

## 21.0 Health Spas and Clubs

### 21.1 Introduction

#### 21.1.1 Description

The Spa, Wellness and Fitness centers are devoted to delivering overall wellbeing through a variety of professional services that encourage the renewal of mind, body and spirit. Delivery of these services can be through a range of equipment and facilities for exercising and improving physical fitness, or services provided to condition or beautify the body. These functionalities are segregated into four categories; there is no clear demarcation of service mix provided among these four categories. All the services provided in Medical and Destination Spa shall be performed or supervised by a competent healthcare professional. The Wellness and Fitness centers shall have a Fitness trainer.

#### 21.1.2 Health Seeker Characteristics

The health seekers who are eager to revitalize and rejuvenate the body and mind are treated in Spas, Wellness and Fitness centers. The services provided in these facilities are not alternative to medical or surgical care. Health seekers with a past medical or surgical history, will be availing the services upon the advice of a medical professional. Pregnant woman want to avail the services should take caution and be guided by advice from their Obstetrician.

#### 21.1.3 Services Provided

The Spas are classified into Medical Spa and Destination Spa; the Facility shall be operated under the supervision of licensed healthcare professional. Medical Spa provides services on a day care basis and Destination Spa provides rejuvenation programs on a short stay basis. Destination spas provide a program consisting of healthy cuisine, wellness education, spa services and physical fitness activities with the primary purpose of guiding health seekers to develop healthy habits.

Wellness centers usually offer skin care and body treatments and services. The term Wellness generally refers to wellness of mind, body and soul.

Fitness Centers – place which has equipment, facilities and the provision of adequate space for the purpose of physical exercise. The functional area consists of free weights, cardiovascular training equipment, group exercise classes and personal training facilities, and can include a swimming pool.

### 21.2 Planning

#### 21.2.1 Planning Model

##### Location

These facilities can be located depends upon the Scope of Services. Options for locating centers include:

- Stand-alone facilities
- Functional Unit attached with the hospital facility.

#### 21.2.2 Operation Models

##### Hours of Operation

The Facilities providing day services shall be operated during the business hours from Sunday to Thursday. Some departments may provide a limited service at evenings and weekends and therefore careful consideration will need to be given to location, controlled access and security.

#### Flexibility

The Facilities of the Unit will be utilized by day care and short stay health seekers. It is expected that the majority of clients accommodated in the Spa, Wellness and Fitness Unit shall utilize the services periodically. The function of these Units is inter-related and the design of these facilities could provide areas common for various services.

#### Models of Care

Each health seeker avail the wellness and spa services from an individual consultant/therapist/trainer. Some of these programs are conducted in groups which assume a staff to patient ratio of 1: 3 or more and incorporates:

- Group exercise/aerobic
- Education programs.

### 21.2.3 Operational Policies

#### General

The Operational Policy of a facility may compel the design team to view the various functions and activities within the Unit from the framework of a team philosophy. Accordingly, client flow would determine the definition of spaces.

#### Daycare Vs Short Stay Services

The services of the Spas, Wellness and Fitness Centers will be provided on a day-only basis. Health seekers attending for a series of treatments by different therapists are considered as receiving day care services. It is intended that no overnight or short stay facilities will be provided by the Spas, Wellness and Fitness Centers as patients are ambulatory and can return to the community between treatments.

#### Staffing

The staffing operational policy assumptions made in this guideline are:

- Office space will be provided where required for clerical and Center staff including workstations in open treatment areas for immediate documentation.
- 'Hot' desks will be available for students and visiting staff
- Staff wearing uniforms will arrive at the Unit in uniform however shower/change facilities will be required for comfort reasons as much of the work is labor-intensive.

The number of staff will depend on the needs of the individual facilities/service. Staff mix may include – either permanently or when required by referral:

- Director of Spa, Wellness and Fitness Center and/or the head of each therapy discipline
- Therapist of each discipline
- Fitness Trainer
- Sport and Recreational Officers with water safety training, if applicable
- Dieticians/Nutritionists
- Case Coordinators
- Rehabilitation Engineers
- Clerical Staff
- Housekeeper and Cleaning Staff
- Artisan and Transport Staff.

#### Emergency Equipment

- Oxygen (wall panels or cylinders) for oxygen-dependent patients
- Cardiac monitor for cardiac patients
- Resuscitation trolley/s
- Medical gas service panels in selected locations for emergency use.

### 21.2.4 Functional Areas

The specialty of Spas, Wellness and Fitness Center has been classified as Medical Spa, Destination Spa, Fitness Center and Wellness Center. Each of these classifications shall have the following functional areas.

The functional areas are segregated as follows:

- Entry, Reception and Waiting Areas
- Therapy Areas which may be shared
- Support Areas including Utilities, Cleaner's Room, Disposal, Pantry and Store Rooms
- Staff Areas including Offices, Meeting Rooms, Staff Change and Toilets.

Therapy Rooms for each of the Spa and Center classifications may vary according to the scope of services provided. The major services are classified as follows.

#### Entry Areas

The entry canopy is required to provide dry access to the building, if it is freestanding of a health facilities, the following are some considerations:

- Ensuring the covered area is large enough to allow vehicles such as taxis, buses, cars, and emergency vehicles to manoeuvre beneath it, and is structured to facilitate free concurrent traffic flow for multiple vehicles
- The use of clear roofing material to maximize natural light inside the building.
- Best sited at ground floor level, is the first point of contact for members of the community and should display clear directions informing people where to proceed.

#### Reception

The Spa/Center Counter/Reception area should be prominent, well-signposted and if also used for cashier functions, appropriate security should be added for cash handling. Patients and visitors will present at the counter for services and wait for a staff member to lead them to adjoining areas for services.

#### Waiting Areas

Waiting areas need to accommodate a range of patients with varying mobility and should be designed for accessibility. Waiting areas will also require ready access to public amenities, baby change and feeding areas, refreshments, play facilities (optional) and public telephones.

#### Staff Areas

Offices and workstations will be required for administrative as well as clinical functions and to facilitate educational/research activities. The number of offices provided will be according to the approved staffing levels for the Spa/Center. Educational areas will consist of Meeting/Tutorial Room/s; Meeting Room/s with videoconferencing facilities will provide additional capacity for educational activities.

Administration, education and staff welfare areas, including Staff Room/s, Toilets and Meeting Room/s may be shared with nearby adjacent Units.

#### Therapy Areas/Rooms

A therapy area should be accessible to the patient only in the company of a staff member or practitioner. It requires equipment suitable to the services to be provided within that space. This is determined by the Scope of Services and can include, but is not limited to:

- Bench and hand-washing basin and fittings
- Treatment benches, tables and chairs
- Fitness machines and equipment
- Adequate lighting and ventilation
- Durable, stain-resistant and comfortable flooring.

#### Swimming Pool/Water-Based Treatments

A swimming pool may be included as part of the Spa/Center for provision of aqua classes and general fitness and exercise. The size will be determined by the Scope of Services and Operational Policy. The swimming pool area must be surrounded by a secure fencing of a considerable height for safety and access points be fitted with child-safe fasteners.

Flooring surrounding and in flow areas directly following access to the swimming pool including change rooms and toilets require non-slip treatment.

Water-based treatment facilities may include steam baths, saunas, colon hydrotherapy and Vichy Showers. Each of these facilities have individual space and equipment requirements. Wall and floor coverings should be impervious and non-slip, and able to withstand long periods of time wet and humid.

The source of water for the swimming pool and water-based treatment spaces must be clean and filtered and the water quality in the swimming pool must be tested and recorded regularly.

Refer to Rehabilitation Unit – Hydrotherapy for standards related to water based treatment spaces.

#### Exercise Area

The Exercise Area will include machines and equipment for exercise and fitness ranging from treadmills, upright bikes and steppers to muscle and body part-specific machines. A free weights area shall be collocated to the machines and equipment area, as well as exercise balls and stretching mats.

A minimum of 0.3 meters between each machine is required as a safety clearance with electrical cords concealed underneath the flooring or secured with easily-visible adhesive tape. Numerous electrical power points should be located along the wall of the exercise area to accommodate for equipment requiring power. Ceiling power points shall be installed if hanging entertainment units for Health Seekers using machines and equipment are provided. These should clear the ground by a minimum of 2.3 meters. Transit areas within the room should be no less than 1.5 meters wide to enable easy movement of users and in case of emergency and evacuation. The facility should ideally have a set of double doors to allow installation of larger equipment. Emergency exits must be clearly visible with signage.

The flooring shall be low-impact, non-slip and easy to clean, non-static carpet and rubber flooring material should be considered. Walls may be covered with a shatter-proof mirror. Air-conditioning should keep the Unit below 25°C but additional ceiling/wall -mounted fans during maximum usage by Health Seekers may be considered. These should also clear the ground by a minimum of 2.3 meters.

#### Aerobics/Fitness Studio

The Fitness Class Studio will require a large open space, stage for instructor and high quality multimedia sound system. The flooring should be impervious and easy to clean. Walls may be covered with a shatter proof mirror. Air-conditioning should keep the Unit below 25°C but additional ceiling/wall -mounted fans during maximum usage by Health Seekers may be considered. These should also clear the ground by a minimum of 2.3 meters. Storage facilities may be adjacent to the studio for storage of materials and equipment relating to the fitness classes.

### 21.2.5 *Functional Relationships*

#### External

The Spas, Wellness and Fitness Centers shall be located for convenient access, staff control and security. It should have a good relationship with the main entry of the health facility and outpatient areas. An external entrance separate to the health facility may be considered to provide minimal disruption to the operations of the medical services as Health Seekers and patients are generally ambulatory and well.

The Spa/Center shall be located close to the Complementary and Alternative Medicine Center. Access points provided for the following personnel/purpose shall be carefully considered:

- Health Seekers and visitors
- Staff
- Service units for maintenance and delivery of supplies.

#### Internal

Internally, the Spa/Center should have restricted staff accessible areas such as Offices, Staff Rooms, Meeting Rooms and Staff Change and Toilets. Publicly accessible areas should be located around Public Change, Shower and Toilets and flow through Reception/Counter, Waiting Areas, and subsequent Exercise Area, Studio and Swimming Pool.

## 21.3 Functional and Design Considerations

### 21.3.1 *General*

The design philosophy of the Spas, Wellness and Fitness Centers should convey a friendly and inviting environment and should encourage community members to utilize the available facilities for rejuvenating and well-being purposes. A non-institutional, safe and supportive environment needs to be promoted. Building design must be flexible and adaptable to enable the unit to cater for varying client and service needs. Buildings should be designed to cope with a wide range of possible conditions. The aim is to provide an environment that will allow the maximum mobility possible for each person. The facility will include access for disabled persons.

The design of the Spa/Center will also be based heavily on the Scope of Services and Operational Policy of the Center itself, and the facility it is incorporated into, if relevant.

### 21.3.2 *Accessibility*

If at ground floor, the Spa/Center shall have easy access to the health facility entrance or have its own designated entry, an undercover set-down bay should be provided at the entrance to the Unit for those outpatients who arrive by bus or car and for return of loan equipment with parking for people with disabilities. Access to other units in the facility should be convenient and covered. Drop-off and parking for people with disabilities is recommended.

### 21.3.3 *Environmental Considerations*

#### Acoustics

Reception, Waiting Areas, the Exercise Area, Fitness Studio and other noisy areas should be located away from any treatment spaces and staff areas. Storage areas may be strategically placed to minimize the sound generated from the Exercise Area and Fitness Studio.

### Lighting

Natural light is highly desirable within the Spa/Center, as well as windows permitting outside views to create a natural ambience in the area. Windows can be frosted or treated to prevent casual viewing from any adjacent public thoroughfare but allow natural light through.

### Climate Control

Good climate control and ventilation in Exercise Area, Fitness Studio, Swimming Pool and other treatment and training areas is required.

### Space Standards and Components

#### Ergonomics

Ergonomics and Occupational Safety and Health (OSH) requirements must be considered in the design process and the selection of fittings and equipment in the Spa/Center to ensure optimal operation of the Spa/Center and the health and safety of the staff, patients and visitors.

Particular attention should be given to placement of equipment, heights and dimensions of counters work areas and equipment.

Refer also to Part C of these Guidelines.

#### 21.3.4 *Size of the Center*

The size of the Spas, Wellness and Fitness Center will be determined by the Scope of Services taking into consideration the needs of the health facility and other external facilities. A Schedule of Accommodation is provided for Spa/Center collocated in a tertiary level hospital.

#### 21.3.5 *Safety and Security*

Every aspect of Spa/Center design with regard to finishes, surfaces and fittings must be assessed to determine the potential for accidents or hazards to both patients and staff. The Spa/Center must be secure to prevent unauthorized access through doors, windows, walls and ceilings. A security intrusion detector alarm should be fitted to monitor the Spa/Center after-hours.

Security measures for consideration will include:

- Electronic door controls and alarms to perimeter doors
- Movement sensors
- Duress alarms at Center counter/reception and in treatment/consultation spaces
- Solid ceilings to prevent access.

#### 21.3.6 *Finishes*

It is essential that floor finishes are non-slip, particularly in areas prone to being wet from surrounding facilities. Refer also to Part C of these Guidelines.

#### 21.3.7 *Fixtures and Fittings*

Equipment, furniture and fittings should be selected and installed to be safe, robust and suitable for heavy usage.

Refer also to Part C of these Guidelines.



### 21.3.8 *Building Service Requirements*

#### Heating, Ventilation, Air-Conditioning (HVAC)

All areas require temperature and humidity controls; internal room temperature shall be kept below 25°C for maximum comfort of Health Seekers and staff.

#### Communications

Information technology/communications systems should provide for:

- Sufficient data and power outlets for computers and laptops
- Sufficient power outlets for electronic equipment
- Video-conferencing/tele-medicine in Meeting Rooms.

### 21.3.9 *Infection Control*

It is recommended that handwashing facilities are provided as follows:

- In each area where ingredients/products are handled including Preparation Room/s, Assembly/Dispensing Areas and Manufacturing Area
- In support areas.

All hand basins in the Spas, Wellness and Fitness Center should permit clinical handwashing with hands-free activation; taps may be wall -mounted, lever operated or sensor operated. Hand basins in non-clinical areas should permit routine hand-washing and taps may be basin -mounted and lever operated. Hand basins should include dispensers for soap, antiseptic soap and paper towels.

The quantity and ratio of hand basins to work areas will be determined by the size of the individual areas, the operating policies and standard guidelines relating to the Center's services.

Refer also to Part D of these Guidelines.

#### Rehydration Stations

Rehydration stations with drinking fountains, cups and waste bins should be located in each Exercise Area and Fitness Studio. They may also be located in the Reception, Waiting Areas and Public Change to promote rehydration of Health Seekers.

## 21.4 Components of the Unit

The Spas, Wellness and Fitness Centers will contain a combination of Standard Components and Non-Standard Components. Provide Standard Components to comply with details in the Standard Components described in these Guidelines. Refer also to Standard Components Room Data Sheets and Room Layout Sheets. Non Standard Components are described below.

#### Vichy Shower

A Vichy shower is a kind of shower in which large quantities of warm water are sprayed over a health seeker while laying on a shallow wet bed with drainage points for the water. The shallow wet bed may be similar to a massage table for additional treatments to be performed before, during or after the shower. The shower head equipment is fixed to the wall or ceiling. It should clear the bed by a minimum of 0.7meters or allow a swivel function to enable ease and safety in transfer onto and off the bed.

The Vichy Shower should be located in a dedicated room due to the quantity of water and humidity it creates. Wall and ceiling surfaces should be impervious and easy to clean. Floor surfaces should be non-slip.

#### Sauna/Steam Room

A Sauna/Steam Room should be located adjacent to bathroom and shower facilities. The Room is an enclosed area and can vary from being relatively small sized to large collective spaces, depending on the Scope of Services. Separate Sauna/Steam Room should be provided for males and females.

A Steam Room has a water-filled generator pumping steam into the enclosed room to provide moist heat, with temperatures typically in the range of 110–114 degrees Fahrenheit and a humidity level of 100 percent.

A sauna provides dry heat in a wood-paneled room from a conventional source such as a stove, or through infrared. The temperature typically ranges from 160–200 degrees Fahrenheit with a low level of humidity

Larger sized Rooms with the capacity for more health seekers should have benches staggered upwards around the source of heat. The surface below the Room must not absorb moisture, such as concrete, tile or linoleum, and the walls require insulation. The flooring may be wooden to match the interior of the Room or tiled for ease in cleaning.

#### Jacuzzi

A Jacuzzi or hot tub spa may be located either near to bathroom and shower facilities, or near other water facilities such as the swimming pool. A Jacuzzi is a bath with massaging jets.

The surrounding flooring should be non-slip and if elevated off the ground, steps should be provided around the Jacuzzi to facilitate ease of transfer into and out of the Jacuzzi.

#### Massage Rooms

Depending on the Scope of Services, Massage Rooms can be provided and be either single or dual occupancy. Common types of massage include:

- Acupressure Massage
- Aromatherapy
- Ayurvedic Massage
- Balinese Massage
- Barefoot Deep Tissue Massage Therapy
- Deep Tissue Massage Therapy
- Dry-Water Massage Bed
- Lomi Lomi Massage
- Myofascial Release Massage Therapy
- Reflexology Massage
- Shiatsu Massage
- Stone Massage
- Swedish Massage
- Thai Massage
- Traditional Chinese Massage
- Visceral Manipulation.

The type of massage offered by the Spa, Wellness and Fitness Center determines the equipment required in each Room. Equipment can include specialized massage tables, massage chairs and padded flooring. A hand-washing basin should be provided in each room.



## 21.5 Schedule of Accommodation

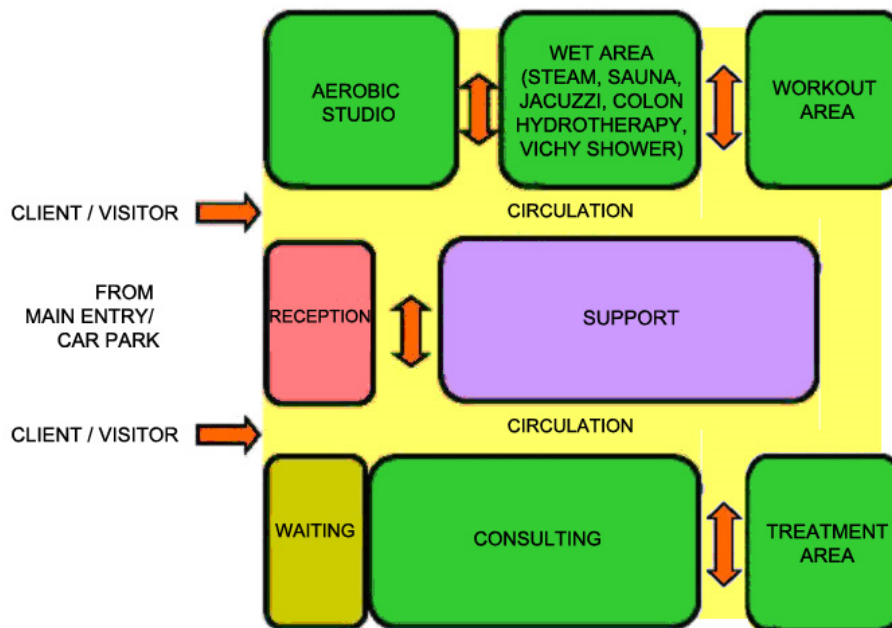
### Typical Spa, Wellness and Fitness Center at level 4 to 6

ROOM/SPACE	Standard Component	Level 4 Qty x m²			Level 5 Qty x m²			Level 6 Qty x m²			Remarks
Public Areas											
Counter	CAM-CO-SJ	1	x	9	1	x	9	1	x	20	
Meeting Room - Small	MEET-9-SJ	1	x	9	1	x	9	1	x	9	Interview function, small meetings
Staff Areas											
Office – Single Person	OFF-9-SJ OFF-12-SJ	1	x	9	1	x	12	1	x	12	Director
Office – Workstation	OFF-WS-SJ	2	x	5.5	4	x	5.5	6	x	5.5	Qty depends on staffing
Assembly/Preparation	ASPR-20-SJ	1	x	10	1	x	20	1	x	30	
Bay – Handwashing, Type B	BHWS-B-SJ	3	x	1	4	x	1	5	x	1	Unit entrance and corridor recesses, as required.
Cleaner's Room	CLRM-5-SJ	1	x	5	1	x	5	1	x	5	Include cupboard for dry goods
Cool Room	CORM-SJ				2	x	10	2	x	10	Optional, or refrigerators and freezers
Clinical Trials					1	x	12	1	x	12	Optional
Manufacture Room – non-sterile	PREP-SJ	1	x	18	2	x	12	3	X	12	Based on 3m² per person
Store – Bulk	STBK-20-SJ	1	x	40	1	x	100	1	x	150	May include pallets
Store – Files	STFS-8-SJ	1	x	8	1	x	10	1	x	20	Collocate with Ward Clerk
Store – General	STGN-6-SJ	1	x	6	1	x	8	1	x	10	Size in accordance with service demand and operational policies
Store – Ingredients	STBK-5-SJ STBK-10-SJ	1	x	5	1	x	10	1	x	10	
Store – Photocopy/Stationery	STPS-8-SJ	1	x	8	1	x	8	1	x	8	Collocate with Clerk
Store – Refrigeration	STRF-8-SJ	1	x	6	1	x	6	1	x	6	Bay with fridges
Meeting Room – Large	MEET-15-SJ	1	x	15	1	x	20	1	x	25	
Property Bay – Staff	PROP-3-SJ	2	x	2	3	x	3	4	x	3	Number of lockers depends on staff complement per shift
Staff Room	SRM-15-SJ	2	x	15	2	x	20	2	x	20	Unit-specific space, with beverage bay
Toilet – Staff	WCST-SJ	2	x	3	4	x	3	4	x	3	
Shared Areas											
Waiting	WAIT-SUB-I	2	x	5	2	x	10	2	x	10	Separate male/female areas
Treatment Room/Spaces	TRMT-SJ	1	x	14	1	x	14	1	x	14	For specialist units, or shared; Depends on operational policy
Net Department Total		198.5			394.0			509.0			
Circulation %		25			25			25			
Grand Total		248.1			492.5			636.3			

#### Notes:

- Areas noted in Schedules of Accommodation take precedence over all other areas noted in the FPU
- Rooms indicated in the schedule reflect the typical arrangement according to the Role Delineation
- Exact requirements for room quantities and sizes will reflect Key Planning Units identified in the Service Plan and the Operational Policies of the Unit
- Room sizes indicated should be viewed as a minimum requirement; variations are acceptable to reflect the needs of individual Unit
- Office areas are to be provided according to the Unit role delineation and staffing establishment; Executives and Managers may be responsible for more than one area but should have only one office assigned within the campus
- Staff and support rooms may be shared between Functional Planning Units dependent on location and accessibility to each unit and may provide scope to reduce duplication of facilities.

## 21.6 Functional Relationship Diagram



## 21.7 Further Reading

- Australasian Health Infrastructure Alliance (Aus.). 'Guidelines for Design and Construction of Health Care Facilities' (Includes ANSI/ASHRAE/ASHE Standard 170–2008, Ventilation of Health Care Facilities); Refer to Section 2. 1 – Common Elements for Australasian Health Facility Guidelines 2010. Retrieved from website: [www.healthfacilityguidelines.com.au](http://www.healthfacilityguidelines.com.au) 2014
- Australian Standard – AS 2610. 1–2007 Spa Pools, Published in 2007
- The Facility Guidelines Institute (US). 'Guidelines for Design and Construction of Health Care Facilities' 2010 Edition. Retrieved from website: [www.fgiguideelines.org](http://www.fgiguideelines.org) 2014.