



Our top priority has always been to bring an unparalleled safe experience of spa & cosmetic procedures to our patients, and our resolve is stronger now than ever before. Since the beginning of this global crisis, Om Spa has been monitoring the CDC guidelines, State and Local Health Department website, and resources for updates and has taken guidance from other professional resources on how to prepare for reopening.

Our team has been hard at work to raise the bar of hygiene and sanitation, as well as considering every step of the treatment process to ensure we meet your needs in a focused and safe manner that is in accordance with the latest guidelines. Please review the following with regards to our Covid-19 screening policies, our enhanced sanitation efforts, as well as discontinued amenities and services.

Screening

EVERY person must be screened both prior to their scheduled appointment as well as EVERY person that enters the facility immediately upon entry for the following symptoms with the following questions:

1. Do you have a cough?
2. Fever? Above 100.4
3. Body aches?
4. Shortness of breath?
5. Sore Throat?
6. Flu-like symptoms?
7. Sudden loss of smell or taste?
8. Have you or anyone in your household traveled To high risk states such as Florida, Texas, Arizona or California within the past 2 weeks, or have been out of the country?
9. Have you been tested for COVID and have you received your test results?

10. Have you had any contact with someone that tested positive or was possibly infected with the virus and not tested?

Negative screened Patients- Patients who report "No" to all screening questions will be directed to carry out business as normal at the practice while following the process indicated below.

Positive screened patients- Patients who report "Yes" to any screening questions will have their appointments rescheduled, walk-in patients will be asked to exit the facility.



Client Flow Process

- Appointment times will be staggered to reduce waiting time exposure as well as client to client exposure.
- Check In with our office from your car by calling 313-565-9686 If busy, please keep trying the number until one of our office staff answers and confirms your appointment. After checking in by phone, clients will be directed to wait in their vehicles instead of in the waiting areas.
- Masks must be worn inside the facility. Please wear your own, but If you require a mask one will be provided for you at the additional cost of \$1.00
- The appointed traffic flow staff member will inform when the provider is ready for the treatment. Any accompanying individuals will be required to wait in their respective transportation.
- Once you are told when you can come in you need to stop at the front desk screening area.
- Om Spa will have a staff member stationed at the Front desk for the purpose of conducting the screening, triaging and directing traffic flow.
- All clients will have their temperature taken as a vital sign upon entry.

- Clients with a temperature of 100.4 or above will be asked to reschedule their appointment and exit the facility.
- Clients who pass screening will be directed to sanitize their hands and wait for their service provider to escort them to the treatment rooms*. Masks must be worn

*Locker rooms are currently off limits with the exception of hand washing and toilet facilities as an effort to minimize exposure and maintain social distancing guidelines.



Temporary Disruption of Services

- The Om Spa relaxation area and food and beverage stations have been temporarily closed. Bottled water will be provided upon request. Just ask your service provider
- Om Spa locker facilities, as well as robe and slipper services are temporarily discontinued in an effort to maintain social distancing guidelines. Hair and body care products have also been removed to decrease cross contamination risk.
- Cash tipping is also prohibited. Tips may be Venmo'd directly to the service provider or added to cashless checkout at the front desk.
- Couples services, Vichy service, Spray tanning, and facial steaming have been temporarily discontinued due to increase aerosolization risk.

What We Are Doing

- Our schedule is being adjusted to limit the number of clients and employees in the building at one time.

- All employees are required to wear masks, and employees will wear plastic face shields when necessary.
- We are asking all employees to stay at home if they feel ill, have been exposed to illness, have recently traveled, or are in a high-risk category in relation to COVID-19.
- We are taking employee temperatures with a touchless thermometer each day prior to them starting their workday and sending them home immediately if a fever is detected.
- As always, employees must wash their hands between every client service and frequently throughout the day.
- Employees must perform routine cleaning of frequently touched surfaces (computers, credit card terminals, door handles, counter tops, lockers, etc.). between each client
- Employees have been instructed to avoid touching their eyes, nose, and mouth.
- Employees have been instructed to cover any cough or sneeze with a tissue, then dispose of the tissue in proper receptacles.
- All of our staff have completed training on all new workflows and infection prevention measures.

We have added a strict sanitation protocols in our treatment rooms, including disinfection of high touch areas including doorknobs, hooks, sinks and countertops in accordance with CDC guidelines. Additionally, decontamination via electrostatic fogging of all treatment rooms will occur on a daily basis. All treatment rooms have additionally been equipped with HEPA/UVC air filters to maintain additional airflow.

What We Ask From You

- When you arrive for your appointment, please remain in your vehicle and call us at (313) 565-9686. Only you will be permitted to come inside for your appointment.
- To comply with Wayne County guidelines, clients will be required to wear a mask while inside the building.
- We are asking all our clients to stay at home if they feel ill, have been exposed to illness, have recently traveled, or are in a high-risk category in relation to COVID-19.

- We will use a contactless thermometer to confirm that you do not have a fever and be asking a series of questions required by Wayne County guidelines.
- While inside the Spa, we ask you to remain at least 6 feet away from other clients.
- Please abide by the client limits to specific areas posted throughout the Spa.

Discounts, and Coupons:

- Om Spa has temporarily discontinued all friends and family discounts as well as any discounted coupons in an attempt to recuperate finances due to the Covid-19 closure.
- Om Spa no longer accepts Gift cards associated with 3rd party sites such as Spafinder, Spaweek, or SpaWish.

Thank you for your attention to this and please reach out with any questions. We are here to ensure the safety of our patients, staff, and friends.

Thank you again for choosing
to support Om Spa