

Guideline No.: FH/009

Issue Date: 26/10/2009

Title: Guideline for Spa
Issued by: Food and Health Department

Purpose:

- To insure commitment of all Spa Centers with the EHS public health requirements.
- To insure the implementation of unified health requirement in and outside the Freezone and Dubai World Communities

Scope of Services:

The health requirement is applicable in all Spa Centers that are performing any type of activities like: massage therapy, facial treatment, manicure, sauna, and other related services.

Requirements

A. *Permits and Approval*

- i. Copy of valid Trade License must be made available in the facility at all times.
- ii. Ensure that all activities conducted inside the establishment is as per the activity mentioned in the Trade License.
- iii. Shop fit-out should be approved by EHS prior to its operation. Any modification (minor or major) should be approved before starting the construction of the establishment.
- iv. Spa establishments that offer therapeutic/approved medical services must have valid Trade License and approval from concerned authority. And ensure that all staff bears approval \ license from the concerned authority. Staffs that perform massage must be qualified.
- v. Any health related products to be sold inside the establishment must be approved and have valid documents from concerned authorities and comply with all the requirements.

B. *Design and Structure*

- i. Appropriate company board signage must be provided at the entrance of the premises.
- ii. The floor, wall, roof \ ceiling must be in good repair. Any damages must get repaired. Overhead fixtures must be clean and intact.
- iii. The floor should be made of smooth and well-bonded easily washable materials.
- iv. All floor drains must be covered and cleaned.
- vi. All windows and doors must seal tightly to ward off pests and contaminants.
- vii. Proper electrical wiring \ fittings must be maintained. Electric wires must not present a danger for staff e.g. must not trail across the floor.
- viii. Work surfaces must be impervious, clean and made of easily washable material.
- ix. Lighting, temperature, humidity and ventilation should be appropriate and such that they do not adversely affect, directly or indirectly, the general health conditions of staff or Spa clients.

- x. Pipe work, light fittings, ventilation points and other services should be designed and sited to avoid the creation of recesses that are difficult to clean.

C. Facilities

- Storage.** There should be designated areas for all items such as cleaning materials (such as detergents & disinfectant), spa products and others used inside the establishments. Proper segregation and arrangements of these materials should be maintained.
- Garbage.** Proper foot operated, covered waste containers with plastic bags should be available. No cartoon containers or loose plastic bags are allowed for collection of waste. All non-used \ idle boxes and other waste inside the Spa should be disposed \ discarded instantly \ properly and should not be allowed to accumulate.
- Toilets and Handwashing**
Sufficient number of Water Closet (WC) and showers should be provided & should always be kept clean. Daily cleaning service record must be maintained and kept for inspection.
Toilets and hand washing areas must be made available and properly labeled. Hot \ cold water hand wash basin, liquid soap, disposable tissues and foot-operated covered waste bin must be available in the toilet. Adequate lighting and ventilation must be provided inside the toilet. Toilet door must have auto-closing device and should not be opening directly to the spa area.
- Locker Area** Facilities for changing and storing clothes (Lockers \ Cupboards \ Change Room) should be provided and must be easily accessible and appropriate for the number of users.
- Laundry** It is mandatory washing & cleaning the towels after each use. A specific area must be designated for this purpose and must always remain clean, hygienic and regularly disinfected. Used clothing/garments and towels should be laundered as soon as possible, using commercial laundry facilities.
- Storage** a separate suitable storage facility e.g. cupboards \ shelves must be available for the proper storage of clean and used towels. Cleaning detergents and disinfectants should be available inside the gym.
- Water Tanks** (if any) must be cleaned at least once a year or depending on the needs. Only EHS approved Water Tank Cleaning Company must be used and appropriate water tank cleaning record must be kept inside the shop.

D. Equipment

- Equipments installed/used inside the establishment should comply with the DM requirements regarding the distance/space in between each equipment and must not be congested.
- Equipment should only be used for its intended purpose and to be used only in those licensed activities compliant with its license.
- Furniture and machines should be well maintained and easy to be clean.
- The size and the number of equipments \ apparatus should be equivalent with the area of the Spa.

E. Operational

- i. Identify if the shop shall cater either Female or Male services only and this must be clearly seen at the entrance of the shop.
- ii. If both genders shall be accommodated indicate separate timings at the entrance of the shop. But if the shop is opened for both genders ensure that same gender shall provide the service to the same gender of client (such as Male staff for Male Customer and Female staff for Female Customer).
- iii. Staff List with all related data for the staff should be kept in the premises. An updated list must be available.
- iv. All staff must have valid Work Permit from concerned authority and Occupational Health Card (OHC) issued by EHS-Food & Health.
- v. Employees should be provided with appropriate and suitable personal protective equipment (PPE's) or uniforms based on the nature of work involved. Replacement of the same needs to be done as and when required.
- vi. All members of the staff should be trained in, and observe high levels of, personal hygiene and sanitation. Clear instructions for personal hygiene should be distributed and observed.
- vii. Proper cleanliness and hygiene. Premises should be cleaned and disinfected according to detailed written procedures. Cleaning records must be maintained and provided for the entire Spa areas including the toilets and offices.
- viii. All Health \ Food products \ Refreshing beverages (if present) must adhere to good storage specifications and comply with the requisite storage \ sanitary conditions stipulated by EHS Guidelines. Should be kept away from contamination and spoilage sources.

F. Fire requirements:

- All fire extinguishers must be easily accessible and free from any physical obstruction. Emergency contact numbers must be displayed conspicuously to enable prompt action in case of an emergency.
- Fire Exit mark must be displayed.
- Sprinkler system should be provided especially whenever the activities increase the ignitability and fire-spread potential of the commodities is introduced.
- Smoke alarm detection system must be installed inside the spa.
- Strict "NO SMOKING" policy must be implemented in the premises. Adequate number of "NO SMOKING" sign boards of suitable size should be affixed at prominent places inside the premises.
- Fire exit door must always remain closed and free from any physical obstruction.
- A First Aid Box must be provided at the premises and regularly replenished with valid shelf life medicines.

Prohibitions:

- a. Not allowed to perform any kind of physiotherapy or medical & physiological treatment of medical conditions \ ailments e.g. rheumatism, paralysis until obtaining a license from DOHMS and administered by qualified staff.

- b. Not allowed to use any medical electrical therapeutic machines, ultra sounds machines in therapy until obtaining a license from DOHMS and administered by qualified staff.
- c. Steps should be taken to ensure as far as is practicable that no person affected by an infectious disease is allowed entry into Spa or seek services of Spa or perform any activities inside the Spa.
- d. No pets, domestic animals shall be allowed inside Spa.
- e. Accommodation \ beds are not allowed in the Spa.
- f. No cooking shall be permitted inside the shop. Pantry areas should only be used for food re-heating of the staff/personnel. Selling of food/food products (even beverages) that needs to be prepared prior to its serving is not allowed inside the shop.

References:

Dubai Municipality - Public Health Department Clinic& Community Health Section, Health Requirements for Health Clubs No.: PHD-CCHS-QP 07A-GL-06.

Department of Health & Medical Services (DOHMS), Private Health Care Standards

Texas Department of Health, Texas Administrative Code, Standards for Public Pools and spas.

World Health Organization, Guidelines for Safe Recreational Water Environments. Volume 2.

Department of Health NSW, Public Swimming Pool and Spa Pool Guidelines. June 1996.

Dubai Municipality - Environment Department, Environment Protection & Safety Section, Technical Guidelines Number 69: Swimming Pool Safety. April 2004.