***Foreword***

*The Diocese of Kerry is committed to safeguarding as an integral component of the life and ministry of the Catholic Church and recognise a particular responsibility for the protection from harm of children, young people and adults who may be at risk of abuse due to their vulnerability.*

*The Diocese is aware of their duty of care to all young people and adults who might be vulnerable who travel to pilgrimages under their auspices, and this includes ensuring that they have a spiritual, positive, and safe experience during their pilgrimage. Ensuring that all involved in the pilgrimage are aware of best practice guidelines in relation to safeguarding children, young people, and adults who might be vulnerable.*

*All Clergy, Religious, Staff, Volunteers, Leaders and Young People must adhere to the Policies and Procedures in place for all pilgrimage activities and should always act to create safe environments for Assisted Pilgrims and ensure that all concerns are responded to appropriately.*

*(Safeguarding Policy for Diocesan / Parish Pilgrimages. September 2022)*

As volunteer helpers on the Lourdes Pilgrimage, you have made the commitment to offer assistance to our pilgrims who will be staying in the Accueil Notre Dame. All the tasks that you perform give great assistance and comfort to the sick, assuring them that they are safe and cared for during their time with the Pilgrimage. It is very important that we are all focused on patient centred care, and we must remain vigilant at all times. Your own health and safety is of equal importance to the Diocese of Kerry Pilgrimage and the following advice is given to help you to enjoy a safe pilgrimage and a wonderful experience, when caring for the sick.

***Duty of Care***

All pilgrims in the *Accueil Notre Dame* have spiritual and physical needs, which are very well met on the pilgrimage. This is achieved by us all helping each other and sharing the load. ‘Duty of Care’ applies to social events too, as you are the person responsible for the sick/assisted pilgrim. Even though you are a volunteer, duty of care still applies. A pilgrim in your care may take an alcoholic drink provided this has been cleared with the medical team. If accompanying pilgrims to the hostelries in town, one is advised to be aware of the need for due vigilance.

***Social Life***

One of the most enjoyable aspects of the week in Lourdes is the opportunity to meet after work and enjoy some social time together. However, please ensure that you get

enough sleep when in Lourdes, as your work is physically and at times, emotionally demanding. Please ensure that you are available to care for the sick pilgrims and not too tired to give the support needed. Get adequate rest and ensure you are present for duty on the early shift, fit for the tasks ahead and able for the demands of the work without risk to yourself, fellow helpers, or those in your care. Injuries can happen when one is fatigued. Please ensure that your personal health and safety is not compromised while on pilgrimage. Your contribution is invaluable, and we want you to enjoy the experience fully, without incident or accident.

***Diocesan Pilgrimage to Lourdes – Basic Procedures***

In order to support the Diocesan Safeguarding Policies, the Diocese is committed to putting procedures in place to ensure the welfare and protection of children, young people and vulnerable adults together with the welfare of those who work with them. These procedures are accessible to all those who are working with children, young people, sick or vulnerable adults. There is a clearly defined process for the recruitment, selection and supervision of adults working with children, young people and vulnerable adults, which include appropriate application forms, training and Garda Vetting for all volunteers.

***The Diocese undertakes to have the following in place:***

* Signed parental consent for each young person.
* Appropriate supervision ratios of adults to young people while maintaining the practice of ensuring that a youth helper is not left alone with an adult. This includes people under eighteen years of age who are patients with our pilgrimage.
* A Code of Conduct for all volunteers.
* Adequate record keeping processes in line with Data Protection.

***Accidents, emergencies or incidents***

* All accidents, emergencies or incidents will be recorded and parents or legal guardians will be notified.

***Code of Conduct for Pilgrimage Volunteers will be given out prior to travel and will be signed and copy retained by Pilgrimage Co-Ordinators.***

***General conduct***

All people should be treated with courtesy, respect and dignity. Respect the personal integrity of others at all times.

Ensure that appropriate boundaries are maintained in the relaxed environment of the pilgrimage.

All helpers, regardless of length of time travelling with the Pilgrimage, will be included in all aspects of the pilgrimage and will not be excluded by others.

All helpers will help each other in carrying out their duties.

While on Pilgrimage if a helper has a difficulty, they should report it to the head of their section who will inform the Director of the Pilgrimage if it is of a serious nature.

Alcohol intake should not interfere with a person’s ability to look after those entrusted to their care.

***Code of Behaviour for Pilgrim Helpers***

1. Physical contact by Pilgrim Helpers with vulnerable adults and young people will be of an appropriate nature at all times.
2. Do not engage in inappropriate physical contact of any kind, including rough physical play, tickling or wrestling. Do not touch another person inappropriately or in a sexual way.
3. Do not engage in or tolerate any behaviour that may be construed as bullying.
4. Physical punishment, emotional or verbal abuse of people is not permitted under any circumstances.
5. Engage with vulnerable adults and young people in an open manner and take care not to become over involved with one vulnerable adult or young person or group of vulnerable adults/young people. Favouritism is not acceptable.
6. Use only age-appropriate language, media products and activities when working with adults and young people. Inappropriate language or sexually suggestive

comments or gestures are unacceptable. Sexually explicit or pornographic material is never appropriate.

1. Young people and vulnerable adults will have clearly designated leaders with whom they can discuss concerns if they arise. They have been made aware of the tasks and responsibilities to be requested of them during the pilgrimage. These tasks will be appropriate to their age and capacity. They should not be asked to do intimate care tasks for which they have no training.
2. Under no circumstances give alcohol, tobacco or drugs to young people or the assisted pilgrims. Leaders will not consume alcohol or take non prescribed drugs while having responsibility for or in the presence of vulnerable adults or young people.

***Meetings with young people or vulnerable adults***

Being alone with a young person or a vulnerable adult is not appropriate practice. If the pastoral care of a young person or vulnerable adult necessitates the arrangement of a meeting, this meeting should take place in an open environment and be scheduled at a time and in a designated location that allows for transparency and accountability, e.g., in a room with a clear glass panel or window, in a room with an open door or in a building/location where other people are present. Another responsible adult should be present, if at all possible.

Discipline problems within the Youth Section should be handled by the Teachers and Safeguarding Officer in a step by step approach.

Teacher and the Safeguarding Officer will discuss the issue/concern with the young person/vulnerable adult with a view to bringing about a resolution to the satisfaction of both parties.

If the issue is not resolved, the Pilgrimage Director will talk with the young person/vulnerable adult.

If the problem persists, or in the event of a serious breach of discipline, parents/guardians will be informed.

***Respect for Privacy***

Respect the privacy of others at all times.

Particular care regarding privacy must be taken when people are in locations such as changing areas, swimming pools, showers and toilets.

Never take photographs of people while they are in changing areas.

Never do things of a personal nature (for example, helping with toileting, washing or changing clothing) for people who can do it themselves.

In cases of emergency only youth leaders or persons authorised by the Youth Director shall enter the sleeping accommodation areas of young people or vulnerable adults.

***Photography and Film***

The taking of photographs / video’s is a very sensitive area and to comply with GDPR legislation as well as safeguarding, written consent by the assisted pilgrim or their family (where the pilgrim cannot make this decision) should be sought for the taking and use of digital images / videos in advance of the Pilgrimage.

An assisted pilgrim can ask a volunteer to take their photos on their own camera / phone.

At no time should any volunteer take pictures / videos of the assisted pilgrims or the youth group on their own devices.

Any official Diocesan official photographs / videos that may be used to promote / advertise the pilgrimage must have the written consent of each person

\* Photographs in the Accueil (hospital) in Lourdes are not permitted, unless in exceptional circumstances and with the agreement of the Director of Nursing and the assisted pilgrims.

***Social Media Policy***

It is prohibited to post any photos or videos onto personal social media accounts of assisted pilgrims or the youth group.

Any official Diocesan Social media forums, must have the written consent of each person travelling and if under 18, signed by parent / guardian.

Always ensure that the content of the photo/film is appropriate. Where possible it is considered good practice to seek permission when taking photographs of young people or vulnerable adults stating the intended use of the photo (making it clear when and where the photographs will be used).

***Dealing with concerns***

SOURCE OF CONCERN

An adult, vulnerable adult or young person may tell you.

Someone else may tell you.

YOU MAY NOTICE

Physical injury.

Young person’s behaviour.

Vulnerable adult’s behaviour.

Behaviour of adult pilgrim/worker.

CHECK OUT YOUR CONCERNS

With the young person (if appropriate).

With the vulnerable adult (if appropriate).

With leader in charge of group.

REPORT

To the Safeguarding Officer of the Pilgrimage: **John O Mahoney**

**THE ONE THING YOU MUST NOT DO IS NOTHING**

***Dealing with Disclosure***

**Do**

* Stay calm
* Listen
* Ask questions for clarification only
* Reassure
* Record in writing
* Report the disclosure to the Safeguarding Officer on the Pilgrimage
* Inform the person what will happen next

**Do not**

* Dismiss the concerns
* Panic
* Probe for more information/ask other questions/begin to investigate
* Promise not to tell anyone or say “I’ll keep it a secret”
* Make negative comments about the accused person
* Make assumptions or investigate
* Disclose details of the allegation to anyone else except the Diocesan Designated Persons, the Statutory Authorities and the Safeguarding Officer on the Cork and Ross Pilgrimage.

***People who Need to Know during the Lourdes Pilgrimage are:***

**IN ALL CASES**:

John O Mahoney, Fr Nicholas Flynn.

All concerns and/or complaints will be followed through in a timely and efficient manner.

A copy of the Safeguarding Children’s Policy, Adults at Risk Policy and the Diocesan Pilgrimage Policy is available on the diocesan website [www.dioceseofkerry.ie](http://www.dioceseofkerry.ie).

If one has a concern outside of the pilgrimage please contact any of the following:

* Your local TUSLA, (Child and Family Agency).
* Or your local An Garda Siochana.
* Local HSE Safeguarding team.