

<b>YHA Generic Overall COVID Risk assessment.</b>	
<p><b>COVID-19 Risk Assessments will be completed for each individual site that is open and operational throughout the COVID Crisis.</b></p> <p><b>The content will vary from site to site, however the fundamentals found below can be found across our network.</b></p>	
<b>What is the Risk</b>	<b>What is our Solution</b>
<p><b>English Government no longer mandates individuals to wear face coverings inside commercial outlets however still advises this is required.</b></p>	<p>YHA has retained the requirement that it's users and employees will cover their faces with face coverings unless they have a medical exemption from doing so.</p> <p>We are not relaxing this requirement based on any mitigating factors, such as vaccination, and we ask all visitors to help us to make the environment safer by complying with this request.</p>
<p><b>Social Distancing</b></p>	<p>YHA has retained the requirement that it's users and employees continue to maintain as much distance between them as reasonably necessary.</p> <p>We are not relaxing this requirement based on any mitigating factors, such as vaccination, and we ask all visitors to help us to make the environment safer by complying with this request.</p>
<p><b>Ventilation of YHA internal spaces</b></p>	<p>In all spaces of our buildings, we will continue to maximise natural ventilation without putting your safety at risk, we will open windows and doors where we can, remaining mindful of our fire safety commitments at all times.</p> <p>We have reinstated some of the furniture to give our customers greater options however we are not returning to levels of facilities from pre-pandemic to reduce the number of people in these spaces.</p>
<b>What is the Risk</b>	<b>What is our Solution</b>
<p><b>Failure to undertake appropriate cleaning risks putting our employees, customers and other visitors at risk of contracting the virus through hand to face transmission.</b></p>	<p>YHA's existing cleaning mechanisms have been proven effective on COVID equivalent virus's in laboratory tests.</p> <p>Cleaning and disinfection will be increased throughout waking hours.</p>
<p><b>Failure to undertake appropriate cleaning risks putting our employees, customers and other visitors at risk of contracting the virus through hand to face transmission.</b></p> <p><b>In:</b></p>	<p>Cleaning of these facilities will be undertaken hourly with particular focus on touch points whilst our teams are on shift in the buildings.</p> <p>Cleaning materials will be left to enable the customer to clean before their use if they wish.</p>

<p><b>Shared toilet and Shower facilities within our hostels.</b></p>	
<p><b>YHA Self Catering Kitchens are open for our customers to use</b></p>	<p>Customers of YHA will soon be able to use our self-catering kitchens. They accept responsibility for cleaning before and after their own use in addition to the cleaning that is undertaken by YHA employees. This allows them to satisfy themselves that a suitable level of cleanliness is in place to protect them from any potential bacteria or viruses.</p> <p>YHA will undertake touchpoint cleaning prior to all peak periods of use, however the service will be closed whilst this cleaning is taking place to protect our employees.</p>
<p><b>Failure to undertake appropriate cleaning risks putting our employees, customers and other visitors at risk of contracting the virus through hand to face transmission.</b> <b>In:</b> <b>Hostels that are being booked exclusively by a single group of customers.</b></p>	<p>YHA employees will not enter an exclusive hire product, unless an emergency requires, or until three hours after customers check out.</p> <p>Following that period of time our teams will undertake a full cleaning and disinfecting regime of all common touch points and key risk areas to reduce any potential viral particles left by previous users.</p>
<p><b>Individuals introduce COVID-19 from outside the hostel or from their own infection.</b></p>	<p>YHA employees have completed a return to work training session that includes the importance of handwashing and how the virus is transmitted.</p> <p>Handwashing reminders will be placed around our hostels for both customers and employees.</p> <p>To supplement this, we will introduce a number of hand sanitising stations at key touch points in hostels, including receptions and stairwells.</p> <p>Customers are being given flexible T&amp;Cs to discourage them from travelling if they are ill or have symptoms. We will do the same for those who experience symptoms during their stay to help them to make the decision to isolate from home.</p> <p>Customers who are symptomatic or should be in isolation will be refused accommodation/asked to leave mid stay.</p> <p>YHA does not accept bookings from customers who are being required to quarantine, as we cannot provide suitable accommodation for these requests.</p>
<p><b>Employees introduce COVID-19 from outside the hostel or from their own infection.</b></p>	<p>Return to work interviews will take place with all employees prior to them starting back in any of our buildings.</p>

	<p>We are making it more comfortable for our employees to come to work without using public transport, giving them spaces to change into their uniform when they arrive.</p> <p>We are reducing the mix of roles that are undertaken by our employees, to ensure that they are not moving between different spaces of the hostel when we have customers in our buildings.</p> <p>If an employee develops symptoms or is contacted by the Governments Tracing systems YHA will send that employee home.</p> <p>Any employee who is asked to self-isolate will be told not to come to work.</p>
<b>Virus contracted from asymptomatic previous users of the room leaving particles on fabrics or on other surfaces.</b>	<p>We will be introducing additional layers of covering to our pillows so that you can be assured that the product is as fresh as possible for your use.</p> <p>We will continue to undertake an enhanced cleaning process even if a customer appears not to be ill.</p> <p>In all spaces of our buildings, we will be seeking to increase natural ventilation without putting your safety at risk, we will open windows and doors where we can, remaining mindful of our fire safety commitments at all times.</p>
<b>Virus contracted from previous users of the enclosed sleeping space leaving particles in the airspace</b>	<p>YHA will not be able to offer check in to any of its customers any earlier than 17:00, 16:00 for our exclusive hire guests. . This will allow the risk to our housekeeping teams to reduce to enable them to clean the room following the previous departure.</p> <p>We are asking customers to strip their own beds when they check out. This will reduce the risk to our employees.</p>
<b>People are not following what is within this document or your other policies and guidance</b>	<p>YHA hostel managers have the responsibility for managing safety within their buildings so if you have any concerns you should ask to speak to them. They will attempt to resolve your concerns whilst maintaining social distancing at all times.</p>
<b>Customer confirmed as having the virus having stayed in YHA, during or post stay.</b>	<p>Guests that become symptomatic during their stay will be asked to return home to undertake COVID testing and then to take their own appropriate action.</p> <p>Where a guest has been in a room and confirmed as having symptoms or where YHA is contacted to say a guest has had COVID-19 we Will follow Public health England (or Wales) advice and isolate areas as required.</p>
<b>What is the Risk</b>	<b>What is our Solution</b>
<b>YHA Customers will need to enter reception and lobby</b>	<p>Whilst Govt advice on social distancing varies YHA still considers this to be an important part of keeping its customer and employees safe.</p>

<b>areas in order to use hostel accommodation</b>	YHA will remind its users and employees to social distancing through signage and messaging within hostels. Where queues are likely to exist YHA will mark positions in which people should stand in order to maintain the governments recommended social distance.
<b>Social distancing reduction from 2m requires installation of additional measures.</b>	Wherever possible YHA will continue to treat social distancing as 2m, rather than through the introduction of alternative methods. This keeps the risk of transmission low.
<b>Delivery drivers visit the sites on a wider round potentially visiting sites without COVID secure controls causing a risk to our staff and customers</b>	Deliveries will be brought to the threshold, wherever possible, and the packaging removed or cleaned before being brought inside our buildings.
<b>What is the Risk</b>	<b>What is our Solution</b>
Hostels in some locations will not look like previous visits due to social distancing measures and new systems of work.	Signage is in place to keep customers informed as to our new measures and steps to take place whilst in the hostel. We will communicate the changes to our customers wherever possible in advance so they are prepared for their arrival.
YHA corridors are not wide enough to comply with social distancing in all locations.	YHA requires its customers and employees to cover their faces with face coverings.  Whilst not legally required in England it is a key control in keeping YHA customers and employees safe.
Check in at Reception desk and at our food order points is a face to face interaction	We have installed screens in locations where we will interact with our customers on a face to face basis, namely at check in and at service points. Wherever possible we will discourage any physical interaction with our guests, we will complete registration forms using information you give to us verbally, we will ask you show us your photographic ID rather than handing it to us. We will encourage users to use cashless transactions wherever possible. We have installed sanitiser near these screens to enable people to sanitise their hands after all transactions which involve any contact.
<b>What is the Risk</b>	<b>What is our Solution</b>
<b>For our residential guests: Government Test and trace Invites YHA to understand who is in our buildings and report back when asked for details.</b>	YHA invites all its users to use the NHS test and trace app that. QR codes can be found at the entrances to our buildings.
<b>YHA sites are diverse and unique, trying to make all</b>	The creation of this central COVID Secure RA allows our customers to understand the overarching controls we will be

**the COVID secure RA for every site will be complex and difficult for customers to locate.**

applying across the network in all of our settings. It will help them to prepare for a stay with us.

