

**DIOCESE OF HEXHAM & NEWCASTLE**



**LOURDES PILGRIMAGE 2023**



**HANDBOOK FOR REGISTERED HELPERS**

**HEXHAM AND NEWCASTLE DIOCESAN PILGRIMAGE TO LOURDES****REGISTERED HELPER'S HANDBOOK****CONTENTS**

<b>H&amp;N LOURDES HOSPITALITÉ</b>	<b>3</b>
<b>WORKING AS PART OF A TEAM</b>	<b>3</b>
<b>COMMUNICATION</b>	<b>5</b>
<b>PERSONAL CARE</b>	<b>6</b>
<b>REPORTING CONCERNS</b>	<b>8</b>
<b>GENERAL GUIDELINES: HEALTH &amp; SAFETY</b>	<b>9</b>
<b>MOVING AND HANDLING</b>	<b>10</b>
<b>SAFEGUARDING</b>	<b>13</b>
<b>EMERGENCIES</b>	<b>15</b>
<b>GLOSSARY/DEFINITIONS</b>	<b>17</b>

## **THE DIOCESE OF H&N LOURDES HOSPITALITÉ**

The Lourdes Hospitalité team is made up of doctors, nurses, other allied health professionals and Registered Helpers, of all ages and backgrounds, whose role is to enable and enrich the pilgrimage experience of all pilgrims, but particularly those who need additional support due to age, illness or disability.

'Assisted Pilgrims' (those who require support or assistance from the hospitalité team) stay in the Accueil Saint Marie St Frai.

### **What do Hospitalité Registered Helper's Do?**

The most important role of all Hospitalité Registered Helpers is to spend time with Assisted Pilgrims. Whether travelling together, socialising, or just spending time talking, this time spent together is a privilege that is often hugely rewarding.

The doctors and registered nurses are also responsible for the medical needs of Assisted Pilgrims, and the Registered Helpers work alongside the medical team to help with personal and social care, as well as helping at mealtimes.

The specific duties and responsibilities of Registered Helpers are outlined in this handbook.

If you wish to take an active part in any services by reading, for example, or take an active part in the processions, please let your Team Coordinator know.

### **Registration Process**

Once your initial application to become a Register Helper has been received, all applicants will be safely recruited by our Diocesan HR and Safeguarding Team. This includes:

- collecting references
- Data and Barring Service checks
- completion of mandatory safeguarding training
- a series of consent forms to sign

Once our Diocesan Team have completed the registration process, Registered Helpers will receive a letter of appointment which will be valid for 3 years, or until a change of circumstances, which would be notifiable by the Diocesan Team. The Bishop and Diocesan Trustees / Directors have overall responsibility for the Diocesan Lourdes Pilgrimage.

Prior to pilgrimage, all volunteers must attend a day of preparation, which includes information about Lourdes, team working, safeguarding, health and safety information and practical issues.

All of the elements listed above are essential prior to volunteering for the Diocese of Hexham and Newcastle Pilgrimage in Lourdes.

### **WORKING AS PART OF A TEAM**

*The team caring for Assisted Pilgrims includes pilgrimage officials and multi-disciplinary teams of helpers. You will be supervised and supported by your Team Coordinator.*

1. You will be allocated to a team with team coordinators to support you.
2. Always arrive in good time for duties.
3. If you are unable to report for a shift / service, or expect to be late, for whatever reason, inform your Team Coordinator in good time.
4. Being on service can be tiring, make sure you get enough sleep.
5. Stay positive, keep smiling and perform tasks willingly, even if you find things (and people!) difficult or irritating.
6. Follow instructions given by your Team Coordinator or the Nurse in charge, however, if you feel you are unable to carry out a task, please do not hesitate to say.
7. If unsure about anything, however small, ask for help or clarification.
8. If you have difficulty remembering everything, carry a notebook and write information down.  
*If you write notes do not use any identifying information (names) and do not leave notes unattended*  
*Leaving information for others to find is a serious breach of confidentiality*  
*Hand in any notes to your Team Coordinator at the end of the pilgrimage or destroy them when you return home.*
9. When you have completed a task, report back to your Team Coordinator so that they know it has been completed.
10. If you are unhappy or concerned about anything report it to your Team Coordinator initially.
11. Use the de-brief meeting at the start or end of the shift / service to comment on anything that has gone well, try to resolve problems that have occurred (without finding fault) and pass on information about any unfinished tasks or issues that will be relevant to the next team.

**Uniform – to be worn at all times, from arrival at the airport.**

- Registered Helpers: white polo shirt
- Nurses: sky blue polo shirt          Doctors: royal blue polo shirt
- Plain navy blue or black trousers / knee length shorts or skirts. Pockets are useful! *No jeans*
- All Registered Helpers must wear flat, comfortable shoes/trainers
- Please consider wearing simple and sensible jewelry when working in the Accueil. This is for health and safety reasons
- All volunteers must wear a name badge at all times. This is to identify you as a Registered Helper
- Uniform is classed as personal protective equipment (PPE) and identifies Registered Helpers
- Soiled uniforms should be changed immediately
- Additional PPE will be required when carrying out personal care. This is provided in the Accueil
- A clean uniform should be worn every day. This may require you laundering your polo shirts regularly
- For processions, anyone asked to lead must be smartly dressed and in full uniform. A shirt and tie can be worn where appropriate. Ties can be provided upon request
- A maroon neckerchief is also worn by all members of the pilgrimage, when on procession.
- Don't forget wet weather clothing – the weather in Lourdes is very changeable and when it rains, it really rains!

### Arrival – First Day

1. On arrival at your own hotel and at the Accueil Saint Marie St Frai, orientate yourself, find out where everything is and who people are.
2. Following the information shared on Preparation Day, familiarise yourself with what to do in the event of an emergency, identify fire alarm & extinguisher locations and fire exits and stairways. Team Coordinator's will also go through this with you at the of your first shift / service in the Accueil.
3. Once the Assisted Pilgrims have settled in, check their luggage is complete and ask if there is anything additional, they need. Any food from the journey, should be disposed of.

### Departure - Last Day

- All Registered Helpers must go to the Accueil St Marie St Frai and help with packing (unless you have just completed a night shift or told otherwise).
- Look out for things that may have been forgotten.
- Teams will be identified as to what job needs doing – you will be given clear instruction on this day.

### COMMUNICATION

*One of the most rewarding aspects of the pilgrimage is having the opportunity to talk with the pilgrims. Talking with people allows them to share their knowledge and experience, their joys and fears, and shows them that they are valued and cared for as individuals, as well as developing friendships. Do make the effort, even if you don't find it easy to talk to people. The following tips might help:*

- Make a special effort to talk to people who are on their own.
- Before initiating a conversation, introduce yourself, find out who they are and make sure they would like to have a chat.
- Respect the person and don't be too familiar.
- Be patient, smile and keep listening, even if it is difficult.
- Maintain eye contact and a comfortable personal space.
- If the person is hearing impaired, sit facing them, in good light and speak clearly, without shouting, using gestures, body language and facial expressions to aid understanding.
- Try to ask open questions that require more than a yes or no answer. Be patient, allow time for answers.
- Ask about the pilgrim's background and experiences and let them talk about themselves.
- Look for common ground and interest.
- Remember that the Assisted Pilgrim may be as interested in you as you are in them, so be prepared to give information about yourself, but only as far as you are comfortable with, and take care not to dominate the conversation.
- Maintain confidentiality, but if you have any concerns, pass them on to your Team Coordinator, without breaking confidentiality. (See the section on Safeguarding)
- Remember that for some pilgrims this is their only time away from their house/care home.
- Avoid putting yourself into a compromising situation with a pilgrim when having a conversation – **never be alone with a pilgrim in a private place.**

## Prayer

Prayer is central to our pilgrimage and there are many opportunities for prayer built into our programme of activities for the week. In addition to this, praying together as a team reinforces the purpose of our pilgrimages, strengthens bonds and builds trust. Praying with a pilgrim, whether at the Grotto or during any other service can have a powerful effect and Registered Helpers are encouraged to do so whenever they feel it is appropriate.

## PERSONAL CARE

Personal care includes assisting pilgrims with washing, showering, dressing, using the toilet and eating and drinking.

Registered Helpers carrying out personal care must be over the age of 18. If you have not assisted before, please ask for help. If there are some aspects of providing care that you are uncomfortable with, please don't hesitate to say so, there is no need for anyone to carry out tasks they are not comfortable with.

- Personal care is carried out by Registered Helpers under the supervision of the nursing / medical team.
- Pilgrims usually know what they want and how they want it done. If in doubt, ask.
- If you are unsure, a member of the nursing team or one of the experienced Registered Helpers will be happy to support you.
- Registered Helpers must always work in pairs.
- Avoid entering bedrooms unaccompanied, particularly the bedroom of someone of the opposite sex.
- Plastic aprons and gloves must be worn when there is contact with a pilgrim or pilgrim's environment e.g. making beds, assisting with personal care.
- Plastic aprons **MUST** be changed between each pilgrim when undertaking any care that is likely to involve direct contact.
- Plastic aprons are **single use** items for each procedure or episode of care and should be discarded into a waste bag/bin after use.

## Helping Assisted Pilgrims with the toilet

*Registered Helpers should work in pairs, be the same sex as the pilgrim, or include a nurse.*

1. Respond promptly to a request for the toilet and enlist support
2. Make sure one of you knows the routine for the individual  
Do not presume you know what to do, or can manage  
**If you don't know – ASK.**
3. Allow the person to do as much as they can for themselves, considering the urgent need for the toilet.
4. If the pilgrim needs to be transferred to the toilet from a wheelchair, do not do this without referring to someone who knows how to do it safely – it may require specialist equipment, which must only be used by those trained to use it.
5. To preserve dignity, as few people as possible should assist.
6. Allow the pilgrim privacy while using the toilet, as long as it is safe to do so.
7. Stay close by the door so you can attend immediately if further help is required and when the pilgrim has finished.

8. Offer assistance with cleaning and adjusting clothing as required.
9. If continence products are used make sure you have appropriate items to hand – ask a nurse or senior carer if you are unsure.
10. Wash your own hands and facilitate the pilgrim with washing their hands

### **Providing Assistance with Washing, Showering & Dressing**

*The Registered Helpers should work in pairs, be the same sex as the pilgrim, or include a nurse.*

1. Before starting, make sure that you have toiletries, towel, clean clothing etc.
2. Invite the pilgrim to choose their preferred clothing for the day.
3. Ask the Assisted Pilgrim exactly how they need assistance and allow them to do as much for themselves as possible.
4. Give the person the opportunity to clean their teeth or assist with dentures if necessary.
5. Be aware that the pilgrim may need mobility aids – walking stick, shower chair etc.
6. Maintain dignity at all times. Keep the door closed. Keep the pilgrim covered and warm. Eliminate draughts.
7. Test the temperature of the water yourself before using the shower on a pilgrim – ask them if the temperature is suitable by running water over their hand. Adjust as required.
8. Ask the pilgrim which area to wash first and follow their preferences. If they cannot communicate, let them know where you will be running water over them, so they are not taken by surprise.
9. Use products the pilgrim provides.
10. Dry the pilgrim thoroughly, starting with the shoulders to maintain body temperature. Keep the pilgrim covered as much as possible. Make sure all areas are dry.
11. Assist with dressing, as needed.
12. Don't forget the extra touches – use of deodorant, perfumes/sprays/body lotions, hair-brushing and wearing jewellery and cosmetics.
13. Remember glasses (make sure the lenses are clean), hearing aids and walking aids.
14. Make sure the floor is dry before transferring a pilgrim.

### **Helping Assisted Pilgrims to Eat**

1. Before assisting with food, wash your hands.
2. Sit on whichever side is best for you and the pilgrim and make sure that you are both comfortable.
3. Introduce yourself and find out what the pilgrim likes or dislikes, if they require a special diet or any special equipment
4. Ask the pilgrim what help they need and enable them to be as independent as possible.
5. Join in the conversation at table and include the person you are assisting.
6. Cut food into small bite sized pieces and be patient, waiting for the person to finish each mouthful before giving them the next one.
7. If the pilgrim is on a soft diet, keep all the elements of the meal (meat, vegetables, potatoes, rice or pasta, etc) separate to preserve the different tastes, unless they prefer it to be mixed together.
8. Ensure that the pilgrim has had enough to eat and drink, be led by them.
9. Ensure that the pilgrim's mouth is clean.
10. When finished do not leave the pilgrim alone at the table. Take them where they wish to go.

*If you think someone may be choking, encourage them to cough, stay with them and call for one of the medical team immediately.*

## REPORTING CONCERNS

### About yourself

Inform your Team Coordinator if you:

- are unable to carry out any task
- prefer not to carry out any specific task
- are unwell
- are feeling emotional and overwhelmed

### About Other volunteers

Inform your Team Coordinator if you:

- are concerned about another volunteer's behaviour
- are concerned about another volunteer's ability to carry out any specific task
- are concerned that someone is struggling either physically or emotionally

### About Assisted Pilgrims

Inform a Nurse if you:

- are concerned about the health or well-being of an Assisted Pilgrim
- are concerned about the mental health of an Assisted Pilgrim
- are concerned about the behaviour of an Assisted Pilgrim (either towards volunteers or other pilgrims)

### About other pilgrims

If you are concerned about the mental health, physical ability or injury to *any* pilgrim, inform a member of the clinical team (a doctor or a nurse) **immediately**, with the permission of the person you are concerned about. You do not need permission if they are in immediate danger or if they are placing others in danger. Ensure your own safety and that of others as much as you are able to do so.

If a pilgrim asks to speak to a member of the Clergy, you can direct them to the Pilgrimage Chaplain.

### Medical Emergencies/Accidental Injury

If you witness a medical emergency or accidental injury – depending on the severity of the incident:

- Inform a member of the pilgrimage clinical team
- Shout for HELP
- Call 112
- Enlist support from passers-by

Medical information is confidential and is shared on a need-to-know basis. You will receive information about the care needs of Assisted Pilgrims and how these needs might change during the pilgrimage. If a pilgrim chooses to share medical or personal information with you, you must respect their right to privacy and confidentiality and not share/discuss this information with any other volunteers, unless it is with a member of the clinical team.



## **GENERAL GUIDELINES (HEALTH AND SAFETY)**

1. Be observant – keep floors clear of trip or slip hazards, remove obstructions.
2. Report anything that causes concern – wet floors, blocked doorways etc.
3. Correctly follow recommended PPE – aprons & gloves for personal cares
4. Use of masks according to local guidelines
5. Regularly wash your hands, use sanitizer, as per training
6. If you find discarded medication inform a nurse – do not handle any medication found without packaging.
7. If you find discarded sharps (needles) inform a nurse immediately – do not handle sharps. Stay with the item and keep others safe until a nurse disposes of it safely. Sharps should be disposed of in an appropriate sharps bin.
8. Dispose of waste and soiled bed linen in appropriate bags wearing PPE.

### **Smoking or vaping (E-Cigarettes)**

Smoking, vaping, or the use of e-cigarettes is not permitted in the hotels, in the Accueil St. Frai (with the exception of the roof garden) or within the Domain. Registered Helpers should ask the nurse in charge before taking an Assisted Pilgrim for a cigarette (on the roof garden) and should remain with them until they are ready to return.

### **Diocese of H&N Health and Safety Statement for Volunteers**

All volunteers must:

- Take reasonable care of their own safety
- Take reasonable care of the safety of others affected by their actions
- Observe safety rules
- Comply with and accept the Health and Safety policy
- Conform to all written or verbal instructions given to them to ensure their personal safety and the safety of others
- Wear uniform as directed when on duty
- Conduct themselves in an orderly manner in the work-place, and refrain from any antics or pranks
- Use all safety equipment and/or protective clothing as directed, only when trained in its use.
- Avoid any improvisations of any form which could create an unnecessary risk to personal safety and the safety of others
- Maintain all equipment in good condition and report defects
- Report all accidents to your Team Coordinator whether an injury is sustained or not (near miss)
- Observe all laid down procedures for processes, materials and substances used.
- Act promptly and report if things go wrong – we all make mistakes

## MOVING AND HANDLING PEOPLE & ITEMS SAFELY

The following principles apply, whether moving and handling people or objects (such as cases and equipment). Please note, there is no expectation that Registered Helpers carry out moving and handling tasks unaided. Please ask for help, work in pairs and if you are helping to move or transfer Assisted Pilgrims, please ensure you are directed by a member of the clinical team.

- **DO NOT** carry out any moving and handling task for which you have not been trained
- **DO NOT** attempt to move/transfer any pilgrim unless you are aware of their personal care plan for moving and handling
- Know your own limitations and do not exceed them.
- Wear suitable clothing (uniform) and footwear.
- Avoid moving and handling if you are pregnant, or have health problems yourself

If possible, turn, slide or roll objects rather than lifting and use trolleys and wheels to move objects from place to place.

Divide loads and make several trips - never lift heavy loads or loads that prevent you from seeing where you are going.

Move or turn objects towards you rather than away from you.

Stand close to the object to be moved.

Stand with your feet hip width apart, with one foot in front of the other to provide a steady base - this cannot be achieved in a tight skirt.

Face the load and avoid rotation of the spine, holding your shoulders and pelvis in the same plane, shoulders level, elbows flexed and close to your body.

Bend your knees and raise your head on commencing the lift, keeping your back in natural alignment, not leaning to one side.

Use smooth, rhythmic movements and keep moving, if possible, as sudden jerks may cause severe strains.

Curved movements are often quicker and less tiring than straight ones with sudden changes of direction.

If you have any problems or difficulties with moving and handling, see the team leader in charge.

### REMEMBER T.I.L.E

- **Task:**
  - what do you need to do – move an item or person from one place to another?
- **Individual:**
  - Are you physically able to provide the support required?
  - How many people are required to complete the transfer safely?
- **Load:**
  - assess the item or person you need to move?
  - what can they do for themselves/what do they need from you?
  - do they require specialist equipment?
- **Environment:**
  - Do you have enough room to carry out the transfer?
  - Is the area free from obstacles?
  - Is specialist equipment needed and is there room for it?

**ARE YOU TRAINED AND COMPETANT TO COMPLETE THE TASK SAFELY?**

- If you or anybody else involved is uncomfortable, then stop and reassess the task.
- Never carry objects up or down stairs. Always use the lift.

## Procedure

1. Explain to the Assisted Pilgrim what you intend to do and ask for their permission, co-operation and advice on how the transfer is best achieved.
2. Have everything in place before commencing the transfer. If more than one person is involved in transferring the pilgrim, nominate one lead person.
3. Commence the transfer on the instruction “**READY, STEADY, MOVE...**” (not “1,2,3”).
4. Be confident, supporting the pilgrim as close to your body as possible, and using personal protective equipment if necessary.
5. Transfer over the shortest distance possible (stand up, turn and sit down).
6. When bathing an Assisted Pilgrim, ensure they are dry before starting transfer to avoid accidents.
7. **Never** use a drag or through arm lift, whether out of a chair or repositioning in bed.
8. Use the hoists and moving and handling aids available **only if trained in their use.**
9. If using a hoist always use the pilgrim's own sling to avoid cross infection.
10. If you see unsafe situations or practices, please report them to the Lead Nurse or Team Coordinator **immediately.**

## WHEELCHAIRS

*Wheelchair training must be completed by all those involved in assisting pilgrims in wheelchairs. **The dignity, comfort and safety of Assisted Pilgrims must be maintained and lap-belts (where fitted) used at all times, unless an individual's care plan states not to.***

### Transferring to and from a Wheelchair

1. Find out from the pilgrim or their care plan the recommended method for transferring to or from a wheelchair
2. Before transferring a pilgrim make sure the environment is safe and free of obstructions, that there is enough space to carry out the transfer and enough assistants to perform the move
3. The brakes should be ON and the wheelchair secure
4. The wheelchair must be opened correctly and rigid
5. The footplates should be folded back out of the way
6. Any cushions should be in place
7. The pilgrim should have appropriate footwear if moving to a standing position
8. Once the pilgrim is in the wheelchair the footplates must be locked into place and make sure the pilgrim's feet are in the correct position
9. Secure lap-belt if available
10. Transferring from wheelchair
  - Apply brake
  - Unfasten lap-belt
  - Move footplates out of the way
  - Place feet on floor
  - Assist to stand as per care plan

## **Pushing a Wheelchair**

1. Make sure the pilgrim is comfortable and has everything they need
2. Tell the pilgrim you are about to move the wheelchair
3. Ask the pilgrim to keep their elbows tucked in
4. Ensure no straps, scarfs or blankets are trailing
5. Be aware of others around you and avoid catching heels/ankles
6. Allow for the extended reach of the footplates when maneuvering
7. Follow the red wheelchair path around Lourdes
8. Be aware of traffic – Lourdes roads can be very busy with cars and coaches
9. Move backwards off pavement to avoid tipping pilgrims out of wheelchairs
10. Use the footplate at the back of the wheelchair to tilt upwards onto a pavement
11. Use dropped kerbs wherever possible
12. Always put the brakes on when you stop

## **Prior to leaving the Accueil / hotel**

*There should always be at least two Registered Helpers*

1. Ensure pilgrim has everything they need.
2. Be weather aware – suncream; drinks; umbrella/sunshade; hats; waterproofs; blanket etc.
3. Whenever possible, find an area in the shade/out of the rain.
4. Before leaving tell someone where you are taking the pilgrim and when you expect to be back
5. Use signing out/in sheet if available
6. Check if the pilgrim can have alcohol with nurse, if you are taking pilgrim to a bar (some medications interact badly with alcohol)
7. Do not handle pilgrim's money alone
8. Do not accept gifts or money from pilgrims

## SAFEGUARDING

Safeguarding is of paramount importance. Particular consideration must, of course, be given to the pilgrims in our care and everyone must follow all relevant guidance in planning and running the pilgrimage. It is essential that all helpers share this responsibility.

- All Registered Helpers must have DBS clearance before the pilgrimage.
- All Registered Helpers must have completed the mandatory safeguarding training.
- All Registered Helpers must attend the Preparation Day before pilgrimage.
- Registered Helpers must ensure that they have had adequate sleep and are not under the influence of alcohol or drugs when on duty.
- Registered Helpers must ensure that the dignity of all Assisted Pilgrims is maintained in all circumstances.
- Be alert to hotel security at all times.
- If you see strangers in your area of the Accueil, offer assistance and ask who they are visiting, or refer them to the Team Coordinator.
- If you see or hear anything that causes you concern, you must report it to a member of the Core Team. **See identification posters on display in Accueil**

### Confidentiality

Sometimes pilgrims share private and personal information, they have a right to believe that the information is given in confidence and will not be released to others without their consent.

There are 3 circumstances making disclosure of confidential information lawful:

- where the individual to whom the information relates has consented
- where disclosure is necessary to safeguard the individual, or others, or is in the public interest
- where there is a legal duty to do so, for example a court order

If you are unsure speak privately to the President of Hospitalité, Safeguarding Coordinator or a member of the Core Team. Do not discuss with other members of your shift / service team.

If someone shares information that concerns you:

- Do not ask leading questions
- Allow them to speak, in their own words, in their own time
- Tell them this information must be shared with members of the Core Team
- If the information fits the 3 circumstances listed above, tell the pilgrim you have a duty to share this
- Report immediately
- Write the conversation down exactly as it was told to you – do not add personal feelings, opinions or judgement on the pilgrimage incident form

## Reporting an Alert

It is your duty to report any form of abuse including but not restricted to:

- Physical
- Mental
- Neglect

An *alert* refers to a concern, disclosure or suspicion that a person is being abused

A *concern* may be a suspicion or allegation of abuse.

A *disclosure* is information about possible abuse received from the person themselves or someone else on their behalf.

## Immediate Action

- Make sure the person is safe – this may mean calling emergency services if the person is in danger or requires medical treatment
- Inform a nurse or doctor as soon as possible if medical treatment is required
- Inform a member of the Core Team
- Record all immediate actions taken on the incident form, as guided by a member of the Core Team, including allegations made, as soon as practicable. Do not use your own words in a statement – *write only the words used to inform you*
- Preserve any evidence i.e. do not destroy or disturb any articles that could be used as evidence
- Report immediately, do not wait until after you have returned home

## Finally

If you are given sensitive information from the team to enable you to provide effective care, this information must be treated as confidential and must not be passed on to anybody else.

Any safeguarding concerns are reportable to the President of Hospitalité, the Safeguarding Lead or a member of the Core Team. These people will be identified to you on Preparation Day and photographs will be on display in the Accueil St. Frai.

## Free Time

- When not on duty, take the opportunity to relax and socialise with friends, old and new.
- At quieter times, take the opportunity to visit the Grotto, other places of interest.
- If you are not familiar with the town, stay with people who know their way around to begin with.
- Let someone know where you are going and when you expect to be back
- Use sunscreen, protective clothing and avoid over exposure to the sun.
- No one under the age of 18 may purchase or drink alcohol.
- Make sure you have adequate sleep, rest, food and water.
- Never do anything that may put you or another person at risk.
- Never do anything that would reflect badly on the pilgrimage or the diocese.

If you are going to drink alcohol, we would recommend this is within a healthy limit. All Registered Helpers must be fit for duties. You should not be on duty under the influence of alcohol or drugs. This could be a safeguarding risk.

Please remember that as a Registered Helper, you are representing the Diocese of Hexham and Newcastle and must not cause incapacity, harm or offence to yourself or others.

## **INFECTION PREVENTION & CONTROL**

Standard Infection Prevention & Control Measures include:

- Regular handwashing – see page 17-19
- Wearing appropriate and clean uniform
- Daily personal hygiene
- Use of PPE
  - Masks to be as per local guidelines
  - Gloves and aprons when providing personal care
  - Gloves and aprons when handling soiled clothing/bedding/items

Masks, aprons and gloves **MUST** be changed between tasks and between pilgrims.

Wash hands before putting on PPE and after removal.

Report spillages or soiling immediately

Dispose of PPE appropriately.

## **EMERGENCIES**

**Unless you are a qualified first aider you MUST NOT administer first aid**

1. Shout for help or send someone for assistance
2. Ensure the safety of the casualty, yourself and those around you
3. Stay calm, reassure the casualty, keep them safe from further injury *if it is safe to do so*
4. Remain with the casualty until help arrives
5. The emergency number in France is **112**

### **Fire Safety**

Familiarise yourself with the location of fire alarms, fire extinguishers and fire exits as soon as possible after arrival in Lourdes. Fire evacuation procedure will be explained on arrival at Accueil Marie St Frai. Further information is included in our Health and Safety Risk Assessment – available online.

Avoid placing yourself or others in danger

### **Fire Prevention**

- No smoking or naked flames in the Accueil
- Do not accumulate rubbish which could become fuel for fire
- Do not prop fire doors open
- Keep corridors clear of clutter
- Do not block fire exits

## On discovering a Fire:

### Hotel

- Sound the alarm – shout **FIRE**
- Close fire doors
- Move people away from the immediate danger, closing doors behind you
- Use stairs, do not use the lift
- Do not tackle the fire unless you have been trained and it is safe to do so
- If the hotel recommends evacuation:
  - escort those able to walk to the nearest fire escape, to ground floor assembly point
  - those who have limited mobility should be moved to a place of safety, as far away from the fire as possible, behind fire doors and await rescue by the Pompiers
  - Hotel staff will provide instructions and assistance

### On Hearing Alarm:

- Send a responsible person to Reception, confirm situation and the need to evacuate
- Close all fire doors (if not automatically activated)
- Move people away from immediate danger, closing doors behind you.
- Use stairs, do not use the lift
- Do not tackle the fire unless you have been trained and it is safe to do so
- If the hotel recommends evacuation:
  - escort those able to walk to the nearest fire escape, to ground floor assembly point
  - those who have limited mobility should be moved to a place of safety, as far away from the fire as possible, behind fire doors and await rescue by the Pompiers
  - Hotel staff will provide instructions and assistance

### In the Event of Entrapment:

- Remain calm
- Close fire door
- Use wet towels to cover cracks
- Open window and shout for Help
- Stay close to the floor where smoke is less

### Accueil Marie St Frai

- Remain calm
- Stay where you are
- Wait for Fire officers and security for instructs to evacuate.

Our Health and Safety Risk Assessment is available to read on our [Pilgrimage webpage](#). Please ensure you have viewed this prior to travel.

<https://www.hexhamandnewcastlelourdespilgrimage.co.uk/>



## GLOSSARY/DEFINITIONS

<b>Crowned Virgin</b>	Statue of Our Lady opposite Rosary Basilica, often used as a meeting point
<b>The Domain</b>	The area inside St Joseph's and St. Michael's Gates, encompassing the Rosary Square, the Esplanade, the Taps area, the Grotto, the Chapels of Light (Candles), the Meadow/Prairie and the Churches
<b>Gestes de L'Eau</b>	The washing and drinking of the water of Lourdes, replacing the need for physically entering the Baths
<b>Grotto</b>	Cave where Our Lady appeared
<b>Podium</b>	Raised platform on Meadow/Prairie for outdoor Mass
<b>Meadow/Prairie</b>	Open field opposite the Grotto
<b>Rosary Square</b>	Square in front of the Rosary Basilica
<b>Permanence</b>	Pilgrimage shop/information centre
<b>Processions</b>	Blessed Sacrament 5pm daily Rosary/Marian/Torchlight 9pm daily
<b>Poste Secours</b>	First Aid Post
<b>Brancardiers</b>	Traditionally 'stretcher bearers' (male helpers)
<b>Handmaids</b>	Traditionally female helpers
<b>Malades</b>	The assisted or sick pilgrims
<b>HNDL</b>	Hospitalite Notre Dame de Lourdes - responsible for maintaining and running the Lourdes Sanctuary
<b>Stages/Stagieres</b>	Volunteers who commit to helping with the operational duties in Lourdes (minimum) one week for (minimum) 5 consecutive years – Service to HNDL
<b>Engagement</b>	The celebration and awarding of medals to stagieres who have completed 5 years of service to HNDL
<b>Tarbes</b>	Location of 'Lourdes Tarbes' airport

# How to Handrub?

**RUB HANDS FOR HAND HYGIENE! WASH HANDS WHEN VISIBLY SOILED**

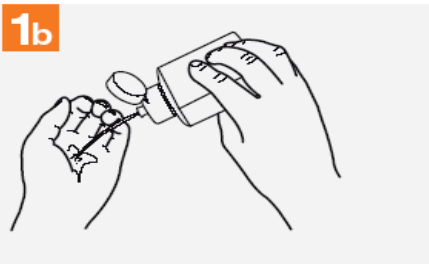
**🕒 Duration of the entire procedure: 20-30 seconds**

**1a**

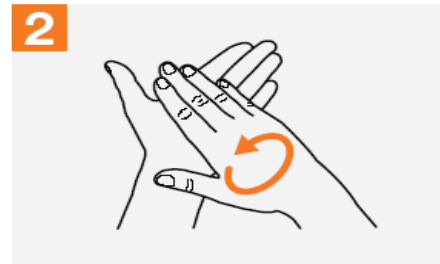


Apply a palmful of the product in a cupped hand, covering all surfaces;

**1b**

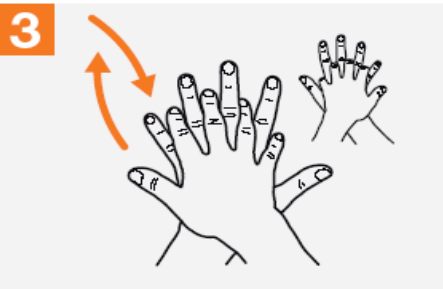


**2**



Rub hands palm to palm;

**3**



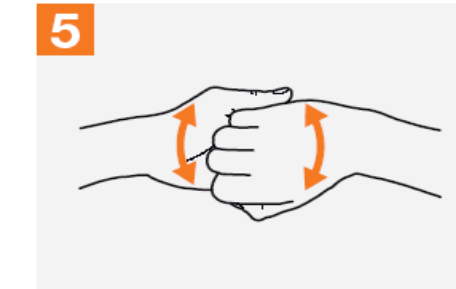
Right palm over left dorsum with interlaced fingers and vice versa;

**4**



Palm to palm with fingers interlaced;

**5**



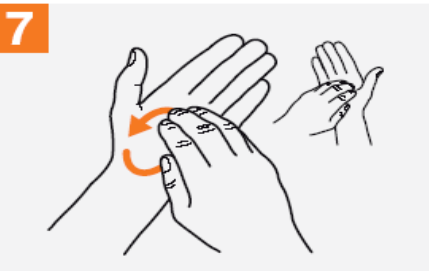
Backs of fingers to opposing palms with fingers interlocked;

**6**



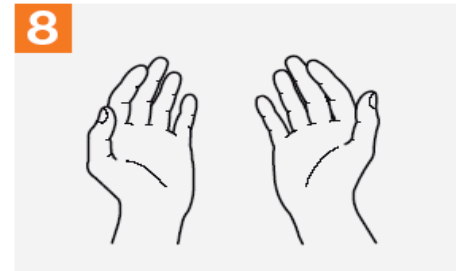
Rotational rubbing of left thumb clasped in right palm and vice versa;

**7**



Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;

**8**



Once dry, your hands are safe.



**World Health  
Organization**

**Patient Safety**

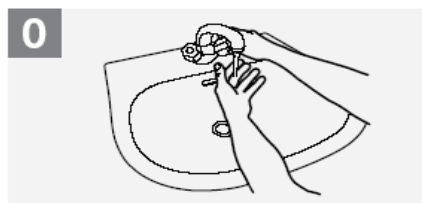
A World Alliance for Safer Health Care

**SAVE LIVES**  
Clean Your Hands

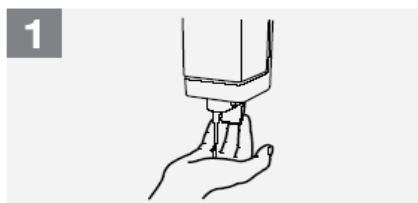
# How to Handwash?

WASH HANDS WHEN VISIBLY SOILED! OTHERWISE, USE HANDRUB

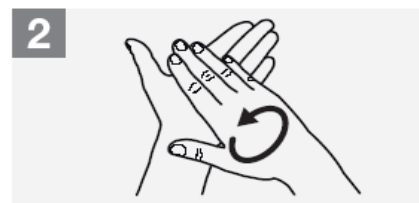
 Duration of the entire procedure: 40-60 seconds



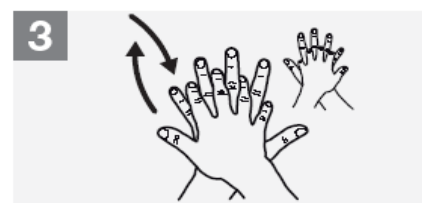
Wet hands with water;



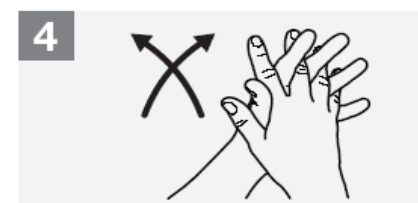
Apply enough soap to cover all hand surfaces;



Rub hands palm to palm;



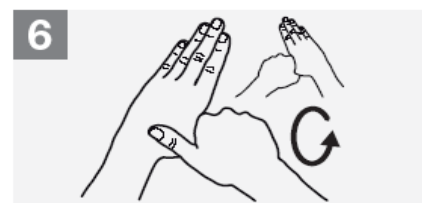
Right palm over left dorsum with interlaced fingers and vice versa;



Palm to palm with fingers interlaced;



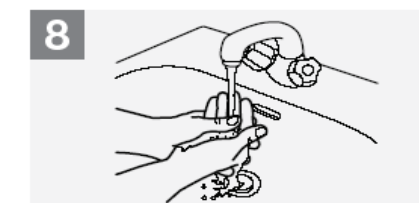
Backs of fingers to opposing palms with fingers interlocked;



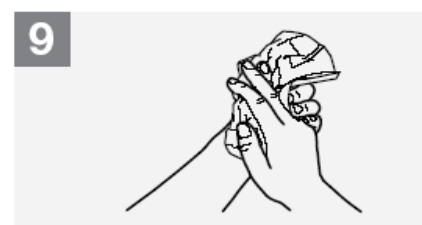
Rotational rubbing of left thumb clasped in right palm and vice versa;



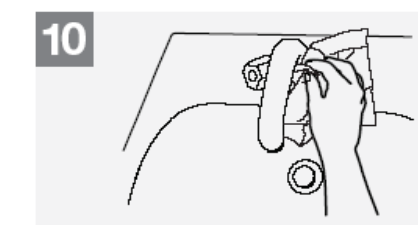
Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;



Rinse hands with water;



Dry hands thoroughly with a single use towel;



Use towel to turn off faucet;



Your hands are now safe.



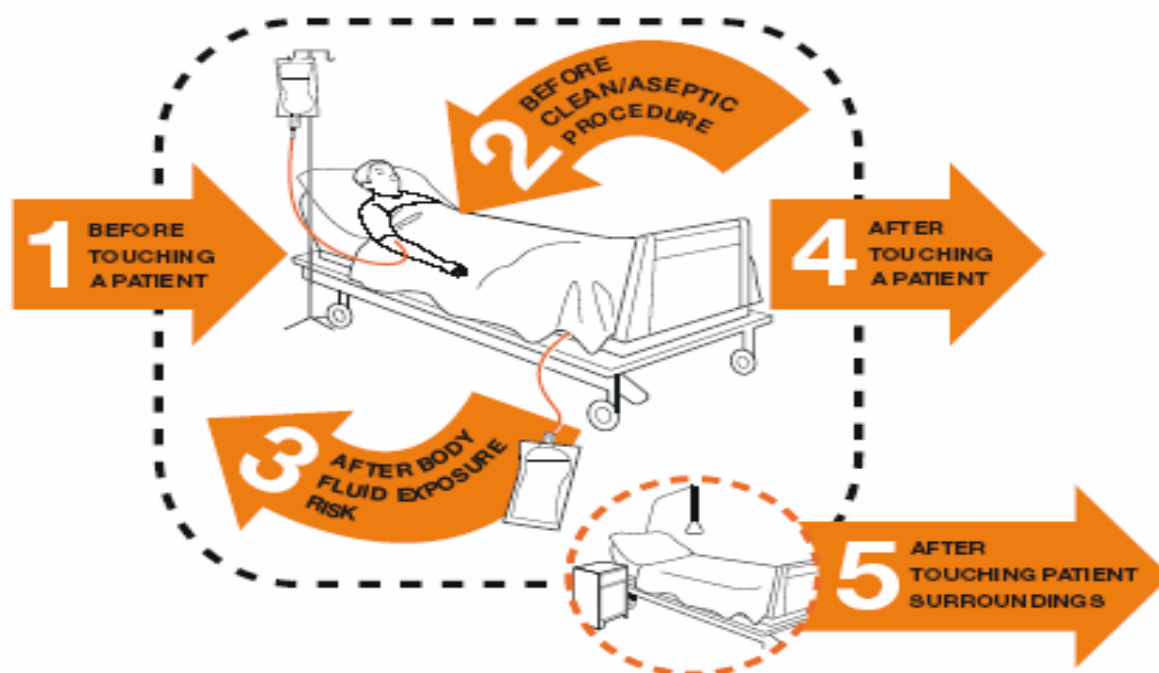
World Health  
Organization

Patient Safety

A World Alliance for Safer Health Care

SAVE LIVES  
Clean Your Hands

# When? YOUR 5 MOMENTS FOR HAND HYGIENE



## 1 BEFORE TOUCHING A PATIENT

**WHEN?** Clean your hands before touching a patient when approaching him/her.

**WHY?** To protect the patient against harmful germs carried on your hands.

## 2 BEFORE CLEAN/ASEPTIC PROCEDURE

**WHEN?** Clean your hands immediately before performing a clean/aseptic procedure.

**WHY?** To protect the patient against harmful germs, including the patient's own, from entering his/her body.

## 3 AFTER BODY FLUID EXPOSURE RISK

**WHEN?** Clean your hands immediately after an exposure risk to body fluids (and after glove removal).

**WHY?** To protect yourself and the health-care environment from harmful patient germs.

## 4 AFTER TOUCHING A PATIENT

**WHEN?** Clean your hands after touching a patient and her/his immediate surroundings, when leaving the patient's side.

**WHY?** To protect yourself and the health-care environment from harmful patient germs.

## 5 AFTER TOUCHING PATIENT SURROUNDINGS

**WHEN?** Clean your hands after touching any object or furniture in the patient's immediate surroundings, when leaving – even if the patient has not been touched.

**WHY?** To protect yourself and the health-care environment from harmful patient germs.

