Employees returning to work following COVID-19-related closures may require additional guidance and support as they adjust to changes at your spa. Consider completing the steps below as part of a five- to ten-day countdown to prepare your team for reopening.

These suggestions are in addition to the sanitation and hygiene training recommendations included in the ISPA Reopening Checklist, which can be found [here](#).

**PRE-OPENING STAFF SUPPORT CHECKLIST**

- Approach reopening as though opening a new business. Because the work environment and procedures have likely changed, this approach sets the tone for employees adjusting to new expectations.

- Work with management and staff to identify any specialized training required for leadership, reception, spa attendants, therapists and service providers, fitness instructors, etc.

- Train spa managers, supervisors, leads, etc. who will be training staff on any new sanitation and hygiene standards and procedures.

- Take time to reiterate your spa’s philosophy, especially changes or additions due to COVID and resulting changes to SOPs. Walk through changes with your teams in addition to providing documentation.

- Gather insights from employees by inviting them to be part of the planning process and share their voices (publicly or privately) so that they are more fully invested in your spa’s reopening process.

- Schedule mandatory, in-person hygiene and sanitation training for all staff; require successful completion of training before staff return to work.

- Perform hands-on, in-person trial runs of new procedures with staff so they can ask questions and identify potential concerns and needs before admitting guests.
Set aside time to allow your team to connect, share their experiences and feelings and offer support to one another.

Check in frequently with staff regarding their emotional and mental well-being, as the new and evolving norms of their work lives will take time to implement and get used to.

Prepare to have a higher than normal volume of calls and appointments being booked prior to opening and during the initial period following reopening.

Walk through question and answer scenarios with staff so they can be prepared when guests ask questions about sanitation and hygiene practices or other new policies.

Carefully review any changes to staff areas of responsibility and practice new tasks in person—including sanitation and hygiene procedures—with staff.

If possible, contact a health care professional to answer staff questions and offer guidance.

Establish plans for employee “breath breaks” to relieve those wearing masks for long periods and practice breath break procedures in person before reopening.

Institute and practice short pre-shift briefings to review new responsibilities and encourage employee wellness through breathing exercises, stretching, etc.

Be safe. Be well. Be strong.

#ISPAStrong