

STANDARDS & PRACTICES

Leading Spas of Canada has established the following Standards & Practices to ensure that all members of the Association provide the highest level of professional services and products to the general public. By signing the Verification Statement, all Association members agree to adhere to these Standards & Practices, and to the Association's Code of Ethics. As a Leading Spas of Canada member, you may be subject to a random inspection to ensure that the professional levels of performance required by the Association are being maintained.

Furthermore, members pledge that their operating procedures and practices comply with all applicable local, provincial and federal regulations, including those for persons with disabilities, and that all team members and contracted therapists meet all local, provincial and federal regulations with regards to licensing.

As Canada's premier spa industry organization, Leading Spas of Canada continues to advocate for Government to adopt these Standards and Practices.

Please note: *If your business offers or provides medical services and regardless of how your business is marketed (e.g., 'Day' Spa offering any medical services), you must comply with the Standards & Practices for Medical Esthetics.*

SAFETY AND HYGIENE

The spa and its team members and contracted therapists will ensure that:

- All team members and contracted therapists follow appropriate hygienic standards at all times.
- The premises and all instruments used are appropriately sanitized and sterilized.
- A first aid kit is properly stocked and readily available at all times.
- A written emergency plan is posted in plain view at all appropriate team member and contracted therapist common areas. The plan includes standard emergency procedures for specific incidents and phone number for police, fire, and emergency medical assistance.
- All procedures for cleaning and maintenance are in accordance with federal, provincial, and local regulations, and with appropriate manufacturer's guidelines.
- All floor surfaces are constructed to accommodate the intended activities for each area.
- Signage is posted to alert and educate guests about possible risks and practices, as needed, in such areas as: exercise studios, pools, wet areas, saunas, steam rooms, whirlpools, racquet sports courts and any other potentially hazardous area.
- Appropriate control of temperatures is ensured through an ongoing monitoring system in all areas where guests are exposed to high thermal stress, e.g. saunas, steam rooms, whirlpools and exercise rooms.
- Team members and contracted therapists are available to provide assistance and instruction in the proper and effective use of fitness and weight training equipment.
- Team members and contracted therapists who perform advanced techniques and/or use advanced technology are thoroughly trained and do so in compliance with the manufacturer's instructions and guidelines.

RESPONSIBILITIES OF THE SPA TO ITS TEAM MEMBERS AND CONTRACTED THERAPISTS

You and your spa will ensure that:

- Team members and contracted therapists, when hired, are provided with a Policy and Procedures Manual which is reviewed and updated annually.
- Team members and contracted therapists are provided with and/or given access to constantly updated Treatment Procedure and Product manuals for all treatment modalities included in the spa's menu.
- Team members and contracted therapists are given a job/responsibility description upon hiring, followed up with at least one annual evaluation of individual's job performance.
- All specialized/professional team members and contracted therapists such as fitness instructors, personal trainers, massage therapists, estheticians, nail technicians, hair stylists, nutritionists, physiologists, psychologists and medical technicians complies with local, provincial and federal regulations with regards to licensing, registration and appropriate certification.
- The Director/Supervisor of any fitness program has at least a bachelor's degree (or equivalent) in an appropriate area of study, or a current certification from a nationally recognized organization in the health/fitness industry.
- The spa will have at least one team member or contractor member who has CPR and First Aid certification, on site during operating hours.
- Demonstrates a commitment to providing education, training and professional development opportunities for all team members and contracted therapists.

RESPONSIBILITIES OF THE SPA TO ITS GUESTS

You and your team members and contracted therapists will ensure that:

- Written material is provided that accurately depicts the facility, nutrition/diet/wellness and other programs, philosophy, rates, deposits, customary tipping and gratuities, cancellation policy and grace period for refunds.
- Guests complete a confidential screening questionnaire and/or informed consent statement appropriate to their planned activities.
- All guest history and counseling session information is considered private and confidential and it in compliance with privacy legislation. Such information is not disclosed by the spa, or its team members and contracted therapists, without the proper consent of the individual, unless such disclosure is required by law.
- All guest complaints are promptly responded to and resolved in as timely and efficiently a manner as possible.
- The spa has current liability insurance or the equivalent for the purpose of guests' protection.
- All spas with fitness programs are flexible enough to accommodate a variety of goals, fitness levels, and needs.
- Spa programs and menus are designed to encourage the guest toward health enhancing activities and wellness while acknowledging the guest's current health status.
- It is imperative for each member of LSC to communicate honestly in all marketing material and photographs/videos in order to deliver an authentic experience to spa consumers. This helps us manage expectations and builds trust. Spa consumers are constantly disappointed when photographed images used in marketing material and websites are not what they experienced as a paying Guest.

RESPONSIBILITIES OF THE TEAM MEMBERS AND CONTRACTED THERAPISTS TO THE SPA

As team members and contracted therapists, you will ensure that you:

- Are professional, courteous, helpful, knowledgeable, and articulate.
- Are committed to anticipating guests' needs and serving them.
- Reflect the spa's policies in appearance, attitude, and teamwork.
- Believe in the precepts of Spa Wellness and are willing and able to share these philosophies with guests.
- Agree in writing to abide by the Policies and Procedures established by the spa.

- Understand and follow your personal job descriptions.
- Demonstrate professional client management through the maintenance of client records on an ongoing basis.
- Zealously guard the guest's privacy and modesty.
- Are committed to honouring the confidentiality of the spa and its business, in general.
- Adhere to the professional standards of hygiene as defined by the spa.
- Maintain all personal certifications as required by provincial or federal legislation.
- Take personal responsibility for your continuing professional development.
- Are attentive to preserving the Spa Environment at all times.