

YHA Auckland International Groups Safety Information



As of July 2017

Venue Name:	YHA Auckland International	Phone Number:	09 302 8200
Physical Address:	5 Turner Street Auckland	Reception Hours:	24hrs
Email:	auckland.groups@yha.co.nz		
Contact:	Paula Slack Groups Manager / Assistant Manager, & Erin Hornsby Groups Assistant		
After Hours:	The property is staffed 24hours a day		
Closest Hospital:	Auckland City Hospital 2 Park Road Grafton Auckland 09 367 0000	After Hours Medical Centre:	Ascot Hospital Remuera 09 520 9555

Assembly point for evacuation:

Language school directly opposite the main front door

General Security:

The main entrance is locked at 11.15pm and re-opens at 6.45am. Between these times your room key will give you access to the building. All rooms are accessible only by secure key cards and doors lock automatically when closed.

YHA's Commitment to Group Safety

- YHA guarantees that your group's shared rooms will be exclusive to you
- Where required your students will be separated by gender
- For school and youth groups there must be one adult leader of each sex if it is a mixed party in a ratio of 1:10
- YHA accepts teaching assistants, parents or guardians as sub-leaders, where there is a qualified leader assigned to each gender
- YHA will take all reasonable precautions to ensure the safety and security of your group and property
- A member of staff will be available 24 hours a day
- We operate strict close-down procedures and fire security checks every night
- Hostel staff will brief the group leaders on safety and security
- YHA will assist with providing risk assessment information on request

Please note: While YHA takes the health, safety and welfare of everyone seriously, responsibility for the group rests with the Group Leaders. YHA staff cannot act 'in loco parentis' but will report inappropriate behaviour to Group Leaders for action.

YHA Auckland International Emergency Procedures Advice

As of August 2017

Emergency Procedures are in place to ensure the safety of all people in our building in the event of an emergency.

Responsibilities for Groups

Group Leaders are expected to have the following to hand in case of emergency:

- A record of all group members
- Up-to-date contact information (those on the trip, and for parents/whanau)
- Mobile phone(s)
- Any medication that is required
- First aid kit (advisable)

Building Evacuation

- Upon hearing the continuous sounding of the Fire Alarms all occupants should leave the building immediately. The continuous sound of alarms will be audible throughout the building if they are activated.
- Egress is available from all floors and areas in the building via the marked emergency exits.

Fire Evacuation Procedures

Even in modern fire resistant building, immediate evacuation of all areas of the entire building is essential upon discovery of a fire or upon sounding of the alarms, even if you cannot see or locate the fire.

All doors to the stairs are Smoke Stop doors and are specially designed to inhibit the spread of smoke and fire. These doors will automatically shut when the fire alarms sound and NOT propped open when the alarms are sounding.

Assemble outside the hostel opposite the main door and across the road at the language school.

Building Safety Equipment

The building is fitted with an automatic sprinkler system, manual fire alarms, fire hose reels and extinguishers. These are located on each floor.

Civil Defence bags are available at reception with general Civil Defence and 1st Aid supplies.

Earthquake Procedures

In the event of a significant earthquake, staff will act decisively to ensure their own safety and that of the guests. The procedures following a significant earthquake are NOT the same for a general evacuation.

We do not automatically evacuate the building during an earthquake. We advise guests to stay in the YHA unless advised by staff to do otherwise. YHA's Crisis Management Plan will be automatically activated.

Immediate response during the earthquake

- DROP, COVER, HOLD
- If you are in an open space, crouch covering your head and neck with your hands and arms until the quake subsides (the TURTLE).
- If you can crouch next to a substantial wall or in a door way, do so, bracing yourself against the wall.
- If you can take cover under a table or solid object do so. If you are able to hold on to something to brace yourself.

Immediate actions post shake

- Before moving from your location check for hazards. Use stairs not lifts.
- Be prepared to find a safe location in the event of aftershocks.
- If the shake is prolonged move to higher levels.

Do not move if the place you are in is safe. **Do not** attempt to rescue others if it puts you at risk

Reminders:

- It is important to remain calm. YHA Auckland is designed to be a safe building in the event of a major quake.
- The building is designed to move. This can feel unsettling, but is a good thing.
- In the event of a severe quake, communications may be compromised. Text messages have been proven to be the most reliable in event of emergency.
- Your number one priority is your safety. Then it is the safety of the rest of your group.
- Do talk to others around you. Find out what they know, what skills they have, who has means of communication.

Tsunami Procedures

- A decision to evacuate the building will be made in conjunction with Civil Defence
- If a decision is made to evacuate, guests are required to move to the Civil Defence Sector Post: Eden Park, Reimers Ave, Mt Eden

Risk Assessment Management System

The following Risk Assessment and Management information is provided to help groups planning trips involving YHA Auckland. An electronic copy of the Risk Assessment and Management document can be found at: <https://www.yha.co.nz/schools>

As per the Health and Safety at Work Act 2015 the purpose of a risk assessment is to identify and manage risks. In managing risks to health and safety, we must identify hazards that could give rise to reasonably foreseeable risks to health and safety.

We are required to;

- Eliminate risks to health and safety, so far as is reasonably practicable, or;
- If it is not reasonably practicable to eliminate risks to health and safety, to minimise those risks so far as is reasonably practicable

The definition of 'hazard' is:

- An activity, arrangement, circumstance, event, occurrence, phenomenon, process, situation or substance (whether arising or caused within or outside a place of work) that is an actual or potential cause or source of harm. This includes:
 - A situation where a person's behaviour may be an actual or potential cause or source of harm to the person or another person
 - Without limitation, a situation described in subparagraph resulting from physical or mental fatigue, drugs, alcohol, traumatic shock or other temporary condition that affects a person's behaviour.

YHA staff are trained to provide emergency evacuation procedures. Staff are qualified in first aid. First aid kits are readily available at reception.

YHA Auckland International Hostel Hazard Register – Customer Facing Risks

Risk Analysis Rating

High Risk	H	Remains a significant consequence for YHA with a high likelihood of causing significant harm
Medium Risk	M	Remains a moderate consequence for YHA with a medium likelihood of causing significant harm
Low Risk	L	Remains a minimal consequence for YHA with a low likelihood of causing significant harm

Location	Hazard	Risk	Risk Rating	Eliminate	Isolate/ Minimise	Control	By who?	Monitoring Frequency
Reception/ Office	Tripping up or down step in between levels	Fall	L		Y	Keep stairs clear at all times	Staff on duty	Daily
All glass doors	Glass doors - Guests could not realise the door is closed and walk into it	Bump	L		Y	Signs on the door to identify that it is closed	Staff on duty	Daily
All hostel corridors & public areas	Bags etc left in hallways	Fall	L	Y		Keep walkways clear of objects	Staff on duty	Daily
All areas	Vacuum cables	Fall	L		Y	Staff to minimise the time that leads are left across the hallways	Staff on duty	Daily
Tiled floors / Lino Floors	Slipping on floors when wet/or raining outside	Fall	L		Y	Keep floors dry – particular attention required when wet outside	HK Staff/Staff on duty	Daily and hourly when it's raining
Carpeted floors	Tripping on worn carpet	Fall	L		Y	Report any worn areas or rips immediately via shift reports and have carpet repaired	Staff on duty	Daily
Staircases	Tripping down stairs	Fall	L	Y		Keeps area clear and dry	Staff on duty	Daily
General	Tripping hazard in TV room if lights are turned off	Fall	L		Y	Lights should not be turned off	Staff on duty	Daily
Laundry	Iron left on after use	Potential fire risk	L	Y		Install timer switch and a stand on the wall to allow the iron to cool down	Ops Manager / Staff on duty	Daily
All rooms	Trapping fingers in the doors	Bang	L		Y	Ensure hinges are well maintained and door closers don't close too quickly	Staff on duty	Daily
All rooms	Windows opening too wide allowing guests to lean out	Fall	L		Y	All windows fitted with restrictive stays	Ops Manager	Annually
All Rooms	Blades / needles	Cuts / infections	L		Y	Remove blades needles immediately	Staff on duty	Daily

Lifts	Guest tripping if lift does not open flush with the floor level	Fall	L		Y	Ensure regular maintenance	Staff on duty	Annual & as required
Kitchen	Sharp knives	Cut	L		Y	Ensure sharp utensils are stored separate from general cutlery and sharpened regularly	Staff on duty	Daily
Kitchen	Cooking equipment left on and unattended	Burns	L		Y	Regular checks of the kitchen areas	Staff on duty	Daily
Kitchen	Stoves and hobs may still be hot when staff come to clean them	Burns	L		Y	Test with back of hand prior to cleaning. Turn off electricity and put tape over the switch to prevent it being turned on. Turn off the gas for the hobs	HK Staff / Staff on duty	Daily
Kitchen	Handling recycling – cans / glass bottles etc	Cuts	L		Y	Wear leather gloves while handling recycling	HK Staff	Induction
Kitchen	Burns from hot water e.g. zips	Burns	L		Y	Warning signs	Staff on duty	Monthly
Kitchen	Loose handles on pots and pans	Burns	L		Y	Ensure that all equipment is regularly checked and either repaired or removed from the kitchen	Maint Person / Ops Manager	Weekly
Bathrooms	Contamination / infectious diseases	Infections	L		Y	Wear rubber gloves when cleaning. Frequently disinfect.	HK Staff	Daily
Private rooms with TVs etc.	TV & DVD player falling from wall brackets	Bump	L		Y	Ensure brackets are secure	Maint Person / Staff on Duty	Daily
Main stairwell	Tripping hazard due to lose capping	Trips falls	L		Y	Steps with loose capping have had silver tape put on them until it can be fixed	Staff on duty	Daily until fixed
Kitchen	Burns from removing oven trays	Burn	L		Y	Supply oven gloves in guest kitchens	Staff on duty	daily
Shared Rooms	Finger hole in room lockers	Cut on finger	L	Y	Y	Round off edges to finger holes in lockers	Maint staff	On all lockers