



Lourdes Diocesan Pilgrimage Adult Safeguarding Policy Handbook

Safeguarding Adults at Risk of Abuse

June 2024

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Foreword

Lourdes is a wonderful place. Since 1858, following the ancient Christian tradition, many come to Lourdes on pilgrimage. St Bernadette, from a life of poverty and poor health, has inspired them along this physical journey for a spiritual purpose. Even when we are suffering, the spiritual oasis of Lourdes lifts us towards the divine and assures us of God's closeness, care and tenderness.

The Diocese of Limerick is aware of its duty of care to all young people and adults who might be vulnerable who travel on pilgrimages, including the Lourdes pilgrimage, under their auspices. This includes ensuring that they have a positive, spiritual and safe experience during their pilgrimage. We do this inspired by gospel values, the commitment called for by Pope Francis, and in compliance with law. We are committed to fostering a safeguarding culture characterised by empowerment, collaboration and zero tolerance of abuse.

Everyone involved in the Diocesan Pilgrimage must make safeguarding an integral part of the Pilgrimage. In this regard, all Clergy, Religious, Staff, Volunteers, Leaders and Young People must adhere to the Safeguarding Policies and Procedures for all pilgrimage activities and should always act to create safe environments for Assisted Pilgrims and to ensure that all concerns are responded to appropriately.

I thank and acknowledge the work of all those involved in ministry with adults who may be vulnerable, and commit the Diocese to support their ministry.

Lourdes is a spiritual oasis, a place where people have come on pilgrimage inspired by the example of Saint Bernadette. She was an example whereby our suffering and the suffering of others lifts us toward the divine and assures us of God's closeness, tenderness and care.

✠ Brendan Leahy

Bishop of Limerick

Introduction

The Diocese is committed to safeguarding as an integral component of the life and ministry of the Catholic Church. It recognises a particular responsibility for the protection from harm of adults who may be at risk of abuse due to their vulnerability. All those who minister or work in the Pilgrimage whether as clerics, religious, staff or volunteers are required to behave towards all persons and particularly persons who may be vulnerable in a manner that upholds their value and dignity as human persons.

All Church personnel must:

- ensure that safe arrangements are in place in all areas of relevant ministry
- avoid any behaviour that constitutes abuse or could reasonably be interpreted as abuse, and comply with the code of behaviour
- ensure that appropriate boundaries (physical, emotional, sexual and spiritual) are maintained in relationships with people to whom we minister
- contribute to a culture of safeguarding by being transparent and accountable in our practices and by calling others to account for their actions in a constructive, respectful and immediate manner.

This Safeguarding Policy informs our relationships with people with whom we interact within the course of ministry for or on behalf of the Diocese. It describes how to recognise and respond to concerns that an adult who may be vulnerable has been abused, is being abused or is at risk of abuse.

We must also recognise people who may be at risk in their families or communities and know how to respond when we are concerned that they may have been abused or are at risk of abuse. The involvement of people under the age of 18 years is the subject of separate procedures to those of adults and will comply with the Policy & Guidance of the National Board for Safeguarding Children in the Catholic Church in Ireland. Each Pilgrimage with youth and adult pilgrims shall have a youth section handbook and information for the youths and their parents. Advice and support is available from the Pilgrimage Safeguarding Officer.

Fr Frank O'Dea, Lourdes Pilgrimage Director

Understanding Vulnerability

An adult may be vulnerable if he/she lacks or has seriously impaired capacity either to make informed decisions or to defend him or herself from harm.

Canon Law provides a broader definition of a vulnerable adult. The requirements under this definition apply only to priests and deacons

How will I know whether a person is an adult who may be vulnerable?

In some cases, it will be very straightforward. In other cases, it may not be clear. If there is any concern an adult who may be vulnerable is at risk of, or currently experiencing abuse, it is important to seek advice from the Pilgrimage Safeguarding Officer.

Consent & Capacity

The issues of consent and capacity are complex and may vary depending on the nature of the issues/decisions arising. Adults have a right to self-determination and this must be respected. An adult's will and preference must be respected. The absence of capacity to consent cannot be assumed unless a lawful process has occurred.

It is particularly important that sufficient information is given to an adult who may be vulnerable in an appropriate way and that the person can understand and weigh up the information and consequences. Consent must be voluntary and free from coercion or negative influence.

Church personnel may be concerned regarding a person's capacity to give consent being compromised but are not qualified to make this determination. Advice should be sought from the Pilgrimage Safeguarding Officer and the Medical Officers.

Concerns can arise regarding a person who may not be formally vulnerable or regarding a person's/volunteer's behaviour which while not abusive appears inappropriate. Such concerns should be discussed with the Pilgrimage Safeguarding Officer.

The disclosure of information, without consent, by reporting to an appropriate person may be necessary in situations where, for example, there is a risk to safety or in order to prevent a crime.

Lourdes Charter

French law applies in the Sanctuary of Our Lady of Lourdes.

Church personnel must adhere to the policies of services within which they are ministering.

The safeguarding provisions within French law has some provisions which Irish people may not be familiar with, for example, fraudulent appropriation of the property of a child or an adult who may be vulnerable is a specific crime. Failure to report abuse of children/persons who may be vulnerable may be punishable by imprisonment and/or fines. The Lourdes Sanctuary also specifies “local” reporting arrangements to the diocesan and civil authorities and these will be dealt with by the Pilgrimage Safeguarding Officer.

The Lourdes Sanctuary requires compliance with the following:

Rules of Behaviour

- Show the same kindness to everyone. Do not show any favouritism.
- Do not flirt with or react to flirting by a minor or a person who may be vulnerable. Disabled or sick people are often looking for signs of affection and humanity, which must not prevent us from maintaining an appropriate distance. Be careful not to solicit such signs, such gestures, but to respond to them with gentleness and caution, while fully respecting the freedom of the minor or person who may be vulnerable.
- Do not be alone with a minor or a person who may be vulnerable in an enclosed space or one that cannot be seen into, for example a car, tent, bedroom, office space or confessional. Warn the occupant before entering a tent, a changing room or a bedroom, and always refer to the person in charge first, if care for a minor or a person who may be vulnerable needs to be provided in such a place.
- Demonstrate exemplary behaviour with minors and persons who may be vulnerable (alcohol, cigarettes, flirting).
- Be it alone or in a group, never ever view or share images of a sexual or pornographic

nature, of naked people, regardless of age.

- Within the precincts of the Sanctuary or in any office of the Diocesan Curia, never download videos or images of a sexual or pornographic nature, via among other things the Sanctuary or Curia's computer network.
- Because of their disability, some people may not have the necessary skills to interpret gestures made. It is up to those in charge to exercise particular vigilance in this regard; when a person deprived of part or all of his understanding commits a serious improper act within the meaning of the law. Particular vigilance should be shown when these contacts take place in the Sanctuary, during the exercise of care or in the execution of services at the Baths, at the Youth Village, at the train station, at the airport, or in L'Accueil (Hospital). The greatest respect for the dignity of the person is the rule that everyone should always respect.

Rules of Language

- Use language that is respectful to people in all communication (speech, emails, SMS, social networks, etc.) including in tone, words, and expression, without discriminating against social origin, physical appearance, religion, ethnic origin or sexual orientation.
- Adults should not use SMS and social networks for personal chats with a minor or a person who may be vulnerable; adults should also be mindful of the times at which text messages are sent, especially when they are intended for teenagers.
- Ensure that you do not make or countenance sexual jokes.

Hospitaliers

In addition to the general standards which have been established for the protection of minors and persons who may be vulnerable, all hospitaliers must:

- Follow specific training on respect for and welfare of minors and persons who may be vulnerable.
- Refrain from any inappropriate actions or behaviours towards minors and persons who may be vulnerable.
- In any place of Pilgrimage activity, ensure the safety of and respect for all pilgrims with due regard to necessary standards of modesty, especially in their journey of faith at the

Baths.

- Sign the attendance sheet at the Baths to express their commitment to the protection and respect of any person entering, with the following statement: “I undertake to accompany spiritually and morally, to ensure the safety of and to respect, with necessary modesty, any pilgrim in his or her journey of faith at the Baths. I undertake to behave appropriately towards minors and persons who may be vulnerable.”
- Bathe minors in the Baths with only the people who have been designated for this purpose by the person in charge of the Baths.

Pilgrimage Code of Conduct

In the context of the safeguarding commitments made by the Catholic Church in Ireland and the Diocese of Limerick's Safeguarding Policies, the Lourdes Pilgrimage requires compliance with the following:

DO

- Carry out any duty with diligent concern for the dignity, comfort and safety of the assisted pilgrims and follow the direction of the leaders
- Maintain clear and respectful boundaries and avoid behaviour which may have the potential to exploit or appear to exploit or to cause discomfort
- Dress in an appropriate and respectful way especially in sacred places and wear the required uniform
- Contribute to a culture of safeguarding by being accountable in our practices and raising any issues of concern

DON'T

- Gossip about personal and sensitive information
- Involve yourself in matters that are beyond their competence or qualification
- Compromise your capacity by abuse of alcohol or illegal substances or getting insufficient rest
- Accept loans or gifts of more than token value

Safeguarding is about preventing harm and promoting welfare. Safeguarding is everyone's responsibility.

Maintaining Safe Yet Caring Boundaries

Boundaries are Important to Healthy Relationships

Protecting the Vulnerable	Protecting You
<p data-bbox="124 349 419 383">Physical Boundaries</p> <p data-bbox="124 394 759 611">Close contact and touch are important parts of establishing human relationships. Touch can convey warmth; it can divert aggression, and can provide reassurance, care and comfort.</p> <ul data-bbox="124 622 738 992" style="list-style-type: none"><li data-bbox="124 622 738 801">▪ Any physical contact should always be with the consent of the vulnerable person and generally will be initiated by them<li data-bbox="124 813 738 902">▪ In general, it is acceptable to touch an arm or hand in order to convey comfort<li data-bbox="124 913 738 992">▪ Initiating hugging/embracing is not ordinarily acceptable physical contact <p data-bbox="124 1048 448 1081">Emotional Boundaries</p> <p data-bbox="124 1093 743 1361">Vulnerable people can actively seek out someone whom they believe they have a shared experience with when seeking support and therefore could be an important part of encouraging a vulnerable person to access support.</p> <ul data-bbox="124 1373 754 1832" style="list-style-type: none"><li data-bbox="124 1373 754 1507">▪ Do not ask the vulnerable person for personal information that is not relevant to the support you are offering<li data-bbox="124 1518 754 1686">▪ Do not reveal information about yourself that may make the person feel uncomfortable or indicate that your needs are greater than theirs<li data-bbox="124 1697 754 1742">▪ Ensure your discussions are respectful<li data-bbox="124 1753 754 1832">▪ Ensure the major role you play is as a listener	<p data-bbox="790 349 1082 383">Physical Boundaries</p> <p data-bbox="790 394 1445 611">To deprive vulnerable people of physical contact in order to minimise risk could be damaging in itself. Responses need to balance the need for protection with the need to establish a positive caring environment.</p> <ul data-bbox="790 622 1433 1037" style="list-style-type: none"><li data-bbox="790 622 1433 768">▪ Wherever possible there should always be another person present when you are supporting a vulnerable person<li data-bbox="790 779 1433 1037">▪ If no other person is present, you should ensure doors are open or that you are in a room where you can be seen. Balancing privacy with the need for sensitive conversations is always complex so seek advice if you are unsure <p data-bbox="790 1093 1114 1126">Emotional Boundaries</p> <p data-bbox="790 1137 1457 1361">Proportionate and relevant self-disclosure has a place in building trusting and authentic relationships. It is these more informal and open relationships that can enable connection, rapport and meaningful communication</p> <ul data-bbox="790 1373 1433 1877" style="list-style-type: none"><li data-bbox="790 1373 1433 1507">▪ Do not disclose personal information that allows others to contact you beyond the scope of your volunteering<li data-bbox="790 1518 1433 1597">▪ Ensure discussions are age and culture appropriate<li data-bbox="790 1608 1433 1742">▪ If you receive a disclosure, follow safeguarding guidelines and seek appropriate support for yourself<li data-bbox="790 1753 1433 1877">▪ Do not promise help or support that goes beyond your role– for example offering to take a person home

<p>Financial Boundaries</p> <ul style="list-style-type: none"> Do not accept any gift of financial value from a vulnerable person – they may wish to show their appreciation for your support but gently explain that seeing them happy or making progress is all the reward you need <p>Digital Boundaries</p> <p>Do not ask the vulnerable for any details about how they can be contacted via social media e.g. telephone number, Snapchat name, Facebook, Instagram or Whatsapp request</p>	<p>Financial Boundaries</p> <ul style="list-style-type: none"> Do not use personal funds to support a vulnerable person Do not offer gifts or items such as medication, bedding, phone, clothing etc. that belong to you personally <p>Digital Boundaries</p> <ul style="list-style-type: none"> Do not give out personal contact details such as your telephone number or names for social media accounts Do not accept any friend requests sent via social media Be careful about oversharing
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The history of sexual boundary violations is littered with failures to notice, failures to report and inadequate responses. These can include subtle behaviour and communication, including jokes that create discomfort.

Definition of Abuse

Abuse is a single or repeated act, or omission, which violates a person’s human rights/personal boundaries or causes harm or distress to a person.

Types of Abuse	Examples and Indicators
<p>Physical</p> <p>The use of physical force, the threat of physical force or mistreatment of one person by another which may or may not result in actual physical harm or injury.</p>	<p>Unexplained injuries-bruises/cuts/burns; unexplained or long absences from a residential placement/home; appearing frightened/ avoiding a particular person; asking not to be hurt.</p>
<p>Sexual</p> <p>Any behaviour (physical, psychological, verbal, virtual/ online) perceived to be of a sexual nature which is controlling, coercive, exploitative, harmful or unwanted towards another person.</p>	<p>Trauma to genitals, breast, rectum, mouth, injuries to face, neck abdomen, thighs, buttocks, STIs and human bite marks.</p> <p>Behaviours which are unusual for that person e.g. disturbed sleep/incontinence/aggression/changes to eating patterns/unusual sexual behaviour/ anxiety attacks/self-harm/suicidal ideation</p>

Types of Abuse	Examples and Indicators
<p>Emotional/Psychological (<i>including bullying/harassment</i>) Behaviour that is psychologically harmful to another person and which inflicts anxiety or mental distress by threat, humiliation or other verbal/non-verbal conduct</p>	<p>Mood swings, incontinence, obvious deterioration in health, sleeplessness, feelings of helplessness/hopelessness, extreme low self-esteem, tearfulness, self-abuse or self-destructive behaviour. Challenging or extreme behaviour</p>
<p>Financial/Material The unauthorised and improper use of funds, property or any resources including pensions, or others' statutory entitlements or benefits. Financial abuse involves an act or acts where a person is deprived of control of their finances or personal possessions or is exploited financially by another person or persons.</p>	<p>Lack of control over personal funds or bank accounts; misappropriation of money, valuables or property; lack of records or records incomplete regarding spending; forced changes to wills; not paying bills; refusal to spend money; insufficient money for day-to- day expenses.</p>
<p>Institutional The mistreatment of people brought about by poor or inadequate care or support or systemic poor practices that affect a whole care setting.</p>	<p>Lack of, or poor quality staff supervision and management. High staff turnover. Lack of training of staff and volunteers. Poor staff morale. Poor record keeping. Poor communication with other service providers. Lack of personal possessions and clothing, being spoken to inappropriately.</p>
<p>Neglect The withholding of or failure to provide appropriate and adequate care and support which is required by another person. It may be through a lack of knowledge or awareness, or through failure to take reasonable action given the information and facts available to them at the time.</p>	<p>Poor personal hygiene, dirty and dishevelled in appearance e.g. unkempt hair and nails. Poor state of clothing; non-attendance at routine health appointments; socially isolated</p>
<p>Discriminatory Unequal treatment, harassment or abuse of a person based on age, disability, race, ethnic group, gender, gender identity,</p>	<p>Isolation from family or social networks. Indicators of psychological abuse may also be present.</p>

Types of Abuse	Examples and Indicators
sexual orientation, religion, family status, or membership of the travelling community.	
Online or digital abuse An abusive or exploitative interaction or exchange of sexual images occurring online or in a social media context.	Becoming withdrawn, anxious, clingy, de-pressed, aggressive, changes in behaviour, problems sleeping and eating disorders.
Human Trafficking/ Modern Slavery The acquisition and movement of people by improper means, such as force, threat or deception, for the purposes of exploiting them. It can take the form of domestic servitude, forced criminality, forced labour, sexual exploitation and organ harvesting.	People believing that they must work against their will, unable to leave their work environment or showing signs that their movements are being controlled. Fear, anxiety, signs of injuries that appear to be the result of assault
Coercive Control A pattern of behaviour used to make a person dependent, in order to exploit them	Isolation, lack of independence, lack of control over choices

(Adapted from: *Final Draft, HSE Adult Safeguarding Policy (2019)*)

Recognising & Responding to Abuse

Recognising Abuse

Abuse can occur in a variety of situations, and may on occasion involve people in positions of trust. It is everyone's responsibility to be open to the possibility of abuse occurring.

Responding to concerns of abuse can be anxiety provoking. Volunteers are not responsible for investigating or deciding if abuse has occurred. They are responsible for reporting concerns and disclosures to the Pilgrimage Safeguarding Officer

A concern that abuse may be occurring may arise, for example when:

- The adult may disclose to you
- Someone else may tell you of their concerns/observations
- You may see something that causes you concern:

- The adult may show some signs of physical injury or emotional distress for which there does not appear to be a satisfactory or credible explanation
- Changes in demeanour/behaviour may lead you to suspect abuse or neglect
- The behaviour of a person close to the adult makes you feel uncomfortable

Responding to Disclosure

Where a disclosure is made this can raise anxiety and confusion for those who receive the information. However, it is important that you know how to respond appropriately. Such information is sensitive, and it may have taken a lot of courage for the person to reach the stage of disclosing.

Your role is to pass it on to the Pilgrimage Safeguarding Officer who will make a report if appropriate. You have the right to contact the statutory authorities yourself directly, and you must inform the Pilgrimage Safeguarding Officer of such reports. You will receive support at all times.

The following are guidelines for dealing with disclosure, which all volunteers should follow:

Do:

- Stay calm
- Listen to what the adult who may be vulnerable is telling you
- Express concern and regret about what has happened
- Reassure the adult that they have done the right thing in telling you
- Record - ensure you write down the information disclosed as told to you
- Tell them you will seek advice from the Diocesan Director of Safeguarding and talk to them again.

Don't:

- Panic
- Stop someone from disclosing to you
- Ignore: it is important that concerns regarding abuse are not ignored
- Ask the person leading questions or press for more details. You should allow the person to freely recall events

- Investigate:
 - you must never try to investigate incidents of abuse yourself
 - confront the person you think is responsible for the abuse
- Promise to keep secrets. Although you should reassure the person that any issue will be dealt with sensitively and discussed only with those who need to know.
- Gossip about the disclosure or speak with people who have no legitimate need to know
- Decide not to report, from fear of getting it wrong or damaging the reputation of a colleague
- Convey your anger, shock or embarrassment or give your own opinion
- Make judgements about the alleged abuse
- Tell them everything will be fixed right away
- Press for details except to clarify
- Fill in words or finish sentences

Reporting

Diocesan Reporting Policy

Apart from matters arising within the Sacrament of Reconciliation, it is the policy of the Diocese that all disclosures and concerns of the abuse of an adult who may be vulnerable which relate to volunteers and pilgrimage participants, must be reported to the Pilgrimage Safeguarding Officer.

Pilgrimage Safeguarding Officer

The Pilgrimage Safeguarding Office has the overall responsibility to ensure that each concern is appropriately responded to and for liaising with the relevant statutory authorities.

Obligation to Report the Abuse of an Adult who may be Vulnerable

The Criminal Justice (Withholding of Information on Offences against children and Vulnerable Persons) Act 2012 makes it an offence to withhold information from the Gardaí about certain types of offences against “vulnerable persons” (as well as children). These offences include assault causing harm, sexual assault, rape, incest and trafficking.

Statutory Agencies

Nothing in this Policy prevents a person who has reasonable grounds for concern from also making a direct report to the statutory agencies.

When the person who may be Vulnerable does not want to make a Complaint

An adult who may be vulnerable should be assured that his/her wishes concerning the reporting of a complaint will only be overridden if it is considered essential for his/her own safety or the safety of others or arising from legal responsibilities.

Situations can arise where an adult does not wish to make a formal complaint to a statutory agency but a reasonable concern exists regarding abuse or a possible crime. When an adult with decision making capacity does not wish to make a statement of complaint or to have a report made, advice should be obtained from the Pilgrimage Safeguarding Officer. Decisions not to report should never be made by a person acting alone. Volunteers are not qualified to make assessments and decisions in relation to capacity to consent in matters of substance.

Confidentiality

It is important that volunteers understand the importance of confidentiality. Confidentiality is not secrecy.

All information relating to safeguarding concerns/suspicious/disclosures/allegations needs to be shared with the Diocesan Director of Safeguarding who in turn may share it on a “need to know” basis with the relevant statutory authorities and relevant professionals, for example Medical Director of the Pilgrimage. This is not a breach of confidentiality, even without the consent of the person involved.

This information should not be shared with anyone, inside or outside the diocese, unless they are involved in the case. The Pilgrimage Safeguarding Officer will advise on “who needs to know” and who should have access to records.

Historical Abuse

In receiving information that abuse has occurred in the past, this information should be reported to the Pilgrimage Safeguarding Officer, as there could be a continuing risk.

Anonymous Concerns

Allegations made anonymously can be difficult to address. However, all anonymous concerns of abuse must be assessed as far as possible. Issues to be considered in responding to anonymous concerns will include the:

- possibility of establishing any factual information
- significance of the concern
- potential for ongoing risk.
- Need for medical assessment

Whistleblowing

Whistleblowing is a term used to describe the action of someone who reveals/discloses wrongdoing within an organisation. There is legal protection for whistleblowers. The Protected Disclosures Act 2014 provides legal safeguards to employees, contract and agency workers and people on work experience schemes (but not volunteers) to report illegal practices or other specified wrongdoings such as abuse. This applies where the disclosure is made in good faith and on reasonable grounds and relates to any conduct or action which raises a significant danger to public health or safety.

The Diocese is committed to ensuring that any person who raises a concern for the safety or welfare of any person arising from their involvement with the pilgrimage will not be victimised, harassed or in any way disadvantaged provided that the person has reasonable grounds for concern.

Any person who is concerned about poor or inappropriate practice or behaviour in the Pilgrimage should report it to the person in charge of the activity or to the Pilgrimage Safeguarding Officer. However, the person may decide to make the concern directly to the Pilgrimage Safeguarding Officer and/or to the statutory agencies.

The Pilgrimage Safeguarding Officer is available to provide advice and support to any person who is concerned about the protection and welfare of an adult who may be vulnerable.

Complaints

General complaints will be addressed within Diocesan Complaints Procedures.

Prior to Travel

Risk Analysis

The leaders of a pilgrimage must, prior to the pilgrimage, undertake a detailed risk assessment process which identifies any potential risks, details the actions to mitigate such risks and identify who is responsible for each action. This should be informed in part by lessons learned from previous pilgrimages. If a person wishes to raise a safeguarding concern prior to travel, then this should be made Pilgrimage Safeguarding Officer

Recruitment & Appointment

The Diocese will apply lawful good practice in the appointment of all volunteers.

Prospective volunteers will be appointed in line with Diocesan recruitment procedures.

The Director of the Pilgrimage must approve the participation of any person involved as a volunteer and or staff and such approval can only be given when the approved procedures have been followed.

Each role will have a role description.

a) Basic requirements for all staff and volunteers

- Complete application form with references and agreement to comply with Diocesan Adult Safeguarding Policy and related Code of Conduct and Diocesan Safeguarding Children Policy
- Garda Vetting
- Attendance at Safeguarding Information/Training Session
- Any other training that may be prescribed

b) Additional requirements for other roles as appropriate i.e.

- Medical/Nursing proof of current medical registration
- Manual Handling training for Brancardier, Handmaids, medical / nursing

If retired Medical/Nursing professional do not have valid professional registration, their roles will be appropriately limited.

Group Identity

An agreed form of group identity will be established, e.g. wristbands, name badges, tabards, names on clothing, lanyards/medic badges (with images, if possible, to prevent a third party passing themselves off as a member of the pilgrimage or for ID purposes if someone should go missing or in the case of an emergency incident).

Vetting

The National Vetting Bureau (Children and Vulnerable Adult) Act, 2012 - 2016 states that all those who engage in 'relevant work or activities' with children or vulnerable persons must be vetted. In setting out what such work or activities consist of, the Act refers to:

Schedule 1, Part 2, Section 7

“Any work or activity as a priest or minister or any other person engaged in the advancement of any religious beliefs to children or vulnerable persons unless such work is incidental to the advancement of religious beliefs to persons who are not children or vulnerable persons”

Schedule 1, Part 2, Section 4

“Any work or activity which consists of the provision of educational, training, cultural, recreational, leisure, social or physical activities (whether or not for commercial or any other consideration) to vulnerable persons unless the provision of educational, training, cultural, recreational, leisure, social or physical activities is merely incidental to the provision of educational, training, cultural, recreational, leisure, social or physical activities to persons who are not vulnerable persons”.

Volunteers involved in relevant work or activity with adults who may be vulnerable on behalf of the Pilgrimage must be vetted.

Safeguarding Training

All Diocesan personnel who minister with adults who may be vulnerable will receive training to enable them to respond appropriately to concerns or allegations of abuse.

Assisted Pilgrims

Every participating assisted pilgrim will need to have a completed registration form which

must include written confirmation from a qualified medical practitioner which will confirm their suitability for travel, participation and identify any particular needs which may arise during the pilgrimage.

Any concerns regarding behaviour which might compromise another person's well being also needs to be identified and managed.

Safeguarding Officer – The Bishop will appoint a Safeguarding Officer to both the youth and adult pilgrimage. Safeguarding Officer must be identified for the area of youths and adults who might be vulnerable.

During the Pilgrimage

Photography /Social Media

The taking of photographs 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 in advance of the Pilgrimage. Pilgrims should be informed that the Diocese cannot be held accountable for the taking and publication of non-official photography / social media on the pilgrimage.

Guidance on Use of Photography

The use of photos on websites and in other online/hard copy publications can pose direct and indirect risks.

Risks to children

Even if the child's personal identity (full name, address) is kept confidential, other details accompanying the photo can make them identifiable and therefore vulnerable to individuals looking to groom children for abuse. There is also a risk that the photo itself will be used inappropriately by others. Photos can easily be copied and adapted, perhaps to create images of child abuse, which can then find their way on to other websites.

Obtain permission: ensure the permission of all participants and their parents/guardian is sought. This ensures that they are aware of the way the image is to be used to represent the activity.

How to minimise risks

Establish the type of images that appropriately represent the activity and think carefully about any images showing children, young people and adults who may be vulnerable on the Church website or publication;

- Never supply the full name(s) of a child or children along with the image(s);
- Only use images of children in suitable dress and focused on the activity, rather than one particular child;
- 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.
- At no time should any volunteer take pictures of the assisted pilgrims or the youth group on their own devices.
- An assisted pilgrim can ask a volunteer to take their photos on their own camera / phone.
- Prohibit posting any photos or videos onto personal social media accounts of assisted pilgrims or the youth group.

Using photographers

When using a photographer, it is important to:

- Provide a clear explanation about what is considered appropriate in terms of content and behaviour;
- Do not allow unsupervised access to children or adults who may be vulnerable or one-to-one photo sessions;
- Do not allow photo sessions to take place away from the event setting;
- Seek confirmation from the photographer that they will only reproduce the photographs, in publications where he has consent to do so;
- Clarify who owns the images taken by the photographer and how they will be edited, used, stored and destroyed.

Other Considerations

During the pilgrimage, photographers who are not engaged by or affiliated with the Diocese may take your photo. These photos are then displayed at various locations in Lourdes. The Bishop is not the data controller of these photographs and the Diocese has no role in taking these photographs.

All participants must comply with the Pilgrimage Safeguarding Policy and the direction of the Pilgrimage Leaders

Lourdes Leaders 2024		
Role	Name	Contact Information
Director	Fr. Frank O'Dea	087-2443106
Chief Medical Officer	Dr. David Hannon	087 2972090
Assistant Chief Medical Officer	Dr. Ger Lane	087 2897855
Matron	Eileen Hannan	087 9286846
Assistant Matron	Mary Murphy	087 2682141
Chief Handmaiden	Carmel Sheridan	087 2538274
Chief Brancardia	Chris Culhane	087 2183511
Assistant Chief Brancardia	Fiachra Liston	087 1226408
Booking Office Administrator	Sr Mary Dolora	061 350000
Youth Ministry Co Ordinator	James Connery	085 2527465
Youth Pilgrimage Administrator	Karen Kiely	087 6668676
Safeguarding Officer 1 (Adult)	Ger Crowley	087 3233564
Safeguarding Officer 2 (Youth)	Fr Chris O'Donnell	087 6323309

Post Pilgrimage

A review meeting will be held after the pilgrimage. Learnings from this will influence policy and procedure in preparation for the next pilgrimage. The following will form part of the review:

- Provide feedback forms to leaders, volunteers, and assisted pilgrims.
- The review feedback meeting/s to be attended by pilgrimage organisers of various aspect of the pilgrimage, e.g. liturgy, clinical, formation (including training), leadership, safeguarding, health & safety, etc.
- Review of any accident incident forms.
- Pilgrimage Safeguarding Officer will prepare a report and submit it to Bishop.

Information Sharing, Confidentiality and Data Protection

Privacy Notice

Introduction

The Diocese is committed to protecting the personal data of those who partake in the Annual Diocesan Pilgrimage to Lourdes and this Privacy Notice sets out important information about how the Diocese collects and uses the personal data of Assisted Pilgrims and Volunteer Helpers.

The Bishop is the data controller of your personal data.

You should read this Notice carefully and raise any questions you may have with the Diocesan Secretary or Data Protection Officer.

How the Diocese gets your Information

We get information about you from the following sources:

- Directly from you when you apply to be an Assisted Pilgrim or Volunteer or when you complete the Medical Form (Assisted Pilgrims only)
- From images/photographs and videos
- From your vetting application, if you need to be vetted in connection with your role

What Personal Data does the Diocese Process?

The Diocese processes the following personal data:

Assisted Pilgrims

- Personal contact details such as your name, address, contact telephone numbers (landline and mobile) and personal email addresses
- Medical data, including medicines, medical assessment and European Health Insurance Card details
- Next of kin, emergency contacts and their contact information
- Personal data which you otherwise voluntarily provide
- A copy of your passport or similar photographic identification
- Photographs and videos
- Volunteers (including Youth and Youth Leaders, Nurses, Doctors, Carers, Handmaidens & Brancardiers)
- Personal contact details such as your name, address, contact telephone numbers (landline and mobile) and personal email addresses
- A copy of your application form and references
- A record of the number of years you have participated in the Diocesan Pilgrimage to Lourdes
- A record of your Acknowledgement & Acceptance of the Code of Conduct
- Vetting application and associated documents (kept by Vetting Service)
- Parental/guardian consent to participation in the pilgrimage, if required
- Garda Vetting disclosure and associated paper work, where applicable
- European Health Insurance Card details
- Next of kin, emergency contacts and their contact information
- A copy of your passport or similar photographic identification
- A record of medical personnel's registration number with the appropriate regulatory authority
- Photos and videos

Why does the Diocese process your Personal Data?

The Diocese uses the following information to carry out administrative tasks in relation to the pilgrimage and to comply with legal obligations. Below are some of the main reasons why we process your personal data:

- To carry out administrative tasks regarding the Diocesan pilgrimage, including assessments of applications
- To carry out our safeguarding obligations see Safeguarding Privacy Notice <https://www.limerickdiocesefsafeguarding.com/index.cfm/api/render/file/?method=inline&fileID=E1C1D9F5-3DC3-41C1-90E6785569072338>
- To provide medical care during the pilgrimage, where necessary
- To comply with our obligations under Garda Vetting Legislation
- To contact next of kin if necessary
- To assist in the event of theft of passport
- To administer vetting applications

Legal Basis for Processing your Data

Depending on the processing activity, we rely on the following lawful a bases for processing your personal data under GDPR;

- Article 6(1)(a) where you have consented to us processing your data
- Article 6(1)(b) for the performance of a contract
- Article 6(1) (c) so we can comply with our legal obligations
- Article 6(1)(d) in order to protect your vital interests or those of another person
- Article 6(1) (e) for the performance of a task carried out in the public interest
- Article 6(1)(f) for the purposes of our legitimate interest

Where the information we process is special category data, for example your health data, the additional bases for processing that we rely on are:

- Article 9(2)(a) where you have given your explicit consent to us processing your data

- Article 9(2)(c) to protect your vital interests or those of another person where you are incapable of giving your consent
- Article 9(2)(d) where the processing is carried out in the course of the Diocese's legitimate activities and where it relates solely to persons who have regular contact with it in connection with its purposes and where the personal data is not disclosed outside the Diocese without your consent
- Article 9(2)(f) for the establishment, exercise or defence of legal claims
- Article 9(2)(g) processing is necessary for reasons of substantial public interest
- Article 9(2)(h) for the purposes of preventative medicine, provision or treatment of healthcare

In certain circumstances, it is necessary for volunteers to be Garda Vetted. Where this applies, the Diocese may process personal data regarding criminal convictions. The lawful basis we rely on to process this data are:

- Article 6(1)(b) for the performance of a contract
- Article 6(1)(c) so we can comply with our legal obligations

Who does the Diocese share your Data With

The Diocese will share your personal data to comply with a legal obligation, to protect vital interests or otherwise in pursuit of the Diocese legitimate business interests. We may share your information with the following:

- Garda National Vetting Bureau
- Medical Practitioners
- Statutory agencies or regulatory bodies
- Professional advisors

Where permitted by law, we reserve the right to release personal data without your consent and without consulting you, including where we believe this is appropriate to comply with our legal obligations. We may share information, with service providers but only when an appropriate service provider contract is in place.

How the Diocese stores your Information

Storage of data – your data is stored in both manual and electronic format.

- Manual files are kept in locked filing cabinets with access controls. There are no files in public areas and the offices are locked when unoccupied
- Electronic files are stored using Microsoft Office 365's cloud-based services
- All mobile phones have secure pin numbers/biometric security in place with screens locking after a number of minutes if left unused. (Communication Channel for sending group text messages)

Retention of Data – Your data is retained for periods set out in the Diocesan Retention Policy. As a general rule, we keep your information for a specified period of time. Typically, this information is kept for one year after the pilgrimage has ended. Some personal data may be retained for significant additional periods for archival, historical or safeguarding reasons. The length of time it is retained will depend on a number of factors including:

- The type of data
- The purpose for which it was collected
- Legal or regulatory rules

Transfer of your Personal Data outside the European Economic Area (“EEA”)

Your data will not be transferred outside the EEA.

Your Data Protection Rights

You have a number of rights under the GDPR and the Acts. These include the following:

- Informed – you have the right to be informed about any personal data that we hold relating to you, including information as to the accuracy of the data and the purpose for which it is used
- Access – you have the right to be given a copy of all of your personal data on request

- Rectification – you have the right to have any inaccurate data held by us rectified free of charge
- Restriction – where there is a dispute in relation to the accuracy or processing of your personal data, you can ask for a restriction to be placed on further processing
- Withdraw – where we rely on your consent to process your personal data, you can withdraw your consent
- Object – you have the right to object to the processing of your personal data
- Erasure – you have the right to request us to delete your personal data, this is known as “right to be forgotten”
- Data Portability – you have the right to request us to provide you or a third party with a copy of your personal data in a structured, commonly used machine-readable format.

The above rights are subject to certain exceptions and may be restricted in certain circumstances.

Rights may only be exercised by the individual whose information is being held by the Diocese or with that individual’s express permission. We may request proof of identity for verification purposes before you can exercise any of these rights.

Contact

If you have any queries, please contact the

Diocesan Secretary Tel: 061 350000 Email: catherine.kelly@limerickdiocese.org

Data Protection Officer Tel: 061 350000 Email: michelle.oriordan@limerickdiocese.org

Appendix 1 - Advice & Support

Pilgrimage Safeguarding Officer

**Mr. Ger Crowley,
Limerick Diocesan Centre,
St. Munchins,
Corbally,
Limerick
Tel: 061 350000
Mobile: 087 323 3564
Email: ger.crowley@limerickdiocese.org**

Pilgrimage Director

**Fr Frank O'Dea
Tel: 087-2443106
Email: lourdesdirector@limerickdiocese.org**

HSE Information Line

**Monday to Saturday, 8am-8pm
Call Save: [1850 24 1850](tel:1850241850)
Email: info@hse.ie**

**Clare, Limerick, North Tipperary and East Limerick Safeguarding & Protection Team
Ms Maggie McNally, Tyone Health Centre, Tyone, Nenagh, Co Tipperary
Tel: 067 46470 Email: Safeguarding.cho3@hse.ie**

An Garda Síochána

**Garda National Protective Services
Henry Street
Limerick
Tel: 061 212448**

Tusla (Child & Family Agency)

**Tusla Building
St Joseph's Campus
Mulgrave Street
Limerick
Tel: 061 588688**

Appendix 2 - LOURDES TERMINOLOGY

Accueil The meaning of this term is literally 'home' in French. There are two L'Accueil in Lourdes: the Accueil Notre Dame as used by the Catholic Association and the Accueil Saint-Frai located in the town of Lourdes. The L'Accueil are modern buildings, and are neither a hotel or hospital but adapted to the specific needs of the sick and disabled who come to Lourdes on pilgrimage.

Assisted Pilgrim The preferred term for those who are ill or disabled who are staying in the Accueil needing assistance from our team of helpers.

Bartrès Bernadette first arrived in Bartrès in October 1845, when she was left to her nanny's care. The latter, Marie Lagües, had just lost her son and was looking for an infant to take care of. Bernadette stayed 9 months there then returned shortly to her parents' in Lourdes. She was then brought back to Bartrès where she stayed until she was 21 months old. Later on, she went 2 to 3 times a year to visit her nanny. In September 1857, she is 13 years old when her nanny, needing her help, asks her to come back to take care of her children and keep a few sheep and cows. Bernadette then went back to her family in 1858, the year the Virgin Mary appeared to her.

Baths The baths are composed with 17 bathtubs made of marble and filled with water of Lourdes. The members of the Hospitalité, known as Hospitaliers, help the pilgrims to wash there. The baths are free.

Brancardier A male volunteer helper and are identified by their blue pilot shirt and navy pants. Brancardier is french for 'stretcher-bearer', and is the traditional title for the male helpers, reflecting their original role.

Blessed Sacrament Procession the Limerick Diocesan Lourdes Pilgrimage will usually participate as a group at 5pm on one day of the Pilgrimage.

Carmelites The Carmelite Order is one of the Church's ancient religious communities, founded in the Holy Land some 800 years ago. Today the Carmelite Family is made up of friars, nuns, sisters, hermits and lay people, who form praying communities at the service of all God's people. Carmelites have a particular devotion to Mary the Mother of God, and the final apparition of Our Lady to Saint Bernadette took place on the feast of Our Lady of Mount Carmel.

Chaise bleu These are small temporary wheeled chairs used for moving people short distances in the Accueil.

Chief Brancardier and **Chief Handmaid** They work together during the year and in Lourdes to organise non medical volunteers.

Chief Medical Officer Organises all the doctors.

Chief Nurse (Matron) In charge of all the nurses.

Choir This group performs at the different ceremonies and Masses during the pilgrimage

Duty All volunteers will be given specific duties as part of a team comprising a mixture of new and experienced helpers. You will be allocated your duties by your heads of service

and notified of them by the Chief Brancardier, Chief Handmaid or Chief Nurse (Matron).

Executive This is the Lourdes Committee made up of the Pilgrimage Director, Chief Medical Officer, Chief Nurse (Matron), Assistant Chief Nurse, Chief Brancardier, Assistant Chief Brancardier, Chief Handmaiden, Assistant Chief Handmaiden, Youth Leaders and Child Protection Officers.

Grotto The cave in which Bernadette's eighteen visions of the Virgin Mary took place, also known as Massabielle

Handmaid A female volunteer helper who are identified by their blue tops, navy skirts/pants & Navy Berets.

Heads of Service/Executive The Limerick Lourdes Diocesan Pilgrimage (like many other Pilgrimages) has four Heads of Service: Chief Brancardier, Chief Doctor, Chief Handmaid, Chief Nurse (Matron) - which adheres to the four "services" in the HNDL and Lourdes, i.e. brancardiers, handmaids, nurses and doctors.

HNDL The Hospitalité de Notre Dame de Lourdes, is the parent Hospitalité for all the world's Lourdes pilgrimage hospitalités. It is a large volunteer organisation which deals with organising the various pilgrimages in Lourdes and the day to day management of the daily events and processions etc. It also runs the loading and unloading teams at the airport and railway station and organises the work at the piscines.

Hospitalité Hospitalité of Our Lady of Lourdes is the organisation responsible for coordinating the welcome and care of pilgrims, especially sick pilgrims, who come to Lourdes. The members of the Hospitalité are volunteers who have made a commitment to serve fellow pilgrims in Lourdes on a regular basis; one week each year when possible. They help in the smooth running of religious and other activities on the Limerick Lourdes Diocesan Pilgrimage, so that everyone can benefit from the spiritual and social benefits of a pilgrimage to Lourdes. Each pilgrimage throughout the world will have its own Hospitalité.

Limerick Lourdes Diocesan Pilgrimage (LLDP) This is the umbrella group which runs the Pilgrimage to Lourdes for the participating parishes in the Dioceses of Limerick from the 21st to 26th June annually.

Rolling This duty involves moving Assisted Pilgrims in wheelchairs or voitures to and from services and around town.

Saint Peter City (City of the Poor) was founded in 1955 by Secours Catholique (a catholic charity) to provide, according to Bernadette Soubirous's wish, a shelter and food to the families in great need. It became year after year an international gathering place to pray, meet and think about the thematic of poverty and charity.

Stage Working directly for the Hospitalite de Notre Dame de Lourdes (HNDL) helping to organise and run things around the domain at the station or airport.

Stagiére Is an individual who is doing a Stage.

Torchlight Procession A highlight for many is this procession where thousands of pilgrims process around the esplanade in the domaine carrying candles, singing and praying. An event not to be missed.

Voiture A blue three wheeled chariot chair, pulled and steered via a long handle at the front. The device is ancient in design but is surprisingly comfortable for those privileged to be towed around in one.

Youth Group A large group of young people representing their parishes identified by wearing White polo shirts, navy shorts/pants and Green neckerchief.

Youth Helpers Group Leader The leader of the Youth Helpers' Group who works closely with the Heads of Service, but particularly the Chief Brancardier and Chief Handmaid.

Appendix 3 - ROLE OF HANDMAID

Handmaids attend to the Assisted pilgrims in Lourdes in the Accueil (Hospital) as members of an organised pilgrimage. All handmaids work in Lourdes on a voluntary basis. Each pilgrimage recruits its own handmaids who volunteer to do the dining room and ward cleaning duties required to support the 5 day stay of their assisted pilgrims during their pilgrimage.

At all times, your attendance is required and much appreciated but you must turn up on time to begin your rota and to be available throughout your rostered time.

Uniform

- Handmaids are required to wear the uniform **when on duty and for all official activities.**
- Blue check short sleeved top, navy trousers/skirt and navy or black closed toe shoes.
- Navy cotton apron to be worn while working in the hospital.
- Navy beret must be worn to complete the uniform at all Pilgrimage ceremonies
- Name badge

In Lourdes each pilgrimage is assigned a different floor in the hospital. The floor is usually divided into 3 sections with single bed, two and six bed wards and the dining room is located in the centre of the floor. There is a small Kitchen available for each pilgrimage.

- As a member of Rota 1 or 2, you will be allocated to the Dining Room or Ward duty.
- One Handmaid from each Rota will be asked to take charge of the Kitchen, Dining Room or Wards.
- The morning rota (7.30am/8.00am until 2.00pm) will begin breakfast and ward duties.
- The afternoon rota (2.00pm – 7.30pm) will check wards, serve afternoon drinks and dinner.
- ‘Night Tea’ is served at 8.00pm (or 10.00pm when we partake in the torchlight procession)
- If you volunteer to do one ‘Night duty’ you will not be rostered the day after.
- Handmaids are encouraged to consider doing a half-day duty at the Baths.

Welcome

A big welcome to all our new helpers, hopefully the experience will be enriching and rewarding for you. To those who have been before, it is good to have you back again!

Always be sensitive to your needs and the needs of fellow workers. Lourdes can be both emotionally and physically draining. For this reason, try to keep in tune with the feelings of those around you and offer help and support where you think it might be needed. Try, in as far as you can, to involve the new people in as many activities as possible.

Appendix 4 - ROLE OF BRANCARDIERS

The Brancardier is an integral role within the Limerick Lourdes Diocesan Pilgrimage. A 'Brancardier' which translates to stretcher bearer, primarily help and support Assisted Pilgrims with limited or reduced mobility and aids with the logistical operation of the pilgrimage. The structure of the Brancardier is broken down into 4 main roles:

- Chief Brancardier (Appointed by the Pilgrimage Director)
- Assistant Brancardier (Appointed by the Pilgrimage Director)
- Team Leader (Appointed by Chief & Assistant Brancardiers)
- Brancardier

The Assistant Chief Brancardier will normally assume the position of Chief Brancardier provided that he has fulfilled his duties satisfactorily.

As members of the executive, the Chief & Assistant Chief Brancardiers should attend any meetings arranged by the pilgrimage director.

The Chief Brancardier is responsible for leading a team of male helpers in fulfilling their duties, roles and responsibilities. The Chief Brancardier is assisted in the day-to-day management and organisation of the duties by the Assistant Chief Brancardier and by duty Team Leaders as appointed.

Brancardiers will be selected annually following a letter of invitation and a selection process. The executive will decide the number of Brancardiers to be appointed annually, following consideration of the number of assisted pilgrims and on the advice of the Matron and medical staff.

The Pilgrimage Director, Chief Brancardier and Assistant Chief Brancardier will have the responsibility and discretion in selecting the team of Brancardiers. As many of the duties of Brancardiers are of a physical nature, a Brancardier may be considered for selection for a pilgrimage provided that:

- has attended the pilgrimage 'Manual Handling Training' & 'People/Patient Moving and Handling Course' that is arranged annually at least once in the previous 3 years by the Limerick Lourdes Diocesan Pilgrimage.
- has no medical condition that may compromise the fulfilment of his duties. The Chief Medical Officer will have final decision in these matters.

Brancardiers are involved in a range of duties and are called on to perform the more physical/active tasks depending on ability. They shall work with Assisted Pilgrims who stay in the Accueil Hospital in Lourdes.

Brancardiers involvement with assisted pilgrims will be subject to the direction and supervision of the Directors of Nursing and medical staff.

Duty rosters and roles will be decided by the Chief & Assistant Chief Brancardiers and the duty Team Leaders. Within the context of the Limerick Diocesan Lourdes Pilgrimage the scope of a Brancardier can be defined into the following functional areas:

Transportation, Manual Handling & Assistance

The below points summarise the key aspects of the Brancardia role in relation to the below points.

- Assisting in the transportation of Assisted Pilgrims and the pilgrimage equipment to and from Lourdes and at Shannon and Tarbes Airports.
- Assisting pilgrims onto busses/places/wheelchairs/chariots
- Pushing wheelchairs
- Pulling chariots
- Loading & unloading of the patient luggage & pilgrimage equipment
- Assisting male pilgrims with washing, dressing as required by the medical and nursing staff
- Assisting pilgrims into and out of their bed as required
- Bringing assisted pilgrims to ceremonies, the Grotto, shopping etc
- Working night shifts as directed by the Chief Brancardier and/or the Assistant Chief Brancardier
- Performing duties (such as freight packing/unpacking) prior to and after the pilgrimage as may be required from time to time.

Ceremony Participation & Representation

A Brancardier will be required to participate in the full range of pilgrimage activities – Masses, Ceremonies, Processions. All

Brancardier will be required to both conduct their allocated Brancardier duties during ceremonies and carry out representation duties, such as the holding flags, banners, ropes, aid with the distribution of communion and aid at the baths. Both activities are of equally importance to the success of the pilgrimage.

Caring

Every member of the Brancardier will be expected to engage with the Assisted Pilgrims and ensure that their pilgrimage experience is as enjoyable, pleasant and enriching as possible. For many of the assisted pilgrims this experience is often the highlight of their year and ensuring they are comfortable, relaxed and in the best position to take full advantage of everything Lourdes has to offer has always been of importance to the Brancardier team.

Responsibility

Brancardier has the responsibility to himself, his Assisted Pilgrims and the Pilgrimage to act responsibly and in the best interest of the Assisted Pilgrims at all times.

Appearance

Uniform, which consists of Pilot Shirt, navy pants and dark shoes must be worn at all times while on duty.

Appendix 5 - Role of Nurses, Student Nurses and Carers

Nurses, student nurses and carers care for the sick in Lourdes in the Accueil (Hospital) as members of an organised pilgrimage. All nurses, student nurses and carers work in Lourdes on a voluntary basis. Each pilgrimage recruits its own nurses who may work in Lourdes in a nursing capacity only if enrolled on the live register of an Bord Altranais and are currently active in their profession.

However, retired nurses, student nurses and carers may work on the nursing team but only registered nurses may check or give drugs.

While working in Lourdes, nurses, student nurses and carers must wear full uniform at all times when on duty. White or white with navy trim tunic, navy trousers, navy cardigan and navy or black shoed.

We are allocated a different floor in the hospital each year where we are allocated up to 60 beds approximately. The floor is usually divided into 3 sections. You will be allocated to a specific section on your arrival at the hospital. You will work in the section for the duration of the pilgrimage with the assisted pilgrims assigned to this section, unless for some reason, the Director of Nursing or the Assistant Director of Nursing needs to move you to another section. Duty Rota will be dependent on the ratio between assisted pilgrims and nursing staff team.

While in Lourdes, you may be asked to do one nights night duty. Due to the importance of a good skill mix, it will not always be possible to do night duty with a person of your choice.

- While in Lourdes you will be allocated to a specific group of patients, you will be totally responsible for their wellbeing. Ensure that they take adequate food and drink. If for some reason the patient will not eat the food that is being served, try as far as possible to offer an alternative. If a patient is anxious for food, ensure they drink plenty of fluids as patients can become dehydrated very quickly if the weather is warm. Always be aware of diabetics, coeliacs and any other special dietary requirements on your section.
- Ensure that all of the assisted pilgrims are brought to the toilet before and after each service. This may avoid incontinence as services can be long and hopefully it will avoid the inconvenience of having to bring people out in the middle of a service. Always make sure that if you bring someone to the toilet that you ensure the patient is brought back.
- Make sure all the assisted pilgrims clothes are clean and presentable. If for any reason you need to wash their clothes, there are washing and drying facilities in the hospital. Try in as far as possible not to put wet or dirty clothes into patients cases as these will smell very quickly in the heat.
- Patients personal hygiene can be an area of great concern and again is an area that may need a great deal of tact and sensitivity. Every patient should have a daily shower as the

weather can be very warm. Check each patients skin and make sure that their pressure areas are intact.

- Be responsible in as far as possible for patients property, e.g. label wheelchairs, walking sticks, walking frames and handbags. When bringing patients back from services, make sure you check the blue chair for coats, cardigans etc. if the chair is not checked at this time articles will go missing
- Only nurse on the live register may administer medications

Appendix 6 - Role of Pilgrimage Safeguarding Officer

The Pilgrimage Safeguarding Officer's main role is:

- To be the main point of contact for any safeguarding concerns raised during the pilgrimage.
- Liaise with the Pilgrimage Director
- Support and assist the pilgrimage in all matters relating to safeguarding pre, during and post-pilgrimage.
- Establish arrangements for reporting any incidents in destination countries with different legal contexts.
- To ensure that an identified person, such as the Diocesan Secretary, in the Dioceses has the names and contacts details of the volunteers / staff, youth groups and assisted pilgrims and those responsible for their welfare / care in cases of emergencies.
- At the end of the Pilgrimage provide a safeguarding report for the Bishop.

Appendix 7 - Media Permission Form

Data Protection

This form will be held on file in accordance with the data protection policy of the Diocese of Limerick. The data entered will be used only for the purpose indicated on this form. It may only be accessed by those who have responsibility for managing files or activities.

Consent

Please tick the boxes below

I understand that photographs may be taken during the Pilgrimage and I give my permission for these to be used in any hard copy/online (delete as appropriate) publications by the Diocese of Limerick

I understand that videos may be taken during the event and I give my permission for these to be used in any hard copy/online (delete as appropriate) publications by the Diocese of Limerick

I understand that updates may be posted on the Diocese of Limerick website and/or social network sites and I give my permission for my images/videos of me (delete as appropriate) to be used

Signed: _____ Role: _____

Dated: _____

Guardian's Consent for Young Persons under 18 years

Signed: _____ Dated: _____

Appendix 8 - Lourdes Pilgrimage Incident Report Form

Date of Incident: _____ Time of Incident: _____

Location: _____

Details of Person Affected:

First Name: _____

Surname: _____

Date of Birth: _____

Male Female (*please tick*)

Description of Incident:

Details of Who was Involved:

Actions Taken:

Reported By:

Name: _____

Date: _____

Role: _____

Contact Details: _____

Signed: _____

Actions Taken By: (Leader/Other Person)

Name: _____

Date: _____

Role: _____

Contact Details: _____

Dated: _____

Appendix 9 - PROCEDURE FOR REPORTING ABUSE

Any victim, any person witnessing or suspecting a child or a vulnerable person to be in danger, or at risk of being so, must report their concerns to the French justice system by contacting either the police, “Enfance en danger”, or the Public Prosecutor.

- **Police - Tel: 17**
- **Enfance en danger - Tel: 119**
- **Public prosecutor - Tel: 05 81 75 04 00** sec.pr.tj-tarbes@justice.fr

Those seeking support can also contact the Helpline set up by the Diocese and the Sanctuary, or call France Victimes, whose mission is to facilitate your case and to support you appropriately so that Justice can be served.

**Helpline for the Diocese of Tarbes-Lourdes
the Sanctuary of Lourdes for victims of abuse
Tel: 07 89 78 59 35
paroledevictimes@catholique65.fr
France Victimes
Tel: 116016 (National) – Tel: 05 62 51 98 58 (Hautes-Pyrenees)**

If you have been a victim and if you have approached the French justice system, you should also inform

**Episcopal Delegate for the Protection of Minors and Vulnerable
People (Hautes-Pyrenees) Tel: 07 57 41 18 63
deleguepreventionabus@catholique65.fr**

Failure to report a vulnerable person in danger constitutes an offence under article 434-3 of the Penal Code.

Namely: “Any person who, having knowledge of maltreatment, deprivations, or sexual assaults inflicted upon a minor under fifteen years of age or upon a person incapable of self-protection by reason of age, sickness, infirmity, physical or psychological disability or pregnancy, omits to report this to the administrative or judicial authorities is punished by three years’ imprisonment and a fine of €45,000. When this omission concerns an offence mentioned in the first paragraph committed against a minor under the age of fifteen, the penalties are increased to five years’ imprisonment and a fine of €75,000. Except where the law otherwise provides, persons bound by an obligation of secrecy pursuant to the conditions set out under article 226-13 are exempted from the above provisions.”

Calumny is punishable by articles 226-10 to 226-12 of the Penal Code