This questionnaire is to be completed by way of preparation for the audit to be conducted on your premises.

1 General details

1.1 Name, address, contact

Exact name of facility: ____________________________________________

_______________________________________________________________

Address: _______________________________________________________

_____________________________ _________________________________

Tel/fax: ________________________________ _________________________

Email: ________________________________ _________________________

Key contacts

Manager: _______________________________________________________

Technical director: _____________________________________________

Senior medical officer: __________________________________________

Head of quality assurance: _______________________________________

Head of human resources: _________________________________________

EUROPESPA audit contact: _______________________________________

No. of regular staff: _____________________________________________

No. of staff (seasonal, approximate): ______________________________

☐ A quality management system pursuant to ISO 9001 is applied

☐ An official licence by the governance for the spa facility is existing
1.2 Type of facility

- Spa hotel
- Wellness hotel (medical wellness)
- Sanatorium
- Clinic
- Spa house
- Spa centre
- Other: __________________________________________

In the case of large organisations:

- Names of guesthouses/hotels
  1. ________________________________
  2. ________________________________
  3. ________________________________

- Names of clinics belonging to the facility:
  1. ________________________________
  2. ________________________________
  3. ________________________________

1.3 Official designation of spa/facility type (if unknown, please assess)

- Mineral spa
- Thermal spa
- Moor mud spa
- Medicinal spring spa (individual spa facility with own rating)
- Radon gallery/spelaeotherapy spa (individual spa facility with own rating)
- Medicinal mud spa (individual spa facility with own rating)
- Seaside spa/seaside resort
- Kneipp spa
- Climatic spa
- Other: __________________________________________

Has an air quality report been compiled for the spa? □ Yes □ No

1.4 Therapeutic indications:

1. ________________________________ 8 ________________________________
1.5 Natural local remedies

- Thermal water, natural temperature (°C): ____________
- Salt water
- Moor
- Natural fango
- Other types of mud (river silt, marine silt, loam, clay, etc)
- Medicinal gas (pure carbon dioxide, radon, hydrogen sulphide)
- Seawater
- Climate (sea)
- Climate (spelaeotherapy)
- Climate
- Medicinal water containing iron (level of Fe\(^{2+}\)):
- Medicinal water containing iodine (level of iodine):
- Medicinal water containing sulphur (level of sulphide sulphur):
- Medicinal water containing radon (radon activity):
- Medicinal water containing carbonic acid (strongly mineralised, level of CO\(_2\)):
- Medicinal water containing fluoride (level of fluoride):
- Other: ________________________________

1.6 Naturally occurring remedies purchased from external suppliers

- Moor, fango, other types of medicinal mud
- Medicinal gas (e.g. CO\(_2\))
- Salt water
- Other: ________________________________
1.7 Are any remedies packaged and sold to guests (e.g. bottled medicinal water, medicinal mud)? If so, what?
1. ________________________________________________
2. ________________________________________________

1.8 Does your facility use its own wells, springs or mud deposits to provide remedies?
☐ Yes, qty of wells: __________ □ No

1.9 External service providers
Are any areas within your facility operated by external contractors (e.g. a restaurant)?
☐ Yes □ No
If so, what?
1. ___________________________________________ 3. ________________________________
2. ___________________________________________ 4. ________________________________

1.10 Facility structure
Which of the following does your facility contain?
☐ Spa rooms
☐ Application area (baths, massages, etc)
☐ Keep-fit area (training and gymnastics rooms)
☐ Accommodation
☐ Clinics
☐ Catering
☐ Kitchens, qty: __________
☐ Water treatment
☐ Medicinal mud kitchen
☐ Internal medicinal mud extraction
☐ Internal recycling of medicinal mud
☐ Internal sewage treatment plant
☐ Other: ____________________________________________
2. Details on personnel, infrastructure, types of treatment and facilities

2.1 Personnel (including in cooperation)

- Doctors, qty: ________________________________
- Including specialists, qty: ________________________________
- Physiotherapists, qty: ________________________________
- Ergotherapists, qty: ________________________________
- Masseurs, qty: ________________________________
- Medical pool attendants, qty: ________________________________
- Social workers, qty: ________________________________
- Qualified sports and gymnastics teachers, qty: ________________________________
- Senior nurse
- Qualified psychologists, including in cooperation/personnel in social or spiritual welfare professions additionally trained in psychology, qty: ________________________________
- Dietary assistants, qty: ________________________________
- Orthopaedic technician (including in cooperation)
- Safety officer (documents and assesses health risks stemming from remedies)
- Quality assurance officer, name: ________________________________
- Data protection officer, name: ________________________________
- Hygiene officer, name: ________________________________
- Health and safety officer, name: ________________________________
- Fire protection officer, name: ________________________________

2.2 Therapies (extract)

- Aerosol therapy (e.g. thorn house, sea surf)
- Endurance exercise training
- Electrotherapy
- Ergometer training
- Ergotherapy
- Nutrition and diet advice
- Walking exercise track with various types of endurance exercise training and slope exercises
- Hydrotherapy
- Inhalations
- Climate therapy
- Kneipp cure applications
- Cryotherapy
- Lymph drainage, manual
- Manual therapy of e.g. the extremities and the spinal column available
- Massages
- Moor therapy
- Psychotherapy
- Brine-photo therapy
- Spelaeotherapy
- Sport/exercise therapy
- Sport therapy (weights room)
- Terrain cure hiking paths
- Thalasso therapy
- Therapies with parafango
- Drinking cures
- Baths
- Water gymnastics
- Other: 

### 2.3 Infrastructure
- Indication-specific function room/area (e.g. wound care, aspiration, exploratory excision, injections, mycological diagnosis, gynaecological examination, proctoscopy)
- Internal clinical laboratory or at least an emergency laboratory (including in cooperation – results must be available within 30 minutes)
- X-ray/fluoroscopy possible (including in cooperation – reachable within 15 minutes)
- Sonography possible
- Doppler sonography possible
- Long-term blood pressure measurement
- Spirometry available (including in cooperation – reachable within 15 minutes)
- Gymnasium available
- Seminar room available
- Sling table
- Therapy chairs and couches
Medical training therapy in suitably equipped room

Ergotherapy/operational therapy in suitably equipped room

(To be equipped with e.g. on-the-job training apparatus, motor-functional room with functional exercise material, workshop containing workbench and materials, devices and therapy materials for sensory integration and cognitive rehabilitation)

Training kitchen available

Exercise pools

Swimming baths (number of pools?)

Sauna (sauna types? Hot air sauna, steam bath, etc)

Bistro, café

Other:

2.4 Training programmes

Nutrition with practical exercises

Behavioural therapy nutrition seminar

Giving up smoking

Coping with everyday stress

Pain management

Exercise and health

Cardiovascular

Own blood pressure reading

Programme of back exercises

Training for diabetics

Self-reliance in everyday life

Relaxation techniques

Provision of aids, especially for ADL (activities of daily life)

Discussion seminar for specific groups of patients (people suffering from diabetes, hypotonia, allergies, asthma, etc)

Other:
3. Analysis programme

3.1 Medicinal water – drinking applications

3.1.1 Regular analysis (per pump room) – approximately monthly

- Colony count at 20°C/37°C
- Coliforms
- Escherichia coli
- Pseudomonas aeruginosa
- Legionella species
- pH
- Electrical conductivity
- Ammonium
- Nitrite
- Nitrate
- Manganese
- Iron (total)

Other parameters: ____________________________________________

3.2 Baths – approximately monthly

- Colony count at 20°C/37°C
- Coliforms
- Escherichia coli
- Pseudomonas aeruginosa
- Staphylococcus aureus
- Legionella species
- Colour, odour, qualitative
- Haze, qualitative
- pH
- Electrical conductivity
- Ammonium
- Nitrite
- Nitrate
Manganese
Iron (total)

Other parameters: _______________________________________

3.3 Bathing water (pools, whirlpools)

3.3.1 Approximately monthly analysis
- Colony count at 20°C/37°C
- Coliforms
- Escherichia coli
- Pseudomonas aeruginosa
- Staphylococcus aureus
- Legionella species
- Colour, odour, qualitative
- Haze, qualitative
- pH
- Electrical conductivity
- Ammonium
- Nitrite
- Nitrate
- Manganese
- Iron (total)

Other parameters: _______________________________________

3.3.2 Analysis approximately every 3–4 months
- Oxidisability with KMnO₄
- Aluminium
- Hydrogen phosphate (HPO₄)
- Urea
- Trihalomethanes
- Legionella species

Other parameters: _______________________________________

3.4 Medicinal water for inhalation – approximately monthly

- Colony count at 20°C/37°C
- Coliforms
- **Escherichia coli**
- **Pseudomonas aeruginosa**
- **Staphylococcus aureus**
- **Legionella species**
- pH
- Electrical conductivity
- Ammonium
- Nitrite
- Nitrate
- Manganese
- Iron (total)

Other parameters: ___________________________________________________________

3.5 Mud (moor, fango etc) – e.g. every year

- Colony count at 20°C/37°C
- Coliforms
- **Escherichia coli**
- **Pseudomonas aeruginosa**
- **Staphylococcus aureus**
- **Candida albicans**
- pH
- Water content

Other parameters: ___________________________________________________________

3.6 Other analysis

- Medicinal water/seawater at extraction point – control analyses to determine chemical consistency and absence of contaminants (e.g. every 2 years)
- Comprehensive medicinal water/seawater analysis at extraction point (approximately every 5–10 years)

Other **Legionella** analysis (in what period?): ________________________________

- Showers
☐ Taps
☐ Air conditioning
☐ Steam baths
☐ Other areas: _______________________________________

Signature ____________________________________________