

COVID 19 Health & Safety FAQs

Is it safe to come to the spas or restaurants during the spread of Covid-19?

Elmwood Spa has a number of policies and procedures in place to ensure all areas of the spa are cleaned and disinfected on a regular basis (every 15 minutes). In addition, all staff are being asked to stay home if they or anyone around them have experienced flu-like symptoms or have travelled to an affected area.

If I am feeling flu-like symptoms or have travelled recently, can I reschedule my appointment?

Absolutely! We encourage any guest who is feeling flu-like symptoms and/or have travelled recently to affected areas to reschedule their appointments and self-quarantine as per [Toronto Public Health](https://www.toronto.ca/community-people/health-wellness-care/diseases-medications-vaccines/coronavirus/) recommendations. Learn more here: <https://www.toronto.ca/community-people/health-wellness-care/diseases-medications-vaccines/coronavirus/>

I have a friend/relative visiting me from an affected area, can I still come into the Spa or Restaurants?

We ask all guests who have been in contact with a person from an affected area to avoid booking or coming into the Spa or Restaurants unless they've self-quarantined for a minimum of two weeks and are not experiencing flu-like symptoms, or have received a written clearance from a health care professional.

What happens if I experience another guest coughing or looking feverish within the spas?

We have protocols in place to screen guests and have detailed logs of all people that come in and out of the spa each hour. Although extremely unlikely, if an affected person does get into the spa, we have the information on-hand to ensure every person that has been in the spa that day will be notified immediately. If you feel worried or uncomfortable by another guest, please notify a member of staff and do not approach the guest directly.

What is Elmwood Spa, Elmspa, Terrace Restaurant and Bangkok Garden doing specifically to ensure guests are safe?

1. Our building maintenance team has increased the frequency of cleaning including disinfecting of doorknobs, elevator buttons, railings, lockers or areas where guests and staff are in contact to every 15 minutes. Regular visits are done to the change room facilities and faucets are wiped down as well. Major cleaning is done in the evening to ensure that steam rooms and others are all disinfected. In addition, proper protocol is followed with our day to day laundry services.

2. We ask all staff with flu symptoms to stay home and contact their medical practitioner before returning to work.
3. Staff members travelling outside of the country where the risk is currently high are asked to self-isolate or quarantine for 14 days upon their return and provide a clearance letter from their doctor. Staff are advised against travel during this time.
4. Sanitizers are located on all floor levels of our facility and staff and guests are reminded to disinfect their hands frequently.
5. Food and Beverage staff are extra diligent in maintaining proper hygienic protocols during this time for themselves and the facility.
6. **Check-in:** When our guests check in, our front desk staff provides a hot towel which is fragranced with lemon grass and lavender so that guests can wipe their hands. However, our staff are instructed to inform guests that sanitizers are available throughout the spa for their use and should sanitize prior to using the hot cloth. Guests are asked to sanitize their hands before using the IPAD as this is used by all guests. Pens are also wiped throughout the day.
7. **IPADS/Counter Areas:** Since we have a high number of guests checking in and out daily, the counters are wiped constantly in order ensure that all surfaces are sanitized. In addition, the entrance doors to the building are wiped down regularly by our maintenance team.
8. All booked guests will have to complete a screening survey at booking (if over the phone) or in-person. Any guests that are experiencing flu-like symptoms, have recently travelled to an affected area, or have been in contact with anyone who could have been exposed to the virus will not be allowed into the spa areas, and will be asked to reschedule their appointment.