

Spa Safety: 9 Often-Overlooked Areas



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If you've ever heard us lecture, you'll know that, as practice management consultants who focus on the aesthetic space, we continuously say that safety needs to be one of your top priorities.

We travel around the country for site visits on a regular basis and find that there are a series of items that are often overlooked, yet simple to fix.

WALKWAYS

Make sure your parking lot and walkways are clear. Properly de-ice these areas in the winter and be sure they are cleared of snow in the cold months, as well. Keep them dry in the wet spring and summer months and free of slippery leaves in the fall. Even if this is someone

else's responsibility, remember, these are still your clients; therefore, their safety is still your primary concern.

LICENSES

Make sure your providers' licenses are up-to-date and that they are staying current on their continuing education. We encourage you to keep track of all of these items in a single Excel spreadsheet, as well as on your calendar, so you know where each provider stands. Expired licenses and lack of ongoing education could put everyone in jeopardy, including the client and the spa. Ask for proof – we have seen this go wrong in the past.

EMERGENCY LIGHTING

Make sure your exit lights and emergency back-up lighting works at all times. Don't be left in the dark in the event of a power outage. Ensure that all exam room backup spotlights and hallway lights have charged batteries. Push that little red button on a periodic basis to check if they will come on in an emergency. In case of an emergency, if your clients panic and cannot find the exit, this could mean trouble for everyone involved.

LADDERS AND STEPSTOOLS

Provide stable ladders and stepstools for your team. We cannot tell you how many times we have seen team members climb on wobbly chairs and rolling office chairs to reach items on the top shelf. If that team member falls and breaks a limb, you could be facing a serious worker's compensation claim and an injured team member who is no longer able to provide services to clients.

SMOKE DETECTORS

Test smoke and carbon monoxide detectors on a regular basis. Don't count on the chirping batteries to alert you.

SECURITY CAMERAS

Install security cameras in your spa. We've mentioned this in past articles as it relates to theft and, of course, you can protect the spa against internal theft this way. Now, consider that safety cameras can also protect against exterior theft, robbery, and violence in the future, as well. Remember that today's modern technology allows cameras to function in almost real-

time, with a linked app to your smart phone or a website, allowing you to monitor what's going on at the spa even if you're not there. However, be sure to remain compliant: you cannot legally put cameras in restrooms, changing areas, or client treatment areas. We encourage video recordings in entryways, both inside and out, in the reception area, hallways, and inventory areas.



THE FLOOR

Look down at the floor. Are there items that could cause clients or team members to slip, trip, or fall, such as power cords or loose bandage wrappers? Are there frayed power cords that could cause a fire? Take note of each item and remedy the situation.

EYEWASH STATION

Make sure every team member knows where to find the office's eyewash station. Any substance could accidentally find its way into their eye, or the eye of a client, and accidents do happen. However, knowing how to tend to the situation as soon as possible, without having to ask several other team members for help, makes all the difference in the result.

SAFETY PROTOCOLS

Finally, don't cut corners. If a device is only meant to be operated by a provider at a certain level with certain training, obey the law. If safety goggles are meant to be worn when operating a certain device, or mirrors need to be removed from the treatment room for safety reasons, remove the mirror and wear the goggles.

Ultimately, put on a fresh set of eyes and play safety inspector: things you see each and every day could be a preventable hazard.

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