBER OR EMAIL]. Thank you again for choosing to support [INSERT SPA NAME]

Sincerely,  
The [INSERT COMPANY NAME] Team

*Release Date: April 22, 2020*

## Memorandum to Employees Regarding Temperature Screenings Template

### MEMORANDUM

TO: [INSERT SPA NAME] Employees

From: [INSERT SENDER NAME AND TITLE]

Date: [INSERT SEND DATE]

Re: Employee Screening Procedures

The health and safety of our employees and guests remain our top priority. As of [INSERT START DATE], [INSERT SPA NAME] will implement body temperature screening for all employees prior to the start of their work day as a precautionary measure to help reduce the spread of COVID-19. {If this is a mandate by your state/governing body cite those details here}

When you arrive to work, please immediately report to [INSERT LOCATION] before visiting any other areas of the facility. Private screenings will be conducted by [INSERT NAME OR POSITION TITLE] using a touchless forehead/ temporal artery thermometer. The employee's temperature and answers to respiratory symptom questions will be documented, and the record will be maintained as a private medical record.

Any employee who has a fever at or above 100.4 degrees Fahrenheit or who is experiencing coughing or shortness of breath will be sent home. [INSERT LANGUAGE ABOUT SICK LEAVE/PAY HERE FOR YOUR RESPECTIVE COMPANY]. The employee will be responsible for determining if a doctor's visit or call is necessary.

An employee sent home under this policy may return to work when he/she has been fever free with no respiratory symptoms for at least three (3) days without taking a medicine to reduce the fever. If a doctor confirms in writing that it is safe for the employee to return, they may be allowed to return earlier than the three-day period.

If you have any questions regarding this new process, please contact [INSERT CONTACT NAME, PHONE NUMBER AND/OR EMAIL].