



Code of Conduct for Volunteers Working with Adults at Risk

Introduction

A pilgrimage is a journey to a holy place where we have the opportunity to come closer to God by taking part in the pilgrimage spiritual activities and giving service to those who need our care.

The Pilgrimage relies on the goodwill and support of all pilgrims at all times during the Pilgrimage.

Volunteers are expected to adhere to the safeguarding policies and procedures of Liverpool Archdiocesan Lourdes Pilgrimage Association (LALPA). They should be positive role models and help build the confidence of adults at risk while ensuring their safeguarding and protection.

Promote Wellbeing

- Ensure the safety of all adults at risk by planning and supervising group sessions and home visits effectively.
- Foster teamwork and cooperation among all participants, promoting trust and mutual respect.
- Discourage and stop rough or dangerous behaviour, bullying, inappropriate language, coercion, or other inappropriate conduct.
- Treat all adults at risk fairly and without favouritism.
- Be positive and approachable while promoting the objectives of the group.
- Listen sensitively and encourage communication among volunteers working with adults at risk.
- Respond to concerns and report all allegations promptly and appropriately in line with organisational procedures.

Promote Autonomy & Dignity

- Uphold the rights and responsibilities of adults at risk.
- Promote the full participation and involvement of all adults at risk, recognising and addressing their additional needs.
- Challenge all forms of discrimination and encourage others to do the same, regardless of age, gender, ability, social class, race, cultural background, religious beliefs, or sexual identity.
- Respect, promote, and support the right of adults at risk to make their own choices and decisions, provided this does not threaten the rights, safety, and legitimate interests of others.
- Respect the right of adults at risk to personal privacy.
- Encourage adults at risk to take responsibility for their own self-care as far as possible.
- Respect and listen to the opinions of adults at risk.
- Encourage adults at risk to point out behaviours or attitudes they do not like.
- Ensure that sanctions do not humiliate or harm an adult at risk.
- Administer first aid in the presence of others and without removing clothing unless absolutely necessary.

Boundaries and Power

- Establish and maintain appropriate boundaries between professional and personal lives in relationships with other volunteers, leaders, and adults at risk.
- Do not abuse the position of trust for personal benefit, such as financial gain or sexual gratification.
- Be conscious of the explicit and implicit power vested in the role of group leader, supervisor, or adult helper.
- Acknowledge the limitations of time, experience, skill, and competence – know where and how to ask for support when needed.
- Deal with differences of opinion with respect.
- Work to people's strengths, and never bully, abuse, manipulate, or denigrate.

Personal Conduct

- Act in accordance with the core values of Liverpool Hospitalité to ensure that behaviour does not bring the organisation into disrepute.
- Provide an example you would wish others to follow.
- Work in a way that is honest, reliable, and transparent, never seeking to deceive or manipulate.
- Refrain from using blasphemous, violent, discriminatory, racist, sexist, or offensive language and behaviour.
- Refrain from consuming alcohol while on duty; drug taking is strictly prohibited.
- Smoking and vaping should only be done in designated areas, whilst on a break or when accompanying Assisted Pilgrims who wish to smoke or vape.
- Do not engage in any form of sexual relations (including verbal banter, flirtation, using one's gaze to signal attraction, etc.) with adults at risk or adults in your role, especially those you have a supervisory or leadership role with.

Any breaches of the Code of Conduct will be addressed by the Pilgrimage Executive. More serious or persistent breaches may result in formal action being taken and could result in removal from volunteer roles. Failure to comply with the Safeguarding Policy and Code of Conduct may result in removal from the trip or other appropriate actions, including being required to return to the UK at your own expense.

All concerns or allegations in relation to the abuse of an adult at risk will be dealt with using the organisational safeguarding policy and procedures.

I (insert name) _____ hereby declare that I have received, read and understood the Liverpool Archdiocese Lourdes Pilgrimage Code of Conduct and agree to abide by it.

Signed: _____

Date: _____