



Staff Handbook

Why Pilgrimage?

A pilgrimage involves a two-way journey, a journey of the heart towards God through the physical and often uncomfortable journey to a holy place. It is amazing that young people respond so generously to this invitation to come to Lourdes. Whatever the initial motivation to make these journeys, it cannot be underestimated what a profound effect a pilgrimage can have.

The Lourdes Youth Pilgrimage is part of the ancient practice, going back to the Old Testament, of people making journeys to holy places for particular purposes.

It is also clearly shown in the life of Jesus how important pilgrimage was. Jesus made pilgrimage when he was growing up and the climax of salvation happened whilst on pilgrimage.

In the fourth century Christians rediscovered pilgrimage as part of their heritage.

The golden era of pilgrimages was, unsurprisingly, the middle ages. Rome, Cologne, Santiago Compostela, Canterbury and Walsingham are but a few of the places which were not only key places of pilgrimage but also cultural and economic centres.

From the 1800s to this day pilgrimages have had a massive revival. Journeys once made by foot or by horse are now made by plane or air-conditioned luxury coach. However the reality of what a pilgrimage is remains the same.

An authentic pilgrimage means the pilgrimage begins many months before the day of departure. As we go to Lourdes, the time of preparing is all part of our journey. Preparation helps us to focus on our theme for the year. It helps us to ask the questions 'why am I going again?'

The adult pilgrim journeys with young people as a guide and as a witness to faith. Be that guide to our young people. May they see in you genuine love, lived faith and zeal to carry out what the Lord wants.

2. Roles & Expectations

2.1 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. The Trustees are also under a duty to ensure, so far as is reasonably practicable, the health and safety of anyone on their premises or anyone who may be affected by their activities. This includes pilgrimages abroad.

The Management of Health and Safety at Work Regulations 1999, made under the 1974 Act require Trustees to assess the risks of activities such as the Lourdes Youth Pilgrimage, introduce measures to control those risks, ensure all those who take part in such activities know about these measures.

Although the Trustees are responsible for health and safety and child protection, decisions about the implementation are delegated to a Director of the Pilgrimage. However, the Trustees need to satisfy themselves that thorough risk assessment has taken place, that safeguarding procedures are in place, that safety measures have been implemented and that the training needs of the adults volunteers have been addressed.

2.2 Director

- On behalf of the Trustees the Director has overall responsibility for the spiritual, pastoral, health and safety and safeguarding matters relating to the Pilgrimage.
- That adequate planning has taken place relating to all aspects of the Youth Pilgrimage.
- The Director appoints such Coach Leaders (for a period of one year) with the relevant experience and aptitude to lead effectively, who care pastorally and can be spiritual witnesses.
- The Director shall ensure Coach Leaders are able to monitor the risks throughout the preparation session and pilgrimage.
- The Director ensures the Safeguarding Procedures are in place. That all leaders have gone through the required checks and that over 18s have been screened to the required level (Self-Declaration Forms and DBS applications as appropriate).
- That risk assessments have been completed and recorded ensuring safety measures are in place.
- That all the members of the Staff Teams have relevant experience and have adequate preparation for the specific task of taking young people on pilgrimage.
- That all Staff Team Members have been through the Archdiocesan Safeguarding Procedures and undertaken Safeguarding Awareness Training.
- To this end the Director will ensure there is a Staff Preparation Day and that all staff are aware of the relevant planning issues related to their role.
- That parents have signed parental consent forms (under 18s) and the each Coach Leader has medical forms, next of kin details of the young people on his/her coach.

- That all deposits and final payments are up to date.
- That Coach Leaders have made arrangements for specific medical needs of youth pilgrims.
- That adequate first aid provision is available.
- That the Coach Companies comply with the contract that is agreed.
- That adequate insurance cover is in place.
- That all hotels are booked and are of a good standard for the needs of young pilgrims and have the required fire assessment documents (securite).
- That Coach Leaders are aware of the emergency procedures and all protocols pertaining to theft, etc
- The Director will liaise with members of the Hospitalité to ensure the smooth running of the Pilgrimage prior to the Pilgrimage. The Director will participate in an Organising Committee Meeting of the Archdiocesan Lourdes Association and all related meetings.
- That application details are sent to the relevant young people, parishes, school and colleges with the form available for download from an agreed date.
- The Director shall be available to promote the work of the Youth Pilgrimage in schools/ colleges.
- Shall ensure the smooth running of the processing of application forms, keeping Coach Leaders updated on developments.
- The Director will ensure that adequate preparation has taken place for young people. Including roles and responsibilities, disability awareness, the story of Lourdes, practical preparation and the spiritual theme for that year. Resources shall be produced to aid this preparation. That through the Coach Leader, parents/guardians are fully informed of all aspects of planning.
- Shall chair a Coach Leaders meeting prior to the Pilgrimage to help serve the need for good communication and preparation.
- That all Masses, services and chapels, are booked for use in Lourdes.
- Shall chair a Meeting of Coach Leaders in Lourdes each day.
- That adequate risk assessment continues throughout the Pilgrimage.
- Will ensure that there is follow up the Lourdes Pilgrimage.

2.3 Coach Leaders

Role Description: Coach Leaders are people who are witnesses to the Catholic faith in what they say and do. They act as role models at all times to young people. They are to lead by example and their conduct will reflect the Christian nature of the Pilgrimage. They are to be aware of all the young people in their care and help develop the gifts of all the young people they associate with. Coach Leaders will actively support all the rules of the Pilgrimage.

- Coach Leaders 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.
- They will implement the emergency procedures of the Pilgrimage.
- They will recruit suitable staff subject to the approval of the Director and in accordance with the Catholic Safeguarding Advisory Service (CSAS) Safe Recruitment Procedures.
- They will attend Coach Leader's meetings.
- They will encourage new leaders in the group, helping them to feel valued members and involve them in appropriate work.
- They will ensure that Staff Application Forms are completed and sent into the Pilgrimage Office at the specified time.
- Coach Staff will be of an appropriate mixture of genders, 2-3 staff will be working with young people for a significant amount of time. The minimum age for staff team members is 23. Young people who have experience of the pilgrimage should be encouraged to become leaders.
- Coach Leaders will ensure that there is good preparation for young people. This will include roles & responsibilities, the story of Lourdes, disability awareness, and practical preparation.
- There will be at least one meeting with parents. Parents will be given full details of the nature of the Pilgrimage and will be advised of any practical matters concerning their son/daughter's well-being.
- As part of practical preparation they are responsible for ensuring that all the members of the coach have a valid passport and visas (if appropriate). Photocopies of all the passports should be taken for emergency use. They will have copies of all EHIC cards and medical forms.
- The Coach Leader shall collect the 2nd deposit and final payment on time. On each occasion ONE cheque with the FULL amount will be made payable to AOL Youth Pilgrimage Account. The names of any people who have not paid need to be given to the Director. Money is available for any family who may be in financial difficulty.
- They will be aware of issues around race, gender, sexuality, disability and educational needs being sensitive to equal opportunities issues in all aspects of the Pilgrimage.
- They will ensure that anticipated potential risks on the journey, in Lourdes and on the excursion are recorded within the Risk Assessment. They will also ensure that there is a contingency plan for any delays including a late return home included in that assessment.
- With the Staff Team they will continuously monitor the appropriateness of the work of the young people reporting concerns to the Director.
- They will be responsible for the allocation of duties of staff on their coach throughout the Pilgrimage and will rely on their counsel and support.
- They will ensure the full participation of all the young people on the Youth Pilgrimage Programme.

- They will make sure that during the pilgrimage young people are able to fully participate in liturgical celebrations by having with them the Pilgrimage Handbook.
- They will be competent in exercising appropriate supervision of the coach and will ensure that the levels of supervision are consistent with those expressed within the Archdiocese and CSAS procedures. They will also ensure that young people abide by the agreed standards of behaviour of the Archdiocesan Pilgrimage.
- They will ensure that singing is halted in cafes at 11.30 pm and all people return safely to their hotels promptly by 12 midnight.
- They will liaise with the Coach Chaplain in preparation for the spiritual programme of the pilgrimage.
- They will respond to young people who show signs of being marginalised.
- They will adhere to the Child Protection Guidelines of the Pilgrimage and as a staff team discuss how they will best implement it.

2.4 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. Chaplains will try to help connect the faith experienced in Lourdes with people's lives back at home. Chaplains will support the Coach Leader's decisions and will actively support all the rules of the Pilgrimage.

- To help plan and deliver different types of worship and encourage staff and young people to take a 'full, conscious and active' part.
- Will help explain the significance of different services including anointing of the sick, Blessed Sacrament procession, international mass, torchlight procession, reconciliation services etc.
- Will participate fully in coach preparation meetings
- Will be sensitive to issues around race, gender and sexuality.
- Will maintain a professional relationship with all young people and staff.
- 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.
- Will help assist other coaches with services as requested.
- Will support staff to ensure that singing in the bars is halted at 11.30 pm and in making sure that young people return safely at 12 midnight.
- Will make themselves familiar with the Safeguarding Procedures of the Archdiocesan Pilgrimage.

2.5 Over 18s Co-ordinator.

- To be familiar with the CSAS and Archdiocese Safeguarding Policy and Procedures.
- To liaise and co-ordinate preparation throughout the year involving Over 18s.
- To liaise prior to the Pilgrimage with the travel team co-ordinator and the Pilgrimage Director.
- To attend appropriate meetings with St Frai/Hospitalité prior to the Pilgrimage
- To attend Hospitalité Preparation Day
- To liaise with Coach Leaders arranging work during the week of the Pilgrimage
- To monitor relations and evaluate over 18s duties
- 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.

2.6 St Frai Group Leader

- Will co-ordinate preparation and work during the week of the group.
- Will liaise prior to the Pilgrimage with the St Frai Co-ordinator and the Over 18s Co-ordinator.
- Will attend appropriate meetings with St Frai/Hospitality prior to the Pilgrimage
- Will attend Hospitality preparation day
- Will participate in Coach Leaders meetings.
- Will lead preparation meetings with the group prior to pilgrimage
- Will be aware of the workload of the group and act in an appropriate way if people are showing signs of exhaustion.
- Will act as a point of contact for over 18s (yellow T shirts) for those who want to know more about the work of the St Frai Group.
- Will liaise with the Chaplain for the spiritual programme of the week including Mass, Stations of the Cross, reconciliation service and night prayer each night.
- Will be aware of health and safety issues and act appropriately.

2.7 Staff Team Members

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. They are to lead by example and follow the Archdiocese Code of Conduct to reflect the Christian nature of the Pilgrimage. They are to be aware of the most vulnerable in their care and help develop the gifts of all the young people

they associate with. Staff Team members will support the Coach Leader's decisions and will 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 shall be actively part of the coach preparation meetings.
- Will work effectively in small groups.
- Will be sensitive to issues around race, gender and sexuality.
- Will know the rooms of each member of their group.
- 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 Youth 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 actively ensure that singing in the bars is halted at 11.30 pm and that all young people return safely to the hotels at 12 midnight.
- Will take positive action when they see young people acting in a manner that will demean the work of the rest of the young people and inform the appropriate Coach Leader.
- Will make every effort to attend the Staff Preparation Day and make themselves aware of all aspects of planning for the Pilgrimage.
- Will make themselves familiar with the Safeguarding Procedures of the Archdiocesan Youth Pilgrimage.

2.8 Music Co-ordinator

- Will liaise with the Director and others to help assist in the arranging of music liturgies, worship and services during the week. These include, opening and closing masses with young people, music at the holy baths, holy hour with sick pilgrims, mass in the St Frai and other services specified before the pilgrimage.
- Will liaise with Coach Leaders and provide them with resources to support full participation of young people in playing/singing music.
- Will contact all musicians and singers and invite them to music rehearsals.
- Shall coordinate music for Lourdes Youth Alive celebrations.

2.9 Parents

- Parents of those under 18 years of age should make an informed decision as to whether their children should go to Lourdes. The Coach Leader should ensure that parents are given all the appropriate information about the Pilgrimage as early as possible in writing. Parents need to be invited to a parents' meeting.

- Parents should be informed of how they can help to make the Lourdes experience a positive one for all by reinforcing the guidelines that all youth pilgrims will follow.
- Parents may need reminding by letter and verbally about the agreement made at application to pay the 2nd deposit and final payment on time.
- Parents need to co-operate with Coach Leaders by providing necessary documentation (Medical/consent forms, EHICs, Passports/Visas)
- Parents need to talk over any concerns that they have which are not already highlighted on the medical/consent form.
- They need to receive a list of what their sons/daughters should and should not bring. Expensive electrical items should be strongly discouraged.
- They will need reminding that if their sons'/daughters' behaviour is deemed unacceptable their children will be flown home with a leader and the parents will have to pay the full cost of all transport.
- It is good practice to produce a pamphlet so that parents can follow what their sons/daughters are doing each day. This may include prayers and reflections each day. Grandparents and others who may have supported the pilgrimage may also gain a lot from this publication.

2.10 Role of Hospitalité Members

The Hospitalité of Our Lady of Lourdes was founded in 1885 and today is made up of 200 diocesan or national hospitalities. The total membership exceeds 200,000 volunteers of different ages, languages, races and nations. The Hospitalité has a particular role with sick and disabled pilgrims at the railway station, at the airport, at the baths and in the accommodation of sick pilgrims. They also help to arrange processions, and good order at liturgical celebrations.

Archdiocesan Hospitalité

The Hospitalité of the Archdiocese of Liverpool is made of many people who throughout the year put an amazing amount of work into planning the pilgrimage. These include: the Pilgrimage Director, Chaplain to the Hospitalité and Chaplains to the sick, Nurses, Senior Medical Officer, St Frai Co-ordinator, Co-ordinator of the Esplanade, all those who do one hundred and one jobs and the many men and women who make up the rank and file of volunteers who serve in Lourdes.

3. Needs of Young People

3.1 Spiritual

The spiritual needs of the young people who come on Pilgrimage are as vast and wide as the numbers who come. A common experience of Christians is reflected in St. Augustine's words 'our hearts are restless Lord, until they rest in you'. Restlessness shows our desire to search beyond ourselves. Spirituality runs throughout this handbook, it cannot be contained in one section. The variety of worship, music, word, symbol, virtual, fellowship will influence different young people at different times at the spirits' choosing. Work and service too are spiritual experiences and not to be underestimated. Where do so many young people say that they find God? They say 'in my friends'. Here they find love, acceptance and support which is a reflection of the Lord's care for them.

3.2 Eating disorders

The increase of eating disorders in young people means that it is likely that some coming to Lourdes will have suffered, are suffering or will suffer from a form of eating disorder. Young people nowadays have many pressures in their daily lives, ranging from peer pressure and the need to conform to examination pressure to family problems. Whatever the type of eating disorder, the common reason given by sufferers is that food is the one area of their lives they can have some control over.

On the Pilgrimage the meals are set and as many choose to visit MacDonalds anyway it will be difficult to spot those with 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. A refusal to acknowledge their problem makes such conditions hard to overcome.

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.

[The Coach Leader should inform the Pilgrimage Director who could contact parents upon arrival back home.]

3.3 Low self-esteem

In today's media society, stereotypes of how you should look and behave and what you should have are everywhere, from magazines to TV. Problems arise with a young person's self-esteem when they don't think that they are good enough, either by their own standards or what they perceive other peoples to be.

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.

3.4 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, in turn encouraging further secretism. 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. Openness in group discussions in a supportive environment might help them to acknowledge the problem and seek further help upon arrival back at home.

[The Coach Leader should contact the Pilgrimage Director, who can inform the parents and try to ensure that the young person receives proper treatment and assistance back at home.]

3.5 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. Human

relationships ought to reflect people's bodies and spirits. We are whole people and called to develop the fullness of humanity.

The Catholic Church has a distinctive understanding of the human person that does not reduce sex and sexuality to bodily acts or desires. Many of the young people who come on Pilgrimage are at a time of great physical, emotional, psychological and spiritual change. They may have a range of sexual experiences.

- It is important for couples who come on Pilgrimage not to form an exclusive relationship which alienates others, they ought to participate fully in all the activities of the Coach Group.
- 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 who fall under child protection guidelines. They need to be made aware of their adult status and without causing undue anxiety talking to them about what constitutes sexual assault and sexual abuse.
- It may not be as obvious if a gay couple come as friends on Pilgrimage. Homosexual people are made in God's image and leaders need to act with compassion and sensitivity. However, it would be inappropriate for them to share a room together. Alternative arrangements would have to be made with due sensitivity to them and the rest of the group.

3.6 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 the parent/ guardian concerned.

4. Pastoral care of Young People and Vulnerable adults.

The care and safety of young people and vulnerable adults on the Pilgrimage is of paramount importance. Each person is made in the image and likeness of God and endowed with an immense dignity. Any offence against that dignity is an offence against God.

St John clearly says that 'we are to love because God loved us first' (1 Jn 4:19). The care that leaders offer is only a reflection of that which has been poured into their hearts as an undeserved gift of God. Some young people have been deprived of God's love in their lives and these needs often come to the surface whilst on pilgrimage. In the first instance support and guidance must be offered by leaders and a continuation of that support may need to be offered back at home by those professionally employed to do so.

One of the key roles of the Director is the appointment of suitable people who act in a position of trust on behalf of the Catholic Church to work with young people. The Archdiocese is immensely grateful to all those who give up their time to accompany young people to Lourdes and put so much energy into preparation and follow up.

- 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.
- New Staff Team Volunteers will complete an application form, detailing the role description, a Confidential Declaration form and identity verification form.
- The Director and the appropriate Coach Leader will interview candidates.
- The candidate will seek a DBS enhanced Disclosure and will be given appropriate advice as to the process by which this is obtained.
- On receipt of a clear DBS Certificate and satisfactory references a letter of appointment will be issued with Youth Pilgrimage Safeguarding Policy and Procedures.
- All documentation will be kept strictly confidential.
- Where an applicant has a DBS Certificate through the Archdiocese, a further Disclosure is not necessary, unless the Disclosure is considered not to be recent enough according to Archdiocesan guidelines.
- More detailed information is contained Archdiocesan Safeguarding Procedures.

4.1 Who is a vulnerable adult?

The Safeguarding Vulnerable Groups Act 2006 defines a vulnerable adult as:

- 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.

4.2 Over 18 Youth Volunteers

Those who are 18+ and volunteer to work with sick pilgrims are required to supply the names of referees and fill in a declaration form.

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

A role description will be issued and signed by over 18s who travel overland and over 18s who travel by air.

4.3 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.

A useful description of Sexual Abuse is given in the 1994 Report of the Bishops of England and Wales, called the Budd Report.

There are many forms of sexual abuse ranging from looking, exposing, touching and fondling, to full genital penetration. Sexual abuse of a child included revealing material such as pornography to the child or using the child as a subject of indecent productions. Sexual abuse includes obscene language or terminology, or the misguiding of a child by suggestion and indecent provocation of any kind

Children and young people naturally seek warmth, affection and approval from adults they trust and as they develop they become conscious of their own identity and sexuality. Behaviour perceived as provocative may be a normal part of growing up, whereas highly sexualised behaviour is indicative of learnt behaviour acquired through earlier abuse.

Abuse by an adult can never be justified by the behaviour of the victim.

It should be noted that another young person can perpetrate abuse, including sexual abuse, on young people. There is a serious obligation resting on those responsible for young people, whether it be within the family or elsewhere to detect such forms of abuse and provide the appropriate control and therapy.

Categories of abuse

This includes sarcasm, degrading punishments, threats, not giving love and affection, which can have adverse effects on behaviour and emotional development of a child or young person. We should not forget that emotional rejection is a form of abuse. Not giving love, warmth, or feeling wanted or needed.

Neglect

Occurs when basic needs such as food, warmth and medical care are not met which results in serious impairment of the child's or young person's health or development.

Physical abuse

Physical abuse is actual injury to a child or young person and failure to prevent injury. This can include hitting, kicking, pinching, poisoning, suffocating, biting, or Munchausen Syndrome.

Sexual abuse

Sexual abuse is the likely or actual sexual exploitation of a child or young person where they are unable to give informed assent. This can occur if an adult encourages someone to take part in any kind of sexual activity, whether willingly or unwillingly.

The different categories of abuse can be interconnected, for example sexual abuse is accompanied by physical abuse. Sexual abuse is always sexual exploitation for sexual gratification of the abusers or financial gain. Physical and emotional abuse would normally relate to power, dominance, rejection, sadism etc.

As well as suffering from abuse that is happening at the moment children and young people may also have difficulties because of abuse that took place when they were younger.

All forms of abuse are wrong and have damaging effects on children and young people as well as vulnerable adults.

4.4 What to do if you suspect abuse?

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.
1. 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.
 2. If a Coach Leader is suspected the Staff Team Member will inform the Director at the first possible opportunity.
 3. 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. 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 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 being flown home. Archdiocesan Safeguarding Coordinator/Officer will be informed. Statutory authorities will be informed. None of the above implies guilt.

5. Finance

5.1 Application

On application young people send to the Youth Pilgrimage Office a non-returnable deposit made payable to AOL Youth Pilgrimage Account.

5.2 Accounts

Each coach is to have a coach account with 2 signatories. Community/Church accounts are available from most high street banks. The 2nd payment secures the young person's place on the coach. This payment is also non-returnable. It is essential that the young people and their parents are made aware that handing in the 2nd payment on time is part of the commitment they signed when their sons/daughters applied to be part of the Pilgrimage.

5.3 Final Payment

The final payment will be made at an agreed time in late spring/early summer. The same importance is attached to the prompt payment of this amount.

5.4 Expenses

Coach Leaders will be given by the Director an expenses sheet which they may use for reimbursement for mileage associated with Coach Leader's meetings. Expenses can be claimed back for coach administration such as postage, photocopying, appropriate resources, etc.

5.5 Help that is available

Money is donated each year to the central fund to assist young people to work in Lourdes. If any young person or family is struggling to find the total amount assistance is available. Please talk over this issue with the Director. It is often helpful to know that the young person has contributed or fundraised a proportion of the cost of the Pilgrimage. No young person should be excluded from the Pilgrimage because of lack of financial resources.

5.6 Sponsorship

If people are able to raise funds through sponsorship then this may be a good way of companies aligning themselves with a good cause. Care should be taken to assess that sponsors uphold the Christian/Catholic nature of the Pilgrimage. Potential sponsorship should be discussed with the Director.

5.7 Gift Aid

Gift Aid is a way for tax payers to boost their donation without giving anything extra. To Gift Aid simply complete a straightforward Gift Aid declaration that sets out the donations on which the charity is authorised to reclaim the tax. All that needs to be done is replace 'parish' with 'Archdiocese of Liverpool Lourdes Youth Pilgrimage' and your Coach number.

A Gift Aid declaration can be completed by anyone aged eighteen years and over who is a UK resident and who pays tax on income or capital gains, provided that they have paid enough tax to cover the amount of tax to be reclaimed by the charity on the sum donated.

The donation should be given in such a way that it can be recorded by the charity in order to establish an audit trail to satisfy Inland Revenue requirements. However, in this instance the

families of the young people concerned should not Gift Aid their donations, as this would be seen as benefit for the young people.

Gift Aid Declarations linked to sponsored events

The money raised from a sponsored event does not belong to the young person who has been sponsored and it is not theirs to give as a Gift Aid donation. However, it is possible for the individual amount raised from each sponsor to count as a Gift Aid donation provided they have paid sufficient tax to cover the tax to be reclaimed on their donation. If you are thinking of organising a sponsored event contact the Gift Aid Co-ordinator for the Archdiocese of Liverpool, Pauline Beirnes (based at LACE) who is best placed to give suitable advice about donations and sponsorship. Tel 0151 522 1023

Please remember that those individuals who are being sponsored should not allow their families to Gift Aid their donations as this would be seen as a benefit to that individual.

5.8 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. It should be outlined that an excessive amount of money is not needed. Each coach is advised to operate a daily banking system for young people, with appropriate safeguards for those who are handling the money. 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.

6. During the Week

6.1 Outward Journey

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.

6.2 Problems with 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.

6.3 Problem with Coach Drivers

Coach drivers have a massive impact on the beginning of the pilgrimage. They 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.

6.4 Arrival

Nearing the town of Lourdes it is customary for each coach to pray a decade of the rosary together possibly accompanied by a song of thanksgiving and a prayer to rejoice for a safe journey. As you arrive at the hotel contact the Director to let him know that you have arrived safely.

On arrival in the hotel

- Check location of all fire exits, make sure 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.

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.

A tour of Bernadette's life should include.

- Boly Mill (Birthplace of Bernadette)
- The Parish Church (Baptism font in which Bernadette was baptised)
- The Cachot (the prison cell which the destitute family lived and from where Bernadette left to visit the grotto)
- The Former Hospice (Bernadette was educated here and where she received her first Holy Communion)

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 (Whichever will be the main point of entry)
- The Underground Basilica of Pius X
- The Church of St Bernadette (hemicycle)
- Accueil St Frai.

7. Mobile Phones

The Director, all Coach Leaders, over 18s Co-ordinators and Plane Team Co-ordinators all have mobile phones.

Coach Leaders must carry the phones with them at all times.

The phones enable good and reliable communication on the Pilgrimage. It is a requirement on visits abroad to have such clear lines of communication between leaders.

Timetables sometimes change or unplanned events happen.

During services, phones will need to be put on silent mode to save embarrassment.

The phones are also required for day excursions and to facilitate the response of emergency help if it is so required. Receipts for credit used can be handed to the Director for reimbursement.

8. Excursions

8.1 Places to Visit

The excursion is a well-deserved and important part of the Lourdes Pilgrimage. Hopefully it will be a day that everyone will enjoy. Ensure that as part of your day together that you celebrate Mass. Often it is an opportunity to celebrate Mass in a different location thanking God for the opportunity to rest from work. This day has often been called a 'day off' and so it is, however it is very much a 'day on' for the staff. The possible risks of harm are more unpredictable and it will be important to talk as a team about how you will all manage the potential dangers that this day may present.

Biarritz

Is a beautiful town on the Atlantic coast 160 km (2.5 hrs) from Lourdes. The beaches are well worth a visit.

Cauteret

Cauteret is a beautiful scenic town 30 km (1 hr) from Lourdes. Nestled in the Pyrenees there is a great variety of things to see and do. These include, swimming, ski lift, cable car, ice -skating. There is plenty of beautiful scenery, shops and cafés.

Betharram

Only 15 km from Lourdes. Over the centuries water has hollowed huge caves under the earth. The caves at Betharram have five levels and a large underground lake. The caves are accessed by boat. Betharram is only 15 km from Lourdes. The Sacred Heart Fathers from Leigh have a house there, which is open to visitors from the diocese.

St Jean de Luz

Is an upmarket town with many shops and restaurants 180 km (2.5 hrs) from Lourdes. There is a marvellous church in the town centre and the beaches run for miles.

Garvarnie

In the mountains 50 km (1.4 hrs) away from Lourdes, this small town has many attractions including the famous donkeys, amazing scenery, shops and cafés.

Lac Ver

The water park is very popular with coaches and near to Lourdes 5 km. It offers an inexpensive day with plenty of fun.

8.2 Safety Issues

On every excursion EHIC cards (replacement for E1 11 forms) should be taken in a file. In addition to this the coach first aid kit and medical forms should also be accessible on the excursion. It is often useful to have a file, which is kept at the hotel, and a file, which can be carried. A mobile phone is essential.

8.3 Risk Assessment

The term should not frighten anyone or seem a daunting task. It is simply a term that is used to describe what you have been doing all the time you have been acting as a leader to Lourdes.

However as an organisation it is useful to have these in a written form to demonstrate, if necessary, that all has been done to limit the potential risks that can arise by taking young people abroad.

You will need to carry out a risk assessment for the journey, particularly noting coach safety, safety on the ferry, safety at the service stations. You will also need to carry out a risk assessment for the excursion.

It would be false confidence to assume that you have been to Lourdes so many times that you are fully aware of the risks. Risks change because the group changes. There may be more younger people on your coach one year than another or indeed having an older group may present a different set of risks. Some of your group may have a hearing impairment or a physical disability which would dramatically change the risk assessment for the group.

To carry out a risk assessment simply carry out this five point plan.

1. Identify the hazard.
2. Identify who is at risk.
3. Evaluate the risk with the other leaders prior to the pilgrimage (low, medium, high and how it might cause harm) putting what safeguards in place to minimise the risk.
4. Record the assessment.
5. Review the assessment with the other leaders.

A list of potential hazards may include, falls, remote supervision, special needs, traffic, crossing roads, deep/fast flowing water, security, tiredness, swimming, small boats, lake, sun, alcohol, cable car, ski lift, weather etc

E.g Identified risk: Ski lift

Risk: High

Action: Monitor weather conditions, staff to accompany young people, all safety rules of operator must be communicated to young people and appropriate clothes worn.

Coach Leaders need to understand potential hazards, young people may not. If in doubt do not do it. Abandon the activity if you are not completely happy with safety measures.

8.4 Coastal visits

Coach Leaders need to be aware that there are other dangers than swimming accidents that can happen in this environment.

- Tides and sandbanks are potential hazards.
- Keep a vigilant eye on warning signs and flags
- Look out for hazards such as glass, barbed wire and sewage outflows.
- Establish a base where there will always be a couple of leaders.
- Some areas of the beach you may want to designate out of bounds because of safety, out of consideration of others or because others may be sunbathing.

- Be clear about the potential risks of sunburn. Instruct all young people; even those with fair skin to wear sunscreen protection.

Swimming

The safety and well being of all young people is always of the highest priority. Coach Leaders will want to take special consideration of those under 18 and may desire to extend the same guidance to all young people, whatever their age.

- Staff need to assess the potential risks prior to the visit and monitor the risks during the day.
- A written risk assessment is required.
- It is prudent to write down and keep a copy of the safety announcements that you give to the coach.
- It is advisable to allow swimming only where there is a qualified lifeguard.
- Be aware that many young people who drown are strong swimmers.
- If at the beach, designate a safe area of water for use by the group, you may wish to make yourselves aware of local conditions such as currents, weeds, uneven sea floor.
- Ensure that swimmers have not eaten at least 30 mins before entering the water.
- Instruct the young people on how to behave around and in the pool or beach having special consideration for other users.
- Indicate to young people a sign of distress and a sign by which you can recall the group if necessary.
- Ascertain the ability of individuals to take part in water activities; this especially applies to those under 18. This information will be on their medical form.
- Ensure that non-swimmers do not wade out or swim further than his/her waist height. It is however possible for someone to drown in one's own depth. Act immediately when a young person appears in difficulty.
- At least one leader should stay out of the water to supervise swimming activity in the pool or on the beach.
- Be aware of potential child protection issues and do not put yourselves in a vulnerable position.
- Be very aware of potential sunburn even in the water, make sure that all young people even those with fair skin are wearing a high sun factor and that this is reapplied after swimming.

8.5 Mountain visits

One of the joys of being in the Pyrenees is to enjoy the wonderful mountain scenery. Many days off are centred around these visits to the mountains. Sensible precautions will need to be taken to ensure the safety of all.

- Staff are required to assess the potential risks prior to the visit and monitor them during the day.
- It is essential that a written risk assessment is completed.
- Clear instructions must be given to all young people. It is advisable to have these written down.
- Two staff are required to be at an accessible point throughout the day.
- It is advisable for staff to accompany groups of young people on cable cars, ski lifts and other attractions the resort may offer.
- Risk of sun burn needs to be emphasised even in a cooler climate.
- Remote supervision is required, all young people should remain part of a group.
- Instruct young people only to use designated paths.

8.6 Young People that go missing

When there is a concern that a young person may be missing the Coach Leader must arrange an initial search to establish if the pilgrim is in the vicinity – this should only be done if it is safe to do so and be dependent on the circumstances.

If an initial search is not the appropriate action or the concern remains the Coach Leader must:

- Ensure the well-being of the remaining young people. Make sure they are all accounted for and properly/adequately supervised.
- Be mindful of the circumstances – the time of year, weather, time of day, age and vulnerability of the young person. It is important to take prompt action and avoid panic.
- Contact the Police and Pilgrimage Director as soon as possible.
- The responsibility for conducting enquiries and a proper search rests with the Police – they have the experience, knowledge and resources. Their involvement should be considered at the earliest opportunity as the first hour can be vitally important and a rapid response essential.
- When the Police are contacted ensure that the parents/carers contact details are readily available as it is their responsibility to make contact with the parents/carers. Be prepared to assist with information that will help with enquiries. For example:
 - Name, age and description of the young person
 - When and where last seen and by whom
 - Any known reason for absence? Is the absence out of character?
 - Any known places to be searched or people contacted?
 - Any known medical conditions? Or medication required?

Further assistance should only be offered to the Police after the remaining young people's welfare has been secured.

9. Daily Supervision

9.1 Safety during the day

Supervision 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. E.g. Pilgrimage masses and services, at night, during work times. 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. Setting expectations when they are on their own will help them to conduct themselves in an appropriate way.

Lourdes is a noisy, bustling town at any hour during the day but fortunately most potential risks are foreseeable.

- The traffic is of special concern especially from large coaches and people on scooters. Make young people aware that traffic flows on the opposite side of the road and to confuse things further each week the traffic flow through Lourdes changes direction.
- Make young people aware that pick pockets operate in Lourdes. Young people are to take special care of their own possessions. Wallets should be placed in a front pocket of trousers/shorts. Shoulder bags and cameras should be worn around the neck.
- 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.
- The Coach Leader may decide that individual young people may need closer supervision than others. Young people should be informed why their conduct has necessitated this and what they may do to be trusted to behave in a more responsible way.

9.2 Alcohol during the day

It is the policy of the Archdiocese of Lourdes Youth Pilgrimage that alcohol is prohibited for all members (young people, leaders, chaplains) during the day. The Youth Pilgrimage has an excellent reputation in Lourdes and it is a credit to so many people. It is important that young people and staff keep to the highest ideals on Pilgrimage.

9.3 Safety at Night

CLOSE supervision is operated at night.

- It is advisable for Coach Leaders to designate two different staff team members each night to take a lead role in supervision, responding to problems, coordinating safety and counting young people into the hotel. It would not be appropriate for these leaders to consume alcohol. This arrangement gives 'down time' for other leaders and ensures supervision is shared appropriately amongst the staff team.
- Young people should be made aware of the dangers at night. Although Lourdes is a place of pilgrimage, experience has shown that it has a shadow side. It has attracted at times people

who may want to steal or harm others. Young men drive around in cars offering young girls a lift, some abuse alcohol and act unpredictably.

- 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.
- Adult leaders need to walk with other leaders if they need to vacate the café/hotel for any reason.
- Young people must be accompanied by two adults if they need to go back to the hotel before 12 midnight.
- It has been the established practice that no member of the youth pilgrimage should wear his or her yellow polo shirt during free time in the cafes/hotel.
- No member of the youth pilgrimage (young person, leader, chaplain) may drink more than one demi at any one time.
- The policy concerning alcohol is that those over 18 may drink alcohol sensibly and in moderation. In accordance with French law, those under 18 are not allowed to drink alcohol.
- Coach Leaders are free to limit alcohol intake in any way that they deem appropriate. It may be necessary to prevent individuals from acting inappropriately by helping them to see the adverse effects their alcohol intake is having on them and the group.
- It is unadvisable for those who desire to pray at the grotto late at night to consume alcohol prior to their visit. The grotto late at night is usually an emotional and prayerful experience in which alcohol has no place.
- All singing will stop at 11.30 pm in hotels/cafes.
- All cafes will be vacated at 12 midnight. Head counts before departure will be taken.
- 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.
- A register will be taken on entry into the hotel. This will need to be kept for reference if requested after the Pilgrimage.
- In hotels with other guests noise must be kept to an absolute minimum.
- In hotels with the absence of 24 hour staffing external doors should be made secure against intrusion. Ground floor windows should be shut for the same reason.
- Where young people's doors are locked, leaders need to have immediate access with a master key.
- 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.

- It is necessary to remind young people during the week of procedures that you have put in place in case of fire during the night.

10. Work with the St Frai Pilgrims

10.1 Punctuality

To make sure that St Frai pilgrims arrive on time for services and that we co-operate as fully as possible with the Hospitalité it is essential that all coach groups never arrive late for duties. Lateness, even by a few minutes, greatly frustrates the smooth running of the Pilgrimage and causes unnecessary problems. Please make sure that your group leaves in plenty of time to arrive at the St Frai. Punctuality is also essential for all services, meetings and timetabled events of the Youth Pilgrimage.

10.2 Badges

Everyone on the pilgrimage should be able to be identified at all times. It is important that all young people and leaders wear badges. This helps the St Frai pilgrims, the Hospitalité members and other members of the youth pilgrimage.

10.3 Relationships with Hospitalité Members

The Lourdes Pilgrimage is one pilgrimage with many different groups who care for those who are sick and vulnerable. Fostering good relationships with members of the Hospitalité helps the care of those we have gone to Lourdes to serve. In pre-pilgrimage preparation the role of the Hospitalité will need to be highlighted. For those young people who wish to carry on serving in Lourdes once they are too old to be on the Youth Pilgrimage serving with the Hospitalité is to be encouraged.

If leaders have any concerns related to Hospitalité` members then their names need to be taken and the problem shared with the St Frai Co-ordinator or President of the Hospitalité`. The same procedure should be followed if members of the Hospitalité` have concerns about young people or Leaders. These concerns should be communicated to the Coach Leader or Director, respectively.

Sometimes stressful situations or bad communication can cause misunderstanding, taking the time to build good relationships often prevents potential problems and helps in dealing with 'incidents' in charity and mutual respect.

11. Services and Prayer

11.1 Blessed Sacrament Procession

The gathering point is the Podium on the Prairie from where the Blessed Sacrament is carried in procession in the monstrance to the underground Basilica for a service of the Word, which climaxes with the Blessing of the Sick. The Blessed Sacrament is carried under a 'tent' as a sign that in Christ's body is the meeting place with God. The procession is a reminder that all people from every nation journey together towards God and fulfil Mary's invitation, "Go tell the priests to bring people here in procession and build a chapel here." In wet weather the whole service may take place in the underground Basilica..

11.2 Torchlight Marian Procession

The cross leads the procession followed by a statue of Our Lady. The form of procession includes a welcome in the main language groups, prayers, mysteries of the rosary, and songs. This is easily followed in the Archdiocesan Pilgrimage Handbook. Leaders should encourage young people to pray through the procession using this resource. If not helping St Frai Pilgrims, young people should gather near the arches in readiness for the procession. Staff need to walk with young people and lead by example by prayerfully walking in procession.

11.3 Baths

"Go drink of the spring and wash yourself there," was the invitation offered to Bernadette. Each year 400,000 people are immersed in the Lourdes water.

It is good for all young people to have the experience of this part of the Pilgrimage especially as it is a vivid reminder of baptism. People who go to the baths can be assured that their privacy is preserved. There are 17 individual baths in total, 11 for women 6 for men. Once an individual has entered the bath area they strip behind a curtain, wear a garment provided by the Hospitalité and walk to the top end of the bath. The Pilgrim is asked, "Would you like to present your prayer intention to Our Lady?" The Pilgrim is then slowly immersed in the water. What happens in the baths should be communicated in preparation: young people should be assured of the privacy which is maintained in this area and the importance of this act of faith. The Baths are open weekdays 10 am-11am & 3 pm -4 pm.

11.4 International Mass

"Go and make disciples of all nations" was Jesus' command to the apostles, in a unique way the Lourdes Pilgrimage helps people see the universality of the Church. The People of God with many cultures, languages and faces, yet gathered together as a Eucharistic community, we are 'one body, one spirit in Christ'. Great efforts have been made by the Sanctuary of Lourdes to make this mass the high point of any pilgrimage. Through the use of screens, symbols, music and parts of the liturgy in different languages, all are encouraged to participate fully. Leaders are encouraged to explain that this mass opens us up to young people the reality of being a 'Catholic' Church. This day is set aside for a communal celebration of the Eucharist rather than separate times of thanksgiving for pilgrimage groups.

11.5 Reconciliation Services

From the young people who return to Lourdes year after year, it is known that this time of reflection and celebration is a key moment of the pilgrimage experience. 'Confession' is probably

not practiced in great numbers at home but in Lourdes the burdens of the year tumble out. It is right that young people are given the opportunity for individual confession with a priest. Naming sins and hearing the words of forgiveness seem to be a real human need. We do not just need to know we are forgiven we need to feel it and experience it. Being reconciled with God and the Church is an important part of going on pilgrimage. Bernadette put it very simply when she said, "sin removes light and joy", by coming to individual reconciliation God's light and joy are made real.

With Chaplains, Coach Leaders need to make sure that the preparation and celebration of this sacrament is thoughtful and relevant to the needs of young people. Young people should be given a prominent role in leading this time of worship. As there are four reconciliation services on each of the two nights set aside for celebration of this sacrament Chaplains need to arrange for a suitable number of Priests. Many of the Priests who come with the main pilgrimage are eager to be of assistance. The Director will book places for the services and will accommodate as far as possible preferences different coach groups have.

11.6 Coach Masses

On days when there is not a Diocesan celebration of Mass or on a day off, each coach group should celebrate Mass together. These are often some of the most memorable moments of the Pilgrimage and offer a more intimate occasion for prayer than some of the larger and sometimes distant celebrations of mass. Places for masses can be booked through the Lourdes Youth Service or individual arrangement can be made. Masses are discouraged on the Prairie area.

11.7 Night Prayer

Each coach group ends each day with Night Prayer. Whereas many of the larger celebrations during the week focus on the needs of the worldwide church, night prayer focuses on what young people have brought to Lourdes with them. Young people should have an active part in devising and leading these times which bring to God thanksgiving for the day, the needs of people back home and the challenges that face individuals.

11.8 Stations of the Cross

This journey is about uniting our suffering with the suffering of Christ. In doing so, we are asking forgiveness for our weaknesses and sin. Praying the Stations of the Cross is an essential part of the Youth Pilgrimage. This prayer journey may need some explanation and certainly plenty of preparation. Good resources are available to help planners to highlight the significance of what God has done for us in Christ.

11.9 Walking Pilgrimage to Bartres

The pedestrian path to Bartres was re-opened in the jubilee year. Bartres is 4 km from Lourdes, about an hour's walk. Bernadette lived in Bartres twice in her life; it is a place where people can feel very close to her. Bernadette prepared for her First Holy Communion here and it is a special place where young people can rediscover the Eucharist. The walking Pilgrimage begins at the Grotto and winds its way through a designated path. Maps are available at the Information Bureau.

11.10 Holy Hour

The Diocese gathers for an hour of prayer in front of the Blessed Sacrament. Through song, reading and reflections the Archbishop helps people appreciate the wonder of the Eucharist. It has

been the practice for young people to come to this special service and draw strength from this time of prayer. Some explanation of this form of prayer may need to be made.

11.11 Adoration

As God became flesh and blood through the incarnation, so through the action of the Holy Spirit bread and wine are transformed into the real presence of Jesus. Adoration acknowledges the mystery of the Eucharist. Both the Tent of Adoration and the Chapel of Adoration express that these places are meeting places between God and humanity.

Some adults may not see this type of prayer as an essential part of their prayer lives. However, young people should be encouraged to seek out these places during the week, to move away from the crowds and pressures of their peers and simply be with their God in stillness.

11.12 Rosary

Mary's request at each of the apparitions was for Bernadette to pray the rosary.

The rosary may be a new way of praying for many young people. Naming intercessions in night prayer and then asking Mary's intercession is one of many ways of making this ancient prayer accessible to young people. At other times including scripture reading with a decade of the rosary highlights what that time of meditation is focuses on.

11.13 Water Walk

To deepen an appreciation of how God has used water throughout time to communicate with humanity about the life he desires for them a water walk has been developed. This water walk has at each station a fountain, with a Bible reference associated with God's gift. There are 9 stations in all situated on the right hand side of the Gave open from 6 am-12 midnight every day. It may be possible to incorporate one or more stations in a form of creative prayer. "Go and drink of the stream" was Mary's request to Bernadette so too we may drink deeply from God who is the fountain of life.

12. Medical Problems

All young people will have a medical consent form.

- Note that the majority of medical needs are preventable. Often young people become unwell because of tiredness (late nights-early mornings), dehydration, and sunburn.
- Ensure adequate rest for the group, make sure all young people and leaders take re-hydration crystals at every meal and no one is allowed to move from the hotel without bottled water noting appropriate weather conditions. All Pilgrims, including leaders need a hat and sun block.
- Take a good first aid kit with you on Pilgrimage. This can be charged to central funds. Some first aid supplies will be supplied by the Liverpool Hospitalité.
- Ensure that all medical forms have been completed.
- When a doctor accompanies the Youth Pilgrimage a surgery time will be set aside each day for non-urgent medical needs.
- When there is no doctor with the Youth Pilgrimage a surgery time, for non -medical emergencies will take place at a specified time in the St Frai.
- It is important to note that the St Frai is not a hospital and any emergency or serious illnesses/incident should be referred to the Lourdes Hospital on the Chaussee Maransin. For an ambulance Tel 15. For non-urgent medical treatment ring Dr Minivelle Tel 05 62 94 39 18. To ring for a taxi Tel 05 62 94 31 30.
- All accidents or medical incidents need to be reported to the Director by filling in the Medical Incident Report Sheet

13. Theft and Insurance

13.1 Theft

- Young people and parents should be advised not to bring expensive items of any description.
- If personal possessions are stolen then a Theft Report Form will need to be completed.
- The Lourdes police will need to be informed and for insurance purposes a crime number needs to be obtained from them. If a theft takes place in a hotel the manager will need to be informed. The emergency number for the police is 17. The Police Station can be found on the Rue du Baron Duprat, near to the Cachot.

13.2 Insurance

Personal and personal possession insurance is obtained through the individual.

What to do if there is an Insurance Claim

- Gain all necessary information
- Fill in Theft Report Form

Section 14. Hotels

Hotels are booked each year on the basis of satisfaction by the group. Good relations exist between the hoteliers and the Youth Pilgrimage. Young people will need clear guidance of how to respect the hotel environment especially when they are sharing the hotel with other pilgrims.

- All hotels are to have a fire safety certificate.
- It is advisable for Coach Leaders to contact the hotel for a room list prior to the pilgrimage.
- Meals are key times for the coach to come together. For some young people sitting at a table to eat a meal twice a day will be a new experience. It is important for the solidarity of the coach that young people are punctual for meals and that they sit together even if they are not eating or do not like the meal. This routine needs to be established early. Meal times are not optional.
- There is always a dilemma between helping young people experience food from another country and making sure that the food is familiar enough for them to eat. Prior to the Pilgrimage liaise with hotelier about the menu so that food is not wasted and that people eat a good well rounded diet.
- Vegetarianism is not as widespread in France as it is in the UK. To avoid vegetarians being given a meagre diet of salad each day contact the hotel prior to the pilgrimage and discuss possible dishes that might be prepared for vegetarians in your group. Usually hoteliers will be only too happy to help.
- If you experience problems with the hotel staff or are unhappy about how things are being run, in the first instance talk over your concerns with the manager, if things have not improved then report problems to the Director.

15. Inward Journey

15.1 Signing of Polo Shirts

For some young people it has become customary to have their polo shirts signed at the end of the pilgrimage. Young people may bring their spare polo shirt to be signed after the closing mass. It is important for them to realise that they are ambassadors for the Archdiocese at all times. Anything, which is not in keeping with the Christian nature of the Pilgrimage shall not be written on the polo shirts. Polo shirts will not to be worn in service stations or on the ferry on the return journey.

15.2 Safety Procedures

The same safety procedures for the outward journey need to be followed, particularly stopping at service stations. All young people must wear seat belts.

15.3 On Arrival Home

Coach Leaders are to ring the Director to inform him that you have arrived home safely. .

16. At Home

One of the main reasons that our diocesan pilgrimage works as well as it does is that it forms a great outreach to young people and that there is the offer of continuing the journey back at home. The Pilgrimage can stimulate youth ministry in local areas. The friendships that are formed are a key to continuation.

Once the initial tiredness has worn off get involved in all the things happening for young people. Try and support them and give them the encouragement on this next stage of their life's Pilgrimage.

APPENDIX

Critical Incident Plan

The plan that follows covers any potential incident whilst travelling to and from Lourdes. For incidents that relate to safeguarding please see relevant protocols.

Every incident has features unique to that incident. Suggested actions will always need modification in the light of specific circumstances. Please do not suspend thinking processes when using this guide-the suggested actions will need adaptation to the circumstances of the incident.

Diocesan contact

The Diocesan contact has in his/her possession the names and addresses of all the young people and staff on the pilgrimage.

What parents/guardians need to know before the pilgrimage:

Coach Leaders are to inform parents that in the unlikely event of a road traffic accident or other incident, they will be given relevant and accurate information by the Diocesan contact. They must treat with suspicion any information that comes from other sources.

What young people need to know before the pilgrimage:

Young people need to be aware that there is a protocol in place and any incidents will be handled according to that procedure. Any information that comes from a critical incident scene could be misleading and unreliable. Therefore young people must not communicate electronically by any means with those on other coaches or people at home.

They need to be assured that the right people are giving the correct information. No images may be taken by young people of any incident that may occur.

What to do at the scene of the incident.

- Make sure all un-injured parties are in a safe and secure place.
- Contact emergency services.
- Contact the Director of the pilgrimage.
- Note down the names of any injured parties.
- The Director will inform the Diocesan contact.
- Emphasise to young people that the correct people are informed and that misleading information may cause unnecessary distress and anxiety.
- Take the names and numbers of any police officers who are dealing with the incident.
- Take names and addresses of independent witnesses.
- Keep an ongoing record (or delegate this to another leader)

Who communicates what?

The Diocesan Contact will be informed of the current situation and developments. This may be done via the Director or by the Coach Leader. They will be informed of what is being done at this time and what is likely to happen in the next hours. Relevant information will be relayed to parents/guardians.

In a serious incident the Diocesan Contact in liaison Diocesan Communications Officer will hold a meeting for parents/guardians at Lowe House or at LACE. This will take place with relevant representatives of the emergency services and coach companies. Support, advice and prayer will be offered by counsellors and priests.

Dealing with the media

All communications with the news media should be referred to the Diocesan Communication Officer. In many cases however, the news media will arrive at the incident before the Director or Diocesan Contact can be contacted.

When this happens care must be taken in making statements, which should be limited to straightforward confirmation of basic facts.

Do not give names of those in the group. There should be no speculation about causes of accidents or about chances of recovery of casualties

If you offer no-cooperation with the media, journalist will report what they have discovered even if much of it is uncertain or speculative. "No comments" is not a realistic option.

When answering questions you may find the following point of help:

- Focus on what is being done e.g parents being contacted; rest of the coach being moved to shelter for night.
- Only say what you know – do not speculate about causes, chances of recovery or about possible legal action.
- Promise co-operation.
- Stress anything positive about the incident e.g emergency services praised.

Incident report

Log all aspects of the incident. Including witness statements from members of the public, times of response by emergency services and other relevant information.

With thanks to West Lancashire Scouts for help and advice.

LIVERPOOL ARCHDIOCESAN LOURDES PILGRIMAGE ASSOCIATION

A Registered Charity No.1091132

To be completed by non-registered pilgrims who request assistance from the Youth Pilgrimage.

Name

Address.....

Tel. No. Hotel in Lourdes

Are you with a group? YES NO Are you affiliated to the main pilgrimage? YES NO

If applicable, name of group

Name of group leader

In case of emergency please contact:

Relationship: Tel:

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Email and Text Messaging Guidelines for Pilgrimage Leaders.

The new digital technologies are, indeed, bringing about a fundamental shift in patterns of communication and human relationships. These changes are particularly evident among those young people who have grown up with the new technologies. If the new technologies are to serve the good of individuals and of society, all users will avoid the sharing of words and images that are degrading of human beings, that promote hatred and intolerance, that debase goodness and intimacy of human sexuality.

Benedict XVI World Communications Day 2009

New Technology

The Internet and mobile phones are changing with way we live. For young people, they offer the opportunity to socialise, communicate and learn. Young people have taken to the technological advances very quickly, and often faster than their older counterparts. The guidelines set out in this document are to help Leaders and other adults 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 above 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. This information may be sent to under 18s as a further reminder without a duplicate being sent to the parents. 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

Social Networking sites eg. Facebook, Bebo, Myspace, have become increasingly popular for contacting people, discussing issues and advertising up and coming events. The Lourdes Youth Pilgrimage recognises that they can be useful for specific projects. 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’. These sites are essentially designed for peer-to-peer contact. It is vitally important to ask yourself “Is the content of the messages and photographs available to be viewed on my profile suitable for young people (or their parents) on my coach to see?” If the answer is no or even a hesitation then do not put it up.

Emails

Many young people have email addresses and this can be a cheap and effective way of communicating with young pilgrims. To help ensure that our communications with young people are appropriate, the following are some points for best practice when sending emails to young people.

- Ensure you use appropriate language; try not to include any words or phrases that could be misinterpreted.
- All Coach Leaders have a separate animate/Lourdes email account for pilgrimage communications, this is better than using personal accounts as then all e-mails are contained within the same box and can then be accessed by the Director and IT consultant.
- 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.
- Always save a copy of all the e-mails you send.
- Blind copy e-mail addresses to ensure you are not broadcasting people's 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.

If you receive any unsolicited messages from people you do not know which contain obscene or racist images, these should be reported to the Internet Watch Foundation at www.iwf.org.uk.

Phones and Text Messages

Most young people have a mobile phone and most of them will say they can't do without it. With mobile phones also come text messages. Coach Leaders and other leaders on the pilgrimage may well find this the best method of sending out quick notices, like asking young people to remember to come to a meeting, pay a deposit or take part in a social activity. 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. The following are some points for best practice when sending texts to young people.

- Ensure you use appropriate language, try not to include any words or phrases that could be misinterpreted ie
 - Having things in capital letters translates to them being shouted
 - "LOL" can be translated as "Laughs out Loud" or "Lots of Love".
 - Using a kiss at the end of a text or within a signature may be taken out of context by some recipients and is likely to be seen as inappropriate in virtually every instance.
- Always copy another adult into your text message.
- Be conscious of the time when sending messages or making calls, avoid late at night and the early hours of the morning.

If you receive a text message which causes you concern from a young person, contact the Director or Coach Leader. More information about staying safe on the Internet for young people and adults can be found on www.thinkuknow.co.uk.

Teaching and Volunteering

Teachers can be put in the position of having young people from their school on the coach that they serve, have past pupils on the coach or be serving young people from other schools. 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. A difficult balance needs to be maintained when teachers as volunteers on the youth pilgrimage. 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. It is advised when a Coach Leader who serves young people from their own school needs to collect payments etc another leaders details are given to aid this process.

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

MENU SUGGESTIONS FOR VEGETARIANS

Les pâtes avec les légumes dans une sauce tomate

Pasta with vegetables in a tomato sauce

Les légumes dans une sauce cari

Vegetables in a curry sauce

Les pommes de terre en robe des champs avec du fromage et les haricots blancs à la sauce tomate

Jacket potatoes with cheese and baked beans

La Tourte aux légumes

Vegetable pie

La Pizza aux légumes

Vegetable pizza

Les salads

Salad

Le pain grille au fromage

Cheese on toast

L'omlette au fromage

Cheese omlette

La potage aux légumes

Vegetable soup

Le chille aux légumes

Vegetable chille

La bolognaise aux légumes

Vegetable bolognaise

La lasagne aux légumes

Vegetable lasagne

COACH REPORT FORM

Please hand in within a week of returning from pilgrimage and send to the Pilgrimage Office.

COACH DETAILS

Coach No:

Coach Company:

Drivers Names:

DAY OF DEPARTURE

Punctuality:

Condition of Coach:

EXCURSION

Please comment on attitude, friendliness, flexibility, punctuality, problems encountered and any positive feedback.

JOURNEY HOME

Comments:

Would you like the same coach again?

Would you like the same drivers again?

Any other comments (please use an additional sheet if necessary).

EXPENSES SHEET

Many people give very generously of their time in support of youth ministry in the Archdiocese. At times this support may incur costs. The Archdiocese is happy to pay expenses for support that is given.

Please complete the following details to claim expenses.

Name : _____

Address: _____

_____ Post Code _____

PUBLIC TRANSPORT

Date: _____ Meeting: _____

Cost: _____

CAR

Car 40p per mile

Date: _____ Meeting: _____

Miles: _____ Amount to be claimed: _____

Date: _____ Meeting: _____

Miles: _____ Amount to be claimed: _____

Date: _____ Meeting: _____

Miles: _____ Amount to be claimed: _____

Date: _____ Meeting: _____

Miles: _____ Amount to be claimed: _____

PURCHASES

Item bought:

Cost:

Item bought:

Cost:

Item bought:

Cost:

Item bought:

Cost:

Please attach receipts

OFFICIAL USE ONLY

Full Amount £: _____ Paid Out: _____

Account: _____ Cheque No: _____

Signed