



Healing Garden COVID-19 Safety Plan

With the risk of COVID-19, Healing Garden Spa and Wellness will be implementing measures in addition to our already stringent regimen. The following outlines some of the changes you can expect to see in place.

Client Management:

Clients will be screened at several stages (booking appointment, confirming day before, arrival at spa). They will be asked

- if they have any of the COVID-19 symptoms (Fever, Chills, Cough, Shortness of Breath, Muscle Ache, Headache, Sore Throat).
- if they have travelled outside the Okanagan in the previous two weeks. If yes, they will be asked when and where they travelled and the owner will decide if they can come, or if they should wait two weeks after travel is completed.
- if they had contact with a sick person in the past two weeks

Anybody can visit bc.thrive.health to use the COVID-19 self assessment tool

Worker Management:

Workers will be similarly screened, and if they are feeling ill, they will not report to work.

Please be aware that this may lead to client appointments being rebooked at the last minute if the worker is not available due to illness.

Social Distancing and Reduction of Surface Transmission:

- Clients should wait outside until 5-10 minutes before their appointment (depending on paperwork that needs to be completed).
- Clients and workers will have to sanitize or wash their hands upon entry.
- All areas will have occupancy limits (for example, the entrance vestibule will be limited to two people at a time, only one party at the reception area at a time, no more than two manicures and two pedicures in process at one time) and work stations will be spread out.
- Both clients and workers will wear masks to reduce the risk of transmission of disease. Some services will be limited because of extra cleaning requirements or inability to use masks.
- Clients will be asked to bring their own masks and water bottles. Masks will be available at a nominal charge for those who don't have a mask.
- Clients are to come alone, unless they require somebody to assist them.
- Clients are responsible for managing their own belongings.



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- Walk-ins will be discouraged – signage will ask people to phone in if they don't have an appointment, but want to pick up products or gift cards.
- New signage will be posted at the entrance and at various locations around the spa regarding how to use masks, how to cover coughs and sneezes, and entry screening requirements.
- Menus and business cards will only be available on request – no testers will be available.
- Clients will be encouraged to pay by tap, not by cash.
- Areas that are touched frequently will be cleaned at least hourly with a virucide.
- The second door will be propped open so that clients do not need to touch the handle.
- We will try to stagger appointments so that people are arriving and leaving at different times.
- Every appointment now has time added afterward for staff to thoroughly clean the room or work station.
- The online booking system has been temporarily closed so that all appointments can go through the screening process.
- Staff will be logging their cleaning activities and all completed log sheets will be kept in a central location for review.
- Staff will be tracking all people that come into the building in case Contract Tracing is required.

This plan will ensure the health and safety of both our clients and our staff. We look forward to continue serving our valued Clients.

If you want more information, please contact Healing Garden at 778-475-8686.

This plan was developed by following the six steps recommended by WorkSafe BC.