

Covid-19 Safety Plan

from 2020-12-16

1. 区域准备:

- 用胶带将地板划分区域;
- 前台区客人的位置,
等候区座椅两个客人之间的距离 (Spa 和 Yoga 等候区关闭);
走廊的人流方向;
共用课室的空间划分 (每个学生使用面积为 2.5 米 x 2.5 米);
固定器械的距离或间隔使用器械;
距离不够之处用隔离板;
- 按至少间隔 2 米的要求制定每个房间/空间的人数上限, 并在每个区域入口处张贴[最多人
数限制指引](#)。
- Spa 电梯、瑜伽馆楼梯间、每个门口每次限一人使用。

2. 环境准备:

- 休息区、储物柜、浴室、桑拿蒸汽浴室、更衣室均暂停开放。
- 大门张贴[强制戴口罩海报](#)、[疫期工作时间及开放服务](#)、[排查 COVID-19 海报 \(中文\)](#)、[保持 2 米安全距离海报](#)、[入馆前须知](#)。
- 每个区域入口处准备手消毒台 (手消毒液、手套、纸巾、湿纸巾、套好垃圾袋并每日清空的垃圾桶) 并张贴[何时需要洗手/手消毒海报 \(中文\)](#)、[打喷嚏指引海报 \(中文\)](#)、[正确弃物海报](#)。
- 馆内张贴 [排查 COVID-19 海报 \(中文\)](#)、[正确戴口罩指引](#)、[9 图防疫](#)、[保持 2 米安全距离海报](#)、
- 在每个洗手间内张贴[正确洗手指引](#)、[冲厕指引](#)。
- 瑜伽馆内张贴[自带瑜伽垫海报](#)、[请勿赤足海报](#)、[勿使用酒精喷垫子海报](#)。
- 每日检查空调循环系统工作是否正常, 如有问题及时报修。
- 如果可能尽量全程打开门窗通风, 或者至少在两个课程/疗程之间打开门窗通风至少 10 分钟。
- 不使用任何风扇。
- 移走所有不必要的装饰、器械、物品, 如吹风机、喷发胶、糖果、杂志等。
- 不提供客用布草、水杯、食物和饮料, 可提供饮水机饮用水。
- 非固定器械 (如普拉提球、滚筒、哑铃等) 需集中放置。
- 因本馆器械/设备均需由员工操作, 或在员工指导下使用, 器械区需张贴[请勿触摸海报](#), 避免客人随意触摸或使用。

3.控制人流:

- 大门锁住，仅允许预约客户及送货人进入。
- 过滤客人（预约时需根据[排查 COVID-19 海报](#)询问过滤客人，告知客人如客人本人或家人出现海报上所列任何问题需务必取消预约，免费取消无任何限制）。
- 保留每日到馆员工和客人的联系方式及到馆时间记录至少 30 天以上。
- 每个预约之间需至少间隔 10 分钟进行通风、清洁和消毒所有使用过的器械、使用区域地板及墙面（如有接触），责任到人。
- 客人须在预约时间提前 5 分钟以内到馆，并在预约时间结束后 5 分钟之内离馆。勿早到、滞留，或进入不必要的区域，不携带非必要人士及物品到馆。
- 开门前从大门视频观察客人，提示客人戴好口罩（3 层医用口罩或以上级别）后方可放行。
- 咨询、客服、售后服务尽量选择线上，勿与任何人在馆内争执，如遇投诉可请客人电邮至公司 info@spaversante.com
- 提供线上刷卡及路边取货服务。

4.所有到馆人士（包括员工、客人、送货人员等）：

- 更衣室暂停开放，请穿戴好合适的衣服到馆。
- 在大门前根据[排查 COVID-19 海报](#)完成自查，无症状、无感染可能、体温正常者按门铃进入；有任何异常者立即回家自我隔离或致电 811 寻求协助。
- 进入馆内前务必戴好口罩，馆内必须全程戴口罩：
口罩需使用医用 3 层口罩级别或以上；
客人正在接受脸部护理时、有疾病无法自行取戴口罩者、2 岁以下幼童不必戴口罩；
员工在独立空间独处、客人上运动课时推荐戴口罩但不强制（老师需全程戴口罩）。
- 进入馆内后将擦手纸等废弃物置入废纸篓>手消毒>阅读 [Covid-9 防疫指南](#)并在[自查登记表和配合防疫同意书](#)上签名。
- 入馆后和出馆前、任何服务前后、使用任何仪器/器械/用具/设备前后员工和客人双方均需彻底洗手（20 秒洗手法）及手消毒。
- 如空间内人数已满，或对面有人从相同通道/门通过，需在距离通道口/门 2 米以外位置等候，等里面的人出来后再进入。
- 馆内必须於全程与他人保持 2 米距离。
- 避免与他人的任何肢体接触。
- 自带水杯。
- 避免高声交谈。
- 服务过程中未戴口罩时，如欲打喷嚏务必用手肘紧掩口鼻，再使用纸巾清理，并立即彻底洗手（20 秒洗手法）及手消毒。
- 如在馆内期间出现 COVID-19/流感症状，立即报告经理、回家隔离及寻求 811 协助。

5.员工管理 (经理) :

- 安排及监督每日/每个预约之间/有可以问题出现时等时的清洁消毒程序及**所有防疫措施**的执行情况并责任到人。
- 员工培训和会议首选线上, 或在馆内适当区域在不超过限定人数的情况下进行 (互相之间保持 2 米距离)。
- 每日确认员工和客人的自我排查落实情况, 如有任何人在馆内出现类 COVID-19/流感症状, 立即指导其回家隔离及寻求 811 协助, 立即通知所有相关人员并安排对工作场所进行彻底清洁消毒。
- 做好员工因自身或家人患病、孩子停课而增加缺勤的准备, 对员工进行交叉培训以确保关键工作能保持运作。
- 如工作场需关闭, 而又有必要的工作需完成, 可安排适当的员工居家工作。

6.所有员工:

- 在疫情期间避免任何不必要的旅行和聚会, 注意气温变化, 预防感冒/流感。
- 如出现排查 COVID-19 海报上的症状, 请告 COVID-19 假,如条件符合, 您可在告假期间申请并领取 CREB or CRSB.
Canada Recovery Caregiving Benefit (CRCB): 如果您因停业、高风险或照顾家人而必须停止工作可申请的补助。
Canada Recovery Sickness Benefit (CRSB): 如果您因生病或隔离的原因而需暂停工作, 可申请最多 2 周的收入补助。
如您想使用年假, 公司可将您所累积的年假加薪全部发放 (不必等到满 1 年后)。
如果您曾感染了新冠病毒或有接触/感染的可能, 需在家隔离 14 天或完成核酸检测并获得阴性结果后方可返回工作岗位。
- 遵照疫期工作时间及开放服务规定提供服务。
- 随时提醒并督促客人配合及执行强制口罩令、正确佩戴口罩、保持社交距离、正确洗手和及时手消毒等所有 Covid-19 防疫措施。
- 尽量要求无接触支付, 如有信用卡、现金或任何其他物品交付, 需立即进行手消毒。
- 谨防送货人感染, 无接触收货。送货人很可能急匆匆进入馆内并因戴手套而不执行手消毒, 需立即按 **9.清洁消毒流程**清洁消毒所有其接触过的地方及货物外箱。
- 服务不同的客人前需更换手套。
- 认真执行 **8.清洁消毒流程**。
- 同事之间错开进餐时间。
- 咨询/会议尽量选择线上, 如必须面谈选择空气流通处。
- 此次病毒问题使每个人感到压力和焦虑, 如您需要帮助请随时与您的主管或公司联系 info@spaversante.com
- 如工作场所因 Covid-9 需关闭, 公司可能会要求必要岗位的员工在家办公。

7.健身课程：

- 首选线上，考虑户外课。
- 学生务必携带自己的瑜伽垫/隔离垫，其它用品只要可携带都尽量带自己的。
- 课室区不可赤脚，需穿防滑袜。
- 运动时的所有人之间需保持 2.5 米距离，上课时学生、老师均需在划分好的区域内活动，不论静止或移动时，所有人之间的距离都要保持 2.5 米。
- 避免需两人接触的动作，如需要老师辅助的动作、2 人对抗运动等（同住学员除外）。
- 使用语言、图片、示范指导，不要用手接触学生。如有必要接触学生，务必戴手套。
- 限制同时进行的课程数量，保持足够空间。
- 团体课：
 - 暂停：热瑜伽、HIIT、有氧运动、舞蹈、运动舞蹈如尊巴类、拳击类、强力瑜伽类。
 - 2020-12-16 日起准许开放：低强度运动课程，如运动仪器/心肺训练仪器的低强度设置、轻重力训练、低强度普拉提/瑜伽、伸展课程。
 - 老师教导团体课时需戴耳麦，不同人使用时需更换隔离垫。

8.清洁消毒流程：指定员工每日数次(如每次服务/上课后、下班前、厕所每小时等等)清洁消毒常接触的物品：

- 小件物品（如门铃、门把手、电灯开关、台面、桌子、电话、键盘、触摸屏、马桶、水龙头、收音机、电梯按键、服务过程中所使用的工具、器械、仪器、用品、收到的货物外包装等）按常规清洁污物/浮尘后喷洒 70%酒精并静置 30 秒待风干。
- 大面积物品（窗帘、地板、桌面、台面等）按常规清洁污物/浮尘后喷洒并 Bioesque 静置 4 分钟待风干。
- 清洁消毒时需戴好口罩和手套，并打开门窗通风。
- 酒精易燃，使用时需远离火源。
- 如需使用漂白水，500ppm 调配方法：42ml+4L 水 ([其它配方](#))
- 不可混合使用任何两种消毒液（包括酒精、漂白水、洁厕剂、Bioesque 等），需使用不同消毒液时，需静待之前使用的消毒液完全挥发之后。
- 服务过程中所使用的布草均需高温洗涤并烘干。

9.馆内出现疑似病例时：

- 立即指导相关人士回家隔离，必要时寻求 811 协助。
- 立即报告经理及通告所有相关人员。
- 戴好口罩、手套及隔离衣，打开所有相关空间的门窗，全面喷洒 Bioesque，并保持湿润 4 分钟，待消毒剂完全挥发消散后再进入整理物品，后方可重新启用空间。
- 跟踪疑似病例情况，如疑似病例被确诊，第一时间通知所有在馆内与其有过接触的人士在家自我隔离，14 天后或经检测未被感染方可再回馆上班或预约服务。

衷心感谢每一位客户及同仁的努力与配合，时刻警惕和谨慎，保持工作环境的安全。由于情况每天都在变化，因此请随时留意政府的最新指引。

电子版及海报下载网址：<https://site-1238188-5055-7132.mystrikingly.com/covid-19-safety-plan>

Covid-19 Safety Plan

from 2020-12-16

This plan is to be posted in relevant key areas in the facility

1. Area preparation:

- Use tape to mark following zones on the floor for spacing:
 - i. The distance between a guest and the reception area,
 - ii. The distance between two guests in the waiting area (Spa and Yoga waiting areas are closed).
 - iii. Space division inside shared classrooms (each student uses an area of 2.5m x 2.5m).
 - iv. Mark the space between each exercise machinery.
- Use Plastic dividers if the distance between two people is not enough.
- People in each room/space should be set at least 2 meters apart, and guidelines for the maximum number of people should be posted at the entrance of each area. ([Link](#))
- The SPA elevator, Yoga stairwell, and Each entrance are limited to one person in it at a time

2. Preparations of rooms:

- Rest areas, Lockers, Bathrooms, Saunas, Steam Rooms, and Changing rooms are all to be temporarily closed.
- Posters informing patrons of a [mandatory mask policy](#), [working hours and opening services](#) during the epidemic period, Entry Check ([in Chinese](#)), [social distancing](#), and Read before [entering](#) are to be posted at the entrance gate.
- Hand disinfection station are to be placed at the entrance of each area (hand sanitizer, gloves, paper towels, wet paper towels, trash cans with trash bags), along with posters on when to wash/disinfection hands ([in Chinese](#)), [personal hygiene](#) ([in Chinese](#)), and posters of [how to correctly dispose](#) PPE (Personal Protective Equipment) .
- Posters on Entry Check ([in Chinese](#)), [how to](#) wear of masks properly, [9 tips for epidemic prevention](#), [social distancing](#) are to be posted around the facility.
- Posters of how to [wash hands properly](#) and how to [flush toilet properly](#) to be pinned up in each bathroom.
- Posters informing customers to [bring your own yoga mat](#), avoid [being barefoot](#), and [not use alcohol on spray mats](#) (to avoid damaging them) are displayed in the yoga studio.
- Check whether the air-conditioning circulation system is working properly every day and notify management if there is any problem.
- If possible, try to open doors and windows for ventilation as much as possible, or at least open doors and windows for ventilation for at least 10 minutes between two courses/treatments.
- No use of fans in any case.
- Remove all unnecessary decorations, equipment, newspaper, hair dryers, hair spray, candy, magazines, fitness accessories, etc.

- Guest linen, cups, food and beverages are no longer provided, but drinking water from a water dispenser for the guests to fill their own bottle is still provided.
 - Movable tools (such as Pilates balls, rollers, dumbbells, etc.) should be placed in a centralized manner.
 - Since all the equipment in Spa Versante must be operated by employees or used under the guidance of employees, a [Do Not Touch poster](#) must be posted in the equipment area to prevent guests from touching or using it by themselves.
3. Controlling Occupancy flow
- The gate is locked by default, allowing only customers with reservations and approved delivery personnel to enter.
 - Screening guests (staff need to filter guests according to the inquiries listed on the Entry Check Poster when making a reservation and inform guests that if the guest or the guest's same household members developing any problems listed on the poster, they must call and cancel the appointment. no cancellation fees will be applied in this situation).
 - Keep a record of the staff and guests and their entrance time and period for at least 30 days.
 - Set at least 10 minutes space between each appointment, the areas that the guest has visited must be ventilated, cleaned, and disinfected. For all used equipment, floor, and wall of the used areas (if there is a contact), who should be in charge of these tasks should be clearly defined by manager.
 - Guests must arrive at the Spa 5 minutes before the stated appointment time and leave within 5 minutes after the appointment time ends. Do not arrive too early, stay in too late, or enter unnecessary areas, and guests are not to bring unnecessary people and items to the facility.
 - Before opening the door, use the door video system to check and remind guests to wear a mask before letting them in.
 - Try to opt for online consultation with guests, and for customer service and after-sales service. Disputes are not to be held in the facility, if guests have any complaints, please send an email to the company at: info@spaversante.com, we will get back within 2 business days.
 - Provide online credit card payment choice and roadside pickup services, avoid cash if possible.
4. All visitors (including employees, guests, delivery personnel, etc.)
- The changing room is temporarily closed, please wear suitable clothes to the Spa
 - Complete a self-check followed to the Entry Check Poster posted on the front door. Those who are confirmed to have no symptoms, no possibility of infection, and normal body temperature should press the doorbell to enter; if there is any abnormality, go home and self-isolate immediately or call 811 for assistance.
 - Be sure to wear a mask before entering the Spa, and you must keep the mask on at all the times in the facility:
 - i. Masks need to use medical grade or above.

- ii. When the guests are receiving facial care, or those who have special circumstances and cannot wear masks, or children under 2 years old do not need to wear a mask;
 - iii. Employees who is staying alone in a room, or guest who is doing exercise are recommend wearing a mask, but not mandatory (service providers need to wear masks throughout the class)
 - After entering the Spa, put paper towels and other waste into the wastebaskets>hand disinfection>read this [Covid-19 prevention plan](#) and sign on the [self-check and consent form](#).
 - After entering and leaving the fitness club, before and after any service, before and after using any equipment/tools, both employees and guests must wash their hands thoroughly (20-second hand washing method) and disinfection their hands.
 - If the number of people in a space reaches to the maximum, or if someone on the opposite side passes through the same passage/door, wait at a position 2 meters away, till the people inside to exit before entering.
 - When inside facility, everyone must keep the 2 meters social distance throughout the time.
 - Avoid any physical contact with others.
 - Bring your own water bottles and avoid loud verbal conversations.
 - If at any time your mask is not on and you want to sneeze, you must cover your mouth and nose with your elbows, and then use a tissue to clean up, and immediately washing your hands thoroughly (20-second hand washing method). and disinfect your hands.
 - If you develop a COVID-19/flu like symptoms while in the facility, immediately report to the manager, go home for isolation, and seek assistance from 811.
5. Staff Management (Managers):
- Arrange and supervise the cleaning and disinfection procedures and ensure the implementation of all epidemic prevention measures every day/between each appointment/when there are problems.
 - Employee training and meetings are strongly encouraged to be kept online, or in appropriate areas in the hall with limited pax (keep a distance of 2 meters from each other).
 - Ensure for the implementation of self-examination of employees and guests every day. If anyone develop COVID-19/flu-like symptoms in Spa, immediately send them home for isolation and told them to seek 811 for assistance. Manager should immediately notify all relevant personnel and to arrange the workplace disinfection.
 - Be prepared for the increased absence of employees due to illnesses in themselves or their family members and children's, and conduct cross-training of employees to ensure that key tasks can remain operational.
 - If the workplace needs to be closed and necessary work needs to be completed, appropriate employees can be arranged to work at home.
6. For Employees:
- Avoid any unnecessary trips and gatherings during the epidemic, pay attention to temperature changes, and prevent colds/flus.

- If you have symptoms when referring to the COVID-19 checkup poster, please request COVID-19 leave. If the conditions are met, you can apply for and receive CREB or CRSB during the leave. <https://www.canada.ca/en/services/benefits/covid19-emergency-benefits.html>
 - i. Canada Recovery Caregiving Benefit (CRCB): Income support if you must stop work to care for dependants due to closures, high risk and caregiver availability.
 - ii. Canada Recovery Sickness Benefit (CRSB): Up to two weeks of support if you are sick or must self-isolate due to COVID-19.
 - iii. If you want to use annual vacation, the company can let you to take all the leaves that has been accumulated (do not have to wait until 1 year of work).
 - iv. If you have been infected with the coronavirus or have the possibility of contact/infection, you need to isolate at home for 14 days or to complete a nucleic acid test and obtain a negative result before returning to work.
- Provide services in compliance with working hours and open services directed by the company.
- Remind guests to cooperate with and to implement mandatory mask orders, to wear masks correctly, to maintain social distancing, to wash hands properly, and to disinfect hands before and after service, and other Covid-19 prevention measures.
- Contactless payment is recommended. If a credit card, cash, or any other items must to be handed, you can wear gloves or hands should be disinfected immediately after.
- The delivery person is likely to enter the hall in a hurry and does not perform hand disinfection due to wearing gloves, so please clean and disinfect all the places he has touched and the outer box of the shipping according to the cleaning and disinfection process.
- Gloves must be changed before serving different guests.
- Stagger meal times between employees.
- Try to do consultation/meeting online, and if it is necessary to meet people in person, choose a ventilated area.
- Covid-19 causes everyone to feel stressed and anxious. If you need to seek help, please feel free to contact your supervisor or company: info@spaversante.com
- If the workplace needs to be closed due to Covid-19, the company may require employees in necessary positions to work from home.

7. Fitness Classes:

- Consider online classes or outdoor classes.
- Students must bring their own yoga mats and try to bring any other necessary supplies.
- Barefoot is not allowed in the training area, non-slip socks are required.
- Everyone must maintain a distance of 2.5 meters during exercise. Students and trainers must be in actively divided areas during class. Whether they are stationary or moving, the distance between everyone must be 2.5 meters at all times.
- Avoid movements that require contact between two persons, such as movements that require teacher assistance, and two-person confrontation exercises (except for students who live together).
- Use language, pictures, demonstrations, and guidance, do not touch students with your hands, if it is necessary to touch students, wear gloves.

- Limit the number of classes host in the studio and keep enough space.
 - Group class:
 - i. Temporarily suspended: hot yoga, HIIT, aerobics, dance, sports dance such as Zumba, boxing, and power yoga.
 - ii. Allowed to open from 2020-12-16: low-intensity exercise courses, such as low-intensity settings of exercise equipment/cardiopulmonary training equipment, light gravity training, low-intensity Pilates/yoga, and stretching courses.
8. Cleaning and disinfection process: (Designated Employees clean and disinfect frequently touched items several times a day (e.g., after every service/class, after arriving at the Spa, and before you leave the Spa, cleaning the toilet on a hourly basis, etc.):
- Small items (such as doorbells, door handles, light switches, countertops, tables, phones, keyboards, touch screens, toilets, faucets, radios, elevator buttons, tools, appliances, instruments, supplies used in the service process, goods received, etc.) After cleaning the dirt/floating dust, spray 70% alcohol and let it stand for 30 seconds to air dry.
 - Large-area items (curtains, floors, table tops, countertops, etc.) are cleaned as usual, then sprayed with *Bioesque* and allowed to stand for 4 minutes to air dry.
 - Wear masks and gloves when cleaning and disinfecting, and open doors and windows for ventilation.
 - Note that Alcohol is flammable. Keep away from fire when using it and take extra care.
 - If you need to use bleach, 500ppm mixing method: 42ml+4L water ([other formula](#))
 - Do not mix any two disinfectants (including alcohol, bleach, toilet cleaner, *Bioesque*, etc.). When using different disinfectants, wait until the previously used disinfectant is completely evaporated.
 - The linen used in the service needs to be washed and dried at high temperature after each use.
9. When there is a suspected case inside the Spa:
- Immediately instruct relevant persons to go home for isolation, and seek 811 assistance if necessary.
 - Report to the manager immediately and notify all relevant personnel.
 - Wear masks, gloves and isolation gowns, open doors and windows of all relevant spaces, spray *Bioesque* everywhere, and make sure Bioesque stays wet for 4 minutes. After the disinfectant has completely evaporated and dissipated, enter to clean/remove/rearrange equipment, and then the space can be re-entered.
 - Follow up with the situation of suspected cases. If a suspected case is confirmed, all people who have been in contact with the patient will be notified to self-quarantine at home. After 14 days or if they are not infected (take a test and get a negative result), they can return to work or make an appointment for service again.

We would like to sincerely thank every customer and colleague for their hard work and cooperation in this tough period. Everyone should remain always vigilant and cautious in order to keep the environment safe. As the situation changes every day, please keep an eye on the latest government guidelines, and management would also make announcements if necessary.

Electronic version website <https://site-1238188-5055-7132.mystrikingly.com/covid-19-safety-plan>