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Further information concerning the details of the JBS Certification Mark Programme may be obtained from the Bureau of Standards, 6 Winchester Road, Kingston 10.

CERTIFICATION MARKS



Product Certification Marks



Certification of Agricultural Produce (CAP) Mark



Plant Certification Mark



Jamaica-Made Mark

Draft Jamaican Standard

Specification

for

Spa entities

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Jamaican Standards establish requirements in relation to commodities, processes and practices, but do not purport to include all the necessary provisions of a contract.

The attention of those using this specification is called to the necessity of complying with any relevant legislation.

Amendments

No.	Date of Issue	Remarks	Entered by and date
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National foreword

This standard sets out the minimum requirements for operating spa facilities and the provision of spa-related services.

Travellers have become more conscious of the need for sustained health and, as such, are including health and wellness options in their vacation plans. Research has indicated that vacationers are choosing destinations based on the offerings of wellness products and services. As a result, many tourist accommodation entities are now offering various forms of health and wellness programmes, the most popular of which are spa services. However, it has been observed that the standard for spa services offered varies. The Tourism Product Development Company Ltd. (TPDCo) has collaborated with spa operators in establishing minimum standards of operations for accountability and for the benefit of clients.

The standard is intended to ensure that the physical, social and environmental aspects of the resort areas and the spa services offered are of a high quality conducive to a wholesome vacation experience.

This standard is to be used as a guide for all spa operators within the tourism industry.

This standard is voluntary.

Committee representation

The revision of this standard for the Standards Council, established under the Standards Act, 1969 was carried out under the supervision of the Tourism and Related Services Technical Committee, which at the time comprised the following members:

Mrs. Rose Marie Headly Smith (Chairman)	University of Technology, Jamaica
Mr. Pash Fuller (Vice- Chairman)	Consumer Affairs Commission
Ms. Sheryll Lewis (Technical Secretary)	Tourism Product Development Company Ltd.
Ms. Carla Tucker	National Environment and Planning Agency
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Acknowledgment

Acknowledgement is extended to the following organization for permission to reproduce material from their publications:

International Organization for Standardization (ISO) Ministry of Health and Wellness (MOHW) The World Health Organization (WHO)

Related documents

The standard makes reference to the following:

- a) ISO 17676 Wellness spa- service requirements
- b) Ministry of Health Guidelines for Special Swimming Pools, 2011
- c) Ministry of Health Recreational Water Quality Monitoring Programme Guidelines for Special Swimming Pools
- d) Leavy, Hannelore R., Bergel, Reinhard R. 2003. The Spa Encyclopedia A Guide for Treatments and Their Benefits for Health and Healing
- e) The World Health Organization: Safe Management of Waste from Health-care Activities

BAH HAMAN

Jamaican Standard Specification for Spa entities

1. Scope

The standard outlines the minimum requirements for operating spa facilities and the provision of spa-related services. This standard applies to all operators and clients of spa facilities. The standard covers the following areas:

(a) Management responsibilities

- (b) Hygiene
- (c) Health and safety(d) Training
- (e) Maintenance and security
- (f) Food and beverage
- (g) Traditional therapies

The standard excludes the decisions that relate directly to the medical profession and the development of medical products as well as spas that offer sexual services.

2. Terms and definitions

For this standard, the following definitions shall apply:

21 mineral spa. A spa offering on-site natural mineral, thermal, or sea water (which is used in professionally administered hydrotherapy) treatments.

22 spa. A commercial operation which offers treatments and other related services for relaxation, therapy and wellness.

23 spa hot tub. A constructed swimming pool which maintains a constant temperature above 30° C (86°F) but not exceeding 40°C (104°F).

24 spa mineral bath. A bathing pool facility abstracting water from a mineral spring, which has a higher mineral content than traditional spring water (greater than 1000mg/L).

25 spa natural pool. An excavated, entombed or natural area, basin, chamber, or tank containing a body of untreated fresh or seawater that flows through continuously and is used for recreational, medical or therapeutic purposes. The water is tapped directly from the environment and may be balanced by biological rather than chemical methods.

26 spa plunge pool. A constructed swimming pool which maintains a constant temperature below 26°C (78.8°F) but not less than 8°C (46.4°F).

spa pool. A natural or man-made swimming or bathing pool made for public use for 27 recreational, medical or therapeutic use.

28 spa saltwater pool. A man-made entombment, basin, chamber, or tank containing a body of treated seawater, or man-made saline water, where the water is recirculated and is used for recreational, medical or therapeutic purposes.

3. Management responsibilities

The management of the facilities shall be responsible for:

31 Creating and maintaining a secure database and or record-keeping system for the

efficient operation of the facility. The database or record-keeping system shall include client information, staff records, records of the maintenance of equipment and facilities, and records to verify that all activities required by this standard are continually carried out.

32 Implementing spa standard operating procedures which shall include customer service and health and safety requirements.

- **33** Implementing a system for the internal evaluation of spa performance.
- **34** Effectively staffing the spa with trained and certified individuals from accredited institutions.
- **35** Providing the necessary training so that the staff can maintain the agreed levels in service provision.
- **36** Ensuring that staff are treated fairly and providing an environment in which they are continually prepared and motivated to provide proper service to clients.
- **37** Establishing an internal communication system, so that all members of staff are always informed of the results of their efforts and the degree of client satisfaction in their area of work. This system shall ensure that all suggestions and comments from members of staff are analysed and that responses are provided.

38 Ensuring that a code of ethics is prominently displayed within the spa, which shall include but not be limited to the responsibilities of staff and clients.

- **39** Developing an operational manual which shall include but is not limited to the following:
 - (a) Scheduled checks of the physical components, e. g. building and equipment.
 - (b) List of job descriptions and requirements for employees, e.g. spa technicians and customer service representatives.
 - (c) Necessary provision for the training of staff.
 - (d) Emergency response provisions, e. g. force majeure, death of a client.
 - (e) Rules of conduct for facility users to ensure health and safety.

310 Ensuring that all clients complete a waiver form prior to any service, indicating their health conditions which may impact on their treatment as well as the acceptance of the terms of service.

311 Investigating all possible water-borne illnesses and outbreaks and requesting assistance from the relevant authority, where necessary.

312 Ensuring that all spas and swimming pools provide dressing rooms, toilets, lavatories and hose bibs.

313 Ensuring that the swimming pool facilities are provided with showers, sinks, toilets and/or adequate dressing rooms.

314 Ensuring that hospitality/water stations are easily accessible and stocked with water, and reusable or disposable cups at all times.

4. Customer service

41 The spa operator shall consistently provide prompt, courteous and reliable service to its clients.

42 If the spa includes a fitness facility (which may or may not include equipment), trained and certified staff shall be made available to provide assistance and instruction.

43 The spa operator shall promptly respond to all guest complaints and resolve them in a timely and efficient manner.

5. Environment, health and safety

51 General Health and Safety

511 The spa facilities' operating procedures shall comply with all applicable international and national guidelines regarding workers' safety.

512 The spa facilities operating procedures shall comply with all applicable international and national guidelines regarding clients with disabilities.

513 All areas of the facility and their corresponding equipment shall be cleaned and sanitized after each use.

514 All sheets and towels shall be clean and free from stains, oils and damage and shall be changed after use by each client.

515 All tools and equipment shall be sterilized between uses.

516 Handwashing facilities shall be located in each treatment room and shall be equipped with liquid hand soap and paper towel as per the public health requirements.

517 Waste shall also be kept covered and emptied periodically or disposed of as required by the relevant authority.

52 Environmental Policy

5.2.1 General requirements

5.2.1.1 The spa's environmental policy shall be based on two main points:

a) energy efficiency and consumption reduction;

b) contamination reduction.

5.2.1.2 The management of the spa shall incorporate environmental advice and practices within the staff training materials to create awareness. The wellness spa shall inform the client of those environmental improvement measures adopted that can affect the service provision, asking for their voluntary collaboration. Nevertheless, this shall not generate a lowering of the level of service provision if the client does not wish to collaborate voluntarily.

5.2.1.3 The environmental policy shall be subject to consideration by the management system review, redefining those actions that have not been reached to identify improvements in environmental policy goals.

5.2.2 Energy consumption

5.2.2.1 The spa shall develop actions aimed at energy efficiency improvement that can be incorporated with some of the following mechanisms: renewable energy sources, low energy

consumption appliances or components, presence detectors, clean energies (wind, solar, photovoltaic solar, biomass) or cogeneration energies and correct facilities insulation.

5.2.3 Resource consumption

5.2.3.1 Depending on the spa's structure and operational procedures, environmental criteria shall be incorporated in the provision of services, such as packaging reduction or promotion of reusable packaging, use of biodegradable products and recycling. The spa shall develop activities aimed at reducing water consumption, such as the use of water flow faucets, flux meters, cistern capacity limitation, cell activation systems, timers, drip irrigation, and low-irrigation plants in gardens; installation of an hourly control system; and the use of techniques such as localized irrigation and garden redesign.

5.2.4 Pollution reduction and management

5.2.4.1 Effective management of waste shall include the avoidance of pollution in the disposal of liquids and emissions to the air. The spa shall support the classification (see Appendix A) of generated waste, facilitating the recycling or further use of such waste, where applicable.

5.2.4.2 The spa shall manage the noise levels generated by its activities both inside and outside, to avoid disturbing clients. The top management shall ensure awareness among the staff of the actions taken.

53 Spa pools

531 Water quality shall be monitored in accordance with the requirements of the relevant authority.

532 The maximum allowable temperature in a heated spa pool shall be 40° (104° F) and the minimum for cold plunge pools shall be 8° C (46.4° F). Thermometers shall be provided for spa pools operating outside of the ambient temperature of $26-30^{\circ}$ C ($79-86^{\circ}$ F).

533 All spa facilities shall provide warm water showers with a temperature range of 32.2° C (90° F) to 43.3° C (110° F), as well as single service soap in non-glass dispensers.

534 The temperature of spa pools shall be regularly monitored based on the entity's standard operating procedures. Records of monitoring shall be maintained and made available upon request.

535 If a pool or spa has faecal contamination, vomit, sewage, and other similar types of undesirable contamination; the pool shall be closed for sufficient time to allow for thorough cleaning (by suitable methods such as shock chlorine treatment) and shall not be reopened before being confirmed microbiologically safe by an accredited laboratory.

536 Spa hot tubs shall be cleaned weekly and as necessary. Where the hot tub does not have a re-circulating and or filtration system, drainage and cleaning is required after each use.

537 Natural and mineral spa pools should allow for flow through of the water, and not recirculation; where this does not occur, the pool must be cleaned and refilled between bathers.

538 All plumbing systems shall be designed and maintained in accordance with the

requirements of the relevant authority.

539 Operators shall maintain records, and report to the relevant authorities any death, injury or illness which occurs at the pool or spa in accordance with the requirements of the relevant authority.

5310 Where lifeguards are present, they are to conform to the guidelines of the relevant authority.

5311 For spas, the maximum bather load (at any one time) shall be according to professional engineering specifications. Where these have not been determined, the bather loads shall be as outlined in Table 1.

Tuble 1. Maximum butiler louus		
Maximum water	Bather	
depth	load	
m	m ²	
< 1.0	1 bather per 2. 2	
1.0 – 1.5	1 bather per 2. 7	
> 1.5	1 bather per 4. 0	

Table 1. Maximum bather loads

6. Water quality

6.1 Water quality requirements shall be as outlined in tables 2, 3 and 4.

6.2 Water chemistry records shall be kept on file and made available upon request.

6.3 Methods used for all tests shall be internationally-accepted.

Table 2. Water quality requirements for spa plunge pools, hot tubs and saltwater pools

Parameter		Acceptable	
		Levels	
	Spa Plunge Pools	Spa Hot Tubs	Spa Saltwater Pools
Faecal Coliform	< 1. 1 MPN/100mL	< 1. 1 MPN/100mL	< 1. 1 MPN/100mL
Chlorine (Residual)	1.0-1.5mg/L	2-3mg/L	1-1. 5mg/L
Alkalinity	> 80mg/L	> 80mg/L	> 80mg/L
рН	7.2-7.8	7.2-7.8	7.2-7.8
Turbidity	Clear to the bottom	Clear to the bottom	Clear to the bottom
Cyanuric Acid	< 60mg/L	< 60mg/L	< 60mg/L

NOTE. MPN- Most Probable Number

Parameter	Frequency	Acceptable Levels	Critical Levels
Mineral Content	Annually	>1000mg/L	NE
Conductivity	Annually	> 2000µS/cm	NE
Total Coliform (TC)	Monthly or as necessary	≤500MPN/100mL	≤1600MPN/100mL
Faecal Coliform (FC)	Monthly or as necessary	≤100MPN/100mL	≤400MPN/100mL

Faecal Streptococci (An alternative to FC)	Monthly or as necessary	≤40MPN/100mL	≤200MPN/100mL
Temperature	Monthly or as necessary	< 40° C	> 40° C
pH	Monthly or as necessary	6-9	< 4, > 12
Colour	Annually or as necessary	No abnormal change in colour	NE
Mineral oils mg/litre	Annually or as necessary	No film visible on the surface of the water and no odour	NE
Surface-active substances reacting with methylene blue mg/l (Lauryl Sulphate)	Annually or as necessary	No lasting foam	NE
Pesticide	Annually or as necessary	None	Present

NOTE. NE- None Established (Indicators and aesthetics only) MPN- Most Probable Number

Table 4. Water quality requirements for spa natural pool

Parameter	Frequency	Acceptable Levels	Critical Levels
Total Coliform (TC)	Monthly or as necessary	≤500MPN/100mL	≤1600MPN/100mL
Faecal Coliform (FC)	Monthly or as necessary	≤100MPN/100mL	≤400MPN/100mL
Faecal Streptococci (An alternative to FC)	Monthly or as necessary	≤40MPN/100mL	≤200MPN/100mL
Temperature	Monthly or as necessary	< 40° C	> 40° C
рН	Monthly or as necessary	6-9	< 4, > 12
Colour	Annually or as necessary	No abnormal change in colour	NE
Mineral oils mg/litre	Annually or as necessary	No film visible on the surface of the water and no odour	NE
Surface-active substances reacting with methylene blue mg/l (Lauryl sulphate)	Annually or as necessary	No lasting foam	NE
Pesticide	Annually or as necessary	None	Present
Phosphorus, Reactive	Monthly or as necessary	Phos, 0.8mg/L	NE
Nitrate-Nitrogen	Monthly or as necessary	Nitr, 7.5mg/L	NE

NOTE. NE- None Established (Indicators

and aesthetics only) MPN- Most Probable Number

7. Signage

71 All relevant signage and pool markings shall conform to the requirements of the relevant authority.

72 If there are zones designated for males or females, signs shall be posted to indicate same.

73 Where there is unsupervised use of equipment or products, signs or labels with instructions for use shall be posted.

74 Appropriate signage shall be posted where necessary to alert persons to possible risks and operational procedures.

- **75** Signage for special pools shall consist of the following information:
 - (a) temperature;
 - (b) duration of use;
 - (c) bather load;
 - (d) health risks;
 - (e) special care clients (including pregnant women, elderly, children and the physically challenged); and
 - (f) any other related information.

76 Where appropriate, disclaimer notification shall be prominently posted.

8. Emergencies

81 A written emergency plan shall be in place and shall include, but not be limited to, natural or man-made disasters. This plan shall be reviewed periodically.

- **82** Staff orientation shall include a detailed briefing on all emergency plans, procedures and routes.
- **83** Emergency routes shall be prominently posted.

84 Staff shall be made aware of the location of first aid kit(s).

85 At all times a member of staff who is trained and certified in first aid, emergency and lifesaving procedures, shall be present.

- **86** Spa operators shall provide one of the following:
 - (a) a telephone within one-minute access;
 - (b) an alternate means of reaching emergency medical service response numbers; or
 - (c) provision of an audible emergency alarm to alert others of a need for emergency response.
- **87** Spa operators shall have arrangements in place for access to medical services or facilities.

88 Material Safety Data Sheets (MSDS) shall be made available for all chemicals. Where MSDS are not available, written instructions or associated manuals for the use of each chemical or product shall be provided.

89 All emergency records and procedures shall be kept on file and readily accessible or displayed. These include:

- (a) schedules for fire and earthquake drills for staff;
- (b) fire escape routes for evacuation; and
- (c) contact information for hospitals and doctors on call.

9. Food and beverage

91 Food establishments within spas shall conform to the requirements of the relevant authority.

92 All persons serving food and beverage shall have a valid Public Health Food Handler's

Permit.

- **93** The spa menu shall be:
 - (a) high in nutritional value;
 - (b) low in sugar, fat and sodium;
 - (c) varied; and
 - (d) attractively presented.

94 Information regarding all major ingredients used in the preparation of meals shall be made available to guests upon request.

10. Personal hygiene and deportment

10.1 Employees shall be attired in apparel as stipulated by the organization. These shall be clean and freshly laundered. Personal items that present a hazard or nuisance to clients shall be removed.

10.2 Staff shall conform to all personal hygiene practices with respect to grooming, deportment and self-care at all times.

10.3 Any employee who has a cut or open wound shall cover the area with appropriate dressing.

10.4 When carrying out a skin penetration procedure, single-use gloves shall be worn. Hands shall be washed between services to each client. The use of gloves shall not negate the requirement to wash hands between services to each client.

11. Training

- **11.1** All staff shall be professionally trained, certified and licensed in their respective disciplines.
- **11.2** Members of staff shall be given written job descriptions and daily task sheets.

11.3 Employees shall be trained in basic spa housekeeping procedures and the use of all products according to the manufacturer's safety guidelines.

11.4 Spa operators shall ensure that all workers are trained in first aid procedures.

11.5 Appropriate numbers of staff shall be trained and certified in emergency and lifesaving procedures as outlined in clause **8.5**.

11.6 All lifeguards employed shall be certified by local licensing bodies (see Appendix B for a list of recommended certifying bodies).

12. Maintenance

12.1 Stock

12.1.1 There shall be a stock control system to ensure that products are well-kept, and a procedure to manage the stock of consumable materials.

12.1.2 The requirements regarding the storage and stock control, order, cleanliness and stock-taking shall be established.

12.2 All procedures for cleaning and maintenance shall be in accordance with applicable international and local regulations and the manufacturer's guidelines. All areas shall be clean and organized.

12.3 All floor surfaces shall be designed and constructed to accommodate the intended activities for each area, such as wet and exercise areas. The floor shall be cleaned, sanitized and kept dry at all times.

12.4 Appropriate containers for soiled linen shall be kept covered and emptied periodically.

12.5 The spa shall have a monitoring system to ensure appropriate control of temperatures in all areas where clients are exposed to high thermal stress (e.g. saunas, steam rooms, whirlpools).

12.6 Changing rooms, showers and toilets shall possess the following:

- (a) clean lockers for the safe storage of clients' personal belongings;
- (b) toilets and showers that are in working order;
- (c) basic toiletries (e. g. tissue, soap, hand towels);
- (d) cleaning schedules that are periodically updated and prominently posted;
- (e) clean-lined bins; and
- (f) hooks, shelves or any other suitable device for placing personal items.

12.7 All wet lounges shall be monitored regularly.

12.8 There shall be no loose or exposed electrical cords, wiring or connections in the facility. For the spa control system there shall be:

- (a) dedicated circuits for each piece of electrical equipment;
- (b) ground-fault circuit interrupter (GCI) / circuitbreakers;
- (c) enclosures which can be locked; and
- (d) authorized persons to operate the controls.

12.9 All decks and decking shall conform to the requirements of the relevant authority.

12.10All seating shall be designed such that water is not allowed to accumulate.

12.11For ventilation, the following requirements apply:

- (a) Each facility shall be so designed to prevent the build-up of humidity.
- (b) Exhaust fans shall be able to exchange air volume every 5-10 minutes.
- **12.12**All water pumps shall be:
 - (a) located in a waterproof and ventilated enclosure; and
 - (b) protected from debris.

12.13 All filters shall be routinely removed and cleaned.

- **12.14** All skimmer baskets shall be clear of debris.
- **12.15** The top management shall appoint a person responsible for the preventive maintenance plan who shall be in charge of the following:
- a) check plan and inspections;
- b) check that the maintenance tasks are carried out accordingly;
- c) check periodically (at least annually) facilities and equipment

Appendix Classification of waste

Waste Category	Description and Examples
Haz	ardous Health -care Waste
Sharps waste	Used or unused sharps (e.g. hypodermic, intravenous or
	other needles; auto-disable syringes; syringes with
	attached needles; infusion sets; scalpels; pipettes; knives;
	blades; broken glass)
Infectious waste	Waste suspected to contain pathogens and that poses a
	risk of disease transmission (e.g. waste contaminated with blood and other body fluids; laboratory cultures and
	microbiological stocks; waste including excreta and other
	materials that have been in contact with patients infected
	with highly infectious diseases in isolation wards)
Pathological waste	Human tissues, organs or fluids; body parts; fetuses; unused blood products
Pharmaceutical waste, cytotoxic	Pharmaceuticals that are expired or no longer needed;
waste	items contaminated by or containing pharmaceuticals;
	Cytotoxic waste containing substances with genotoxic
	properties (e.g. waste containing cytostatic drugs – often
	used in cancer therapy; genotoxic chemicals)
Chemical waste	Waste containing chemical substances (e.g. laboratory
	reagents; film developer; disinfectants that are expired or
	no longer needed; solvents; waste with a high content of
	heavy metals, e.g. batteries; broken thermometers and
	blood-pressure gauges)
Radioactive waste	Waste containing radioactive substances (e.g. unused
	liquids from radiotherapy or laboratory research;
	contaminated glassware, packages or absorbent paper;
	urine and excreta from patients treated or tested with
Nethren	unsealed radionuclides; sealed sources)
Non-nazar	dous or general health-care waste
	Waste that does not pose any particular biological,
\sim	chemical, radioactive or physical hazard. This type of
	waste is similar to municipal solid waste (e.g. paper,
	cardboard, plastic, glass and textile)
OF	

Standards Council

The Standards Council is the controlling body of the Bureau of Standards Jamaica and is responsible for the policy and general administration of the Bureau.

The Council is appointed by the Minister in the manner provided for in the Standards Act, 1969. Using its powers in the Standards Act, the Council appoints committees for specified purposes.

The Standards Act, 1969 sets out the duties of the Council and the steps to be followed for the formulation of a standard.

Preparation of standards documents

The following is an outline of the procedure which must be followed in the preparation of documents:

- 1. The preparation of standards documents is undertaken upon the Standard Council's authorisation. This may arise out of representation from national organisations or existing Bureau of Standards' Committees of Bureau staff. If the project is approved it is referred to the appropriate sectional committee or if none exists a new committee is formed, or the project is allotted to the Bureau's staff.
- 2. If necessary, when the final draft of a standard is ready, the Council authorises an approach to the Minister in order to obtain the formal concurrence of any other Minister who may be responsible for any area which the standard may affect.
- 3. The draft document is made available to the general public for comments. All interested parties, by means of a notice in the Press, are invited to comment. In addition, copies are forwarded to those known, interested in the subject.
- 4. The Committee considers all the comments received and recommends a final document to the Standards Council
- 5. The Standards Council recommends the document to the Minister for publication.
- 6. The Minister approves the recommendation of the Standards Council.
- 7. The declaration of the standard is gazetted and copies placed on sale.
- 8. On the recommendation of the Standards Council the Minister may declare a standard compulsory.
- 9. Amendments to and revisions of standards normally require the same procedure as is applied to the preparation of the original standard.

Overseas standards documents

The Bureau of Standards Jamaica maintains a reference library which includes the standards of many overseas standards organisations. These standards can be inspected upon request.

The Bureau can supply on demand copies of standards produced by some national standards bodies and is the agency for the sale of standards produced by the International Organization for Standardization (ISO) members.

Application to use the reference library and to purchase Jamaican and other standards documents should be addressed to:

Bureau of Standards Jamaica 6 Winchester Road P.O. Box 113, Kingston 10 JAMAICA, W. I.