Assist with spa operations

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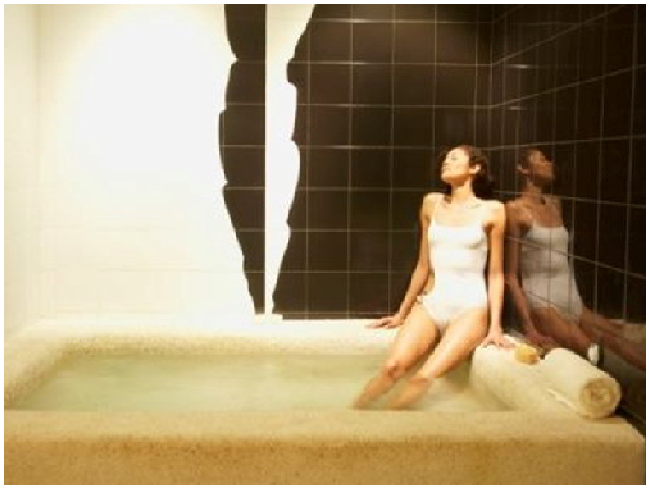

2010

Assist With Spa Operations

Contents

Assist With Spa Operations

Within this package you will learn how to:

- Work safely when assisting with spa operations
- Clean and set up the spa area
- Carry out checks and maintain the spa area
- Shutdown the spa area

Spa work areas

The spa work areas that you will be required to work in include:

- Wet areas
- Treatment areas
- Changing rooms
- Relaxation areas
- Service areas

Following Legal And Organisational Requirements

Legislation	
Health and Safety at Work Act 1974	**Employers** must provide: • Access to a health and safety policy. • Proper safety procedures e.g. fire exits • Safe equipment that is serviced regularly. • Adequate training to all staff in safety procedures. • A workplace that is both safe and meets health requirements. **Employees** (you the therapist) must: • Follow health and safety procedures that your employer provides you with. • Act to protect yourself and others, such as clients and work colleagues. • Treat all equipment properly and report any faults that you notice to your manager.
The Workplace (Health, safety and Welfare) Regulations 1992	This act covers things such as toilet facilities, minimum working temperature, adequate lighting, adequate ventilation, appropriate floor covering, drinking water and staff area.
Control of Substances Hazardous to Health Regulations (COSHH) 2002	These regulations relate to substances that are hazardous and explain how they should be used, stored and disposed of. In order to comply with COSHH the **employer** should: • Assess the risks of each substance. • Decide what precautions are needed, i.e. wearing gloves when handling a substance. • Prevent, control and monitor exposure to certain • Ensure employees are properly informed, trained and supervised. • Keep detailed instructions regarding any products considered hazardous. As a therapist, you should know how to: 1. Store the products/substances in the correct place. 2. Follow any precautions needed when using the substance. 3. Use the substance correctly. 4. Dispose of the substance correctly.

The Management of Health and Safety at Work Regulations 1999	Under these regulations, the employer must make formal arrangements for maintaining and improving safe working conditions/practices. This includes risk assessments and requires: • Potential hazards to be identified. • An assessment of the potential risks associated with the hazards. • Identifying who is at risk. • Establishing how the risk can be minimised. • Staff to be trained to be able to identify and control risks. • Regular reviews to take place.
Electricity at Work Regulations Act 1992	These regulations cover the installation, maintenance and use of electrical systems and equipment. If an electrical fault was to occur, it could result in electrical burns, electric shock, fire, injury, death or loss of business. These regulations state that: • You should always check any equipment before use. • A qualified electrician should check all pieces of electrical equipment in the workplace annually. • Any equipment that is broken or damaged should not be used. This includes things such as exposed wires, cracked sockets etc. • Sockets should never be overloaded. • You should have a procedure in place for checking hand held tools to make sure that they are not re-used if faulty. • You should keep records of the electrical testing.

Local Bylaws

You must contact your local council when installing a piece of wet or dry heat treatment equipment to check if there are any local bylaws which apply to that particular service within your constituency as they vary slightly across the country. Your local Health and Safety Executive (HSE) will be able to provide you with information on safe use of equipment related to spa treatments.

Any salon that is offering a wet or dry heat treatment must adhere to their local bylaws, which are produced by the local authority. Below are general guidelines that are often outlined in these regulations by the local authority:

- Adequate ventilation must be provided to prevent the build up of carbon dioxide and stale odours.
- Only appropriate cleaning agents should be used for cleaning surfaces. Always follow the manufacturer's recommendations.
- Equipment should be of adequate strength and rigid to be able to take the weight of a person.
- Showering or washing facilities should be provided for hygiene reasons.
- The operator should keep servicing records relating to the equipment on the premises.
- Only a qualified electrician or contractor should service and repair the equipment and this must be done in accordance with the manufacturer's instructions.
- Faulty equipment should never be used.
- The operator is responsible for ensuring that fully trained staff are available to provide advice and supervision for all clients.
- Written information should be displayed for the clients detailing operating and usage instructions.

Hygiene For Spa Pools (Produced By Public Health Laboratory Service)

Fault	Possible causes	Action
pH less than 7.2	Alkaline pH dosing unit has not been on for long enough or not at a high enough setting	1. Stop any further bathing. 2. Turn on alkaline pH dosing unit. 3. Re-check the pH level. 4. If pH is still below 7.2 and the pH of the incoming mains water is 7.5 or more, part empty the pool and refill with mains water. 5. If the residual disinfectant concentration is low it may be raised which may help to raise the pH level in the spa. 6. Once pH level has been raised above 7.2 bathing may resume.
	Acid dosing pH unit has been left on too long	1. Stop any further bathing. 2. Switch off dosing unit. 3. Add alkaline pH correctant or if pH of incoming mains water is 7.5 or above replace the pool water with the mains water to correct pH. 4. Once pH level has been raised above 7.2 bathing may resume.
	Automatic controller (if present) is faulty or out of calibration	1. Stop any further bathing. 2. Check operation and calibration of the controller. 3. Clean the electrode and re-calibrate or call out an engineer. 4. Once pH level has been raised above 7.2 bathing may resume.
pH greater than 7.8	Alkaline pH dosing unit has been left on too long	1. Turn off the pH dosing unit. 2. If the pH of the incoming mains water is less than 7.8 replace the pool water from the mains to correct the pH.
	Acid dosing is switched off	1. Turn on the acid dosing unit. 2. If the pH of the incoming mains water is less than 7.8 replace the pool water from the mains to correct the pH.
	Automatic controller (if present) out of calibration or faulty	1. Stop any further bathing. 2. Check operation and calibration of the controller. 3. Clean the electrode and re-calibrate or call out an engineer. 4. Once pH level has been raised above 7.2 bathing may resume.

Fault	Possible causes	Action
Free chlorine concentration less than 1 mg/L or total bromine concentration less than 2 mg/L	Incorrect testing procedure	1. Ensure that bleaching or partial bleaching of the DPD tablet reagent has not occurred when testing the pool water. Repeat the test using the dilution technique.
	The dosing unit has become depleted	1. Stop any further bathing taking place. 2. Fill the dosing unit with the appropriate chemical. 3. Switch on unit and resume bathing when a satisfactory concentration is obtained.
Free chlorine concentration less than 1 mg/L or total bromine concentration less than 2mg/L	Dosing unit blocked or turned off	1. Check that the dosing unit is switched on and operating correctly. Check the flow on the meter. 2. If no flow and unit switch is on, clean out and un-block. 3. Switch on unit and resume bathing when a satisfactory concentration is attained.
	Automatic controller (if positioned) out of calibration or faulty	1. Stop any further bathing. 2. Check operation and calibration of the controller. 3. Clean the electrode and re-calibrate or call out an engineer. 4. Once pH level has been raised above 7.2 bathing may resume.
Free chlorine concentration is greater than 5 mg/L or total bromine concentration is greater than 6 mg/L	Incorrect testing procedure	1. Ensure that bleaching or partial bleaching of the DPD tablet reagent has not occurred when testing the pool water. Repeat the test using the dilution technique. 2. Stop bathing if free chlorine concentration is found to exceed 5mg/L or where the total bromine concentration exceeds 6 mg/L.
	Dosing unit has been left running for too long or at too high a flow rate	1. If the residual disinfectant concentration is found to be between 5-10 mg/L, it may be lowered by partly emptying the spa and topping up with fresh water. Once this concentration has dropped to no greater than 5mg/L free chlorine or 6 mg/L total bromine, bathing can recommence. 2. If the chlorine concentration is found to exceed 10mg/L the spa should be drained and completely refilled.
	Automatic controller (if present) out of calibration or faulty	1. Stop any further bathing taking place. 2. Check action and calibration of automatic controller clean the electrode and re-calibrate if necessary. 3. Call out an engineer if problem persists.

Fault	Possible causes	Action
Cloudy pool water	Failed circulation pump	1. Stop any further bathing taking place if the water is not clear when the blowers are switched off. 2. Check the operation of the circulation pump and call for an appropriate engineer if necessary. 3. If the spa is closed down for remedial action, raise the disinfectant concentration using sodium hypochlorite to 4mg/L by careful addition of a diluted solution prepared by adding 3 parts of fresh mains water to 1 part of hypochlorite. Maintain at this concentration whilst water is present in the out of use spa. 4. Check action and calibration of automatic controller clean the electrode and re-calibrate if necessary.
	Bacteriological growth has occurred because the chlorine concentration is less than 1 mg/L or the total bromine concentration less than 2mg/L	1. Stop bathing immediately. 2. Increase free chlorine concentration to 4 mg/L and maintain at this concentration until the cloudiness has disappeared (usually 2-3 hours). 3. Check automatic controller and re-calibrate where necessary. 4. Resume bathing when water is clear and a satisfactory disinfectant level is attained.
	Inefficient backwashing procedure or filtration problems	1. Stop bathing immediately. 2. Backwash the filter using the correct procedures. 3. Ensure adequate rinse time following backwashing. 4. Call engineer if problem persists.
	Excessive dissolved air in the pool water	1. Stop any further bathing taking place. 2. Check gasket on coarse strainer, valve stems on suction side of pump and remedy. 3. Call out an engineer if problem persists.
	Un-dissolved chemicals in pool water	1. Stop bathing immediately. 2. Allow the pool to circulate until clear. 3. Resume bathing when the pool has cleared and acceptable pH and disinfectant concentrations are achieved. **N.B. Do not add chemicals by hand dosing without advice and then when the pool is not being used for bathing.**
	Algae growth	1. When the spa is not in use, raise the residual disinfectant concentration using sodium hypochlorite to 10mg/L free chlorine. Circulate for 2 hours and remove any deposits by scrubbing or vacuuming

Fault	Possible causes	Action
Dirt/grease around scum channels	Inadequate cleaning procedures to remove body oils and grease	1. Regular cleaning of effected areas with approved tile and liner cleanser (that is compatible with water treatment), or soda ash or dilute sodium hypochlorite using a clean cloth.
Presence of hardness salts on scum channels, pool surrounds	Poor pH control of pool water	1. Seek advice from manufacturer or engineer. 2. Ensure pH of pool water is maintained between 7.2 and 7.8.
	Hand dosing of pool water with treatment chemicals	1. Seek advice from manufacturer or engineer. 2. Never hand dose the pool water without proper advice. Always wear appropriate protective clothing and equipment.

Waste disposal

Each local authority has its own specific guidelines for the disposal of waste products. All waste (rubbish) must immediately be placed into a bin, which has a lid and contains a bin liner. At the end of the day/session this should then be sealed and disposed of immediately into the main bin liner. Any waste that has met body fluids should be placed into a yellow bin liner if a large item, otherwise into a yellow 'sharps' container. This will then be collected and incinerated (burnt) at a suitable site.

Personal appearance of the therapist

As a therapist, you are required to present a professional image at all times. In order to do this you should:

- Have clean teeth and avoid eating strong smelling foods and smoking.
- Bathe daily.
- Ensure you have a clean, pressed overall daily.
- Secure your hair away from the face if it is long. If hair is shorter it should be presented in a way that does not interfere with the treatment.
- Have clean, short nails that are free from enamel, so that they do not interfere with the treatment.
- Cover any cuts on the hands with a waterproof plaster
- Wear only minimal jewellery. Only a plain wedding band or stud earrings are allowed. (No facial piercing).

- Wear shoes that are clean, low heeled and fit securely around your feet.
- Wear tights to protect legs/feet and to prevent offensive odours.
- Not attend work/college if you have an infectious disease such as impetigo.
- Wear appropriate personal protective equipment, particularly gloves and protective glasses when handling any chemicals or cleaning substances.
- Outdoor shoes should not be worn next to the spa pool, protective foot coverings should be worn.

Operational records for the spa area

Detailed records should be kept to record all chemical tests that are carried out for the spa pool – depending on the manufacture's guidelines, this would be every 2 hours-daily. In addition, each spa will have its own programme however; safety checks should be carried out and recorded on a daily, weekly and monthly basis to cover the following areas:

- Spa pool
- Plant room
- Steam room
- Sauna
- Floatation equipment
- Changing rooms
- Relaxation area
- Treatment rooms
- Reception and other service areas

Working Safely And Effectively

Hygiene

Spa treatments are often performed in communal areas where heat and moisture are present, creating an ideal environment for micro-organisms to grow. It is therefore very important that hygienic practices are followed. Common terminologies that you need to be able to understand in relation the hygiene are:

- **Cross infection** occurs due to certain micro-organisms (germs such as fungus, virus or bacteria) being contagious and these may then be transferred through direct or indirect contact.
- **Secondary infection** occurs because germs enter a cut or broken skin. For example, if the client has a small graze and you use unhygienic practices, the graze could become infected.
- **Sterilisation** is the total destruction of all living micro-organisms and their spores.
- **Sanitisation** is the destruction of some, but not all micro-organisms to a level that is considered safe by the Public Health Administration.
- **Cleansing** is the removal of surface dirt and grease. Soap is the most common method of cleansing the skin.
- **Disinfecting** is a chemical that destroys growing forms of infection but not their spores. When the effect wears off the organism re-grows. Disinfectants should not be used on the skin as they are too strong, if necessary they should be used sparingly. Examples of disinfectants are bleach, hibitane and savlon.

Follow the hygienic practices outlined below when assisting with spa treatments:

- Supply clean towels/gowns to each client.
- Place used towels/gowns into a plastic bag lined container, and boil wash using detergent after each client.
- Clean and wipe over all surfaces with a suitable detergent as recommended by the manufacturer.
- Clean floor surfaces daily with hot water and detergent and then disinfect with suitable product.
- Place clean, protective, non-slip coverings onto the floor.
- Clean the wooden seating within the sauna daily by scrubbing with water. This is to prevent sebum and skin particles from adhering to

the wood. It would not usually be practical to use a disinfectant because large quantities of water would be required to remove the disinfectant. Any remaining disinfectant within the sauna could cause noxious fumes. Always check manufacturer's instructions.

- Clean steam rooms with disinfectant, detergent and water and fully rinse. Any excess steam or condensation can be soaked up using paper or cloth towels prior to this.
- Leave the doors to the sauna, steam cabinet/room open after use to allow the equipment to completely dry and prevent unhygienic conditions and damp smells from occurring.
- Empty the sauna bucket daily and allow to dry out – to prevent micro-organisms developing.
- Clean the dry float/treatment couch surface with water and detergent after use each time.
- Boil wash bandages that have been used as part of the wrapping treatment after use each time.
- Wash body-wrapping brushes in water and detergent, soak in a disinfectant fluid where possible, allow to dry and then store in the UV cabinet until ready for use.
- Clean showerheads regularly as part of the cleaning rota, as this section is often forgotten about and is an area that is prone to breeding micro-organisms.
- The client must wear a bathing suit at all times.
- The client must shower before entering the sauna, steam, spa pool or wet floatation.
- Cover seating within the sauna or steam with clean towels or disposable paper towels.
- Immediately place waste into a lined bin. At the end of the day, this should then be sealed and disposed of immediately.
- Use manufacturer's instructions when cleaning the spa pool or wet floatation tank. Do not use a detergent, as it would have an adverse effect on the spa pool system.
- Adequate ventilation must be fitted and used to prevent the development of micro-organisms.
- Supply clients with paper slippers for use within the spa area to prevent cross infection.
- Any member of staff entering the spa wearing normal footwear should fit protective coverings over their normal shoes.
- Clients or staff with contagious conditions are not permitted into the spa area.

Preventing Contact Dermatitis

Contact dermatitis is common in therapists and occurs due to contact or allergy to substances, solvents or immersing hands in water frequently. It appears as redness, itchiness and inflammation on the hands. Prevent by avoiding contact with substances, wearing gloves, barrier cream and drying hands properly.

Client Care and Preparation

Removal of accessories – to include the removal of jewellery, glasses, contact lenses and metallic hair clips to ensure maximum client comfort and to prevent heat build up on any metallic objects.

Removal of appropriate clothing - it is important that you give the client clear instruction on how to prepare themselves for the treatment. All clothing should be removed and the client should wear suitable swimwear. Provide a towelling robe for use in between treatment areas. Disposable slippers should also be provided for the clients use. If these are not available, the client must provide his or her own spa footwear.

Securing of hair - to ensure that it does not get caught in any of the equipment. It is also more comfortable for the client if the hair is secured as it prevents them from getting unnecessarily hot and from the hair falling in their face. It would be unhygienic and undesirable for hair from clients to fall onto flooring, towels, showers and seating and this would be more likely to occur if the hair is not secured.

Showering prior to treatment - ensures that there are no dead skin cells, grease, dirt or make-up which would act as a barrier to the treatment. If a shower was not offered, it would make the treatment less effective and unhygienic.

Providing clear instructions about the treatment – to ensure that the client knows what to expect, how long the treatment will take etc, therefore allowing them to relax.

Regular checks on the clients wellbeing – ensure that the client feels well, that they are taking regular showers or breaks to prevent over heating and that they are drinking water to re-hydrate the body

Work Areas

When working in each of the areas you need to consider lighting, heating, ventilation, sound, ambience, cleanliness and general comfort at all times.

In order for you to successfully complete your assessments you will be required to assist in the following work areas:

- Wet areas
- Treatment areas
- Changing rooms
- Relaxation areas
- Service areas

Remember you will be responsible for cleaning and tidying all areas and need to clean all surfaces, replenish drinking water supplies, remove and re-stock towels and empty waste bins.

Wet areas – this is the area around the spa, sauna and steam rooms and will also contain showers. It should also contain a reasonable supply of towels and have a relaxing ambience ideally with subdued lighting.

Treatment areas – these are the rooms where the treatments are carried out. The treatment rooms should be subtly lit and may also have candles to create ambience. The treatment room should be warm so that the client isn't cold when receiving their treatment.

Changing rooms – this is the area provided for the clients to change and store their belongings. It may also contain toilets, lockers, showers and hair drying station in a larger spa.

Relaxation areas – this is an area that contains loungers for the clients to relax before and after the treatment. The relaxation room enables the body and mind to relax after the spa treatment. It allows the body temperature and blood pressure to return back to normal. Ideally, the room should play relaxing music or be quiet, have a pleasant aroma, have natural or subdued lighting, contain dry air, have reading material and have a supply of drinking water. It may also have cushions and blankets for client comfort.

Service areas – this is the reception area, it will contain a waiting area for the clients, appointment system, retail displays, payment system, reading material and the usual stationary required for a reception area. You may also be required to organise drinks and gowns from this area.

Cleaning, Setting Up and Checking Spa Work Area

Importance of ventilation

Ventilation is a process which involves replacing stale air with a supply of fresh air. This process is very important as stale air contains:

- An increased amount of carbon dioxide.
- A reduced level of oxygen.
- If the environment continues to remain warm, humid and stale, the micro-organisms will increase as their survival rate is higher, and can reach such a level that the environment becomes a health hazard.

A decrease in oxygen will also cause a reduction in concentration and people will tire easily. Stale smells will be produced which does not present a good impression to clients or staff. Methods of ventilation that can be used are:

- open windows and doors
- ventilating bricks
- louvered windows
- a coopers disk
- extractor fans

All of these are perfectly acceptable methods however; open windows and doors can cause draughts and may have an adverse effect on the security of the premises.

Displaying Written Instructions For Equipment Usage

A prominent sign should be displayed to inform the clients of the effects and methods of use for each piece of equipment. The ISRM (Institute of Sport & Recreation Management) have produced posters for sauna, steam and spa treatments that give clear instructions on guidelines for use. It is very important that written instructions are displayed so that:

- Customers and staff are fully aware of the guidelines for that particular piece of wet or dry heat equipment.
- Verbal instruction can easily be forgotten, quite often people remember only selective information, displaying written instructions ensures that a person has an additional source of reference.
- Clients will often be undressed before they realise that they are unsure of something, with the instructions clearly displayed in the spa they can easily read the information that they require.

Reception

Sauna, steam and hydro treatments can be offered individually however they are most commonly applied prior to a body treatment or as part of a spa day. The receptionist and members of staff need to be aware of maximum numbers for each service in order to avoid over-booking the facilities and to comply with health and safety regulations. When making appointments for individual services you must establish which facility the client wishes to use. Remember to explain to the client that they will need to bring appropriate swimwear for the treatment.

Treatment duration and frequency

Task

Please complete the following chart for cost, treatment duration and maximum recommended frequency (times do not include consultation or dressing).

Treatment	Cost	Time	Frequency
Sauna		15-20 minutes	2-3 times per week
Steam		10-15 minutes	2-3 times per week
Hydrotherapy		10-20 minutes	2-3 times per week
Body wrap		45-60 minutes	2-3 times per week to obtain maximum results
Dry floatation		30-60 minutes	2-3 times per week
Wet floatation		45-60 minutes	1-2 times per week

Reasons why a client may want a spa treatment

Task

Can you think of reasons why a client might want a spa treatment?

The reasons why a client may want a spa treatment are as follows:

- To deep cleanse the skin
- To improve the appearance and texture of the skin all over the body
- For relaxation purposes
- To warm and relax the muscles in preparation for a body treatment
- To improve the feeling of well being
- To detoxify
- To temporarily lose inches – i.e. for a special occasion
- To improve the appearance of cellulite conditions
- To aid muscular aches and pains
- To socialise

Spa Treatments & Equipment

There are different types of spa equipment available:

Sauna

A sauna cabin is traditionally made from pine panels with slatted wooden benches around the walls of the sauna for the client to sit or lie on. A thermostatically controlled heater stove warms the stone coals to produce a dry heat. Water can be ladled onto the coal, which creates steam and therefore increases the humidity of the sauna. This heat then rises, which causes the sauna to be hotter on the upper benches as opposed to the lower benches. A thermometer should be placed near to the roof of the sauna to measure the temperature inside the sauna. A hygrometer should be