



Nottingham Diocesan Lourdes Pilgrimage

Helpers' Volunteering Form and Code of Conduct

Dear Pilgrim,

MANY THANKS for volunteering as a Helper for this year's Nottingham Diocesan Pilgrimage to Lourdes. There are many duties which you could undertake and so to enable us to ensure your duties are appropriate for you please could you indicate up to three duties in order of preference (ie 1, 2, 3) that you would be willing to undertake. In most circumstances you will only be asked to undertake one duty.

Name:

Address:

Telephone Number:

Mobile Number:

Email:

Date of Birth:

Duty Category

Preferred choice/s

Wheelchair Assistant *(Main duty is to transport pilgrims to and from services but some social time also)*

Befriending Team *(To befriend pilgrims within your hotel who may be travelling alone)*

Wheelchair Support Team *(To assist with spare chairs, covers etc at all services)*

Water Distributors for Services *(To distribute drinking water to the Pilgrims during services)*

Banner Team *(To carry flags and banners at all services throughout the week)*

Altar Server

Musician / Singer *(Please state instrument)*

Music Support Team *(General helpers for transporting / setting up audio and musical equipment for services)*

Interpreter for the Deaf

Wheelchair Maintenance Team *(To assist with maintenance of wheelchairs etc – to be aged 18 years or over)*

First Aider *(Basic first aid for Nottingham pilgrims – must be a registered first aider aged 18 years or over)*

Care Assistant *(To assist with waking up duties and basic nursing care – must be 18 years or over)*

Nursing Team *(Must have an up to date valid registration with the NMC)*

Helpers' Diocesan Yellow T-Shirts (£10 each – must be worn for all Pilgrimage events)

How Many?

Size: S M L XL



Self Declaration

Have you ever been convicted of a criminal offence?	Yes / No
Are you at present the subject of a criminal investigation?	Yes / No
Has there ever been any concerns regarding your conduct with children / vulnerable adults?	Yes / No
Have you ever been declined work with children / vulnerable adults?	Yes / No
Have there ever been allegations reported to / investigated by social services / police or court proceedings regarding a child / adult for whom you have parental / caring responsibilities for?	Yes / No
Have you any physical or mental health condition that could affect you working with children / vulnerable adults?	Yes / No

If you have answered 'Yes' to any of the above, please give further details and relevant dates below

Criminal Records Bureau (CRB) Disclosure

All volunteers aged 18 years or over must obtain an advanced CRB Enhanced Disclosure for safeguarding children and adults. If you have already obtained one through the Catholic Church in England and Wales please quote your reference number:

If you do not have one, please indicate here: and we will contact you in order to obtain one.

References

Please give details of a referee (not a relative) who has known you for a minimum of two years, is aged 21 or over, and who is willing to give a reference about your suitability to work as a Helper in Lourdes. This could be your School Chaplain, another Teacher, your Parish Priest or your Employer.

Referee's Name:

Referee's Address:

Referee's Contact Telephone Number:

Referee's Occupation:

Capacity in which the Referee knows you:

And for how long?

Further Information:



Helpers' Code of Conduct

All volunteer helpers must read the following and sign to say they have understood and agree to abide by:

- The Helpers' Code of Conduct
- Guidance about the Safeguarding of Children and Vulnerable Adults
- The Pilgrimage's Health and Safety Policies (available on request)
- And any further Guidelines, such as your School Rules, which may apply to you specifically

Helpers are all those who volunteer their services during their pilgrimage to Lourdes. They are invited to be actively involved in many aspects of the pilgrimage. There are many opportunities to undertake voluntary duties which will be agreed upon between you, (and youth / school leaders where applicable) and the Chief Brancardier, Chief Handmaid or Chief Nurse. No changes are to be made subsequent to this without the agreement of the Chief Brancardier, Chief Handmaid or Chief Nurse.

It is a mandatory requirement that all volunteers attend one Preparation Evening provided for helpers. Failure to do so will result in you being unable to undertake certain duties whilst in Lourdes.

During the Preparation Evening you will receive information regarding aspects of Health and Safety and Safeguarding issues. It is expected that all volunteers will read and familiarise themselves with all the information provided.

The Dress Code is dictated by the rules of the Domain and Health and Safety considerations. Anyone who presents for duty inappropriately dressed will be asked to change. Specific details will be given during the Preparation Evenings. Please ensure you dress modestly and sensibly at all times when assisting pilgrims and when in the Domain, even if not on duty.

You are expected to present yourself fit for duty each day and so are asked to act responsibly regarding late nights, drink, drugs and nourishment.

If you are unwell and cannot present for duty you **must** report this to your Hotel Leader and your pilgrim's Hotel Leader (as well as your School Group Leader, if applicable).

If your pilgrim chooses not to go to a Service or Event you must report this to your pilgrim's Hotel Leader. It will still be expected that you report for duty as usual in case you are required to help someone else or in some other way.

It is not acceptable to make derogatory, judgmental or critical remarks about others.

All helpers are expected to behave appropriately throughout the duration of the Pilgrimage; failure to do so could result in you being asked to return home early.



Safeguarding

Do not carry out duties alone, including fetching items from pilgrim's rooms. If you find yourself in this position see your pilgrim's Hotel Leader, the Chief Brancardier, Chief Handmaid or Chief Nurse immediately (*nb – this may not apply to some members of the Medical Team*).

- Do not undertake extra duties for your pilgrim outside of those discussed on the training day, particularly if asked to assist them outside of the local area without discussing this with the Chief Brancardier, Chief Handmaid or Chief Nurse.
- If your pilgrim is unwell you must contact a member of the medical team immediately; ensure your pilgrim is not left alone whilst undertaking this.
- Treat all pilgrims with respect and ensure privacy and dignity at all times.
- Report any concerns you may have regarding the behaviour of any pilgrim to your Hotel Leader, the Chief Brancardier, Chief Handmaid or Chief Nurse as soon as possible.
- Remember that others may misinterpret your behaviour or attitude. Be aware that some physical contact could be misconstrued.
- Do not go out alone whilst in Lourdes because your safety is important. Always ensure someone (such as your School Group Leader, if applicable) knows where you have gone and when you plan to return.
- Do not be drawn into inappropriate conversations or behaviour with others.
- Please show empathy to others with regard to sensitive issues that may arise or may be discussed with you.
- Always pass on to the Chief Brancardier, Chief Handmaid or Chief Nurse, or the Pilgrimage Directors any information that may have been told to you, even in confidence, if you feel the safety of someone is compromised.

Declaration

I confirm that I have read the above guidelines, and I agreed to:

- abide by the Pilgrimage Code of Conduct;
- familiarise myself with the guidelines and with other relevant information;
- attend one of the Preparation Evenings,

and I confirm that the information given is correct and complete and that misleading statements could be sufficient grounds for cancelling my participation in the Pilgrimage.

Signed:

Date:

Many thanks!

Fr Gregory Tobin
Director

Simon Gillespie
Deputy Director

James Noakes
Chief Brancardier

Teresa Norris
Chief Handmaid

Monica McAleer
Chief Nurse