

 Spas and Wellness

Specific Quality Criteria no. 212 - Checklist

4th edition 2018

Self assessment

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**In 4th edition the specific quality criteria is based on self-assessment checklists that applicants/participants complete themselves. The applicable criteria must be completely fulfilled. A clear explanation of how each criterion is fulfilled must be given with reference to appropriate documentation e. g. employee handbook/quality manual, safety plans, photos etc. Random and/or selected criteria will be verified by the auditor.**

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| ***212-1*** | ***Safety*** | ***Yes*** | ***N/A*** | ***How fulfilled/explanation*** |
| *212-1.1* | The company has written safety plans covering all services offered to customers.  |  |  |  |
| *212-1.2* | Safety plans are reviewed at least once a year. |  |  |  |
| *212-1.3* | Staff members are briefed on safety plans every year. The briefing is done according to a written procedure. |  |  |  |
| *212-1.4* | The company ensures that staff members operate according to safety plans. This is for example stated in employment contracts and subcontracting agreements. |  |  |  |
| *212-1.5* | Customers are reminded of responsible behaviour towards the environment. |  |  |  |
| ***212-2*** | ***Products and Services*** | ***Yes*** | ***N/A*** | ***How fulfilled/explanation*** |
| *212-2.1* | Written instructions for staff detail what is included in services/treatments on offer. |  |  |  |
| *212-2.2* | Information on how guests can make optimal use of what is on offer to maximise the effects of their stay/treatment are available. This applies for example to temperature of baths and desirable length of stay. |  |  |  |
| *212-2.3* | Advice is at hand for those who are particularly sensitive, e.g. to high temperatures. |  |  |  |
| *212-2.4* | Information are provided on the chemical content of natural substances to which guests have access (e.g. bathwater, steam, clay etc.) along with information on the effect of active ingredients. |  |  |  |
| *212-2.5* | Any risk of intolerance or other reaction to any of the materials used is clearly stated. |  |  |  |
| *212-2.6* | Information are available on the origin of the natural products used, e.g. boreholes and their depth, clay-mines etc. The recycling and cleaning/refining of the materials is explained. |  |  |  |
| *212-2.7* | Reception staff has detailed knowledge of the services provided and can convey this information to guests. |  |  |  |
| *212-2.8* | Records are kept of Customer Service History. Special needs/preferences, allergies and treatment history are recorded. This applies to regular customers only. |  |  |  |
| ***212-3*** | ***Facilities and Equipment*** | ***Yes*** | ***N/A*** | ***How fulfilled/explanation*** |
| *212-3.1* | Employees are presentable and dress in clean and appropriate working attire. |  |  |  |
| *212-3.2* | The facilities offer a separate reception area. |  |  |  |
| *212-3.3* | Separate dressing rooms, with mirrors and lockers with sufficient number of hangers and/or hooks as well as other necessary amenities e.g. hairdryers, are available. Where lockers are not provided, a safety box is in place. |  |  |  |
| *212-3.4* | Treatment rooms and other facilities are tidy, well designed and appropriately equipped to serve their purpose. All furniture and fixtures are clean and in good condition. |  |  |  |
| *212-3.5* | Bathrobes/gowns and slippers are available where appropriate. |  |  |  |
| *212-3.6* | Treatment rooms are big enough to allow those administering therapy to move easily around the room. |  |  |  |
| *212-3.7* | Propriety and privacy are observed during the entire course of treatment, e.g. towels are used to shield the body when turning over or changing clothes. |  |  |  |
| *212-3.8* | Treatment rooms are well ventilated |  |  |  |
| *212-3.9* | Treatment rooms are well demarcated*.* |  |  |  |
| *212-3.10* | Clients have the opportunity to relax after therapy, in either the treatment space or an appropriate area*.* |  |  |  |
| *212-3.11* | Shower and bathing facilities are well separated from the dressing area to minimise the risk of water getting into dressing rooms. |  |  |  |
| *212-3.12* | Relevant and clear pictorial instructions on how clients are to wash themselves are in the shower and bathing area. |  |  |  |
| *212-3.13* | The highest standards of hygiene are observed at all times. No surface shows signs of grime and grouting is free of mould, no stains or signs of wear and tear of furniture are present. |  |  |  |
| *212-3.14* | Towels are clean and not excessively worn. The same applies to gowns and other garments on offer. |  |  |  |
| *212-3.15* | The consumption of food and drinks is supervised, so that there is no danger incurred e.g. by use of glassware. |  |  |  |
| *212-3.16* | Written procedures apply to the:1. Washing of linens.
2. Replacing of linens.
3. Cleaning.
4. Other aspects pertaining to hygiene in accordance with the

 nature of the operation. |  |  |  |
| *212-3.17* | Written cleaning plans for scheduled daily cleaning and general long term cleaning are in place. The plans cover all areas of the facilities, indoors as well as outdoors. |  |  |  |

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| ***212-4*** | ***Education and Training*** | ***Yes*** | ***N/A*** | ***How fulfilled/explanation*** |
| *212-4.1* | Employees administering client treatment must have completed appropriate education and training e.g. beauticians and masseur/masseuse. |  |  |  |
| *212-4.2* | The company keeps a list of all health professionals in its service, who hold a legal certification and are licenced to practice by the Chief Surgeon. |  |  |  |
| *212-4.3* | The company keeps a list of all healers in its service according to the current Act on Healers*.* |  |  |  |
| *212-4.4* | All employees have completed basic first aid course (4 hours) from a certified trainer and attend a refresher course every two years. Applicable for employees and contractors alike. |  |  |  |
| *212-4.5* | Guards in swimming and bathing areas must hold a valid licence cf. the current Act on Hygiene Procedures in Swimming Pools and Baths and the current Act on Nature Baths. |  |  |  |