



# 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"> <li>1. Body Massage</li> <li>2. Foot Massage</li> <li>3. Reflexology</li> <li>4. Shoulder / Head Massage</li> <li>5. Pedicure / Manicure</li> <li>6. Beauty Centre</li> <li>7. Spa</li> </ol> <p>*Licensed with Local Authority / LHDN</p>	<b>ACTIVITY AND GENERAL PROTOCOL</b>					
<b>PROHIBITED ACTIVITIES</b>	<b>ACTION</b>	<b>DESCRIPTION</b>				
<ol style="list-style-type: none"> <li>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</li> <li>2. Water treatment in tubs, Jacuzzi, body scrubs, sauna, steam bath are not allowed</li> <li>3. Eating and drinking in the room</li> </ol>	<ol style="list-style-type: none"> <li>1. <b>NOTIFICATION TO RESUME ACTIVITY AND RESUME BUSINESS</b></li> </ol>	<ol style="list-style-type: none"> <li>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</li> <li>ii. Local authorities will conduct inspections before the premises are allowed to operate</li> <li>iii. The results of the inspection will be forwarded to the DDMC</li> </ol>				
<b>MANDATORY REQUIREMENTS</b>	<ol style="list-style-type: none"> <li>2. <b>HEALTH SCREENING FOR MASSEUSE, MASSEUR, WORKERS, STAFF, VISITORS, CUSTOMERS</b></li> </ol>	<ol style="list-style-type: none"> <li>i. All premise owner must appoint a suitable person to be in charge of the implementation of this SOP</li> <li>ii. Operators, staff, masseuse or masseurs must undergo <b>RTK-Antigen swab test</b> not more than 3 days before operating</li> <li>iii. Only employees who have received a complete doses of COVID-19 vaccine and asymptomatic are allowed to work</li> <li>iv. Operators, staff, masseuse or masseurs to undergo random self saliva testing using RTK-Antigen every 2 weeks</li> <li>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</li> <li>vi. Those with body temperature exceeding 37.5 C shall be denied entry and advised to seek medical treatment</li> <li>vii. Qualification of Therapists, Service Providers, Masseuse or Masseur</li> <li>viii. Local Therapists, Masseuse or Masseur</li> <li>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</li> <li>ix. Only customers who have received completed doses of COVID-19 vaccine are <b>ALLOWED</b> to enter and receive services</li> </ol>				
<ol style="list-style-type: none"> <li>1. Regulations 14 and 16 of P.U. (A) 293/2021</li> <li>2. Act 342</li> <li>3. PPHO 1999</li> <li>4. Emergency Ordinance (Prevention and Control of Infectious Diseases (Amendment) 2021</li> <li>5. SOP National Recovery Plan: Sarawak Phase 3 issued by MKN dated 29 September 2021</li> <li>6. Subject to the regulation issued by MKN, KKM and SDMC Sarawak</li> <li>7. Instructions and regulations under the local authority</li> <li>8. Other instructions from time to time issued by the Director General of Health</li> <li>9. Customer or Worker Attendance Book</li> </ol>	<ol style="list-style-type: none"> <li>3. <b>LAYOUT OF OPERATIONAL, LIFT, WAITING LOUNGE</b></li> </ol>	<ol style="list-style-type: none"> <li>i. Installation of CCTV at entrance or lobby</li> <li>ii. At least 2 meters distancing between tables, chairs in the waiting lounge. To limit number of person to use</li> <li>iii. At least 2 meters distancing between massage beds and / or chairs</li> <li>iv. Business operators are <b>REQUIRED</b> to ensure the ventilation flow are in accordance with <b>SOP on Ventilation Improvement at Non - Residential Building or Space</b> set by SDMC</li> </ol>				
	<ol style="list-style-type: none"> <li>4. <b>PHYSICAL DISTANCING</b></li> </ol>	<ol style="list-style-type: none"> <li>i. Minimum 1 meter social distancing at counters, office, general open area and facilities in the business</li> <li>ii. Only one customer is allowed at a time per room, except for married couple</li> </ol>				



# SOP PELAN PEMULIHAN NEGARA – FASA 3 NEGERI SARAWAK

## SPA, WELLNESS, FOOT MASSAGE, BEAUTY CENTRE & REFLEXOLOGY

SCOPE	Operational Hours	08.00 am – 12.00 mn	Workers' Capacity	80%	Customers Capacity	50%
<ol style="list-style-type: none"> <li>1. Body Massage</li> <li>2. Foot Massage</li> <li>3. Reflexology</li> <li>4. Shoulder / Head Massage</li> <li>5. Pedicure / Manicure</li> <li>6. Beauty Centre</li> <li>7. Spa</li> </ol> <p>*Licensed with Local Authority / LHDN</p>	<b>ACTIVITY AND GENERAL PROTOCOL</b>					
PROHIBITED ACTIVITIES	ACTION	DESCRIPTION				
<ol style="list-style-type: none"> <li>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</li> <li>2. Water treatment in tubs, Jacuzzi, body scrubs, sauna, steam bath are not allowed</li> <li>3. Eating and drinking in the room</li> </ol>	5. HAND SANITISERS AT OPEN AREAS, LOBBY, ENTRANCE, THERAPY ROOM	<ol style="list-style-type: none"> <li>i. To provide hand sanitizers and washing facilities with soap at general and open areas, entrance lobby, counters and rooms</li> <li>ii. To implement strict or high standard of hygiene such as regular hands washing or hand sanitization</li> </ol>				
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				
<ol style="list-style-type: none"> <li>1. Regulations 14 and 16 of P.U. (A) 293/2021</li> <li>2. Act 342</li> <li>3. PPHO 1999</li> <li>4. Emergency Ordinance (Prevention and Control of Infectious Diseases (Amendment) 2021</li> <li>5. SOP National Recovery Plan: Sarawak Phase 3 issued by MKN dated 29 September 2021</li> <li>6. Subject to the regulation issued by MKN, KKM and SDMC Sarawak</li> <li>7. Instructions and regulations under the local authority</li> <li>8. Other instructions from time to time issued by the Director General of Health</li> <li>9. Customer or Worker Attendance Book</li> </ol>	7. CLEANLINESS & DISINFECTION	<ol style="list-style-type: none"> <li>i. Business owner / operator must sanitize their premise, room, bed, chair, and other equipment, and change bed sheet, towel, pillow case used after every customer.</li> <li>ii. Room can only be used by next customer at least one (1) hour after sanitization or disinfection</li> </ol>				
	8. SERVICES BY APPOINTMENT ONLY	<ol style="list-style-type: none"> <li>i. Walk-in customers are not allowed. Customers will be served by appointment only to prevent unnecessary over crowding at waiting lounge</li> <li>ii. The time period for the entire session must not exceed two (2) hours</li> </ol>				
	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	<ol style="list-style-type: none"> <li>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</li> <li>ii. Therapists/Masseuse/Masseur are required to wear name or number tags</li> </ol>				
	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				



# SOP PELAN PEMULIHAN NEGARA – FASA 3 NEGERI SARAWAK

## SPA, WELLNESS, FOOT MASSAGE, BEAUTY CENTRE & REFLEXOLOGY

SCOPE	Operational Hours	08.00 am – 12.00 mn	Workers' Capacity	80%	Customers Capacity	50%												
<ol style="list-style-type: none"> <li>1. Body Massage</li> <li>2. Foot Massage</li> <li>3. Reflexology</li> <li>4. Shoulder / Head Massage</li> <li>5. Pedicure / Manicure</li> <li>6. Beauty Centre</li> <li>7. Spa</li> </ol> <p>*Licensed with Local Authority / LHDN</p>	<b>ACTIVITY AND GENERAL PROTOCOL</b>																	
<b>PROHIBITED ACTIVITIES</b>	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th data-bbox="774 297 1098 376" style="width: 30%;">ACTION</th> <th data-bbox="1098 297 2514 376">DESCRIPTION</th> </tr> </thead> <tbody> <tr> <td data-bbox="774 376 1098 491"> <b>12. CUSTOMER MOVEMENTS</b> </td> <td data-bbox="1098 376 2514 491"> <ol style="list-style-type: none"> <li>i. Customer movements and flow must be controlled. There should be no gathering at the business centre or premise area.</li> <li>ii. To put signage for directions to assist and guide customers about the premise floor</li> </ol> </td> </tr> <tr> <td data-bbox="774 491 1098 668"> <b>13. PROTECTION GEARS FOR STAFF AND THERAPISTS</b> </td> <td data-bbox="1098 491 2514 668"> <ol style="list-style-type: none"> <li>i. Premise owners or operator must provide face mask, face shield, gloves, hand sanitizer for staff, therapist and masseuse or masseur</li> <li>ii. Face shields are to be wiped clean after every customer and to be disposed if damaged</li> <li>iii. Standard uniform for Masseuse or Masseur, staff or workers (sportswear, tracksuit, t-shirt and slacks)</li> <li>iv. To change and dispose hand gloves after every customer</li> </ol> </td> </tr> <tr> <td data-bbox="774 668 1098 876"> <b>14. SAFETY MEASURES DURING THERAPY (PREMISE STAFF)</b> </td> <td data-bbox="1098 668 2514 876"> <ol style="list-style-type: none"> <li>i. Maximum duration of therapy or treatment must be according to the packages selected and not more than two (2) hours per session. No additional services outside the agreed package is allowed to prevent additional waiting time for the next customer</li> <li>ii. Compulsory usage of face mask and face shield for therapist during therapy and treatment session</li> <li>iii. Regular hand washing, hand sanitization before, during and after the therapy or treatment session</li> <li>iv. Use of sign language or prepare service menu as an alternative means of communication instead of direct conversation</li> </ol> </td> </tr> <tr> <td data-bbox="774 876 1098 1019"> <b>15. LEAVE AFTER COMPLETION OF THERAPY</b> </td> <td data-bbox="1098 876 2514 1019">           Customers are required to leave the premise immediately after the end of each therapy and treatment session         </td> </tr> <tr> <td data-bbox="774 1019 1098 1133"> <b>16. BATH BEFORE THERAPY</b> </td> <td data-bbox="1098 1019 2514 1133"> <ol style="list-style-type: none"> <li>i. Customers are encouraged to bath before and after therapy or treatment session for those premise with bathroom facilities</li> <li>ii. To use anti-bacterial soap to clean both feet instead of using disinfectant or chlorine based solution</li> </ol> </td> </tr> </tbody> </table>						ACTION	DESCRIPTION	<b>12. CUSTOMER MOVEMENTS</b>	<ol style="list-style-type: none"> <li>i. Customer movements and flow must be controlled. There should be no gathering at the business centre or premise area.</li> <li>ii. To put signage for directions to assist and guide customers about the premise floor</li> </ol>	<b>13. PROTECTION GEARS FOR STAFF AND THERAPISTS</b>	<ol style="list-style-type: none"> <li>i. Premise owners or operator must provide face mask, face shield, gloves, hand sanitizer for staff, therapist and masseuse or masseur</li> <li>ii. Face shields are to be wiped clean after every customer and to be disposed if damaged</li> <li>iii. Standard uniform for Masseuse or Masseur, staff or workers (sportswear, tracksuit, t-shirt and slacks)</li> <li>iv. To change and dispose hand gloves after every customer</li> </ol>	<b>14. SAFETY MEASURES DURING THERAPY (PREMISE STAFF)</b>	<ol style="list-style-type: none"> <li>i. Maximum duration of therapy or treatment must be according to the packages selected and not more than two (2) hours per session. No additional services outside the agreed package is allowed to prevent additional waiting time for the next customer</li> <li>ii. Compulsory usage of face mask and face shield for therapist during therapy and treatment session</li> <li>iii. Regular hand washing, hand sanitization before, during and after the therapy or treatment session</li> <li>iv. Use of sign language or prepare service menu as an alternative means of communication instead of direct conversation</li> </ol>	<b>15. LEAVE AFTER COMPLETION OF THERAPY</b>	Customers are required to leave the premise immediately after the end of each therapy and treatment session	<b>16. BATH BEFORE THERAPY</b>	<ol style="list-style-type: none"> <li>i. Customers are encouraged to bath before and after therapy or treatment session for those premise with bathroom facilities</li> <li>ii. To use anti-bacterial soap to clean both feet instead of using disinfectant or chlorine based solution</li> </ol>
ACTION	DESCRIPTION																	
<b>12. CUSTOMER MOVEMENTS</b>	<ol style="list-style-type: none"> <li>i. Customer movements and flow must be controlled. There should be no gathering at the business centre or premise area.</li> <li>ii. To put signage for directions to assist and guide customers about the premise floor</li> </ol>																	
<b>13. PROTECTION GEARS FOR STAFF AND THERAPISTS</b>	<ol style="list-style-type: none"> <li>i. Premise owners or operator must provide face mask, face shield, gloves, hand sanitizer for staff, therapist and masseuse or masseur</li> <li>ii. Face shields are to be wiped clean after every customer and to be disposed if damaged</li> <li>iii. Standard uniform for Masseuse or Masseur, staff or workers (sportswear, tracksuit, t-shirt and slacks)</li> <li>iv. To change and dispose hand gloves after every customer</li> </ol>																	
<b>14. SAFETY MEASURES DURING THERAPY (PREMISE STAFF)</b>	<ol style="list-style-type: none"> <li>i. Maximum duration of therapy or treatment must be according to the packages selected and not more than two (2) hours per session. No additional services outside the agreed package is allowed to prevent additional waiting time for the next customer</li> <li>ii. Compulsory usage of face mask and face shield for therapist during therapy and treatment session</li> <li>iii. Regular hand washing, hand sanitization before, during and after the therapy or treatment session</li> <li>iv. Use of sign language or prepare service menu as an alternative means of communication instead of direct conversation</li> </ol>																	
<b>15. LEAVE AFTER COMPLETION OF THERAPY</b>	Customers are required to leave the premise immediately after the end of each therapy and treatment session																	
<b>16. BATH BEFORE THERAPY</b>	<ol style="list-style-type: none"> <li>i. Customers are encouraged to bath before and after therapy or treatment session for those premise with bathroom facilities</li> <li>ii. To use anti-bacterial soap to clean both feet instead of using disinfectant or chlorine based solution</li> </ol>																	
<b>MANDATORY REQUIREMENTS</b>	<ol style="list-style-type: none"> <li>1. Regulations 14 and 16 of P.U. (A) 293/2021</li> <li>2. Act 342</li> <li>3. PPHO 1999</li> <li>4. Emergency Ordinance (Prevention and Control of Infectious Diseases (Amendment) 2021</li> <li>5. SOP National Recovery Plan: Sarawak Phase 3 issued by MKN dated 29 September 2021</li> <li>6. Subject to the regulation issued by MKN, KKM and SDMC Sarawak</li> <li>7. Instructions and regulations under the local authority</li> <li>8. Other instructions from time to time issued by the Director General of Health</li> <li>9. Customer or Worker Attendance Book</li> </ol>																	



# SOP PELAN PEMULIHAN NEGARA – FASA 3 NEGERI SARAWAK

## SPA, WELLNESS, FOOT MASSAGE, BEAUTY CENTRE & REFLEXOLOGY

SCOPE	Operational Hours	08.00 am – 12.00 mn	Workers' Capacity	80%	Customers Capacity	50%
<ol style="list-style-type: none"> <li>1. Body Massage</li> <li>2. Foot Massage</li> <li>3. Reflexology</li> <li>4. Shoulder / Head Massage</li> <li>5. Pedicure / Manicure</li> <li>6. Beauty Centre</li> <li>7. Spa</li> </ol> <p>*Licensed with Local Authority / LHDN</p>	ACTIVITY AND GENERAL PROTOCOL					
	ACTION	DESCRIPTION				
	17. PAYMENTS AT COUNTER	Usage of digital payment are encouraged				
	18. DISPOSAL OF FACE MASK, SHEETS, DIPOSABLE UNDERWEARS AND SHOWER CAPS	Used face mask, disposable underwear, shower caps, plastic apron and gloves are to be disposed properly				
	19. DISPOSAL OF GENERAL WASTES	General waste disposal must be disposed properly according to existing standard procedure (wrapped in black plastic bags and tied)				
	20. HOUSEKEEPING ACTIVITIES (HYGIENE & CLEANLINESS STANDARDS AND REGULAR SANITIZATION	<p><b>Housekeeping procedures that must be adhered to:</b></p> <ol style="list-style-type: none"> <li>i. Used fabrics, towels, bed sheets and pillow case must be kept inside a proper case before send for laundry or washing</li> <li>ii. For the convenience of other customers, lockers are to be sanitized and labeled with 'SANITIZED' tag</li> <li>iii. Changing rooms, therapy and treatment rooms must be cleaned and sanitized after every customer</li> </ol>				
	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				
	22. EMERGENCY RESPONSE	<ol style="list-style-type: none"> <li>i. If the premises are visited by COVID-19 patients, the operator must ensure that the premises are disinfected</li> <li>ii. Exposed operators and employees are required to do RTK-Antigen swab test</li> <li>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)</li> </ol>				
PROHIBITED ACTIVITIES	<ol style="list-style-type: none"> <li>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</li> <li>2. Water treatment in tubs, Jacuzzi, body scrubs, sauna, steam bath are not allowed</li> <li>3. Eating and drinking in the room</li> </ol>					
MANDATORY REQUIREMENTS	<ol style="list-style-type: none"> <li>1. Regulations 14 and 16 of P.U. (A) 293/2021</li> <li>2. Act 342</li> <li>3. PPHO 1999</li> <li>4. Emergency Ordinance (Prevention and Control of Infectious Diseases (Amendment) 2021</li> <li>5. SOP National Recovery Plan: Sarawak Phase 3 issued by MKN dated 29 September 2021</li> <li>6. Subject to the regulation issued by MKN, KKM and SDMC Sarawak</li> <li>7. Instructions and regulations under the local authority</li> <li>8. Other instructions from time to time issued by the Director General of Health</li> <li>9. Customer or Worker Attendance Book</li> </ol>					

# Spa, Wellness and Reflexology Floor Plan

