

**ABRAHAM HOSTEL COVID-19 GROUP HEALTH & SAFETY POLICY - Issue Date: 25<sup>th</sup> August 2020**

**STAY WITH CONFIDENCE**

In our hostel network, the safety of guests and staff is paramount, and we have put together this Health & Safety Policy so that groups know exactly what to expect from their stay in Abraham Hostel and how it will work from pre-arrival, check-in, and through to departure for your group.

The following are the 10 Common safety and additional hygiene measures being implemented across the Irish tourism industry, and you see all of these in operation within your hostel. Fáilte Ireland in conjunction with Irish Government bodies, Health Service Executive, Health & Safety Authority issued guidelines that all tourism businesses must comply with. These guidelines were created to ensure the health and safety of visitors and staff are the number one priority across the industry:

 Plexiglass Shielding screens	 Hand sanitiser stations
 Staff COVID-19 training	 Special COVID-19 signage
 Additional Cleaning & disinfection measures	 Face coverings
 Reduced Capacity	 Contactless payments
 2M Social distancing	 Contact tracing

**THE GROUP GUEST JOURNEY - What to expect in Abraham Hostel**

➤ **PRE ARRIVAL AT THE HOSTEL**

**Group details & requests**

6 weeks prior to arrival – you will be contacted ref finalising your group and details requested like rooming and estimated time of arrival. You will be given the hostel Health & Safety Policy to familiarise your group with prior to arrival and if you wish to avail of the self-catering kitchen during your stay – it must be pre-booked at this time.

**Cleaning Measures taken in your room prior to arrival**

- The rooms will be fully ventilated;
- All contact surfaces in the rooms will be cleaned with disinfectant (door handles, light switches, window handles etc.);
- The bed frames will be cleaned with disinfectant;
- Bathrooms will be thoroughly cleaned and will also include all contact surfaces such as toilet flush, shower handles, door handles, dispensers, etc.;

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Registered Address: 15 Main Street, Raheny, Dublin 5, Ireland. Vat No: 8217633t. Directors: Nicola Foley & Debbie Flynn

- Fresh linen will be left in the rooms on the beds in a pack which will contain a duvet cover, a sheet, and a pillowcase;
- Floors will be washed & mopped.

### Staff Training

The hostel has appointed a COVID-19 safety manager who is responsible for staff and guest safety. All staff have undertaken COVID-19 training and are proficient in hygiene and cleanliness standards. If a guest presents unwell to hostel staff with suspected COVID-19 symptoms, the hostel management has implemented a plan for dealing with this situation, and the following protocol will be actioned:

- The unwell guest would be isolated from other guests and staff;
- The hostel would have a bedroom allocated for emergencies like this;
- Staff would then immediately contact the Health Service Executive who would then evaluate the situation and advise the next steps with ref testing the guest etc. procedures then which would be dependent on how much contact the guest had with other guests in the hostel etc.

### ➤ ARRIVAL AT THE HOSTEL - RECEPTION CHECK-IN

#### Check-in

A group leader can only queue and check the group in, as the numbers in reception must be limited to comply with social distancing & safety requirements. The remainder of the group can wait outside. Key cards/room numbers & safety instructions will be issued to the group leader for the full group. Group leaders must use their own pen to complete the code of conduct.

### Contactless / card payment

For your safety, any services you add on at check-in – i.e. additional towels or lockers payment must be made by card or contactless. With regards to the code of conduct security deposit – this also must be paid on the card.

### Cleanliness & safety

- Hand sanitiser stations on entrance to the building and at reception;
- Plexiglas shielding screens at reception desk;
- COVID-19 information;
- Floor markings and queueing system to comply with the 2-metre social distancing requirement.

### ➤ DURING YOUR STAY

#### Capacity in dorms

For your safety, reduced occupancy will apply in dormitories to comply with the 2-metre social distance regulation. Beds will be spaced out, and alternative bunks used <TOP bed on one bunk > BOTTOM bed on the other bunk.

### Fixed rooming allocation

Before arrival, we kindly ask that you provide us with a full rooming list, including which students are staying in each room. We will then use this list to allocate specific room numbers for your group.

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It is essential that all students stay in their rooms provided for the duration of their visit - this is to assist with the contact tracing requirement needed, should an outbreak of COVID-19 arise during your group trip.

### **Cleanliness & safety**

During this phase with the pandemic – there will be a lockout period during the day in this hostel (which means a period of time when all guests must vacate the hostel) in order to facilitate the housekeeping staff in their work to clean the rooms whilst keeping them safe. This lockout will be for limited hours during the day when most guests usually are out sightseeing. If the group is staying longer than 3 nights then with consultation with the group leader, clean bed linen will be provided.

### ➤ **FACILITIES AT THE HOSTEL**

#### **Breakfast**

While hostels can't operate self-service buffets during this time for guest safety and social distancing requirements, we've still got breakfast covered - an alternative grab and go option will be available which consists of a pastry, a carton of juice and a tea/coffee served to the table. This will be available to collect from the kitchen area.

#### **Self-catering kitchen - limited access for safety**

During the initial re-opening, there will be limited access to the self-catering kitchen to comply with 2-metre social distancing requirements. It will be available, but to ensure guest safety capacity will be limited, and it must be pre-booked in advance of arrival to ensure this. The following additional measures have been implemented:

- All kitchen crockery and utensils have been removed from the kitchen to minimise the risk of cross-contamination and will be assigned for your group if you have a pre-booked slot;
- Depending on the size of your group to comply with social distancing requirements, you may need to be split up into 2 smaller groups and book 2 slots for the self-catering kitchen;
- Each slot will be available for one hour, and we request that only key members in the group do the actual cooking before the rest of the group joins in;
- The kitchen is deep cleaned twice a day, but we require guests to clean up after themselves also.

#### **Luggage storage facilities**

At this time, no general luggage room facilities will be available. However, for groups, it will be possible to allocate a bedroom (subject to availability) for your group's luggage if you arrive before check-in time/depart late. For your safety, please note access to this luggage room will be strictly limited to one visit before check-in and/or one visit after check out.

#### **Communal spaces**

Seating/tables will be spaced out at a safe distance in accordance with the 2-metre social distance requirement.

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### Cleanliness & safety

Hand sanitiser in all public areas; floor markings to ensure social distance; specialised cleaning of all touchpoints regularly throughout the day.

### ➤ DEPARTURE

#### Check out procedures

Only one group leader is to check the group out – they will collect all key cards and return towels etc.

If you requested luggage storage prior to arrival - this will be arranged at this time. Due to the present situation, group storage needs to be pre-booked prior to arrival and cannot be arranged last minute. For your safety, please note access to this luggage room will be strictly limited to one visit after check out.

### Contact Tracing

After departure your group contact details will need to be kept on file for one month as per Irish regulations, this is in case you need to be contacted ref a case of COVID-19.

### DURING YOUR STAY WHAT YOU CAN DO TO HELP KEEP EVERYONE SAFE

Please follow the public health advice:



Sanitise your hands every time you enter or exit the hostel.



Wash your hands regularly throughout the day and especially after going to the toilet, coughing or sneezing.



If you sneeze or cough – please do so into a tissue and dispose of appropriately.



Social distance always between you and other guests – presently 2 metres social distance requirement in Ireland



Wear face masks in the common areas of the hostel (and in general in areas where it is not possible to meet the 2m social distancing)



Please do not block the entrance or corridors within the hostel – they must be kept clear at all times.



If you feel unwell - please do not travel and notify the relevant authorities. If you feel unwell in the hostel – please inform the hostel staff immediately, and they will quickly follow procedures to protect you and other guests.

**Please note: As guidelines are continuously evolving, we reserve the right to make amendments to this document to comply with the latest Government and Public Health advice.**

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