

Relaxation Works Cleaning and Sanitization Protocol

General Staff: Opening / Maintenance / Closing

This document will be updated as new state and local guidelines are released.

General/Front Desk/Spa Attendant – Opening

- Disinfect handles of doors prior to entering building
 - All managers to hold sanitation wipes for this purpose when coming and going
- Use EPA registered, hospital grade disinfectant wipes on all cash registers before counting cash or starting up POS

- Let dry before opening tills
- Wash hands immediately after touching money
- Disinfect all door handles in main areas such as lobby, retail area, relaxation area, employee break area, and management offices
 - Remember, not everyone will touch a door in the same spot, so be sure to wipe down the entire length of the door with a disinfectant that is safe on the material
- Disinfect office desk space and electronics
- Front desk staff to disinfect all counters, phones, office supplies such as staplers or tape dispensers, and pens
 - Consider a ready-to-use spray for this purpose; let items dry completely before using
- Disinfect lobby surfaces, arm rests, relaxation area surfaces and arm rests, decorative items that may be touched or handled, and tea bar or self-serve amenities
- Disinfect shower knobs, sinks
- Disinfect bathroom sinks, faucets, toilet seats, flush handles, stall doors, and door handles
 - Keep disposable nitrile gloves available for bathroom cleaning
 - Wash hands when finished with bathrooms
- Count expected number of guests for the day and set out an appropriate amount of towels in all applicable general rooms; to reduce contamination, try not to leave out extra towels that will not be used
- Begin any laundry that was not completed from the previous day; wear gloves, masks, and protective eyewear
 - Be sure to use a laundry detergent that has an oxygenating agent in it, such as Oxi-Clean, which has been shown to help effectively kill bacteria
 - Use hot water for all laundry if possible; consider wearing and using fabrics that can withstand higher heat while in the wash
 - Hold soiled linens away from your person so as to reduce contamination of your own clothes
 - Ensure your face mask is clamped securely over the bridge of your nose, and that the draw strings have been pulled in so that the mask rests flush against your face along all edges
 - Refer to instructional video for proper removal of gloves
- Wash hands as a final step and place out tent cards letting guests know you have thoroughly disinfected the spa before their arrival
 - Leave cards in all high traffic areas, such as retail space/lobby, restrooms, treatment rooms, relaxation area, etc.

General/Front Desk/Spa Attendant – Maintenance

- Refrain from touching your face and from shaking hands with clients

- Because bathrooms tend to be damp, wear the appropriate PPE for cleaning these areas throughout the day: gloves, face mask, and protective eyewear

- Use disinfectant wipes on all cash registers once every hour
 - Use hand sanitizer after every transaction at cash register, washing hands with soap and water after every 5 uses
 - Check that all soaps and hand sanitizers are full throughout the day
 - Do not under any circumstances leave dirty dishes in the break room area; wash all dishes and utensils immediately after use and put away in storage cabinets
 - Disinfect all door handles in main lobby area and office door handles once every hour
 - Disinfect office desk space and electronics once every hour
 - Front desk staff to disinfect all counters, phones, office supplies such as staplers or tape dispensers, and pens once every hour
 - Disinfect lobby surfaces, arm rests, relaxation area surfaces and arm rests, decorative items that may be touched or handled, and tea bar or self-serve amenities – once every hour
 - Disinfect shower knobs, and sinks– once every hour
 - Disinfect bathroom sinks, faucets, stall doors, and door handles – once every hour
 - Using a quick-dry mop with a disposable or re-usable cloth head, like a Swiffer or similar, clean all bathroom, and main area floors during mid-day shift; stagger designated cleaning times for each area
 - It would be best to use a disinfecting solution if possible, but any cleaning solution is acceptable for mid-day quick-dry mopping. A sanitizing or disinfecting solution MUST be used during closing shift wet mopping.
 - Disinfect toilet seats and flush handles twice per day, in addition to opening and closing protocol
 - The frequency of sanitation for bathrooms may be increased according to client volume
 - Wash hands when finished with any bathroom disinfection
 - Wipe down and disinfect retail area tester products once every hour
 - Continue with laundry as needed, wearing gloves, masks, and protective eyewear while doing so

General/Front Desk/Spa Attendant – Closing

- Before beginning closing duties, don the appropriate PPE for all steps in all areas: gloves, face mask, and protective eyewear
- Use disinfectant wipes on all cash registers before counting cash or closing down POS
 - Let dry before opening tills
 - Wash hands immediately after touching money
- Disinfect all door handles in main lobby area and office door handles
- Disinfect office desk space and electronics
- Front desk staff to disinfect all counters, phones, office supplies such as staplers or tape dispensers, and pens
 - Consider a ready-to-use spray for this purpose; let items dry completely before putting back in their place for next day
- Disinfect lobby surfaces, arm rests, relaxation area surfaces and arm rests, decorative items that may be touched or handled, and tea bar or self-serve amenities
- Clean and disinfect retail area shelves and tester products

- Use a fabric-safe disinfectant spray (like Citrus II) on all furniture customers may have used in lobby, relaxation area, etc.
- Disinfect shower knobs, and sinks Squeegee and mop showers using an EPA registered hospital-grade disinfectant
 - Sweep and mop all floors and bathrooms using an EPA registered hospital-grade disinfectant
 - Disinfect bathroom sinks, faucets, toilet seats, stall doors, and door handles while wearing gloves, masks, and protective eyewear
 - Keep disposable nitrile gloves available for bathroom cleaning
 - Refer to instructional video for proper removal of gloves
 - Wash hands when finished with bathrooms
- Take out trash wearing gloves
- Disinfect all laundry room equipment and surfaces
- Disinfect all break room surfaces and appliances, such as the microwave and refrigerator
- Disinfect all office areas and supplies such as keyboards, mice, phones, doors, chairs, etc.
- Take any unused towels to the laundry room to be washed the next day
- All employees must wash hands before allowed to leave
- Closing manager must be last to leave and use disinfectant wipes on front door and handles on the way out

Staffing + Operations

- Appointments will be staggered so the one in one out model is followed.
- While in general areas staff must remain 6 feet apart.
- Clients are to wait in their care before appointments.
- All staff must self check their temperature before arriving at work, enter the building with a mask on, wash their hands immediately upon entering the spa.
- If a staff member becomes ill with covid-19 they are not to report to work immediately. They must not come into work for at least 14 days from the signs of their first symptoms. They can not return to work until they have not had symptoms for at least 7 days.