

ADDENDUM A

SPOT-ON Standards of Practice For Preferred Spa Practitioner

Mission

Our Mission is to unite oncology-trained spa professionals through education and support, so they can deliver safe and compassionate care to individuals affected by cancer.

Purpose

- Advancement of oncology training and continuing education for spa professionals.
- Create a network to unite oncology-trained spa professionals.
- Establish industry standards and guidelines benefiting both client and provider.
- Create awareness for this emerging field of oncology-trained spa professionals.
- Work with spa's, hospitals and cancer centers providing education in the field of oncology esthetics.
- Provide a national database of oncology-trained professionals to connect, and provide care for clients, families affected by cancer.

Background

Persons diagnosed with cancer often experience many changes including ones that affect the function and appearance of skin hair and nails. Many clients report these changes significantly impact their quality of life. Cancer treatment may create contraindications requiring necessary adjustments to traditional spa services including skincare, makeup, haircare nail care and massage. Ongoing education is critical to stay informed as new treatment therapies require updates to best practices.

The cancer journey does not end with the completion of treatment. Many changes to the skin, hair and nail are lasting. Maintenance therapies can prolong or exacerbate these conditions. The altering of a single lymph nodes, surgery, chemotherapy and radiation can create a long-term or a life time of contraindications.

A person diagnosed with cancer requires special care when receiving spa services from diagnosis to treatment recovery and beyond.

Intent

Spa services benefit people with cancer both physically and emotionally. SPOT-ON aims to provide best practice standards for working with clients. SPOT-ON does this through providing information and resources, as well as setting guidelines and standards for spa providers working with persons who have received a cancer diagnosis. Additionally, SPOT-ON provides education and information for persons diagnosed with cancer, caregivers, medical professionals and the public.

Education, modalities, and philosophies vary, SPOT-ON has established Standards of Practice to promote the safe, ethical, and appropriate services for those diagnosed with cancer. These standards apply throughout the person's lifetime.

Preferred Spa Practitioners demonstrate their commitment to uphold these standards of care in a competent and professional manor. By maintaining these Standards of Practice a SPOT-ON Preferred Spa Practitioner provides healthcare practitioners and the general public a better understanding of the roles, responsibilities, and principles adhered to by Preferred Spa Practitioners.

These Standards of Practice apply universally to every client diagnosed with cancer throughout their lives.

Standards of Practice

Safety / Education. The provider shall complete a 24-hour course of study in oncology training for spa professionals. The course must be related to the specific area of the providers training, licensing and service. For example; the skincare requirements will differ from massage or nail care.

The course must be approved by SPOT-ON, meeting the minimum standards for preferred providers. It is the responsibility of the provider to meet and maintain any requirements needed to stay in good standing with their oncology training. For example, if the approved oncology training course requires periodic re-certification or a refresher course, then the provider is responsible for providing current proof of compliance to SPOT-ON.

SPOT-ON safety and practice guideline requirements include:

1. **The Disease.** Overview of cancer and the impact to the clients physical and physiological wellbeing.
2. **Treatments.** An introduction to the principles of treatments for cancer and side effects.
3. **Contraindications and Precautions.** Adaptation of standard spa services for the individuals, considering any side effects posed by the disease and treatments.
4. **Scope of work.** The provider shall only preform work within the scope of their licensing education, training, knowledge and ability.

5. **Right of refusal.** The provider shall decline from using any techniques that they deem maybe detrimental to themselves or the client. (See section on Provider and Patient Protection).
6. **Consultation.** If the provider encounters an unfamiliar condition that cannot be adequately evaluated through research, the provider shall consult with a knowledgeable healthcare professional to determine the best and safest course or action before moving forward. Even if this requires rescheduling or greatly limiting the nature of the current scheduled appointment.
7. **Medical referral.** If the provider suspects that the client has a condition requiring medical diagnosis or treatment, the provider shall suggest that the client consult a healthcare professional. It is important to not cross the line from suggesting one seek medical evaluation and giving medical advice or diagnosis.
8. **Diagnosis.** The provider shall not diagnose any medical condition. Including skin conditions that fall outside the scope of their license.
9. **Health History/Condition.** The provider is responsible to inquire about the client's condition for the purpose of providing safe and effective spa service. This requires updating client intake forms with each client visit.
10. **Safe Environment.** The provider shall provide a safe and clean environment for service. Specific attention and care will be given for the client's accessibility, safety, sanitation, and comfort. Equipment and supplies will be clean and sanitary. Products will be evaluated for potential reactions, safety and effectiveness.
11. **Client Wishes.** The provider shall respect the clients wishes to limit or discontinue service.
12. **Client Notes.** The provider will keep detailed notes. Updating and maintaining any changes to the client's condition including medications new or additional treatments that may require change to the way service is provided for safety and effectiveness.

Ethics

- A. **Commitment to the client.** The spa professional shall be fully focused and engaged during the client's entire visit, avoiding anything that will distract from care of the client including any unnecessary delays or interruptions during sessions.
- B. **Undue Influence.** The practitioner shall not exercise influence over the client by any means including suggesting or recommending advise or council outside the practitioner's scope of practice. Each state has different governing laws and it is the responsibility of the SPOT-ON Preferred Spa Practitioner to uphold the laws and guidelines set by the governing body where they practice. Examples of negative influence includes redirecting the client's course of medical care, exploiting the client for personal gain.
- C. **Clients needs.** The practitioner will follow practices that respect the client's need for comfort, safety and desire for privacy.

D. **Areas of treatment.** Prior to the service, the practitioner shall discuss with the client the areas of the body that the service will include and will proceed only after the client agrees and consents. Practitioner will stay within the scope of their license.

E. **Consent plan.** Prior to the session, the practitioner shall discuss with the client what the service involves and will proceed only once consent is granted and will check in frequently on the client's comfort.

Confidentiality

A. **Protection of Confidentiality.** The practitioner is responsible for adhering to HIPAA mandates and the state regulations where they practice regarding confidentiality. Any information that identifies the client or deemed sensitive in nature may only be released to a client approved party with client's signed consent. This includes any relationship whether is a spouse, significant other, family member or care taker.

B. **Client records storage.** The provider shall store all records in a locked and secure space to maintain the highest standard of confidentiality.

C. **Disposal of Records.** The practitioner shall destroy unneeded records securely in a timely manner to maintain confidentiality.

Legality

A. **Laws and Requirements.** The practitioner shall comply with applicable local, state, and federal laws regulations and ordinances.

B. **Discrimination.** The practitioner shall not discriminate with respect to race, color, creed, sexual orientation, religious preference or other factor prohibited by law.

C. **Accurate Records.** Consistent with state and local law, the practitioner shall maintain accurate records as it related to the services provided.

Professionalism

A. **Appearance.** The practitioner shall maintain a professional appearance when interacting with

clients or healthcare professionals. Cleanliness, grooming, and attire shall be appropriate for services the professional is providing and shall comply with the standards of the facility in which the service provider is working. The Preferred Spa Practitioner will default to the highest standard set. In the event of a combined work space for example when working in a spa within in a clinical or hospital setting the higher standard will be met and maintained. As an example if the hospital has a rule requiring close toed shoes or is a fragrance free facility the Preferred Provide will adopt the safety codes set by the facility when working in that environment.

B. **Conduct.** To cultivate mutual respect, the practitioner's conduct with clients and healthcare professionals shall be courteous and professional.

C. **Professional Courtesy.** The practitioner shall respect the qualifications and abilities of other healthcare professionals.