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Town of Greenwich  
Department of Health  
Division of Environmental Services  
(203) 622 – 7838

## **Massage Establishments: Technical Standards**

### **Section I. Equipment and Facilities**

**Water Supply.** A water supply must be from an approved source and shall provide hot and cold running water for public use and for the cleanliness of employees.

**Toilet Facilities.** One unisex toilet may be provided for within the facility unless there are services that require the use of two separate toilet facilities. Washbasins must be provided, kept clean and in good working order.

**Locker/Dressing Rooms.** Locker and dressing rooms may be required for male and females depending on the services provided and layout of the facility.

**Plumbing Fixtures.** Plumbing fixtures shall be of impervious material, capable of being cleaned and free of cracks, and of the type that does not constitute a hazard to the public water supply through back siphon age.

**Waste Disposal.** Waste water from all plumbing fixtures shall be discharged into sanitary sewers where available or provide for on-site sewage disposal.

**Floors, Walls, Counter Surfaces.** Floors shall be kept clean, non-porous, light in color, and kept in good repair at all times. If carpeting or similar material is used for floor covering it shall be kept clean and capable of being shampooed as frequently as needed. Walls shall be kept in good repair at all times. In areas of sinks, walls shall be moisture proof. Counter surfaces shall be covered with smooth, non-porous material, which can be kept clean, and in good repair.

**Sinks.** Sinks must be provided for in bathroom facilities. Hand sinks must be readily accessible to rooms where massages are offered. Utility sink(s) must be provided for when necessary for cleaning, disinfecting and sanitizing equipment.

**Appliances.** All appliances shall be kept clean, in good repair, and capable of being sanitized and/or disinfected. They must be commercial grade, able to operate in a sanitary condition and according to manufacturer's guidelines and/or specifications. Cleaning procedures shall be made available for all appliances.

**Equipment.** All equipment shall be kept clean, in good repair and capable of being sanitized and/or disinfected. All equipment shall operate in a sanitary condition and according to manufacturer's guidelines and/or specifications. Only equipment needed for the operation of the establishment shall be kept on the premises. Cleaning procedures shall be made available for each piece of equipment.

**Washers/Dryers.** When laundry service is provided for on the premises the wash and rinse cycle temperature of 150 degrees Fahrenheit must be maintained. A chlorine bleach solution of 15% shall be added and for colored laundry, hydrogen peroxide at 35% can be substituted. Dryers must be capable of adequately drying all linens, towels, etc.

**Vapor/Steam Bath, Showers, Whirlpool/Therapeutic Bath.** The installation and use of this equipment must be approved by the Department. A complete set of procedures outlining the use of the equipment and disinfecting/sanitizing procedures are to be posted by each tub site or bath. All equipment must be kept clean and in good repair at all times.

**Facility Location/Space.** As required, each facility space and location must be approved by the following Town Departments: Planning and Zoning, Building, Fire, as well as any other applicable Town agencies. Facilities operating within a private residence are prohibited. Each facility's space shall be adequate in square footage to support the services offered.

**Instruments.** All instruments shall be kept clean, in good repair, and capable of being disinfected and/or sanitized. Disposable instruments shall be used when available.

**Cabinets/Storage.** Adequate space shall be provided for the storage of clean and soiled linen, towels, and supplies. Fitted doors shall be equipped on all cabinets to protect supplies from dust and dirt.

**Lighting, Ventilation and Electrical Outlets.** Lighting fixtures and electrical outlets shall be sufficient in number to support adequate illumination and electrical supply throughout the facility. The facility shall be well lit at all times and shall be properly and adequately ventilated.

**Supplies.** All supplies shall be kept clean and protected from contamination. Closed containers or cabinets shall be used to hold supplies where applicable.

**Massage Rooms.** All massage rooms shall have a door, partition or curtain to provide privacy. A hand sink shall be readily accessible to massage rooms if not within room.

**Receptacles.** A covered receptacle, which can be readily emptied and cleaned, shall be provided exclusively for soiled linens and towels.

**Refuse.** Covered containers adequately stored must be provided for. Refuse area shall be kept clean at all times and picked up regularly.

## **Section II. Maintenance and Operation**

**General Cleanliness.** The licensed owner of every massage establishment shall keep the premises in a clean and sanitary condition at all times. All equipment and facilities within the establishment shall be properly maintained and kept clean at all times.

**Floors, Walls, Ceilings and Fixtures.** All floors, walls, ceilings and fixtures shall be kept in good repair and clean at all times. The Department may request the replacement of any such item if cleaning and/or repair cannot restore it adequately.

**Equipment and Instruments.** All equipment and instruments used in the profession shall be kept clean, disinfected and/or sanitized properly after each customer. Cleaning and sanitizing procedures shall be provided for each piece of equipment and instrument as needed. Single service implements shall be provided when possible. Only equipment needed for the services provided in the establishment shall be kept on the premises.

**Linens/Towels.** All linens/towels shall not be used for more than one person without being properly laundered before each use. Chairs, tables or other surfaces where customers rest their heads or bodies shall be covered by a single service towel or be provided with a towel or linen covering which shall be laundered after each customer's use.

**Gloves.** Single service gloves shall be worn when cleaning equipment soiled with a bodily fluid.

**Hand Washing.** Hand washing shall be performed before, during and after service to each customer. Liquid soap, and paper towels shall be provided for at each hand sink. The use of bar soap and linen towels for hand washing is not recommended.

**Food and Beverages.** Food and beverages are not to be prepared, stored or sold on the premises unless the Department licenses the facility for Food Service. Coffee, tea and packaged foods such as cookies, pastries may be served for the convenience of employees and patrons but no charge thereafter is to be made to patrons who are serviced therewith. Foods and non-alcoholic beverages may be delivered to the facility for immediate consumption and may also be dispensed by means of customer vending machines that comply with all State and Local laws. A refrigerator may be kept on the premises as approved by the Department of Health for employee use and to keep beverages cold.

**Facility Space.** The facility space shall be constructed for the services provided including a waiting area for patrons. Sleeping on the premises is prohibited as well as occupying the space after business hours.

**Appointment Book.** All facilities must maintain an appointment book with the name and phone number of the patron along with the time of appointment.

**Personal Belongings.** Personal belongings of each employee may be kept on the premises in a cabinet or locker designed for employee use only. Personal belongings such as shoes, clothing, and accessories may not be kept on counter tops or in cabinets where supplies and equipment are stored.

### **Section III. Health of Massage Practitioner or Massage Therapist**

**Health of Massage Practitioner or Massage Therapist.** No person known to be affected with any communicable disease in an infectious stage shall engage in massage of a patron and no person so affected shall be employed as a practitioner or therapist.

Each practitioner or therapist employed by a massage establishment shall submit to the Department a current State of Connecticut license that allows the individual to render the service of massage, or any other service the facility offers that require certificates or licensure. Any such license shall be posted in a prominent place visible to patrons within the establishment.

**Smoking.** No practitioner or therapist shall smoke while serving a patron. Smoking on the premises shall have a designated area excluding treatment areas. Patrons and employees shall share a designated smoking area.

**Outer Coverings.** All practitioners or therapists shall wear clean nontransparent outer garments when serving a patron.

#### **Section IV. Applications/Plans and Specifications/Licenses and Inspections**

**Applications.** Each licensee of a massage establishment shall make application on the forms provided by the Department. All information required must be provided prior to review and processing. Approval from the Health and Police Departments is required. Approval from the Planning and Zoning, Fire, and Building departments may be required. Plans shall accompany each application.

**Plans/Specifications.** A total of three (3) sets of plans shall be submitted in a minimum of 11 x 14 inches in size and the layout of the floor plan accurately drawn to minimum scale of ¼ inch = 1 foot. The plan shall be properly labeled outlining each detail of the facility's intended services.

Along with a non-refundable plan review fee, information accompanying or located on the plan shall include:

1. The proposed list of all services offered.
2. The location of all equipment clearly labeled with its common name.
3. Adequate hand washing facilities located centrally, unless otherwise determined, near all locations where massages are offered.
4. The location of bathroom(s), locker rooms, dressing rooms, showers, whirlpools, therapeutic baths, and other rooms of the facility.
5. The location of utility sink(s), washer(s), dryer(s), refuse area, equipment, and cabinets.
6. Auxiliary areas such as storage rooms, basements, and/or cellar used for storage, employee locker rooms, and/or storage cabinets.
7. The plan layout shall contain room size, aisle space, space between equipment and other appropriate dimension.
8. The plan and specifications shall also include:
  - a. Entrance and exits.
  - b. Complete finish schedules for each room to include floors, walls, ceilings and coved bases juncture.
  - c. Plumbing locations of floor drains, tub drains, floor sinks, water supply lines, hand washing sinks, toilets, waste lines, hot water generating equipment, back flow prevention, waste line connections.
  - d. Lighting and electrical outlets.
  - e. Source of water supply and waste disposal location (compliant with state and local regulations).
  - f. Equipment to include specification sheets.
  - g. Ventilation designed for each room.
  - h. Refuse area designated.
  - i. Cabinets and storage space.
  - j. Dressing rooms, locker areas, massage rooms, employee break area, reception, and other service areas.
  - k. Specification sheets on all equipment.
  - l. Sanitization procedures for all equipment.

## **Section V. License and Inspections**

**License.** A non-refundable license fee to operate the facility will be required on an annual basis. A license to operate will be issued year to year with a renewable application. The license shall be displayed in a prominent place noticeable to the public.

**Inspections.** Each facility will be inspected at least once annually or more frequently as necessary. Each inspection shall be conducted at a reasonable time. A record of the inspection shall be on a form proscribed by the Department and shall be kept in a public file within the Department. All violations noted at the time of the inspection shall be corrected according to the time frame set by the Department. Failure to correct any outstanding violation(s) could be grounds for revocation or suspension of any license.