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**Cosmetology and wellness — Framework for certification**



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## Foreword

The African Regional Organisation for Standardization (ARSO) is an African Intergovernmental organization made of Member States of the United Nations Economic Commission for Africa (UNECA) and the African Union (AU). One of the fundamental mandates of ARSO is the establishment of a conformity assessment system to promote the quality of African goods and services as a means of facilitating intra-African trade as well as accessing global markets.

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**Introduction**



## Cosmetology and wellness — Framework for certification

### 1 Scope

This framework document provides guidance for the certification of facilities which provide cosmetology and wellness services and products including the following:

- (a) Barbering
- (b) Haircare
- (c) Skin Care
- (d) Nail Care
- (e) Massage Therapy
- (f) Reflexology
- (g) Aromatherapy
- (h) Spa Therapies
- (i) Hair Removal Techniques
- (j) Body art and body piercing

This framework document provides the essential requirements which should be considered in certifying facilities for cosmetology and wellness services and products as listed.

### 2 Normative references

The following referenced documents are indispensable for the application of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO 45001, *Occupational health and safety management systems — Requirements with guidance for use*

ISO 26000, *Guidance on social responsibility*

ISO/IEC Guide 60, *Conformity assessment — Code of good practice*.

ISO/IEC 17000, *Conformity assessment — Vocabulary and general principles*

ISO/PAS 17001, *Conformity assessment — Impartiality — Principles and requirements*

ISO/PAS 17002, *Conformity assessment — Confidentiality — Principles and requirements*

ISO/PAS 17003, *Conformity assessment — Complaints and appeals — Principles and requirements*

ISO/PAS 17004, *Conformity assessment — Disclosure of information — Principles and requirements*

ISO/PAS 17005, *Conformity assessment — Use of management systems — Principles and requirements*

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ISO/IEC 17007, *Conformity assessment — Guidance for drafting normative documents suitable for use for conformity assessment*

ISO/IEC 17011, *Conformity assessment — General requirements for accreditation bodies accrediting conformity assessment bodies*

## 3 Definitions and abbreviations

For the purpose of this document the following definitions apply.

### **audit**

a systematic and functionally independent examination to determine whether activities and related results comply with planned objectives

### **certification**

procedure by which official certification bodies, or officially recognized certification bodies, provide written or equivalent assurance that wellness facilities, goods and services or related quality assurance systems conform to requirements. Certification of products and services may be, as appropriate, based on a range of inspection activities which may include auditing of quality assurance systems.

### **certification body**

a body which is responsible for verifying that a product is produced, prepared or handled; and that a service is provided in accordance with the requirements set out in the relevant standard

### **claim**

any representation which states, suggests or implies that a product or service has particular qualities relating to its origin, therapeutic properties, nature, composition or any other quality

### **competent authority**

any person or organization that has the legally delegated authority, or power to perform a designated function

### **body piercing**

a practice of piercing the skin for decorative purposes, inserting jewelry or implants to alter the appearance of the skin

### **cleaning**

the physical removal of dirt, blood and other such substances from surfaces by washing in detergent and warm water to reduce the number of micro-organisms

### **colon hydrotherapy**

a practice of introducing liquids into the rectum and colon via the anus and is intended to remove faeces and non-specific toxins from the colon and intestinal tract

### **commercial service**

a service (whether from permanent premises, temporary premises or mobile premises) provided by one or more persons for another person for monetary payment or any other consideration

### **communicable disease**

any infectious disease, tuberculosis, venereal disease, and any other disease proved by science to be a communicable disease

### **cupping**

a form of traditional medicine that involves placing cups containing reduced air pressure (suction) on the skin, most commonly on the back, which releases muscle tension through stimulated blood flow

### **customer**

a person on whom a service is being, or is to be, carried out

### **disinfection**



the killing of disease causing micro-organisms except bacterial spores

**derma rolling / stamping**

a practice of using micro needles to create tiny punctures in the skin that then stimulate growth factors to enhance collagen production and better alignment of the collagen fibres

**electrolysis**

a practice involving the insertion of a sterilized needle into individual hair follicles to the root. An electric impulse is passed through the needle to the root area to aid in the removal of hair.

**exfoliation**

a practice that removes dead skin and can be performed using microdermabrasion, physical peels that have an abrasive action and chemical peels such as glycolic or enzyme

**extractions**

a practice for the removal of comedones (blackheads), pimples and ingrown hairs by manipulating the pores of the skin, either with fingertips or a tool, to remove sebum. Some extractions can involve penetration of the skin using sharp equipment such as a metal tool or lance.

**hair removal**

the removal of hair by waxing (pulling the hair from the skin using soft wax, hot wax or glucose); threading (lifting the hair out from the follicle by entwined thread); or tweezing (grasping hairs and pulling them out of the skin, including epilation - a mechanical means of tweezing)

**instrument**

any appliance, implement, needle or tool, of metal or non-metallic construction, which may come into contact with the skin or tissue on which the service is being carried out. It must also include any swab or dressing applied to the broken skin surface.

**laser treatment**

a practice involving the use of a laser device, which amplifies light and usually produces an extremely narrow beam of a single wavelength (one colour), for treatment including but not limited to laser hair removal and skin photo-rejuvenation

**manicure**

a treatment, beautification or enhancement of the hands and fingernails, including shaping and polishing

**massage**

a practice of applying lotion, or soft wax, or stones, or pressure to another person's face or body

**mobile premises**

any location other than a permanent premises where any service is undertaken on an ongoing and regular basis by any person

**operator**

a person who carries out a service

**pedicure**

a treatment or beautification of the feet and toenails by shaping and polishing toenails and exfoliation of skin or tissue from the feet

**permanent premises**

any land, dwelling, storehouse, warehouse, shop, cellar, yard, building, or part of the same, or enclosed space separately occupied. All lands, buildings, and places adjoining each other and occupied together are deemed to be the same premises.

**public swimming pool**

a water-retaining structure, wholly or partially of artificial construction and generally having a circulation and filtration system, designed for recreational, training or therapeutic use, and includes commercial,

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school, institutional, club, hospitality, community, and local authority pools. It does not include pools for domestic use only.

### **pulsed light**

a practice using a powerful flash of broad spectrum, non-coherent light for hair removal and/or skin photo-rejuvenation, and may include but is not limited to Intense Pulsed Light and Variable Pulsed Light. Filters are used in front of the flash lamp to remove unwanted wavelengths of light and pass through only those needed for treatment.

### **red vein treatment by needle**

a practice of piercing a vein with a needle along the length of a damaged capillary, causing little dams or blockages along the vessel

### **sauna**

a small room commonly constructed out of wood that is designed as a place to experience dry or wet heat sessions

### **skin piercing**

a practice involving piercing, cutting and puncturing the skin or any other part of the human body and includes such services as acupuncture, body piercing, derma rolling/stamping, electrolysis, extractions, red vein treatment, tattooing, and traditional tools tattooing.

### **solarium**

a commercial establishment containing one or more sun-beds (tanning units)

### **steam room**

an enclosed space with large amounts of high temperature steam, creating a high humidity environment

### **sterilized**

subjecting an instrument, article or container to a treatment, as a result of which all organisms and their spores present on the surfaces of the instrument, article or container are killed

### **sun-bed (tanning unit)**

an electrically-powered device designed to produce tanning of the human skin by the emission of ultra-violet radiation.

### **tattooing**

a practice of making indelible marks in human skin or tissue by inserting pigments or dyes into punctures made in the skin or tissues. Tattooing includes the process known as pigment implantation and permanent makeup.

### **temporary premises**

any premises used for a service or any area set up for not more than 5 days to undertake a service

### **traditional tools tattooing**

a practice of making indelible marks in the human skin or tissue by inserting pigments or dyes into punctures made in the skin or tissue using tools that are culturally traditional in structure

## **4 Premises**

### **4.1 General**

Cosmetology services may be offered within premises which are designated as permanent, temporary or mobile as designated by national or local building codes. Cosmetology and wellness services and products have a long tradition of being offered in close proximity to human habitats in a wide range of structures and scales such as micro-, small and medium enterprises (MSMEs).

### **4.2 Permanent premises**

Permanent premises are those premises with permanently fixed walls, roofs and floors and necessary fixtures constructed in accordance with building codes and laws of the authority having jurisdiction.

The premises shall be constructed, designed and arranged so as to be fit and suitable for offering cosmetology services and products.

### **4.3 Temporary or mobile premises**

The separation of mobile and temporary premises from permanent premises recognises that it may not be possible to maintain the same standards as a permanent premises, and that the health risks may be greater due to a lack of control over the conditions.

Temporary and mobile premises are considered as responsive structures amenable to the needs of MSMEs or suitable in areas reserved for future development needs but are available for alternative use currently.

The premises shall be constructed, designed and arranged so as to be fit and suitable for its intended purposes.

## **5 Services and products in cosmetology and wellness**

### **5.1 Hair Care**

#### **5.1.1 Scalp Care, Shampooing, and Conditioning**

Key considerations (Bouillon & Wilkinson, 2005):

- (i) Hair type (dry, oily, bleached, permanent-waved, short, long, curly, smooth, European, African, Asian, etc.) and scalp condition (dandruff, seborrhoea, etc.).
- (ii) The consumers age, lifestyle and habits (frequency of application and use of other hair products such as conditioners and hair-styling products).
- (iii) Hair-styling techniques.

#### **5.1.2 Haircutting**

Key considerations include the following:

- (i) Basic Principles of Haircutting
- (ii) Client Consultation
- (iii) Haircutting Tools
- (iv) Posture and Body Position
- (v) Safety in Haircutting
- (vi) Basic Haircuts
- (vii) Other Cutting Techniques
- (viii) Clippers and Trimmers

#### **5.1.3 Hairstyling**

Key considerations in hairstyling include the following:

- (i) Client Consultation

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- (ii) Wet Hairstyling Basics
- (iii) Finger Waving
- (iv) Pin Curls
- (v) Roller Curls
- (vi) Comb-Out Techniques
- (vii) Hair Wrapping
- (viii) Blowdry Styling
- (ix) Thermal Hairstyling
- (x) Thermal Hair Straightening (Hair Pressing)
- (xi) Styling Long Hair
- (xii) Formal Styling
- (xiii) The Artistry of Hairstyling

### 5.1.4 Braiding and Braid Extensions

These services are very popular and consumers are interested in wearing styles specific to their hair texture.

### 5.1.5 Chemical Texture Services

They include the following (Frangie *et al.*, 2012):

- (i) Permanent waving: adding wave or curl to the hair
- (ii) Relaxing: removing curl, leaving the hair smooth and wave-free
- (iii) Curl re-forming (soft curl permanents): loosening overly curly hair, such as when tight curls are turned into loose curls or waves

### 5.1.6 Haircolouring

There is a growing desire by clients to have their hair coloured for various reasons such as:

- (a) Cover up or blend grey (unpigmented) hair
- (b) Enhance an existing haircolour
- (c) Create a fashion statement or statement of self-expression
- (d) Correct unwanted tones in hair caused by environmental exposure such as sun or chlorine
- (e) Accentuate a particular haircut

The following considerations will be important in order to provide satisfactory hair colouring services:

- (i) Identifying Natural Hair Colour and Tone

- (ii) Types of Haircolour
- (iii) Haircolour Formulation
- (iv) Haircolour Applications
- (v) Using Lighteners
- (vi) Using Toners
- (vii) Special Effects Haircolouring
- (viii) Special Challenges in Haircolour/Corrective Solutions
- (ix) Haircolouring Safety Precautions
- (x) Procedures

## **5.2 Skin Care**

### **5.2.1 Facials**

Key considerations in offering facial services include (Frangie *et al.*, 2012):

- (i) Skin Analysis and Consultation
- (ii) Determining Skin Type
- (iii) Skin Care Products
- (iv) Client Consultation
- (v) Facial Massage
- (vi) Facial Equipment
- (vii) Electrotherapy and Light Therapy
- (viii) Facial Treatments
- (ix) Aromatherapy
- (x) Procedures

### **5.2.2 Facial Makeup**

The following considerations are important (Heavilin, 2002; Frangie *et al.*, 2012):

- (i) Cosmetics for Facial Makeup
- (ii) Makeup Colour Theory
- (iii) Basic Professional Makeup Application
- (iv) Special-Occasion Makeup
- (v) Corrective Makeup
- (vi) Artificial Eyelashes

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- (vii) Procedures

### 5.3 Nail Care

Nail care will encompass both manicure and pedicure services as well as procedures and related products (Schoon, 1996; Botero, 2011; Madhani & Khan, 2012). The following aspects will be covered:

- (i) Nail Technology Tools
- (ii) Professional Cosmetic Products
- (iii) The Basic Manicure
- (iv) A Man's Manicure Service
- (v) Hand & Arm and Foot & Leg Massage
- (vi) Spa Manicures
- (vii) Aromatherapy
- (viii) Paraffin Wax Treatments
- (ix) Nail Art
- (x) Health, Safety and Sanitary Considerations
- (xi) About Pedicures
- (xii) Disinfection
- (xiii) Nail Tips and Wraps
- (xiv) Nail Wrap Maintenance, Repair, and Removal
- (xv) Monomer Liquid and Polymer Powder Nail Enhancements
- (xvi) Nail Enhancements
- (xvii) Enhancement Supplies
- (xviii) Enhancement Maintenance, Crack Repair, and Removal
- (xix) Odourless Monomer Liquid and Polymer
- (xx) Powder Products
- (xxi) Coloured Polymer Powder Products
- (xxii) UV Gels and Supplies
- (xxiii) When to Use UV Gels
- (xxiv) Choosing the Proper UV Gel
- (xxv) UV Light Units and Lamps
- (xxvi) UV Gel Polish
- (xxvii) UV Gel Maintenance and Removal
- (xxviii) Procedures

### 5.4 Barbering

The following subtitles indicate the aspects of concern to be taken into account:

#### 5.4.1 Implements, Tools and Equipment

- (1) Combs
- (2) Haircutting Shears
- (3) Palming the Shears and Comb
- (4) Clippers and Trimmers
- (5) Straight Razors
- (6) Additional Barbering Implements, Tools, and Equipment

#### 5.4.2 Treatment of the Hair and Scalp

- (7) Shampoos and Conditioners
- (8) Draping
- (9) The Shampoo Service
- (10) Scalp and Hair Treatments
- (11) Hair Tonic Treatments

#### 5.4.3 Men's Facial Massage and Treatments

- (12) Subdermal Systems and Facial Massage
- (13) Theory of Massage

- (14) Facial Equipment and Applications
- (15) Facial Treatments

**5.4.4 Shaving and Facial Hair Design**

- (16) Fundamentals of Shaving
- (17) Introduction to Facial Hair Design
- (18) The Moustache
- (19) The Beard

**5.4.5 Men's Haircutting and Styling**

- (20) The Client Consultation
- (21) Basic Principles of Haircutting and Styling
- (22) Fundamentals of Haircutting
- (23) Introduction to Men's Hairstyling
- (24) Safety Precautions for Haircutting and Styling

**5.4.6 Men's Hair Replacement**

- (25) Hair Replacement Systems
- (26) Measuring for Hair Replacement Systems
- (27) Cleaning and Styling Hair Replacement Systems
- (28) Selling Hair Replacement Systems
- (29) Alternative Hair Replacement Methods

**5.4.7 Hair Colouring and Lightening**

- (30) Characteristics and Structure of Hair
- (31) Colour Theory
- (32) Haircolouring Products
- (33) Haircolouring Procedures Terminology
- (34) Haircolouring Product Applications
- (35) Special-Effects Haircoloring and Lightening
- (36) Special Problems and Corrective Haircolour
- (37) Coloring Mustaches and Beards
- (38) Haircolouring and Lightening Safety Precautions

**5.5 Massage Therapy**

There are many different styles of massage. The most common is the Swedish massage, which is a whole-body therapeutic massage designed to relax the muscles and joints. Other popular types include deep tissue, shiatsu, hot stone, reflexology, and Thai massage (Ostrom, 1918).

The following outline indicates aspects to be considered in offering massage services:

**5.5.1 Massage routines**

- (1) Basic guidelines
- (2) Leg
- (3) Arm
- (4) Chest and abdomen
- (5) Back
- (6) Face and head
- (7) Equipment, Environment and Safety Practices
- (8) Professional standards, ethics, business and legal practices

**5.5.2 Adapting massage for specific conditions**

- (9) Conditions that benefit from massage
- (10) Reducing stress and tension
- (11) Combating mental and physical fatigue
- (12) Relieving oedema
- (13) Reducing cellulite
- (14) Male clients
- (15) Evaluation of treatment

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- (16) Home advice
- (17) Diet
- (18) Relaxation
- (19) Posture
- (20) Breathing exercises
- (21) Evaluation of own performance

### 5.5.3 Additional techniques

- (22) Massage techniques for musculo-skeletal problems
- (23) Neuromuscular-skeletal techniques
- (24) Passive movements
- (25) Body brushing
- (26) Therapeutic massage techniques
- (27) Maternity, infant and paediatric massage
- (28) Spa therapy: Peace, beauty and massage

### 5.5.4 Mechanical massage

- (29) Gyrotory vibrator
- (30) Percussion vibrator
- (31) Audio-sonic vibrator
- (32) Heat treatment

### 5.5.5 Sports massage

- (33) Training
- (34) Benefits of sports massage
- (35) Use of massage in sport
- (36) Pre-event massage
- (37) Post-event massage
- (38) Training massage
- (39) Treatment massage
- (40) Contra-indications to sports massage

## 5.6 Reflexology

The key considerations for this area of focus will include the following:

- (i) **Principles of reflexology:** How reflexology works; Reflexology and zones.
- (ii) **Benefits for life:** The healing touch; Reflexology as a stress-buster; Building physical awareness; Aiming for healthy aging; Self-help reflexology; Reflexology research
- (iii) **Reflexology techniques and sequences.**
- (iv) **Reflexology for every life stage:** Babies, infants, teenagers, senior citizens, women, men, pregnancy.
- (v) **Health concerns:** Using reflexology for health; Common health concerns; The cardiovascular system; The digestive system; The endocrine system; The musculoskeletal system; The nervous system; The respiratory system; The reproductive system; The urinary system

## 5.7 Aromatherapy

The primary form of aromatherapy applications involves using essential oils in the following ways:

- (a) topically to the skin via massage, diluted in a carrier oil
- (b) inhalations
- (c) compresses
- (d) aromatic baths.

Aromatherapy is categorized into three types: aesthetic, clinical and holistic (Buckle, 2015).



- (a) **Aesthetic Aromatherapy:** Aesthetic aromatherapy is about using an essential oil for the pleasure of its aroma.
- (b) **Clinical Aromatherapy:** Clinical aromatherapy is about targeting a specific clinical symptom (e.g., nausea) and measuring the outcome. Clinical aromatherapy can be subdivided into Medical aromatherapy (this includes oral use) and Nursing aromatherapy (this covers internal skin use but not oral use).
- (c) **Holistic Aromatherapy:** Holistic means mind, body, and spirit. Holistic aromatherapy usually involves mixtures of essential oils. For many therapists, aromatherapy may be a simple add-on using a ready-made mixture to relax or energize their client.

The following outline illustrates the aspects of standardization concern for aromatherapy:

**5.7.1 How Essential Oils Work.** (Goldstein *et al.*, 2006; McGuinness, 2003; Başer & Buchbauer, 2010; Buckle, 2015)

**5.7.2 The Physiology of Aromatherapy**

- (1) The Physiology of Aromatherapy (McGuinness, 2003)
- (2) The Absorption of Essential Oils into the Bloodstream
- (3) The Theory of Olfaction
- (4) The Limbic System
- (5) The Circulatory System
- (6) The Lymphatic System
- (7) The Endocrine System
- (8) The Nervous System
- (9) The Musculo-skeletal System

**5.7.3 Contraindications and Safety in Aromatherapy** (Goldstein *et al.*, 2006; McGuinness, 2003; Başer & Buchbauer, 2010; Buckle, 2015)

- (10) Safety in Aromatherapy
- (11) Hair and Scalp Care Contraindications
- (12) Facial Skin Care Contraindications
- (13) Nail and Basic Skin Care Contraindications
- (14) Contraindications and Cautions for Aromatherapy Massage
- (15) Toxicity; Irritation; Sensitization
- (16) Safety Evaluation and Precautions when Using Essential Oils
- (17) Adulteration of Essential Oils
- (18) Safe Handling and Storage

**5.7.4 Aromatherapy Products and Applications**

- (19) Aromatherapy Shampoo Treatment
- (20) Aromatherapy with Essential Oils
- (21) Essential Oils, Perfumes, Fragrances and Frankincense
- (22) Central Nervous System Effects of Essential Oils in Humans
- (23) Psychopharmacology of Essential Oils
- (24) Phytotherapeutic Uses of Essential Oils
- (25) Aromatherapy Head Massage
- (26) Clinical Use of Aromatherapy: Infection, Insomnia; Nausea & Vomiting; Pain & Inflammation; Stress & Well-Being

**5.7.5 Specific Hair Conditions and Formulas**

- (27) The Purpose of Multiple Formulas
- (28) Alopecia
- (29) Brittle Hair
- (30) Chemical Buildup
- (31) Dandruff
- (32) Dry Hair
- (33) Itchy Scalp

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- (34) Oily Hair
- (35) Overprocessed/Damaged Hair; Sun-damaged Hair

### 5.7.6 Specific Skin Care Formulas and Recipes

- (36) Essential Oils and Skin Care
- (37) The Skin and Its Functions
- (38) Facials
- (39) Standard Manual Cleansing Facial
- (40) The Positive Practitioner
- (41) Aromatherapy Facial
- (42) Post-Evaluation Aromatherapy Facial Treatment
- (43) Scheduling Follow-up Appointments
- (44) Skin Care Formulas: Cleansers and Tonics
- (45) Aromatherapy Cleansing Formulas
- (46) Formulas for Skin Care Tonics and Rinses
- (47) Aromatherapy Masks

### 5.7.7 Specific Skin Conditions and Formulas

- (48) Dry, Flaky Skin
- (49) The Hard Part: Getting on a “Water Schedule”
- (50) Nature’s Alternative Moisture
- (51) Excessively Oily Skin and Texture
- (52) Aromatherapy and Brain Waves
- (53) Mature, Lined Skin
- (54) Sun-damaged Skin
- (55) Acne; Moisturizing Acne Skin

### 5.7.8 Nail Care Formulas and Recipes

- (56) Nail Condition and Appearance
- (57) Manicures; Standard Manicure
- (58) Creating the Perfect Aromatherapy Manicure

### 5.7.9 Specific Nail Conditions and Formulas

- (59) Brittle Nails and Cuticles; Rough, Coarse, Skin-damaged Hands; Damaged Nail Beds; Ingrown Nails; Fungus Growth

### 5.7.10 Aromatherapy Pedicures

- (60) Feet and Physical Condition
- (61) Pedicure Chair/Bath Types
- (62) Sterilization
- (63) Standard Pedicure Equipment and Supplies
- (64) Standard Pedicure Process
- (65) Creating the Perfect Aromatherapy Pedicure
- (66) Aromatherapy Formulas that Replace Standard (Massage) Hand Cream

### 5.7.11 Aromatherapy Massage

- (67) Functions of Aromatherapy Massage
- (68) Criteria for Performing Massages
- (69) Characteristics of Aromatherapy Massage
- (70) Choosing Essential Oils for Massage
- (71) Creating the Proper Atmosphere
- (72) Standard Massage Movements
- (73) Beginning and Performing Massage
- (74) Massaging Specific Areas
- (75) Preparing the “Holistic You”
- (76) Aromatherapy Body Massage Oil Formulas
- (77) Special Tips and Tricks for the Client Who is “Allergic to Everything”
- (78) Aromatherapy Massage and Other Forms of Treatment
- (79) Aromatherapy Massage Techniques
- (80) Preparing for the Aromatherapy Massage

- (81) Health, Safety and Hygiene
- (82) Relaxation Techniques
- (83) Aromatherapy Massage Procedure
- (84) Other Forms of Treatment

## 5.8 Spa and wellness therapies

### 5.8.1 Global appeal

The spa industry integrates a wide range of aligned industries including beauty, massage, hospitality, tourism, architecture, property development, landscape design, fashion, food and beverage, fitness and leisure, personal development, as well as complementary, conventional and traditional medicine (Cohen & Bodeker, 2009). It combines features from regions around the globe, including American commercialism with its emphasis on beauty, pampering and destination experiences; Asian service ethics, holistic therapies and spiritual practices; European medical traditions and clinical acumen; and the indigenous knowledge and environmental consciousness of various tribal cultures. It employs a variety of professionals that may include physicians, chiropractors, Ayurvedic doctors, massage therapists, aestheticians, life coaches, counsellors, dietitians, yoga instructors, spiritual leaders, cosmetologists, dermatologists, cosmetic surgeons, naturopathic doctors, hypnotherapists, fitness trainers, and others (Williams, 2015).

### 5.8.2 Types of Spas

The broad categories of spas are as follows (Miller, 1996; Williams, 2015):

**Destination Spas:** This is a hotel property geared specifically to the spa guest and spa program. Spa programs focus on fitness, healthy diet, detoxification, and lifestyle education.

**Resort Spas:** These are located on the property of a hotel, normally in a resort where other sports and activities are also offered besides the spa program itself. A resort spa offers different recreational opportunities such as hiking, rock climbing, water sports, shopping, tennis, golf, and horseback riding as well as spa services.

**Amenity Spas:** These are similar to the resort spa concept except that the actual goal of the management is to add the spa as an amenity to the hotel. Many hotels now view spa services as an important contributor to the bottom line, so they have started to offer full-service facilities. Keeping pace with this trend, smaller hotels, bed-and-breakfasts establishments, and even some time-shares have moved toward offering in-room massage or mobile spa services if they do not have room for a full-service spa.

**Medical Spas:** The medical spa offers health care services in a relaxing and beautiful natural setting.

**Day Spas:** Day spas are mini-retreats with services delivered *à la carte* or in half-day to full-day packages. A day spa offers a full range of treatments including massage, body treatments, hydrotherapy treatments, aesthetic services, weight management, yoga, or meditation, with hair care, manicures, and pedicures.

**Thermal/Hot/Mineral Spring Spas:** Hot springs spas use the natural thermal waters from hot springs in their spa regime or treatments. Spa treatments may include facials, massage, and body wraps.

**Mobile Spas:** Mobile spas bring day services directly to clients at their home, office, hotel room, or at a party. The treatments are designed to be set up and delivered on-site and are popular as a feature at bachelorette parties, prom parties, and corporate retreats. Treatments include seated massage, manicures, pedicures, reflexology, facials, and diet consultations.

**Spas for Women:** The primary client for spa services is still predominantly female accounting for over 70 % of clients with male clients accounting for 29 % and rising (Williams, 2015).

**Spas for Men:** Spas can target men by linking spa treatments to health and fitness, and by using spa treatments at business meetings and conventions.

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**Spas for Families:** Spas that target families offer services that fit every member's needs.

**Spas for Teens:** A number of day spas focus on the needs of teenagers with treatments that address oily skin, acne, and sports injury. Teens enjoy the chance of preparing for big events surrounded by a group of friends getting manicures, pedicures, facials, and body wraps.

### 5.8.3 Spa Equipment and Products

#### 5.8.3.1 Dry Room Equipment

The term **dry room** refers to a treatment room in which there is no shower or hydrotherapy equipment. Instead, hot towels are used to remove spa products from the client's body, or clients take showers in a different area. Essential dry room equipment includes (1) massage tables, (2) essential linens, (3) hot towel heating units, (4) product warmers, (5) paraffin warmers, (6) body wrap materials, (7) body-warming equipment, and (8) other treatment room supplies (Figure 3.1) (Williams, 2015).

#### 5.8.3.2 Wet Room Equipment

The term **wet room** refers to a treatment room that contains specialized hydrotherapy equipment such as professional grade tubs, showers, and wet tables. Others include (a) **Steam room**, (b) **Steam showers**, (c) **Steam cabinet**, (d) **Steam canopy**, (e) **Sauna**.

#### 5.8.3.3 Spa Products

Spa products fall into basic categories including cleansers, toners or astringents, exfoliation products, treatment products (sometimes called masks), and moisturizers (Williams, 2015).

### 5.8.4 Client and Therapist Safety

Issues to be considered include the following:

#### 5.8.4.1 Spa Ethics

- (1) Commitment to Personal and Professional
- (2) Boundaries
- (3) Scope of Practice
- (4) Spa Sanitation and Hygiene

#### 5.8.4.2 Diseases

- (5) How Diseases Are Transmitted
- (6) Preventing the Transmission of Disease
- (7) Sanitation of the Facility, Equipment, and Supplies
- (8) Universal Precautions

#### 5.8.4.3 Creating a Safe Environment

- (9) Safety of the Facility
- (10) Safety of the Client
- (11) Safety of the Therapist

#### 5.8.4.4 Cautions and Contraindications

- (12) Spa-Specific Considerations
- (13) Common Conditions That Require Caution
- (14) Critical Thinking and Contraindications

#### 5.8.4.5 Documentation of Sessions in a Spa

### 5.8.5 Spa Massage

### 5.8.6 Foundation Skills for Spa Treatment Delivery

### 5.8.7 Water Therapies

### 5.8.8 Aromatherapy for Spa

Services in this category may include the following:

- (i) Inhalations
- (ii) Aromatic Exfoliations and Body Shampoos
- (iii) Aromatherapy Massage
- (iv) Aromatherapy Baths
- (v) Aromatherapy Wraps
- (vi) Aroma Mists and Aura Mists
- (vii) Support Lotions

### 5.8.9 Spa Exfoliation Treatments

### 5.8.10 Body Wraps

### 5.8.11 Spa Foot Treatments

**5.8.12 Fangotherapy:** the use of **mud, peat** and **clay** for healing purposes.

**5.8.13 Thalassotherapy:** the use of marine environments and sea products, particularly seaweed, for healing and wellness.

**5.8.14 Stone massage:** both hot and cold stones are combined with various massage techniques to produce a unique treatment that can be adapted to meet the needs of each client.

**5.8.15 Culturally inspired spa treatments:** Ayurvedic-spa treatments, Indonesian-spa treatments and others based in countries that have rich histories and complex cultures.

## 5.9 Hair removal techniques

A number of methods for temporary or permanent removal of unwanted hair are outlined with emphasis on efficacy and safety (Bickmore, 2004; Haedersdal & Wulf, 2006; D. J. Goldberg, Bialoglow, & Mulholland, 2008; Frangie *et al.*, 2012; Thorpe, 1951).

## 6 Physical environment and facilities

The cosmetology facility shall be located in a place that is convenient, safe, and will not endanger an individual's health.

In the case where the cosmetology facility is located in the same building as another business enterprise, its boundaries shall be clearly delineated and other business's activities shall not interfere with the provision of cosmetology services.

In the case that the cosmetology facility provides several different kinds of services in the same location, the service areas shall be clearly separated and the space for each service shall be appropriate for the type of service being provided.

The reception area shall be clearly separated from service area and shall have sufficient seats for clients to use at peak periods.

Treatment areas shall maintain an appropriate level of privacy for the client, but shall not be hidden or have doors which can be locked.

All areas of the cosmetology facility, both inside and outside and whether staff or guest areas, shall be kept hygienically clean and orderly at all times.

The lighting should be appropriate in each area of the cosmetology facility.

The cosmetology facility area shall be well-ventilated.

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The cosmetology facility shall have a waste management system installed, with waste and used water managed in a responsible and sanitary manner.

There shall be a sufficient number of clean and proper bathrooms, toilets, handwashing basins, and separate changing rooms, if provided, for men and women.

The area shall be appropriately decorated in a way that does not cause offense or violate social customs, national culture and morals.

The professional furniture destined for client use shall be comfortable, practical and in good condition.

The establishment shall be accessible by senior citizens, and those with physical disabilities.

The establishment shall provide appropriate back of house areas to enable the professional deliverance of cosmetology facility services. Such areas shall include but not be limited to: staff area, pantry, and management area.

## **7 Cosmetology and wellness products**

### **7.1 General requirements**

**7.1.1** Information presented in the media and other forms of advertising or promotion should accurately reflect the on-site situation at the service provider. Where there are temporary impairments of the functioning of the organization due to construction or renovation activities, this information should be communicated to clients/customers, e.g. through internet or other effective communication channels.

**7.1.2** The terms used for wellness treatments should correspond with commercial practice. All offered products should be consistent with consumer expectations. Communications about branding, type of wellness entity, client/customer experiences, policies, scheduling, facilities, enquiries and services should be accurate.

**7.1.3** The use of exotic/fantasy names designed to promote misleading images of the product quality or of their effects, with the intent of deceiving the client/customer, should be avoided. Please see Appendix G – Health and Wellness claims.

**7.1.4** All wellness products should be described in a manner which makes it easy to understand and transparent.

**7.1.5** A technical description should be provided for each product. This may take the form of a working instruction. The following minimum declarations are provided as part of the technical description:

- (i) Technical requirements (contents and service)
- (ii) Technical requirements for auxiliaries
- (iii) Technical requirements for special infrastructure
- (iv) Aspects relating to health and safety

### **7.2 Product specifications**

**7.2.1** Where commercial goods and the products of manufacturing operations are used in providing a wellness product, appropriate care and attention should be applied by the organization to ensure the legitimacy of the products. This may be done through product certification, certificates of analysis and/or audit status of quality assurance programs instituted by the manufacturer.

**7.2.2** Where commercial products contain pharmacologically active ingredients, these should be clearly stated in the label declarations as required in national regulations, along with contra-indications relating to the use of the product.

**7.2.3** Where claims are made as to the efficacy or wellness benefits of the use of products, these claims should be substantiated on the basis of sound scientific investigations. Please see Appendix G – Health and wellness claims.

### **7.3 Use of monitoring and measurement devices**

**7.3.1** The organization should establish processes to ensure that monitoring and measuring is accurate. In order to ensure valid results, devices should be:

- (i) Calibrated or verified regularly at specified intervals, or prior to use
- (ii) Calibrated against measurement standards traceable to international or national measurement standards
- (iii) Adjusted or readjusted as necessary
- (iv) Safeguarded from adjustments which would invalidate the measurement result
- (v) Protected from damage and deterioration during handling, maintenance and storage.

**7.3.2** The organization should take appropriate action when devices are found to be out of calibration.

**7.3.3** Calibration and adjustments records should be kept as a part of the official records of the organization.

### **7.4 Suppliers**

**7.4.1** The organization should maintain a list of suppliers

**7.4.2** The organization should have in its possession product specifications from the supplier stating the suitability of the product for the individual wellness treatment or the technical supporting process.

**7.4.3** Suppliers are required to:

- (i) Label products in conformance with national regulations for the labeling of pre-packaged goods and ensuring that ingredients are listed correctly and in descending order of magnitude
- (ii) Take an ethical approach to business – acquiring and vending products with honesty and integrity
- (iii) Have in place a quality assurance process to ensure that items ordered are delivered as specified by the customers and meet the customers' expectations
- (iv) For cosmetic and edible products, provide accurate expiry dates on the packaging
- (v) Ensure that products contain no ingredients which may cause adverse health effects for users
- (vi) Represent product and ingredients accurately
- (vii) Comply with government policy and regulations regarding products

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- (viii) Provide training on products where appropriate
- (ix) Offer accurate delivery timelines
- (x) Work within the premise of protecting the environment and the sustainability of natural resources
- (xi) Where appropriate, provide information about possible allergens and hazard mitigation measures

### 7.5 External service providers

**7.5.1** External service providers (e.g. hair cutters, massage therapists, trainers, cleaning companies) who complement the organization's product portfolio, are equally involved in the organization's quality management program.

**7.5.2** The organization's quality assurance manager is also responsible for the quality management of external service providers, most likely in collaboration with a quality assurance manager working for this supplier.

**7.5.3** The collaboration on quality aspects should be set out in a contract between the entities.

## 8 Fire safety

**8.1** All three parameters necessary to initiate and propagate a fire coexist in the work environment of a hairdressing salon: hot electrical surfaces, flammable products and air (Eeckelaert *et al.*, 2014).

**8.2** Fire risks shall be minimized by proper storage of hair products, aerosols and solvents away from hot surfaces or heated utensils, preferably in fire-proof cabinets.

**8.3** Incompatible tasks such as drying and hair spraying shall be isolated or appropriately scheduled.

**8.4** Solvent spills must be cleaned immediately and empty containers disposed of properly.

**8.5** Adequate ventilation shall be installed to avoid a high concentration of solvent vapours in the indoor air.

**8.6** Smoking shall be strictly prohibited. Portable gas heaters with naked flames shall not be used.

**8.7** The cosmetology facility shall have clearly marked signage, floor plans, emergency exits, emergency lighting, smoke detectors, fire extinguishers, and fire alarms.

**8.8** An emergency plan should be designed and all employees should become familiar with it and participate in any emergency drills.

## 9 Health and safety requirements

### 9.1 General safety management

**9.1.1** There should be a safety system in place in the wellness area which addresses the following issues *inter alia*:

- (a) The identification and listing of potential risks
- (b) Personal responsibilities



- (c) Legislated requirements under national occupational health and safety laws as well as national guidelines and standards for safety management. These regulate safety measures with respect to such issues as fire protection, electricity, water, earthquakes, hurricanes, etc.
- (d) Inspections of the safety system by regulatory authorities
- (e) Training in relevant safety measures, e.g. first aid, CPR, fire and natural disaster preparedness, provided by established private and public sector based entities

**9.1.2** During the hours of operation and for all physically challenging supervised activities held both on-site (e.g. hydrotherapy) and off-site (e.g. hiking), there should be at least one staff member scheduled and present, who has current CPR and first aid certification.

**9.1.3** An adequately stocked first-aid kit should be located within easy access of staff and be readily available at all times.

**9.1.4** All staff whose work functions bring them into contact with customers should be trained in basic first aid/CPR.

**9.1.5** All floor surfaces should be designed and constructed to accommodate the activities intended for such areas.

**9.1.6** Signs should be displayed and be easily visible to educate customers about the practices required in the wellness area and to alert them to the risks associated with these practices.

**9.1.7** The organisation should have in place an appropriate monitoring system for ensuring control of temperatures in all areas (e.g. saunas, steam rooms, whirlpools) where customers are exposed to high thermal stress.

**9.1.8** The organisation's facilities and operating procedures should comply with all applicable international and national guidelines regarding workers' safety and requirements for accommodating customers with disabilities.

**9.1.9** If the organisation includes fitness and weight training in the services offered, staff should be available to provide assistance and instruction in the safe and effective use of equipment.

**9.1.10** Areas both inside and outside the facility should be well lit and secure.

**9.1.11** Lockers should be readily identifiable and secured and/or safety deposit boxes made available for storage of customers' personal items.

**9.1.12** The responsibility for any loss, damages or personal injury should be clearly communicated to the customer.

## **9.2 Identifying potential hazards**

A hygiene and safety risk assessment should be undertaken of the physical infrastructure, equipment and consumables used in the wellness area. This evaluation should be done at least once per year. To identify potential hazards, an operator needs to examine each step in the operation of the business's practices and, for each step, identify the things that could go wrong. A hazard consists of the potential to cause harm to the client or operator, and can be biological (for example, infection caused by bacteria, viruses), chemical (for example, toxic tattooing ink), physical (for example, broken glass) or radiological (for example, a laser used incorrectly). The majority of hazards encountered are usually biological. (Victoria, 2004)

The following list shows the work practices that need to be examined for potential hazards. This list is not exhaustive, and individual businesses may identify other areas of hazard.

### **9.2.1 Premises design**

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- Workflow
- Personal hygiene facilities
- Cleaning facilities

### **9.2.2 Cleaning of premises**

- Cleaning equipment
- Detergents
- Areas: client procedure, equipment cleaning, reception areas
- Methods of cleaning

### **9.2.3 Sterilization**

- Sorting of instruments
- Cleaning of instruments
- Packing
- Loading
- Sterilization process
- Unloading the sterilizer

### **9.2.4 Storage and handling of all stock**

The consistent sterility of stock is event related and does not rely on a specific date or time frame. Consider the following points when storing and handling stock:

- packaging
- date marking
- storage conditions
- stock rotation

### **9.2.5 Waste control**

- Segregation of waste at its source
- Use of sharps containers at the point of use of sharps
- Use of clinical and related waste bins or bags
- Use of clearly labelled, puncture-proof containers with close-fitting lids
- Correct storage of all types of waste awaiting collection

### **9.2.6 Specific practices**

- The development and documentation of policies and procedures for all work practices related to the business, such as the use of wax and the sterilization of needles and instruments
- Education of all staff in these practices
- Cleaning practices

### **9.2.7 Controls**

Once hazards have been identified, controls should be established for each hazard. Controls are ways of reducing risks to a safe level or removing the risks completely. For example, one identifiable hazard in tattooing is the sterilization of tattooing needles. The control is to achieve sterilization via the correct time, temperature and pressure parameters or via the use of single-use products.

### **9.2.8 Corrective action**

Corrective action is the action that must be taken if the control is not achieved. If, for example, the correct time, temperature and pressure parameters are not met for needles (which are going to be used for tattooing), then the instruments must be reprocessed (re-cleaned, re-packed and re-sterilized) before use.

### **9.2.9 Verification**

It is important to monitor the system to ensure it is working effectively.

### **9.2.10 Risk analysis chart**

Annex A provides a sample risk analysis chart.

## **9.3 Cleaning procedures**

**9.3.1** A sanitation standard operating procedure (SSOP) should be developed and documented providing detailed cleaning and sanitization procedures for all areas of the cosmetology facility.

**9.3.2** The SSOPs should be prepared as manuals which form part of the official records of the organisation. Relevant sections of the manual should be copied and made available to operational and supervisory staff responsible for cleaning and sanitizing particular areas or rooms.

## **9.4 Integrated pest management**

**9.4.1** The organisation should develop and implement an integrated pest management program aimed at excluding from the premises all pests (primarily insects and rodents) of public health significance. This program should include the following information:

- The name of the pest management service provider
- The methods and agents used
- The frequency of treatments

**9.4.2** The integrated pest management program should form part of the organisation's official records.

## **9.5 Emergency plans**

**9.5.1** Emergency plans should be developed and documented, in accordance with national or local occupational health and safety regulations, for the following potential hazards:

- (a) Fire

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- (b) Gas
- (c) Radioactivity
- (d) Electricity
- (e) Water/floodwater
- (f) Natural disasters causing structural damage

**9.5.2** All staff should be provided with appropriate training in emergency evacuation procedures.

**9.5.3** Emergency plans should form part of the organization's official records.

### **9.6 Checklists**

**9.6.1** A number of checklists should be used by the organization for the purpose of verification of the control measures implemented throughout the organization's operations. Information in checklists should be entered at the time the observation is made and authenticated by the signature or initials of the person responsible. Checklists should be retained as part of the official records of the organization and kept for a minimum of 2 years or as stipulated in national regulations.

**9.6.2** The organization should, at a minimum, provide checklists on the following activities:

- Cleaning and disinfection
- Safety checks

### **9.7 Water quality**

**9.7.1** Water quality parameters (chemical and microbiological) should be checked on a systematic basis. Water quality records should be retained as part of the official records of the organisation.

**9.7.2** The methods used for all tests should be in accordance with internationally accepted standard methods.

**9.7.3** Water quality acceptance criteria are set out in Appendix E – Water Quality Analysis

### **9.8 Emergencies (technical)**

**9.8.1** The organization should have on its staff an internal fire prevention officer who, if necessary, works in collaboration with an external expert.

**9.8.2** Fire extinguishers, alarm buttons and smoke detectors should be inspected regularly following the local fire service's recommendations or, when these are not available, an internally developed protocol should be used. Inspection protocols should form part of the official records of the organization.

**9.8.3** Staff in safety-relevant positions should have undergone fire prevention training within the last 2 years.

**9.8.4** Escape signage should be visible from every point in the wellness area.

**9.8.5** Unless otherwise directed in national regulations, in an emergency the organization should arrange for an assembly point for all affected customers and staff.

### **9.9 Medical emergency management**

**9.9.1** The wellness area should have a medical emergency management system which includes:

- (i) Emergency management documentation (process description)
- (ii) First aid boxes with a list of contents
- (iii) The operation of water areas (pools, lakes-sides, sea-sides) requires equipment such as: oxygen bottles (with face masks), stretcher(s), an extended first-aid box, certified CPR personnel and a defibrillator
- (iv) Disposable hand gloves
- (v) Telephone numbers of emergency personnel and institutions (medical doctor, hospital, etc.)
- (vi) Staff members trained in first-aid

**9.9.2** There should be periodical medical emergency drills. Documentation should be retained about the results of these drills and analyses of the results.

## **9.10 Staff Hygiene**

**9.10.1** The organization should provide appropriate rules for staff governing such matters as clothing, operations and hygiene. Examples of such rules are:

- (i) Garments worn by staff while carrying their functions must conform to the organization's established code of ethics
- (ii) No jewelry should be worn on hands
- (iii) Adequate personal hygiene as required by national public and occupational health and safety regulations and codes of best practice
- (iv) Well-groomed hair and nails
- (v) Discreet perfume/deodorant
- (vi) Lesions on the hands are appropriately covered
- (vii) Personal items, such as photographs and mobile phones are not allowed in therapy rooms

**9.10.2** The personnel of the wellness area should have their own changing room.

**9.10.3** Staffrooms (e.g. dayrooms, changing rooms with sanitary facilities) should be made available for the staff of the wellness area. Staff should not be permitted to drink or smoke during working hours. Staff should only be permitted to consume food and drink in staffrooms.

**9.10.4** Lockers for therapists should be divided into areas for street clothes and working attire.

## **9.11 Guest (customer) hygiene**

**9.11.1** Customers should be required to wash their bodies thoroughly before entering the swimming pool or the sauna area.

**9.11.2** Before each massage, the therapist should ensure that the customer's feet are washed thoroughly.

**9.11.3** Customers should be offered disposable undergarments and spa slippers in the changing room.

**9.11.4** Fresh towels should be made available on demand in the spa area.

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### 9.12 Materials used for treatments

9.12.1 The requirements for the use of treatment materials are set out in Table 1.

Table 1 — Conditions for use of treatment materials

Requirements	Oils, essences, emulsions, salves	Packages, masks, peelings, other peloides	Herbs
Only suitable material, meeting procurement criteria	X	X	X
Storage only in original containers with correct declaration	X	X	X
Open date noted by therapist directly on container	X	X	X
Safety data sheet should be available	X		
Expiry date and storage requirements should be declared	X	X	X
Storage instructions should be followed	X	X	X
Information about possible allergic reactions should be declared	X	X	X
Material used should conform with specifications in the working description	X	X	X
Agents should be suitable for the individual wellness offer	X	X	X
Supplier should provide directions on use of product	X	X	X
Supplier should provide information on preparation of product where incorporation of other materials is involved	X	X	X
Single use only	X	X	X

9.12.2 When honey is used, the high allergen potential should be clearly declared. The usage of honey for aromatization of the air or for inhalation should be avoided.

### 9.13 Safety and Hygiene in the rooms

9.13.1 Rooms should be constructed in such a way that they may be easily cleaned and disinfected.

9.13.2 There should be 2 sources of light in every treatment room:

- Special lighting during the application
- Light for cleaning

### 9.14 Food and Beverage in the spa area

9.14.1 Food and beverage offered in the spa area should be prepared under a food safety management system based on HACCP principles.

9.14.2 Snacks may be offered to customers in the spa area. These may include:

- Fresh fruit
- Dried fruits
- Nuts
- Sweets

**9.14.3** Beverages may be offered in the spa area. These may include:

- Water (minimum requirement)
- Tea
- Fruit juices

## **10 Occupational health and safety**

### **10.1 Health and safety in the workplace**

Employers are responsible for providing a safe work environment to minimize risks to the health of employees, clients and other persons entering the premises. This effort involves providing:

- (a) adequate staff training, including training in hygiene and infection control
- (b) properly maintained facilities and equipment, including personal protective equipment
- (c) a suitably designed and clean workplace to minimize potential hazards, such as the safe storage of equipment and chemicals, sharps and other clinical and related waste.

### **10.2 Occupational health**

**10.2.1** Staff providing services to customers in the wellness area are required to provide appropriate medical health certification, in conformance with national public health regulations, before they are permitted to have contact with customers.

**10.2.2** If personnel, during the course of their employment, develop infectious diseases or lesions of exposed parts of the body, they are required to seek medical attention by a registered medical practitioner and may not resume their work until authorized to do so by a registered medical practitioner.

**10.2.3** Where a staff member is found on examination by a registered medical practitioner to have a noticeable disease, it is the responsibility of the organization to ensure that the relevant authorities are informed, in conformance with national public health regulations.

#### **10.2.4 Immunization**

Immunization is recommended for all operators involved in skin penetration procedures and for staff involved in cleaning instruments/equipment. Immunization can be arranged through a general practitioner or the local government.

#### **10.2.5 Smoking**

Operators should not smoke during client procedures because the operator risks transferring bacteria from their mouth and nose onto their fingers and then to the client, as well as providing a passive smoking hazard.

### **10.3 Emergency situations**

It is essential for premises to have contact numbers for local and emergency services at hand.

#### **10.3.1 First aid**

In most workplaces, a basic first aid kit would include the following items.

- (i) Basic first aid notes
- (ii) Sterile eye pads

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- (iii) Eye bath
- (iv) Individually wrapped sterile adhesive dressings
- (v) Disposable gloves
- (vi) Scissors
- (vii) Triangular bandages
- (viii) Sterile coverings for serious wounds
- (ix) Normal saline
- (x) Adhesive tape
- (xi) Crepe bandage
- (xii) Safety pins
- (xiii) Different-sized sterile, unmedicated wound dressings
- (xiv) Addresses and telephone numbers of emergency services
- (xv) Names and contact details of workplace first aid officers

### 10.3.2 Training/education in first aid

It is strongly recommended that proprietors/operators of personal care and body art premises complete a first aid course. The course should cover basic first aid, including cardiopulmonary resuscitation (CPR) and the management of burns and eye injuries/hazards such as splashes.

Infection control/prevention and sterilization training is also strongly recommended as a way of reinforcing the principles and practices in these guidelines.

### 10.3.3 Burns

The people most at risk of severe burns are those aged over 60 years and those aged under 5 years, because their skin is thinner. Burns are classified by the source (such as heat, cold, chemicals, electricity or radiation) and depth. Most burns caused by flames or hot oil require medical attention.

#### 10.3.3.1 What to do for burn care

- (i) Cool burns by flushing with cool water.
- (ii) Remove rings and jewellery.
- (iii) Cover the burn with a dry sterile dressing.
- (iv) Take steps to minimise shock.
- (v) Seek medical attention.

#### 10.3.3.2 What NOT to do for burn care

- (i) Apply ice directly to burns.
- (ii) Touch burns with anything except sterile or clean dressings. Do not pull clothes over any burned area.



- (iii) Remove pieces of cloth that stick to a burned area.
- (iv) Try to clean a full thickness burn.
- (v) Break blisters.
- (vi) Use any kind of oil or ointment on severe burns.
- (vii) Use cotton wool or other fluffy material on burns.

**10.3.3.3** Treat scalds by removing any nonadherent clothing because it traps the heat. Cool the scalded area with water for up to 20 minutes and treat as a burn. With chemical burns, the strength of the chemical and the length of the contact will determine the severity of the burn. The chemical will continue to burn as long as it is on the skin, so the chemical must be removed from the body as quickly as possible. Burns to the eyes from a chemical must be flushed with water (preferably sterile saline) until ambulance personnel arrive. Ensure water flushes underneath the eyelids.

#### 10.3.4 Bleeding

When bleeding occurs either during a personal care and body art procedure or accidentally, the operator should:

- (i) put on single-use gloves if not already wearing them
- (ii) prevent the bleeding by applying pressure to the wound until it stops, using a dry sterile single-use dressing
- (iii) apply an additional dressing, bandage very firmly if bleeding continues, and call for medical assistance
- (iv) handle both the dressing and the contaminated implement carefully to avoid coming into contact with blood or body fluids/substances from the client or the instrument
- (v) place contaminated dressings or swabs in a plastic bag before disposing of them in the clinical and related waste bin
- (vi) thoroughly wash hands with soap and hot water after treating wounds or handling contaminated dressings, then pat dry
- (vii) discard single-use instruments into the appropriate clinical and related waste container
- (viii) place contaminated reusable instruments in the appropriately marked container, and clean and sterilize them using suitable cleaning agents.
- (ix) document the incident and all actions taken in an incident record book.

#### 10.3.5 Occupational exposure to blood and/or body fluids/substances

**10.3.5.1 Intact skin:** If blood and/or body fluids/substances come into contact with intact skin, then wash the area thoroughly with liquid soap and warm water, then pat dry.

**10.3.5.2 Nonintact skin:** If blood and/or body fluids/substances comes into contact with skin that is chapped, cut or abraded, or has dermatitis, or if accidental penetration (for example, a sharps injury) occurs, then the operator should:

- flush with warm, running water, then wash with liquid soap and warm water
- thoroughly pat dry

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- cover with a waterproof dressing
- apply firm pressure to control bleeding if required.

**10.3.5.3 Mucous membranes (eyes/mouth):** If blood and/or body fluids/substances come into contact with mucous membrane, then the operator should:

- for eyes, rinse gently with eyes open, using copious amounts of warm tap water or saline
- for the mouth, spit out the blood or body fluid, then rinse the mouth thoroughly and repeatedly with warm water.

**10.3.5.4 Follow-up action:** Report the incident to the proprietor/manager immediately and ensure appropriate follow-up with a general practitioner. Document the following:

- the name of the exposed individual
- the date and time of exposure
- how the incident occurred
- a description of the injury and treatment provided
- the name of the individual who is the source of the blood or body fluid (if known).

A general practitioner should evaluate all exposures as soon as possible for both the source individual and the person exposed. This examination may include serological testing for evidence of hepatitis B, hepatitis C and HIV antibodies, after appropriate pre-test counselling and informed consent.

## 10.4 Hand care

### 10.4.1 Broken skin

Small areas of broken or infected skin on exposed parts of the operator's body should be covered with a waterproof dressing that completely covers the affected area. If a cut or abrasion is on the hands, then single-use gloves should be worn during all procedures.

### 10.4.2 Hand-washing techniques

The spread of infection from hands has been recognized. Washing hands is the single most important factor in preventing infection (after cleaning and sterilizing equipment) and cannot be overstated. Unbroken skin is the best defence because it provides the perfect barrier against infection. The purpose of washing hands is to reduce any microorganisms that may be present. Unless the fingernails are visibly dirty, a nailbrush should not be used because it may cause breaks in the skin during vigorous brushing. Obvious dirt under the nails must be removed.

Good hand-washing facilities are essential and should be located within the treatment area. Hands-free taps are required for premises carrying out high-risk procedures (for example, skin penetration). Liquid soap dispensers using single-use cassettes are recommended, because they do not permit a topping-up process and they minimize the risk of contamination.

When to wash hands

- Before and after contact with each client
- After contact with blood or body fluids
- After using a tissue or handkerchief

- After smoking
- After going to the toilet
- Before and after eating
- After answering the phone or touching any potentially contaminated objects, and before returning to a client

Operators should use one of the following antimicrobial soap solutions:

- aqueous 2% chlorhexidine-based solution
- aqueous 4% chlorhexidine-based solution
- aqueous povidone-iodine.

People with an allergy to the chlorhexidine or povidone-iodine solutions should use a triclosan 2% solution.

#### **10.4.3 Use of protective hand creams and lotions**

Hand creams and lotions should be applied regularly during the day to provide protection and help prevent chapped and cracked skin.

### **10.5 Personal protective equipment**

#### **10.5.1 Gloves**

The use of sterile single-use gloves is encouraged when skin penetration procedures are being performed and the operator's hands are likely to be contaminated with blood or body fluids/substances or come into contact with mucous membranes or nonintact skin. Sterile gloves should also be worn when sterile equipment is being used. They should remain in the manufacturer's carton until required, and they should not be opened until immediately before the procedure. The use of nonsterile single-use gloves is the minimum requirement if sterile gloves are not provided on site. Wearing gloves must not replace hand washing because gloves may have defects that are not immediately obvious, or they may become damaged during use. Single-use gloves (sterile and nonsterile) should be carefully removed to avoid contamination of hands or other surfaces. They must not be washed or reused. Single-use gloves should be:

- removed when leaving the client for any reason, and/or
- removed if they become torn, and
- changed after each client, and
- disposed of in the clinical and related waste receptacle, and
- used before the expiry date.

Operators who develop sensitivities or allergies to latex can use powder-free latex gloves or alternatives to latex, such as neoprene.

#### **10.5.2 Clothing**

The operator should wear clean washable garments or coveralls that enable them to thoroughly wash their hands when attending to clients. Personal protective equipment protects the clothing and skin from contamination with blood or body fluids and substances. Watches, wrist and finger jewelry, including wedding rings, should not be worn when attending to clients because these items provide a potential

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source of infection. Hand jewelry should not be worn during skin penetration procedures because it may tear the gloves.

### 10.5.3 Masks

Operators should wear masks when there is a possibility of splashing or splattering of blood or other body substances. The type of mask best suited to a particular situation depends on the nature of the activity. Masks should:

- be fitted and worn according to the manufacturer's instructions
- not be touched by hands while being worn
- cover both mouth and nose while being worn
- be removed as soon as practicable after they become moist or visibly soiled
- be removed by touching the strings and loops only
- not be worn loosely around the neck, but be removed and discarded immediately after use.

### 10.5.4 Eye protection

Eyes should be protected from splashing created during cleaning procedures, although the practices used by the operator should ensure these events are kept to a minimum. Various types of eye protection are available, including goggles, face masks, visors and full-face shields, which have either reusable or single-use guards.

### 10.5.5 Aprons

Waterproof aprons should be worn when attending to clients during colonic irrigation procedures and also when undertaking cleaning procedures.

### 10.5.6 Footwear

Footwear should cover the foot, to protect against accidental injury from dropped items of equipment.

## 10.6 Use and storage of chemicals

**10.6.1** Many chemical products used in personal care and body art procedures have the potential to harm the health of the operator and client if they are not labelled, handled and stored with care. To protect the operator and the client, consider the following practices.

- (i) Ensure premises are well ventilated.
- (ii) Only use drop-on or brush-on products.
- (iii) Try to avoid aerosol products.
- (iv) Wear gloves when decanting or mixing products such as chemicals (including readymade inks and powdered pigments) because they should not come into contact with the skin of the client or operator.
- (v) Label all solutions decanted from bulk containers, and date them with the day of decanting and a use-by date if applicable.
- (vi)
- (vii) Do not eat, drink or smoke in areas where chemicals are stored or used, because food and drink may absorb emitted vapours that can be flammable. (A specific staff room should be set aside for breaks and the consumption of food.)

- (viii) After handling chemicals, wash hands before consuming food or drink, because chemical residues on the hands will contaminate food and will be ingested.
- (ix) Label all chemical containers, secure their lids and store them in a cool area away from gas appliances.
- (x) Secure chemicals to prevent unauthorised access.
- (xi) Remember that cotton wool and similar articles soaked with chemicals will be present in waste, so fumes will be dispersed into the room if not adequately contained. Remove waste regularly from the immediate client area to a larger, covered bin.

**10.6.2** Proprietors and operators should request (from manufacturers/suppliers of chemicals) material safety data sheets relating to the safe handling, storage and first aid requirements for chemical products. All personal care and body art proprietors/operators should refer to these sheets for advice and keep copies on the premises at the point of use.

**10.6.3** Glutaraldehyde (sold under various names) is an instrument-grade disinfectant that is not suitable for the personal care and body art industry. There are major occupational health and safety requirements for the use of this product, such as the required use of personal protective equipment and elaborate air removal systems.

## **11 Management responsibilities**

The management of the facilities shall be responsible for the following:

**11.1** Creating and maintaining a secure database and or record keeping system for the efficient operation of the facility. The database or record keeping system shall include client information, staff records, maintenance of equipment and facilities and records to verify that all activities required by this standard are continually carried out.

**11.2** Implementing standard operating procedures which shall include customer service and health and safety requirements.

**11.3** Implementing a system for internal evaluation of cosmetology facility performance.

**11.4** Effectively staffing the cosmetology facility with trained and certified individuals from accredited institutions.

**11.5** Ensuring that a code of ethics is prominently displayed within the cosmetology facility and shall include but not be limited to the responsibilities and conduct of staff and clients.

**11.6** Providing relevant evidence of regulatory compliance to inspectors upon request.

**11.7** Developing an operational manual which includes but is not limited to the following:

- (a) Scheduled checks of the physical components, e.g. building and equipment.
- (b) List of job descriptions and requirements for employees.
- (c) Necessary provision for the training of staff.
- (d) Emergency response provisions, e.g. Force Majeure, death of a client.
- (e) Rules of conduct for facility users to ensure health and safety.

**11.8** Ensuring that all clients complete a waiver form prior to any service, indicating their health conditions which may impact on their treatment as well as the acceptance of the terms of service.

**11.9** Investigating all possible water borne illnesses and outbreaks.

**11.10** Ensuring that all cosmetology facility and swimming pools provide suitable provisions such as dressing rooms, toilets, lavatories and hose bibs.

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**11.11** Ensuring that the swimming pool facilities are provided with showers, sinks, toilets and /or adequate dressing rooms.

**11.12** Ensuring that hospitality/water stations are easily accessible and stocked with water, reusable or disposable cups at all times.

## 12 Staffing and staff responsibilities

**12.1** The wellness organisation recruits, hires, organizes and manages staff and should ensure that they are qualified and competent. Staff should also be appraised and remunerated appropriately. It is recommended that the following staff complement be available, at a minimum, in a wellness organisation:

- Spa manager
- Medical doctor (under contract) if performing medical procedures
- Two therapists
- One beautician (if beauty services are offered)
- One fitness trainer (if providing a fitness area)
- Pool attendant. Where swimming pools have a water depth of more than 1.35m, a minimum of two pool attendants should be available.
- Receptionist
- Technicians
- Cleaning personnel

**12.2** Each member of staff should have a job description and a personal file.

**12.3** All staff should display professional ethics in their attitudes, behaviour and skills in customer care (including accountability), striving for excellence, integrity, representation of facts, compliance with laws, good personal hygiene and professional conduct.

**12.4** Staff, when hired, should be provided with, or have access to, a policy and procedures manual which is reviewed and updated annually.

**12.5** Staff should be provided with and/or have access to constantly updated treatment procedure and product manuals for all treatment modalities.

**12.6** The organisation should have an on-going commitment to staff developing appropriate foreign language skills.

## Annex A (informative)

### Risk analysis charts

Hazard	Control	Corrective action	Records	Verification
1. Premises design				
1.1 Workflow Cross-contamination	Provide a logical workflow from soiled area to clean area.	Cease operation until logical workflow from dirty to clean can be achieved.	Record date of defect and corrective action taken.	Weekly check to ensure workflow is operating correctly
1.2 Personal hygiene Cross-contamination	Provide in the procedure area an accessible wash hand basin used only for washing hands, with hot and cold running water, soap and paper towels.	Cease operation until a hand basin used only for hand washing is provided/ repaired, with a supply of hot and cold water, soap and paper towels.	Record date of defect and corrective action taken.	Weekly check to ensure hand basin is operating correctly
1.3 Cleaning facilities Contamination	Provide a sink used only for the cleaning of equipment and surfaces, which has a supply of hot and cold water and detergent.	Cease operation until sink used only for cleaning of equipment is provided/ repaired, with a supply of hot and cold water, soap and paper towels.	Record date of defect and corrective action taken.	Weekly check to ensure sink is operating correctly
3. Sterilisation 3.1 Packing 3.1.1 Steriliser with a drying cycle Incorrectly packed instruments resulting in failure of sterilisation process	Use a new intact sterilizer bag for each cycle. Place the instruments in bags that are unlocked or open. Seal the bags.	Re-clean instruments and then repack in a new bag. Re-sterilise.	Record the date of the incident, any corrective action and the reason that the incident occurred.	Weekly check to ensure staff are using bags and loading equipment correctly
3.1.2 Sterilize without a drying cycle. Incorrectly packed instruments resulting in the failure of the sterilization process.	No instruments should be packed in bags	Re-sterilize without bag	Record the date of the incident, any corrective action and the reason that the incident occurred.	Weekly check to ensure staff are using bags and loading equipment correctly.
3.2 Loading 3.2.1 Sterilizer with a drying cycle. Incorrectly loaded instruments resulting in the failure of the sterilization process	The bags must be placed paper side down or if placed on edge then place paper to laminate. Bags must not touch and not be overloaded	Re-clean instruments and replace in new bags. Load in correct manner. Re-sterilize.	Record the date of the incident, any corrective action and the reason that the incident occurred.	Weekly check to ensure staff are loading correctly.

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