

Cranedale Educational Charitable Trust Ltd

Guest Information

A very warm welcome to Cranedale and I hope that you will relax and enjoy your stay with us. The following notes are offered to you for your information and guidance but I trust that your stay with us will be trouble free. I would remind you that Cranedale staff are available for assistance 24 hours a day. Please do not hesitate to ask for their help at any time. Thankyou.

Keith Mitchelmore. Director

Visiting staff responsibilities

- To take a full and active part in the course both in the 'field' and lecture sessions.
- To take full responsibility for the behaviour of your students whilst at the Centre and to assist with reinforcing Centre rules and regulations.
- To supervise your students with regard to smoking and consumption of alcohol. Centre rules are very clear on these issues.
- No person under the age of 21yrs may purchase or consume alcohol in the Cranedale Centre bar. However the bar does operate as a common room on an evening and soft drinks are available for students to purchase.
- To encourage your students to be punctual at meal times, lectures and fieldwork sessions. Please also ensure that your students stay on site at all times.
- To maintain a peaceful Centre at all times and to ensure that your students keep noise to a minimum especially overnight and in and around the courtyards during evening leisure time. It is vital that Cranedale does exist in harmony with the local community and so your help in noise reduction after 9.00 pm is much appreciated. To ensure a quieter Centre we ask staff to ensure that no ball games are allowed after 9.00pm.



- To oversee students in the teaching rooms after 8.30pm. Cranedale tutors will finish the formal teaching session at 8.30pm each evening but visiting staff may continue on in the

teaching room after this time, should they wish, to collate any last minute information or to oversee writing up reports. We would ask visiting staff to be with their students during this time.

- To oversee your students during the evening leisure time and to be responsible for their welfare during the overnight period when Cranedale staff are on - call but not in residence at the Centre. It is requested that you organise a staff rota with your school/college colleagues in order that there is a member of your staff on duty and keeping a 'watchful eye' on your students each evening. We would ask you to kindly avoid situations where all of your school staff are in the bar or unavailable on an evening, leaving your students unsupervised
- On the penultimate day of your course we ask you to refer to the written instructions for bedroom clearing on the final morning which are available in the Guest Information File in your room. You are asked to inspect your students' rooms for tidiness and lost property. Please make sure that you, personally, collect in all room keys and return them to the keyboard in the main office. Please act swiftly to find any missing keys as they are difficult to trace once a group has left the Centre.
- You are requested to report any maintenance matters to the main office immediately and encourage your students to do likewise. We pride ourselves on our high standard of facilities and we are keen that everything remains in perfect working order. Your help is appreciated.
- It is your responsibility to conduct a roll call of your own students during a Fire Alarm.
- To personally take charge of contacting a member of Cranedale Centre staff and thereafter a doctor should any student become unwell and require medical treatment.
- It is your responsibility to oversee the Health and Safety of your group. If at any time, in the 'field' or on the Centre premises, you are concerned for the safety of your students then you must make your concerns known immediately to Cranedale Staff. If this involves stopping the tutored session in progress then please do so.
- To make sure that you fully comprehend the procedure for alerting Cranedale 'on-call' staff during the overnight period if an emergency situation develops.
- To ensure that a list of emergency contact/medical information for your students is taken out into the field each day. If your group is to split on a particular day please ask to photocopy an extra set. This can then go out on fieldwork with your other colleagues. We would like at least one member of staff from your school/college to accompany each split group.
- Evening tutored sessions come to a close at 8.30pm. However visiting teachers may use the teaching rooms beyond this time should they wish their group to continue working. Visiting teachers are responsible for running this latter session and for leaving the teaching room tidy.

Daily routine:

- Breakfast: 8am, Evening meal - 6.15pm.
- Tutored day: 9.15am – 8.30pm
- Student leisure time: 8.30pm - 11pm
- Students asked to be in bedrooms by 11pm.
- Centre closedown - 11.15pm
- Evening Warden will be on duty from 8.45pm until 11.15pm.
- Overnight on-call system in place from 11.00pm until 8.15am next day.



Evening warden duties

- The Evening Warden comes on duty at 8.45pm and prepares the tuck-shop for opening. If there is heavy demand for the shop then it would be appreciated if you would offer to assist the Evening Warden with this task. The shop will remain open for about 20 minutes and thereafter the Evening Warden will open the bar and base themselves there for the evening. Some teachers with groups of younger children request to run a shop session at an earlier time to avoid clashes with bed times. This is welcomed and the keys and cash box can be obtained from the Main Office.
- The Evening Warden is here, on an evening, to oversee the smooth running of the Centre during this last phase of the day. He/she is here to offer any assistance necessary but is not on duty to organise and/or discipline your students. The Evening Wardens will consider this to be your responsibility.
- Please consider this person to be your contact in case of medical or maintenance emergencies up to 11.15pm. Thereafter the Evening Warden will lock up the Centre and go off duty. Visiting staff requiring assistance from Cranedale staff after this time will need to activate the overnight on-call system.

Overnight emergencies and call out procedures

If assistance is required from Cranedale staff during the hours between 11.15pm and 8.00am the following morning please use the gold key in this file to open the main office door and proceed as follows:

- Please use the black telephone in the main office to the left of the front window. It is labeled 'Emergency Telephone'.



- Check which tutor is on overnight call. This information is displayed in a perspex display next to the telephone. Telephone that tutor.
- Please remain in the main office and the on-call tutor will meet with you.
- Should you have difficulty raising anyone at a specific telephone number please telephone any of the other staff house numbers displayed.
- In the very unlikely event that no tutor is available to assist you please use the Director's home telephone number (01944 758114) as an emergency backup.

Medical assistance

You, as a visiting member of staff, are effectively, in either *loco parentis* or hold a *duty of care* for the young people in your group. We must ask you, therefore, to always take the initial responsibility for organising medical care and assistance for your group whilst at the Centre. The Evening Warden will be here to assist you until 11.15pm each day and thereafter Cranedale tutors will be on overnight call. You therefore have 24 hour assistance available from Centre staff. Please do not hesitate to ask for their assistance to help with any medical matters. They will arrange transport for you should any course member require doctor or hospital appointments.

- DOCTOR : Derwent Surgery, Railway Street, Malton. 01653 600069. Please note that should you telephone this number after 6.30pm an answer-phone will direct you to hang up and ring 111.
- MALTON MINOR INJURIES UNIT: Open 9am – 8.00pm, Monday to Sunday. Telephone 01653 604525 (YO12 7NG)
- MALTON URGENT CARE CENTRE Open 8pm – 9am, Monday to Sunday. Telephone 111
- Other Hospitals/24hrs A&E: Scarborough 01723 368111 (YO12 6QL); York 01904 631313 (YO31 8HE)

First Aid:

A comprehensive supply of First Aid materials is available in a clearly labelled cupboard in the main office. In the light of new regulations and recommendations regarding the issue of First Aid materials to students, this Centre will not be issuing any medication e.g. paracetamol unless advised by a doctor.

Fire Drill:

In the event of an emergency all the bells will sound throughout the Centre and all guests are requested to assemble on the main gravel driveway in front of the main office. At night time the security gates will be locked but staff and students will be shown how to open these gates during their introductory tour. All students are asked to assemble in their room groups and it is your responsibility, as a visiting member of staff, to conduct a roll call of your own students. Please co-ordinate with the Cranedale staff on duty to ensure that all persons are present and accounted for. The following points are therefore important to note:



- You are asked to complete your group's room plan on the day of arrival. By the end of the first day you will be issued with photocopies of the room plan, one for each member of staff in your group. This list will then act as a roll call list should an emergency arise. One copy will also be kept in the main office.
- In the event of an emergency you are asked to bring your room plan with you to the assembly point.
- Cranedale Staff will be present on site until 11.15pm and will have the responsibility of co-ordinating the evacuation drill. After this time the Centre fire alarm system automatically telephones the tutors' residences in the village and alerts them to the emergency. Cranedale staff will be on site very quickly to assist visiting staff.

Keys and security

You are reminded that the Evening Warden closes all road gates, courtyard security gates and locks the Centre buildings before going off duty on an evening. You are provided, in your Guest Information File, with keys to open the Main Office and the Common Room should you need to gain access to the building after the Evening Warden has finished duty. The gold key is your emergency key and allows you access into the Main Office where telephones, first aid, rechargeable torches and emergency telephone numbers are available for your use. The remaining silver key opens the Common Room.

In addition you are supplied with a 'Master' key which allows you to access Levisham Lounge, the Staff Bathroom and all your students' bedrooms. Please take care not to lose this key. The Link Corridor between the courtyards is never locked and remains open all night.

Visiting staff bathroom

The visiting staff bathroom is in a room marked 'Wilcox' which is on the far side of Levisham Lounge. This bathroom is available for your use in addition to the normal 'staff' facilities located around the courtyards. Bath towels are provided for you in the staff bathroom. Please place them in the linen basket after use and the cleaning ladies will service the bathroom each morning.



In case of sickness

In case of any sickness at night when our cleaning staff are not on duty, you are reminded that cleaning equipment is available should you find yourself having to deal with a student who has been ill. If, as a result of vomiting, some form of cleaning is required in order to allow the student to sleep comfortably through the night then buckets, mops, cloths, disinfectant etc, are available in a number of large clearly labeled plastic boxes situated at various locations around the Centre adjacent to the main sleeping areas.

Tennis Courtyard:

Location: In the main cupboard beneath the staircase to Granary (Dining Room). Hot water is available from a small tap beneath the basins in the toilets adjacent to 'Blanche' bedroom.

Ryedale Wing:

Location: In the under stairs cupboard in 'Ryedale' teaching room. Hot water is available from a tap under the hand basin in the toilets adjacent to the main door.

The Gallery:

Location: In the under stairs cupboard at the end of the passageway close to 'Settrington' bedroom. Hot water is available from a tap inside this cupboard.

If a clean set of bed linen is required please issue a set from one of the surplus beds in your bedroom and inform our cleaning ladies in the morning.

Please be aware that our cleaning staff will clean and disinfect the student's room the following day but you may be in the unfortunate position of having to clean as best you can at the time. Thank you.

Other Facilities

- Hot drinks are available at breakfast and evening meal and students/staff are encouraged to bring their own small flasks if they wish to take a hot drink into the field. They may hand them into the Kitchen on an evening for filling the next morning. Instructions will be provided at the first evening meal.
- A hot drinks facility is provided for students in the Common Room (Barn). This is available from 2.30pm until 5.45pm and from 8pm until 10.30pm. Please note that junior children are not allowed to access the drinks machine unless their Visiting Staff are supervising. A key to the drinks cupboard can also be made available to staff from junior schools. Please make sure that your students do not abuse this facility by taking a large number of drinks. If they do, then the machine will soon



become empty and other students will miss out. You are asked to ensure that your students do treat this facility with respect and keep it clean and tidy.

- You are provided with tea and coffee making facilities both in your bedroom and also in a cabinet in the Granary adjacent to the sofas. Please help yourself.
- Shaving adaptor plugs are available in the Main Office.
- Re-chargeable torches are available in the Main Office on a high shelf adjacent to the First Aid cupboard. Please help yourself.
- For younger groups there are some plug-in night lights available in the Laundry. Please ask a member of the cleaning staff.
- Spare towels are available in the Laundry for anyone who forgets to bring one. Please ask a member of the cleaning staff.
- WiFi/Mobile-phone signal is available in most areas around the Centre (signal may vary).