

YHA Rotorua - Groups Safety Information



As of February 2019

Venue Name:	YHA Rotorua	Phone Number:	07 349 4088
Physical Address:	1278 Haupapa Street Rotorua	Reception Hours:	7:30am - 10pm
Email:	rotorua.groups@yha.co.nz		
Contact:	Hone Rima-Whitu, Group Coordinator and Samantha Schmidt, Assistant Manager		
After Hours:	The property is staffed 24hours a day and staff can be contacted by pressing the help button next to the reception entrance doors or phoning (07) 3494088.		

Closest Hospital:

Rotorua Hospital
Arawa Street
CBD
Rotorua
07 348 1199

After Hours Medical Centre:

Lakes Primecare Accident and Emergency
1165 Tutanekai Street
Rotorua
07 348 1000

Assembly point for evacuation:

The big tree on Haupapa Street in front of YHA Rotorua's Main Building.

General Security:

The main entrance is locked 24 hours a day, your key card will give you 24 hour access to the gate. Reception is open between 07:30-10:00pm. 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 Rotorua Emergency Procedures Advice

As of February 2019

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 a 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.

Assemble outside the hostel - The big tree on Haupapa Street in front of YHA Rotorua's Main Building.

Building Safety Equipment

The building is fitted with manual fire alarms and extinguishers. These are located on each floor.

Civil Defence bags are available at reception as well as 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 Rotorua 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: **Rotorua Primary School 1249 Arawa Street. Next block north from YHA Rotorua.**

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 Rotorua 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	Reception desk opening	Jammed fingers	M		Y	Educate staff to be careful when opening and closing. Find another option to replace reception flap.	Samantha Schmidt	Induction
All glass doors	Glass doors - Guests could not realise the door is closed and walk into it	Bump	M	Y		Frosting on the door to identify that it is closed	Samantha Schmidt	Daily
All hostel corridors & public areas	Bags etc left in hallways	Fall	L	Y		Keep walkways clear of objects	Samantha Schmidt	Daily
All areas	Vacuum cables	Fall	L		Y	Staff to minimise the time that leads are left across the hallways	Samantha Schmidt	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. Put wet floor sign out to advise guests to take caution	Samantha Schmidt	Daily
Carpeted floors	Tripping on worn carpet	Fall	L		Y	Report any work areas or rips immediately via shift reports and have carpet repaired	Samantha Schmidt	Daily
Staircases	Tripping down stairs	Fall	L		Y	Keep area clear and dry	Samantha Schmidt	Daily
General	Electric shock from PC's and other electrical devices such as toasters	Electric shocks	L		Y	Surge protectors	Samantha Schmidt	Quarterly RCD testing and monthly monitoring
General	Leaning over making beds, washing showers etc	Strain	N		Y	Ensure correct procedures are followed e.g. don't use your back like a crane and follow SWP	Samantha Schmidt	Induction, Remind staff regularly
Laundry	Consumption of cleaning products	Poisoning	L		Y	Keep laundry door closed when not occupied. Have relevant MSD's contained with products and appropriate wall chart for action	Samantha Schmidt	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	Samantha Schmidt	Daily

All rooms	Trapping fingers in the doors	Bang/crush	L		Y	Ensure hinges are well maintained and door closers don't close too quickly	Samantha Schmidt	Daily
All rooms	Windows opening too wide allowing guests to lean out	Fall	L	Y		All windows fitted with restrictive stays	Samantha Schmidt	Annually
Garden Furniture	Wobbly chairs or broken furniture	Falls	L		Y	Regular checks and maintenance required to ensure these are kept in good order	Samantha Schmidt	Monthly
Outside pathways & decks	Garden rubbish on pathways, Ice, snow	Falls	M	Y	Y	Ensure these are kept clear of rubbish. Check daily during winter to ensure that it is not slippery. Put down grit if necessary	Samantha Schmidt	Daily
Kitchen	Sharp knives	Cut	L		Y	Ensure sharp utensils are stored separate from general cutlery	Samantha Schmidt	Daily
Kitchen	Cooking equipment left on and unattended (gas hobs)	Burns	L		Y	Regular checks of the kitchen areas	Samantha Schmidt	Daily
Kitchen	Burns from hot water e.g. zips	Burns	L		Y	Warning signs. When faulty, contact plumber and shut of the zip main switch	Samantha Schmidt	Monthly
Kitchen	Loose handles on pots and pans	Burns	L	Y	Y	Ensure that all equipment is regularly checked and either repaired or removed from the kitchen	Samantha Schmidt	Weekly
Bathroom	Stepping into a shower, possible to slip	Fall	L		Y	Bath mats to be used in all shower cubical	Samantha Schmidt	Yearly and as replacement required.
Private rooms with TVs	TV & DVD player falling from wall brackets	Bump	L		Y	Ensure brackets are secure	Samantha Schmidt	Daily
Carparks	Grate over drain broken	Trip or fall	L	Y		Replace broken grate with new one	Samantha Schmidt	Monthly
Entire property	Fire alarm system not working	Fire	H		Y	Alternative evacuation plan put in place, 2 staff on at all times & bull horns to sound off an evacuation in case of fire	Samantha Schmidt	Daily
Upstairs rooms	Windows opened	Falling	L	Y		Installed security latches to limit the opening width of window even further.	Samantha Schmidt	Annually

Unit 2 room 85	Darkness and no space in room	Bump	L	Y	Ensure curtains are open wide for better visual and review layout of rooms	Samantha Schmidt & Albert Luo	Quarterly
Outdoor carparks and driveways	Potholes and indentations	Trip	L	Y	Ensure the staff members monitor the carparks and driveways whilst doing the daily means and security checks	Reception and Night staff	Annually
General	Wet Linoleum and tiled floors	Fall	L	Y	Ensure the staff clean up excess water and that the appropriate signage is displayed warning guest	All Staff	Daily
Bike Shed	Hanging Bikes	Fall	M	Y	Ensure that staff properly secure bikes onto the hanging hooks when putting bikes away	Hone Rima-Whitu/Ateyva Goldsmith	Monthly
Food in kitchen cubies and fridges	Spoiled Food	Bacteria Contamination	H	Y	Ensure that the fridges and food cubies are monitored and spoiled food are thrown out, reducing the risk of spoiled food contaminating other foods	Albert Luo & Housekeeping	Weekly