



SOP PELAN PEMULIHAN NEGARA – FASA 3 NEGERI SARAWAK

SPA, WELLNESS, FOOT MASSAGE, BEAUTY CENTRE & REFLEXOLOGY

UPDATED : 30 SEPTEMBER 2021

SCOPE	Operational Hours	08.00 am – 12.00 mn	Workers' Capacity	80%	Customers Capacity	50%						
<ol style="list-style-type: none"> 1. Body Massage 2. Foot Massage 3. Reflexology 4. Shoulder / Head Massage 5. Pedicure / Manicure 6. Beauty Centre 7. Spa <p>*Licensed with Local Authority / LHDN</p>	ACTIVITY AND GENERAL PROTOCOL											
PROHIBITED ACTIVITIES	ACTION						DESCRIPTION					
<ol style="list-style-type: none"> 1. Group visits which can affect the capacity of these centres due to the size is not allowed. Overflow of customers are required to come back according to their appointment time 2. Water treatment in tubs, Jacuzzi, body scrubs, sauna, steam bath are not allowed 3. Eating and drinking in the room 	1. NOTIFICATION TO RESUME ACTIVITY AND RESUME BUSINESS		<ol style="list-style-type: none"> i. The operator must obtain written approval from DDMC before being allowed to operate and this approval should be displayed to facilitate monitoring by the authorities ii. Local authorities will conduct inspections before the premises are allowed to operate iii. The results of the inspection will be forwarded to the DDMC 									
MANDATORY REQUIREMENTS	2. HEALTH SCREENING FOR MASSEUSE, MASSEUR, WORKERS, STAFF, VISITORS, CUSTOMERS		<ol style="list-style-type: none"> i. All premise owner must appoint a suitable person to be in charge of the implementation of this SOP ii. Operators, staff, masseuse or masseurs must undergo RTK-Antigen swab test not more than 3 days before operating iii. Only employees who have received a complete doses of COVID-19 vaccine and asymptomatic are allowed to work iv. Operators, staff, masseuse or masseurs to undergo random self saliva testing using RTK-Antigen every 2 weeks v. Compulsory for all staff, masseuse or masseur, customers, visitors, contractors, suppliers, tenants, vendors and those related to the business operations to undergo health and temperature screening for COVID-19 symptoms such as fever, coughing, sore throat, flu or respiratory difficulties vi. Those with body temperature exceeding 37.5 C shall be denied entry and advised to seek medical treatment vii. Qualification of Therapists, Service Providers, Masseuse or Masseur viii. Local Therapists, Masseuse or Masseur ix. Foreign workers with valid work permit who have been in the State for more than 30 days. If the foreign workers with invalid work permit (who has been in the State for more than 30 days), they are to be guided to renew their work permit with Immigration Department ix. Only customers who have received completed doses of COVID-19 vaccine are ALLOWED to enter and receive services 									
<ol style="list-style-type: none"> 1. Regulations 14 and 16 of P.U. (A) 293/2021 2. Act 342 3. PPHO 1999 4. Emergency Ordinance (Prevention and Control of Infectious Diseases (Amendment) 2021 5. SOP National Recovery Plan: Sarawak Phase 3 issued by MKN dated 29 September 2021 6. Subject to the regulation issued by MKN, KKM and SDMC Sarawak 7. Instructions and regulations under the local authority 8. Other instructions from time to time issued by the Director General of Health 9. Customer or Worker Attendance Book 	3. LAYOUT OF OPERATIONAL, LIFT, WAITING LOUNGE		<ol style="list-style-type: none"> i. Installation of CCTV at entrance or lobby ii. At least 2 meters distancing between tables, chairs in the waiting lounge. To limit number of person to use iii. At least 2 meters distancing between massage beds and / or chairs iv. Business operators are REQUIRED to ensure the ventilation flow are in accordance with SOP on Ventilation Improvement at Non - Residential Building or Space set by SDMC 									
	4. PHYSICAL DISTANCING		<ol style="list-style-type: none"> i. Minimum 1 meter social distancing at counters, office, general open area and facilities in the business ii. Only one customer is allowed at a time per room, except for married couple 									



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1. Group visits which can affect the capacity of these centres due to the size is not allowed. Overflow of customers are required to come back according to their appointment time 2. Water treatment in tubs, Jacuzzi, body scrubs, sauna, steam bath are not allowed 3. Eating and drinking in the room	5. HAND SANITISERS AT OPEN AREAS, LOBBY, ENTRANCE, THERAPY ROOM	i. To provide hand sanitizers and washing facilities with soap at general and open areas, entrance lobby, counters and rooms ii. To implement strict or high standard of hygiene such as regular hands washing or hand sanitization				
MANDATORY REQUIREMENTS	6. FACEMASK FOR CUSTOMERS	Usage of face masks by customers upon entry and within the business premise are compulsory. Customers not wearing facemask are not allowed to be in the premise				
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	8. SERVICES BY APPOINTMENT ONLY	i. Walk-in customers are not allowed. Customers will be served by appointment only to prevent unnecessary over crowding at waiting lounge ii. The time period for the entire session must not exceed two (2) hours				
	9. GUEST FACILITIES & WAITING ROOM	Food and drinks are not to be served in the premise. Recreational and guest facilities such as magazines, newspaper, books, refresher towels, sauna and steam bath are not allowed at the waiting lounge				
	10. ALTERNATIVE COMMUNICATION BETWEEN CUSTOMERS AND THERAPISTS	i. To use alternative digital medium for discussion such as whatsapp and phone call for online inquiry, book service package menu or other extra information. Physical and face to face discussion is not allowed ii. Therapists/Masseuse/Masseur are required to wear name or number tags				
	11. MYSEJAHTERA APPLICATION	Operator, staffs and customers are required to update their MySejahtera application and their personal information to enable effective COVID-19 Contact Tracing				



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1. Group visits which can affect the capacity of these centres due to the size is not allowed. Overflow of customers are required to come back according to their appointment time	17. PAYMENTS AT COUNTER	Usage of digital payment are encouraged				
2. Water treatment in tubs, Jacuzzi, body scrubs, sauna, steam bath are not allowed	18. DISPOSAL OF FACE MASK, SHEETS, DISPOSABLE UNDERWEARS AND SHOWER CAPS	Used face mask, disposable underwear, shower caps, plastic apron and gloves are to be disposed properly				
3. Eating and drinking in the room	19. DISPOSAL OF GENERAL WASTES	General waste disposal must be disposed properly according to existing standard procedure (wrapped in black plastic bags and tied)				
MANDATORY REQUIREMENTS	20. HOUSEKEEPING ACTIVITIES (HYGIENE & CLEANLINESS STANDARDS AND REGULAR SANITIZATION)	Housekeeping procedures that must be adhered to: i. Used fabrics, towels, bed sheets and pillow case must be kept inside a proper case before send for laundry or washing ii. For the convenience of other customers, lockers are to be sanitized and labeled with 'SANITIZED' tag iii. Changing rooms, therapy and treatment rooms must be cleaned and sanitized after every customer				
1. Regulations 14 and 16 of P.U. (A) 293/2021	21. EXHIBIT THE "DO" DAN "DONT'S" GUIDELINES FOR COVID-19	To display "Do's" and "Don'ts" on COVID-19 prevention as a guide for the customers				
2. Act 342	22. EMERGENCY RESPONSE	i. If the premises are visited by COVID-19 patients, the operator must ensure that the premises are disinfected ii. Exposed operators and employees are required to do RTK-Antigen swab test iii. If the operator or employee is found to be positive for COVID 19, the premise must be closed and properly disinfected (Section 18 (1) (d) under Act 342)				
3. PPHO 1999						
4. Emergency Ordinance (Prevention and Control of Infectious Diseases (Amendment) 2021						
5. SOP National Recovery Plan: Sarawak Phase 3 issued by MKN dated 29 September 2021						
6. Subject to the regulation issued by MKN, KKM and SDMC Sarawak						
7. Instructions and regulations under the local authority						
8. Other instructions from time to time issued by the Director General of Health						
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Spa, Wellness and Reflexology Floor Plan

