



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 co-workers 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.

CODE OF ETHICS

1. Each member will be guided by truth, fairness and integrity.
2. Each member agrees to support the ongoing improvement of quality and professional spa services offered to the public.
3. Each member agrees to act in a professional and responsible manner towards clients.
4. Each member agrees to support and positively promote the actions and establishments of each active member in good standing in an unbiased and non-judgmental manner.
5. Each member agrees to express their opinions, in any form of media, honestly and accurately without making any unfounded scientific allegations relating to therapeutic results that may be false or misleading.
6. Each member agrees to stay within their own area of competence and scope of professional practice. As a customer service function and where appropriate, a member may suggest to their clients that they might seek professional assistance elsewhere relating to any condition that is beyond the scope of the professional practice of the member.
7. Each member agrees to inform their clients of all payment policies, costs and/or fee schedules prior to billing for any services rendered or products supplied.
8. Each member pledges loyalty to the association and agrees to pursue and support its objectives.

SAFETY AND HYGIENE

The spa and its coworkers will ensure that:

- All co workers 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 staff locations. 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.
- Coworkers are available to provide assistance and instruction in the proper and effective use of fitness and weight training equipment.
- Coworkers 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 COWORKERS

You and your spa will ensure that:

- Coworkers, when hired, are provided with a Policy and Procedures Manual which is reviewed and updated annually.
- Coworkers 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.
- Coworkers are given a job/responsibility description upon hiring, followed up with at least one annual evaluation of individual's job performance.
- All specialized/professional staff 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 staff 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 coworkers.

RESPONSIBILITIES OF THE SPA TO ITS GUESTS

You and your coworkers 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 coworkers without the proper consent of the individual, unless such a 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.

RESPONSIBILITIES OF THE COWORKER TO THE SPA

As coworkers, 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 team work.
- 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.