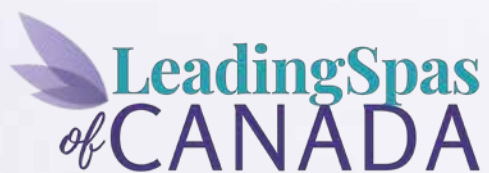
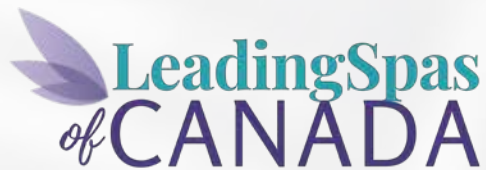


Quality Assurance Program



Ensuring the Safety and Quality of Spa Services and Practices across Canada





WHAT IS QUALITY ASSURANCE?

A method for verifying the quality and integrity of the services and practices spas provide that demonstrate they merit the confidence of clients, employees, government agencies and the general public.

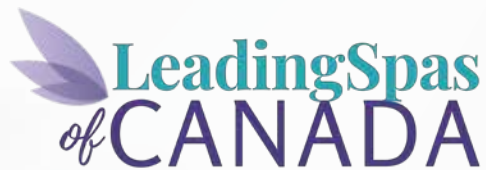
WHY DO WE NEED IT?

- Spa consumers are 'spa intelligent' and are demanding quality spa services and practices.
- Regulation varies from province to province, but our members are very pro regulation. By being proactive we hope to influence and guide future government regulations in the spa industry.
- The Quality Assurance Approved program gives spa businesses a distinct edge and gives the spa owner the confidence that they are meeting national standards and consumers are getting a safe and quality experience.

BENEFITS OF PARTICIPATION

- Opportunity to play a leadership role in the development of quality assurance
- Recognition of the spa operation as a quality operation
- Increased business and customer loyalty as a result of the above recognition
- Unique marketing and promotion opportunities





GOALS OF THE PROGRAM

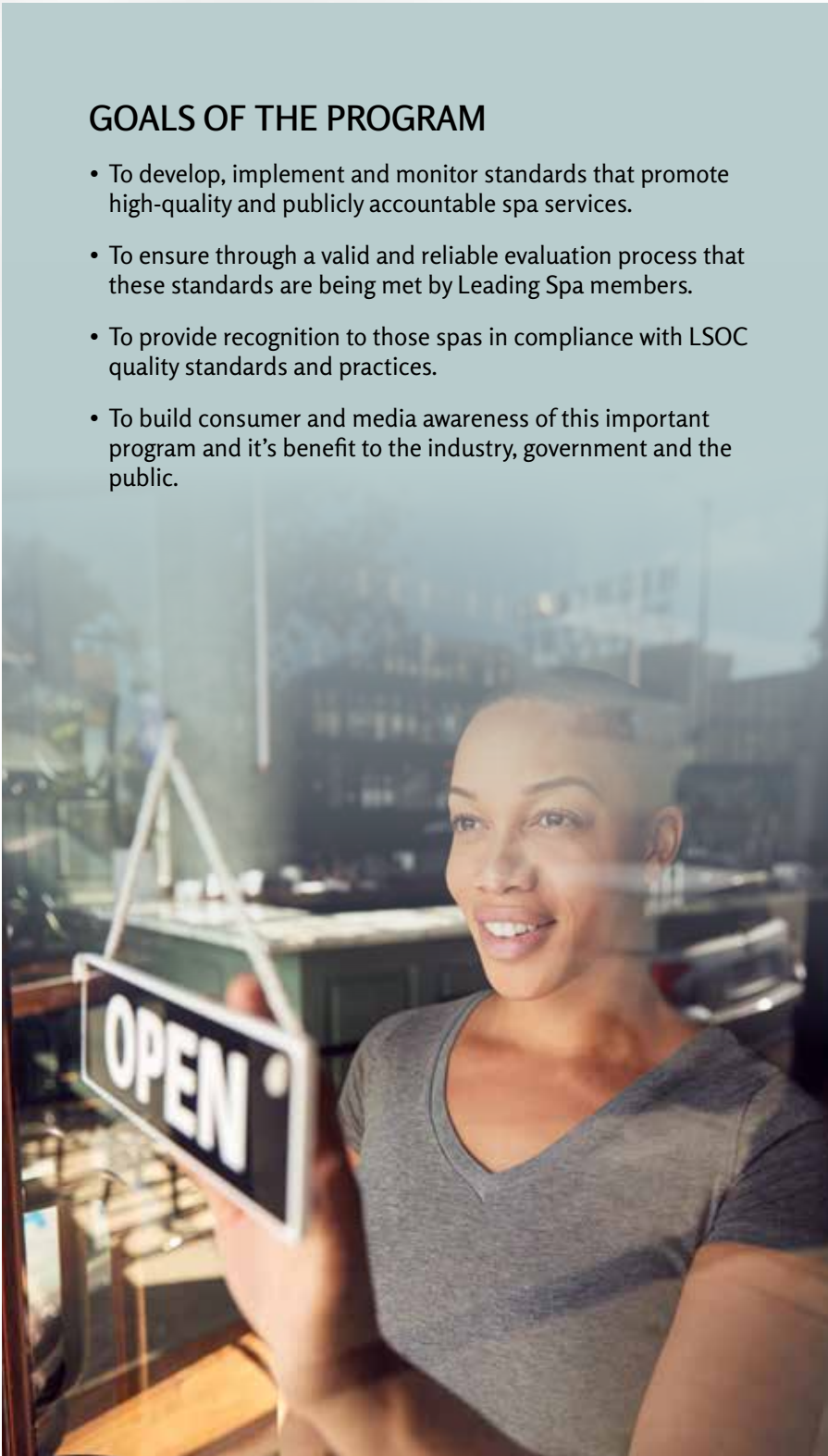
- To develop, implement and monitor standards that promote high-quality and publicly accountable spa services.
- To ensure through a valid and reliable evaluation process that these standards are being met by Leading Spa members.
- To provide recognition to those spas in compliance with LSOC quality standards and practices.
- To build consumer and media awareness of this important program and its benefit to the industry, government and the public.

OUR COMMITMENT TO YOU

- Set you up for success
- Share insights and observations openly
- Share best practices when gaps exist
- Work with you to identify possible solutions
- Respect your time and minimize disruption
- Help you achieve excellence in your spa operation

PROTECTION OF CONFIDENTIALITY

All information including documentation reviewed during the LSOC QA process is kept strictly confidential and is not made available to anyone other than to the spa and to relevant Leading Spas of Canada personnel.



ASSESSMENT... NOT AN AUDIT OR INSPECTION

- This is a collaborative process.
- Quality Assurance assessors are committed to helping you with continuous improvement and achieving excellence.
- They will be honest and transparent with you about what they observe and will work with you if they have questions or concerns.

HOW DOES THE ASSESSMENT WORK?

- Leading Spas of Canada's quality standards and practices relate to different dimensions of spa operations, activity and function.
- They define, in broad terms, the standards and practices against which spas operate effectively and not only meet, but exceed, legislated standards.



STANDARDS & PRACTICES

- | | |
|-------------------------------|--------------------------------------|
| • Mission and values | • Facility safety and cleanliness |
| • Code of ethics/conduct | • Human resources policies |
| • Advertising promotion | • Consent and confidentiality policy |
| • Bookings | • A confidentiality statement |
| • Health and safety | • Education and training |
| • Health and safety practices | • Professionalism |
| • Hygiene and cleanliness | • Facilities and operations |
| • Client's safety | • Legal requirements |



PROCESS

ARRANGING THE ASSESSMENT

The assessor assigned to your spa will contact you to arrange a mutually convenient time for the assessment.

Note: Assessors are requested to organize and manage the assessment schedule in the most cost effective, efficient and expedient manner possible.

MODE OF ASSESSMENT – VIRTUAL

- All assessments are conducted virtually (via Zoom).
- Virtual Tour of the facility will be included in the assessment.

EFFICIENCY IS KEY FOR EVERYONE

- Be sure to block enough time for the assessment – 2 to 3 hours to be safe.
- Have all of the documentation required in one location before the assessment begins.

HAVE YOUR DOCUMENTATION READY

- ✓ List of staff/certifications/job descriptions
- ✓ Certification or license to demonstrate compliance with local/provincial/federal regulations
- ✓ GST/HST registration number
- ✓ Proof of liability insurance
- ✓ Health and safety and emergency policies and procedures, including newly mandated policies, such as bullying and harassment in the workplace
- ✓ Compliant/Incident Report form
- ✓ Guest forms, such as medical history and consent to treatment
- ✓ Proof that products comply with Canada's Food and Drugs Act
- ✓ Marketing and promotional materials

MYSTERY CALL PRIOR TO ASSESSMENT

- Call made one week prior to visit
- Not about assessing available services
- Reception is the “nerve centre” of the spa
- Must deliver and obtain complete and accurate information to and from the guest in a friendly and welcoming manner
- Must be able to trouble-shoot issues as they arise



VIRTUAL ASSESSMENT DETAILS

The assessment schedule will include:

- Interviews with the spa owner and/or management, as well as other team members
- Review of records and documents including policies, procedures and promotional materials
- Virtual tour of the facility
- Room and equipment inspections

WHAT HAPPENS DURING THE INITIAL INTERVIEW SESSION?

- Introductions
- Review of purpose of the assessment
- Review of assessment schedule
- Answer any questions regarding the assessment process

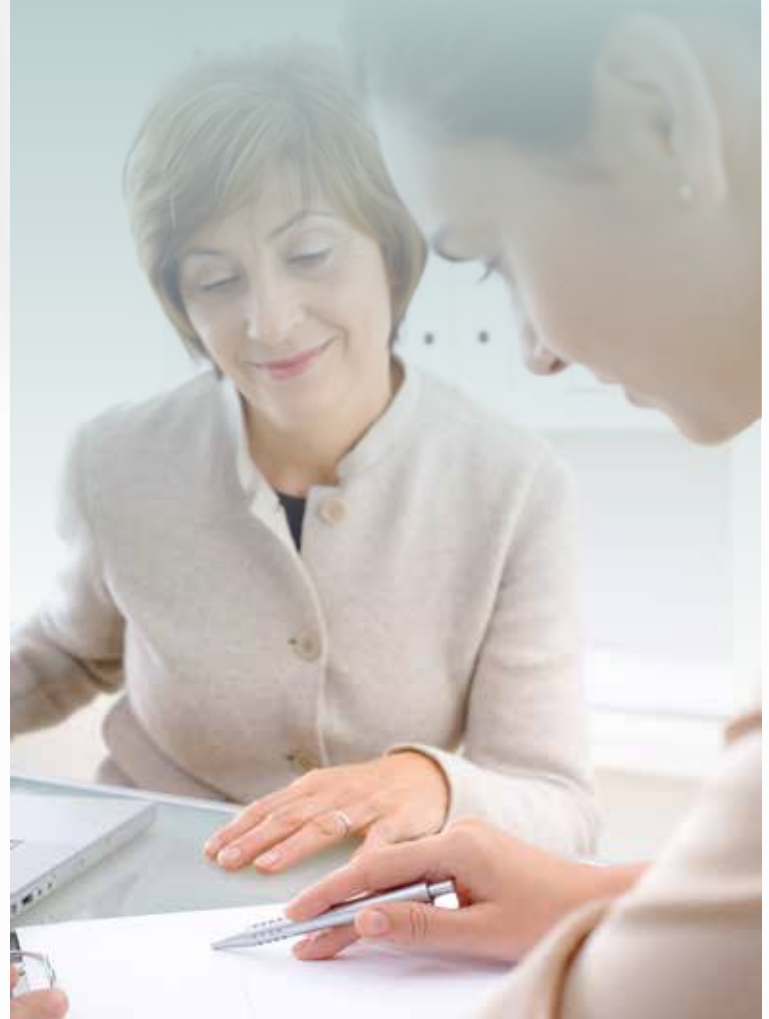
WHAT ARE SOME TYPICAL QUESTIONS THAT COULD BE ASKED IN AN INITIAL INTERVIEW?

- What year was the property constructed?
- Is the spa a stand alone operation or part of a family of spas?
- What is the organizational structure of the spa?
- Does the spa have human resource policies?
- Does the spa undertake performance reviews of its employees?
- What are the services the spa provides and the qualifications of the practitioners who provide these services?
- Does the spa provide or support the provision of any kind of continuing education for practitioners?

WHAT HAPPENS DURING AN EXIT INTERVIEW?

The assessor will:

- Provide the spa with feedback on its operations
- Recommend opportunities for continuous improvement
- Identify areas of operation that fail to meet quality standards and practices
- Answer questions about observations, recommendations, gaps
- Explain the remediation process
- Outline the three month time frame and any additional fees that may apply
- Discuss the QA designation





YOU ARE IN GOOD COMPANY

Achieve Wellness Spa

Algonquin Spa at Couples Resort

Beauty Works Day and Medi Spa

The L Spa and Wellness Centre

Langdon Hall Spa

Pacific Mist Spa and Hydropath

Riverstone Spa

Ten Spa at the Fort Gary Hotel

Timeless Harmony Salon & Spa

Sahara Spa

Ste. Anne's Spa

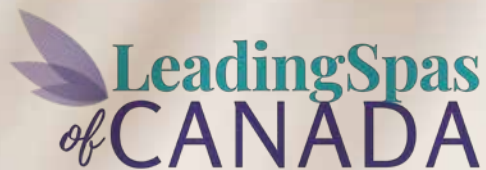
Sun Tree Spa at Temple Gardens

Leading Spas of Canada is extremely proud to have certified these spas, which set a world-standard in attendant training, hygiene, techniques, and safety.



Ensuring the Safety and Quality of Spa Services and Practices across Canada

THANK YOU FOR YOUR COMMITMENT TO
EXCELLENCE AND THE LEADING SPAS OF
CANADA QUALITY ASSURANCE PROGRAM.



WWW.LEADINGSPASOFCANADA.COM

**CONNECT WITH US TODAY TO
BECOME QA CERTIFIED**
MEMBERSHIP@LEADINGSPASOFCANADA.COM
1-800-704-6393