

Diocese of Shrewsbury
2024 Pilgrimage Code of Conduct

PARTICIPANTS – All Pilgrimage Volunteers

The Annual Diocesan Pilgrimage to Lourdes is arranged so that people of all ages from all parts of the Diocese can visit the Shrine of Lourdes with our Bishop or his delegate. At the heart of the pilgrimage is prayer and service to other pilgrims of whom a significant number are sick and disabled. The pilgrimage gives an opportunity for people to travel, live, work, relax and pray together for a week and to try to live out the values of the gospel in a way that they may not normally have. It is not a holiday in the usual sense of the word, but it is still a richly rewarding experience when entered into fully.

Personal Safety - During the time I am in Lourdes, should I have any cause for concern, or experience any inappropriate behaviour from another member of the group or any other person, I must share these concerns immediately with Canon Chris Matthews (Pilgrimage Director +44(0)7813020730, Andrew O'Brien (Safeguarding Coordinator +44(0)7557731492 or my Coach Leader if applicable.

If I experience any inappropriate behaviour by another person whilst at the Accueil I shall report the matter to the Nurse in Charge of the shift immediately. When on duty at the Accueil I am firstly responsible to the Nurse in Charge, but the duties may be delegated to a Team Leader from whom I will take and follow instructions.

Volunteer behaviours contrary to the code of conduct will be referred to the Diocesan Pilgrimage Director and Safeguarding Coordinator for assessment. In the instance that a volunteer is suspended from role please be aware that they may be sent home at their own expense.

As a pilgrimage volunteer, you **MUST**

- Participate FULLY in the pilgrimage programme and formation programme.
- Attend your duties punctually wearing appropriate dress and in a fit state to carry out the work asked of you.
- Follow direction from your Team Leader or Diocesan Pilgrimage Representative at all times.
- Treat everyone equally and with respect, especially children, young people and adults at risk.
- Challenge unacceptable behaviour. Bullying, harassment, intimidating behaviour, discrimination, provocation or threatening behaviour is not acceptable and will not be tolerated at any time. Lead by example with your personal conduct.

- Understand that as a volunteer you may be given some limited sensitive information about the assisted pilgrim you are caring for. In this situation you must respect people's privacy and only share the information when appropriate.
- Inform the Pilgrimage Director if you are experiencing difficulty with any aspect of the pilgrimage, whether physically or emotionally.
- Act responsibly when publishing photographs of the pilgrimage and seek permission where required. When taking photographs you should be mindful as to whether they are appropriate and tasteful. You are asked not to post pictures of our Assisted Pilgrims whilst in Lourdes.
- Wear your name badge/lanyard somewhere visible at all times.
- At all times within the Domain, pilgrims are required to dress and behave respectfully. In particular they are asked to ensure that shoulders and mid-riffs are covered at all times and that shorts/skirts are at least 'knee length'. For safety reasons you are required to wear sensible, flat soled, secured footwear with an element of heel protection. Flip flops must not be worn on duty. If at any point you are considered to be inappropriately dressed either by Diocesan pilgrimage leaders or Sanctuaries staff, you may be asked to return to your hotel to change.
- All adult volunteers must act responsibly in respect of their own alcohol consumption and will at all times be in a suitable state to deal with any emergency that may arise. All complaints regarding volunteer conduct will be referred to the Pilgrimage Director. Assessment of volunteer's suitability will be made in relation to their continuing role within the Diocesan pilgrimage. Remember at all times to lead by example and protect the good name of the pilgrimage.
- Report any concerns/emergencies regarding your safety or the safety of others to a Coach Leader or with the Pilgrimage Safeguarding Representatives, Pilgrimage Director or Diocesan Safeguarding Coordinator.

*In the unlikely event of any terrorist alert, **RUN** to a place of safety or **HIDE**, leaving belongings behind. **TELL** by calling 112 if possible and SILENCE your phone.*

As a pilgrimage volunteer, you **MUST NOT**:

- Use language, or discuss topics which are inappropriate or may cause offence.
- Share information relating to a young person, sick pilgrim or someone in the care of the Diocesan pilgrimage via the internet or social networking sites such as Facebook or Twitter etc.
- Obtain or publish photographs of any child, young person or adult at risk without their parent/carers permission or the permission of the guardian for any adult at risk.
- Mistreat verbally, physically, emotionally, sexually or via social media/electronic platforms anyone while you are on or off duty as part of the Shrewsbury Diocesan Pilgrimage.
- Neglect your duties in a way that may lead to the harm of another individual(s).
- Possess or use illegal substances or carry weapons of any kind.
- Buy alcohol for any under-18's or encourage the consumption of alcohol for any youth pilgrims.

OVER 18'S – alcoholic drinks should be purchased in a responsible manner, always being mindful that volunteers are required to uphold the high conduct expectations and good reputation of the wider pilgrimage.

Behaviours contrary to this code of conduct will be referred to Diocesan Pilgrimage Officials for assessment. In the instance that a volunteer is suspended from role please be aware that they may be sent home at their own or parents/carers financial expense.

PRINT NAME:	
SIGNATURE:	
DATE:	

[Privacy Notice](#)

Your personal details on this form, or that you have supplied to the Diocese has been collected for legitimate reasons in pursuance of the Roman Catholic Faith and in accordance with the law, for safeguarding purposes. The information that you have provided to us will not be transferred to any third party for general marketing purposes. It is necessary for the Diocese to work with other third parties such as the Catholic Safeguarding Standards Agency (CSSA), Local Authorities and the Police and other organisations that supervise or assist with safeguarding processes. Your personal information may be transferred to these relevant organisations as required. The personal information that you have supplied, will at all times be securely stored on diocesan, or relevant third party IT systems, or other secure filing systems, in accordance with standard safeguarding procedures. Thereafter, the personal information about you will be securely destroyed. You can read our full privacy notice at <http://www.dioceseofshrewsbury.org/about-us/privacy-notice>.