



**Lourdes Pilgrimage
Code of Conduct – Registered Helpers**

Pilgrims attending the Diocese of Hexham and Newcastle's Lourdes Pilgrimage are expected to abide by the moral teachings and standards of the Catholic Church and the Diocesan values of trust, service, respect, integrity and compassion.

They are also expected to cooperate in creating a healthy and safe atmosphere, projecting an image of Christian consideration and sensitivity.

Registered Helpers are expected:

1. To be punctual and participate in all planned activities.
2. To arrive for duty able to carry out allocated tasks. If you are unable to carry out your duties for any reason, you must report to a Team Coordinator.
3. To follow all schedules, rules, guidelines and emergency procedures as outlined in the Registered Helper's Handbook.
4. To report any concerns, safety issues or emergencies immediately to a Team Coordinator, President of Hospitalité, one of the Pilgrimage Safeguarding Team or the Pilgrimage Director.
5. To dress modestly and appropriately, respecting local culture, traditions and environment. Anyone attending for duty inappropriately dressed will be asked to change.
6. To be inclusive to all and encourage others to do the same, challenging and reporting inappropriate language or actions.
7. To follow safe travel procedures as directed.
8. To be sensitive when uploading any posts, photographs or information to any closed, open or private social media platforms. Registered Helpers are expected to follow the Diocesan Social Media Policy.
 - Express permission must be given by Accueil Pilgrims before they are photographed, and their consent given if the image is to be uploaded to social media. Accueil Pilgrims must understand how and where their images will be posted. Names of Accueil Pilgrims must not be used in social media posts.
 - Any images taken in the Domain must be used respectfully.
 - Express permission must be given from ALL involved in images or posts on social media, including those tagged in posts.
 - Comments regarding the Pilgrimage or anyone involved or attending the Pilgrimage on social media such as Facebook, WhatsApp, Twitter, Snapchat, TikTok (closed, private or open forums) must, at all times, be in line with the Diocesan value of Respect.

Any breaches of these Codes of Conduct will be reported to the Diocesan Team and more serious or persistent breaches may result in action being taken, this could include a registered helper being stood down from duties and/or not being able to register for future pilgrimages.

Any safeguarding allegations or concerns will be dealt with using national safeguarding policies and procedures and must be reported to the Pilgrimage Safeguarding Team (see the Registered Helper's Handbook).

By signing this document, you agree that you have read and understood this Code of Conduct and agree to uphold its principles during the Pilgrimage to Lourdes.

You further agree and accept that it is your duty to report any concerns at the time so that they can be dealt with immediately by the appropriate designated person.

Signed:

Print name.....

Date: