



Liverpool Archdiocesan
Lourdes Pilgrimage
Association

Personnel, Roles and Operational Boundaries Policy

***Guidance on children, authorised roles, safeguarding and
operational practice on pilgrimage***

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Purpose of This Policy

This policy provides guidance on:

- The presence and welfare of children on pilgrimage
- The safe operation of Hospitalité and Operational environments
- Clear boundaries regarding roles, responsibilities and insurance

Its purpose is to:

- Protect children from harm
- Ensure the safety and dignity of Assisted Pilgrims
- Maintain safe and appropriate working environments
- Clarify authorised roles within the pilgrimage
- Protect the Hospitalité and the wider pilgrimage from safeguarding and liability risks

Core Principles

- Hospitalité / Operational environments are not suitable or safe places for children
- Only authorised and prepared individuals may work with Assisted Pilgrims
- All activity must take place within safeguarding, training and insurance boundaries

The safety, dignity and wellbeing of all must always come first.

Scope

This policy applies to:

- All children on pilgrimage (under 18)
- Hospitalité members
- Youth Pilgrims
- General pilgrims
- All Operational environments

These environments include (but are not limited to):

- St. Frai and Assisted Pilgrim accommodation
- Wards and care areas
- Medical and treatment spaces
- The Domain and Esplanade during pilgrimage activity

These areas are considered operational environments at all times, including when publicly accessible.

Participation in the pilgrimage does not confer access to Operational environments.

Children on Pilgrimage

Children are welcome as part of the wider pilgrimage. However:

- Operational environments are not designed for children
- Their presence introduces unacceptable risks
- This policy applies regardless of age, maturity or perceived capability

Children must not be placed in situations where they could be harmed or place others at risk.

Access to the Accueil St. Frai

Children must not:

- Enter wards or care areas
- Be present in medical or treatment areas
- Accompany Hospitalité members on duty
- Remain in operational environments for extended periods

This applies:

- At all times (including when members are off duty)
- Regardless of supervision
- Even for short or temporary visits

Personal supervision does not make these environments suitable or permitted.

Visiting Relatives in St. Frai

Where children wish to visit relatives:

- Visits must be brief, occasional, appropriate and supervised
- Visits must not become regular, extended or routine presence
- Children should remain in designated visitor areas where possible

Children must not:

- Enter care or treatment areas
- Be present during active care or busy periods
- Undertake any form of helping or assisting, however minor

The dignity and wellbeing of all Assisted Pilgrims must always be respected.

Safety Risks

Risk to Children

- Injury from equipment (wheelchairs, beds, trolleys)
- Trips, falls, or incidents in busy areas
- Exposure to distressing situations
- Becoming lost or separated

Risks are heightened in areas such as the Esplanade, involving:

- High crowd volume
- Wheelchair movement
- Traffic and flow management

Risk to Assisted Pilgrims

- Distraction of members from duties
- Increased risk during care or transfers
- Impact on dignity and safeguarding

Risk to the Public and Pilgrimage

- Increased congestion and hazards
- Greater likelihood of incidents
- Reputational and safeguarding impact

Authorised Roles and Insurance

- Only named individuals who have undergone appropriate preparation and registration may work with St. Frai Assisted Pilgrims
- These individuals are trained, assigned roles and insured

General pilgrims:

- Are not authorised or insured
- Must not assist in any care, lifting, movement or support

Youth Pilgrims

The pilgrimage includes Youth Pilgrims, some under 18:

- They operate under direct supervision of coach leaders
- They may undertake defined, appropriate and risk-assessed tasks
- Their roles are clearly structured and supervised

Youth Pilgrims:

- Must stay within their assigned responsibilities
- Must not undertake duties beyond their training
- Are distinct from children visiting socially

DBS and Safeguarding Scope

- Hospitalité DBS clearance applies to vulnerable adults only
- It does not extend to children

Hospitalité members:

- Are not authorised to supervise children
- Are not insured to take responsibility for children

Medical Care and Illness

Hospitalité medical staff (the Health Care Team):

- Are insured to treat existing conditions of registered pilgrims only
- Are not authorised or insured to treat children, general pilgrims, Hospitalité members or Youth Pilgrims that are not registered.

If any person other than a registered Assisted Pilgrim becomes unwell:

- They must not be brought into St. Frai or Hospitalité medical areas
- They should instead access:
 - Pharmacies
 - The Sanctuary (Domain) First Aid centre
 - Local medical services or the town hospital

This ensures the integrity of Hospitalité medical services is maintained.

Seeking Support and Safe Practice

If a registered volunteer is unsure or struggling:

- Stop immediately
- Seek support from an authorised team member or leader

Registered volunteers must not:

- Ask for help from general pilgrims
- Accept assistance from unauthorised individuals

Safe Practice Principle

Stop, assess, and wait for appropriate support.

Responsibilities of Parents and Guardians

Parents/guardians are responsible for:

- The supervision of their child at all times
- Ensuring compliance with this policy
- Preventing access to restricted areas
- Managing healthcare needs appropriately

Exceptional Circumstances

Any request for exception must:

- Be raised in advance
- Be risk assessed where appropriate

However:

- Exceptions will be rare
- Approval is unlikely
- Emotional or pastoral reasons alone are not sufficient

Avoidance of Misinterpretation

This policy must be applied in both its letter and its intent.

It must not be undermined through:

- Extended or repeated visits
- Informal helping
- Claims of supervision making access acceptable
- Being off duty while present with a child
- Treating older children differently
- Reinterpreting access rights

Responsibility for children cannot be transferred to other members.

Any attempt to work around this policy is not permitted.

Summary

- Operational environments are not suitable for children
- Access is restricted regardless of supervision or duration
- Visits must be limited, appropriate and non-operational
- Only authorised individuals may assist Assisted Pilgrims
- Youth Pilgrims have defined and supervised roles
- Hospitalité members are not insured to supervise or treat children
- If someone becomes unwell, use appropriate external services
- If in doubt: stop and seek support