

## **KEEPING THE “AAH” IN SPA: ROUNDTABLE (60 MINUTES)**

- I. Understand potential sources of liability (20 minutes)
  - A. Various treatments that give rise to liability
    1. Massage
    2. Vela Shape
    3. Laser Hair
    4. Injections
  - B. Potential causes of action
    1. Sexual assault
    2. Medical malpractice
    3. Lack of informed consent
    4. Waivers of liability
    5. Improper technicians administering treatments
    6. Free speech
    7. Negligent hiring
- II. Fully vet employees and become familiar with the process (5 minutes)
  - A. Know what you can and cannot check
  - B. Know what is adequate vetting
  - C. Prepare to be deposed on same
- III. Require staff to undergo comprehensive and regular training (5 minutes)
  - A. Regulations
  - B. Private organizations
  - C. On site training
  - D. Self-inspection worksheets
  - E. Security teams
  - F. Counsel
- IV. Carefully Craft Human Resource Policies (5 minutes)
  - A. Carefully construct their human resource policies.
  - B. Make sure everyone in the organization knows the rules and regulations (training/handbook).
  - C. Have a system in place to escalate complaints,
- V. Investigating an incident (20 minutes)
  - A. Ensure all of the facts are gathered as soon as possible, and make sure all grievances are fully and timely addressed
  - B. Comply with enforcement investigation
  - C. Hiring appropriate professionals to inspect the premises
  - D. To reimburse or not to reimburse?
- VI. Questions (5 minutes)