

RICA OH MY

Standard Operating Procedures (SOPs)

Step-by-step operational procedures for running your yoni wellness business consistently, safely, and professionally. These templates ensure your practice delivers the same high-quality experience every single time.

SECTION 01 Why Your Business Needs SOPs

Standard Operating Procedures are documented step-by-step instructions for how things are done in your business. They remove guesswork, ensure consistency, and make it possible to train others as you grow.

- ✦ **Consistency:** Every client receives the same high-quality experience regardless of the day or your energy level
- ✦ **Safety:** Proper sanitation and preparation protocols protect your clients and your business
- ✦ **Scalability:** When you hire staff, SOPs become their training manual. No more explaining everything from scratch
- ✦ **Professionalism:** Documented procedures signal to clients (and yourself) that you run a serious business
- ✦ **Peace of mind:** When every process is written down, you never have to wonder "did I forget something?"

HOW TO USE THESE TEMPLATES

Each SOP below is a complete example. Customize them with your specific products, timing, and preferences. Print them, laminate them, and post them where the work happens. Review and update quarterly.

SOP	PURPOSE	FREQUENCY
Daily Opening	Prepare your space to receive clients	Every business day
Daily Closing	Secure and reset your space	Every business day
Cleaning & Sanitization	Maintain hygiene between clients	Between every session
Yoni Steam Preparation	Prepare herbs and equipment for a session	Before every session
Client Session Flow	Guide the complete client experience	Every appointment
Inventory Management	Track and restock supplies	Weekly
Emergency Response	Handle unexpected situations safely	As needed

SOP 01

Daily Opening Procedure

Daily Opening Procedure

SOP-001 | Version 1.0

Created: _____

Last Updated: _____

Responsible: Owner / Practitioner

PURPOSE

To prepare the spa space for client appointments by ensuring cleanliness, ambiance, and all supplies are ready before the first session of the day.

COMPLETE 30-45 MINUTES BEFORE FIRST APPOINTMENT

- 1 Unlock the space and disarm any security system
- 2 Turn on all lights to full brightness for visual inspection of the space
- 3 Walk through each zone and check for any issues (spills, items out of place, damage)
Address anything that needs attention before proceeding
- 4 Adjust thermostat to comfortable temperature (72-76°F recommended)
- 5 Open windows briefly for fresh air circulation (5-10 minutes weather permitting)
- 6 Wipe down all surfaces: reception area, treatment room tables, chairs, and door handles
- 7 Check restroom: stock toilet paper, hand soap, hand towels. Wipe surfaces clean
- 8 Set up the reception / welcome area
 - Arrange any reading materials or menus neatly
 - Set out intake forms and pens
 - Prepare water or tea station
- 12 Prepare the treatment room
 - Lay fresh linens on the steam seat
 - Set out a clean robe and slippers

- Place a fresh glass of water on the side table
- Check that timer, blanket, and reading materials are in place

17

Set the ambiance

- Dim lights to appropriate level for each zone
- Light candles or turn on salt lamps
- Start the essential oil diffuser
- Turn on calming music playlist at low volume

22

Confirm the day's appointments: review schedule, check for any special notes or first-time clients

23

Ensure herbal blends are stocked and any pre-session prep materials are accessible

24

Turn on your booking system, payment system, and business phone

25

Do a final walkthrough: see your space through the eyes of a client arriving for the first time

SUPPLIES NEEDED

Cleaning spray

Microfiber cloths

Fresh linens

Essential oils

Candles / lighter

Water / tea supplies

Intake forms

Pens

SOP 02 Daily Closing Procedure

Daily Closing Procedure

SOP-002 | Version 1.0

Created: _____

Last Updated: _____

Responsible: Owner / Practitioner

PURPOSE

To properly close and secure the space at the end of the business day, ensuring everything is clean, restocked, and ready for the next day.

COMPLETE AFTER LAST CLIENT DEPARTS

- 1 Complete any final client notes, payments, or follow-up tasks from the last session
- 2 Perform full between-client cleaning (see SOP-003) on the treatment room
- 3 Collect and launder all used linens, towels, and robes
Start laundry immediately or bag for next-day washing
- 4 Empty and clean the steam pot or container
- 5 Dispose of used herbal blends properly
- 6 Extinguish all candles and turn off diffuser
- 7 Empty all trash cans and replace liners
- 8 Wipe down all surfaces in the treatment room and reception area
- 9 Sweep or vacuum floors throughout the space
- 10 Restock supplies for tomorrow
 - Fresh linens folded and ready
 - Herbal blends portioned (if pre-measuring)
 - Retail products straightened

— Water / tea station restocked

- 15

Check restroom: clean, restock, and close
- 16

Review tomorrow's schedule and note any preparation needed
- 17

Record daily revenue and update bookkeeping
- 18

Turn off all lights, music, and electronics
- 19

Set thermostat to overnight/away mode
- 20

Lock all doors and windows, arm security system (if applicable)

SUPPLIES NEEDED

- Cleaning spray
- Trash bags
- Laundry bag
- Broom / vacuum
- Microfiber cloths
- Restock supplies

SOP 03 Cleaning & Sanitization Procedure

Between-Client Cleaning & Sanitization

SOP-003 | Version 1.0

Created: _____

Last Updated: _____

Responsible: Owner / Practitioner

PURPOSE

To thoroughly clean and sanitize the treatment space between every client session, ensuring a hygienic and safe environment for each individual.

BETWEEN EVERY CLIENT SESSION (ALLOW 15-20 MINUTES)

1 Wash your hands thoroughly with soap and water (minimum 20 seconds)

2 Remove all used linens from the steam seat, chair, and any surfaces

Place in a designated dirty laundry bag. Never reuse between clients

3 Empty the steam pot / container and dispose of used herbs

4 Clean the steam seat or box

- Wipe all surfaces with disinfectant spray or wipes
- Pay special attention to the seating area and any openings
- Allow disinfectant to sit for required contact time (check product label)
- Wipe dry with a clean cloth

9 Sanitize the client chair / throne seat

10 Wipe down the side table, any surfaces the client touched, and door handles

11 Dispose of the used water glass and any single-use items

12 Sweep or spot-clean the floor if needed

13 Set fresh linens on the steam seat

- 14 Place a clean robe, slippers, and fresh water glass for the next client
- 15 Reset any decor items that were moved (candles, blankets, pillows)
- 16 Open a window briefly or increase ventilation for fresh air (2-5 minutes)
- 17 Refresh the diffuser with new water and oils if needed
- 18 Do a visual scan: does the room look and smell completely fresh?
- 19 Wash your hands again before greeting the next client

SUPPLIES NEEDED

Disinfectant spray (EPA-registered)

Disinfectant wipes

Microfiber cloths (clean)

Fresh linens

Laundry bag

Hand soap

Fresh water glass

Trash bag

SANITATION STANDARD

Never cut corners on cleaning between clients. Even if you're running behind schedule, sanitation is non-negotiable. Your clients trust that your space is clean. That trust is the foundation of your business.

SOP 04 Yoni Steam Preparation Procedure

Herbal Steam Preparation

SOP-004 | Version 1.0

Created: _____

Last Updated: _____

Responsible: Owner / Practitioner

PURPOSE

To properly prepare the herbal steam blend and equipment for a safe, effective, and comfortable yoni steam session.

BEGIN 10-15 MINUTES BEFORE CLIENT'S SESSION START TIME

1

Review the client's intake form for any allergies or sensitivities to herbs

Select the appropriate blend based on their needs and any contraindications

2

Wash your hands thoroughly

3

Select the herbal blend

- Standard wellness blend (for general sessions)
- Menstrual support blend (for cycle-related goals)
- Gentle / sensitive blend (for first-time clients or sensitive individuals)
- Custom blend (if applicable to your offerings)

8

Measure the appropriate amount of herbs (typically 1/4 to 1/2 cup per session)

9

Boil filtered water in a clean pot or kettle

10

Once boiling, remove from heat and add herbs to the water

Allow herbs to steep for 5-10 minutes with the lid on to preserve the volatile oils

11

While herbs steep, prepare the steam seat

- Ensure fresh linen is in place
- Confirm the steam opening is clear and unobstructed
- Place a blanket or wrap nearby for the client

15

Carefully transfer the herbal water to the steam pot / container beneath the seat

Use caution: the water is extremely hot. Use oven mitts or pot holders

16

TEST THE TEMPERATURE before seating the client

- Hold your inner wrist 6 inches above the steam opening
- Steam should feel warm and gentle, never hot or burning
- If too hot, wait 2-3 minutes and test again
- NEVER seat a client over steam that feels too hot on your own skin

21

Once temperature is comfortable, inform the client the steam is ready

22

Guide the client onto the seat and confirm their comfort level

"How does the temperature feel? You should feel gentle warmth, not heat."

23

Set the session timer (typically 20-30 minutes depending on service booked)

24

Check in with the client at 5 minutes and again at the midpoint

SUPPLIES NEEDED

Herbal blend (selected)

Measuring cup

Clean pot or kettle

Filtered water

Oven mitts

Steam pot / container

Timer

Fresh linens

Client blanket / wrap

SAFETY FIRST

Temperature testing is the most critical step in this procedure. Burns are the primary risk in yoni steaming. Always err on the side of too cool rather than too warm. You can add hot water to increase steam; you cannot undo a burn.

SOP 05 Client Session Flow Procedure

Complete Client Session Flow

SOP-005 | Version 1.0

Created: _____

Last Updated: _____

Responsible: Owner / Practitioner

PURPOSE

To provide a consistent, nurturing, and professional client experience from the moment they arrive until they leave your space.

TOTAL SESSION TIME: 60-90 MINUTES (INCLUDING ARRIVAL AND DEPARTURE)

1

Greet the client warmly (use their first name)

"Welcome, [Name]. I'm so glad you're here. Come on in."

2

Offer refreshment (water, herbal tea) and invite them to sit in the welcome area

3

Collect or confirm paperwork

- First visit: Review intake form and waiver for completeness. Answer any questions
- Returning client: "Any changes to your health since your last visit?"

6

Conduct brief consultation (3-5 minutes)

- Review their goals for today's session
- Explain what to expect (especially for first-time clients)
- Discuss the herbal blend you've selected and why
- Ask: "Is there anything specific you'd like to focus on or release today?"

11

Guide client to the treatment room and show them where to change

"Here's your robe. Remove everything below the waist, wrap yourself in the robe, and I'll knock before entering."

12

Give client privacy to change (2-3 minutes)

13

Knock and enter. Begin steam preparation process (SOP-004)

14

Seat the client and confirm temperature comfort

15

Set the timer. Offer reading material, music selection, or guided meditation option

16

Check in at 5 minutes: "How's the temperature? Are you comfortable?"

17

Check in at midpoint: Brief and gentle. Only if needed

18

End of session: Gently inform the client their time is complete

"Take your time. There's no rush. I'll step out while you change."

19

Provide aftercare guidance

- Hand them the printed aftercare card
 - Highlight key points: hydrate, rest, avoid intercourse for 24 hours
 - Share what they may notice in the coming days
-

23

Process payment and offer to rebook their next session

24

Warm farewell: Thank them for trusting you with their wellness

"Thank you for giving yourself this time. I'll check in with you in a day or two."

25

Send follow-up message within 24-48 hours: "How are you feeling after your session?"

SOP 06 Inventory Management Procedure

Weekly Inventory Check & Restock

SOP-006 | Version 1.0

Created: _____

Last Updated: _____

Responsible: Owner / Practitioner

PURPOSE

To maintain adequate stock of all supplies, prevent run-outs, and keep costs organized through weekly inventory tracking.

WEEKLY (SAME DAY EACH WEEK RECOMMENDED)

- 1 Count current stock of all herbal blends and record quantities
- 2 Count linens (clean towels, seat covers, robes) and confirm adequate supply for the coming week
- 3 Check cleaning supply levels (disinfectant, wipes, hand soap, trash bags)
- 4 Inventory retail products (if applicable) and note anything running low
- 5 Check consumables: water, tea, cups, refreshment supplies
- 6 Review candle supply, diffuser oils, and ambiance items
- 7 Check paper supplies: intake forms, aftercare cards, business cards, receipt paper
- 8 Compare current stock against your minimum reorder levels
Reorder anything at or below the minimum before it runs out
- 9 Place orders with suppliers for items needed
- 10 Record any expenses in your bookkeeping system
- 11 Note any product quality issues, expired items, or items to discontinue

I2

Update your inventory tracking sheet with today's counts and orders placed

INVENTORY TRACKING CATEGORIES

- Herbal blends
- Linens & textiles
- Cleaning supplies
- Client amenities
- Retail products
- Printed materials
- Ambiance supplies
- Packaging

SOP 07 Emergency Response Procedure

Emergency Response Protocol

SOP-007 | Version 1.0

Created: _____

Last Updated: _____

Responsible: All Staff

PURPOSE

To respond quickly, calmly, and effectively to any emergency or adverse event that may occur during a client's visit.

AS NEEDED / IMMEDIATE RESPONSE REQUIRED

1

Client feels faint, dizzy, or overheated:

- Immediately remove client from the steam seat
- Help them to a seated or lying position in a cool area
- Offer cool water and a damp cloth for their forehead/neck
- Allow them to rest until symptoms fully resolve
- If symptoms persist beyond 10 minutes, call 911

7

Burn from steam:

- Remove client from steam source immediately
- Apply cool (not ice cold) running water to the area for 10-20 minutes
- Do NOT apply creams, oils, or butter to a burn
- For mild redness, provide aftercare guidance and monitor
- For blistering or severe burns, call 911 or direct to urgent care
- Document the incident in writing

14

Allergic reaction:

- Remove the client from the steam and move them to fresh air
- Ask if they have an EpiPen or allergy medication
- For mild reaction (itching, slight rash): monitor, offer water, suggest they contact their doctor
- For severe reaction (difficulty breathing, swelling of face/throat, rapid heartbeat): Call 911 immediately

19

Client emotional distress:

- Remain calm and grounded
- Offer a calm, safe space. "You're safe. Take all the time you need."
- Provide tissues, water, and a blanket
- Do not touch the client without permission
- Allow them to process at their own pace
- Offer referral to a therapist or counselor if appropriate

26

Fire:

- Evacuate all clients and staff immediately
- Call 911
- Do NOT attempt to fight a fire beyond a small candle flame
- Meet at a designated safe point outside

31

After any emergency:

- Document the incident in detail (date, time, what happened, actions taken)
- Follow up with the client within 24 hours
- Notify your insurance provider if relevant
- Review SOPs and determine if any procedures need updating

EMERGENCY KIT (KEEP ON-SITE)

First aid kit

Fire extinguisher

Cool compresses

Bottled water

Blankets

Phone (charged)

Emergency contacts list

Incident report forms

POST VISIBLY

Keep emergency phone numbers (911, poison control, your insurance company, nearest urgent care) posted in a visible location in your treatment room and reception area.

BONUS Blank SOP Template

Use this blank template to create additional SOPs specific to your business.
Common additions include: product creation procedures, social media posting workflow, new client onboarding flow, and monthly deep-cleaning procedures.

SOP TITLE

SOP NUMBER

DATE CREATED

RESPONSIBLE PARTY

PURPOSE (WHY DOES THIS PROCEDURE EXIST?)

FREQUENCY

TIME REQUIRED

STEPS (WRITE EACH STEP IN ORDER)

SUPPLIES NEEDED

NOTES / SPECIAL CONSIDERATIONS

These SOP templates are provided as part of the Rica Oh My Yoni Wellness Business Launch Program for educational and operational guidance. Customize all procedures to match your specific products, space, local regulations, and business needs. Review and update your SOPs at least quarterly or whenever processes change.

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"Your vision deserves a plan, and your purpose deserves a platform." 🌿