COVID-19 SHUTDOWN ACTION PLAN CHECKLIST

{INSERT SPA NAME}

Disclaimer: This document provides suggested guidance for spas in the event of a facility shutdown due to COVID-19 or a similar event and does not supersede the laws governing your spa’s operation.
Guest and Employee Health

Plan for what to do if an employee is sick at work

Employers should require employees with symptoms to stay home. Employees who develop symptoms outside of work should notify their supervisor and stay home.

If an employee exhibits symptoms while at work:

☐ Immediately separate employees who appear to have symptoms from others in the workplace.
☐ Have a procedure for safe transport of a sick employee to home or a healthcare facility.
☐ Identify how and where a sick employee may be isolated if they cannot leave the facility immediately.

Develop an action plan for suspected or confirmed cases of COVID-19

In most cases, you do not need to shut down your facility. Do, however, close off any areas used by the sick person using the guidance below.

If it has been fewer than seven days since the sick person has been in the facility:

☐ Close off area(s) that have been used by the sick person for long periods of time.
☐ Wait 24 hours (or as long as possible), then clean and disinfect the area(s).
☐ Open outside doors and windows to increase air circulation during the waiting period.
☐ Clean dirty surfaces with soap and water prior to disinfection.
☐ Next, disinfect surfaces using products that meet EPA’s criteria for use against SARS-CoV-2, the virus that causes COVID-19 and that are appropriate for the surface.
☐ Follow the manufacturer’s instructions for all cleaning and disinfection products for concentration, application method, contact time and required PPE.

If it has been seven days or more since the sick person used the facility, additional cleaning and disinfection beyond routine efforts is not necessary.

☐ Determine which employees may have been exposed to the virus and may need to take additional precautions (see table below).
☐ Inform employees of their possible exposure to COVID-19 in the workplace while maintaining confidentiality.
☐ Notify local health department officials of any case of COVID-19 while maintaining confidentiality in accordance with the Americans with Disabilities Act (ADA) and HIPPA.
☐ Follow local health department guidance regarding contact tracing and next steps.

For details on contact tracing, visit the CDC’s Contact Tracing page here.
| Person                                                                 | Exposure to                                                                                                                                                                                                                                                                                                                                 | Recommended Precautions                                                                                                                                                                                                                     |
|----------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Individual who has had close contact (<6 feet) for ≥15 minutes       | • Person with COVID-19 who has symptoms (in the period from two days before symptom onset until they meet criteria for discontinuing home isolation; can be laboratory-confirmed or a clinically compatible illness)  
• Person who has tested positive for COVID-19 (laboratory confirmed) but has not had any symptoms (in the 2 days before the date of specimen collection until they meet criteria for discontinuing home isolation) | • Stay home until 14 days after last exposure and maintain social distance (at least 6 feet) from others at all times  
• Self-monitor for symptoms  
  o Check temperature twice a day  
  o Watch for fever*, cough, shortness of breath, or other symptoms of COVID-19†  
  o Check temperature if symptoms develop  
  o Follow CDC guidance if symptoms develop                                                                                                                                                                                                                                               |

All other employees should self-monitor for symptoms. If they develop symptoms, they should notify their supervisor and stay home.

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* For the purpose of this guidance, fever is defined as subjective fever (feeling feverish) or a measured temperature of 100.4°F (38°C) or higher. Note that fever may be intermittent or may not be present in some people, such as those who are elderly, immunocompromised, or taking certain fever-reducing medications (e.g., nonsteroidal anti-inflammatory drugs [NSAIDS]).

† According to the CDC, additional symptoms include, but are not limited to: fatigue, muscle or body aches, headache, new loss of taste or smell, sore throat, congestion or runny nose, diarrhea and nausea or vomiting.
Additional Steps
While some spas may initiate a shutdown voluntarily, it is likely that a shutdown will result from a government or corporate directive. Prepare a shutdown plan prior to receiving such a directive to ease the transition and increase preparedness. Consider using the steps below as a starting point for your spa’s plan.

Communications/Marketing
☐ Prepare communications for use with guests, staff, resource partners, media and other stakeholders, including:
  ☐ A plan for initial and ongoing communications with spa employees
  ☐ Segmented signage in case of a partial shutdown of spa facilities
  ☐ “Crisis” messaging/scripts for email, voicemail, SMS, etc.
  ☐ A checklist for revising messaging on outward-facing platforms (web, social media, etc.) to ensure consistent updates
  ☐ Messaging for outside media inquiries
☐ Establish a procedure for contacting guests whose appointments may be affected by a closure and rescheduling those appointments.
☐ Establish ongoing communication plan/schedule for contacting state board agencies regarding changes to policies and requirements.
☐ Develop vendor/supplier communication plan to address order adjustments and shipping needs.

Operations/Facility Management
☐ Communicate with your landlord regarding your rent or lease payment options in the event of a shutdown.
☐ Appoint an on-site lead (an individual or group) who “owns” the spa’s sanitation SOP, including updating, distributing, and documenting training as needed.
☐ Appoint or identify on-site leads for other shutdown protocols.
☐ If necessary, make arrangements with your security contractor for additional facility/grounds oversight.
☐ Develop a sanitation plan in the event of a shutdown, including a plan for a shorter, self-imposed shutdown.
☐ Develop plans to conduct and document an inventory of personal protective equipment, sanitation supplies, retail items, etc.

Human Resources/Staffing
☐ Develop a support plan for employees laid off or furloughed due to a shutdown
☐ Establish the order in which you would bring employees back to work following a shutdown
☐ Ensure employees understand their rights to a safe and healthful work environment, whom to contact with questions or concerns about workplace safety and health and prohibitions against retaliation for raising workplace safety and health concerns.
☐ Prepare to institute flexible sick leave policies (refer to CDC guidance found here, under Maintain Healthy Business Operations).
☐ Develop a short- and long-term remote work/staffing plan and communicate plan with staff.
Arrange for employees who may work from home during a shutdown to take home essential items (laptop computer, tablet, etc.)

Prepare easily accessible list of important outside contacts (local health department, OSHA)

Documentation

Develop a plan for confidentially documenting and storing relevant information related to employee health screenings (including temperature checks) per OSHA regulations.

Ensure proper and up-to-date documentation of:

- steps your spa has taken to mitigate transmission of COVID-19 and other infectious diseases
- intake forms and health questionnaires
- training completed and signed for by employees (including who was trained, the dates on which they received training, the contents of all training materials and revised SOPs)