

**Lourdes Youth Pilgrimage:**

**Rights, Roles and Responsibilities**

First of all, thank you for applying to be a member of the Archdiocesan pilgrimage to Lourdes. Whether this is your first time travelling with the pilgrimage or your 5th or 6th you should know that your time and commitment are vital to enabling the pilgrimage to take place. Simply put, without you and the other members of the youth pilgrimage, the pilgrimage as it looks now just could not happen.

This document contains a brief overview of the rights, roles and responsibilities of all those involved in the youth pilgrimage – from the trustees of the archdiocese through to the first-time youth pilgrim.

Amongst all those different roles there will be specific responsibilities delegated to various individuals. This document shows what those responsibilities are.

It is also a reminder of the responsibilities we all have, no matter what our role on the pilgrimage, to ensure that everyone who travels to Lourdes does so safely.

In the main, this document is most relevant for staff members; but it does contain information about the Code of Conduct we are all asked to follow as members of the Liverpool Archdiocesan Pilgrimage – Staff, Young People and members of the wider pilgrimage; our rights as members of that pilgrimage; and lines of communication regarding safeguarding procedures. And so is provided for all youth pilgrims to consult.

**Introduction**

The Archdiocese takes its commitment for the safety and welfare of all members of the Lourdes pilgrimage seriously. This document may help you understand a little more the rights that you have as a member of the youth pilgrimage and the responsibilities that we all share as members of the youth pilgrimage and the wider Archdiocesan pilgrimage to Lourdes.

This document will be available on the Animate Website (animateyouth.org - Lourdes)

Youth Pilgrimage policies referred to here are also available on the Animate website (animateyouth.org - Lourdes) or on request

Policies are based on CSSA Code of Conduct for Young People and Code of Conduct for Leaders and Helpers as adapted by the Archdiocese of Liverpool and the Archdiocese Youth Pilgrimage.

**Our Rights**

As members of the Archdiocesan Pilgrimage we all have the right to:

• Be safe and happy on pilgrimage.

• Be respected and treated fairly.

• Take part as an equal to other youth pilgrims and members of the wider pilgrimage.

• Be protected from abuse by other members of the pilgrimage or outside sources.

• Ask for help.

• Be listened to.

• Be believed.

• Have any concerns taken seriously and acted on.

• Be referred to professional help if needed.

• Privacy.

**Code of Conduct for all members of the Youth Pilgrimage – Staff and Youth Pilgrims**

Promote Wellbeing

• Ensure the safety of all pilgrims by working with staff and hospitalite and other youth pilgrims so events, activities, prayer and other elements of the pilgrimage are safely planned and effectively supervised;

• Foster teamwork and co-operation between all pilgrims, promoting trust and mutual respect;

• Discourage and stop rough or dangerous activities, bullying, inappropriate language or other inappropriate behaviour;

• Treat all youth pilgrims and members of the wider pilgrimage fairly and not show favouritism;

• Be positive, approachable and offer praise to promote the objectives of the pilgrimage;

• Listen sensitively and encourage communication between all members of the youth pilgrimage, and between members of the youth pilgrimage and the wider pilgrimage;

• Respond to concerns and allegations promptly and appropriately by speaking to a member of your coach staff or, if this is not appropriate, a member of staff on another coach;

Promote Autonomy and Dignity

• Ensure the rights and responsibilities of all pilgrims are enforced;

• Promote the full participation and involvement of all youth pilgrims, recognizing and addressing the additional needs of some young people e.g. disability;

• Constructively challenge all discrimination and encourage all pilgrims to not discriminate on the grounds of age, gender, ability, social class, race, cultural background, religious beliefs or sexual identity;

• Respect, promote and support the right of all pilgrims to make their own choices and decisions, provided this does not threaten the rights, safety, wider pilgrimage rules and structures and legitimate interests of others;

• Respect the right of all pilgrims to personal privacy;

• Respect and listen to the opinions of all pilgrims

• Encourage any pilgrim to point out behaviours or attitudes that they do not like;

• Encourage members of the youth pilgrimage to take responsibility for their own conduct;

Boundaries and Power

• Establish appropriate boundaries between pastoral care and personal lives in relationships with other members of the youth pilgrimage and members of the wider pilgrimage;

• Not abuse the position of trust for personal benefit e.g. financial gain, sexual gratification;

• Be conscious of explicit and implicit power vested in the role of a helper to the assisted pilgrims;

• Acknowledge the limitations of time, experience, skill and competence – know where and how to ask for support when needed;

• Deal with differences in opinion with respect;

• Work to people’s strengths, and never bully, abuse, manipulate or denigrate.

Personal Conduct

• Act always in accordance with the core values of the Catholic faith and ensure that behaviour does not bring the church into disrepute;

• Provide an example you wish others to follow;

• Work in a way that is honest, reliable and transparent, never seeking to deceive or manipulate;

• Refrain from using blasphemous, violent, discriminatory, or offensive language and behaviour;

• Abide with youth pilgrimage rules in relation to smoking, vaping, consuming alcohol or using drugs;

• Not engage in any form of sexual relations (including verbal banter, flirtation, using one’s gaze to signal attraction, etc.) with inappropriate members of the pilgrimage (children, adults for whom you have a supervisory / supportive role)

Please note, this Code of Conduct is based on the CSSA Code of Conduct. It cannot be exhaustive of all events, situations and behaviours on the pilgrimage.

In the unlikely event of breaches of the code of conduct and / or commitment from either a young person or a member of staff the pilgrimage guidelines pathway will take effect. This will be explained at a preparation meeting and can be found on the animateyouth website under ‘Lourdes’.

**Safeguarding Policy**

All staff must be familiar with the CSSA and Archdiocese Safeguarding policy and procedures

The Archdiocesan Youth Pilgrimage operates under CSSA policies and procedures.

Specifically this includes:

* Safer Recruitment Guidance
* Guidance recording a disclosure or allegation
* Guidance for arranging pilgrimages involving children and young people and adults at risk
* Complaints Policy
	+ 1. General Archdiocesan Policy
		2. CSSA: For making a complaint to the Catholic Safeguarding Standards Agency (CSSA) about a Diocese, Eparchy or Religious Institution in England and Wales**.** The CSSA offers the final stage for unresolved complaints about how a church body has handled a complaint made to it about safeguarding.

Archdiocesan Policy (please see liverpoolcatholic.org.uk)

* Whistleblowing Policy

Who is a vulnerable adult?

Those in residential accommodation provided in connection with care or nursing or in receipt of domiciliary care.

Those receiving healthcare

Those in lawful custody or under the supervision of a probation officer.

Those receiving a welfare service of a prescribed description or direct payments from a social services authority.

Those receiving services, or taking part in activities, aimed at people with disabilities or special needs because of their age or state of health.

Those who need assistance in the conduct of their affairs.

The Children Act 1989 defines a child as

Any person under the age of 18 years, including those persons under the age that:

* Are living independently
* Is in further education
* Is a member of the Armed Forces
* Is in hospital
* Is in prison or a young offenders institute.

Over 18 Youth Pilgrims

As well as preparation to work with sick pilgrims they will be made aware of their responsibilities in regard of under 18s. They need to be aware that inappropriate behaviour with those under 18 will be treated in the same manner as any safeguarding incident.

What is abuse?

An abused child is a person under the age of 18 who has suffered from, or is believed to be in significant risk of, neglect, physical injury, emotional abuse or sexual abuse.

Child abuse is perpetrated by any adult who has a position of trust or authority with respect to a child or any other person known to the child or family who may have contact with the child. A child may also be the victim of abuse where the abuser is another child.

Child abuse may be the result of direct acts towards the child by one of those mentioned above, or by the failure of those who have responsibility for the child to provide reasonable care and protection from harm.

What to do if you are worried about suspected abuse by a Staff Team Member?

Do not confront the person.

Do not dismiss your concern, the Archdiocesan Pilgrimage will take it seriously.

If someone shares a concern with you reassure that person that they have done the right thing.

Write down exactly what you have heard while it is still fresh in your mind, including date, time of your conversation and any incident disclosed.

All allegations of actual harm to a young person or vulnerable adult will be acted upon.

Discuss your concern with the person who has immediate responsibility for that person’s sphere of activity.

Suspicion of any type by a staff team member must be reported in the first instance to the Coach Leader. The Coach Leader will inform the Director at the first possible opportunity.

If a Coach Leader is suspected the staff team member will inform the Director at the first possible opportunity.

If the Director is suspected, a Coach Leader will speak with the Director of the whole pilgrimage at the first opportunity.

The Director of the Youth Pilgrimage will take appropriate action that will include informing the Archdiocesan Safeguarding Coordinator/Officer and the Safeguarding Team in Lourdes[[1]](#footnote-1). Where necessary police and social services will be informed.

What to do if a youth pilgrim is suspected of abuse?

Do not confront them.

Speak to a person who has immediate responsibility for them. The Coach Leader will inform the Director.

What to do if an adult in Lourdes is suspected of abuse?

Do not confront them.

Speak to your Coach Leader who will speak the Director. Hospitalité members have similar Safeguarding procedures.

What to do if a young person reveals that they have been abused prior to the pilgrimage.

Accept what the person is saying.

Take the alleged abuse seriously.

Do not assure them of confidentiality.

Reassure the person you have spoken to that they have done the right thing.

Write down exactly what you have heard while it is still fresh in your mind, including date and time of conversation and any incident reported.

Information must be shared with the person responsible for you. Do not withhold information. Competent authorities will be informed who will help in the situation.

Explain that you must inform the Coach Leader/Director.

Show compassion and a willingness to listen.

What to do if a young person says that they have been abused in Lourdes.

Follow the above.

What to do if someone tells you that someone they know is being abused.

Follow the above.

What action will be taken?

If any person is suspected of abuse they will be removed from their hotel immediately. The youth pilgrimage will find a temporary hotel for the individual involved. Staff members from the youth pilgrimage may be asked to stay in the hotel with the individual to offer oversight and pastoral support.

The Director will also see to it that the person is removed from all activities where there could be risk to other young people or vulnerable adults. This may involve parents travelling to Lourdes or staff accompanying the individual home and/or removal from the Liverpool Pilgrimage. Any such actions will be done in collaboration with the individual, the wider pilgrimage authorities and the diocesan safeguarding team.

Archdiocesan Safeguarding Coordinator/Officer will be informed. Statutory authorities will be informed.

None of the above implies guilt.

**Roles and Responsibilities of those involved in the Pilgrimage**

Each volunteer whether Coach Leader or staff team member is appointed for one year. Following the appointment of Coach Leaders for a succeeding pilgrimage, the Director and Coach Leader will recruit and select a new staff team.

**Archdiocesan Trustees**

Under the Health and Safety at Work Act 1974 The Diocesan Trustees are responsible for health, safety and welfare of volunteers who work for the Archdiocese.

They are also responsible for implementation of the National Safeguarding Procedures, and these Safeguarding procedures are a requirement of the Safeguarding Vulnerable Groups Act 2006.

Although the Trustees are responsible for health and safety and safeguarding, decisions about the implementation are delegated to a Director of the Pilgrimage.

On behalf of the Trustees the Director has overall responsibility for the spiritual, pastoral, health and safety and safeguarding matters relating to the Pilgrimage.

**Director**

* Appoints Coach Leaders for a period of one year
* Ensures Coach Leaders provide an up to date risk assessment for the pilgrimage.
* Ensures safeguarding procedures are in place.
* Ensures all those who need DBS clearance have the appropriate clearance.
* Ensure staff teams have appropriate experience and adequate preparation for the pilgrimage.
* Ensure there is a Staff Preparation Day at which appropriate training is given.
* Ensure payments are up to date.
* Ensure adequate first aid provision is available.
* Arrange coach bookings and contracts, book hotels, arrange insurance.
* Ensure chapels are booked.
* Work with liturgy co-ordinator to plan liturgies.
* Liaise with other members of the pilgrimage: hospitalite, music, co-ordinators meetings, executive meetings.
* Promote the youth pilgrimage and ensure adequate promotional material is available in good time.
* Chair Coach Leader meetings before and during the Lourdes pilgrimage.
* Oversee the work of coach leaders whilst in Lourdes and before.

**Application Process for Staff**

* All youth pilgrims staff will complete an application form (Staff Team includes: Coach Leader, Chaplain, Staff Team).
* The application will include a link to the commitment for staff.
* All staff members should read this document each year which will note their own role description, staff commitment, pilgrimage rules, our safeguarding policy and the staff Code of Conduct.
* All staff will be asked to agree to safeguarding policy, maintenance of rules, commitment and sign the Code of Conduct each year.
* The Director and Coach Leader may interview candidates for staff teams.
* The candidate will seek a DBS enhanced Disclosure.
* On receipt of a clear DBS certificate, two satisfactory references, a completed application form and interview with the Director a staff member will be appointed for one year.
* All documentation will be kept strictly confidential.

**Coach Leaders**

* They will recruit suitable staff, subject to the approval of the Director and satisfactory references.
* They will attend Coach Leaders’ meetings.
* They will ensure that staff application forms are completed and sent into the pilgrimage office.
* Ensure there is an appropriate mixture of genders on a staff team.
* The minimum age for staff team members is 23.
* Ensure that there is good preparation for young people. This will include roles & responsibilities, the story of Lourdes, disability awareness, the theme of the year, spiritual and liturgical preparation, and practical preparation.
* Ensure there be at least one meeting with parents at which rules and commitment are reinforced and safeguarding policy explained.
* Ensure all the members of the coach have a valid passport and visa (if appropriate). Photocopies of all the passports should be taken for emergency use.
* Ensure staff and young people have GHIC cards
* Ensure medical forms have been returned to CL and are kept in a safe place; and any specific needs are catered for. This information should only be shared on a need to know basis.
* Collect the second and third payments from young people and issue one cheque payable to the pilgrimage office on each occasion.
* Be aware of and abide by the pilgrimage risk assessment; and write a supplementary coach risk assessment and submit to the Director.
* Allocate duties to staff team members.
* Ensure, as much is as reasonable, the full participation of young people in the whole pilgrimage programme.
* Ensure that young people abide by the agreed standards of behaviour of the Archdiocesan pilgrimage, as noted in the pilgrimage commitment, pilgrimage rules, safeguarding policy and any other ad hoc rule as agreed by the competent authorities.
* Be aware of emergency procedures and Critical Incident Plan for the Diocese.

**Chaplains**

Chaplains are priests who act as role models to young people in what they say and do. They are full and equal members of the Staff Team. They are to encourage, support and affirm the faith and unique gifts God has given to all. They will endeavour to help staff and young people to connect acts of service on pilgrimage with faith in Jesus.

* Plan, lead and deliver acts of worship and praise.
* Explain the significance of different services: anointing of the sick, Blessed Sacrament procession, international Mass, torchlight procession, reconciliation services etc.
* Will assist the Coach Leader in ensuring the safety and well-being of young people throughout the journey and in Lourdes.
* Will attend the Staff Preparation Day.
* Attend and participate in youth pilgrimage events and liturgies.

**Over 18s Co-ordinator – to be appointed from existing staff members by the Director.**

* To plan an over 18 duty rota.
* To liaise with hospitalite members through the year to ensure over 18s are deployed efficiently.
* To attend appropriate meetings with St Frai/Hospitalité prior to and during the Pilgrimage
* To liaise with Coach Leaders when arranging work during the week of the pilgrimage.
* To explain the health and safety issues of the over 18s work during the week of the pilgrimage
* To be on hand during the week to assist with any problems that should arise pertaining to Over 18s work. In the main this will be on the floor of the St Frai during duty times.
* To attend Coach meetings.

**Under 16s / Non DBS Co-ordinator – to be appointed from existing staff members by the Director.**

* To plan an under 16’s duty rota
* Ensure the under 16 duties are compliant with the safeguarding policy for those with no DBS
* To liaise with hospitalite members through the year to ensure under 16s are deployed efficiently.
* To attend appropriate meetings with St Frai/Hospitalité prior to and during the Pilgrimage
* To liaise with Coach Leaders when arranging work during the week of the Pilgrimage.
* To explain the health and safety issues of the under 16s work during the week of the Pilgrimage.
* To be on hand during the week to assist with any problems that should arise pertaining to Under 16s work. In the main this will be outside the St Frai on the esplanade route and in the chapels for services.
* To attend Coach Leader meetings.

**Music Co-ordinator – to be appointed from existing staff members by the Director.**

* Will liaise with the Director, and others, to help assist in the arranging of liturgies, worship and services. This includes the Advent and Lent Masses / Services, departure Mass, pilgrimage week, and reunion Mass.
* Liaise with Coach Leaders and provide them with resources to support full participation in the liturgies.
* Contact all musicians and singers and invite them to music rehearsals.

**Staff Team Members (to include both Coach Leader and Chaplain roles)**

* All staff team members are people who are witnesses to the Catholic/Christian faith in what they say and do. They act as role models to young people at all times.
* All coach staff have a duty of care to make sure that young people are safe and healthy. They have a common law duty to act as a reasonable parent would. They should not hesitate to act in an emergency and to take life-saving action in an extreme situation.
* Will support the Coach Leader and actively support all the rules of the pilgrimage.
* They will work with the Coach Leader to ensure the safety and well-being of all young people on the pilgrimage.
* They will attend coach preparation meetings.
* Will maintain a professional relationship with young people in Lourdes and on return home.
* Will carry out the duties and tasks entrusted to them by the Coach Leader.
* Will assist the Coach Leader in ensuring the full participation of all young people in the pilgrimage programme.
* Will make every effort to identify and respond to young people who show signs of being marginalised reporting any concerns to the Coach Leader.
* Will take positive action if they see young people acting in a manner that will hurt the reputation of the pilgrimage. Necessary follow up can be passed onto the appropriate coach leader.
* Attend the Staff Preparation Day

**Other Information**

**Eating disorders**

The common eating disorders can be categorised as follows:

Anorexia: the refusal to eat food, or eating very little. Common symptoms: distorted body image, low self-esteem, mood swings (extremely outgoing to super quiet / flying off the handle unexpectedly), secretive, increased growth of facial hair, grey pallor, bad breath.

Bulimia: making themselves sick after eating; usually accompanied with binge eating. Common symptoms: distorted body image, low self-esteem, secretive, disappearances after meals, binge eating, bad breath.

Binge eating: eating normally during the day with periods of bingeing, usually in secret. Common symptoms: weight gain, depression.

How to deal with suspected eating disorder

Eating disorders need to be tackled extremely delicately and it should be remembered that boys and young men can suffer from these disorders too. Approaching a young person and asking them directly will inevitably lead to denial.

Raising issues such as disorders in a supportive group situation might encourage some to speak out or alternatively might assist them to open up in private at a later stage. Such young people should be reassured that they can be helped. Comments telling them that they do not need to lose weight or look fine will be ignored – the problem stems from how they see themselves, not how others see them. The process of recovery commences with acknowledging the existence of a problem, followed by counselling, such as cognitive therapy, which explores how thoughts can affect behaviour.

Whilst in Lourdes, encourage them to get involved with the group – do not treat food as an issue. If the opportunity arises, talk about what is troubling them and try to tackle those problems, rather than the eating disorder. The relief of having somebody to confide in can often help them on the road to recovery.

**Low self-esteem**

In today’s media society, stereotypes of how you should look and behave and what you should have are everywhere. Problems arise with a young person’s self-esteem when they don’t think that they are good enough.

Common signs of low self-esteem are excessive worrying, an introverted personality and over- reliance on other people’s opinions, all of which can often result in other mental problems.

How to help a young person with low self-esteem

Someone with low self-esteem will constantly doubt themselves and their actions and often think that the world is against them. Encourage them to actively participate in group activities and give them a role that utilises their strengths. Recognition and appreciation of their contribution will make them feel a valued member of the group.

**Self Harm**

Young people often resort to self-harm as a way of releasing pent up anxiety or anger. It can also be connected to low self-esteem and the self-harm becomes a way of controlling their emotions, in much the same way as young people with eating disorders use food as a coping mechanism.

Common signs of self-harm are the reluctance to expose arms and legs, cuts on arms and legs if exposed, being sensitive, tendency to spend periods on their own, low self-esteem.

How to help a young person who self-harms

Encourage them to spend time with others to avoid introspection and ask the young person sharing the room to keep an eye on the self-harmer, to make sure they don’t spend long periods in the bathroom on their own. Direct approaches might not help, as they are likely to prompt a hostile response and excuses will be made.

If possible, try to establish the cause of the problem and mention issues affecting young people in group situations, so they will not feel targeted and isolated.

**Sexual Issues**

The human person is created in the image and likeness of God. God has given every person a dignity beyond measure. The human body is also the dwelling place of the Holy Spirit.

The Catholic Church has a distinctive understanding of the human person that does not reduce sex and sexuality to bodily acts or desires.

It is important for couples who come on pilgrimage not to form an exclusive relationship which alienates others.

In preparation the Christian nature of the pilgrimage needs to be outlined in regards of appropriate relationships. Special consideration needs to be given to over 18’s to be made aware of their adult status.

Homosexual people are made in God’s image and should be treated as such. However, it might be inappropriate for them to share a room together. It would be inappropriate for homosexual couples to share a room.

When allocating sleeping arrangements, each child’s sex is relevant. The pilgrimage must meet its safeguarding obligations as based on Keeping Children Safe in Education (KCSIE). No young person should be allowed to share a room with a child of the opposite sex. If a child questioning their gender does not wish to share a room with another child of the same sex, where possible, alternative arrangements should be sought. These alternative arrangements should not compromise the safety, comfort, privacy or dignity of the pilgrim, or of other pilgrims, for instance finding a suitable separate room for the pupil. (***Taken from gender questioning children. Non statutory guidance for schools and college in England – draft for consultation)***

**Medical Issues (e.g. asthma)**

The Medical/Consent Form has all the information you should need about young people’s health. If you have any concerns prior to the pilgrimage then please speak to the parent/ guardian concerned.

**Finance**

Each coach is to have a coach account with 2 signatories.

The 2nd payment secures the young person’s place on the coach.

**Expenses**

Coach Leaders may submit an expenses sheet for any appropriate expenses incurred.

**Sponsorship**

Care should be taken to assess that sponsors uphold the Christian/Catholic nature of the Pilgrimage. Potential sponsorship should be discussed with the Director.

**Care of young people’s money in Lourdes**

In preparation meetings, young people and parents should be advised that young people should bring an amount of money that is in proportion to a week’s pilgrimage.

Young people should be helped to judge what a realistic budget is for each day reminding them of the need for money for the journey home.

**Email and Text Messaging Guidelines for Pilgrimage Leaders.**

The guidelines set out in this document are to help leaders ensure that we make the best use of new technologies, while protecting both the young people in our care and preventing ourselves from being placed in a vulnerable position.

Before sending an email or a text, ask yourself “would you be happy to copy in the young person’s parents/carers?” If the answer is ‘no’ then do not send it.

**Contacting young people**

Arrangements about activities or events for under 18s should always be addressed to the young person’s parent or carer. This may be in the form of a newsletter with all necessary information and payment dates on it.

Information for those who are over 18 may be sent to the young people themselves if necessary, with copies to their parents or carers. Even for those who are over 18 it is important that parents/carers are fully aware of expectations regarding meetings, behaviour and payment dates.

**Social Networking Sites**

Our advice is that leaders need to be very conscious of the context in which these sites are used and ensure the public cannot view any personal information of youth pilgrims.

Leaders need to be especially careful about those they accept as ‘friends’ on sites such as ‘Facebook’.

Leaders should be aware of the content of coach social media that others can post to and ensure content is appropriate.

**Emails**

* Email can be a cheap and effective way of communicating with young pilgrims.
* Ensure you use appropriate language; try not to include any words of phases that could be misinterpreted.
* All Coach Leaders have a separate Lourdes email account for pilgrimage communications
* If you are sending images, make sure they are appropriate.
* Do not forward chain emails to young people.
* Make sure that any hyperlinks you include do not lead to inappropriate content.
* Always copy another leader into your emails. Copy parents into email.
* Always save a copy of all the e-mails you send.
* Blind copy e-mail addresses to ensure you are not broadcasting peoples contact details.
* If you receive an email from a young person which causes you concern, refer (in the case of Coach Leaders) to the Director, and to Coach Leader for other leaders.

**Phones and Text Messages**

* Coach Leaders and other leaders on the pilgrimage may well find this the best method of sending out quick notices.
* When you send a text message or telephone call to a young person, you should once again try to ensure that the content of the message or call could not be misinterpreted.
* Ensure you use appropriate language, try not to include any words or phrases that could be misinterpreted ie
1. Having things in capital letters translates to them being shouted
2. “LOL” can be translated as “Laughs out Loud” or “Lots of Love”.
3. Using a kiss at the end of a text or within a signature may be taken out of context by some recipients.
* Always copy another adult into your text message.
* If you receive a text message which causes you concern from a young person, contact the Director or Coach Leader.

**Teaching and Volunteering**

Teachers can be put in the position of having young people from their school on the coach that they serve.

It is advised that teachers consult their own school/local authority procedures regarding communication with pupils to ensure that the highest professional standards are adhered to.

At all times teachers need to be aware of professional boundaries. Teachers acting as volunteers for the Archdiocese should not give their personal contact details to their own pupils including e-mail, home or mobile numbers.

These guidelines have been drawn up with thanks to the Scouting Association

**Pilgrimage Week**

**(Refer also here to the Risk Assessment and individual coach policies)**

**Journey and Hotel**

The journey should start with prayer. Young people may need to be reminded of the need for safety on the coach. Everyone will need to wear seat belts. It is illegal for anyone to sleep in the aisle of the coach.

If there is a problem with the coach e.g. seating, then the coach company who have been contracted to arrange the transport need to be contacted. A phone call a few days before setting off is also advisable.

Coach drivers should adhere to the coach contract that outlines the requirements of the pilgrimage. They do not have oversight over the young people. Any problems should be addressed to them with another leader present and done so in a private capacity. On arrival in Lourdes concerns should be shared with the Director.

Check location of all fire exits in the hotel. Ensure passageways are not blocked and that fire doors are not locked or obstructed in any way.

Check the location of fire-fighting equipment.

Have the fire alarm explained to you and tested so that all know what it sounds like.

Explain fire safety and the evacuation procedures.

Make clear where the fire assembly point is.

Ensure male and female, and over and under 18, rooms are appropriately segregated.

**Pilgrimage Week**

The first day in Lourdes is possibly the only that day that new young pilgrims will have the availability to visit the places associated with Bernadette’s life. It is essential that those in Lourdes for the first time are given a tour of these places.

New young people to Lourdes should also be taken around key places that they will need knowledge of for the week. These include.

* The Grotto.
* Statue of the Crowned Virgin.
* Rosary Square.
* St Joseph’s/St Michael’s gate
* The Underground Basilica of Pius X
* The Church of St Bernadette
* Accueil St Frai.

Supervision in the week can be CLOSE or REMOTE but is always 24 hours.

Close supervision occurs when the group remains in sight and in contact with coach staff.

Remote supervision occurs when young people from the coach go off for free time or other planned activities on their own during the day.

At these times young people should clearly understand that they are always ambassadors of the diocese and where they may seek help if it is required.

Make young people aware that traffic flows on the opposite side of the road and the traffic flow through Lourdes changes direction.

Make young people aware that pick pockets operate in Lourdes.

Advise young people that if anyone approaches them in a threatening or abusive way, they are to report it to the Coach Leader at the first opportunity.

Keep a head count outside the hotel before departing for work/service and again at the destination.

After the torchlight procession or evening activity a head count must be taken.

A head count should be taken upon arrival in a café/hotel.

Young people are not to walk anywhere unsupervised. Night time free time is supervised free time.

Young people must be accompanied by two adults if they need to go back to the hotel before 12 midnight.

Coach Leaders and staff will ensure as little noise as possible from the group moving through Lourdes out of consideration for those who have retired to bed.

In hotels with other guests noise must be kept to an absolute minimum.

Two leaders are required to enter a young person’s room. Young people’s privacy should be respected and Leaders need to announce their intention to enter the room.

**Appendix**

**Contact details for individuals listed below will be given to CL’s.**

Youth Pilgrimage Director

Fr Simon Gore

Safeguarding Team in Lourdes

Fr Simon Gore

Janice Barton

Fr Grant Maddock

Mgr Des Seddon

Cath McCarthy

Dr Jim Connolly

Safeguarding contact in Diocese

Mark Robson

Coach Leaders

Coach 1 (Paddy Reilly)

Coach 2 (Dave Friend)

Coach 5 (Ben McMullen)

Coach 6 (Dan Antonio)

Coach 7 (Dennis Jones)

Coach 8 (Kathy Charnock)

Coach 9 (Kate Wilkinson)

**Documents referred to in Handbook. These documents can be found on the Animate Website under ‘Lourdes’ or through the pilgrimage office**

Safer Recruitment Guidance

Guidance recording a disclosure or allegation

Guidance for arranging pilgrimages involving children and young people and adults at risk

Whistleblowing Policy

Complaints Policy

* General Archdiocesan Policy
* CSSA: For making a complaint to the Catholic Safeguarding Standards Agency (CSSA) about a Diocese, Eparchy or Religious Institution in England and Wales**.** The CSSA offers the final stage for unresolved complaints about how a church body has handled a complaint made to it about safeguarding.

*General Pilgrimage Risk Assessment – not available on website. Please contact pilgrimage office.*

*Critical Incident Plan – not available on website. Please contact pilgrimage office.*

1. Names and Contact Details of other Coach Leaders, Youth Pilgrimage Director, Whole Pilgrimage Director, Lourdes Safeguarding Team, Diocesan Contacts are included in the appendix. [↑](#footnote-ref-1)