

# **SOP FOR SPA, WELLNESS CENTRE, FOOT MASSAGE & REFLEXOLOGY IN SARAWAK**



## SECTOR:

## SPA, WELLNESS, FOOT MASSAGE & REFLEXOLOGY

### Scope

1. Body Massage
2. Foot Massage
3. Reflexology
4. Shoulder/Head Massage
5. Facial Massage/Treatment
6. Manicure & Pedicure

### Prohibited Activities

- Group visits which can affect the capacity of these centres due to the size is not allowed. Overflow of customers are required to come back according to their appointment time
- Water treatment in tubs, Jacuzzi, body scrubs, sauna, steam bath are not allowed

### Mandatory Requirements

1. Directives from the State Disaster Management Committee from time to time
2. Act 342
3. Terms and Conditions under the Local Authorities
4. Ability to explain SOP during Snap Checks by Enforcement Team

#### Opening Hours

Normal

#### Operational Hours

Normal

#### Workers' Capacity (%)

100 (keperluan sebenar)

### Activity and General Protocol

#### Action

#### Description

**NOTIFICATION** to resume activity and resume business

- **Notification to begin Activities/Business by SPA, Wellness, Massage and Reflexology Centres** must be made as prerequisite to operate (<https://mlgh.sarawak.gov.my>)

Health Screening for Masseuse/Masseur, Workers/Staff/Visitors/Customers

- Compulsory health and temperature screening to detect COVID-19 symptoms such as fever, coughing, sore throat, flu or respiratory difficulty
- Entry Point Screening: For all staff, Masseuse/Masseur, customers, visitors, contractors, suppliers, tenants, vendors and those related to the business operations. Those with body temperature exceeding 37.5 C shall be denied entry and advised to seek treatment at nearby medical clinics
- Qualification of Therapists/Service Providers: /Masseuse/Masseur

1. **Foreigners with valid work permit who have been in the State for more than 30 days**
2. **Local Therapists/Blind Masseuse/Masseur)**

Layout of Operational/ lift/ Waiting Lounge

- **2 meters distancing** between tables ,chairs , waiting rooms ,lifts (marked by coloured tapes)
- Massage beds/chairs 1 - 2 meter as per floor plan layout attached

Social Distancing

- 1 meter social distancing arrangement at counters/office/ general open area and facilities in the business premise based on floor size

Hand Sanitisers at open areas/ lobby/entrance/ Therapy Room

- Provide hand washing facilities with soap and hand sanitisers at general and open areas, entrance lobby, counters and rooms
- Encourage strict/high standard of hygiene such as regular washing of hands, sanitisation.

Cleanliness & Disinfection

- Business owner must ensure their premise and equipment are regularly cleaned and sanitised after every customers. This includes fabric covers for chairs and beds, towels/sheets/plastics which are required to be changed after every customer.



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Services By Appointment Only

- Customers are recommended to make appointments to ensure premise capacity is limited to the **next immediate customer** at any one time. This is to prevent unnecessary over crowding at waiting area or while waiting in queue. *Walk – in is not encouraged.*

Guest Facilities & Waiting Room

- Recreational and Guest facilities at the waiting room or lounge are not allowed (magazines, news, books, refresher towers, sauna/steam bath). Food and Drinks are not to be served in the premise.

Alternative Communication between Customers and Therapists

- Use alternative communication for discussing such as online query, book service package menu, whatsapp or phone call to acquire extra information to limit physical and face to face discussion.

CovidTrace/MySejahtera Applications

- Staff and customers to download CovidTrace/MySejahtera application or register their personal information at registry counter including information on the therapists who are assigned to them. This is to ensure effective COVID 19 Contact Tracing.
- Therapists/Masseuse/Masseur are required to wear name/number tags

Exhibit The “Do” dan “Dont’s” Guidelines for COVID-19

- Prepare and Exhibit “Do’s” dan “Don’ts” Guidelines that are shared or displayed to customers regarding precautionary measures to prevent COVID-19 in the premise

Appoint Guest/Operation Supervisor/Assitant

- Conduct briefing and also appoint supervisor role among staff or available masseuse/masseur to guide customers to comply with the rules and regulation at the centre
- Business premise/operation with blind Masseuse/Masseur to assist in compliance to terms and conditions of SOP (*Record temperature/Register Customers*)

Facemaskfor Customers

- Compulsory wear of Face Mask for customers upon entry and within the business. premise Customers not wearing any will be given one..



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Customer Movements

- Customer movements and flow must be controlled. There should be no gathering and crowding of areas in the business premise. Signage in providing directions to assist the customers or be guided by the premise's appointed supervisor.

Protection gears for Staff and Therapists

- Premise owners must prepare face mask, face shield, gloves, hand sanitiser for the staff, therapist. And Masseuse or Masseur
- Used hand gloves are to be disposed after each customer
- Face shields are to be wiped clean after every customer and to be disposed off if damaged.
- Standard uniform for Masseuse/Masseur, staff or workers (sportswear/tracksuit/tshirt/slacks).

Safety Measures During Therapy (Premise Staff)

- Duration of therapy or treatment must be according to the packages selected. No additional services outside the agreed package is allowed to prevent additional time waiting for the next customer.
- Compulsory use of face mask/face shield during therapy and treatment.
- Regular hand wash, hand sanitisation before, during and after the therapy/treatment.
- Use sign language/prepare ready menu as an alternative means of communication instead of conversation

Leave after Completion of Therapy

- Customers are required to leave immediately after the end of each therapy and treatment.

Bath Before Therapy

- Customers are encouraged to bath before and after therapy or treatment (for those with bathroom facilities)
- For foot reflexology the cleaning of booth feet should be with anti bacterial soap and not immersed in water of disinfectant/chlorine



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Payments at Counter

- Contactless and Digital payments are encouraged

Disposal of Face Mask, sheets, Disposable Underwears and Shower Caps

- Disposal face mask, underwear, shower caps, plastics and gloves are to be put into appropriate dustbins that are closed
- Used fabrics, towels, sheets are to be changed and cleaned after every customer

Disposal of General Wastes

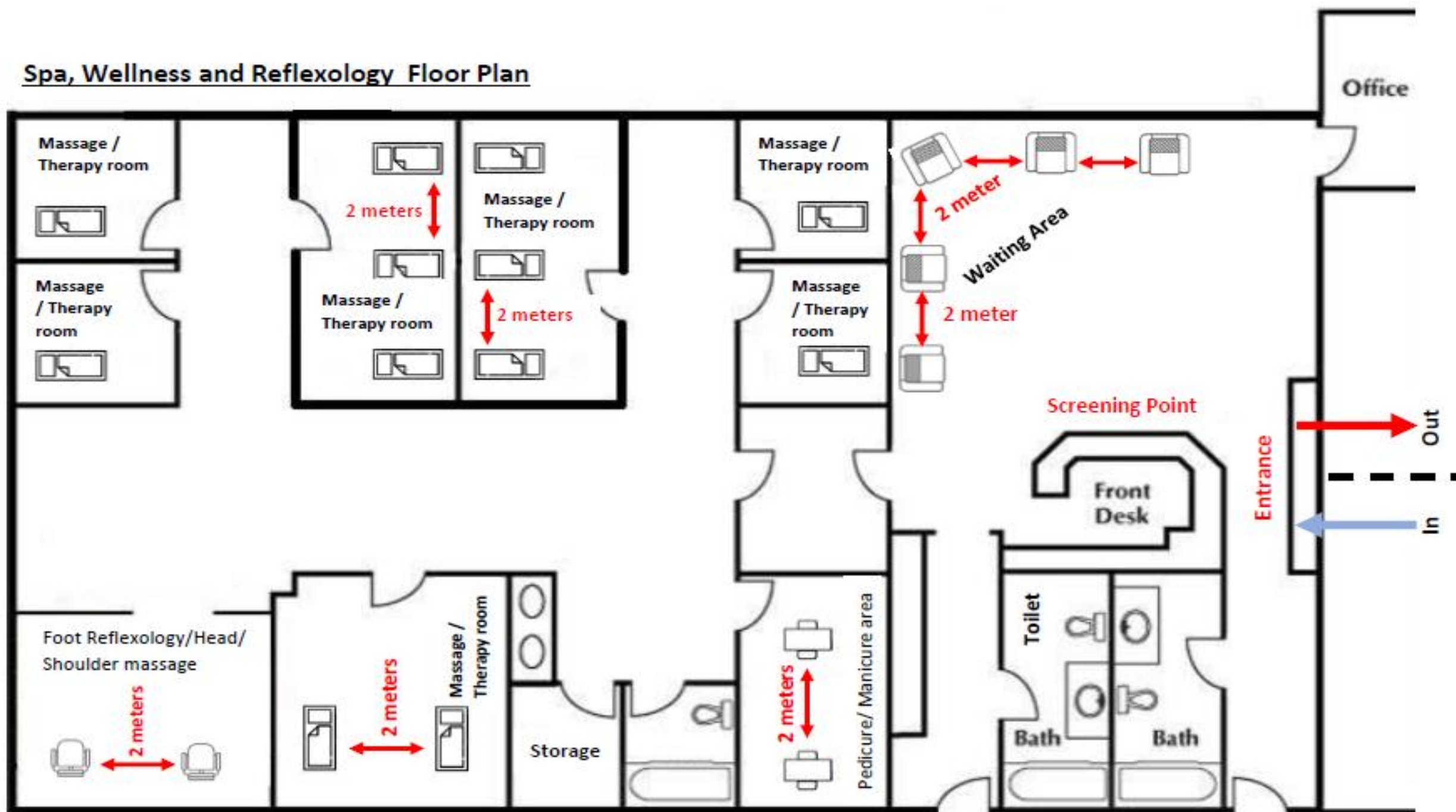
- Waste disposal must be according to existing *standard procedure*. (Wrapped in black plastic bags and tied)

Housekeeping Activities (Hygiene & Cleanliness Standards and Regular Sanitization)

#### **Housekeeping procedures that must be adhered to:**

1. Used Fabrics/towels/sheets must be folded and keep inside a container before sent for laundry/washing
2. Disinfection/Cleaning of 'Face Shield' to be wiped after every customer.
3. Use of pillows are not encouraged. However if used the pillow covers are to be changed after every customer and folded inside a closed container and sent to laundry/wash
4. Lockers are to be sanitised and labeled 'SANITISED' for the convenience of customers who wish to use them.
5. Changing rooms, therapy and treatment rooms must be clean and sanitised with regular changing of fabrics, covers, towels or plastic sheets after every customer.

## Spa, Wellness and Reflexology Floor Plan





# SPA & MASSAGE





# FOOT MASSAGE, REFLEXOLOGY & BLIND MASSAGE

