

Recommendations for Thai massage and spa massage managers

On 30 January 2020

Suggestion for message shop managers

1. The manager should provide knowledge, suggestions or public relations media to prevent the spread of infection for customers and staff e.g. announcement posters that explain about handwashing and hygienic mask-wearing.
2. Provide a support area to prevent the spread of infection:
 - Provide a sink with soap, alcohol gel and hygienic masks in common areas e.g. restrooms, dining rooms, changing rooms and recreation rooms for the customers and staff service.
 - Clean the common areas and equipment that are frequently touched e.g. doorknobs, banisters, massage chairs and massage cushions by liquid detergent or liquid cleanser including 70% alcohol solution at least 1-2 times per day or after every use.
 - Clean or change the service equipment with hygiene practices after every use e.g. towels, pillowcases, pillowcases, sheets, and cloth.
3. Increase awareness among customer service staff and cleaning staff about the risk of contamination of the agent by addressing the importance of self-protection such as wearing masks or gloves while working. The manager should support sanitary care for staff to protect themselves such as washing hands both before and after working and every time after touching equipment that are often touched by many people.
4. Manage contaminated waste, normal waste, and sewage properly. Be careful when collecting waste such as used fabric or paper that may be contaminated with nasal discharge or saliva of customers. Before throwing away contaminated waste, the bag should be tightly closed or thrown in a contaminated bin and hands should be cleaned to prevent residue of germs.
5. For the large massage shops with many staff, a screening protocol should be implemented in the place before beginning work. If any staff are sick, they should consider returning home to prevent the spread of disease in the massage shop. If anyone has a severe illness, seek medical attention with a doctor immediately.

Suggestions for customer service staff

1. Prevent yourselves from infection by observing the symptoms of the customers such as fever, coughing, sore throat, runny nose or difficulty breathing. If the customer has symptoms, you should suggest they wear a hygienic mask and meet the doctor immediately and inform them of travel history.
2. Be careful to contact and touch customers while working. Staff should wear hygienic mask when close to their customers every time, wash hands often with water and soap or alcohol gel. Do not touch your eyes, nose, and mouth. If you are sick, visit a doctor immediately and inform the history of contact with patients to be diagnosed and treated.
3. Do not share personal things with other people such as glasses, straws, spoons, hand rags, handkerchiefs, and towels.
4. Follow and practice the suggestions from the Ministry of Public Health. You can search for additional information from the Department of Disease Control website (<https://ddc.moph.go.th/viralpneumonia/index.php>)