

# WEST VIRGINIA STRONG

## *The Comeback*



**A Guide to Safely Reopening Spas**

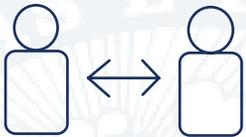
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Issued on May 19, 2020

## A Guide to Safely Reopening Spas

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Under Gov. Justice's reopening plan, **West Virginia Strong — The Comeback**, spas and massage businesses are to be allowed to re-open. To do so, Gov. Justice has issued the following guidance to mitigate the exposure and spread of COVID-19 among employees and customers. These guidelines, in addition to any and all relevant guidelines established by the Centers for Disease Control (CDC), will help West Virginians safely obtain the services provided by such facilities. Businesses are strongly encouraged to implement more stringent protocols as they see fit.



As your business reviews and implements these new measures, we encourage you to share and discuss them with your employees and your patrons.

**Please note:** The following guidelines are being published in advance of Governor Justice's Executive Order — currently anticipated to be effective as of the week of May 30, 2020 — that will allow for the reopening and reintroduction of employees to spas and massage businesses in a limited capacity.

Failure to adhere to these guidelines may result in appropriate enforcement measures.

## A GUIDE TO SAFELY REOPENING SPAS

- **Plan:** Develop and implement appropriate policies, in accordance with federal, state, and local regulations and guidance, and informed by industry best practices:
  - Prepare the building for reopening;
  - Prepare your employees for their return to work;
  - Establish an appointment schedule (as further described below);
  - Create a social distancing plan to manage and reduce excessive contact and interaction;
  - Create a plan for personal protective equipment;
  - Reduce touch points to the maximum extent possible;
  - Increase cleaning frequency and the availability of hand sanitizer, disinfectant wipes, and other DIY cleaning products to ensure touch points and common surfaces are properly sanitized between use by customers;
  - Establish an open line of communication with employees regarding safety.
- **Screening:** Screen all employees reporting to work daily for COVID-19 symptoms with the following questions:
  - Temperature checks
  - Have you been in close contact with a confirmed case of COVID-19?
  - Are you experiencing a cough, shortness of breath, or sore throat?
  - Have you had a fever in the last 48 hours?
  - Have you had new loss of taste or smell?
  - Have you had vomiting or diarrhea in the last 24 hours?
- **Sick employees:** Direct any employee who exhibits COVID-19 symptoms (i.e., answers yes to any of the screening questions or who is running a fever) to leave the premises immediately and seek medical care and/or COVID-19 testing, per CDC guidelines. Employers should maintain the confidentiality of any and all health information.
- **Training:** Train all employees on the importance and expectation of increased frequency of handwashing, the use of hand sanitizers with at least 60% alcohol, and provide clear instruction to avoid touching hands to face.
- **Cleaning:** Implement workplace cleaning and disinfection practices, according to CDC guidelines, with regular sanitization of common surfaces and tanning equipment between use by each customer. Ensure that staffing and supplies available for such facilities is sufficient to enable enhanced sanitization and cleaning measures in accordance with appropriate CDC guidelines.
- **Monitor:** Monitor your employees for indicative symptoms and keep an open line of communication. Encourage workers to report any safety and health concerns to the employer.
- **Hygiene:** Provide a place to wash hands or alcohol-based hand sanitizer containing at least 60% alcohol.
- **PPE:** Require employees to wear PPE when appropriate, with special considerations for those employees that come into contact with customers.
- **Tracing:** Develop and implement policies and procedures for employee contact tracing following any employee contact with a positive COVID-19 test and inform the local health department of any such positive test and tracing information.
- **Phase in:** To the greatest extent possible, return employees to work in phases, spread out shifts, and limit total building occupancy, in accordance with guidance from the West Virginia Department of Health and Human Resources, to reduce excessive or unnecessary interaction.
- **Telework:** Allow teleworking to the maximum extent possible, wherever possible (e.g. financial and accounting staff).

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- **At-risk individuals:** Consider special accommodations for employees that are members of a vulnerable population, like senior citizens or immunocompromised people.
- **Touch points:** Contact with common surfaces, doorknobs, switches, buttons, and any point of sale equipment should be limited to the maximum extent possible and all such touch points frequently cleaned and sanitized. The number of touch points in the building should be reduced and limited to the maximum extent possible. The common surfaces and spa equipment must be properly cleaned and sanitized prior to each subsequent appointment and/or use.
- **Appointments:** All services must be scheduled with adequate time in between appointments to properly clean and disinfect. Customers should be asked to wait outside or in their cars until they are called in for their appointment. Common waiting rooms should be closed to customers to the greatest extent possible. Appointments should be staggered to avoid multiple people in the waiting areas, locker rooms, showers, or other common areas.
- **Remove/Reduce:** Display items, common toiletries in locker rooms, and other similar touch points should be removed or reduced to the maximum extent possible and any items that currently are common in these environments should be removed or placed out of reach of customers to reduce customer contact.
- **Cooperation:** Plan for potential COVID-19 cases and work with local health department officials when needed (i.e., monitor and trace COVID-19 cases, deep-clean facilities).
- **Signage:** Post extensive signage on health policies, including the following documents in the workplace to help educate all on COVID-19 best practices:
  - [CDC: Stop the Spread of Germs](#)
  - [CDC: COVID-19 Symptoms](#)

## CUSTOMER PROTECTION

- **Customer screening:** Screen customers for illness prior to entry:
  - Temperature checks
  - Have you been in close contact with a confirmed case of COVID-19?
  - Are you experiencing a cough, shortness of breath, or sore throat?
  - Have you had a fever in the last 48 hours?
  - Have you had new loss of taste or smell?
  - Have you had vomiting or diarrhea in the last 24 hours?
- **PPE:** All patrons should be required to wear appropriate personal protective equipment at all times, including appropriate facial coverings to the greatest extent possible.
- **Ventilation:** Keep doors and windows open where possible to improve ventilation and reduce touch points.
- **Signage:** Post signs encouraging social distancing of at least six feet between individuals.
- **Cleaning:** Request that all customers clean unavoidable, common touch points (e.g. lockers, shower facilities, doorknobs, light switches, etc.) with which they come in contact by using disinfecting wipes or other appropriate materials provided in or around such common touch point areas.
- **Building Occupancy:** Establish limitations on existing occupancy limits.

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- **Distancing:** Enforce reasonable and appropriate social distancing requirements in all areas of the business, including waiting areas and break rooms:
  - Limit waiting areas through implementation of strict appointment rules and request that customers wait in their vehicles;
  - Common areas such as locker rooms and showers must be situated such that the patrons are no closer than 6 feet; and
  - Any remaining chairs in waiting areas, locker rooms, or any other common areas should be removed or spaced in such a manner to accommodate social distancing requirements.
- **Reduce Contact:** To the greatest extent possible, institute measures and appropriate physical barriers to limit interaction between employees and customers.

