

## Cranedale Educational Charitable Trust Ltd Guest Information

*A very warm welcome to the Cranedale Centre, 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. Thank you.*

*Chris Cassells – Head of Centre*

### Visiting staff responsibilities

- To take a full and active part in the course both in the 'field' and lecture sessions. This assistance greatly enhances the students level of engagement and progress whilst on the trip.
- To take full responsibility for the behaviour of your students whilst at the Centre and to assist with reinforcing Centre rules and regulations.
- To encourage your students to be punctual at meal times, lectures and fieldwork sessions.
- To supervise your students with regard to smoking and consumption of alcohol. Centre rules are very clear on these issues.
- Please ensure that your students stay on site at all times, should you decide to take students off site (perhaps for a Bat Walk) please ensure you supervise them at all times.
- You are responsible for your own use of the Cranedale Bar – this is now a teacher only area. Visiting teachers are responsible for the opening and usage of the bar, including the lighting of the fire, its supervision and safety. We are operating it as an 'Honesty Bar' with all excess profits going towards a charitable organisation at the end of each year. Please keep a tab of all drinks you consume and settle your bill in the Office on the final day of departure (card, cash or BACS transfers are possible). No person under the age of 21yrs may purchase or consume alcohol in the Cranedale Centre bar.
- To please 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 exists 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 too. Thank you for your help.

- 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 and to leave the teaching room tidy.
- 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 on-site 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.

### Daily routine:

- Breakfast: 8am, Evening meal: 6pm
- Tutored day: 9.15am – 8.30pm
- Student leisure time: 8.30pm - 11pm
- Students asked to be in bedrooms by 11pm
- Security Gates and Main Office locked by 8:45pm
- An Overnight Duty Tutor will be on-call in the village from 8.45pm until 8am the next day.



## Duty Tutor

- The overnight 'on-call' Duty Tutor comes on duty at 8.30pm and can provide you with a key and cash float for the Cranedale shop if you wish your students to use it. Most teachers will limit the opening of the shop for about 20 minutes and 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 can be obtained from the Main Office, the cash box is kept in the shop.
- The Duty Tutor will secure the office and Centre security between 8:30-8:45pm. Once this is done, they will base themselves at home here in the village. They are designated 'on-call' to offer any assistance necessary (specifically first aid or medical problems, but also they can assist/troubleshoot maintenance issues too). They can be contacted from 8:45pm – 8am the following morning using the emergency telephone in the office.

## Overnight emergencies and call out procedures

If assistance is required from Cranedale staff during the hours between 8:45pm 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 cordless telephone in the main office to the left of the front window. It is labeled 'Emergency Telephone'. This has a very wide range and can be taken out of the Main Office to be with a casualty if required.
- In the event of a power failure, please use the white emergency telephone as this will still operate in a power cut.
- Check which tutor is on overnight call. This information is displayed in a perspex display on the wall 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 Head of Centre's home telephone number (07939 445475) 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 Duty Tutor will be available from 8:30pm 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. The Cranedale Centre can provide you with use of one of our vehicles, should you need to take any course member to a doctor's appointment or to hospital. You would be fully insured to drive our vehicles, provided you have a full clean driving licence.

- 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 URGENT CARE CENTRE (YO17 7NG): Open to walk-in patients 08:00 - 20:00 It is also open 24 hours by appointment via NHS111.
- SCARBOROUGH A&E (YO12 6QL): Open 24 hours
- YORK A&E (YO31 8HE): Open 24 hours

## 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. Please note the Centre also operates a 'nut free' policy to reduce the risk of allergic reactions in students and staff. There is also an accessible Defibrillator housed on the Front Drive.

## 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 8:45pm 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

The Duty Tutor will close all road gates, courtyard security gates and locks the Main Office before going off duty on an evening at 8:45pm. In your Guest Information File, you are provided with three keys, with the gold key required to open the Main Office. This will be required should you need to gain access to the emergency telephone after the Duty Tutor has left the Centre and is based in our accommodation in the village.



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 **silver key** opens up the bar – it is your responsibility to supervise ensure the bar is locked up again when not in use.

In addition you are supplied with a **square ended 'Master' key** which allows you to access Levisham Lounge, the Staff Bathroom and all your students' bedrooms. We are grateful to you in please taking care not to lose these keys.

The Barn and Link Corridor between the courtyards is never locked and remains open all night.

## Visiting staff bathroom

A visiting staff bathroom is in a room marked 'Wilcox' which is on the far side of Levisham Lounge (pictured). 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 Cleaners will service the bathroom each morning. Levisham Lounge can also be converted temporarily to a COVID-19 self-isolation suite if required, signs will be placed on the door to alert others if this is the case.



## 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 Cleaners 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.

Please also inform a member of the Cranedale Team if a child or staff member is experiencing symptoms of COVID-19, or if there is any health-related issue associated with COVID-19. Government advice should be followed.

## 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. *Visiting teachers should impress upon younger pupils that they should not open their flasks until lunchtime as the contents will be too hot to drink at breakfast.*
- 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 please ensure that your students do treat this facility with respect and keep it clean and tidy.
- 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.
- The Cranedale Shop can be opened and run by visiting teachers at anytime. Please ask a tutor for a key to access it. It sells a range of stationary and toys more suited to younger age groups, as well as toothbrushes and toothpaste.
- We have a TV in the upstairs student common room area which can be utilised to show major sports events like the Olympics or other international sports fixtures. It is therefore not routinely used as we are mindful of the benefits that come with less screen time, especially whilst students are on a residential. Visiting teachers are responsible for supervision of this facility when in use.
- WiFi/Mobile-phone signal is available in most areas around the Centre (signal may vary).
- 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 (pictured). Please help yourself.

