



**Standards for gSobaRigpa Wellness Services**  
(Minimum Standard Requirement for Wellness Center)

**Local Healing and Spiritual Health Division**  
**Department of Traditional Medicine Service**  
**Ministry of Health**  
**Thimphu**

དཔེ་བསྐྱུན་པ།

གཡུས་ལྷགས་མཉམ་བཅོས་དང་ཚོས་འབྲེལ་བྱེ་ཚཱ། རྟེན་མཉམ་ཞབས་རྟོག་ལས་ཁུངས། གསོ་བ་རྩལ་ལག།

ཡིག་སྐྱོམ་ཨང་ ༢༩༧། ཀ་ལང་བྱང་ས། འབྲུག་ཐིམ་ཕུག།

བརྒྱུད་འཕྲིན་ཨང་ ༣༣༤༤༣༤། པར་འཕྲིན་ཨང་ ༣༣༤༤༣༧།

པར་དབང་།

གཡུས་ལྷགས་མཉམ་བཅོས་དང་ཚོས་འབྲེལ་བྱེ་ཚཱ། རྟེན་མཉམ་ཞབས་རྟོག་ལས་ཁུངས། གསོ་བ་རྩལ་ལག།

པར་ཐངས་དང་པ། ༢༠༡༧

**Publisher**

Local Healing and Spiritual Health Division  
Department of Traditional Medicine Services  
Ministry of Health, Thimphu, Bhutan  
PO Box: 297  
PABX: +9752338834, Fax No. 338837  
[www.health.gov.bt](http://www.health.gov.bt)

© Local Healing and Spiritual Health Division, DoTMS, MoH

1<sup>st</sup> Edition 2017

**Layout & Design:** Tshering Wangchuk, MZD, DoTMS, MoH

**Printed at:** Tshangpa Printing Press, Thimphu

**ISBN: 978-99980-30-00-8**

## **ACRONYM AND ABBREVIATION**

BMHC	Bhutan Medical and Health Council
CAPA	Correct Action and Preventive Action
CID	Citizen Identity Card
CPO	Chief Program Officer
DoTMS	Department of Traditional Medicine Services
DRA	Drug Regulatory Authority
EMTD	Essential Medicine and Technology Division
FDI	Foreign Direct Investment
FoTM	Faculty of Traditional Medicine
GNH	Gross National Happiness
HARAB	Hotel and Restaurant Association of Bhutan
KGUMSB	Khesar Gyalpo University of Bhutan
LHSHD	Local Healing and Spiritual Health Division
MoAF	Ministry of Agriculture and Forest
MoEA	Ministry of Economic Affairs
MoH	Ministry of Health
MoLHR	Ministry of Labor and Human Resource
MSPCL	Menjong Sorig Pharmaceutical Corporation Limited
MZD	Menzerigpa and Zhibjuk Division
NTMH	National Traditional Medicine Hospital
PO	Post Office
PPD	Policy and Planning Division
SOP	Standard Operating Procedure
TA	Technical Authorization
TCB	Tourism Council of Bhutan
THCD	Traditional Health Care Division
TM	Traditional Medicine
WS	Wellness Services

## ACKNOWLEDGEMENT

The following Agencies have participated in the Development of this document.

1. Tourism Corporation of Bhutan
2. Ministry of Labor and Human Resource
3. Hotel and Restaurant Association of Bhutan
4. Trade & Industry, Ministry of Economic Affairs
5. Bhutan Medical and Health Council
6. Thromde Office, Thimphu
7. Faculty of Traditional Medicine, KGUMSB

### Core Group

1. Tandin Chogyel, Dy. CPO, LSHSD, DoTMS
2. *Drungtsho* Dorji Nidup, NTMH, DoTMS
3. Sherab Tenzin, MSPCL, Thimphu
4. Samten , MSPCL, Thimphu
5. *Drungtsho* Sangay Wangdi, Dy. Dean, FoTM, KGUMSB
6. Tshering Wangdi, Planning Officer, PPD, Ministry of Health
7. Chimi Yuden. Tourism Corporation of Bhutan, Thimphu
8. Deki, Tourism Corporation of Bhutan, Thimphu

### Reviewers

1. Kuenga Tshering, Director General, DoTMS
2. Sonam Dorji, Registrar General, BMHC
3. Yangchen Chhoedon, CPO, THCD, DoTMS
4. *Drungtsho* Tendrel Wangdi, Dean, FoTM, KGUMSB
5. Dechen Chopel, Chief Program Officer, EMTD, MoH
6. Tshering Nidup, Legal Officer, Ministry of Health
7. Jigme Thinley, MoLHR, Thimphu
8. Lachi Maya, Neopany, HARAB, Thimphu
9. Wangchuk Dorji, Department of Industry, MoEA, Thimphu
10. Tshering Wangchuk, MZD, DoTMS, MoH, Thimphu
11. *Drungtsho* Deki Chhoden, NTMH, DoTMS, MoH

### Secretariat

1. Sonam Lhundrup, APO, LSHSD, DoTMS, MoH, Thimphu
2. Sonam Dorji, APO, LSHSD, DoTMS, MoH, Thimphu
3. Tshering Wangchuk, MZD, DoTMS, MoH, Thimphu

## **1. General**

### **1.1 Location and Environment**

The center shall be situated in a safe and reputable location with clean, calm and relaxing environment approved by the TCB. The location, site and facility of the Wellness and Spa Resort must be registered, certified and approved by the Tourism Council of Bhutan and the Department of Traditional Medicine Services, Ministry of Health, Thimphu.

### **1.2 Reception Counter**

Proper reception counter attended by dedicated and trained staff and well furnished lounge with seating facilities must be ensured.

### **1.3 Washrooms**

Separate clean and adequate washrooms for male and female must be made available with proper running water and adequate toiletries.

### **1.4 Locker Rooms**

Secured and designated locker for male and female with individual lockers for guest/clients must be in place.

### **1.5 Shower Room**

There shall be separate shower room for male and female, equipped with proper facilities.

### **1.6 Changing Room**

There should be a changing room for both the staff and clients with individual locker facilities.

### **1.7 Therapy Room**

There shall be separate treatment rooms for male and female with proper facilities.

## **1.8 Services**

The center shall provide all *gSobaRigpa* Wellness and Spa related services in addition to other amenities, which offer best choices to the clients.

## **1.9 Staff and Therapist**

Wellness Therapist must have undergone proper training in *gSobaRigpa* Spa and Wellness recognized by BMHC.

## **1.10 Uniform**

All the staffs shall be properly attired, clean and well-groomed at all times.

## **1.11 Linen**

There shall be adequate supply of clean linen, towels and appropriate garments such as robes or sarongs of good quality.

## **1.12 Employees' and Staff's Facilities**

There shall be adequate and well-maintained employees' lounge and rest area equipped with bathrooms for male and female separately.

## **1.13 First Aid**

A well-stocked First Aid cabinet and trained staff shall be available at all times.

## **1.14 Facilities for Disabled (Special Needs)**

There shall be proper facilities and provisions for the disabled.

## **1.15 Sanitation and Hygiene**

Sanitation and hygiene must be of the highest standard possible. In particular products, all equipment and materials must be clean; cupboards and work surfaces must be clean, neat and tidy. All service rooms and relaxation rooms must be of highest

hygienic standard and evidence of SOP's and cleaning procedures with the best practice.

Surrounding of the centers should be clean and environmentally friendly as per the waste management regulations 2012.

### **1.16 Signboard**

A signboard written in both Dzongkha and English must be appropriately displayed and visible at all times on the doors and at the entry point of the premises.

## **2. Specific**

Following services may require additional facilities and attention according to their nature of services. Otherwise, the majority of service rooms should be multi-functional to facilitate a broader range of services.

### **2.1 Dry Service Room**

- 2.1.1 *Jukpa* (Traditional Massage)
- 2.1.2 *Numtshuk* (Heated Oil Compression)
- 2.1.3 *Chinglum* (Herbal Compression)
- 2.1.4 *Driduk* (Aromatherapy)

### **2.2 Wet Service Room**

- 2.2.1 *Dhotso* (Hot Stones Bath)
- 2.2.2 *Langlum* (Five Elixir Herbal Steam Bath)
- 2.2.3 *Langduk* (Five Elixir Herbal Steam Application).
- 2.2.4 *Dutsi Ngalum* (Five Elixir Herbal Bath)

### **2.3 Separate Rooms**

- 2.3.1 *Zheney* (Meditation and Yoga)
- 2.3.2 Food and diet advice counseling.
- 2.3.3 Stress Counseling and Management.

### **2.4 Herbal Bath Room**

The room for Herbal Bath should have proper electrical and water facilities, and it should accommodate all bathing equipments. The

room should have attached changing and resting area and should be able to withstand constant moisture.

### **Required Facilities for Five Elixir Herbal Bath**

- Herbal Mixture (*Dutsi Ngalum* and etc)
- Wooden Tub.
- Sanitary materials.
- Changing room with lockers for male and female.
- Proper dress code for both the service provider and the client.
- Proper bathroom and shower room facilities for male and female.
- Brochures.
- Towel and linen.

### **2.5 *Jukpa* (Massage) Room**

The room should be equipped with water, geyser, bathroom and changing facilities with proper ventilation, door without bolt/lash from inside and be able to maintain privacy with an optimum temperature. The other facilities includes electric heater, pot, bed, mattresses, bed sheets, towels, dress code, washing material etc.

### **Facilities Required for *Jukpa* (Massage)**

- Changing room with lockers for male and female.
- Massage bed with comfortable mattress.
- Massage oil etc.
- Proper dress code for both the service provide and the client.
- Proper bathroom facilities for male and female.
- Brochures.
- Towel and linen.



**Table -1 - Minimum Room Size required for Wellness Service**

Sl.#	Facilities	Design	Minimum Size
1	Reception Counter	Standard	13x11.5ft
2	Employees/Staff Room	Standard	12 x 8ft
3	Washrooms	Standard	13.5x6.5ft
4	Locker Rooms	Wooden or steel with individual locker	15x12ft
5	Shower room	Standard	10.5x6.5ft
6	Changing Room	Standard	11x7ft
7	Therapy Room	Door without latch from inside	16.5 x14ft
8	Steam therapy	Door without latch from inside	10.5x 6.5ft
9	Dry service Room	Door without latch from inside	16.5 x14ft
10	Wet service Room	Door without latch from inside	10.5x 6.5ft
11	Herbal Bath Room	Door without latch from inside	173x123cm
12	Massage Room	Door without latch from inside	16x10ft
13	Zheney/ meditation Room	Standard with proper lighting & ventilation	5x5metre
14	Food and diet advice/counseling room	Standard	10x10ft
15	Laundry room		12x10ft
16	Locker/cupboards for clients	Individual locker	7.5x5.5ft (9 lockers)

**Table - 2 - Minimum Services Required**

Sl.#	Type of services	Required facility items	Designs	Minimum Size
1	Dry therapy service	Massage bed	Smooth, Strong and Safe	6.7x2.6x2.9ft 78x36x30 inches
2	Wet Therapy service	Wooden bath tub	Smooth, Strong and Safe	65x30.5cm
3	Steam bath	Bed	Smooth, Strong and Safe	78x30x27" (i nches)
		Bench	Smooth, Strong and Safe	1.5ftx length of the room.
4	Herbal bath	Bath tub	Standard room	173x122cm
			Wooden	5.6x2.8x1.75 ft
		Resting Bed	Normal bed	6.6x3x3ft

### 3. Standard Service Procedures

#### 3.1 Dutsi Ngalum (Five Elixir Herbal Mixture-Bath)

Five elixir herbal bath is water based health promotion treatments provided with five herbal mixture, regarded as one of the most important practices in gSobaRigpa for the prevention, restoration and promotion of health and wellbeing. It was practiced for thousands of years. Among the many different herbal preparations, following are most widely used for their effectiveness. It is prepared from five principal herbal ingredients which have properties to promote health and wellbeing.

- *Chhulum* (Five Elixir Herbal Bath)
- *Langlum* (Five Elixir Herbal Steam Bath)
- *Langduk* (Five Elixir Herbal Steam Application)

##### 3.1.1 *Chhulum* (Five Elixir Herbal Bath)

### **Benefits**

- Repairs damaged skin and removes acne by cleansing and dilating the pores and washing out accumulation, giving a natural glow to the skin.
- Relieve pain and body aches.
- Treat diverse diseases and ailments.
- Helps to slow down aging process and drooping of the skin by stimulating it.
- Eliminates harmful micro-organisms from the body boosting immune system.
- Regulates and stimulates blood circulation and boosts metabolism.

### **Preparation**

- Take a handful of the Herbal Mixture (*Dutsi Ngalum*) and place them into the center of a white thin cloth and secure tightly at the top.
- While preparing the *Dutsi Ngalum* ball, fill the tub with hot water ensuring whole body coverage.
- Toss the *Dutsi Ngalum* ball into the tub filled with hot water, which is 37°C to 38°C.

### **Precautions**

- Herbal bath must be avoided immediately after a meal.
- Avoid alcohol during the bath session.
- People with high Blood Pressure should not take herbal bath.
- Heart and liver disease, geriatric people, very weak individuals, people suffering from fever/flu and epilepsy, women in menstruation and pregnant women must be careful while taking herbal bath.
- Water should not be heated over 45°C, since it is considered destructive.
- If the water is too hard, certain impurities, such as chlorine, and other chemicals if any, may be absorbed by your skin that may not be healthy to your body.

#### **3.1.2 Langlum (Five Elixir Herbal Steam Bath)**

### **Benefits**

- Removes skin acne by cleansing and dilating the pores and washing out accumulation.
- It gives a soothing effect to the body and mind, thereby reducing stress levels and tension.
- Evoke sweating ensuring detoxification and removal of toxins from the body.
- Helps in skin nourishment.
- Promote health of the skin and radiant.
- Hydrated and improves the elasticity of the skin giving a youthful look.

### **Preparation**

- The steam is generated from the water with herbal bath mixture in it through a steam generator.
- 200gm of the mixture to be used per session or packed in muslin cloth and immerse in the steamer or at the source of steam inlet at the temperature of 45-50°C.
- The person must remove all the cloths or can use appropriate attire.
- Ensure maximum exposure of the body surface to get maximum benefit.
- The steam bath may be taken for 30 minutes.
- A trained person should be present to ensure proper procedures.

### **Precautions**

- Herbal Steam Bath must be avoided immediately after a meal.
- Avoid alcohol during the bath session.
- People with high Blood Pressure, heart and liver disease, geriatric people, very weak individuals, people suffering from fever/flu and epilepsy, women in menstruation and pregnant women must be careful while taking herbal steam bath.

### **3.1.3 Langduk (Five Elixir Herbal Steam Application)**

---

### **Benefits**

- Stimulate circulation and oxygen and add fragrance for sensory relaxation.
- Promotes mental health by relieving stress.
- Hydrates the cells and maintain healthy skin through deep pore purification.
- The warm humidity from the steam helps to increase blood circulation as well as increases perspiration, which helps rid the body of toxins.
- Clear up the skin and helps to soften blackhead and white head plugs, so they are gently and easily released from follicle.
- Gives skin a fresher and younger appearance.

### **Preparation**

- Place the herbal mixture into a large pressure cooker and let it boil till the steam appears from the hose pipe that's connected to the pressure cooker.
- Cover the bowl immediately to keep the herb oils confined.
- Place the hosepipe in the hosepipe holder.
- Steam your body about 10 to 20 minutes, which is placed at the distance of 1 feet from the hose pipe.

### **Precautions:**

- Prolong and persistent usage may sometimes cause headache.
- The heat emitted from the steam room may not be suitable for those who have asthma and heart problems.

### **3.2 Dhotso (Hot Stone Bath)**

This highly regarded bath, unique to Bhutan, was practiced since time immemorial. The bath can be made from either *Menchhu* (Medicinal Water) or plain water with mineral stones. The bath is based on the belief that certain plants and stones that have special properties to heal and rejuvenate the body and the mind.

### **Benefits**

- Relieve pains/aches, stress, promotion of general health and well-being.
- Maintain equilibrium of the three humors (energies)
- Boost the function of the sensory organs and tissues.
- Aid weight loss.
- Nourish the immune system.
- Stimulate the regeneration of damaged liver tissue.
- Strengthen the adrenal glands.
- Counter the adverse reactions to chemotherapy.
- Help balance the endocrine system.

### **Preparation**

- The Traditional Medicinal Hot Stone Bath should be provided in the open air in order to gain good equilibrium of three humors.
- The water level should be at the neck level in a sitting position.
- The medicinal stones are heated red hot in traditional ways and once red-hot must be used to heat the water in the wooden tub.
- Medicinal ingredients such as herbal mixture may be added in the water during the heating process to enhance the health beneficial properties of the bath.
- In order to enhance benefits, aroma can be used.
- The person taking the bath may get in the tub when the water is reasonably warm and ask for additional hot stones to suit the different water temperature requirements of different clients.
- Warmed fluids or soup may be served to rehydrate and enhance the relaxation and calming effect of the bath. Once out of the bath, the person must wipe the body clean and wrap in towel/bath robe.
- Client must drink warm soups/water/tea and take complete rest by wrapping for at least 10-15 minutes to promote perspiration/sweating that will promote the expulsion of internal toxins through the pores on the body surfaces. Once this is completed, the person must be wiped with clean and cool towels.

- Each session should be about one hour and the client may discontinue when desired.
- A trained person must supervise to ensure proper procedures.

### **Precautions**

- Client with Hypertension, Jaundice, Fever of any type and any disorder that is hot in nature and wind dominated, should refrain from hot stone bath.
- To avoid burn, water temperature should be monitored in regular manner.
- Specific dietary and behavior restricting should be prescribed.
- If you feel nausea and dizziness you should immediately discontinue the bath.

### **3.3 Num Lum (Oil Bath)**

#### ***Droenshing Num Lum (Pine Needle Oil Bath) and Khempa Num Lum (Artemisia Oil Bath)***

#### **Benefits**

- Fight against cold, indigestion, liver disorders, and negative energies and skin diseases.
- Improves concentration and it also has powerful rejuvenating and warm property that restores the equilibrium state of the bodily energies.
- Boost immune system and fights various bacterial and viral infections and different skin ailments.
- Since oil is warm by nature, it helps improve blood circulation by dilating blood vessels.
- Increase the movement in joints by reducing fatigue and stiffness.
- Maintain skin collagen supply, resulting in younger and fresher look for a longer period with glowing skin.
- Anti-aging and promote blood flows to our head thereby reducing stress and headaches.
- Boost up cognitive performance and induce sleep.

### **Preparation**

- The oil baths are prepared with hot extraction of different oils that are filtrated into the hot stone bath.
- The Medicinal Plant are freshly crushed and put in the lukewarm water to stand for extraction.
- Oil extracts and hot water should be mixed thoroughly that should be offered as steam aromatherapy by adding drops of oil onto the heated stone in airtight room.

### **Precautions**

- Stone Bath must be avoided immediately after meals.
- The bath is not advisable for client having high blood pressure.
- People with Asthma and high blood pressure, heart and liver complications, weak and geriatric individuals, epileptic, women in menstruation and pregnant women must be cautioned.
- A trained person must supervise to ensure proper procedures.

### **3.4 Menchhu (Medicinal Water Bath)**

Minerals or hot springs are also known as geothermal waters and often used for treatments, as well as for revitalizing and relaxing the mind and body. This bath can be offered preferably in a wooden bath tub as follows.

- *Menchhu* by dipping heated mineral stones (*Mendo*)
- Plain water heated by dipping mineral stones.
- *Menchhu* water heated by dipping any heated stone.

### **Benefits**

- Helps in dilation of blood vessels.
- Maintain hypertension and hardening of the arteries.
- Increase blood circulation, when recuperating from surgery.
- Heal skin inflammation such as eczema and psoriasis.
- Reduces stiffness.
- Reduce inflammation in joints due to osteoarthritis and rheumatoid arthritis.
- Stop fungal infections; restore balance in the endocrine system.



## **Preparation**

- Heat the mineral stones till red hot.
- Dip the heated stone in the *Menchhu* or ordinary water in a suitable wooden tub.
- The person taking the bath may get in the tub when the water is reasonably warm and ask for additional hot stones to be put slowly into the tub to suit the requirements of the clients.
- Warmed fluids or soup may be served to rehydrate and enhance the relaxation and calming effect of the bath.
- Once out of the bath, the person must wipe the body clean and should be wrapped in towel/bath robe.
- Client must drink warm soups/water/tea and take complete rest by wrapping, at least 10-15 minutes to promote perspiration and sweating that will promote the expulsion of internal toxins through the pores on the body surfaces. Once this is completed, the person must be wiped with clean and cool towels.
- Each session should be about one hour and the client may come out of the tub as and when desired.
- A trained person must supervise to ensure proper procedures.

## **Precaution**

- People with high blood pressure and physically weak are not recommended.
- A trained person must supervise to ensure proper procedures.

### **3.5 Numtshuk (Heated Oil Compression)**

This is an oil-based therapy, which has intense soothing and calming effects on the body systems. It is also known as oil compression. It is very popular for relaxation. It reduces insomnia, giddiness, stress, help skin rejuvenation, anti-anxiety and anti-aging. It is particularly effective for old aged people.

#### **Benefits**

- It is especially useful for rLung (wind) disorders.
- Promotes hair growth.

- Improves the circulation of the scalp.
- Heal chemical damage.
- Supplies nourishment to hair shafts and follicles.
- Promotes healthy sleep patterns.
- Helps to restore the natural balance and luster of hair.

### **Preparation**

- The *Numtshuk* is heated in sesame oil until it is warm enough.
- The specific points are then measured and selected for the application that should not last more than 1-3 minutes on single point.

### **Precautions**

- It should not be applied on the open wounds and inflamed skin.
- It must be performed by trained person.

## **3.6 Chinglum (Herbal Compression)**

There are two types of herbal compression pack used for relaxation therapies.

### **3.6.1 Tshadhuk (Hot Compression)**

The hot compression pack therapy is performed by packing some hot herbal in a clean cloth (muslin cloth) and applied on the desired body parts.

#### **Benefits**

- Relieve giddiness
- Restore the equilibrium of hot and cold elements in the body.
- Relieve backaches and lower body pains
- Relieving stress and mild depression
- Promotes the healing of post accident pains and fatigue.

### **Preparation**

- *Dutsi Ngalum* can also be used for this therapy.
- Fresh ginger must be crushed and planed in a piece of cloth that is steamed and applied on the points of the body where there are cold feelings.

### **Precautions**

- It should not be applied on the open wounds and inflamed skin.
- It must be performed by trained person.

### **3.6.2 Sildhuk (Cold Compression)**

The cold compression pack therapy is performed by packing some cold herbal in a clean cloth (muslin cloth) and it's done on the desired body parts of the clients.

#### **Benefits**

It relieve fever, inflammation, headaches, post accident pains and general relaxation for promoting overall health relating to heat imbalance in the body

### **Preparation**

- The water with red sandalwood must be put in a clean container/bowl and kept exposed to the rays of the stars under a clear night sky to get the *Karchu*.
- Cooled *Karchu* is applied on the specific areas of the body.
- The stones (*Chudo*) with required specification collected from the river bed may also be put in the *Karchu* to enhance the relaxation properties for a period of one month.
- A trained person must supervise to ensure proper procedures.

### **Precautions**

- It should not be applied on the open wounds and inflamed skin.  
It must be performed by trained person.

### 3.7 *Jukpa* (Massage)

Traditional *Jukpa* is the process of applying herbal oil, herbal pack and herbal scrub on entire body for the promotion of health.

Among many different types of Traditional *Jukpa*, following are some of the more popular ones.

#### 3.7.1 *Numjuk* (Oil Massage)

*Numjuk* is a process of applying medicated oil on the whole body, including the head and feet.

##### **Benefits:**

- Reduce fatigue.
- Increases muscular tone and flexibility of joints and alleviates *rLung*.
- Improves circulation to the organs and the skin.
- Eliminates waste products through the skin, stimulates the nervous system.
- Stimulates the internal functions of the body and provides nourishment to various body tissues.
- It also helps in cleansing the toxins from the body.
- Lubricate dry and unhealthy skin and to prevents aging and ensures longevity.

##### **Preparation**

- The main oils used in during *Jukpa* are the sesame and other seed based oils.
- The oil must be heated to about 37°C and applied to the entire body involving different techniques by the trained therapist.
- The oil *Jukpa* must be undertaken minimum of 30 minutes and to get more benefits can be extended up to 2 hours.
- It is applied on specific points of the body as directed during consultation.

### 3.7.2 *Womye Jukpa (Milk Massage)*

#### **Benefits**

- It protects the skin from dryness, cracking and roughness.
- Lubricate dry and unhealthy skin and to prevents aging and ensures longevity.

#### **Preparation**

- Heat any natural milk to about 37°C and apply to the entire body of the client by the trained therapist.
- The *Womye Jukpa* may be taken for minimum of 30 minutes.

### 3.7.3 *Dheigu Jukpa (Paste Massage)*

This is a treatment in which a medicated herbal paste is applied over the entire body and allowed to dry.

#### **Benefits**

- Reduce obesity as well as various types of inflammatory conditions.
- Helps skin diseases, arthritis and gout.
- Helps Muscular strains and balance circulatory system.

#### **Preparation**

- Any herbal powder may be mixed with honey and cooked under normal temperature.
- Prepared herbal paste may be applied on whole body and allowed to dry in the sun for 1 hour.
- It is then removed using a special deep tissue technique which leaves the muscles and facial revitalized and flexible.

### 3.7.4 *Drilchay Jukpa (Dry Flour Massage)*

#### **Benefits**

- It helps to provoke heat and open the pores of the sweat glands on the skin.
- To remove excessive fat under the skin and reduces phlegm.
- It also has potential in treatment of obesity.

### **Preparation**

- Flour from matured and dried legume like peas, beans, soya and etc must be used and prepared for the procedures
- The flour must be finely powdered and mixed with certain portion of beads.
- It can be applied to the body surface after oil *Jukpa*.
- It can be applied to the body surface after sweating from physical activities.
- The flour must be properly and firmly rubbed by the therapist and wipe off the flour from the body surfaces.
- Take shower after the therapy.
- This will improve the skin pores by removing the dead cells and enhancing the skin exfoliation. It also has anti-aging benefits.

### **3.7.5 Dhamgi Jukpa (Mud Massage)**

The paste is applied over the entire body and allowed to dry. It is then removed using deep tissue technique which leaves the body and facial muscles revitalized and flexible.

#### **Benefits**

- This application is traditionally given for obesity as well as various types of inflammatory conditions.
- Helps to heal skin diseases, arthritis and gout.
- Good for Muscular strains.
- Circulatory imbalances.

### **Preparation**

- The soil for the preparation of the mud massage must be sourced from appropriate quality and applicable and can be collected from holy and clean places.
- The soil must be finely sieved and stored in the good storage condition for a maximum of one year before use.
- The mud paste shall be made according to the specification prescribe for the therapy.

- The mud paste is then applied to the whole body or specific body parts depending on the conditions by either applying or wrapping.

### **Precaution**

- It should not be applied on the inflamed skin.
- Sensitive skin must be cautioned.
- A trained person must supervise to ensure proper procedure.

### **3.8 Driduk (Aromatherapy)**

*Dridhug* is the word for a fragrant scent, one that pleases the nose a way that makes you to lick your lips. Aroma in Bhutanese Traditional Medicine has special significance for their health promoting benefits. They are used for promoting anti-aging, maintaining balance of the humors, promoting longevity, calming and soothing effects. It is believed that certain aromas from certain plants have the power to balance negative energies.

#### **3.8.1 Dali Num (Rhododendron/Balusulu Oil)**

##### **Benefits**

- Helps in fungal infected skin diseases.

##### **Preparation**

- The drop of aroma oil extracted from *Dali* can be blend with other essential oil and applied on the body to provide aroma that has pleasing and beneficial health benefits.
- The *Dali* may also be used in the form of powder as incense for the same benefits.

#### **3.8.2 Goned Num (Myristica Fragrans Oil)**

##### **Benefits**

- Its ability to reduce anxiety and ease depression.
- Boost energy levels and speed up the healing process.
- Helps to relief headache.

- To boost up cognitive performance and induce sleep.
- It reduces body pain.
- It improves digestion and increase circulation.

### **Preparation**

- *Goned* oil is applied to the whole body for its aroma effects.
- It may also be used as *Jukpa* oil or put in the bath for its aromatic effects.
- This oil can also be used for aroma therapy with the help of diffuser/aroma burner.

### **Precaution**

- People with sinusitis and asthma should be cautioned.

## **4. Food and Diet**

Depending on one's body constitution of *rLung* (Wind), *mKhripa* (Bile) or *Badken* (Phlegm) as determined by a trained professional, diets, food and nutritional requirement can be prescribed or recommended.

## **5. Zheney (Meditation)**

Depending on the state of one's mental and spiritual health or for the general promotion of mental spiritual wellbeing, various mediation sessions will be offered by trained professional from *gSobaRigpa*.

## **6. Code of Professional Conduct**

The Code of Conduct is a vital part of how we achieve our mission and vision. It provides guidance to ensure that our work is accomplished in an ethical and legal manner. It emphasizes our common culture of integrity and our responsibility to operate with the highest principles and ethical business standards as we strive to care for our clients and each other with respect, honesty, compassion, teamwork and excellence.



The Code of Professional Conduct is a series of principles that govern professional interactions. The Code consists of two complementary sections: professional obligations and professional ideals. "Obligations" refer to professional behaviors that are required by the ethical foundation of the professional code of Statement. "Ideals" refer to professional behaviors that professionals at all levels should attempt to acquire because they enhance professional excellence.

Failure to meet the professional obligations described below represents a violation of the Spa and wellness Code of Professional Conduct. Infractions of the professional obligations of the Code will be dealt with by the appropriate disciplinary committees and processes. Failure to meet the professional ideals, although less serious, also may be grounds for disciplinary review.

## **7. Professional Obligations**

### **Respect for Persons**

- Maintain the clients' first ethic.
- Treat client and staff with the same degree of respect you would wish them to show you.
- Treat client with kindness, gentleness and dignity.
- Respect the privacy and modesty of clients.
- Do not use offensive language, verbally or in writing, when referring to clients or their illnesses.
- Do not harass others physically, verbally, psychologically or sexually.
- Do not discriminate based on sex, religion, race, disability, age or sexual orientation.
- Refrain from behavior that includes intimidation, foul language, threats of violence or retaliation.
- Avoid the use of first names without permission in addressing adult client.
- Respect with tolerance, the religion, culture and customs of clients, visitors and staff.

- Realize that clients and their visitors are in an environment that can be unfamiliar and frightening. Communicate frequently in language that a layperson can understand.

### **Maintain Clients' Confidentiality**

- Do not share client personal information with anyone except those professionals integral to the care of the client or within the context of center operations.
- Do not discuss client or their problems in public places where the conversation may be overheard.
- Do not publicly identify client, in spoken words or in writing, without adequate justification.
- Do not access confidential client information without a professional "need to know."

### **Honesty**

- Be truthful in verbal and in written communications.
- Do not cheat, plagiarize, or otherwise act dishonestly.
- Maintain accurate, honest records of clients' care and business activities.

### **Integrity**

Integrity means strict adherence to a code or set of values such as this Code of Professional Conduct.

- Make customer care decisions based on their needs and desires not on financial preferences or compensation.
- Do not knowingly mislead others.

### **Responsibility for Customer Care**

- Obtain the client's informed consent for therapies and respect the client's right to refuse care or procedures.
- Do not abuse alcohol or drugs that could diminish the quality of customer care or your professional performance.

- Do not develop romantic or sexual relationships with clients; if such a relationship seems to be developing, seek guidance and terminate the professional relationship.
- Do not abandon a client. If you are unable/ unwilling to continue care, you have an obligation to assist in making a referral to another competent consultant willing to care for the client.

### **Professional Growth and Awareness of Limitations**

- Be aware of your personal limitations and deficiencies in knowledge and abilities and know when and whom to ask for supervision, assistance or consultation.
- Know when and for whom to provide appropriate supervision.
- Do not involve client in personal issues or solicit for personal gain.
- Do not engage in unsupervised involvement in areas or situations where you are not adequately trained.

### **Center as a Professional**

- Clearly identify yourself and your professional level to clients and staff; wear your name badge at all times above the waist and in plain view.
- Always maintain the confidentiality of business information and trade secrets.
- Dress in a neat, clean, professionally appropriate manner. Maintain professional composure despite the stresses of fatigue, professional pressures, or personal problems.
- Do not make offensive or judgmental comments about clients or staff, verbally or in writing.
- Do not criticize the service decisions of colleagues in the presence of clients or staff or in the record.
- Do not access confidential staff information without a professional need to know.
- Do not abuse alcohol or drugs that could diminish the quality of customer care or professional performance.

### **Respect for Property and Laws**

- Adhere to the regulations and policies of Spa and wellness, e.g., policies governing fire safety, hazardous waste disposal and universal precautions.
- Adhere to local, state and federal laws and regulatory standards.
- Do not misappropriate, destroy, damage, or misuse property of hotels/spa and wellness centers.