

YHA Wellington - Groups Safety Information



As of July 2017

Venue Name:	YHA Wellington	Phone Number:	04 801 7280
Physical Address:	292 Wakefield Street Wellington	Reception Hours:	7am - 10.30pm
Email:	wellington.groups@yha.co.nz		
Contact:	Jynelle Sullivan, Group Coordinator and Lisa Gebbels, Operations Manager		
After Hours:	The property is staffed 24hours a day and staff can be contacted via radio at reception		

Closest Hospital:

Wellington Hospital
Riddiford Street
Newtown
Wellington
04 385 5999

After Hours Medical Centre:

17 Adelaide Road
Newtown
04 384 4944

Assembly point for evacuation:

Tour bus stop on Cambridge Terrace at the front of the building

General Security:

The main entrance is locked at 10.30pm and re-opens at 7am. 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 Wellington Emergency Procedures Advice

As of March 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 on Cambridge Terrace, by the tour bus park.

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 and staff laundry 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 Wellington 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:
Clyde Quay School, Cnr Elizabeth and Brougham Street, Mt. Victoria

Risk Assessment Management System

The following Risk Assessment and Management information is provided to help groups planning trips involving YHA Wellington. 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 and staff laundry.

YHA Wellington 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
Reception	Hanging wires and computer leads	Slip/trip/fall	L	Y		Secure wires
Reception	Boxes stacked behind reception e.g. lost property etc.	Fall	L	Y		Remove and keep area clear Educate staff on the correct posture, stretching techniques and desk setup
Reception	Repetitive strain type injuries	Strain/sprain	L		Y	Signs on the door to identify that it is closed
All glass doors	Glass doors - Guests might not realise the door is closed and walk into it	Bump	L		Y	Keep walkways clear of objects
All hostel corridors & public areas	Bags etc. left in hallways	Fall	L	Y		Staff to minimise the time that leads are left across the hallways
All areas	Vacuum cleaner cables	Fall	L		Y	Keep floors dry – particular attention required when wet outside
Tiled floors / Lino floors	Slipping on floors when wet/or raining outside	Fall	L		Y	Report any work areas or rips immediately via shift reports and have carpet repaired
Carpeted floors	Tripping on worn carpet	Fall	L		Y	Keep areas clear and dry Staff not to carry guests luggage
Staircases	Tripping down stairs	Fall	L		Y	
Storage	Lifting heavy objects	Strain/sprain	L		Y	
General	Electric shock from PCs and other electrical devices such as toasters and vacuum cleaners	Electric shocks	M		Y	Surge protectors,

General	Flea bites from handling unwanted clothing and lost property items	Infectious exposure	L		Y	Make staff aware of potential hazards associated with bites
General	Tripping hazard in TV room if lights are turned off	Fall	L	Y		Lights should not be turned off
General	Manual handling i.e. leaning over making beds, washing showers etc.	Strain/sprain	M		Y	Ensure correct procedures are followed e.g. don't use your back like a crane
Laundry	Inappropriate use of chemicals for laundry	Poisoning	L		Y	Training on how to use chemicals is included in induction
Laundry	Consumption of cleaning products	Poisoning	L		Y	Keep laundry door locked when not occupied.
Laundry	Iron left on after use	Potential fire risk, Burns	L		Y	Install timer switch and a stand on the wall to allow the iron to cool down
All rooms	Trapping fingers in the doors	Bang	L		Y	Ensure hinges are well maintained and door closers don't close too quickly
All rooms	Windows opening too wide allowing guests to lean out	Fall	H		Y	All windows fitted with restrictive stays
All Rooms	Blades/needles	Cuts/infectious exposure/ biohazard	L		Y	Remove blades and needles immediately and safely
Roof	Banging head on quantum fixtures, burns, gas exposure	Burns/gas exposure	M		Y	Only authorised personnel allowed on the roof
Roof	Falling off roof	Fall	H		Y	Only authorised personnel with harnesses allowed on the roof.

Garden furniture	Wobbly chairs or broken furniture	Falls	L	Y	Regular checks and maintenance required to ensure these are kept in good order
Lifts	Guest tripping if lift does not open flush with the floor level	Fall	L	Y	Ensure regular maintenance
Kitchen	Sharp knives	Cut	L	Y	Ensure sharp utensils are stored separate from general cutlery
Kitchen	Cooking equipment left on and unattended	Burns	L	Y	Regular checks of the kitchen areas
Kitchen	Stoves and hobs may still be hot when staff come to clean them	Burns	L	Y	Safe procedure added to housekeeping induction process and employee practices monitored.
Kitchen	Handling recycling – cans / glass bottles etc.	Cuts	L	Y	Wear leather gloves while handling recycling
Kitchen	Burns from hot water e.g. zips	Burns	L	Y	Warning signs
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
Bathrooms	Contamination /biohazard	Infectious exposure	L	Y	Wear rubber gloves when cleaning. Frequently disinfect.
Private rooms with TVs	TV & DVD player falling from wall brackets	Bump	L	Y	Ensure brackets are secure
Staircase B	Hitting head on concrete between third & fourth floors	Bump	L	Y	Hazard warning tape installed
Bike cave	Hitting head on concrete just inside door	Bump	L	Y	Covered with foam

Rooms 304- 307 & 404 – 407	Guests on top bunks knocking their heads on sprinklers	Bump	L	Y	Sprinklers have cages over them
Atrium	Roofing items dropping onto the atrium during high winds (breaking glass)	Cuts	L	Y	Ensure contractors are inducted, aware of obligations, and that Climatech are checking fastening on the mechanical ventilation covers
HK Laundry	Used linen falling from laundry chute and hitting staff who are standing near the chute	Bang	L	Y	Staff asked to yell down chute before dropping laundry
HK Laundry	Sharp corner of laundry chute	Bang/cuts	L	Y	Foam covering installed and relevant signage
HK Laundry	Illness from lack of air flow due to operation of gas applications	Suffocation	M	Y	Ventilation has been improved, Climatech will monitor performance as part of regular servicing
Back office	Storage of chemicals such as meths, turps and WD40	Poisoning	L	Y	Keep these chemicals behind reception and away from the public
Atrium	Cutting of legs on glass in atrium when clearing of rubbish	Cuts	L	Y	Only authorised staff allowed to clean this space.
CAFÉ	Steam and hot appliances	Burns	L	Y	Proper use of café equipment minimises risk. SWP document has been created.
Carport	Non-guests/threatening behaviour	Threat/assault	H	Y	Trespass notices issued, seek police assistance, close glass doors early, move on all homeless types, monitor via blog

All areas	Serious Intoxication levels of underage guests that consume alcohol in secret on and off the premises	Death from respiratory failure	H		Y	Create a safe drinking culture within the hostel
Staff laundry	Fire e.g. commercial dryer overheating	Death/fire/smoke inhalation	H		Y	See YHA Wellington Fire Incident Report 7/5/14 for recommendations on how to reduce risk
All rooms	Burns from hot water: damaged hot water bottle	Burns	L	Y		To check hot water bottles regularly
Car port	Falling sign from wall above front door	Bump/cut	L		Y	Renew the adhesive to stronger hold to wall.
Level by level bathroom refurb	Refers site hazard board		M		Y	Site register, H & S group induction session
All areas of the hostel	Exposure to Asbestos		L		Y	Refer Asbestos Register. No asbestos identified onsite. Major works coordinated by property team
Lifts and lift shaft	If the lift has its weight limit exceeded with too many people inside of it and stops between floors. There is potential for guests who then force the doors open and try to climb out to either fall down the shaft or being cut in half if the lift begins moving again	Fall / disembodiement	H	M	Y	Advise staff to encourage guests to wait inside the lift car for trained help to arrive and release them
Ensuite rooms	Cuts from broken glass due to mirrors falling off walls	Cuts	H	Y	Y	Builder to secure all mirrors to the wall with extra fittings

Submission ID	Location	Hazard	Risk	Risk Rating	Eliminate	Isolate/ Minimise	Control	By who?	Monitoring Frequency
	All glass doors	Glass doors - Guests might not realise the door is closed and walk into it	Bump	L		Y	Signs on the door to identify that it is closed	Chris	Daily

All hostel corridors & public areas	Bags etc. left in hallways	Fall	L	Y	Keep walkways clear of objects	Chris	Daily
All areas	Vacuum cleaner cables	Fall	L	Y	Staff to minimise the time that leads are left across the hallways	Toshi	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	Toshi / Night Team	Daily and
Carpeted floors	Tripping on worn carpet	Fall	L	Y	Report any work areas or rips immediately via shift reports and have carpet repaired	Chris / Toshi/ Night team	Daily
Staircases	Tripping down stairs	Fall	L	Y	Keep areas clear and dry	Chris / Toshi / Night team	Daily
General	Tripping hazard in TV room if lights are turned off	Fall	L	Y	Lights should not be turned off	All Staff	Daily
Laundry	Iron left on after use	Potential fire risk, Burns	L	Y	Install timer switch and a stand on the wall to allow the iron to cool down	Chris / Toshi / HK Team	Daily
All rooms	Trapping fingers in the doors	Bang	L	Y	Ensure hinges are well maintained and door closers don't close too quickly	Chris / Toshi	Daily
All rooms	Windows opening too wide allowing guests to lean out	Fall	H	Y	All windows fitted with restrictive stays	Chris	Annually
Garden furniture	Wobbly chairs or broken furniture	Falls	L	Y	Regular checks and maintenance required to ensure these are kept in good order	Chris / Toshi / HK Team	Monthly
Lifts	Guest tripping if lift does not open flush with the floor level	Fall	L	Y	Ensure regular maintenance	Chris / Toshi	Annual & as required

Kitchen	Sharp knives	Cut	L	Y	Ensure sharp utensils are stored separate from general cutlery	Chris / Toshi / HK Team	Daily
Kitchen	Cooking equipment left on and unattended	Burns	L	Y	Regular checks of the kitchen areas	All staff	Daily
Kitchen	Stoves and hobs may still be hot when staff come to clean them	Burns	L	Y	Safe procedure added to housekeeping induction process and employee practices monitored.	All staff	Daily
Kitchen	Burns from hot water e.g. zips	Burns	L	Y	Warning signs	Chris	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	Toshi	Weekly
Private rooms with TVs	TV & DVD player falling from wall brackets	Bump	L	Y	Ensure brackets are secure	All staff	Daily
Staircase B	Hitting head on concrete between third & fourth floors	Bump	L	Y	Hazard warning tape installed	Chris	Daily
Bike cave	Hitting head on concrete just inside door	Bump	L	Y	Covered with foam	Chris	Daily
Rooms 304-307 & 404 – 407	Guests on top bunks knocking their heads on sprinklers	Bump	L	Y	Sprinklers have cages over them	Chris / Toshi	Daily
Atrium	Roofing items dropping onto the atrium during high winds (breaking glass)	Cuts	L	Y	Ensure contractors are inducted, aware of obligations, and that Climatech are checking fastening on the mechanical ventilation covers	Chris / Toshi	Monthly

Carport	Non-guests/threatening behaviour	Threat/assault	H		Y	Trespass notices issued, seek police assistance, close glass doors early, move on all homeless types, monitor via blog	Chris / Lisa / Reception team / Night staff	Daily / induction
All areas	Serious Intoxication levels of underage guests that consume alcohol in secret on and off the premises	Death from respiratory failure	H		Y	Create a safe drinking culture within the hostel	Chris / Lisa / Reception team / Night staff	TBC
All rooms	Burns from hot water: damaged hot water bottle	Burns	L	Y		To check hot water bottles regularly	Toshi	Monthly
Car port	Falling sign from wall above front door	Bump/cut	L		Y	Renew the adhesive to stronger hold to wall.	Chris	Mar-16
Lifts and lift shaft	If the lift has its weight limit exceeded with too many people inside of it and stops between floors. There is potential for guests who then force the doors open and try to climb out to either fall down the shaft or being cut in half if the lift begins moving again	Fall / disembodiment	H	M	Y	Advise staff to encourage guests to wait inside the lift car for trained help to arrive and release them	All Staff	Daily
Ensuite rooms	Cuts from broken glass due to mirrors falling off walls	Cuts	H	Y	Y	Builder to secure all mirrors to the wall with extra fittings	All Staff	Daily