

COVID-19 Health & Safety Guidelines

The Oriental Spa • 16 Jim Fouché Avenue, Platteklouf 1, Cape Town

Introduction

In order to continue to provide the highest quality of care while protecting both of our Clients, as well as our Teams, we will be operating under VERY Strict HYGIENE and Safety protocol, exceeding government and Industry requirements to protect and fight the spread of CORONAVIRUS.

Your Safety is our Priority, so we have taken measure to create a SAFE and CLEAN environment for our Client and our Staff.

We are excited to see all our clients from Quarantine to Beauty Queen

The Coronavirus And How It Transmits

Coronavirus disease (COVID-19) is an infectious disease caused by a newly discovered coronavirus.

Most people infected with the COVID-19 virus will experience mild to moderate respiratory illness and recover without requiring special treatment. Older people, and those with underlying medical problems like cardiovascular disease, diabetes, chronic respiratory disease, and cancer are more likely to develop serious illness. The best way to prevent and slow down transmission is be well informed about the COVID-19 virus, the disease it causes and how it spreads. Protect yourself and others from infection by washing your hands or using an alcohol-based rub frequently and not touching your face.

The COVID-19 virus spreads primarily through droplets of saliva or discharge from the nose when an infected person coughs or sneezes, so it's important that you also practice respiratory etiquette (for example, by coughing into a flexed elbow).

Currently, there are no specific vaccines or treatments for COVID-19. However, there are many ongoing clinical trials evaluating potential treatments. WHO will continue to provide updated information as soon as clinical findings become available.

5. Important Personal Protection To Covid-19

Wash your hands frequently

Regularly and thoroughly wash your hands with soap and water for at least 20 seconds and apply an alcohol-based sanitiser.

Why? Washing your hands with soap and water or using alcohol-based hand rub kills viruses that may be on your hands.

Maintain social distancing

Maintain at least 1-meter (3 feet) distance between yourself and anyone at all times.

Why? When someone coughs or sneezes, they spray small liquid droplets from their nose or mouth which may contain virus. If you are too close, you can breathe in the droplets, including the COVID-19 virus if the person coughing has the disease.

Wear disposable / Cloth Mask and Avoid touching eyes, nose and mouth

Why? Hands touch many surfaces and can pick up viruses. Once contaminated, hands can transfer the virus to your eyes, nose or mouth. From there, the virus can enter your body and can make you sick.

Practice respiratory hygiene

Make sure you, and the people around you, follow good respiratory hygiene. This means covering your mouth and nose with your bent elbow or tissue when you cough or sneeze. Then dispose of the used tissue immediately.

Why? Droplets spread virus. By following good respiratory hygiene, you protect the people around you from viruses such as cold, flu and COVID-19.

If you have fever, coughing and/or difficulty breathing, seek medical care early

Stay home if you feel unwell. If you have a fever, coughing and/or difficulty breathing, seek medical attention and call in advance. Follow the directions of your local health authority.

Why? National and local authorities will have the most up to date information on the situation in your area. Calling in advance will allow your health care provider to quickly direct you to the right health facility. This will also protect you and help prevent spread of viruses and other infections.

Materials And Sanitation Materials

We make use of the following PPE and cleaning materials.

Handwash Soap 99.9% kills germs instantly.

Hand Gel sanitizer 99.9% kills germs instantly.

Hand and Surface Spritzer 99.9% kills germs and bacteria.

EPA-registered Disinfectant

Bleach

Isopropyl Alcohol

Non-contact Infrared Thermometers (one for Staff and one for Clients)

Nitrile Gloves (disposable)

Face Masks / Face Shield

Reception counter / Nail Screens

Perfect Aire Air Purifier

Perfect Aire Microshield Solution

Management Responsibility Of Staff Health

As management, you have an important role to play to ensure the well-being of our team.

Increase our check in's with staff

First of all, we check in with all staff before they come to the workplace that they are symptom free and have absolutely not come into contact with anyone that has had the virus in the last 21 days. We do NOT take chances and ensure our staff member is tested before coming to work. Temperature readings of all staff to be taken daily on arrival and departure.

Recognize, remind and Support Staff Safety

We allocated enough time to train our staff on the new guidelines and implementing All Standard Operating Procedure

Oriental Spa

Policies And Procedures

Subject: COVID-19 Sterilisation / Sanitation Process

Sop Code:

Division: All Staff

Standard: Ensure all items sterilised after and before use

Policy:

Prevent COVID-19 Infection Risk

Follow the directions

Sterilise / Sanitise item before / after use

Date SOP issued:

Staff Signature:

Date SOP trained:

Staff Signature:

Sterilization and Sanitation Process

Our Spa will have a residual disinfecting service every 30 days

Floors should be vacuumed and wash 2x a day with a disinfectant solution.

We will have protective screens in our reception counter sprayed with sanitiser, wipe down regularly. Phone and credit card machine are wiped with disinfectant wipes. Ensure hand sanitiser is available and full and at front desk.

Hard surfaces / Equipment will wash with hot soapy water and spray with liquid sanitizer and wipe down thoroughly after each client visit.

Metal Instruments / Tools (tweezers, nail clippers, cuticle nippers, etc., will wash and scrub with hot soapy water and detergents, dried and stored in a closed disinfected cabinet.

Products in treatment room will wipe down excess product after use and spray with liquid sanitising spray.

Linen / Towels will replace for each new client. Wash on a 60 degree hot cycle and place it in a sterile cupboard.

We will always make sure that all toilets are sanitised, disinfected with bleach to stay clean, and smell fresh. Alcohol-based sanitiser will be available to regularly make use of it. Disposable paper towel will be available to dry hands.

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Policies And Procedures

Subject: COVID-19 Therapist / Client Prevention During Treatments

Sop Code:

Division: Therapists / Clients

Standard: Therapists / Client to wear masks all the time

Policy:

Prevent COVID-19 Infection Risk

This SOP is to be combined with ALL treatments SOP's

Date SOP issued:

Therapist Signature:

Date SOP trained:

Therapist Signature:

Procedure :

Staff /CLIENT temperatures will be taken on arrival and then twice during the course of the day for all Staff.

STAFF Changed with sanitised uniform and shoes and spray sanitiser on travel clothing and pack away your items you have and put immediately into allocated (pre sanitised) storage area.

All Therapist will always wear disposable masks and new pair of gloves with every client with treatment and follow the correct guidelines for removal of their masks and gloves.

Sanitiser will be applied to every Guest's hand on entry to the Spa.

Client must wash / sanitise hands after removing their clothes / shoes, and before getting on the treatment bed.

Therapist must wash / sanitise hands inside treatment room before performing treatment without gloves.

Absolutely under no circumstances Therapist remove the mask at any time (it is not the easiest to breath under, but this is necessary for both Guest and Therapist Safety, you will get used to the mask after few days of using continuously while doing treatment).

All rooms will have Perfect Aire Air Purifier with Microbshield Solution that disinfects,

re-energizes and refreshes indoor air. It eliminates 99% of bacteria, viruses, fungi, mould and other microscopic pollutants in the air, as well as on a variety of hard surfaces.

Ensured Surface sanitiser is available and filled at all areas where guests or Therapist may touch

Only 1 Client per Therapist member will be accommodated.

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Policies And Procedures

Subject: COVID-19 Guest Reservation / Booking Policies

Sop Code:

Division: Clients

Standard: Clients to wear masks all the time

Policy:

Prevent COVID-19 Infection Risk

Maintain the higher standard of Customer Service

Date SOP issued:

Therapist Signature:

Date SOP trained:

Therapist Signature:

Policies

We encouraged Clients to make their bookings via email or contact us, as we are limiting the time spent in our waiting area, so we will be doing Online Short questionnaire Consultation prior to your treatment and Treatment consent form will also be electronic as part of the consultation process.

Oriental Spa Sanitising Health and Safety Policy will be outlined in the Booking confirmation via email/WhatsApp.

Clients are encouraged to pay EFT payments before arrival as we are not handling any cash at this point.

Notes:

We will not have any magazines or newspaper or any flyers of any type.

There will be no refreshments available

We will minimise time spent in common areas so will not make use of any areas that involve 'hanging around'.

Our Operational Checklist is available on request when you visit our Spa.