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**Lourdes Youth Pilgrimage Staff Handbook**

First of all, thank you for agreeing to be a staff member of the Archdiocesan pilgrimage to Lourdes. Whether this is your first time travelling with the pilgrimage or your 20th you should know that your time and commitment are vital to enabling the pilgrimage to take place. Simply put, without you and the other members of the youth pilgrimage, the pilgrimage as it looks now just could not happen.

**Introduction**

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

Please do keep this Handbook as a reference. Electronic copies are available on the Animate website.

All staff should be aware of the contents of this Handbook

This Handbook should be read in conjunction with the pilgrimage Risk Assessment and coach supplementary Risk Assessments, and the Critical Incident Plan.

The Archdiocesan Youth Pilgrimage operates under CSSA policies and procedures.

Specifically this includes:

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

The Archdiocese also has its own policies on:

* Complaints: For making a complaint against the Archdiocese of Liverpool or one its employees, volunteers or those acting on its behalf. Complaints related to the conduct of priests, deacons or seminarians should be directed to the Archbishop of Liverpool.
* Privacy

The Youth Pilgrimage has used guidance from the CSSA to create bespoke:

* How to record a disclosure
* Safer recruitment policy
* Roles and Responsibilities for the Youth Pilgrimage

All documents noted above can be found in this handbook or by going to animateyouth.org – Lourdes - Policies.

Other documents and policies that may be used or adapted on an ad hoc basis through the pilgrimage year can be found at

<https://catholicsafeguarding.org.uk/resources/practice-guidance/>

**Applications under CSSA Safer Recruitment Policy**

**Staff Members**

The Director of the Youth Pilgrimage appoints a Coach Leader for one year.

The Coach Leader will invite staff members to apply for a role in his / her coach.

Prospective staff team members will complete an application form.

The application form will contain staff role description, staff commitment, pilgrimage rules, safeguarding policy and the staff Code of Conduct.

All staff will be asked to agree to safeguarding policy, maintenance of rules, commitment and sign the Code of Conduct each year. These documents make clear what the process would be for staff who are found to be in breach of pilgrimage rules or safeguarding policy.

On receipt of the application form, with pilgrimage policy agreement, two references will be requested.

The Director may also request an interview with the prospective staff member.

The candidate will seek a DBS enhanced Disclosure every three years.

On receipt of a completed application form with agreement on pilgrimage policies, two satisfactory references, an interview with the Director and a clear DBS certificate a staff member will be appointed for one year.

**Guidance for recording a disclosure or allegation (based on CSSA guidelines)**

Who is a vulnerable adult?

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

Those receiving healthcare

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

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

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

Those who need assistance in the conduct of their affairs.

The Children Act 1989 defines a child as

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

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

Over 18 Youth Pilgrims

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

What is abuse?

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

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

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

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

Do not confront the person.

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

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

If possible, 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. Speak to your Coach Leader or other appropriate member of staff immediately.

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

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

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

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

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

The Director of the Youth Pilgrimage will take appropriate action that will include informing the Archdiocesan Safeguarding Coordinator/Officer and the Safeguarding Team in Lourdes. 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 (Coach Leader or staff member). 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.

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

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

Explain that you must inform the Coach Leader/Director.

Show compassion and a willingness to listen.

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

Follow the above.

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

Follow the above.

What action will be taken?

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

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

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

None of the above implies guilt.

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

**Archdiocesan Trustees**

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

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

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

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

**Director**

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

**Coach Leaders**

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

**Chaplains**

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

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

**Over 18s Co-ordinator**

The Over 18’s co-ordinator will work with a smaller number of over 18’s on the floor of the St Frai to offer personal care to our assisted pilgrims. The Over 18 co-ordinator is chosen by the Director from existing staff teams but is then considered supernumerary to the coach staff team. They will work with the Coach Leader in advance of the pilgrimage to discern when they might be reasonably available for coach events and when their role will make them unavailable – if there is some uncertainty they should refer to the Pilgrimage Director.

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

**Non-DBS Co-ordinator**

The Non-DBS co-ordinator will work with those members of the youth pilgrimage that do not have a DBS certificate. The Non-DBS co-ordinator is chosen by the Director from existing staff teams but is then considered supernumerary to the coach staff team. They will work with the Coach Leader in advance of the pilgrimage to discern when they might be reasonably available for coach events and when their role will make them unavailable – if there is some uncertainty they should refer to the Pilgrimage Director.

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

**Music Co-ordinator**

The Music co-ordinator will assist the Director in planning and delivering liturgies before and during the pilgrimage. The Music co-ordinator is chosen by the Director from existing staff teams but is then considered supernumerary to the coach staff team. They will work with the Coach Leader in advance of the pilgrimage to discern when they might be reasonably available for coach events and when their role will make them unavailable – if there is some uncertainty they should refer to the Pilgrimage Director.

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

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

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

*All staff roles as outlined above commit to upholding diocesan safeguarding policy, Youth Pilgrimage rules, and their own personal commitment and Code of Conduct.*

**Other Information**

**Eating disorders**

The common eating disorders can be categorised as follows:

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

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

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

How to deal with suspected eating disorder

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

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

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

**Low self-esteem**

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

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

How to help a young person with low self-esteem

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

**Self Harm**

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

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

How to help a young person who self-harms

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

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

**Sexual Issues**

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

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

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

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

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

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

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

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

**Finance**

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

The Director should be informed of the bank that holds the coach account and who the signatories are.

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

**Expenses**

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

**Sponsorship**

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

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

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

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

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

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

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

**Contacting young people**

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

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

**Social Networking Sites**

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

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

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

**Emails**

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

**Phones and Text Messages**

* Coach Leaders and other leaders on the pilgrimage may well find this the best method of sending out quick notices.
* When you send a text message or telephone call to a young person, you should once again try to ensure that the content of the message or call could not be misinterpreted.
* Ensure you use appropriate language, try not to include any words or phrases that could be misinterpreted ie

1. Having things in capital letters translates to them being shouted
2. “LOL” can be translated as “Laughs out Loud” or “Lots of Love”.
3. Using a kiss at the end of a text or within a signature may be taken out of context by some recipients.

* Always copy another adult into your text message.
* If you receive a text message which causes you concern from a young person, contact the Director or Coach Leader.

**Teaching and Volunteering**

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

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

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

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

**Pilgrimage Week**

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

**Journey and Hotel**

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

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

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

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

Check the location of fire-fighting equipment.

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

Explain fire safety and the evacuation procedures.

Make clear where the fire assembly point is.

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

**Pilgrimage Week**

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

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

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

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

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

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

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

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

Make young people aware that pick pockets operate in Lourdes.

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

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

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

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

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

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

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

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

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

**Liverpool Archdiocese Youth Pilgrimage**

**Staff Commitment**

**This commitment is in place to ensure a positive environment to support and promote acceptable conduct at all times.**

**The expectation is that all staff take responsibility for their own behaviour and promote and maintain a supportive, safe and respectful culture.**

**Please note, we have tried to offer as much guidance here as possible; but this commitment cannot be exhaustive of all events, situations and behaviours on the pilgrimage.**

***This commitment should be read in conjunction with the Risk Assessment, Roles and Responsibilities and pilgrimage rules***

**General**

* All pilgrims should uphold the Christian ethos of the pilgrimage.
* Pilgrims should not bring the pilgrimage into disrepute: either through their actions or language. Care should be taken about social media and other forms of media/communication.
* All pilgrims should participate fully in the activities of the Youth Pilgrimage, both before and during the time of the pilgrimage.

**Pre-pilgrimage**

* Pilgrims must attend preparation meetings for your coach. If you cannot attend a meeting you should inform the Coach Leader in advance. Please be aware that missing preparation meetings may result in you being removed from the staff team.
* Pilgrims should make every effort to attend Youth Alive celebrations and the Lourdes departure and reunion Masses.
* Pilgrims should abide by the agreed payment schedule.

**Journey to and from Lourdes**

* Pilgrimage ID to be worn at all times
* Pilgrimage t-shirts (and hoodies and coats) can be worn
* No alcohol to be drunk at any time
* No non/low alcohol to be drunk at any time
* No alcohol to be bought at shops or duty free (without prior permission of the coach leader. Coach leader should inform staff team if buying alcohol for gifts etc)
* Smoking / vaping allowed in designated non-restricted areas only. Please be respectful of other members of the pilgrimage and the wider public.

**In Lourdes**

* Pilgrimage ID to be worn at all times (on duty, off duty, day off, free time, evenings)
* Attire should be suitable for a pilgrimage even in free time/nights/day off
* Appearance of the pilgrimage uniform (yellow t-shirts, hoodies, coats, poncho) should not be altered / defaced.
* Pilgrims must stay in their own rooms at night.
* No alcohol (or non/low alcohol) to be bought at shops (unless permission has been granted by the coach leader in advance / CL informs staff).

**On Duty**

* Pilgrimage ID to be worn at all times
* Pilgrimage uniform to be worn at all times: Yellow t-shirt or hoody or coat
* Pilgrimage uniform should be outer garment (poncho, hoody, coat or t-shirt)
* Sensible shoes / trainers (not flip-flops)
* Shorts/Skirts should be (approaching) knee length or below.
* Leggings can be worn if appropriate
* Coach leader reserve the right to decide on what is appropriate clothing and footwear and can ask a staff member to change.
* Do not accept money from any assisted pilgrim unless with another staff member and details and receipt recorded as evidence. There should be a good reason for taking any money e.g. Mass intentions
* No alcohol (or non/low alcohol) drinks
* Smoking / vaping permitted but away from any assisted pilgrims and being aware of other members of the pilgrimage and wider public. Do not leave assisted pilgrims or young people to go for a cigarette / vape.

**Off Duty**

* Pilgrimage ID to be worn at all times
* No alcohol (or non/low alcohol) drinks
* Smoking / vaping permitted but away from any assisted pilgrims and being aware of other members of the pilgrimage and wider public.

**Nights in Lourdes**

* At night coaches can go to a bar or café (no earlier than 10pm). Pilgrims must stay with their coach at night and not leave the bar or café unless permission has been granted by the coach leader.
* Coaches should ensure members of staff are aware that a duty of staff at night is to oversee young people at the bar (especially ensuring they adhere to rules on alcohol consumption).
* Alcohol is only to be bought / drunk by those over 18.
* Last orders and leaving the bar time should be respected. On leaving the bar all pilgrims should be quiet and respectful.
* Two members of staff should accompany under 18’s to hotel on an over 18 night and remain in hotel and on duty.
* Staff may wish to designate one or more ‘non-drinkers’ at nights.

**On normal nights:**

* Limit of 2 Demis (half pints)
* Wine can be drunk in place of a Demi. One small glass = one Demi.
* Drinks should be bought one at a time.

**Over 18’s nights:**

* Any drink (within reason) other than shots. The CL / Director reserves the right to decide on what is acceptable.
* Spirits should be drunk with mixers.
* Drinks should be bought one at a time.

**Code of Conduct for Leaders and Helpers**

We are called upon to be exemplary models of moral behaviour and spiritual faith.

Coach staff are committed to being positive role models and building the confidence of young people that they are working with.

Staff on the Liverpool Archdiocesan Youth Pilgrimage to Lourdes are expected to:

**Promote Wellbeing**

* Ensure the safety of all pilgrims[[1]](#footnote-1) by ensuring group sessions are safely planned and effectively supervised;
* Foster teamwork and co-operation between pilgrims, promoting trust and mutual respect;
* Discourage and stop rough or dangerous activities, bullying, inappropriate language or other inappropriate behaviour;
* Treat all youth pilgrims[[2]](#footnote-2) and members of the wider pilgrimage fairly and not show favouritism;
* Be positive, approachable and offer praise to promote the objectives of the pilgrimage;
* Listen sensitively and encourage communication between adults and youth pilgrims;
* Respond to concerns and allegations promptly and appropriately in line with national procedures;

**Promote Autonomy and Dignity**

* Ensure the rights and responsibilities of pilgrims are enforced;
* Promote the full participation and involvement of all youth pilgrims, recognizing and addressing the additional needs of some young people e.g. disability;
* Constructively challenge all discrimination and encourage all pilgrims to not discriminate on the grounds of age, gender, ability, social class, race, cultural background, religious beliefs or sexual identity;
* Respect, promote and support the right of pilgrims to make their own choices and decisions, provided this does not threaten the rights, safety, wider pilgrimage rules and structures and legitimate interests of others;
* Respect the right of pilgrims to personal privacy;
* Encourage youth pilgrims to take responsibility for their own self-care as far as possible e.g. assistance with toileting and dressing;
* Respect and listen to the opinions of pilgrims
* Encourage youth pilgrims to point out behaviours or attitudes that they do not like;
* Encourage youth pilgrims to take responsibility for their own conduct;
* Ensure that sanctions do not humiliate or harm a youth pilgrim
* Administer any necessary first aid in the presence of others and without removing the clothing of a pilgrim unless necessary;

**Boundaries and Power**

* Establish appropriate boundaries between pastoral care and personal lives in relationships with other leaders, helpers, and pilgrims;
* Not abuse the position of trust for personal benefit e.g. financial gain, sexual gratification;
* Be conscious of explicit and implicit power vested in the role of staff member;
* Acknowledge the limitations of time, experience, skill and competence – know where and how to ask for support when needed;
* Deal with differences in opinion with respect;
* Work to people’s strengths, and never bully, abuse, manipulate or denigrate.

**Personal Conduct**

* Act always in accordance with the core values of the Catholic faith and ensure that behaviour does not bring the church into disrepute;
* Provide an example you wish others to follow;
* Work in a way that is honest, reliable and transparent, never seeking to deceive or manipulate;
* Refrain from using blasphemous, violent, discriminatory, or offensive language and behaviour;
* Abide with youth pilgrimage rules in relation to smoking, vaping, consuming alcohol or using drugs;
* Seek help to address issues such as addictions to alcohol, prescribed medicine, other substances, gambling, and so on where these matters affect the adult’s role;
* Not engage in any form of sexual relations (including verbal banter, flirtation, using one’s gaze to signal attraction, etc.) with any member of the pilgrimage.

**Breaches and concerns**

* Any breaches of the Code of Conduct, safeguarding policy and pilgrimage rules will be addressed by the coach leader and / or director. See above for discipline procedure.
* Breaches may also be reported to the whole pilgrimage director, the pilgrimage safeguarding team, the diocesan safeguarding department for advice and guidance.
* Breaches of the above by the Coach Leader should be referred to the Director.
* Breaches by the Director should be referred to the Archbishop or Director of Main Pilgrimage.
* For more information see the Whistleblowing Policy.
* All concerns or allegations in relation to the abuse of a child or adult at risk will be dealt with using the national safeguarding policy and procedures in relation to the management of allegations and concerns.

**Appendix**

Documents and Policies referred to in this Handbook, and CSSA documents that have been used as a basis for bespoke Archdiocesan polices, can be found at animateyouth.org – Lourdes - Policies.

1. ‘Pilgrims’ here refers to youth pilgrims on the youth pilgrimage and also assisted pilgrims and wider members of the archdiocesan pilgrimage to Lourdes. [↑](#footnote-ref-1)
2. ‘Youth pilgrims’ refers specifically to members of the youth pilgrimage [↑](#footnote-ref-2)