

Reference Guide:

Health & Safety

(Personal & Environment Hygiene Standards)



GLASS HOUSE
DETOX & WELLNESS RETREAT

THIS GUIDE MUST BE KEPT SAFE & BE READILY AVAILABLE ONSITE, IN ALL DEPARTMENTS FOR ANY TEAM MEMBER OR VISITOR TO
USE AS A REFERENCE

WELCOME BACK

WE HAVE MISSEDTYOU

“Together but Distanced”



GLASS HOUSE
DETOX & WELLNESS RETREAT

Agenda

- Glass House Retreat General Update:
 - Culture
 - What can I do for you?
- Glass House Retreat Covid-19 Update:
 - The Virus
 - How to Prevent the spread
 - Hand washing
 - Personal Hygiene & Grooming
 - PPE
 - Self-Assessments
 - Travel to & Arrival at work
 - Physical Distancing & moving around the retreat
 - Cleaning Procedures & your part to play
 - Standard Checklist Standards
 - New Behaviors

Your work environment

"Together but Distanced"

- Is a place where you can thrive in a positive and supportive work "family"
- This is the kind of place where people roll up their sleeves and get stuck in, because we are all responsible
- Is where you make the difference
- We're a team made up of different departments, with unique characteristics that work together, each with our own skills and personalities

Our Mission:
“ALL IN”

We live, breath and love what we do, and we do it with pride.

We are in it together



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“Together but Distanced”

OUR VALUES

INTEGRITY

We have the courage to be our best selves and do the right thing.

We don't judge. We roll our sleeves up and get stuck in.

"All In"

INCLUSIVE

We celebrate our diversity and share our individual strengths.

We're in this together, we're one team, with one common goal

"All In"

DEDICATED

We do things the way they should be done. We don't cut corners.

We're passionate, we give 100% and don't compromise. We care.

"All In"

"Together but Distanced"



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OUR BEHAVIOURS

Be a team player

Be there for colleagues when they need support or guidance.

Welcome newcomers and embrace working alongside people you may not know

"All In"

Be confident

We have confidence in you – that's why you were hired so have confidence in yourself.

If you do find yourself unsure, then have the confidence to ask, and learn from others

You can empower others to build their confidence and feel good

"All In"

Be your best self

We trust that you can bring it!

You're with us because you are you.

Trust us that we'll help bring out your best

"All In"

"Together but Distanced"



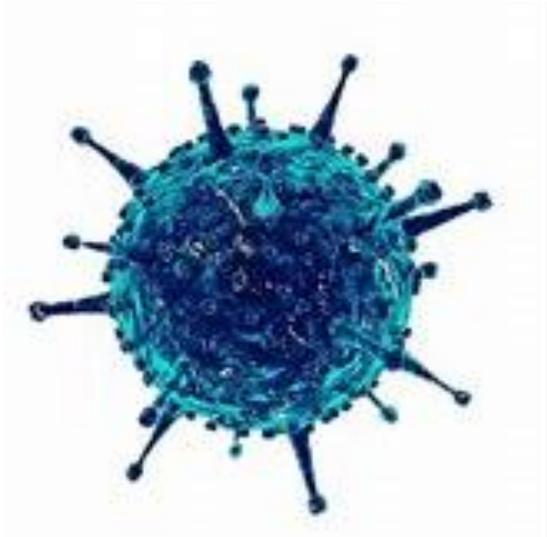
GLASS HOUSE
DETOX & WELLNESS RETREAT

Now let's look at some Covid-19 training to make sure we are all confident and feel safe at work.



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“Together but Distanced”



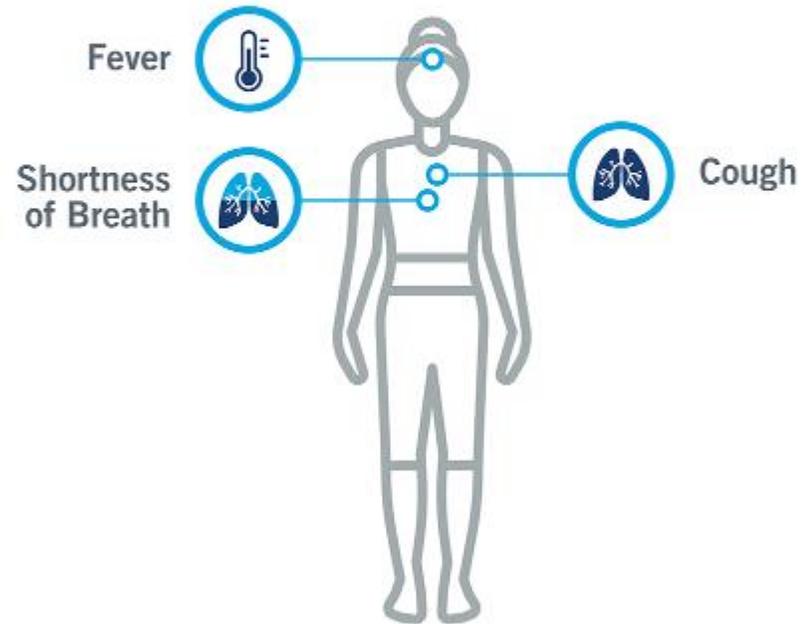
What is Covid-19?

SARS-CoV-2 is the virus that causes coronavirus disease 2019 (COVID-19)

- Severe acute respiratory distress syndrome
- Spreads easily person-to-person
- Little if any immunity in humans

Covid-19 symptoms

Coronavirus (COVID-19) Symptoms may include



How does it spread?

COVID-19 is spread from person to person mainly through coughing, sneezing, and possibly talking and breathing.

- **Droplet** - respiratory secretions from coughing or sneezing landing on mucosal surfaces (nose, mouth, and eyes)
- **Aerosol** - a solid particle or liquid droplet suspended in air
- **Contact** - Touching something with COVID19 virus on it and then touching mouth, nose or eyes



Incubation period

With COVID-19, symptoms may show 2-14 days after exposure.

- People are **most contagious** when they have the most symptoms.
- Several studies show people may be most contagious before developing symptoms.
- **Some people may not get symptoms!!**



Reducing the spread

- Be informed and prepared.
- Wash your hands frequently
- Maintain social distancing.
- Use alcohol-based hand sanitizer. (60% plus)
- Avoid touching your eyes, nose, and mouth.
- Wash your hands frequently
- Stay home when you are sick.
- Cough or sneeze into a tissue or your elbow.
- Clean and disinfect frequently touched objects and surfaces such as mobile phones.
- Stop shaking hands.
- Wash your hands frequently



Proper handwashing (5steps)

Wet your hands with clean, running water (warm or cold), turn off the tap, **apply soap**.

Lather your hands by rubbing them together with the soap. **Lather the backs of your hands, between** your fingers, and **under** your nails.

Scrub your hands for at least 20 seconds. Need a timer? Hum the “Happy Birthday” song from beginning to end twice.

Rinse your hands well under clean, running water.

Dry your hands using a clean towel or air dry them.



Wash your
hand regularly
& in particular

...

- After coughing and sneezing
- Before and after eating
- Before and after preparing food
- Before and after being on public transport or in a crowd
- When arriving and leaving the workplace
- After toilet use
- After handling waste and bin bags
- Before and after smoking or vaping
- When hands are dirty
- If in contact with someone displaying any covid-19 symptoms
 - When entering the kitchen
 - Throughout service
 - After handling allergy produce
 - Before & After customer demos



OUR TEAM &
CUSTOMERS ARE OUR
#1 PRIORITY

Personal Hygiene

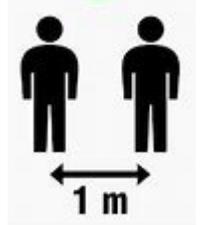
For Team Members

All must practice frequent hand washing with hot soap and water before your shift and at regular intervals throughout your shift

(Please alert housekeeping immediately if you find soap has run out somewhere)



Observe guidance on social distancing practices, maintaining a 1-meter distance from others. Be respectful of team members and customers while moving around the retreat



Antibacterial gel has been placed in numerous locations throughout the retreat. You must sanitise your hands at least once per hour.

(Please alert housekeeping immediately if you hand sanitiser has run out somewhere)



On top of the increased cleaning frequency from the House Keeping and Facilities team, each room/department now has a basket with antibacterial spray and cloths, so everyone can play a part in keeping the retreat a safe place.

(Please alert housekeeping immediately if these supplies have run out somewhere)



ALL MUST OBSERVE GOOD PERSONAL HYGIENE AT ALL TIMES

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Personal Hygiene

For Team Members

If you sneeze or cough, make sure you catch it on a tissue and dispose of the tissue immediately. Ensure you then wash/sanitise your hands



Face masks/Visors must be worn during treatments in the spa and while preparing food or serving food in the dining room



Always avoid touching your face and eyes if possible.



Gloves are provided to be worn during treatments in the spa and while serving food

(Spare gloves will be kept in the office should you run out)



ALL MUST OBSERVE GOOD PERSONAL HYGIENE AT ALL TIMES

Grooming

For Team Members

- **Dress to impress:** Your polished appearance will instill customer confidence in Glass House Retreat's safety and sanitation standards now more than ever
- **Uniform guidelines:** Where possible wear a fresh uniform each day, if this isn't possible rotate what you wear and launder your uniform as often as possible.
- **Sanitise your clothes:** Launder items according to manufacturer's instruction. Use the warmest possible setting (40 degrees) and dry items completely. Do not tumble dry your uniform,
- **Nails:** Must be kept short and clean. Chipped nail varnish is not acceptable.
- **Hair:** Must be clean, tied back and off the face
- **Jewelry:** Must be kept to a minimum. We recommend no wrist jewelry other than a watch and no long necklaces.

ALL MUST OBSERVE GOOD PERSONAL HYGIENE AT ALL TIMES

Face Masks

For Team Members

Wearing a mask during treatments and while preparing and serving food is compulsory!

In the spa, visors have been provided.

While serving food, a new mask must be worn in each food service

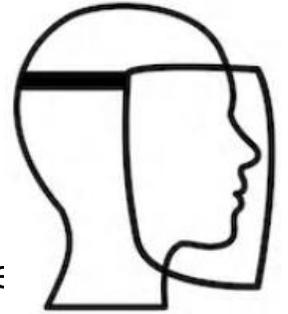
**We are providing mask to help prevent the spread of germs.
We hope that this will.....**

- Instill customer confidence in our hygiene protocols
- Help customers feel safe in our environment
- Help you feel safe in your work environment



Visor's Instructions

- Sanitise your hands before putting on visor on
- Remove from box and check for obvious tears or punctures in the mask
- Determine the top and bottom of the mask. The top has a stiff bendable edge, meant to mould to your nose. The front is blue: the back is white
- Hold the mask by the elastic. Place around the back of the head. Avoid touching the front of the visor
- Pull the bottom of the visor over your face
- Sanitise your hands after putting visor on
- Always avoid touching the front and back of the visor. If you do, sanitise your hands
- Remove the visor by holding the elastic.
- If you start to see signs of damage/wear and tear please inform Melissa.
- If you need to sneeze or cough, still use a tissue under the visor. Dispose of tissue in a bin and sanitise your visor
- To remove the visor, remove it with the elastic Wash/sanitise hands after removing the visor.

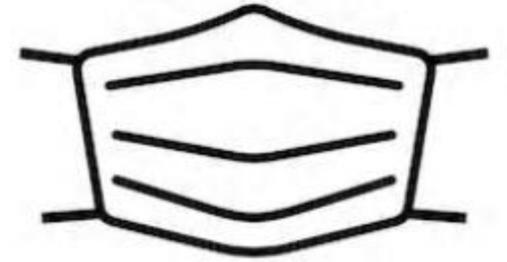


You will have your own visor; these must be kept clean and well looked after.
You will be unable to work without your visor, so if you arrive at work without your visor, you will be sent home unpaid

Face Masks

Instructions

- Sanitise your hands before putting on mask
- Remove from box and check for obvious tears or punctures in the mask
- Determine the top and bottom of the mask. The top has a stiff bendable edge, meant to mould to your nose. The front is blue: the back is white
- Hold the mask by the ear loops. Place around each ear. Avoid touching the front of the mask
- Mould or pinch the stiff edge to fit the shape of your nose
- Pull the bottom of the mask over your mouth and chin
- Cover your nose and mouth, and make sure there are no gaps between your face and mask
- Sanitise your hands after putting mask on
- Always avoid touching the front of the mask. If you do, sanitise your hands
- Remove the mask by holding both ear loops. Dispose in closed bin
- Replace mask if damp or damaged. Do not reuse single use masks
- If you need to sneeze or cough, still use a tissue over the mask. Dispose of tissue and mask in a bin. Replace mask
- To remove the mask, remove it with the ear loops (Do not touch the front of the mask) discard immediately in a bin.
- Wash/sanitise hands after removing the mask.



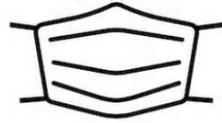
Disposable Gloves

Instructions

- Sanitise your hands before putting on gloves
- Remove from box and check for obvious tears or punctures in the gloves
- Put gloves on ensuring they are pulled up as high as they can go
- Remove the gloves by holding them from the top of the wrist, turning them inside out as you remove them.
- Place used gloves immediately in a bin
- Replace gloves if damp or damaged. Do not reuse single use gloves
- If you need to sneeze or cough, still use a tissue over the gloves. Dispose of tissue and gloves in a bin. Replace gloves
- Wash/sanitise hands after removing gloves.



No-No's



DO NOT
Remove face
mask



DO NOT
Reuse gloves



DO NOT
Touch your face



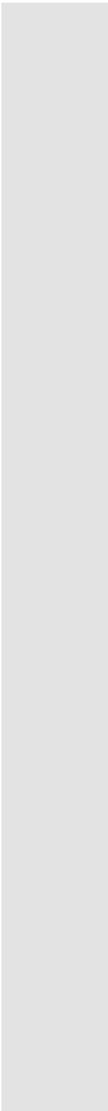
DO NOT
Sneeze/cough without
sanitizing hands after



DO NOT
Shake hands or
hug



Are You Fit For Work?

- If you have answered yes to any of the questions, then you **MUST NOT** go into the workplace and **MUST** call a member of Management immediately
- 

1. Have you experienced any of the below-mentioned symptoms in the past 72 hours?

	Yes	No
Fever higher than 37.8 C / 100 F		
Dry cough		
Sore throat		
Loss of taste or smell		
Shortness of breath		
Exhaustion & body aches consistent with flu-like symptoms		

If you have answered yes –

you **MUST NOT** go into the workplace.

Call a member of Management immediately.

Self-isolate at home, contact your GP and/or 111 promptly for advice if you have any covid-19 symptoms.

Stay out of work until all symptoms have cleared

Are You Fit For Work?

To Prevent the spread of Covid-19 it is now mandatory that all employees complete a daily self-screening exercise before leaving home, using this questionnaire.

Failure to ensure that you are fit for work will be deemed as gross-misconduct and could result in disciplinary action being taken up to and including dismissal.

Are You Fit For Work?

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2. Has anyone in your household exhibited any of the below-mentioned symptoms in the past 14 days?

	Yes	No
Fever higher than 37.8 C / 100 F		
Dry cough		
Sore throat		
Loss of taste or smell		
Shortness of breath		
Exhaustion & body aches consistent with flu-like symptoms		

If you have answered yes –

you **MUST NOT** go into the workplace.

Call a member of Management immediately.

Self-isolate at home, contact your GP and/or 111 promptly for advice if you have any covid-19 symptoms.

Stay out of work until all symptoms have cleared

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3. Have you?

	Yes	No
Taken any fever reducing medication?		
Taken any symptom reducing medication?		
Experienced any signs of fever or chills within the last 72 hours?		
Within 14 days had close contact with anyone with COVID-19?		

If you have answered yes –

you **MUST NOT** go into the workplace.

Call a member of Management immediately.

Self-isolate at home, contact your GP and/or 111 promptly for advice if you have any covid-19 symptoms.

Stay out of work until all symptoms have cleared

What if I fall ill at work?

- You have been provided with form to use as a tool to complete a self assessment each day before leaving for work.
- If you feel unwell at work with Covid symptoms, you are required to collect your belongings, leave the building and get into your car.
- Once in your car you are required to call a member of the management team who will then attend to you.
- Avoid contact with other team members or customers
- Updated Sickness Policy and Procedure



Travel to Work

- Where possible avoid taking public transport to limit risk of exposure and physical contact.
- If this is not possible, follow the current Government guidance on travel on public transport and wear face coverings (as required).
- Try to travel at the quietest of times using the least busy form of transport.
- Where possible, social distancing guidelines should be observed whilst travelling.



Arriving at work

- Health assessment prior to leaving home for work
- Temperature check (below 37.6C) every time you arrive at work and note on staff room log
- Sanitise your hands
- Remove outerwear and leave in lockers – change into uniform or different work clothing
- Minimize personal items brought on to site. Anything you bring in MUST fit in your locker. Items left in communal area's will be disposed of.
- When planning to leave, change back into travelling clothing and place uniform in bag to take home. DO NOT leave uniform in the building.



Physical distancing

- No shaking hands or hugging colleagues
- Limit your time in the staff room
- Break times – don't congregate in a close group
- Don't share your pen, glasses and cutlery with colleagues
- If the recommended distance cannot be followed, keep the time of contact short and work back to back or side to side where possible
- Capacity has been reviewed for customers staying, in the gym, the fitness studio, the pool & the dining room
- Directional floor markings are in place
- Furniture has been removed and lays altered where possible



The use of the Staff Room

- Floor markings are in place to show sensible distancing
- The layout has been reviewed
- An outside seating area has been created
- All team members **MUST** wash up after themselves and put all cutlery and crockery put away. Nothing can be left out.
- Cleaning supplies will be available in the staff room. All employees must sanitise surfaces and tabletop prior to using them and after ready for the next person.
- We've staggered lunches to avoid congestion, we recommend no more than 5 team members in the staff room at one time.
- Please be respectful of other team members by not being in the staff room for extended periods of time or longer than you need to.
- Consider sitting in your car if you want some space to yourself

If the above is not adhered to, there will be no other option other than to keep the staff room locked once shifts have started and remove the privilege of being able to use the staff room for lunches.



Cleaning & PPE

- New Checklist have been created to ensure the highest and most consistent cleaning across the retreat
- “Hot Spots” such as door handles and toilets will be cleaned every half hour
- Clean as you go! It’s a shared responsibility. Cleaning tools have been provided in each department. We all have a part to play.
- Hand contact surfaces must be cleaned regularly and more often than before.
- Follow dilution contact time. When in doubt clean again!
- Correctly using PPE can help prevent some exposures but does not replace other preventative measures.
- Gloves should be used as they were previously – raw foods, cleaning, counting dirty linen etc.
- You must wash your hands before & after using/wearing PPE



Serving Diners: Safety & Service

Safety -

- Washing hands frequently
- Sanitize Menus
- Cutlery must be wrapped in a napkin and given while serving food
- Table must not be laid with glasses and condiments
- Hair must be back
- Wear Visor

Service –

- Welcome them – Say “Hello”
- Introduce yourself “My name is.....”
- Some personal interaction: Did you make the morning walk?
 What do you have planned for today?
 How’s your day been?
- Throughout Service, ask “Is everything ok with your meal?”
- When they leave, say “bye, enjoy your morning/afternoon/evening”



Cleaning Standards Checklist

Week Comencing Date:

Gym		Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Item to be cleaned	With What	Initial	Initial	Initial	Initial	Initial	Initial	Initial
Sideboard/Shelf Unit	D10							
Equipment & Equipment Bases	D10							
Sink	Descaler							
Directional Signs	Duster first, remove any marks with Glass Cleaner							
Switches	Duster							
Mirror	Glass Cleaner							
Windows	Check for obvious hand marks, remove with glass cleaner							
Bins	D10. Empty and replace liner							
Skirting Boards	Use Duster. If required remove marks with damp cloth and multipurpose							
Floor	Hoover first, then use scrubber							
Door & Handles	D10							

Cleaning Checklists



Important Information

- Check In Customer Information
- Covid-19 Verbal Disclaimer at time of booking
- Online Consultations
- Pre & Post Class Procedures
- Class Bookings
- Daily Schedule
- Review of Capacity – Classes 12, Gym 10, Pool 6
- Pool Tests
- Evening Entertainment
- Office Etiquette



Important Information

Your safety and the safety of our customers is of the utmost importance.

To keep everyone safe, we have changed processes and updated you on these changes.

It is **essential** that you understand each point and **your responsibilities**.

Any breach could endanger you and others, and as such will be deemed as **gross-misconduct**.

This could result in **disciplinary** action being taken up to and including **dismissal**.



Thank You



GLASS HOUSE
DETOX & WELLNESS RETREAT

“Together but Distanced”