DIOCESE OF WESTMINSTER

LOURDES PILGRIMAGE POLICY STATEMENT

CODE OF CONDUCT: REDCAPS

Policy prepared by:	Pilgrimage Co-ordinator
Third Party Policy:	CSSA
Approval of Lourdes Pilgrimage Review Committee	24 June 2025
Approval of the Safeguarding Committee	3 July 2025
Approval of The Directors of the Trustee	11 July 2025
Review Date	Minor changes May 2026 March 2027

1. Introduction

Our Redcap Code of Conduct is one of care for others, demonstrated through responsible behaviour. As part of the Diocesan Pilgrimage to Lourdes, you will be volunteering to help to provide care to the infirm, sick and elderly.

2. Safety and Wellbeing of Pilgrims

In order to ensure the safety, wellbeing and enjoyment of our pilgrims, all Redcaps must agree to the following:

2.1 Promote Wellbeing

To attend the Redcap training day so that I can learn how to safely care for others.
That my main priority whilst on the pilgrimage will be to support the assisted pilgrims who have been entrusted to me with the support and guidance of the team leaders, medical team and / or management team.

2.2 Reporting and Disclosure

If I am worried about my safety, or that of one of the Redcaps or Assisted Pilgrims, I will report this immediately to the Redcap Team Leader, the Chief Redcap or the Safeguarding Representative.
If I am worried about any inappropriate behaviour, including bullying, I will report this.

2.3 Safety

- During the Pilgrimage, I agree to attend all meetings with my team, in order to help build community and friendship and receive notices.
- I will not go off on my own and will stay with fellow redcaps at all times.
- I will know my Team leader and keep the contact details for the Redcap Team Leader and Safeguarding Representative on me at all times.
- If I do not understand any instruction, I will ask for clarification.
- I will alert the Redcap team Leader if someone is missing or in difficulties.
- I will know what the meeting place to return to is, or an instruction to remain where I am if separated.

2.4 Promote Respect

Respect the rights, dignity and worth of all you come into contact with, regardless of age, gender, ability, social class, race, cultural background, religious beliefs or sexual identity.

2.5 Personal Conduct

- Dress appropriately and maintain personal hygiene to ensure a clean and presentable appearance.

- Refrain from using blasphemous, violent, discriminatory or offensive language.
- Whilst on duty, I agree to wear the Redcap uniform, which consists of a white t-shirt or white polo shirt and a red tabard. I agree to return the red tabard at the end of the pilgrimage week.
- I agree to wear the Diocesan issued ID badge.
- I will not render myself unfit for duty as a helper through the consumption of alcohol or deliberate lack of sleep.
- I will adhere to French law, particularly around the consumption of alcohol. I acknowledge that no-one under the age of 18 may consume alcohol.
- I will not smoke tobacco products, Vapes, e-cigarettes or other products
- The possession or use of any drug, other than legal over-the-counter medicines or medically prescribed drugs (pre-advice of which should be given to the staff in charge of the activity), is totally banned.
- I agree that I will be reliable and punctual at all times.
- I agree to abide by the Diocesan curfew. The Diocese sets a curfew of 11.30pm. By this time, all under 18's must be back in their hotel and in their own rooms. Please remember that there are many other people staying in the hotels including young children and assisted pilgrims; please move around the hotels quietly. The only exception to this is if you are participating in an agreed Redcap activity, which will be fully supervised.
- I will comply with the Diocesan policy on use of Approved Messaging Service.
- Any breaches of the Code of Conduct will be addressed by the group leader. More serious or persistent breaches may result in formal action being taken to address the concerns.

3. I have read and understood the Code of Conduct and agree to abide by it.

Signature of *Redcap* :	
Print name of *Redcap*:	
Date:	
Signature of *Group* Leader or Safeguarding Representative:	
Date:	