



Protection Concept Swiss Youth Hostels - COVID-19

Status July 31, 2020

The protection concept is binding for all Swiss Youth Hostels. The measures listed below must be observed by all hostels. The individual youth hostels supplement company-specific and cantonal measures. Any legal hygiene and protection guidelines already in force must continue to be observed (e.g. in the food sector and for the general health protection of employees). There is an increased risk of infection if the distance of 1.5 metres cannot be maintained for more than 15 minutes.

Legal Basis

- COVID-19 Ordinance on measures during the special situation to combat the COVID-19 epidemic
- Federal hygiene measures and distance rules

Industry sector basics

- Standards HI
- Standard protection concept for hotel operations under COVID-19
- Protection concept for the hospitality industry under COVID-19
- Standard protection concept for events hosted in hotels under COVID-19

Basic rules

The employer and hostel managers are responsible for implementing the measures.

- 1) All staff members wash their hands regularly and avoid touching objects and surfaces, if possible.
- 2) The establishments ensure that the different groups of guests do not mix. This is ensured by upholding the distance rule (1.5 meters) between the different groups of guests. If appropriate protective measures (e.g. partition walls) are in place, the distance rule does not apply.
- 3) Employees and other persons must keep a distance of 1.5 metres to each other. When working at an unavoidable distance of less than 1.5 metres, employees should be exposed as little as possible by reducing the duration of contact and/or taking appropriate protective measures.
- 4) Regular cleaning of surfaces after use as required
- 5) Sending home of ill staff members and instructing them to follow the (self-)isolation according to BAG.
- 6) Consideration of specific aspects of the work and work situations to ensure protection.
- 7) Inform employees and other persons concerned about the guidelines and measures and involve employees in the implementation of the measures.
- 8) Implementation of the guidelines in management in order to efficiently implement and adapt the protection measures.
- 9) Personal data of the guests will be collected according to point 9.

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- The hostel manager is responsible for regular checks on compliance with hygiene and distancing rules
- There is a thermometer for staff members to use on site
- Staff members stay home in case of any symptoms
- Notices in the employee area, informing them to stay home in case of occurring symptoms

- Posters with BAG rules and regulations will be placed in clearly visible position in guest- and employee areas
- BAG rule flyers are available as hand-outs for the guests
- All staff members must keep minimum distance of 1.5 metres from the guests
- Mixing of different groups of guests is to be avoided throughout the entire hostel

1. Hand hygiene

All people at the hostel regularly wash their hands and avoid touching objects and surfaces, whenever possible.

Measures	OK
Installation of hand hygiene stations in the Community areas	
All staff members wash their hands regularly with soap and water. This is particularly important when arriving at the workplace, between serving customers as well as before and after breaks. If this is not possible, hands must be disinfected.	
Always wash hands before setting tables	
All staff members wash or disinfect their hands before handling clean dishes and cutlery.	

2. Keeping groups of guests apart

The hostel ensures that different group of guests do not mix (1.5 metres between groups mandatory).

Children's play areas and playgrounds

Measures	OK
Children's play areas and playgrounds are allowed. The number of children is not limited. There are no minimum distances for children. Any toys must be easy to clean. Parents or the person in charge of supervision must keep their distance to other children and persons.	

Restaurants (public and non-public)

Measures	OK
The persons of a guest group do not have to reserve in advance and can arrive at different times.	
The guests will be informed in writing at the tables about the valid rules concerning distance between different groups of guests.	
There is free choice of seating in self-service. The distance rules (1.5 metres) between the guest groups must be observed	
In guest areas in public restaurants where food and beverages are consumed seated at tables, the groups of guests must be placed at the individual tables in such a way that the required minimum distance of 1.5 metres between the individual groups is maintained OR the contact details of one person per group of guests will be collected.	
In restaurants open to the public, the contact details of all persons present must be collected if close contact (longer than 15 minutes) occurs.	
In guest areas where food and beverages are consumed in a standing position, the contact details of all persons present must be recorded if the distance falls below the required distance for more than 15 minutes without protective measures.	

Lodging/Accommodations

Measures	OK
The hostel ensures that the distance of 1.5 metres between guest groups is also guaranteed in shared rooms and dormitories. Single travelling guests are also considered a separate guest group.	
Should partition walls be installed, there is no minimum distance to be honored.	

3. Keeping distance

Staff members and others keep 1.5 metres distance between each other. For duties at an unavoidable distance of less than 1.5 metres, staff members should be exposed as minimally as possible by reducing the duration of contact and/or implementing appropriate protective measures.

Measures	OK
The minimum distances within a guest group do not have to be observed. The hostel ensures that the different groups of guests do not mix.	
Between the groups of guests, a distance of 1.5 metres must be maintained towards the front and sideways from "shoulder-to-shoulder" as well as from "back-to-back" and from table edge to table edge. If there is a partition wall between the groups of guests, the minimum distance is not applicable. This regulation applies to all recreational rooms as well as the restaurant.	
Establishments with extra-long tables can place more than one guest group, provided that the minimum distance of 1.5 metres between the guest groups is honored. With partition walls the minimum distance is not applicable.	
The hostel ensures that waiting guests can maintain a minimum distance of 1.5 metres to other guests.	
The hostel shall install floor markings in waiting areas to ensure that the distance of at least 1.5 metres between two persons is maintained and, where necessary, to direct the flow of other guests.	
There are generally no minimum distances for guests or staff when they move from one place to another in guest rooms and outside seating areas.	
The hostel ensures that the minimum distance of 1.5 metres can be maintained in WC facilities (e.g. by shutting off individual urinals).	
The company ensures that the minimum distance of 1.5 metres is maintained in recreational rooms, changing rooms and other staff rooms.	
Hostels with a buffet concept draw the attention of guests to the distance rules with posters and floor markings. There is sufficient free space in front of the buffet.	

Work with unavoidable distance under 1.5 m

Consideration of specific aspects of work and work situations in order to ensure protection

Measures	OK
No physical contact between guests and staff members except medical emergencies. Shaking hands is strictly to be avoided.	
If the minimum distance of 1.5 metres to the guest cannot be maintained, separating elements are to be used.	
If the distance of 1.5 metres cannot be maintained in the served restaurant, the contact duration is reduced to an absolute minimum.	
2 People working next to each other for an extended period of time, keep a distance of 1.5 metres, turn their backs and work in a staggered manner, or wear hygiene masks or face visors. If the workplaces are separated by a partition, a curtain or a drape, no minimum distance apply.	

If the minimum distance of 1.5 metres is not maintained during service, even for a short period of time, wearing a hygiene mask or a face visor is recommended, but not obligatory. The company must make it possible for employees to work with a hygiene mask or face visor if they request this.	
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4. Cleaning

Regular cleaning of surfaces and objects after use as required, especially if they are touched by numerous people.

General

Measures	OK
Surfaces in WC facilities that come into contact with hands are regularly cleaned and disinfected. A cleaning protocol is mandatory.	
Disposable cloths are preferred for the cleaning work. If cloths are in use, they must be changed regularly. Exception is cleaning of rooms. These cloths must be exchanged after each room.	
All surfaces must be cleaned regularly.	
Sufficient bins must be provided, especially for the disposal of tissues and face masks.	
Bins are emptied regularly.	
Work clothes are regularly washed with standard detergent.	
Operations ensure a regular and sufficient air exchange in work and guest rooms (e.g. airing 4 times a day for about 10 minutes). In rooms with running air conditioning and ventilation systems, air recirculation should be avoided if possible (fresh air supply only).	

Accommodation / General public areas

Measures	OK
Keys and/or key cards are disinfected upon check-in and check-out	

Food & Beverage outlets

Measures	OK
Staff uses personal work clothes only. For example, aprons and cooker hoods are not shared.	

5. Staff members

Measures	OK
Should symptoms of illness occur, employees are sent home and instructed to follow the (self-)isolation procedure as per the FOPH. (vgl. www.bag.admin.ch/isolation-und-quarantäne). Further measures follow on the instructions of the cantonal medical service.	

6. Special work situations

Taking into account specific aspects of work and work situations in order to ensure protection.

Measures	OK
Face masks are changed according to use, but at least every four hours. Hands must be washed before putting on the mask and after taking it off and disposing of it. Disposable masks must be disposed of in a closed waste bin.	
Disposable gloves are changed after one hour and disposed of in a closed waste bin.	
The hostel shall disinfect the check-in books regularly or provide disinfectants and disposable wipes.	
Open dishes are only served under a spit guard on the buffet.	
The protective measures (especially the minimum distance of 1.5 metres) also apply to the delivery and removal of goods and waste.	

7. [Information](#)

Informing employees and other affected persons about the guidelines and measures and involving employees in the implementation of the measures.

Measures	OK
The hostel informs the employees about their rights and protective measures including in particular the information of employees who are particularly at risk.	
The hostel displays the protective measures in accordance with the FOPH in the entrance area. Guests should be made aware of the distance rules and the need to avoid mixing groups of guests.	
The hostel regularly instructs employees about the hygiene measures taken and how to deal safely with guests.	
Staff shall be trained in the use of personal protective equipment (e.g. hygiene masks, gloves, aprons) so that the materials are correctly put on, used, cleaned or disposed of. The training can be verified.	
The staff is trained in the professional application of surface disinfectants, as not all surfaces are alcohol resistant and surface changes can occur. It is also recommended to cover the floor covering at hand disinfectant stations.	
The hostel informs the employees transparently about the health situation within the hostel. noting that health data are particularly sensitive data.	

8. [Management](#)

Implementation of the specifications in management to efficiently implement and adapt the protective measures. Appropriate protection of particularly vulnerable persons.

Measures	OK
The hostel provides hygiene articles such as soap, disinfectant, disposable towels and cleaning agents in sufficient quantities. It checks the stock regularly and refills it. If necessary, it offers hygiene masks, face visors and gloves.	
Higher break frequencies are planned for employees wearing hygiene masks (every 2 hours).	
The contact person for occupational safety (safety officer of the company) checks the implementation of the measures.	
Operators must present their protection concept to the responsible cantonal authorities on request and grant them access to the facilities, operations and events.	

9. [Collection of contact details](#)

The establishment collects contact details of guests in order to be able to trace possible chains of infection

Measures	OK
The contact details of all persons present must be collected if the distance is less than the required distance for more than 15 minutes without protective measures.	
The operator or organiser must inform all persons present about the following points: A) The likelihood of falling below the required distance and the increased risk of infection associated with this. B) The possibility of being contacted by the responsible cantonal authority and its authority to order a quarantine if there has been contact with persons suffering from COVID-19.	
Contact details can be collected in particular via reservation or member systems or by means of a contact form.	
The following data must be collected: A) Last name, first name, place of residence, telephone number and table number. B) In guest areas of public restaurants where food and beverages are consumed in a standing position, the time of arrival and departure.	
In the case of families or other groups of persons known to one another and in guest areas of public restaurants where food and beverages are consumed seated at tables, it is sufficient to record the contact details of only one person from the family or group concerned.	
Swiss Youth Hostels use the data exclusively for the purpose of tracking. The data is kept for 14 days and then completely deleted; unless the explicit consent has been given by the guest that further use of their data is allowed. The cantonal medical service can use the contact details if deemed necessary.	

10. Other protective measures

Measures	OK
For cross-sector services, the protection concepts of the respective sector apply.	
The hostel will inform the guests about the hygiene and protection measures. In the event of non-compliance, the establishment will make use of its domestic authority. The hostel is not responsible for guests' compliance with the hygiene- and protective measures in public areas.	