

YHA Queenstown Lakefront Groups Safety Information



As of June 2020

Venue Name:	YHA Queenstown Lakefront	Phone Number:	03 442 8413
Physical Address:	88-90 Lake Esplanade Queenstown	Reception Hours:	6.30am - 10.00pm
Email:	queenstown.groups@yha.co.nz		
Contact:	Topaz River, Group Coordinator and Sue Fairclough, Operations Manager		
After Hours:	The property is staffed 24hours a day and staff can be contacted via a mobile number at reception.		

Closest Hospital:

Lakes District Hospital
20 Douglas Street
Frankton
Queenstown
03 441 0015

After Hours Medical Centre:

Queenstown Medical Centre
9 Isle Street
Queenstown
03 441 0501

Assembly point for evacuation:

Top end of the carpark on grassy verge to left of hostel.

General Security:

The main entrance is locked at 10.00pm and re-opens at 6.30am. 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 Queenstown Lakefront Emergency Procedures Advice

As of June 2020

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 as they are activated.
- Egress is available from ground, first and second floors 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. These doors will automatically shut when the fire alarms sound and are NOT propped open when the alarms are sounding.

Assemble at the top end of the carpark on grassy verge to the left of the hostel.

Building Safety Equipment

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

An emergency grab bag is 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 Queenstown 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:
Queenstown Primary School, 20 Robins Road.

Risk Assessment Management System

The following Risk Assessment and Management information is provided to help groups planning trips involving YHA Queenstown. 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 Queenstown Lakefront 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	Controls	By who	Monitoring Frequency
Reception	Boxes stacked behind reception e.g. shop stock	Fall	L			Y	Unpack and remove as soon as practicable	Reception staff or Manager	Daily
Reception	Repetitive strain type injuries	Strain	L			Y	Educate staff on the correct posture, stretching techniques and desk setup	Operations Manager	Induction
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	Evening Reception shift	Daily
All hostel corridors & public areas	Bags etc. left in hallways	Fall	L			Y	Keep walkways clear of objects	All staff members	Daily
All areas	Vacuum cables	Fall	L			Y	Staff to minimise the time that leads are left across the hallways	Reception and cleaning staff	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	On duty reception staff	Daily and hourly when it's raining
Bathroom and kitchen floors	Slipping on floors when wet	Fall	L			Y	Doors to be locked while wet, signs to be up warning of wet floor areas where this is not possible	Contract cleaners	Daily
Carpeted floors	Tripping on worn carpet	Fall	L			Y	Report any work areas or rips immediately via shift reports and have carpet repaired	Room check reception staff	Daily
Staircases	Tripping down stairs- two staircases are particularly steep	Fall	M			Y	Keeps area clear and dry – danger from steep stairs has been minimised by installation of suitable hand rails	Reception staff	Daily

Location	Hazard	Risk	Risk Rating	Eliminate	Isolate	Minimise	Controls	By who	Monitoring Frequency
General	Tripping hazard in TV room if lights are turned off	Fall	L			Y	Lights to be turned on when TV room in use	Reception room check staff member	Daily
Storage	Lifting heavy objects	Strain / sprain	L			Y	Staff advised against carrying customer's luggage. If this is necessary because customer needs assistance then ensure two staff lift heavy luggage correctly. SWPs read and signed by all staff	Reception staff	Induction
General	Electric shock from PC's and other electrical devices such as toasters	Electric shocks	M			Y	Surge protectors RCD testing SWPs signed	Operations Manager	Quarterly RCD testing and monthly monitoring
General	Flea bites from handling unwanted clothing and lost property items	Flea bites	L			Y	Make staff aware of potential hazards associated with bites. To wash hands after sorting clothes	Operations Manager	Induction
All rooms	Trapping fingers in the doors	Injury to hand	L			Y	Ensure hinges are well maintained and door closers don't close too quickly	Reception room check staff	Daily
All rooms	Windows opening too wide allowing guests to lean out	Fall	L			Y	All windows fitted with restrictive stays	Management	Annually
Roof	Falling off roof	Fall	M			Y	Only authorised personnel with harnesses allowed on the roof	Management	Induction
Garden Furniture	Wobbly chairs or broken furniture	Falls	L			Y	Regular checks and maintenance required to ensure these are kept in good order	Management	Monthly

Outside pathways & decks	Garden rubbish on pathways	Falls	L	Y	Ensure these are kept clear of rubbish.	Reception staff	Daily
	Ice, snow		L	Y	Check daily during winter to ensure that it is not slippery. Put down urea if necessary – or urea or salt. Also put out signage indicating that the surface is icy.	As above	As above
Pellet fire	Lifting pellet bags to fill fire place	Strain	L	Y	Ensure staff are lifting bags correctly to prevent injury (not using back like a crane) and that help is sought if bag is too heavy.	Operations Manager	Induction
Kitchen	Sharp knives	Cut	L	Y	Ensure sharp utensils are stored separate from general cutlery	Operations/ Duty Manager	Daily
Kitchen	Cooking equipment left on and unattended	Burns	L	Y	Regular checks of the kitchen areas	Reception staff	Daily
Kitchen	Burns from hot water e.g. zips	Burns	L	Y	Warning signs	Operations Manager	Monthly
Kitchen	Hob elements, sandwich makers and toasters	Burns	L	Y	Warning signs	Operations manager	Monthly

Location	Hazard	Risk	Risk Rating	Eliminate	Isolate	Minimise	Controls	By who	Monitoring Frequency
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	Operations Manager	Weekly
Reception	Robbery	Harm – physical and psychological	L			Y	Staff trained in what to do if a hold up occurs and all cash to be counted out of sight in the back office. (in CMP)	Operations Manager	Yearly and induction
Reception/back office	Shredder	Lacerations amputation	L			Y	Signage advising correct procedure	Operations Manager	Induction
Reception	Storage of heavy items on high shelves	Bumps	L			Y	Small ladder purchased to assist shorter staff in reaching. Heavy items are stored elsewhere	Operations Manager	Induction
Carrying stock	Upstairs –trips falls	Falls	L			Y	Only take small manageable loads up the stairs	Operations Manager	Induction & regular checks
Courtyard	BBQ	Burns	L			Y	Laminated sign attached to BBQ with instructions on how to use it	Operations Manager	Monthly
Front of hostel And car park	Falling trees in high winds	Bumps or more Serious injuries	L			Y	Annual check with Council to ensure trees have been examined by an arborist then in high winds be vigilant and keep guests away from car park and front of building in excessively high winds	Operations Manager	Annual and during storms
Lockers in rooms	Using boltcutters to cut padlocks	Digital amputation or eye injury	L			Y	All staff read and signed SWP on how to use boltcutters. Protective eyewear is provided.	Operations Manager	Induction
Staff laundry	High drop from loading bay	Falls	L			Y	To remove door closer so that door opens wide and staff avoid going near drop	Operations Manager	Induction and monthly

Fire Escape left lounge	Asbestos present in fibre cement	Inhalation if disturbed	L	Y	Poses virtually no risk to contractors or guests in current state. Check regularly to maintain this state. Contractor inductions to make aware of asbestos presence. Allow only asbestos removals experts to carry out work on this area.	Hostel and Operations Manager	Monthly
Pellet fire	Switch turned from manual causing too much fuel to fall	Fire	L	Y	Note placed over switch saying 'do not touch'	Operations Manager	Induction and daily
Right side of building	Building site/multiple hazards	Falls, burns, trips, lacerations, serious injuries	L	Y	Staff and guests made aware of hazards via signage. Strictly no admittance to building site without prior approval from site manager at site office	Area Manager	Daily

Location	Hazard	Risk	Risk Rating	Eliminate	Isolate	Minimise	Controls	By who	Monitoring Frequency
Needlestick	Staff being jabbed by a dirty needle when clearing rubbish or picking up linen	Needle wound/contraction of disease	L			Y	Get staff to sign read and sign the SWP 'Safe handling and disposal of sharps' and show them where the gloves and disposal unit are kept	Operations Manager	Induction
Kitchen or staff laundry area	Overheating when working, especially when very hot outside	Passing out/fainting from heat exhaustion	L			Y	To ensure that kitchen and laundry areas are well-ventilated and that windows and doors can be opened to provide adequate air circulation. To ensure that fans are always available for use.	Hostel and Operations Manager	Monthly
Female bathroom	Heavy door to washing line closes too quickly	Being hit by door. Falls, trapping, bruising	M			Y	Door closer loosened. Put signage on the door warning guests to be careful when opening and closing the door.	Operations Manager	Induction

All areas of hostel	Return to work under COVID19 regulations	Infection	H	Y	COVID19 Hostel Control Measures (refer document)	All staff	Constant
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