

CITY CITE PROCEDURES

Philosophy, Procedures and Daily Routine



2017

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INTRODUCTION

We very much look forward to seeing plans translate into action for school programs and working with staff from a large variety of schools. We hope that these notes will tell you at least the basic things you need to know before arriving in the city.

WHY CITY CITE?

Why are you coming to City Cite? The reasons are many, but at the nub of things is the chance to give students a chance to take greater responsibility for their learning in a less formal environment. They have an opportunity to work in groups to complete multidisciplinary tasks in a real-life context. The classroom is the city. To function efficiently, however, students need clear guidelines and support. It helps greatly when City Cite staff and visiting school staff work closely together in a team teaching manner. If the school values the tasks in which students are involved, it is critical that school staff are fully involved in the program and support the City Cite staff. City Cite staff members know the city. School staff members know the students. As well as being an academic experience, the city experience should have a major emphasis on the development of social skills.

ACCOMPANYING STAFF

To enable the City Cite program to run smoothly and safely two staff members will generally accompany each class each day. One staff member will be from City Cite and the other – a teacher from the partner school.

It is best if staffing of a group for the time at City Cite is constant for the duration of the whole visit. This allows a school staff member to see the whole program and watch the progress of students during the program. It also allows a more effective teaching relationship to form between City Cite staff and school staff members. From a student point of view it is best if they are subject to just one set of expectations for the time at City Cite.

Roles of the visiting teachers:

- School's "City Cite coordinator" to have provided summary of medical alerts prior to the students' arrival.
- Produce a list of all student mobile numbers and compile a list for use of school & City Cite staff. (See page 6 for details regarding lists.)
- To supervise/monitor transport of students to and from City Cite.
- Keep and mark student attendance lists each day and contact the home school where a student is absent.
- To supervise and accompany students on whole class excursions.
- School staff to carry summary medical and contact details for the student group.
- To monitor and approve all independent activities conducted by students.
- To help City Cite Director and facilitators implement the program and advise students with decision-making processes.
- To mark and monitor small homework tasks as they are completed. (If there will be more than one teacher working with your class, you need to make sure that your 'mark book' sheet which we will provide is in a form that can be handed over to your successor - especially important if City Cite or the school is to issue a Report on the school's behalf.)
- To encourage and ensure appropriate student behaviour at all times.

Regarding student management/discipline: Your line of report during the City experience is initially to the City Cite staff member and the Director. Please discuss any major issue with the Director before acting, just as you would with your Year Level Coordinator / Deputy Principal at school. Obviously, final decisions regarding serious issues involving a school's students will be for senior staff from that school.

EMERGENCY PROCEDURES

This item and risk reduction will be dealt with in more detail later but please note the following points for a start.

- School Staff are to carry at least a summary of each student's medical record and parental contact details with them at all times.
- Where necessary a school staff member should carry appropriate/specialist first aid equipment (e.g. an Epi-pen).

- Recommend that visiting staff carry a “Basic First Aid Kit”.
- Basic First Aid facilities are available at City Cite in the **Sick Bay**.
- If a student becomes lost or injured staff, need to contact City Cite and the School a.s.a.p.

CITY CITE LAYOUT AND WAY OF WORKING

Much of this has been covered in the parent brochure. Focussing on absolute essentials - For Staff there is a bottomless coffee pot (or tea), fridge, boiling water unit and toasting facilities in the kitchen, but we do ask you to help keep it clean! Please note that the kitchen is for the use of **staff only** – thank you.

One aspect of our program that is probably rather different, is the absolutely critical importance of punctuality. A 2.00 pm tour of Parliament House means that, not 2.05pm. Students and school staff alike often find this quite testing, but otherwise things snowball and poor punctuality can jeopardise the entire program. The same principle applies to students’ work. Particularly as they become involved, they may need to be helped to see that one does what one can by the given deadline. Working to time is part of the deal and part of the challenge.

When we have multiple classes at City Cite, there can be special logistical challenges with lifts and the like. Normally if we have multiple groups they are on different programs so that things are staggered. You may, however, need to help the wheels to turn. We are particularly concerned about delays in the lifts and relationships with our fellow-tenants in the building. Please insist on considerate & polite behaviour by the students. Remind students not to press all the buttons! Other tenants can get very upset and rightfully so!

Another aspect of time management you will see referred to in the attached sheet is for students not to drop into McDonalds or similar and then come up with a face full of food and in no condition to start on time. Similarly at lunch time we actively want to discourage patronage of the junk food outlets in favour of other city alternatives.

A note on travel around town: Students are responsible for getting themselves from A to B in conference groups. You do not need to supervise them and in fact shouldn’t. Part of the deal is their independence. You do need, however, to be at the destination slightly ahead of time to greet with a smile and to be very clear about who is going where and have a list of the classes’ mobile numbers.

GENERAL GUIDELINES FOR RISK REDUCTION

The environment in which City Cite operates is significantly different to that of the home school. With appropriate briefing of the students and staff supervision, the risks can be reduced. Our experience is that during normal business hours is that the city and public transport are safe for students, especially if they have been well briefed and follow guidelines provided by City Cite and the home school.

City Cite staff have completed an audit of each activity for potential risks and put in place reduction strategies for each activity. In briefing students we will make students and staff aware of any potential risks and provide strategies to reduce risk.

City Cite has been operating since 2001 and in that time has incorporated risk reduction strategies into our normal pattern of activity. Below is a list of the risk reduction activities that are applied across programs and the various activities.

- **Briefing Activities**
 - Staff briefings at school before program.
 - Student & Parent Introduction sessions
 - General briefing at the beginning of City Cite programs (see Appendix 2)
 - Emergency & Evacuation briefing (see Appendix 3)
 - Student briefing each day and before activities (including routes to visit and any potential hazards)
 - Overall Program and daily bulletin provided for groups
- **Group Lists & Communication (Also see the following section)**
 - Telephone lists including student & staff contact numbers
 - Groups and staff to have functional mobile phone
 - Groups of at least 3 during small group tasks
 - Rearranging groups depending on activity
 - Staff attendance at whole class activities
 - In and Out board (quick continuous roll call)
- **Transport and Movement**
 - We strongly recommend Inclusion of Transit Police presentation in programs at City Cite or preferably back at school before students come to the city.
 - Appropriate road use with emphasis on **safe** and **legal** movement around the city.
 - Students to carry a map – at least 1 per group (A map can be provided but it is more effective if students take responsibility for getting a map.) This can be managed with the use of technology aids such as Google maps and the City Cite Application (Apple).
- **Groups and Individuals**
 - Work planners for small group work – filled in before going out on group work
 - Group dynamics discussion – strategies for working together
 - Student Contract – students sign off that they are aware of appropriate procedures and behaviour. (See Appendix 1)

INFORMATION FOR SCHOOLS REGARDING LISTS FOR ADMINISTRATION AND SAFETY PROCEDURES.

1. Information for City Cite:

City Cite will produce name tags, room labels and “**In/Out Board**” tags for your students to use whilst in the building. In order to do this we will require accurate lists from the school **at least** a week before the arrival of the school at City Cite.

Please provide City Cite with an excel file containing the following information: class, group (small work group for City Cite office), First name, Surname and Telephone Number. A small **Excel** sample is shown below. The Director will provide a template and floor plan.

City Cite Staff Member			School Staff Member	
Mr Chris Bailey			xxx	
	First Name	Surname	Group	Mobile No
1	Peter	Black	Parliament Station	042 768 8988
2	Mary	White	Parliament Station	041 356 9879
3	Kim	Rudd	Parliament Station	
4	Joe	Bloggs	Parliament Station	
5	Kate	Smith	Parliament Station	
1	Graham	Black	Melbourne Central	042 345 7654
2	Jenny	Brown	Melbourne Central	
3	Jeff	Dowling	Melbourne Central	
4	Lucinda	Gray	Melbourne Central	
5	Xavier	Nadal	Melbourne Central	

2. Information for Staff and Students:

One of the primary ways City Cite manages safety risks in the city is to make use of mobile phones. Schools should ensure that they collect and prepare the following information prior to arrival at City Cite. We strongly suggest the following:

- Each staff member and student should be provided with a pocket sized laminated list of phone numbers including relevant staff, City Cite numbers and City Cite staff numbers and also relevant student numbers. It is up to the school to decide how they share student mobile phone numbers amongst the students – at the very least the students must have the phone numbers of all members of their group, including staff contact numbers.
- Each staff member must have a comprehensive list of staff and student phone numbers. City Cite will liaise with the school’s teacher in charge prior to the arrival to provide City Cite staff contact details.

3. City Cite Contacts numbers:

	City Cite	03 8660 6700
Director	Harry Leather	8660 6701
	Andrew Barker	8660 6702
	Lyn Zarifis	8660 6705
	Kerrie Dendle	8660 6703

Appendix 1: Student Contract

I have been briefed on the following and understand what constitutes responsible behaviour in the city:

- Safety and Behaviour at City Cite
- Safety and Behaviour out around the streets
- Evacuation procedures and meeting points
- Computer Use
- Uniform requirements of my school while in the City
- Eating policy at City Cite
- Lift behaviour & etiquette
- Behaviour on the street
- Room & Building Care
- Public Transport Safety and Behaviour
- Concession travelling and validation
- Importance of being part of a group for safety purposes
- Working in groups
- Appropriate use of mobile phones
- Personal Safety Strategies

I have been briefed on the above and undertake to behave in a responsible manner during the City Cite program.

Name: _____

Signature: _____

Appendix 2: Checklist for staff for first day briefing – covered in Introductory Presentation

PART 1

PHILOSOPHY

- Why are we here? What is it that we are to achieve while we are at City Cite?
- What are some of the differences?
- Trust and responsibility – you are given more independence and in return more responsibility is required.
- We would like to treat you similarly to junior staff at a workplace and expect you to behave that way
- Therefore wear nametags while at City Cite.
- Therefore dress standards – gain respect
- Therefore general deportment, no horsing around, no food at desk etc etc
- Therefore expectations about standards of work and folder presentation, access to equipment to get up to that standard etc

LAYOUT OF CITY CITE

- Toilet locations
- Staff use of kitchen – water available at water fountains
- Visiting Staffrooms - location and non-entry unless invited by teacher
- City Cite offices –Mr Leather's, Mr Barker's, Ms Zarifis's and Ms Dendle's offices are off limits - unless invited in!
- Student syndicate areas – equipment of; ability to leave stuff in; no visiting; display boards for group use.

ROLL CALLS ETC

- Central safety issue
- Your teacher from school will do daily check-in
- Must at all times use magnetic board system – explain
- Phone in absence/lateness via mobile
- Phone in program over-runs (interview that goes on etc) via mobile

EMERGENCY PROCEDURE

- As per “In an Emergency” sheet making sure they know where **Custom House Lane** assembly point is – Down stairs just off Flinders Street!
- Explain the ‘blue cordon’ of uniformed and plainclothes police, the extensive security camera network etc and location of City police stations - i.e: it is a very safe environment, ultimately. (City East – 226 Flinders Lane (near Swanston St.) or City West – World Trade Centre – 637 Flinders St.)

GOOD CITY MANNERS AND STREET-WISE

- Lift protocols (and make allowance for delays when substantial numbers of us or other building inhabitants)
- Street protocols: not marching abreast, use of lights & pedestrian crossings and access to tram stops.
- Using common sense about places to avoid or be cautious about; people not to tangle with – in particular those occasions where you walk on and, if necessary, draw attention to unwelcome behaviour by telling them to stop OUT LOUD.

APPENDIX 2 Continued:

PART 2

COMPUTERS ETC

- Computer in each conference room. User name is (*name of group*) and password is (*name of group*)
- Networked laser printers in each of the 4 class areas: Rialto, Riverside, Highlander and Westgate which print in black and white. Two Network printers called Eureka (teachers' office) and Sealife (Westgate area) that are to print graphs or coloured writing only!

- Internet is enabled - but should be used for research rather than personal uses. One device on wifi per person.
- Absolute no use of computers in staff offices (and emphasise to visiting teachers same applies to them; if they want to use computers, bring in notebooks or use common area machines)
- Save on the "Group Drive" or the "Shared Student drive" for accessing some standard folders and for downloading possible webpage contributions and for downloading your finished PowerPoint presentations
- Any work saved to the "Desk Top" will be automatically removed on "Shut Down".
- Don't fiddle with settings, screen savers etc and don't load on games or new programs – they will be deleted on shutdown.
- Encourage students to bring memory sticks.

PHOTOCOPYING / PRESENTATION EQUIPMENT / PHONES

- Within reason we would like to make all equipment available to you
- Mobiles:
 - turn-off etiquette
 - not a social instrument in town but a work-tool
 - key numbers: staff; group number to your parent TONIGHT
- Land-lines – making calls for business purposes – ask staff for permission (Dial zero to get an outside line.)
- Fax – available for business purposes – see a City Cite staff member
- Photocopying – by request from staff, within reason but please watch waste
- Data & OHP projector available
- Coloured paper – upon request within reason but no self-help

THE WORK FOLDER FOR LONGER PROGRAMS

- That a formal record and therefore standard expected
- Will be assessed
- Sequential arrangement of material – start them on same with title page, emergency sheet, contents page, program outline/timetable, first activity material.....
- That handouts may be recycled but otherwise will be yours

THE PROGRAM

- General comment on overview.
- Some flexibility but pace usually brisk – plenty to do!
- Absolute importance of punctuality
- In particular start of day – don't come up here with breakfast / still finishing lunch etc
- Be prepared to be courteously assertive: we won't faint or flip if you need to tell us that something isn't clear or isn't working because obviously we don't know everything about where you are coming from and may get some things a bit out of adjustment for you....

Appendix 3: IN AN EMERGENCY (For students)

Possible Scenarios	Action
Serious injury/ EMERGENCY	1. Ring 000 2. Stay together - contact School/City Cite Staff Members ASAP
Incident – example – LOST in the City.	1. Consult map. 2. Seek assistance 3. Ring City Cite staff – especially if late!
You or your group are LATE.	Ring your teacher or City Cite staff on their mobile number and ask for instructions.
The BUILDING ALARMS go off and we have to evacuate.	1. Move to class area. 2. Follow the instructions of the teacher. 3. Follow teacher to Custom House Lane emergency assembly area.
The LIFT stops and the doors won't open.	1. Keep quiet and calm 2. Press the emergency phone on the lift panel – follow instructions 3. Ring City Cite staff member. 4. Wait quietly for help
Building evacuated/closed because of some sort of emergency	Meet at the Custom House Lane, emergency assembly area.
CITY INCIDENT - Highlander Lane and Custom House Lane area closed off.	1. Walk to Southern Cross Station on Spencer Street and assemble to the side of the escalators (near the V-Line ticket office) or area specified by staff. 2. Keep out of the cameras / microphones of the media (if present) if possible. 3. Ring your parents from your mobile or a phone box and let them know that you are safe. Do not sensationalise.
There has been some sort of emergency and, you cannot contact City Cite or school staff members.	Phone in to your School Reception and ask for their help. (They have been briefed about what to do.)
If all else fails or for matters that need to be reported to the police.	Report to the Police at Melbourne West Police Station (313 Spencer Street if you are at our end of town) or to the police on duty (if you are at Southern Cross Station) or East Police Station at 226 Flinders Lane. Explain the situation and ask for their help.

ABOVE ALL

- **USE COMMON SENSE**
- **LISTEN TO INSTRUCTIONS**
- **STAY WITH YOUR GROUP and/or STAFF MEMBERS**

CONTACT DETAILS:

City Cite address: 12/474 Flinders Street

City Cite office phone: 8660 6700

Mr Leather: 8660 6701

Mr Barker: 8660 6702

Ms Zarifis: 8660 6705

Ms Dendle: 8660 6703

Appendix 4: Emergency Contact Numbers

City Cite: 8660 6700
Level 12
474 Flinders St
Melbourne 3000

In a critical Emergency ring the general number and ask for appropriate service	000
Melbourne East Police Station - 226 Flinders Lane (Near Swanston Street)	9650 7077
Victoria Police Centre 313 Spencer St, West Melbourne VIC 3008	8690 4444
Royal Melbourne Hospital - Grattan Street Parkville	9342 7000
Alfred Hospital - The Alfred Commercial Road	9276 2000
General Practitioners –Mid-town Medical Clinic Level 4/250 Collins Street. Near corner of Collins and Swanston Streets	9650 4284
474 Building Manager – Dimitri	0410 686 100
474 Building Cleaner – Manager – George Kelidis	0433 447 346

Appendix 5: City Cite – Level 12 – Fire Warden Procedures

Upon hearing the Alert tone (Beep, Beep):

Everyone put on your hats!

Floor Warden – City Cite Staff Member (Yellow Hat): Make your way to one of the WIP phones (Warden Intercom Phones - Red Fire Phone) at either end of the corridor. Pickup the phone and await instructions from the Chief Building Warden, there may be silence at the other end but please wait until the warden speaks to you.

Wardens (Red hat):

Warden 1 (City Cite) and 2 (School Staff Member) are to round up the occupants or staff on the south side of the building (Yarra River end), and inform them to gather around the South fire exit. Pickup a clipboard, and a set of rolls from the sickbay.

Warden 3 (City Cite) and 4 (School Staff Member) are to round up the occupants or staff on the north side of the building (Rialto end), and inform them to gather around the North fire exit. Pickup a clipboard, and a set of rolls from the sickbay.

*Remember as a warden you should always round up people **with another warden as a witness** and write down any issues with the time they occurred. If a person refuses to leave, inform them twice of what they need to do, point to the nearest exit and make sure they understand what you are asking them to do. Do not force them to leave with any type of physical force.*

Assistants (Red Hat):

Assistant 1 (**School Staff Member**) is to head towards South Fire exit (**Yarra River end**) and guard the door to ensure it is closed and people do not evacuate before required.

Assistant 2 (**School Staff Member**) is to head towards North Fire exit (**Rialto end**) and guard the door to ensure it is closed and people do not evacuate before required

It is very important that occupants do not evacuate early. If people evacuate before instructed they may be exiting down a fire escape that is not safe.

EVACUATE!

Once the Floor warden (**City Cite Staff Member - Yellow Hat**) is informed by the Chief Warden to evacuate or the evacuate sound is heard (whoop, whoop). The Assistants (**School Staff**) at each Fire stair are to assign a person to lead their group down to the evacuation point on **William street between Flinders and Flinders Lane** (see below), make sure this person is very clear on where the evacuation point's location. Once everyone is accounted for and everyone leaves safely the assistant can then depart at the back of the group to help anyone on the way down.

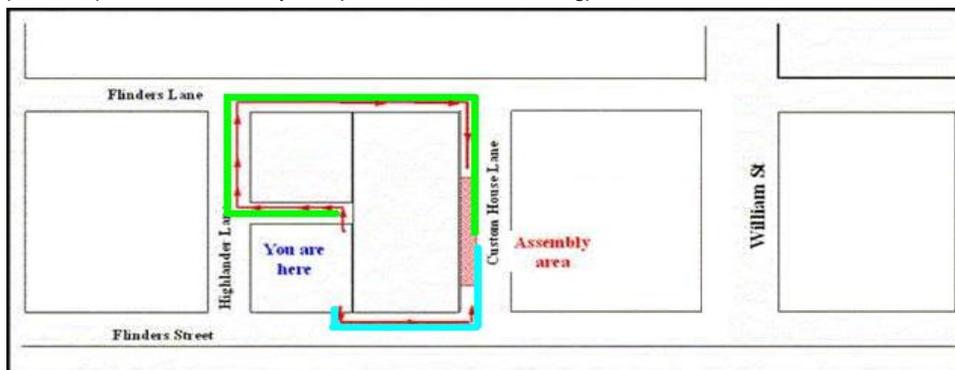
Ensure that people do not carry objects with them that could cause injury (i.e. umbrellas or large objects) and that people do not use their mobile phones until outside the building (it could trigger a bomb off!).

Once all the staff have evacuated the level, the **Floor wardens** should then commence the 2nd sweep of the office at their designated end and in pairs. Close all doors after you search each area. If you find anyone left on the level, that person is to stay with you the whole time until you are out of the building. Once the final checks are complete the **Wardens 1, 2, 3, 4** and the **Floor Warden** must leave together.

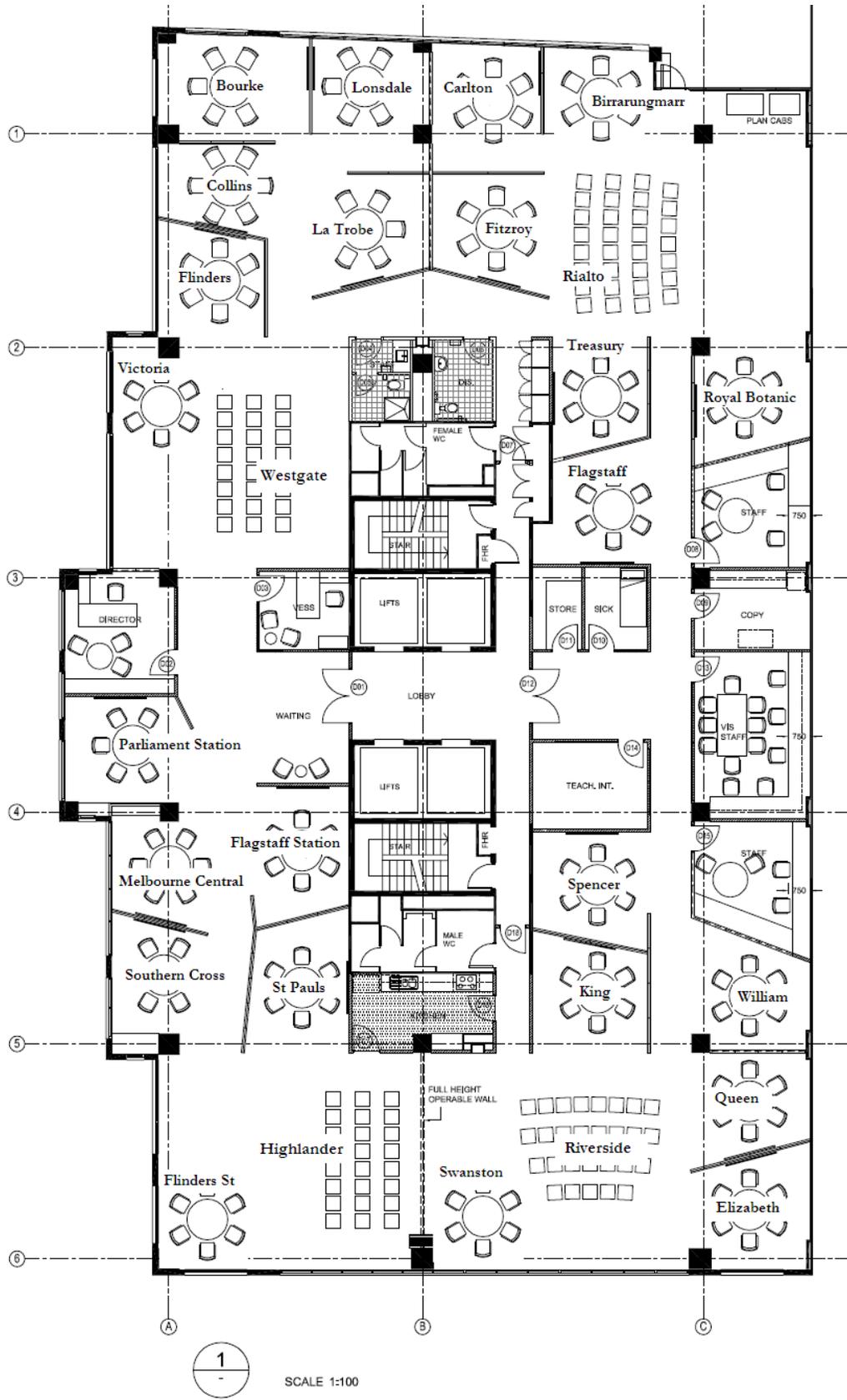
If there are any persons that are disabled or injured they should be left with a carer near the entrance to the fire stairs (not in the stairs as they will get in the way of others). If there is a fire on the level the carer and disabled or injured person should stay on the landing inside the fire stairs.

Once all fire wardens are outside the building the floor warden (**City Cite staff member**) should report to the chief building warden in the building foyer to report that all staff have evacuated safely, or if people are left behind, or if there have been any issues. At this time wardens may also be asked to assist the chief warden if requested.

If you have any questions, please call Daniel Hayward (**Chief Warden for Building**) on 0438 112 856.



Appendix 6: City Cite Floor Plan





City Cite Safety Procedures Checklist

Visiting School _____ City Cite Dates __ / __ / ' __ to __ / __ / ' __

A City Cite Staff Member will brief the Teacher in Charge from the visiting school as to the following:

- Indicate location of Emergency Exits
- Indicate location of Fire Extinguishers
- Indicate location of Emergency WIP Phone
- Indicate location of initial Meeting Points on Level 12
- Indicate the location of the Evacuation Assembly Point in William St.
- Indicate location of Evacuation Procedures Folders in Visiting Staff Office
- Relevant Group Lists placed in the appropriate folders in Visiting Staff Office
- A copy of Student Medical Summaries and Parent Contact Details (provided by the school) placed in Emergency Procedures Folders in Visiting Staff Office
- Each Visiting Teacher in charge of a group has a copy of his/her group's Medical Summaries and Parent Contact details to be carried with him/her at all times
- Visiting Teacher responsible for a group carries students' spare 'epipens', 'anapens', 'insulin pens' etc where appropriate
- Indicate location of the 1st Aid Room / Sick Bay
- Indicate location of Incident Report Forms in 1st Aid Room / Sick Bay
- Students have been briefed regarding safety procedures to observe during their time at City Cite

Name: _____ Signed: _____ Date: __ / __ / ' __
(Visiting School Staff Member)

Name: _____ Signed: _____ Date: __ / __ / ' __
(City Cite Teacher)

This document is to be kept on file in the office of Deputy Director of City Cite in the "Safety Procedures Completed Checklist" folder."