



DIOCESE OF SHREWSBURY - SAFEGUARDING OFFICE

Andrew O'Brien
Safeguarding Co-Ordinator
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DIOCESAN PILGRIMAGE TO LOURDES 2019 CODE OF CONDUCT FOR ADULT VOLUNTEERS

Name of Volunteer

Address

.....

..... Post Code

Date of Birth Tel

Date of departure Date of return

The Pilgrimage 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 Fr David Long (Pilgrimage Director +44(0)7773 324264 or Andrew O'Brien (Safeguarding Coordinator +44(0)7557731492.

If I experience any inappropriate behaviour by another person whilst at the Accueil I shall report the matter to the adult in charge of the shift immediately. When on duty at the Accueil I shall follow the instructions of the adult in charge at all times.

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

- Attend your duties punctually wearing appropriate dress and in a fit state to carry out the work asked of you.
- Follow direction from your Group Leader or Diocesan Pilgrimage Representative at all times.
- Treat everyone equally and with respect, especially children, young people and vulnerable adults.
- 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 pilgrim you are caring for. In this situation you must respect people's privacy and only share the information when appropriate.
- Inform your Group Leader 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.
- Wear your name badge somewhere visible at all times.
- Report any concerns/emergencies regarding your safety or the safety of others to a Group Leader or with the Pilgrimage Safeguarding Representatives Fr David Long (Pilgrimage Director +44(0)7773 324264) or Andrew O'Brien (Safeguarding Coordinator +44(0)7557731492).

*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.
- Obtain or publish photographs of any child, young person or vulnerable adult without their parents' permission or the permission of the guardian for any vulnerable adult.
- Mistreat any child, young person or vulnerable adult physically, emotionally or sexually on the pilgrimage or otherwise.
- Neglect your duties in a way that may lead to the harm of a child, young person or vulnerable adult.
- Possess or use illegal substances or carry weapons of any kind.

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.

Signed

Date.....

THIS COMPLETED FORM SHOULD BE RETAINED BY THE DIOCESAN SAFEGUARDING OFFICE

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 National Catholic Safeguarding Commission (NCSC), 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>.

The Diocese of Shrewsbury is a registered charity number 234025