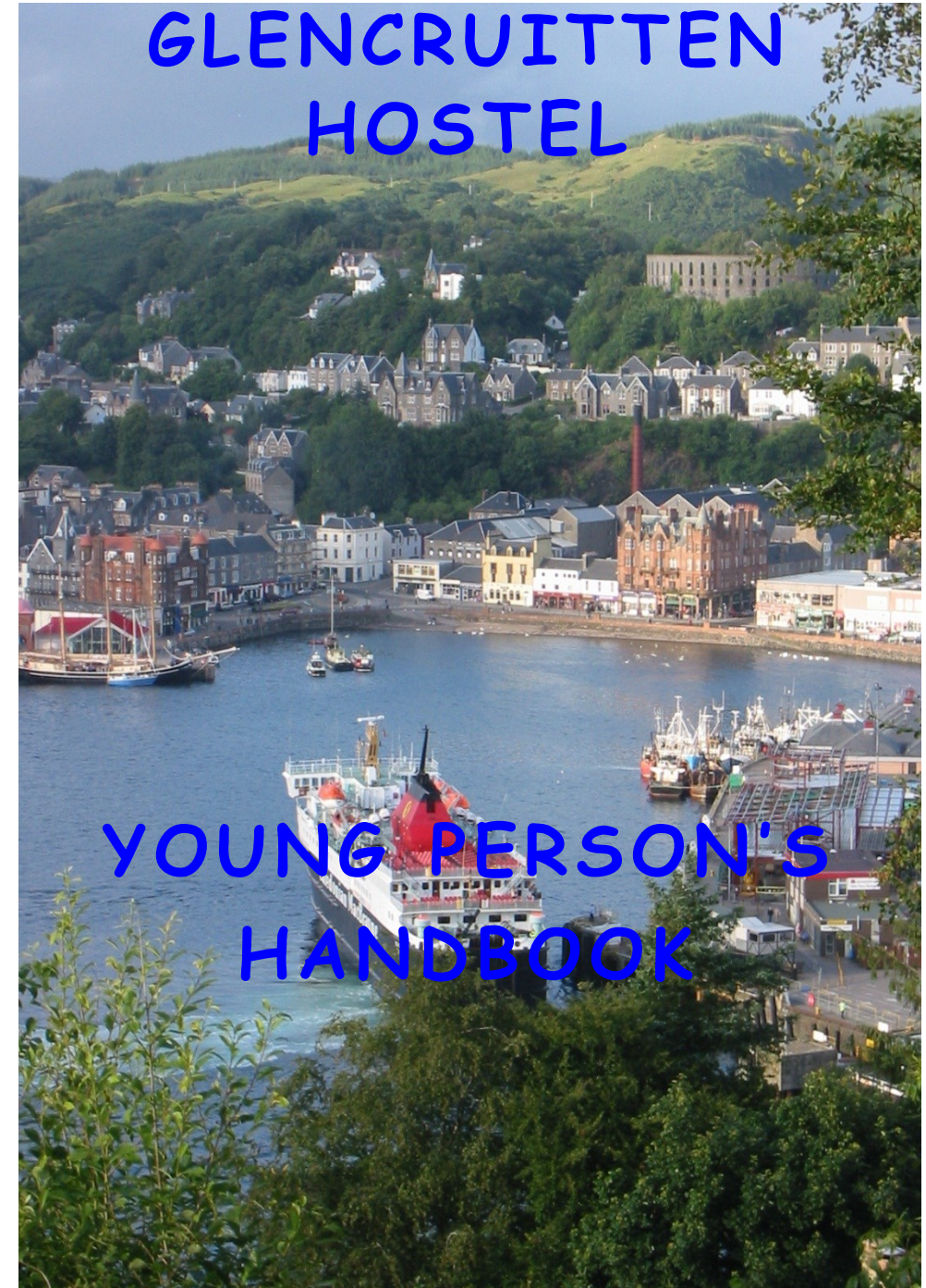


ADDITIONAL INFORMATION

Should you wish to know anything else at all, please do not hesitate to ask any member of staff.

We all hope you enjoy your stay with us!



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RELIGION

During your stay at the hostel, your religious and cultural beliefs should be respected.

You can receive support from staff to practice your religion. Please speak to your keyworker about this.



You will be advised of all fire procedures and assembly point on admission to the hostel.

There are regular fire drills during the daytime and night time.

The fire alarm is tested by staff on a weekly basis.



WELCOME

Welcome to Glencruitten Hostel.

This Hostel will be your temporary home from Monday to Friday whilst you attend Oban High School.

Use this booklet for reference and keep it somewhere safe in your room.

The staff here will do all they can to help you feel safe and cared for during your stay here.



STAFF WHO WILL CARE FOR YOU

Officer in Charge

Francesca Bichard

Assistant Officers in Charge

Taz Campbell

Janine Fleming

Linda Johnstone

House Parents

Fiona Campbell

Mhairi Cruikshanks

Kerry Forbes

Mary Kermode

Heather MacKinnon

Susan Robison

Maggie Smith

Laura Steeman

Liz Taylor

Doreen Underwood

SAFETY PROCEDURES

FIRE: Do not panic

Any time the fire alarm sounds, you must leave the building immediately

Do not search for personal belongings

If you see smoke or fire you should tell staff immediately and activate a fire alarm "Break Glass" point



Leave the building immediately in a calm and orderly fashion and assemble at the designated assembly point

DO NOT RE-ENTER THE BUILDING UNTIL YOU ARE TOLD IT IS SAFE TO DO SO

From the Hostel

Evening treks, Cinema, Swimming.

Community

Badminton Club, Karate and martial arts, Guides, Scouts, Sailing, Athletics, Lifesaving swimming club and Otters swimming club, Army cadets and RAF cadets, H2O clubs and lots, lots more.

Oban High School

There are LOADS of after school clubs run by the school. Check out the school website otherwise ask a member of hostel staff to find out what is available

Special events run by hostel

Quiz nights, bingo, shopping trips to Braehead, trips to bowling alley, paintballing, go-karting and anything else that you would like to do



HOSTEL ROUTINE

MONDAY

4pm Return to the hostel and follow the evening routine

TUESDAY, WEDNESDAY & THURSDAY

745am First wake up call by staff

8am Second wake up call by staff

Wash and get dressed into uniform



8am onwards

Breakfast - you must be down for breakfast before 8.30am

Wash or shower and into school uniform if you haven't already done so.

Tidy your room and make your bed

850am

You must leave the Hostel for school before this time

Remember to let staff know if you are not returning to the hostel straight from school

4pm

Return to Hostel and follow evening routine

PASTIMES AND ACTIVITIES

Although we understand that you will not always feel like doing anything other than watch TV or chat with pals, there will be nights where you will be bored and looking for something to do.

Here are a list of things which can be available -

Within the hostel

Board games, jigsaws, books and magazines

Arts and crafts and baking

Television and Cinema room

X box and Wii

Table tennis and pool

Hostel grounds

Football, badminton and swing ball

HOSTEL DISCIPLINE

When a young person does wrong or breaks hostel rules, there are various options for discipline which staff may use just as any parent.

Options range from -

Verbal warning

Extra duties

Grounding

Early bedtime

Referral to a more senior member of staff

Discussing the problem with a parent

A period of exclusion



EVENING ROUTINE

Fruit, biscuits and juice will be available in the dining room on your return from school.

Before tea change out of your school uniform.



Now is the time to complete homework if you are going to be busy during study time after tea.

5pm Tea time

After tea

Your evening is your own although you must follow a few important rules.

Make sure you complete your homework between 5.30pm and 7.00pm.

If going out you must sign out with a staff member.

Behave in an appropriate manner.



COMPLAINTS PROCEDURE

While you are living here at the hostel we want you to feel safe and cared for. If you do not feel safe or feel that something has happened you are uncomfortable about, we would like to know so that we can deal with it and make it better.

If you have a problem, you have the right to be heard and have your complaints taken seriously then dealt with. You should also be told of progress and any outcome of the complaint.

If you do have a problem please speak to a member of staff. This can be done in confidence. They will give you support and advice.



HOW TO COMPLAIN

If you are worried about something do not hesitate to talk to a member of staff to and seek advice.

You have the right to make a formal complaint on any issue which has upset you or which you feel strongly about.

We will make every effort to deal with complaints sensitively and will respect confidentiality within the law.

Complaints are listened to and if serious are recorded in a complaints log.

You are free to make your complaint to any member of staff.



9pm

Supper. There is a rota where young people help to clear up after supper



Bed-

times

See next pages

MEALS

We have our own cooks here at the Hostel who are always willing to listen to any suggestions you may have to help plan menus. This helps to make sure that you have a varied choice of food and that a healthy balanced diet is maintained.

If you have any special dietary requirements e.g. if you are allergic to any foods, you might be vegetarian or have specific religious dietary needs.

Please tell a senior member of staff and they will arrange for you to talk with the cook in order that they can plan around this.

Breakfast

A wide selection of cereals, fresh fruit, yogurts, bread, rolls, spreads, fruit juices, tea and coffee will be on offer every morning. On Wednesdays there is a hot choice and on Friday mornings a full cooked breakfast is available.

MORE RIGHTS

Be looked after in a comfortable environment

Have good food and choices available, being provided with a healthy diet

Advice and support on health issues and access to a Doctor



Advice and support on personal hygiene

Feel safe and be safe where you live

Have someone available to talk to in confidence

Be free of bullying

YOUR RIGHTS

Every young person has the right to -

Be supported to be yourself and show your own personality

Be treated fairly, with dignity and respect

An education plan that suits your needs

Be looked after in a comfortable environment

**KNOW
YOUR
RIGHTS**

Lunch

Provided at school with your Young Scot card which will also be provided by the school. You do not have to pay for school meals.

Dinner

A choice of hot main meals and a salad bar will be put on most days. followed by a dessert or home baking.

You can make yourself a cup of tea, coffee, hot chocolate or juice any time during the evening and fruit is available at all times

Supper

A various selection of hot and cold snacks will be provided



every evening.

BEDTIME

1st and 2nd Years

You will go upstairs at 930pm. A member of staff will also be upstairs.

At 10pm staff will ensure that you are all quietly in your own beds and that your main light is out.

3rd and 4th Years

You will go upstairs at 10pm or earlier if you wish, remembering to do so quietly. Staff will visit your corridor to check on you.

At 1030pm you should be in your bed with your main light out.

5th Years

You will go upstairs at 1030pm. A member of staff will visit your corridor to check on you.

At 11pm you should be in your bed with your main light out.

6th Years

You will go upstairs at 11pm. A member of staff will visit your corridor to check on you.

At 1130pm you should be in your bed with your main light out.

BULLYING

It is important that every young person living in the hostel should feel safe from harm.

Bullying is a very serious issue and will not be tolerated in any form!

Always tell someone if you are being bullied that way the bullies can be dealt with.

No Verbal or Physical Abuse

Violence will not be tolerated.

Abusive language is not acceptable.

Do not pick on people who are different from you.

Do not fight with others.



ACCIDENTS

All accidents should be reported to a member of staff who will then complete an accident report.

First aid supplies and medication are kept in the medical room.

All staff complete 1st aid training each year and 3 members of staff are registered first aiders.



In emergency situations you will be taken to hospital.

You should not leave your rooms unless to go to the toilet or you need assistance with sickness etc.



HOSTEL RULES

You will be expected to treat yourself and others with respect.

Take pride in your hostel and treat all areas with respect, keeping your bedrooms, bathrooms and all living areas tidy, put all litter in bins provided and keep clothes and belongings in wardrobes and drawers. Turn off at the mains all electrical appliances, in particular phone charges, hairdryers and straighteners when finished with them.



MEDICATION

If you have any prescribed medicine please inform staff, they will store this in the medical room.



All prescribed medicines must have the pharmacy label showing and the dosage attached. Without this label we are not permitted to allow the medicine to be taken.

Staff must be told of any other medication you may have.

Paracetamol is the only non-prescribed painkiller that we are permitted to give out as long as your parent/carer has signed a consent form.

UNIFORM

It is school policy that all pupils wear school uniform and hostel staff support this. You will be checked by staff when leaving for school and asked to change if you are not in uniform.

If any part of your uniform gets stained or dirty during a school day, ask a member of staff on duty that evening and they will help you launder it.

Always make sure that you pack enough clean shirts and at least two pairs of trousers/skirts for the week.



You will be responsible for your own belongings.

You have a right to privacy and to keep your possessions in a safe place. Lockable space will be provided. Do not leave money lying around and always lock your door when you leave your room.



Keys should be posted in the key box when you leave for school and handed in to the office or to a member of staff at any other time.

ABOUT YOU

Contacts and visits
Phone calls
Your responsibilities
Your rights
Complaints procedure
How to complain
Pastimes and activities

YOUR RESPONSIBILITIES

Every young person has the responsibility to -

Be considerate of others in the hostel

Demonstrate good behaviour and honesty

Follow rules and cooperate with staff

Carry out any duties

Complete homework and follow study routines

Maintain a good standard of personal hygiene and cleanliness

Respect the hostel and keep your rooms and all areas tidy



MOBILE PHONES

Although we are happy for mobile phones to be used while in the hostel, you should always show consideration.

Mobile phones must be switched off during study. They should also be switched off for the night at bedtime. While using them in the common room, it is required that you keep ringtones at a low level.

Failure to follow these rules will lead to confiscation.

WIFI

Wi-Fi is available up to 11pm and the password changes each day.

The hostel is emailed a new password each morning at 8am and this will be written up on the white board outside the office.

You and your parent/carer must sign the Responsible User Agreement before you use the hostel Wi-Fi. This ensures that you do not abuse others online and that you do not try to access any undesirable websites.

There is a monitoring system in place which prevents unsuitable websites being accessed.

USEFUL CONTACTS

Childline Scotland

www.childline.org.uk

0800 1111

Bereavement

www.childbereavement.org.uk

01494 466 648

National Drugs Helpline

www.talktofrank.com

0800 776 600

Children of Alcoholics

www.nacoa.org.uk

0800 358 3456

Scottish Child Law Centre

0131 667 6333

Smokeline
0800 848484
Social Work Department
01631 563 068
Police
101

CONTACTS AND VISITS

During your stay at the hostel you are encouraged to keep in contact with your family and friends.

Your parents and family may visit or phone at any time, and friends are welcome to visit with a senior member of staff's consent.

Mobile phone may also be used up until bedtime, after this time we would request them to be switched off.

If you receive any mail, your name will be written up on the noticeboard outside the office.

