

## 1000.001 Leader & Adult Volunteer Code of Conduct

Subject	Policy Number	Effective Date
Leader & Adult Volunteer Code of Conduct	1000.001.01	June 7, 2022
Policy Owner (Committee)	Contact	Approved by Board Date
Executive Director	Liz Tamarkin	June 7, 2022

### Purpose:

To establish the expectations for leaders and other volunteers to foster a safe and supportive environment for the pilgrimages.

### Applies to:

This policy applies to the leadership team as defined below.

### Role Definitions:

**Head Leader:** An individual designated by OLP to be responsible for all communications between the group on Pilgrimage and the stateside ground contact, the transportation team and the hotel team

**Medical Team:** licensed medical professionals designated to offer basic care, coordinate any large needs with local medical facilities, assist in care if any pilgrims contract any illness.

**Priest:** offers daily Mass, Confession, and is a leader as well, assists in any retreat planning/advising if student led.

**Leader:** An adult designated by OLP to facilitate and assist with the conduct of the pilgrimage.

**Non-Leader Adult Volunteer (Pilgrim):** An person attending the pilgrimage who is over 18 but is not serving in a leadership capacity (e.g.: a seminarian)

**Student Pilgrim:** A person of high school or college age and over the age of 15 who attends the pilgrimage

**Stateside Ground Contact:** An individual designated by OLP to communicate with the families of the youths/pilgrims.

### Policy:

Every adult leader and adult volunteer shall become familiar with this policy as updated from time to time, and attend a mandatory annual training session and sign a copy of the Code of Conduct. Acknowledgement of receipt of training shall be received by OLP as a condition of participation in OLP activity.

## Procedure:

### **Spiritual Accompaniment Expectations:**

We accompany each other as we meet Christ in the sick and handicapped of Lourdes. Our Lady calls a great variety of young people to this pilgrimage each summer. They have had different opportunities for faith education and are in different places spiritually. They are also at different places in their development of maturity.

Our job as leaders is *to meet them where they are* on their path and accompany them on their journey - to give them space to notice where God is working in their lives. There is room for all to serve and to pray no matter where they are in their faith. Mary calls all to Lourdes. It is through caring for the sick, praying and playing together that our hearts open and we grow.

As leaders, we offer these young people a simple schedule without the distractions which demand their attention at home. Our purpose in doing this is to give the participants space for something different to happen - space for relationship, space for community, space for service, space for their encounter with God.

### **Leadership Structure:**

Each trip has a designated leadership team:

- Head Leader - central point of communications, communicates with the Stateside Ground Contact, and transportation and hotel team
- Medical Team Person (In 2022 vs this year we have 2 per pilgrimage) - offer basic care, coordinate any large needs with local medical facilities, assist in care if any pilgrims contract COVID-19 or any other illness.
- Priest - offers daily Mass, Confession, and is a leader as well, assists in any retreat planning/advising if student led
- Leader - any adult engaged by OLP to facilitate and assist
- Stateside Ground Contact - to communicate with the families at home
- Photographer - for photos added to the Dropbox account for families and pilgrims to enjoy

### **Emergency Situations:**

In the event of an emergency situation, stay with the person in need, and send help or call the medical person for the trip and the head leader for the trip. You will be provided with this information before you leave on the trip. The medical team has the emergency contact information for all pilgrims and their families.

The Head Leader/Medical Leader shall contact the Executive Director as soon as the situation allows. The Executive Director will consult with relevant members of the Board and Committees, as well as any relevant family members.

If the Domain is evacuated for any reason, the emergency meeting point is in the back meeting room of our hotel. If the hotel is compromised, the backup meeting point is the parking lot across the street.

**Community:**

We are a community. We eat all meals together in the same dining room, have a schedule of sleep, prayer and work, time to journal and reflect, downtime for rosary knotting, for hacky sack, card games, and conversation. We all observe the same schedules and rules, including the no alcohol rule.

There is little time to be in the hotel rooms since we have a busy schedule. Pilgrims are not permitted in each other's rooms. We have social spaces in the lobby for spending time with the group.

Work assignments are posted daily. It is important to follow *Responsibles'* (Leaders at the baths, trains and other work assignments) instructions to ensure the safety of all pilgrims and guests.

**Addressing Behavior Issues:**

If you need to speak to one of the youths about something, it is important to respect the student's dignity, to model respectful behavior. Should correction be necessary, do not address the issue in front of a group. Also, please try to use positive motivation, reminding why the rules are in place or inspiring them to take a different route.

If correcting young people is not in your comfort zone or if you find you are too frustrated with a certain student or you just don't have the patience that day, please check in with and get help from another leader or come to the head leader.

If you feel like something serious is going on, please communicate it to the head leader immediately. Most importantly don't hesitate to ask for help when you need it and keep the communication lines open.

In the event that a pilgrim needs to go home, the Head Leader, Medical Leader and relevant parties will work with the Executive Director, Travel Agent, and relevant family members to make any arrangements.

**Safety:**

Students will use the buddy system and no adult is ever to be alone with a student, following the Virtus guidelines. In the event that there is down time between works, students must communicate with the group leader if they are going somewhere with their buddy, including what time they are expected to return by so that someone knows where they are at all times. The next meeting location and time are confirmed before any parties leave the group.

All pilgrims over 18 are required to take the Virtus, Protecting God's Children, course or similar with a background check.

**Rooming & Night Security:**

To keep all safe at night, we employ a French local security professional to serve as hall chaperone on duty through the night. If anything beyond someone poking their head out the door occurs, the security guard will alert the leader staying in room 201. They will never enter an occupied room.

Each evening, two chaperones will do room checks at curfew. The times for curfew and wake up are announced at evening reflection, since our schedules vary day to day. Two morning chaperones will do the wake-up knocks on the doors. Leaders will not enter pilgrims' rooms, but will ask for feet-on-the-floor in the morning to make sure pilgrims are awake and the lights on.

Rooming is set up so that students meet someone new to assist with a cohesive group. In addition, the female student pilgrims room at one end of the hall and the male at the other end. Age is also a factor in making the room assignments, so that pilgrims are within the same age range. Particular attention is given to the corner room to have a leader of the same gender caddy-corner to the triple.

In the event of the need for quarantine or isolation, two rooms have been reserved at the end of the hall.

If there is an issue with a rooming arrangement, please see the Head Leader.

### **Travel Captains:**

Each travel group has a Travel Captain. This person will have the contact information for all pilgrims and their emergency contact information. This person will also have allergy information, copies of the passports, and the contact information for the State-Side Ground Contact, the Head Leader and the travel agent.

Travel Captains need to reach out to the members of the group you are traveling with ahead of time to introduce yourself, clarify the meeting point and any last-minute updates, and remind pilgrims they will be receiving their uniforms at the airport to add to their luggage.

When meeting the group at the airport for departure, go to the designated meeting point. The group will wait for all pilgrims before going through security, unless the pilgrim has a connecting flight and is already through security. The travel captain will have this information.

The Travel Captain will be given Euros to have on hand in case of delay of travel to feed the pilgrims. When back to the states, return any unnecessary Euros and receipts for any expenses to Liz Tamarkin.

### **State-Side Ground Contacts:**

A state-side ground contact for each pilgrimage is responsible to:

1. to reach out ahead of time by email to the family and emergency contacts for the pilgrimage to introduce yourself and make sure the contact information is current.
2. send daily, or every other day updates to the family members.
3. In the event of travel plan changes, they email the family contacts with the updated information.

The state-side ground contact has the head leader, medical leader, ground transportation manager, and travel agent contact information. If there is an issue with a departing flight they are asked to contact the travel agent and ground transportation manager via text with the current information.

References:

Attachment 1: Code of Conduct Acknowledgement Statement (2 pages

Revision No.	Reviewed By	Summary of Changes	Effective Date

## **Our Lady's Pilgrimage Leader & Adult Volunteer Code of Conduct**

As a volunteer Pilgrimage Leader on Our Lady's Pilgrimage service pilgrimage, I am expected to:

1. Ensure the safety, health and well-being of all children, youth or vulnerable program members.
  - a. I will adhere to all legal and organizational health and safety requirements.
  - b. I will comply with all leader screening policies and will report to my pilgrimage Leader and the OLP Executive Director any necessary changes or breaches to such policies.
  - c. I will behave in such a way as to avoid any unnecessary risk to the safety, health and well-being of Others and myself.
  - d. I will consider risk management implications in all youth program activities.
  
2. Ensure that my personal conduct is, and is seen to be, of the highest standards.
  - a. I will treat all people fairly and with respect and dignity.
  - b. I will not use alcohol, tobacco products, vaping products, or drugs during or before the pilgrimage.
  - c. I will avoid the use of cell phones or social media while on the trip. Necessary business using the phone shall endeavor to be in private, out of sight or hearing of the group.
  - d. I will not use vulgar or inappropriate language in front of youth.
  - e. I will only touch a youth on the hands, arms, shoulders or head, except when a medical or activity safety circumstances warrant, and always with permission of the youth member, and always in sight of others. I will respect the right to personal privacy at all times.
    - i. I will never be alone with a child or youth unless safety dictates otherwise.
    - ii. If a child/youth/vulnerable wants to speak privately with me, I will ensure that the discussion is not out of sight from others, just out of hearing.
    - iii. I will not use my role as a youth leader to have contact with youth participants outside of the youth program.
    - iv. I will connect with youth participants using technology and social media only for the purposes of the youth program. Another adult such as a parent or another youth leader will be copied on any such necessary communications.
    - v. I will not engage in any form of sexual harassment which may include but is not limited to:
      1. sexual flirtations, touching, advances or propositions
      2. verbal or physical abuse of a sexual nature
      3. graphic or suggestive comments about an individual's dress or body
      4. sexually degrading words used to describe an individual
      5. displaying sexually aggressive objects or photographs, and/or sexually explicit or obscene jokes.

It is the policy of OLP that all reports of harassment will be fully investigated. There is zero tolerance for this sort of behavior.

3. Avoid involvement in any criminal activities, activities that contravene human rights or those that compromise the youth program.

- a. I will notify the OLP Executive Director of any unspent criminal convictions or charges prior to registering.
- b. I will also notify the OLP Executive Director and Head Leader if I face any new criminal charges during my time as a volunteer for OLP.
- c. I will not engage in sexual behavior of any kind with children or youth/vulnerable persons; this includes sexual jokes, language, names, touching, pornography, and exploitation.
- d. I will not use technology or social media to engage youth in disrespectful and exploitative behavior.

Name: \_\_\_\_\_

Signed: \_\_\_\_\_

Date: \_\_\_\_\_