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**Industry Standard  
For Spa and Wellness  
Entities in CARIFORUM Territories**

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**The University of the West Indies  
Cave Hill Campus**

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#### **Standard for the provision of Health and Wellness Tourism Services and Products in the CARIFORUM Region**

### **Foreword**

This standard has been prepared for the purpose of setting out the requirements for the provision of goods and services within the Health and Wellness sectors of the Tourism industry throughout CARIFORUM. The aim is to assure consumer credibility in the services provided and to prevent fraudulent practices.

### **Acknowledgements**

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- The University of the West Indies, Cave Hill Campus
- Caribbean Export Development Agency
- Caribbean Development Bank
- CARICOM Regional Organisation for Standards and Quality
- Governments in the CARIFORUM Territories

### **Reference Documents**

This standard makes reference to the following documents:

European Spas Association (2011): Quality criteria for Wellness Hotels, Hotel Spas, Thermal Spas and Day Spas – the international certification EuropeSpa wellness (not published)

Austrian Committee for improving quality – Guideline Health Tourism (not published)

German Hotel Association, IHA (2011): Association Criteria “Wellness Hotel”

British International Spa Association & Spa Business Association, BISA (2011): Spa Accreditation Scheme – Standards and Quality Guidance

Working Group “Hygiene” of the Public Health Services in Mecklenburg-Vorpommern, Germany (2004): Hygiene Requirements for Wellness Treatments

German Spas Association (2011): Definitions – Quality Standards for the official Recognition of Health Resorts, Relaxation Resorts and Medical Springs

Wellness Hotels Germany GmbH (2011) – Quality Standards

European Spas Association, Committee 4 (2006): Terms of Definitions for Medical Spas in Europe

Health Ministry of Austria: Regulation about Hygiene in Swimming Pools, Sauna Areas, Warm Air- and Steam Bathes as Well as Small Bathing Ponds

WHO (2006): Guidelines for Safe Recreational Water Environments, Vol. 2: Swimming Pools and Similar Environments - WHO Library Cataloguing-in-Publication Data

German Committee on Medical Wellness (2011): Synopsis of Quality Management Standards Regarding Medical Wellness and “HOSPITALITY & SPA”

European Union (2010): COUNCIL DIRECTIVE of 27 July 1976 on the approximation of the laws of the Member States relating to cosmetic products

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Regional Standards, e.g. Turinigan Survey on Food-Safety and Consumer Protection (2002): Frame Hygiene Plan for Facilities and Businesses  
German Industry Standard, DIN 19643 (2010): Treatment of Water for Swimming and Bathing Basins, Council Directive 93/42/EEC of 14 June 1993 concerning medical devices  
EU-Guideline Chemicals  
Regulation (EC) No 852/2004 of the European Parliament and of the Council of 29 April 2004 on the hygiene of foodstuffs  
German Working Group Medical Wellness (2011): Summary Medical Wellness and Hospitality & Spa Quality -Management Standards  
ALPINE WELLNESS INTERNATIONAL (2004): Quality Standards  
REGULATION (EC) No 1223/2009 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 30 November 2009 on cosmetic products  
Tunisian Standard NT 126.05 (2007): TOURISM SERVICES – GOOD PRACTICES IN THALASSOTHERAPY (not published)  
ISO/DIS 28621(2012): Medical spas using natural resources — Service requirements (not published)  
German Trade Association for health service and public welfare (2009): Risk Evaluation in Beauty and Wellness Areas  
COMMISSION DIRECTIVE 2003/40/EC of 16 May 2003 establishing the list, concentration limits and labeling requirements for the constituents of natural mineral waters and the conditions for using ozone-enriched air for the treatment of natural mineral waters and spring waters  
COUNCIL DIRECTIVE 98/83/EC of 3 November 1998 on the quality of water intended for human consumption  
EuropeSpa med / EuropeSpa wellness (European Spas Association, Brussels)  
Best Health Austria / Best Health International (Austria)  
Wellness Stars (Germany), Medical Wellness Stars (Germany) (criteria not published)  
Alpine Wellness (Austria)  
“Q” Certificate of the Spanish Tourism Institute (criteria not published)  
Quality Label of Swiss Tourism (Switzerland)  
Wellness im Kurort / Prävention im Kurort (German Spas Association)  
Medispa (Czech Republic) (criteria not published)  
Wellness-Certificate of the German Wellness Association (criteria not published)  
Wellvital (Bavaria)

World Class Spa Standard Process, Ministry of Public Health, Thailand  
Thai Spa Excellence Quality Standard, Thai Spa Association  
Star Rating System, Ministry of Tourism and Spa Associations of Malaysia  
Spa Accreditation Program, Spa Association of Singapore  
Association of South East Asian Nations, Spa Standards (2015)  
Manual of Internationally Prescribed Policies and Procedures in Spa Operations  
Bali Spa and Wellness Association Standards and Practices, Bali Spa and Wellness Association  
CaseTrust Accreditation for Spa and Wellness Businesses  
Association of Southeast Asian Nation (ASEAN) Spa Standards  
Intelligent Spas Spa Operating Procedures Manuals

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Leading Spas of Canada: Standards & Practices

Leading Spas of Canada: Standards & Practices for Medical Esthetics

Leading Spas of Canada: Code of Ethics

Therapeutic Massage and Bodywork - National Certification Board for Therapeutic Massage & Bodywork

Acupuncture and Oriental Medicine - National Certification Commission for Acupuncture and Oriental Medicine (NCCAOM)

Cosmetology - National Accrediting Commission of Cosmetology Arts & Sciences (NACCAS)

Global Best Practices for the Spa Industry- International SPA Association (ISPA)

The International Standards of Spa Excellence – Spa Quality LLC

Quality Assurance Approved Programme – Leading Spas of Canada-

Jamaican Standard Specification for Spa Entities (FDJS 319: 2011

Recreational Water Quality Monitoring Programme – Special Swimming Pools Standards – Ministry of Health Jamaica

#### **0. Introduction**

This standard was developed through a benchmarking process aimed at providing quality assurance criteria for CARIFORUM. Inputs for the benchmarking process were derived from a Regional situation analysis and a review of applicable standards from the international arena. Both mandatory and voluntary criteria were assessed using a matrix system for comparative analysis. This matrix formed the basis for the recommendations of the criteria for this standard for CARIFORUM.

The principal objectives of the standard are to:

- To harmonize the minimum quality levels applicable to the provision of goods and services to the sector.
- To promote a level of customer service in the Region which meets or exceeds international best practices
- To provide a framework through which growth in the Regional Health and Wellness sector can be stimulated

#### **1. Scope**

This standard establishes requirements for the facilities used in providing health and wellness services as well as the products and operations involved in providing the services. Wellness facilities include, but are not limited to:

- i. Spas – day spas, hotel spas, thermal spas
- ii. Fitness centres
- iii. Wellness resorts
- iv. Various combinations of the above



## **2. Terms and Definitions**

For the purpose of this standard:

**“Audit”** means a systematic and functionally independent examination to determine whether activities and related results comply with planned objectives.

**“Certification”** means the procedure by which official certification bodies, or officially recognized certification bodies, provide written or equivalent assurance that wellness goods and services or related quality assurance systems conform to requirements. Certification of goods and services may be, as appropriate, based on a range of inspection activities which may include auditing of quality assurance systems.

**“Certification body”** means a body which is responsible for verifying that a product is produced, prepared or handled; and that a service is provided in accordance with the requirements set out in the standard.

**“Claim”** means any representation which states, suggests or implies that a product or service has particular qualities relating to its origin, therapeutic properties, nature, composition or any other quality.

**“Competent Authority”** means the official government agency having jurisdiction.

**“Consumer”/“Customer” / “Guest”** means persons and families purchasing and receiving goods and services in order to meet their personal needs.

**“Core processes”** mean the minimum individual tasks to be accomplished to provide a certain level of consistency in output of a service or product.

**“Day Spa”** means a spa which provides wellness services which are arranged and provided within a 24 hour period. A Day Spa is fixed on one location and not movable. These services may include relaxation treatments. Day spas may also have additional facilities such as a swimming pool area, a sauna area, a fitness area, a gym, a beauty area, a solarium, manicure or pedicure treatment or a haircutter/hairdresser/beautician.

**“Hotel Spa”** means a spa which is located within a hotel facility *and whose activities are integrated into the guest services provided by the hotel*. A Hotel Spa has similar facilities to those described under “Day Spas”.

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**“Inspection”** means the examination of products or systems of control of production of these products; or the process of delivering services to verify that they conform to requirements.

**“Mineral bath/spa”** means a bathing pool facility which uses water obtained from a mineral spring and which has a higher mineral content (greater than 1000 mg/L). It is required that the water flow continuously through the pool.

**“Natural swimming pool”** means an excavated, entombed or naturally occurring area, basin, chamber, or tank containing a body of untreated fresh or sea-water which flows continuously through the facility and is used for swimming, diving or recreational bathing. The water flows directly from a natural source and its composition is adjusted where required by biological methods only.

**“Official Accreditation”** means the procedure by which a government agency having jurisdiction formally recognizes the competence of an inspection and/or certification body to provide inspection and certification services.

**“Process description”** means a detailed outline of activities performed to achieve the level of consistency in the output of a product or service.

**“Salt water swimming pool”** means an entombment, basin, chamber, or tank containing a body of treated sea water, or man-made saline water, where the water is re-circulated and is used for swimming, diving or recreational bathing.

**“Thermal Spa”** means a pool facility with natural or artificial thermal water with a minimum temperature of 30°C in one basin. The infrastructure requirements are the same as described for “Day Spas”.

**“Wellness Hotel”** means a hotel which provides a holistic wellness service for the guest, i.e. the entire range of hotel amenities and guest activities are designed to promote a “wellness” experience for the guest. These include “wellness-cuisine”, “wellness programs”, sport activities, a spa area, swimming pool and sauna area, fitness area, outdoor and indoor exercise activities, relaxation programs and beauty-area . There is also an operational policy of environmental protection. A wellness hotel always offers wellness treatments and fitness programs. A wellness hotel may also offer medical- related wellness programs (“Medical Wellness”). This may include the usage of natural local agents such as healing mud, natural thermal water, sea water, seaweed, salt, herbs, etc.

### **3. The Physical Environment and Facilities**

#### **3.1 General requirements of the wellness area**

- 3.1.1 The wellness area should be adequately ventilated to ensure that customers are not adversely affected by ambient temperature and humidity.
- 3.1.2 The floor and walls in the wellness area should be kept clean and sanitary at all times in accordance with applicable Public Health regulations.
- 3.1.3 The wellness area should provide adequate space for a relaxation room (other than the public waiting area around the reception desk) for the use of customers using the wellness services.
- 3.1.4 An adequate supply of drinking water should be made available in the wellness area, including the area outside of the relaxation room.
- 3.1.5 The rooms where wellness services are provided should be designed and equipped in such a manner as to ensure:
  - Adequate ventilation and lighting intensity
  - Privacy
  - A calm and peaceful environment
  - Minimization of the risk of injury
  - An adequate degree of comfort for customers
- 3.1.6 In hotel wellness areas, including spas and swimming pools, facilities supporting the wellness offerings should be available at such times and for such duration as to satisfy the needs of the guests.
- 3.1.7 Application rooms should be of adequate size (a minimum of 10 square metres is recommended) to provide the environment described in item 3.1.5 and should be equipped with a washbasin and/or shower, as necessary to facilitate the removal of residues of materials used in the treatments.
- 3.1.8 Equipment used in applications should be appropriate for the particular application and should be maintained and sanitized in order to minimize adverse effects on customers.
- 3.1.9 Each customer should be provided with the necessary personal care supplies to facilitate their use of the services. It is recommended that this should include shampoo and shower gel and a minimum of 2 towels per day for guests of wellness entities.
- 3.1.10 There should be a maximum waiting time during wellness applications. It is recommended that this time should not exceed 10 minutes.
- 3.1.11 In hotels, the wellness area should be located inside the hotel, or directly connected to it (i.e. the customer can reach it on foot and dressed in a bathrobe without having to go outdoors). The wellness area should not serve as a pathway to other areas of the hotel or the pool area, i.e. there should be minimal public traffic through the area. It should not be located in the basement.

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- 3.1. There should be no disturbing odours or noise in the wellness area. Smoking is prohibited in the wellness area.

**3.2 The spa area**

- 3.2.1 A spa area should have a minimum of:

- A spa reception
- A consulting area
- 2 massage rooms
- A relaxation room

- 3.2.2 A spa area should be located so that there is a minimum of traffic flow and noise. In hotel spas, there should be adequate spatial separation between the treatment area and the public pool and sauna to ensure that this can be attained.

- 3.2.3 The individual treatment areas should be accessible only by way of the reception and only to those who have booked treatments there.

- 3.2.4 Fittings and furnishings in the treatment rooms should be in a good condition and suitable for inducing the effect described in item 3.1.5

- 3.2.5 Entertainment electronic products, computers, mobile phones and similar products should not be permitted in the spa area. There should be appropriate signage to indicate this.

**3.3 Reception Zone**

- 3.3.1 The reception zone in the wellness area should be continuously manned during opening hours.

- 3.3.2 The following information should always be available for inspection by customers and regulatory personnel in the reception zone:

- Services provided
- Dates and times of operation
- Personnel list, together with relevant individual certification
- Prices of wellness services

- 3.3.3 The reception zone should be separated from, and control entrance to, the wellness area and should provide seating for customers.

**3.4 Fitness area**

- 3.4.1 The fitness area should be adequate to provide for the equipment and its use while minimizing the possibility of accidents and risk of injury.

- 3.4.2 The fitness area should be adequately ventilated and its temperature regulated to ensure the comfort of those utilizing the services.

- 3.4.3 There should be adequate lighting to ensure the comfort of users of the services.

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- 3.4.4 Beverages for rehydration should be made available to customers using the fitness services.
- 3.4.5 There should be a minimum of 1 appropriately qualified person in attendance in the fitness area while the facility is open for use.
- 3.4.6 Equipment in the fitness area should be of an appropriate design and quality to render it suitable for its intended use.
- 3.4.7 There should be adequate and detailed instructions provided on the use of the training equipment available for use. This instruction should be provided by individuals with the requisite knowledge and expertise and should take into account the range of ages and health status of customers.
- 3.4.8 There should be separate sections for:
  - Cardio – training
  - Muscle training
  - Back training
- 3.4.9 Equipment in the fitness area should include:
  - Exercise machine
  - Dumbbells
  - Stepper
  - TreadmillOptional equipment includes:
  - Special back-training equipment
  - Butterfly
  - Rowing machine
  - Leg press
  - Modern cardio machines
- 3.4.10 Notices should be affixed to the fitness equipment explaining how it is to be used.
- 3.4.11 Towels for use should be made available in the fitness area.
- 3.4.12 Disinfectant or sanitizer along with disposable wipes or single use paper towel should be made available in the fitness area.

### **3.5 Gymnastics room**

- 3.5.1 The gymnastics room should have a minimum area of 40 square metres and a minimum height of 3.5 metres.
- 3.5.2 The gymnastics room should have a large mirror. It should also have a sprung floor.
- 3.5.3 The room should be lit by natural daylight during the day and adequate artificial lighting during other periods. In all cases the lighting should be at a sufficient intensity to ensure safe and comfortable operations.

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- 3.5.4 The gymnastics room should be provided with adequate ventilation to ensure user comfort.
- 3.5.5 The gymnastics room should be capable of being wet cleaned.
- 3.5.6 The gymnastics room should have available the following supplies:
  - Steps and gymnastic balls
  - Mats
  - Balance pads and gymnastic bands
- 3.5.7 Only appropriate foot-ware (sport shoes) should be permitted in the gym area.

**3.6 Changing area**

- 3.6.1 The changing facilities in the wellness area should be for the exclusive use of customers using the services of the wellness area.
- 3.6.2 The changing area should be adequate to comfortably accommodate all the customers using the services at any one time. A minimum of 20 square metres is recommended. An adequate number of lockers should be made available in this area. A minimum of 1.2 metres is recommended for the height of the lockers.
- 3.6.3 An adequate number of seats should be made available in this area. Seats should be disinfected after use.
- 3.6.4 The changing area should provide an adequate number of the following amenities:
  - Showers
  - Toilets
  - Wash basins
  - Mirrors
  - Hairdryers

These items should be maintained in a clean and sanitary condition at all times.
- 3.6.5 The organisation providing the wellness services should have a lost and found policy which states how employees should handle items lost by customers in the wellness area.

**3.7 Swimming pool area**

- 3.7.1 Technical pool water treatment
  - 3.7.1.1 The pool plumbing installations and water quality should conform to the requirements of national Public Health regulations or guidelines.
  - 3.7.1.2 The following requirements apply to service rooms in the pool area:
    - The rooms should be adequately ventilated
    - The floor should be fitted with functional drains
    - The floor should be hard and capable of being wet cleaned
    - The room should be used for the purpose of purifying pool water

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- The room should be structurally sound and kept clean and tidy at all times
  - The room should not be used to store items which do not belong in that area
- 3.7.1.3 The water treatment process for large swimming pools should provide for the following operations:
- Flocculation
  - Filtration
  - Disinfection
- 3.7.1.4 The pool water purification area should be well arranged and provide adequate space for personnel to move freely between the pipes, tanks and other systems.
- 3.7.1.5 All the main pipes and tanks should be clearly marked in the national language to show their contents and/or the direction of flow.
- 3.7.1.6 Where there are no existing national regulations governing free chlorine levels in swimming pool water, the following requirements apply:
- In pure water: at least 0.3 mg/l
  - In pool water: 0.3 – 0.6 mg/l
  - In whirlpools: 0.7 – 1.0 mg/l
  - Bound chlorine may not exceed 0.2 mg/l
- 3.7.1.7 Where there is no automated measuring system in place for monitoring free chlorine and pH levels in the water, these levels should be measured manually on a regular basis during the day. It is recommended that this be done at least 3 times a day. The measurements should be made using an internationally approved standard method and the measuring instruments should be calibrated daily, with the first measurement made before the pool area opens. An official record of these readings should be kept by the organisation.
- 3.7.1.8 An automatically controlled metering system should be used, where possible, to assure disinfection of the water. This system should be regularly checked to ensure that it is functioning in accordance with the manufacturer's specifications. In the absence of such a device, manual dosing of disinfectants may be used provided that it is done in accordance with established industry protocols and achieves the same degree of assurance of disinfection as obtained with automatically controlled metering systems.
- 3.7.1.9 Only disinfectants approved by the competent authority may be used in swimming pools. The mode of application should conform to generally accepted industry practice.
- 3.7.1.10 Systems for chlorine dosing, including receptacles, should be housed in a room protected from unauthorized entry.
- 3.7.1.11 At a minimum annually, the purification system should be shut down and thoroughly inspected and maintained, as required. Official maintenance records should be kept by the organisation.

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- 3.7.1.12 Material safety data sheets (MSDS) on the chemicals used should be readily available to operations personnel. Information relating to health and safety and environmental protection should be clearly displayed in the workplace.
- 3.7.1.13 All raw materials, process materials and consumables should be stored safely. The method of storage should be determined based on a risk assessment of their potential hazard and in conformance with national regulations on the storage of hazardous chemicals.
- 3.7.1.14 The pool water system should be monitored for the presence of Legionella organisms and an appropriate program implemented to control the organism.
- 3.7.1.15 There should be adequate lighting in the pool area. This should include the provision of emergency lighting in the event that the power supply fails.
- 3.7.1.16 The following requirements apply to bathing water tanks:
- There should be a continuous discharge of stored water
  - The entire volume of water should be completely replaced at least once per day
  - The tank should be designed without corners or niches which are difficult to clean
  - The tank should have a smooth surface which is resistant to damage from disinfectant agents
  - Cleaning and maintenance should be possible from the inside of the tank
  - It should be possible to completely empty the tank at its lowest point
  - Water should be able to flow throughout the tank
- 3.7.1.17 Service rooms for the purification of bathing water should be suitably protected to prevent unauthorized access.
- 3.7.2 Bathing area
- 3.7.2.1 The bathing area should be kept clean at all times.
- 3.7.2.2 At least one attendant should always be present when the pool area is open. In addition, an adequate number of safety personnel should be available, depending on the size of the bathing facilities.
- 3.7.2.3 Facility personnel should wear appropriate clothing to conform to hygiene requirements.
- 3.7.2.4 Rules for the operation of the swimming pool, warnings and treatment plans should be written in the languages of the target groups and appropriately displayed in the area. Swimming pool rules should include:
- Notes regarding pool attendants
  - Notes on hygiene and safety
  - Notes on persons who are not allowed to go into the water



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- 3.7.2.5 All pools should be subjected to complete water flow. Ideally, the water flow in all swimming pools should take place from the inside out (vertical flow).
- 3.7.2.6 Swimming pools should not contain any temporary fittings or fixtures which do not belong in them. Examples of these are wooden floors and ladders.
- 3.7.2.7 All swimming pools should have a spillway around the periphery, which drains the water splashing into it back into the water purification system. The spillway should be designed in such a manner that it minimizes the risk of personal injury.
- 3.7.2.8 All swimming pools should have hand holds and/or railings in accordance with national regulations where these exist. At a minimum, these devices should be present and adequate to mitigate the risk of personal injury.
- 3.7.2.9 Appropriate signage should be available indicating the depth and temperature of the water.
- 3.7.2.10 There should be a written standard sanitation operating procedure (SSOP) for the cleaning and sanitization of swimming pools. This should include provisions for the following measures:
- Sediment should be extracted by floor-cleaning machines (at least once per week)
  - Pool walls should be cleaned regularly (at least once per fortnight)
  - All spillways should be cleaned regularly (at least once per week)
  - There should be thorough cleaning and disinfection of swimming pools, including emptying (at least once per year)
  - Hot whirlpools and hot tubs should be emptied, cleaned and disinfected at least once per week. Where the hot tub does not have a recirculation and/or filtration system, drainage and cleaning is required after each use.
- 3.7.2.11 Rescue equipment should be installed near to the pool and should be clearly visible to all users of the facility.
- 3.7.2.12 Pools designated for the use of non-swimmers should have a maximum water depth of 1.35 metres.
- 3.7.2.13 The following safety measures should be in evidence in all pools:
- Translucent walls and doors should be made of shatterproof materials
  - Outlets and pump suction pipes should be located in such a manner that persons cannot be immobilized by suction in pools or on slides
  - Measures should be implemented to ensure that the risks of injury from the bottom lines of doors are minimized
  - There should be no sharp-edged walls in circulation routes
- 3.7.2.14 All breakdowns in the pool area should be documented and form part of the official records of the organisation. The information recorded should include the following:
- Time the malfunction started

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- Type of malfunction
- Measures taken

**3.8 Natural Swimming Pools, Salt Water Swimming Pools, Mineral Baths/Spas**

- 3.8.1 It is a requirement that the water in natural swimming pools, mineral baths and spas flow through the facility continuously and that there be no areas where the water remains stagnant. Pumping of the water is permitted in order to achieve this objective. Where the facility does not allow the water to flow through continuously, provision should be made for the facility to be completely emptied, sanitized and refilled as frequently as necessary to assure compliance with the water quality requirements set out in Appendix D.
- 3.8.2 The water may be filtered as necessary to assure compliance with water quality requirements.
- 3.8.3 Where the water quality falls to a level below that set out in Appendix D, non-oxidative treatment methods may be utilized to reduce Coliform levels and eliminate potentially pathogenic germs. These include Ultra-violet radiation and filtration techniques (e.g. carbon filtration, ultra filtration).
- 3.8.4 Sampling and bacteriological testing of the water should be the responsibility of the owner/operator of the facility, and should be carried out by appropriately trained persons using laboratories and protocols approved by the competent authorities having jurisdiction.
- 3.8.5 Where test results for total coliform exceed the limits set out in Appendix D, it is recommended that the facility be closed to the public. Where other bacteriological standards are exceeded, operators should post an appropriate warning at the entrance of the affected bathing area or provide such information in some other suitable way to potential customers.
- 3.8.6 The competent authority having jurisdiction over the facility should prepare and implement a management plan for the facility designed to minimize the risks to human health related to the use of the facility. This plan should include provisions for the following:
- The monitoring and control of water quality
  - The maintenance of continuous water flow through the pool and the rate of flow
  - Measures to limit and mitigate the effects of contamination of the water

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- Establishment of Sanitation Standard Operating Procedures for the cleaning and sanitization of the facility
- Instructions for the use of the pool, prescribing such matters as pool occupancy, time temperature limits, personal hygiene measures for those using the pool and supervision of pool activities
- The provision of appropriate warnings related to the risk of contracting primary amoebic meningitis through head immersion in natural untreated water
- Owners/operators should maintain appropriate records as prescribed by the competent authority having jurisdiction. These records should include:
  - Bacteriological test results
  - Actions taken when test results fall below the requirements of the standard
  - Sanitation and cleaning activities
  - Maintenance record

**3.9 Sauna**

3.9.1 Sauna facilities should include at a minimum:

- A sauna cabin (generally 4 – 20 square metres)
- A preliminary and cooling down shower
- Toilet facilities
- A rest area

A plunge pool for cooling down purposes is optional.

- 3.9.2 Doors of sauna cabins and steam baths should open outwards and should have no locks.
- 3.9.3 The sauna cabin should contain a notice warning of the danger of fire in the event of improper use, e.g. towels being placed on the stove. The pouring of undiluted fragrances on hot coals should be expressly prohibited.
- 3.9.4 Steam generation controls should not be operated by sauna users. Access to these controls should be restricted to authorized personnel.
- 3.9.5 The sauna interior should be made of low resin, non-splintering wood.
- 3.9.6 Sauna benches should be solid.
- 3.9.7 In steam baths the steam outlet should be suitably located to minimize the risk of injury caused by hot steam.
- 3.9.8 In steam baths, seating areas should be designed to promote the easy drainage of water away from the seating area.
- 3.9.9 A rinsing hose should be provided in steam baths for cleaning purposes.

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- 3.9.10 Rules for the hygienic and safe conduct of customers should be set out in the rules governing the use of saunas as well as hot air and steam baths.
- 3.9.11 All sauna rooms, furnishings and fixtures should be capable of being easily cleaned and disinfected.
- 3.9.12 Escape routes should be clearly and comprehensively marked and provided as part of escape plans for the facility. An adequate number of these plans should be readily available and visible to users of the facility.
- 3.9.13 Slip-resistant tiles and flagstones should be used on the floor in the sauna area.
- 3.9.14 There should be no tripping hazards, crumbling tiles or other problems with floors which may present a risk of personal injury to users.
- 3.9.15 There should be an adequate supply of first aid equipment and supplies available. These should be complete and ready to use at all times. Examples of first aid equipment include:
  - Life belts (if possible with heaving line)
  - Barrows
  - First aid boxes
  - Rescue poles and other rescue equipment

**3.10 Relaxation area**

- 3.10.1 Different rest areas should be provided for customers using sauna services and those using other wellness services.
- 3.10.2 A notice should be displayed in the entrance area to the relaxation room instructing customers to:
  - Behave in a hygienic manner
  - Refrain from loud and objectionable behavior
- 3.10.3 Only customers using the services of the wellness area should have access to the relaxation room. The room should not provide transit to other areas of the property.
- 3.10.4 The following general requirements apply to the relaxation room:
  - There should be no television or other monitor in the room
  - The room should be clean and tidy and tastefully furnished
  - A clock should be available in the room
  - The temperature and lighting in the room should be pleasant
  - There should be no disturbing noise or odours in the relaxation room
- 3.10.5 There should be an adequate number of couches (at least as many as the number of treatment rooms) in the relaxation room. These couches should be solid, comfortable and clean.
- 3.10.6 Fluids for rehydration should be made available in the relaxation room. Water should be provided as a minimum. Tea and soft drinks may also be provided as an option. In

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addition, ‘wellness snacks’ such as fresh and/or dried fruit and nuts may also be made available.

- 3.10.7 An ample supply of general purpose and bath towels should be provided for customers in the wellness area.

**3.11 Sanitary area**

- 3.11.1 The sanitary area is within the spa area

- 3.11.2 Toilets should be:

- Solidly constructed
- Easily cleanable
- Disinfection by wiping of surfaces should be attainable

- 3.11.3 Cleaning charts should be kept in all lavatories which are open to the public

- 3.11.4 Showers should comply with the following requirements:

- They should be solidly constructed
- They should be easily cleanable
- They should be able to be readily disinfected by wiping of the surfaces
- There should be minimal risk of causing personal injury (e.g. no damaged flag stones, hooks, etc.)
- There should be adequate ventilation

**4. Health and Wellness products**

**4.1 General requirements**

- 4.1.1 Information presented in the media and other forms of advertising or promotion should accurately reflect the on-site situation at the service provider. Where there are temporary impairments of the functioning of the organisation due to construction or renovation activities, this information should be communicated to clients/customers, e.g. through internet or other effective communication channels.

- 4.1.2 The terms used for wellness treatments should correspond with commercial practice. All offered products should be consistent with consumer expectations. Communications about branding, type of wellness entity, client/customer experiences, policies, scheduling, facilities, enquiries and services should be accurate.

- 4.1.3 The use of exotic/fantasy names designed to promote misleading images of the product quality or of their effects, with the intent of deceiving the client/customer, should be avoided. Please see Appendix G – Health and Wellness claims.

- 4.1.4 All wellness products should be described in a manner which makes it easy to understand and transparent.

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4.1.5 A technical description should be provided for each product. This may take the form of a working instruction. The following minimum declarations are provided as part of the technical description:

- Technical requirements (contents and service)
- Technical requirements for auxiliaries
- Technical requirements for special infrastructure
- Aspects relating to health and safety

#### **4.2 Product specifications**

4.2.1 Where commercial goods and the products of manufacturing operations are used in providing a wellness product, appropriate care and attention should be applied by the organisation to ensure the legitimacy of the products. This may be done through product certification, certificates of analysis and/or audit status of quality assurance programs instituted by the manufacturer.

4.2.2 Where commercial products contain pharmacologically active ingredients, these should be clearly stated in the label declarations as required in national regulations, along with contra-indications relating to the use of the product.

4.2.3 Where claims are made as to the efficacy or wellness benefits of the use of products, these claims should be substantiated on the basis of sound scientific investigations. Please see Appendix G – Health and wellness claims.

#### **4.3 Use of monitoring and measurement devices**

4.3.1 The organisation should establish processes to ensure that monitoring and measuring is accurate. In order to ensure valid results, devices should be:

- Calibrated or verified regularly at specified intervals, or prior to use
- Calibrated against measurement standards traceable to international or national measurement standards
- Adjusted or readjusted as necessary
- Safeguarded from adjustments which would invalidate the measurement result
- Protected from damage and deterioration during handling, maintenance and storage.

4.3.2 The organisation should take appropriate action when devices are found to be out of calibration.

4.3.3 Calibration and adjustments records should be kept as a part of the official records of the organisation.

#### **4.4 Suppliers**

4.4.1 The organisation should maintain a list of suppliers

4.4.2 The organisation should have in its possession product specifications from the supplier stating the suitability of the product for the individual wellness treatment or the technical supporting process.

4.4.3 Suppliers are required to:

- Label products in conformance with national regulations for the labeling of pre-packaged goods and ensuring that ingredients are listed correctly and in descending order of magnitude
- Take an ethical approach to business – acquiring and vending products with honesty and integrity
- Have in place a quality assurance process to ensure that items ordered are delivered as specified by the customers and meet the customers' expectations
- For cosmetic and edible products, provide accurate expiry dates on the packaging
- Ensure that products contain no ingredients which may cause adverse health effects for users
- Represent product and ingredients accurately
- Comply with government policy and regulations regarding products
- Provide training on products where appropriate
- Offer accurate delivery timelines
- Work within the premise of protecting the environment and the sustainability of natural resources
- Where appropriate, provide information about possible allergens and hazard mitigation measures

#### **4.5 External Service Providers**

4.5.1 External service providers (e.g. hair cutters, massage therapists, trainers, cleaning companies) who complement the organisation's product portfolio, are equally involved in the organisation's quality management program.

4.5.2 The organisation's quality assurance manager is also responsible for the quality management of external service providers, most likely in collaboration with a quality assurance manager working for this supplier.

4.5.3 The collaboration on quality aspects should be set out in a contract between the entities.

## **5. Safety and Hygiene**

### **5.1 General safety management**

5.1.1 There should be a safety system in place in the wellness area which addresses the following issues *inter alia*:

- The identification and listing of potential risks
- Personal responsibilities
- Legislated requirements under national occupational health and safety laws as well as national guidelines and standards for safety management. These regulate safety measures with respect to such issues as fire protection, electricity, water, earthquakes, hurricanes, etc.
- Inspections of the safety system by regulatory authorities
- Training in relevant safety measures, e.g. first aid, CPR, fire and natural disaster preparedness, provided by established private and public sector based entities

5.1.2 During the hours of operation and for all physically challenging supervised activities held both on-site (e.g. hydrotherapy) and off-site (e.g. hiking), there should be at least one staff member scheduled and present, who has current CPR and first aid certification.

5.1.3 An adequately stocked first-aid kit should be located within easy access of staff and be readily available at all times.

5.1.4 All staff whose work functions bring them into contact with customers should be trained in basic first aid/CPR.

5.1.5 All floor surfaces should be designed and constructed to accommodate the activities intended for such areas.

5.1.6 Signs should be displayed and be easily visible to educate customers about the practices required in the wellness area and to alert them to the risks associated with these practices.

5.1.7 The organisation should have in place an appropriate monitoring system for ensuring control of temperatures in all areas (e.g. saunas, steam rooms, whirlpools) where customers are exposed to high thermal stress.

5.1.8 The organisation's facilities and operating procedures should comply with all applicable international and national guidelines regarding workers' safety and requirements for accommodating customers with disabilities.

5.1.9 If the organisation includes fitness and weight training in the services offered, staff should be available to provide assistance and instruction in the safe and effective use of equipment.

5.1.10 Areas both inside and outside the facility should be well lit and secure.

5.1.11 Lockers should be readily identifiable and secured and/or safety deposit boxes made available for storage of customers' personal items.



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- 5.1.12 The responsibility for any loss, damages or personal injury should be clearly communicated to the customer.

**5.2 Risk assessment**

- 5.2.1 A hygiene and safety risk assessment should be undertaken of the physical infrastructure, equipment and consumables used in the wellness area. This evaluation should be done at least once per year.
- 5.2.2 For each wellness product (massage, baths, cosmetic, etc.), a risk assessment should be undertaken of possible adverse health effects and hygiene risks in general and, in particular, the risks related to customer groups with special health problems.

**5.3 Occupational health**

- 5.3.1 Staff providing services to customers in the wellness area are required to provide appropriate medical health certification, in conformance with national public health regulations, before they are permitted to have contact with customers.
- 5.3.2 If personnel, during the course of their employment, develop infectious diseases or lesions of exposed parts of the body, they are required to seek medical attention by a registered medical practitioner and may not resume their work until authorized to do so by a registered medical practitioner.
- 5.3.3 Where a staff member is found on examination by a registered medical practitioner to have a noticeable disease, it is the responsibility of the organisation to ensure that the relevant authorities are informed, in conformance with national public health regulations.

**5.4 Cleaning procedures**

- 5.4.1 A sanitation standard operating procedure (SSOP) should be developed and documented providing detailed cleaning and sanitization procedures for each of the following areas or activities:

- The wellness area
- The pool and sauna areas
- Modification of the atmosphere
- The canteen and food preparation areas

The SSOP should contain *inter alia* the following information:

- The areas and facilities to be cleaned
- The frequency of cleaning
- The cleaning and disinfection methods to be used
- The equipment and consumables to be used

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- The supervisors of cleaning activities
- 5.4.2 A SSOP should be developed and documented for each room where wellness applications are carried out. The SSOP should contain *inter alia* the following information:
- The agent(s) to be used
  - The concentration
  - The method of preparation
  - The application time and temperature
  - The cleaning steps
  - The method of use (how the cleaning is to be carried out)
  - The cleaning frequency
- 5.4.3 The SSOPs should be prepared as manuals which form part of the official records of the organisation. Relevant sections of the manual should be copied and made available to operational and supervisory staff responsible for cleaning and sanitizing particular areas or rooms.

**5.5 Integrated pest management**

- 5.5.1 The organisation should develop and implement an integrated pest management program aimed at excluding from the premises all pests (primarily insects and rodents) of public health significance. This program should include the following information:
- The name of the pest management service provider
  - The methods and agents used
  - The frequency of treatments
- 5.5.2 The integrated pest management program should form part of the organisation's official records.

**5.6 Emergency plans**

- 5.6.1 Emergency plans should be developed and documented, in accordance with national or local occupational health and safety regulations, for the following potential hazards:
- Fire
  - Gas
  - Radioactivity
  - Electricity
  - Water/floodwater
  - Natural disasters causing structural damage
- 5.6.2 All staff should be provided with appropriate training in emergency evacuation procedures.
- 5.6.3 Emergency plans should form part of the organisations official records.

## **5.7 Checklists**

- 5.7.1 A number of checklists should be used by the organisation for the purpose of verification of the control measures implemented throughout the organisation's operations. Information in checklists should be entered at the time the observation is made and authenticated by the signature or initials of the person responsible. Checklists should be retained as part of the official records of the organisation and kept for a minimum of 2 years or as stipulated in national regulations.
- 5.7.2 The organisation should, at a minimum, provide checklists on the following activities:
- Cleaning and disinfection
  - Safety checks

## **5.8 Monitoring**

- 5.8.1 In addition to the surveillance measures described in item 5.7.2, the organisation should regulate the use of consumables in the provision of services.

## **5.9 Water quality**

- 5.9.1 Water quality parameters (chemical and microbiological) should be checked on a systematic basis. Water quality records should be retained as part of the official records of the organisation.
- 5.9.2 The methods used for all tests should be in accordance with internationally accepted standard methods.
- 5.9.3 Water quality acceptance criteria are set out in Appendix E – Water Quality Analysis

## **5.10 Emergencies (technical)**

- 5.10.1 The organisation should have on its staff an internal fire prevention officer who, if necessary, works in collaboration with an external expert.
- 5.10.2 Fire extinguishers, alarm buttons and smoke detectors should be inspected regularly following the local fire service's recommendations or, when these are not available, an internally developed protocol should be used. Inspection protocols should form part of the official records of the organisation.
- 5.10.3 Staff in safety-relevant positions should have undergone fire prevention training within the last 2 years.
- 5.10.4 Escape signage should be visible from every point in the wellness area.
- 5.10.5 Unless otherwise directed in national regulations, in an emergency the organisation should arrange for an assembly point for all affected customers and staff.

## **5.11 Medical emergency management**

5.11.1 The wellness area should have a medical emergency management system which includes:

- Emergency management documentation (process description)
- First aid boxes with a list of contents
- The operation of water areas (pools, lakes-sides, sea-sides) requires equipment such as : oxygen bottles (with face masks), stretcher(s), an extended first-aid box, certified CPR personnel and a defibrillator
- Disposable hand gloves
- Telephone numbers of emergency personnel and institutions (medical doctor, hospital, etc.)
- Staff members trained in first-aid

5.11.2 There should be periodical medical emergency drills. Documentation should be retained about the results of these drills and analyses of the results.

## **5.12 Staff Hygiene**

5.12.1 The organisation should provide appropriate rules for staff governing such matters as clothing, operations and hygiene. Examples of such rules are:

- Garments worn by staff while carrying their functions must conform to the organisation's established code of ethics
- No jewelry should be worn on hands
- Adequate personal hygiene as required by national public and occupational health and safety regulations and codes of best practice
- Well-groomed hair and nails
- Discreet perfume/deodorant
- Lesions on the hands are appropriately covered
- Personal items, such as photographs and mobile phones are not allowed in therapy rooms

5.12.2 The personnel of the wellness area should have their own changing room.

5.12.3 Staffrooms (e.g. dayrooms, changing rooms with sanitary facilities) should be made available for the staff of the wellness area. Staff should not be permitted to drink or smoke during working hours. Staff should only be permitted to consume food and drink in staffrooms.

5.12.4 Lockers for therapists should be divided into areas for street clothes and working attire.

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**5.13 Guest (customer) hygiene**

- 5.13.1 Customers should be required to wash their bodies thoroughly before entering the swimming pool or the sauna area.
- 5.13.2 Before each massage, the therapist should ensure that the customer’s feet are washed thoroughly.
- 5.13.3 Customers should be offered disposable undergarments and spa slippers in the changing room.
- 5.13.4 Fresh towels should be made available on demand in the spa area.

**5.14 Materials used for treatments**

- 5.14.1 The requirements for the use of treatment materials are set out in Table 1.

**Table 1. Conditions for use of treatment materials**

<b>Requirements</b>	<b>Oils, essences, emulsions, salves</b>	<b>Packages, masks, peelings, other peloides</b>	<b>Herbs</b>
Only suitable material, meeting procurement criteria	X	X	X
Storage only in original containers with correct declaration	X	X	X
Open date noted by therapist directly on container	X	X	X
Safety data sheet should be available	X		
Expiry date and storage requirements should be declared	X	X	X
Storage instructions should be followed	X	X	X
Information about possible allergic reactions should be declared	X	X	X
Material used should conform with specifications in the working description	X	X	X
Agents should be suitable for the	X	X	X

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individual wellness offer			
Supplier should provide directions on use of product	X	X	X
Supplier should provide information on preparation of product where incorporation of other materials is involved	X	X	X
Single use only	X	X	X

5.14.2 When honey is used, the high allergen potential should be clearly declared. The usage of honey for aromatization of the air or for inhalation should be avoided.

**5.15 Safety and Hygiene in the rooms**

5.15.1 Rooms should be constructed in such a way that they may be easily cleaned and disinfected.

5.15.2 There should be 2 sources of light in every treatment room:

- Special lighting during the application
- Light for cleaning

**5.16 Food and Beverage in the spa area**

5.16.1 Food and beverage offered in the spa area should be prepared under a food safety management system based on HACCP principles.

5.16.2 Snacks may be offered to customers in the spa area. These may include:

- Fresh fruit
- Dried fruits
- Nuts
- Sweets

5.16.3 Beverages may be offered in the spa area. These may include:

- Water (minimum requirement)
- Tea
- Fruit juices

## **6. Services**

### **6.1 General Guest (customer) relations**

- 6.1.1 Written material should be provided to customers, which accurately depicts the facility, nutrition, diet, wellness and other programs, philosophy, rates, deposits, customary tipping and gratuities, cancellation policy and grace period for refunds.
- 6.1.2 The organisation should promptly respond to customer complaints and resolve them in as timely and efficiently a manner as possible. It is recommended that the organisation seek to resolve customer complaints, brought to its attention by the authorities, within 60 days.
- 6.1.3 Customers should be able to express their concerns and suggestions regarding facilities, staff and programming through a documented feed-back system designed to encourage consumer feed-back.
- 6.1.4 The organisation should maintain adequate current liability insurance, or its equivalent, in order to provide an acceptable level of protection for guests.
- 6.1.5 Spa programs and menus should be designed to encourage the customer toward health enhancing activities and wellness, while acknowledging the customer's current health status, through a confidential registration document.

### **6.2 Initial consultation with the guest (customer)**

- 6.2.1 Customers should be provided with a consultation to guide their choice of wellness services. This enables the customer to take their health situation and cultural/religious background into consideration in making their choice of services.
- 6.2.2 The outcome of the consultation, with the elements of the program chosen by the customer, should be documented in a working description (SOP)
- 6.2.3 The wellness services should be described clearly and, if possible, with pictures in the form of a menu.
- 6.2.4 The customer should be assigned a therapist.
- 6.2.5 The customer should be given the option of selecting whether he/she desires to be treated by a male or female therapist.

### **6.3 Treatment Plan**

- 6.3.1 After booking a treatment program, the customer should receive a health and wellness treatment plan which states the times and duration of each treatment. The treatment plan should be provided to the customer in his/her own language, if possible. Together

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with the treatment plan, the customer should be provided with a document detailing the general terms and conditions of service.

- 6.3.2 Before the first treatment takes place, the therapist should provide the customer with an explanation of the individual wellness treatment. The therapist should then guide the customer through the application.

**6.4 Medical check-up**

- 6.4.1 For wellness hotels in particular, guests on arrival should be given a form in which they should enter details regarding their health. This information should be used to assess if certain wellness applications present a health risk.

- 6.4.2 Generally for any wellness entity, a consultation form should be completed by the customer to allow various health impairments relevant to the applications to be identified.

- 6.4.3 Before the first treatment with the client, the therapist should make a determination of possible health risks based on a questionnaire. The customer should be made aware of these risks and sign the form in acknowledgement.

- 6.4.4 If considered necessary, guests should be offered a medical examination by the doctor (if present at the facility or temporarily contracted) at the beginning of their wellness stay in order to:

- Assess basic physical ability
- Assess any risk factors, especially in relation to wellness measures
- Check that guests/patients have no partial or absolute contraindications to the applications desired
- Check that guests/patients have no infectious/contagious diseases, large lesion infections or open wounds
- Assess lifestyle/interests regarding wellness issues

- 6.4.5 The doctor should be familiar with the wellness applications offered.

**6.5 Activities (Tai Chi, Chi Gong, Gymnastics, Yoga, etc.)**

- 6.5.1 The instructor should do the following:

- Address the customers personally
- Introduce himself/herself by name
- Refer to the participants respectfully
- Not put pressure on the participants
- Take into account the health limitations of the participants (e.g. physical infirmity)
- Speak loudly and clearly enough so as to be understandable



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- Demonstrate exercises clearly and coherently
  - Be well motivated, good-humoured and friendly
  - Have a positive and engaging personality
- 6.5.2 The music played, and the volume selected, should be appropriate for the exercises. The quality of play back music should be good, with no audible defects.
- 6.5.3 The environment should fit with topic of the exercise, e.g. Tai Chi at a quiet place; Aqua Training not parallel with public use of the pool.

## **6.6 Treatments**

### **6.6.1 Massages in general**

- 6.6.1.1 There should be separate rooms available for individual treatments. There should be no halls in which massage ‘rooms’ are merely separated from each other by curtains.
- 6.6.1.2 Customers should be provided with the option of choosing either a female or male massage therapist. Customers should be able to choose from a number of therapists and change to another therapist if they so desire.
- 6.6.1.3 The interior of massage rooms should be shielded from the view of persons not directly involved in providing massage services. There should be no glass doors, windows in doors, etc.
- 6.6.1.4 Customers should be offered an appropriate undergarment for the treatment.
- 6.6.1.5 Showers should be available in the immediate vicinity of the treatment room. These showers should be kept clean at all times.
- 6.6.1.6 The following general requirements apply to the massage room:
- The room should provide a pleasant and inviting environment. There should not be a clinical atmosphere, water stains on the walls, dangling electrical cables, etc.
  - The room should be adequately ventilated.
  - The room should be peaceful, i.e. no disturbing noise from the outside such as traffic, pools, etc.
  - A hand-wash facility and disposable towels should be provided for the massage therapist.
  - Rooms for individual massages should be adequate in size. It is recommended that the room be at least 10 square metres, and not exceed 20 square metres in area.
  - No non-related work equipment should be visible in the massage room.
- 6.6.1.7 Rooms dedicated to Asian massages should not be used for any other purpose.
- 6.6.1.8 The following general requirements apply to the massage table:
- It should be height – adjustable
  - It should be fitted with a face cradle

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- It should be padded (with a minimum thickness of 6 cm)
- It should be stable
- The surface should have no visible evidence of damage
- The surface material should be oil-resistant, easy-to-clean and durable
- It should be adequate in width
- It should readily accommodate being wet-wiped and disinfected

6.6.1.9 There should be adequate indirect lighting in the massage room. The light should not be dazzling.

6.6.1.10 No clothing or private property belonging to the therapist, other than that being worn at the time the service is being provided, should be visible.

**6.6.2 Messages with stones, wooden instruments and instruments of other materials**

6.6.2.1 Before the treatment commences, stones, bamboo, etc. should be free of oil, clean and undamaged. Magmatic stones without pores should be used, owing to heat storage and chemical resistance.

6.6.2.2 Stones of different sizes should be available for use.

6.6.2.3 Stones should be cleaned and disinfected after each treatment.

6.6.2.4 Where heated stones are used, they should be heated in a water bath for temperature control.

**6.6.3 Messages with herbs**

6.6.3.1 Herbs, e.g. herb stamps, should be used only once.

6.6.3.2 Herbs should be heated using professional equipment.

6.6.3.3 The herb stamp should bear a readily visible expiry date

6.6.3.4 Herbal stamps should be stored in a dry state and in the original package.

**6.6.4 Messages with oil or oil-containing agents**

6.6.4.1 The following general requirements apply to rooms where oil treatments are performed:

- There should be a strong non-skid floor
- There should be a pleasant odour in the room (no evidence of rancidity)
- Material safety data sheets relating to the treatment materials should be available.

6.6.4.2 Massage with aromatic oils should be done by a massage therapist with specialized training in the use of aroma in massage therapy.

**6.6.5 Ayurvedic oil treatments in general**

6.6.5.1 The room should have a clear indic ambience and should be used only for ayurvedic treatment.

6.6.5.2 A valid copy of the therapist’s ayurveda training certificate should be available.

6.6.5.3 Ayurvedic treatments for wellness purposes should be described to the client in context with the classic Ayurveda tradition.

6.6.5.4 A Dosha-type assessment should be provided for complex ayurvedic treatments/cure.

6.6.5.5 The following requirements apply to Shirodara treatments:

- The head of the customer should be leaned slightly backwards. The eyes of the customer should also be protected. Protection of the eyes can be facilitated by a headband or towel over the eyes.
- A continuous flowing warm oil jet should be directed over the forehead in defined lines and rhythm (duration approximately 20-30 minutes)
- In general sesame oil at a temperature of approximately 39°C should be used unless otherwise specified by the product supplier. The oil should be heated in professional equipment and should not be re-used.
- A therapist should control the flow of the oil. Ideally, a second person should control the oil temperature and refill the oil-pot. (Dhara).
- In general a Shirodara treatment should be done in combination with a face or head massage.
- The mattress should be covered by a foil. There should be free drainage of oil from the bench.
- Before treatment, the massage bench and the mattress should be free of oil.

**6.6.6 Thai massage/Shiatsu massage**

6.6.6.1 The massage room should have an Asiatic ambience.

6.6.6.2 The mattress should be clean and impervious to water.

6.6.6.3 A comfortable mat approximately 2 metres x 2 metres in area and not less than 8 cm thick should be used.

6.6.6.4 Bolsters should be available for the customer.

6.6.6.5 The customer should be offered special clothing for a Thai massage.

6.6.6.6 The massage booth should only be used for Thai massage or Shiatsu massage.

6.6.6.7 Thai massage and Shiatsu massage should be explained to the customer before the first treatment. The therapist should also inform the customer of the health benefits and risks.

6.6.6.8 A recognized training certificate of the massage therapist in Thai massage or Shiatsu massage should be visible in the room.

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**6.6.7 Lomi-Lomi Nui**

- 6.6.7.1 The duration of the treatment should be approximately 1<sup>1</sup>/<sub>2</sub> – 2 hours.
- 6.6.7.2 The treatment should be done with quiet musical accompaniment, preferably of Hawaiian origin.
- 6.6.7.3 A valid copy of the therapist's lomi-lomi training certificate should be visible in the room.
- 6.6.7.4 The massage table should be cleaned (no trace of oils etc) before use as no linen coverings are used in this treatment. The table should also be appropriately cleaned and disinfected after use.

**6.6.8 Hydrotherapy (bathtubs with thermal water or additives)**

- 6.6.8.1 Bathtubs are specialist products which should have the following hygienic characteristics:
  - Smooth surface
  - Surface which is non-reactive to cleaning agents
  - Easy to clean
- 6.6.8.2 Plumbing installations and water quality parameters should conform to national public health regulations or guidelines if in existence.
- 6.6.8.3 For bathing applications, there should be separate rooms for individual treatments. There should not be a hall in which massage 'rooms' are merely separated from each other by curtains.
- 6.6.8.4 There should be provisions for the measurement of water temperature in the bathtubs.
- 6.6.8.5 There should be provision for resting at the place of application.

**6.6.9 Massages with water (Hydro-massage, Vichy-Shower, etc.) or with soap**

- 6.6.9.1 Plumbing installations and water quality parameters should conform to national public health regulations or guidelines if in existence.
- 6.6.9.2 There should be a comfortable changing cubicle adjacent to the hydro-massage treatment area.
- 6.6.9.3 Hydro-massage should be located in a separate room.
- 6.6.9.4 Bath tubs should be at least 1 metre in width.
- 6.6.9.5 Massage tubs should be clean and present no visible evidence of being damaged.
- 6.6.9.6 There should be handholds in the bath tubs. Entry and exit from the bath tub should be easy and comfortable. The characteristics of the physical structure and use of the bath tub should minimize the risk of injury.
- 6.6.9.7 Several different programs of massage should be possible in the bath tubs.
- 6.6.9.8 Post treatment resting should be provided for on a couch near the application location.
- 6.6.9.9 For Vichy-Shower applications, the following requirements apply:
  - The mattress should be cleaned and disinfected separately from the bench
  - There should be protection against spray water for the therapist

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- Shower water should be tested on a regular basis for the presence of Legionella organisms

6.6.9.10 Where massage is done with soap, e.g. Turkish soap massage, the following requirements apply:

- The lying surface should be cleaned and disinfected
- Water should be drained from the system in its entirety

**6.6.10 Treatment with peloids**

6.6.10.1 The preparation of the peloid-water mixture should be specified in a working instruction.

6.6.10.2 No more than one person should be treated at the same time in one peloid tub.

6.6.10.3 Peloid packages should be used only once.

6.6.10.4 Algae packages should conform to the following requirements:

- Instructions for use should be available onsite
- Instructions for the preparation of the peloid-water mixture should be available onsite
- The expiry date should be declared on the product. Expired products should not be used.

6.6.10.5 For thermotherapy and cryotherapy treatments, hot and cold packs (e.g. paraffin fango, cold gel packs) should be made such that they can be effectively cleaned and disinfected before reuse. Instructions for use provided by the product supplier should be available.

6.6.10.6 The following requirements apply to Peloid treatments (e.g. bathing peat , fango, mud):

- Temperature and time should be monitored
- The treatment should be constantly monitored by the therapist
- An alarm button should be available for use by the customer
- Provisions should be made for possible cooling in the area around the heart, if considered necessary
- A rinsing hose should be available
- Showers should be available in the immediate vicinity. These should be fitted with a solids trap and overflow into the sewage system.

6.6.10.7 After the treatment, the customer should be able to relax in a single cabin.

**6.6.11 Electrotherapy**

6.6.11.1 The electrotherapy area should be kept clean and hygienic (e.g. flat and wipe-able surfaces).

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- 6.6.11.2 Attention should be drawn in electrotherapy areas to possible risks to customers and patients. These risks relate to situations involving pacemakers, metal on or in the body in connection with short wave therapy, microwave therapy or magnetic therapy.
- 6.6.11.3 The instructions for all equipment used in electrotherapy should be available in the electrotherapy area.
- 6.6.11.4 The room where electrotherapy is carried out should be quiet and not crowded.
- 6.6.11.5 The electrotherapy section should have its own reception area.
- 6.6.11.6 Customers using electrotherapy services should be able to contact service personnel at anytime during the service.
- 6.6.11.7 Seats and couches in the cabins should be comfortable, solid and clean.
- 6.6.11.8 Cabins should be sight protected (at least a curtain).
- 6.6.11.9 Where laser therapy is involved the following requirements apply:
- It should only be applied in separate rooms with no windows
  - Rooms should have 2 pairs of disinfected protective glasses
  - Rooms should have no reflective surfaces (e.g. mirrors, pictures, tiles)
  - There should be a warning sign on the entrance door
- 6.6.11.10 The use of galvanic (electric) current should conform to the following requirements:
- The metal electrodes should be covered by an intact artificial tissue pad or sponge (spare pads are available) at least 1 cm thick.
  - Protective fluid or gel for the anode and cathode should be clearly marked.
  - A working emergency stop button should be installed
- 6.6.11.11 Phototherapy (e.g. UV therapy, infrared therapy and polarized light, phototherapy with brine) should conform to the following requirements:
- Safety instructions should be available
  - Protection glasses should be issued (only for ultraviolet radiation)
  - Skin type information should be recorded (in connection with ultraviolet radiation)

**6.6.12 Inhalation**

- 6.6.12.1 There should be a separate room available for inhalation
- 6.6.12.2 In the preparation of essences used in inhalation, the organisation should have available accurate information from the producer of the product(s) about the allergenic risk associated with the use of the product.
- 6.6.12.3 There should be a written procedure for the disinfection of inhalation equipment which comes in contact with the customer (mouthpiece, mask, etc.). This procedure should be available in the treatment room and should be followed by the therapist.

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Disposable equipment may be used as an alternative to disinfection of reusable equipment.

- 6.6.12.4 Appropriate procedures for cleanliness and hygienic practices should be followed in the inhalation area.
- 6.6.12.5 Ambient air analyses should be carried out in the inhalation area. The organisation should ensure that these results conform to accepted industry norms.

**6.7 Solarium**

- 6.7.1 The solarium should be subjected to regular checks
- 6.7.2 Safety instructions for the solarium should be available onsite in at least English and the national language if different from English.
- 6.7.3 Customers should receive protection glasses.
- 6.7.4 Solarium bathing rules should be made available.
- 6.7.5 Information about skin types and tips about the duration of the solarium bath should be provided for customers.
- 6.7.6 The solarium bench and protection glasses should be undamaged and clean.
- 6.7.7 The solarium should be located in a separate room.
- 6.7.8 Coin-operated solariums should not be permitted.

**6.8 Hydrojet**

- 6.8.1 Plumbing fittings and water quality parameters should conform to national public health regulations and/or guidelines.
- 6.8.2 Bath tubs and latex mats should be disinfected.
- 6.8.3 The bathtub should have an emergency switch which can be activated by the customer.

**6.9 Jacuzzi-Whirlpool**

- 6.9.1 Plumbing fittings and water quality parameters should conform to national public health regulations and/or guidelines.
- 6.9.2 Bath tubs and armatures should be clean and undamaged.
- 6.9.3 Water jets should be clean
- 6.9.4 Suction area should be protected by an affixed grill.
- 6.9.5 Regular cleaning and disinfection of the pump system and jets should be done.
- 6.9.6 There should be a periodical microbiological assessment of the pumping system.
- 6.9.7 The Jacuzzi-whirlpool should have its own cleaning plan.

**6.10 Thalasso therapy**

- 6.10.1 The following general requirements are applicable to the Thalasso therapy centre:

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- It should be located at a maximum of 1000 m from the coastline
  - It should be located in a healthy natural environment
  - It should be located away from all known types of sources of pollution
- 6.10.2 The following requirements apply to the water intake:
- Only natural sea water should be used
  - The organisation should ensure a stable supply of sea water in terms of both quantity and quality
- 6.10.3 The following requirements apply to the sea water:
- The sea water should be protected against physical, chemical and microbiological alterations during transport and use
  - It should be used within pre-determined limits
  - No physical and/or chemical treatment, which is likely to damage its natural state, should be authorized. Disinfection of the water on redox basis should be evaluated if possible.
  - It should never be kept for more than 48 hours
  - The sea water should always flow in an open circuit
  - Sea water should never be reused in care basins
  - The sea water should be constantly renewed by bringing in sufficient “new” water quantities every 24 hours
- 6.10.4 Products directly extracted from the sea (marine mud and seaweed) and used in thalasso therapy should be 100% natural and should never be reused once used in a treatment.
- 6.10.5 Seaweed should be mixed with sea water in dosage levels and at temperatures specified by the practitioner.
- 6.10.6 Seaweed and algae-based cosmetic products should be stored in a manner which enables the retention of the original quality characteristics.
- 6.10.7 The following requirements relating to the use of marine muds should be set out in a written product specification:
- Description of the product (mineral content, consistency, microbiological criteria, conditions of storage, date of minimum durability, etc.)
  - Duration, temperature and process of application
- Special safety measures are required due to the potential adverse health impact of mud baths on customers.
- 6.10.8 The organisation should provide a prescribed procedure for monitoring product quality throughout the various usage phases. To ensure the quality of products, the organisation should require from the supplier the following information:
- Written authorization and directions for use for every imported batch of products
  - A certificate of analysis of the product batch



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**6.11 Beauty Services**

6.11.1 Pedicure and manicure should be separated from facial treatment.

6.11.2 Beauty applications should take place in a separate area (not together with other wellness treatments).

6.11.3 The floors and walls of the beauty services area should be:

- Capable of being wet cleaned and easily disinfected up to a height of 2 metres
- The interior of rooms (benches, working places, chairs, etc. should be capable of being wet cleaned and easily disinfected.
- It is recommended that no carpets be used

6.11.4 The following requirements apply to instruments intended for use in cutting skin (for pedicure, manicure, slicing and sticking):

- The instruments should be sterilized after being cleaned and dried
- Sterile packaged goods should be used immediately after being opened.

6.11.5 Instruments not normally intended to be used for cutting skin but having the capability of causing injuries (e.g. shaving razors, pincettes and instruments for pedicure or manicure) should be cleaned and disinfected after each usage.

6.11.6 All instruments and parts of devices like scissors should undergo a coarse cleaning and should be disinfected at least once per day.

6.11.7 Materials designated for single use should be disposed of promptly after use.

6.11.8 Washing basins, bowls and similar items should be cleaned after each usage.

6.11.9 Foot tubs should be disinfected after each use.

6.11.10 The following requirements apply to spray bottles (e.g. used for skin cleaning)

- They should be clearly labeled
- They should be cleaned, disinfected and rinsed at least once daily
- They should not be refilled until after they have been thoroughly dried

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- They should be cleaned and disinfected from the outside after usage
- 6.11.11 Footrests (if possible not from wood) and all contact areas with which the unclothed foot comes into contact should be covered with new paper or textile cover after each customer.
- 6.11.12 In every cosmetic room, there should be 2 sources of lighting:
- A special light for the treatments
  - Light for cleaning
- 6.11.13 Surface disinfection should be done only with approved disinfection agents which kill bacteria, viruses and fungi.
- 6.11.14 Wet cleaning of the floors and surfaces should be done daily. Disinfection of the floor should be done by wiping if necessary.
- 6.11.15 The concentration of the disinfectant to be used for application should be determined after an assessment of the manufacturer's data and consideration of the reaction time.
- 6.11.16 Lying and seating surfaces, as well as shelf spaces, should be disinfected after each customer.
- 6.11.17 The following requirements are applicable to the equipment sterilization process:
- There should be a documented procedure for the sterilization of instruments. This should clearly outline that instruments should first be cleaned, then dried and then disinfected.
  - Checks should be done on the functionality, usability and packaging of the instruments to be sterilized.
  - Sterilization should be done using either of 2 options:
    1. Steam sterilization in an autoclave at 121°C for a minimum of 15 minutes
    2. Hot air sterilization in an oven at 180°C for a minimum of 1 hour.Cassettes with UV light (very low efficiency) are not recommended.
  - Equipment manufacturers' instructions for the execution of the sterilization process should be closely followed. Daily checks and other appropriate documentation should be prepared and retained as part of the records of the organisation.

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- Every sterilized batch should be marked with a date of sterilization and stored in a dust-proof locker. Date of sterilization, temperature, duration and the name of the responsible person should be documented.
- The date of minimum durability for packaged sterilized goods should be 6 months from the date of sterilization. Sterilized goods stored in the open (e.g. table top) should be used within 1 day.
- The efficacy of the sterilization process should be verified at least every six months using bio-indicators.

6.11.18 The following requirements apply to the handling of linen:

- Dirty linen and clothes should be washed in a machine at a minimum temperature of 60°C.
- Disinfection should be done to linen which becomes contaminated with blood and other human secretions prior to or during washing.

6.11.19 The following requirements apply to Beauticians:

- Beauticians should be well-groomed, with a friendly appearance
- The beautician's hair should not be too long or tied up and should be controlled or managed so as not to cause offence to customers or in any way adversely affect the provision of beauty services
- Extreme hairstyles and fancy hair ornaments should not be permitted
- Hands should be manicured with no nail enamel
- Staff should wear short-sleeved clothes in order to avoid contact with possibly injured skin (e.g. pedicure, cosmetic activities)
- No jewelry should be worn (rings, watches, etc.)
- Thorough cleaning and disinfection of the hands should be done before work begins
- Soap and hand disinfectant should be provided through a dispenser.

6.11.20 All beauticians should have the requisite national or regional vocational training certification (levels 1-3) and should be trained in the use of the suppliers' products. Proof of training by product suppliers should be on display.

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6.11.21 Beauticians should speak the language of the customer (if possible).

6.11.22 Beauty applications should take place in a separate area.

6.11.23 There should be hand-washing facilities, hand disinfectant and disposable towels for cosmeticians/beauticians.

6.11.24 The rooms used for beauty applications should be pleasantly arranged and should be adequate in size. They should be large enough that customers do not feel cramped. A minimum of 15 square metres is recommended.

6.11.25 There should be detailed documented working instructions for beauty treatments which include the following information:

- Preparation of the room
- Welcome of customers
- Customer dialogue
  1. Aim of beauty treatment (colour analysis, treatment, cellulite, etc.)
  2. Skin problems
  3. Advice on the organisation's cosmetic products
  4. Special applications (facial massages, anti-wrinkling treatments, etc.)
  5. Consideration of potential allergic reactions

6.11.26 Relaxing music should be provided in the beauty area.

6.11.27 The cosmetic chair should be height- adjustable and comfortable

6.11.28 Only specialist cosmetic products should be used.

6.11.29 Towels for use with cosmetic applications should be appropriately warmed up.

**6.12 Handling inappropriate guest behaviour**

6.12.1 The organisation should have policies and procedures in place to guide staff in dealing with requests for illicit services which may arise during the treatment of customers.

**6.13 Supplementary wellness related aspects for wellness hotels**

6.13.1 A wellness hotel should include the following in the designated wellness area:

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- Sauna (dry sauna, steam sauna)
- Beauty area
- Pool area (swimming pool)
- Applications

6.13.2 A wellness hotel should include the following in the designated fitness area:

- Sports activities, Outdoor area
- Exercise activities (e.g. morning exercises, aqua aerobics, Nordic walking)
- Fitness room

6.13.3 A wellness hotel should provide appropriate nutrition for its guests. This should be characterized by a healthy wellness cuisine (wellness-vital)

6.13.4 On arrival, guests should be given a form on which they should enter details regarding their health. This information should be used to assess if certain wellness applications present a health risk. The form should allow guests to tick various health impairments relevant to the applications. The organisation is required to assure the confidentiality of the completed form.

6.13.5 In wellness hotels, sport equipment should be offered for rent to customers.

6.13.6 On all levels in the wellness hotel, a wellness philosophy should be described and visible for the guests:

- Welcome/reception
- Hotel infrastructure
- Rooms
- Gastronomy
- Spa
- Outdoor area.

6.13.7 Smoking is prohibited in the wellness area.

## **7. Management Responsibilities**

### **7.1 Operational manual**

7.1.1 Management should develop an operational manual which includes the following:

- Scheduled checks of the physical components, e.g. building and equipment
- A list of job descriptions and requirements for employees, e.g. spa technicians and customer service representatives
- Arrangements for the training of staff
- Emergency response procedures, e.g. death of a client
- Rules of conduct for users of the facility to ensure health and safety.

### **7.2 Staffing**

7.2.1 Management should effectively staff the wellness organisation with trained and certified individuals from accredited institutions.

7.2.2 Management should create and maintain a secure data base and/or record keeping system for staff records.

### **7.3 Code of Ethics**

7.3.1 Management should develop and document a code of ethics for the organisation. This code should include the responsibilities and conduct of staff and clients. A copy of this code should be prominently displayed within the wellness area.

### **7.4 Epidemiological investigations**

7.4.1 Management should initiate investigations into all food and water-borne illnesses and outbreaks which occur at the organisation, and should cooperate fully with Public Health and other relevant authorities in completing the investigation and institute appropriate measures to resolve the matter.

7.4.2 Reports on the investigations described in 7.4.1 should be prepared and kept as part of the official records of the organisation.

### **7.5 Regulatory compliance**

7.5.1 Management should ensure that the organisation complies with all relevant regulations which relates to its operations.

7.5.2 Management should provide appropriate evidence of regulatory compliance to inspectors representing the competent authorities, upon request.

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**7.6 Facilities and consumables**

- 7.6.1 Management should ensure that all wellness areas provide dressing rooms, toilets, lavatories and hose bibs, as required.
- 7.6.2 Management should ensure that the swimming pool facilities are provided with showers, sinks, toilets and adequate dressing rooms.
- 7.6.3 Management should ensure that hospitality/water stations are easily accessible and adequately stocked with water (and other snacks and beverages where appropriate) and disposable cups at all times.

**8. Staffing and staff responsibilities**

- 8.1 The wellness organisation recruits, hires, organizes and manages staff and should ensure that they are qualified and competent. Staff should also be appraised and remunerated appropriately. It is recommended that the following staff complement be available, at a minimum, in a wellness organisation:
  - Spa manager
  - Medical doctor (under contract) if performing medical procedures
  - Two therapists
  - One beautician (if beauty services are offered)
  - One fitness trainer (if providing a fitness area)
  - Pool attendant. Where swimming pools have a water depth of more than 1.35m, a minimum of two pool attendants should be available.
  - Receptionist
  - Technicians
  - Cleaning personnel
- 8.2 Each member of staff should have a job description and a personal file.
- 8.3 All staff should display professional ethics in their attitudes, behaviour and skills in customer care (including accountability), striving for excellence, integrity, representation of facts, compliance with laws, good personal hygiene and professional conduct.
- 8.4 Staff, when hired, should be provided with, or have access to, a policy and procedures manual which is reviewed and updated annually.

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- 8.5 Staff should be provided with and/or have access to constantly updated treatment procedure and product manuals for all treatment modalities.
- 8.6 The organisation should have an on-going commitment to staff developing appropriate foreign language skills.

**Appendices**

**a. Staff Qualifications and Training**

General

Specialist wellness personnel (massage therapists, sports teachers, etc.) should possess the appropriate qualifications for their area of responsibility in accordance with national and regional vocational requirements. This should be verifiable by random inspection of staff personal files.

1. Spa Manager

The spa manager should have national or regional vocational training equivalent or superior, to level 3 certification, in wellness training, spa therapy or aesthetics (See *Competency Standard for Spa Therapy Level 3*), with a minimum of 2 years experience in a spa area.

Knowledge requirements:

- All wellness treatments
- First aid. Should be qualified in CPR or mouth-to-mouth resuscitation and in the use of a defibrillator
- Hygiene and safety
- Fire protection
- Customer service
- Languages of the customer groups
- Marketing
- Knowledge of the sport activities offered
- Knowledge of the maintenance of the equipment
- Creation of treatment plans



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- Wellness training and audit skills

The spa manager is responsible for safety and hygiene as well as product quality.

2. Doctor (only if the organisation provides medical treatments)

The doctor should have a medical degree and be a general practitioner in current practice.

Additional knowledge requirements:

- All wellness treatments and their health effects
- Languages of the customer groups

3. Therapist (performing wellness treatments)

The therapist should have been trained in the respective treatments by an approved training institution, which offers national or regional vocational training (levels 1-3) or their equivalent or superior training.

Additional knowledge requirements:

- The individual technical requirements according to the wellness treatment offer.
- Health
- Safety and hygiene
- Customer service
- Languages of the customer group

4. Beauticians

Beauticians should have national or regional vocational training qualifications equivalent or superior to level 1-3 certification. Specific areas of study for beauticians are anatomy, physiology, dermatology, chemistry and some aspects of physics, basic cosmetic training, massage techniques, skin diagnosis and cleaning. There should also be briefing in the individual cosmetic products being offered by the spa as well as the technical equipment used.

Additional knowledge requirements:

- Health
- Safety and hygiene

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- Customer service
- Languages of the customer group

5. Fitness trainer

Fitness trainers should have national or regional vocational training (level 1-3) in fitness training or its equivalent (or superior) in the areas of professional training for health-related fitness.

Additional knowledge requirements:

- Health and nutrition
- Marketing
- Diagnostics and creation of training plans
- Basic knowledge of anatomy and physiology
- Motivation of customers
- Safety and hygiene
- Customer service
- Languages of the customer groups

6. Pool attendant (where necessary)

The pool attendant should be certified in the national and regional vocation training requirement for technicians (swimming pools, pool technique, bathing water treatment, sport theory, swimming, life saving techniques)

Additional knowledge requirements:

- Onsite pool and water treatment technology
- Safety and hygiene

7. Receptionist

Knowledge requirements:

- All offered wellness treatments
- Safety and hygiene

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- Customer service
- (Possibly) the creation of treatment plans
- Languages of the customer groups

8. Technician

Technicians should be qualified in the national and/or regional vocation training (level 1-2) or their equivalent in relevant areas of education.

Additional knowledge requirements:

- Facilities engineering
- Electrical supply
- Atmosphere modification
- Equipment maintenance
- Handling water-hazardous agents
- Safety and hygiene

9. Cleaning personnel

Knowledge requirements:

- Techniques of cleaning
- Disinfection techniques
- Safety and hygiene
- Handling water-hazardous agents
- Briefing in the cleaning equipment
- Handling cleaning agents
- Cleaning plans
- Personal hygiene

10. Wellness personnel should participate in training sessions annually. Their continued licensing/registration is dependent on their acquisition of the minimum amount of continuing

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professional training credits/requirements established by the local regulatory councils. There should be a budget for training and an ongoing in-house arrangement for training.

11. Staff who come into contact with customers should wear appropriate uniforms.
12. Soft skills training should be provided for staff who come into contact with customers. This training should include:
  - Customer service
  - Languages of the customer groups
  - Cultural competence regarding the customer group.

**b. Quality Management Systems**

1. The organisation should have a licence granted by a governmental authority and should comply with all regulatory requirements for offering spa and other wellness services.
2. The organisation should have the relevant insurance against liabilities, inclusive of property insurance, casualty insurance and liability insurance.
3. The organisation should provide General Terms and Conditions.
4. Employment policies should be consistent with international, regional and national labour practices, including those related to the protection of migrant workers, the rights of women, standard working hours, minimum wages, working age requirements, etc.
5. The organisation should practice good business ethics, including:
  - Corporate social responsibility
  - Generally Accepted Accounting Principles
  - Truth in advertising
  - Respect for intellectual property
6. The organisation should have a quality management system inclusive of an appropriate quality assurance system with a minimum of the following elements:
  - A written quality policy
  - Process descriptions

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- Job descriptions
  - Controlled documents inclusive of a quality manual, process descriptions, work descriptions, records, check lists and a master list of all documents
7. The organisation should have in its possession the following documents:
- A list of standards and norms relevant to its operations
  - A list of all safety and environmental protection requirements
  - A list of all auxiliary and operating materials such as food, cleaning agents and cosmetic products (massage oils, essences, etc.)
8. All electronic wellness devices in the spa area should be listed on an asset inventory sheet providing the following information:
- The type of device
  - Name of the device; source company and the name of personnel responsible for the particular device as well as the company responsible for inspection
  - Internal revision number
  - Location within the spa
  - Safety-controls
9. The management of the organisation should ensure that documents are distributed and managed appropriately and kept current. Management responsibilities in this regard include:
- Approving documents prior to issue
  - Reviewing and re-approving after changes
  - Ensuring that changes are identified
  - Ensuring that the current revisions and their distribution are identified
  - Ensuring that the relevant versions are at the point of use and are accessible
  - Ensuring that documents of external origin are identified
  - Preventing the unintended use of obsolete documents by marking and archiving them appropriately

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- Ensuring that documents are disposed of after they have passed their retention period
10. The organisation should appoint one or more persons internally who is appropriately qualified to take responsibility for internal quality assurance.
  11. The quality assurance officer should have a deputy or assistant as appropriate.
  12. The quality assurance officer should have access to all areas of the wellness facility
  13. The quality assurance officer should have sufficient authority to perform effectively. Ideally, he/she should report directly to senior management.
  14. The organisation should have a code of practice regulating conduct towards customers and staff, especially:
    - No discrimination on the basis of sex, skin colour, age, disease status, etc.
    - A service philosophy and a mission statement
  15. The service philosophy of the organisation should be implemented in the quality policy.
  16. Guest/customer surveys using questionnaires should be carried out regularly.
  17. There should be a complaints management system which ensures that:
    - All complaints are recorded and archived
    - Complaints are evaluated
    - Possible measures are assessed on their practicality
    - Targets regarding quality improvement are formulated
  18. The most relevant core processes should be described in a process description, particularly:
    - Cleaning measures
    - Maintenance
    - Purchasing and subcontracting
    - Service chain
    - Training
    - Medical safety

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- Avoidance of risks (corrective and preventive measures)
- Document control
- Guest/customer feedback
- Management reviews, assessment and improvement processes

These should be referenced to associated documents and records.

19. Notices to the guest/customer should have the following characteristics:

- Clearly readable
- Be located at eye level
- In the languages of the guest/customer groups
- Preferably uniform illustration

20. Specifications should exist for each wellness application (all massages, combined wellness procedures, beauty applications, group fitness activities, activities with personal trainers, etc.) containing a description of these services and products to enable consistency of quality and external assessment.

21. Management should ensure that the quality policy and quality criteria are known by all staff. It should ensure that performance criteria are monitored and evaluated at least annually. It should ensure that an effective guest/customer feedback system is to be implemented. It should ensure that an appropriate environment for wellness services is maintained.

**c. Licensing, Certification and Accreditation**

1. Annual licensing is mandatory for all wellness services and products providers. Licensing is based on conformity with requirements established by national professional councils and other relevant competent authorities.
2. Certification of wellness organisations is based on conformity with the requirements set out in this standard.
3. The qualification required by personnel working in the wellness sector is the Caribbean Vocational Qualification (CVQ) professional certification or qualification.
4. For certification purposes, wellness organisations should be evaluated by a recognized national or international certification body with the required level of expertise in the

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- wellness industry. Organisations are required to facilitate onsite inspections by auditors from the respective certification bodies.
5. Service personnel are required to demonstrate their competence in working with the products and services provided in the industry by attaining an annual licence from the appropriate professional council or national competent authority.
  6. Staff should be appropriately trained upon appointment and periodically update their training through continuing professional education. The training certification recognized for employment will be the CVQ in the respective area/field of employment in CARICOM territories. Certification will be provided by the National Training Agency/Technical and Vocational Education and Training (NTA/TVET) Councils.
  7. Within CARIFORUM, it is the responsibility of national professional councils or competent authorities to determine the equivalency status of vocational qualification (VQ) certification from other regional or international jurisdictions.

**d. Water Quality Analysis**

The following tables set out acceptance criteria for chemical and microbiological parameters applicable to water used in wellness applications, where there are no national Public Health Regulations. Where such regulations exist and are enforced, they take precedence over the acceptance criteria provided in the tables below.

**Table 1. Water quality requirements for spa plunge pools, hot tubs and salt water pools**

<b>Parameter</b>	<b>Acceptable levels spa plunge pools</b>	<b>Acceptable levels spa hot tubs</b>	<b>Acceptable levels spa salt water pools</b>
Faecal coliform	<1.1 MPN/100ml	<1.1 MPN/100ml	<1.1 MPN/100ml
Chlorine (residual)	1.0-1.5 mg/l	2.3 mg/l	1.0-1.5 mg/l
Alkalinity	>80 mg/l	>80 mg/l	>80 mg/l
pH	7.2-7.8	7.2-7.8	7.2-7.8
Turbidity	Clear to bottom	Clear to bottom	Clear to bottom



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Cyanuric Acid	<60 mg/l	<60 mg/l	<60 mg/l
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**N.B: MPN – Most Probable Number**

**Table 2. Water quality requirements for spa mineral pools**

<b>Parameter</b>	<b>Frequency</b>	<b>Acceptable levels</b>	<b>Critical levels</b>
Mineral content	Annually	>1000 mg/l	NE
Total Coliform (TC)	Monthly or as necessary	≤500 MPN/100ml	≤1600 MPN/100ml
Faecal Coliform (FC)	Monthly or as necessary	<100MPN/100ml	≤400 MPN/100ml
Faecal Streptococci (an alternative to FC)	Monthly or as necessary	≤40 MPN/100ml	≤200 MPN/100ml
pH	Monthly or as necessary	6-9	<4, >12
Colour	Annually or as necessary	No abnormal change in colour	NE
Mineral oils mg/l	Annually or as necessary	No film visible on the surface of the water and no odour	NE
Surface – active substances reacting with methylene blue mg/l (Lauryl Sulphate)	Annually or as necessary	No lasting foam	NE
Pesticides	Annually or as necessary	None	Present

**N.B: NE – None Established**

**MPN – Most Probable Number**

**CONFIDENTIAL****UWI Health and Wellness Consultancy Team – Development of Standards for the Regional Health and Wellness Sector****Table 3. Water quality requirements for spa natural pool**

<b>Parameter</b>	<b>Frequency</b>	<b>Acceptable levels</b>	<b>Critical levels</b>
Total Coliform (TC)	Monthly or as necessary	≤500 MPN/100ml	≤1600 MPN/100ml
Faecal Coliform (FC)	Monthly or as necessary	<100MPN/100ml	≤400 MPN/100ml
Faecal Streptococci (an alternative to FC)	Monthly or as necessary	≤40 MPN/100ml	≤200 MPN/100ml
pH	Monthly or as necessary	6-9	<4, >12
Colour	Annually or as necessary	No abnormal change in colour	NE
Mineral oils mg/l	Annually or as necessary	No film visible on the surface of the water and no odour	NE
Surface – active substances reacting with methylene blue mg/l (Lauryl Sulphate)	Annually or as necessary	No lasting foam	NE
Pesticides	Annually or as necessary	None	Present
Phosphorous, Reactive	Annually or as necessary	Phos,0.8 mg/l	NE
Nitrate	Annually or as necessary	50 mg/l	NE

**NB: NE – None Established****MPN – Most Probable Number**

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- **Table 4. Water quality requirements for natural swimming pools**

<b>Parameter</b>	<b>Frequency</b>	<b>Acceptable levels</b>
Total Coliform (TC)	Monthly or as necessary	≤500 MPN/100ml
Faecal Coliform (FC)	Monthly or as necessary	<100MPN/100ml
Faecal Streptococci	Monthly or as necessary	≤40 MPN/100ml
e-coli	Monthly or as necessary	<u>235/100 ml</u>
pH	Monthly or as necessary	6-9
Colour	Annually or as necessary	No abnormal change in colour
Mineral oils mg/l	Annually or as necessary	No film visible on the surface of the water and no odour
Surface – active substances reacting with methylene blue mg/l (Lauryl Sulphate)	Annually or as necessary	No lasting foam
Pesticides	Annually or as necessary	None

**Table 5. Water quality requirements for mineral baths/spas**

<b>Parameter</b>	<b>Frequency</b>	<b>Acceptable levels</b>
Mineral content	Annually	>1000 mg/l
Total Coliform (TC)	Monthly or as necessary	≤500 MPN/100ml
Faecal Coliform (FC)	Monthly or as necessary	<100MPN/100ml

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Faecal Streptococci	Monthly or as necessary	≤40 MPN/100ml
Temperature	Monthly or as necessary	<40°C
pH	Monthly or as necessary	6-9
Colour	Annually or as necessary	No abnormal change in colour
Mineral oils mg/l	Annually or as necessary	No film visible on the surface of the water and no odour
Surface – active substances reacting with methylene blue mg/l (Lauryl Sulphate)	Annually or as necessary	No lasting foam
Pesticides	Annually or as necessary	None

**Table 6. Water quality requirements for Salt Water Swimming Pools**

<b>Parameter</b>	<b>Frequency</b>	<b>Acceptable levels</b>
Total Coliform (TC)	Monthly or as necessary	<1.1 MPN/100ml
Faecal Coliform (FC)	Monthly or as necessary	<1.1MPN/100ml
Faecal Streptococci	Monthly or as necessary	<1.1 MPN/100ml
pH	Monthly or as necessary	7.2-7.8

**e. Food and Beverage- Food Safety Management**

1. Food and beverage facilities should have the appropriate licences required by the relevant competent authorities.
2. Staff should have the appropriate medical health certificates as required by the competent authority.

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3. The facilities should be constructed and the products prepared in accordance with national public health regulations, the Codex General Principles of Food Hygiene (CX-RCP 01) and other relevant Codex codes of hygienic practice.
4. Food and beverage facilities should operate under a food safety management system based on the HACCP principles.

**f. Health and Wellness Claims**

1. Health and wellness claims should be based on generally accepted scientific evidence relative to the relationship between the use of the product and the benefit claimed for its use.
2. In order to ensure that the claims made are truthful, it is necessary that the material that is the substance of the claim be present in the final product at a level which is sufficient (or absent or present in suitably reduced quantities) to produce the claimed wellness effect. In addition, a significant amount of the material should be provided by the quantity of the material used in a treatment application.
3. Scientific substantiation should be the main aspect to be taken into account for the use of health and wellness claims and the organisation making the claims should justify them. A claim should be scientifically substantiated by taking into account the totality of the available scientific data and by weighing the evidence.

**g. Natural Resources and Environmental Management**

1. The management of the wellness entity should consider the available natural resources and should ensure the protection and availability or replacement of these resources.
2. The nature, scale and potential environmental impact of the wellness entity's activities, products and services should be considered.
3. An environmental management system to manage the entity's environmental footprint should be in place.