

## *Pilgrimage Volunteer Dress Code*

*Following this Dress Code will ensure a reverent and unified look at the Sanctuary and help to maintain the respect Our Lady deserves in the Grotto. This code is intended to assure the dignity and modesty expected of North American Volunteers and to be identified as in service to the sick.*

*Inappropriate dress is not acceptable in Catholic sites throughout Europe and is strictly enforced. Modesty is most important and appropriate in the holy places where we will spend most of our time. The European standard of dress*

- All volunteers are to be neat, clean and presentable in appearance.
- Consider mobility, flexibility, comfort and modesty.
- Shoes must be very comfortable with closed toe.
- No gum chewing
- Hair is to be tied back away from face.
- Nametag provided is to be worn at all times.

### **Pilgrimage Volunteers**

**Brancardiers and handmaidens** are to wear dark pants or skirt with a white shirt each day in Lourdes. Aprons will be provided for housekeeping and dining room service. Casual clothing may be worn during personal time. **Companion and caregivers** are to wear casual clothing. No jeans or shorts allowed for any service.

### **Medical Volunteers**

**Practitioners** are to wear a white lab coat and **Nurses** are to wear a white nurse dress uniform during travel and on assigned duty days.

**Unacceptable attire for North American Lourdes Volunteers within the Sanctuaries at Lourdes or during pilgrimage:**

- NO sleeveless tops, tank tops or tops with spaghetti straps.
- NO tight, low-cut, unbuttoned, transparent or halter tops.
- NO shorts, sweat pants or jeans.
- NO tight pants, leggings, stretch pants or stirrup pants.
- NO flip-flops or sandals.
- NO drooping, hanging, saggy, baggy pants or clothing.

*Thank you for your service to Our Lady of Lourdes and her pilgrims!*

## *Our Lady of Lourdes Hospitality North American Volunteers*



## **Volunteer Code of Conduct and Dress Code**

*Special Needs Pilgrimage Service*

## Service in the “Spirit of Lourdes”



Lourdes is a holy place, a place where miracles happen in an atmosphere of prayer. The opening words of the invitation of Our Lady to Bernadette in the Grotto, “would you be so kind as to come here...” give us the “Spirit of Lourdes” and Bernadette’s docile and joyful response provides the example for our behavior to serve pilgrims at Lourdes, serving each person as Christ.

We appreciate your cooperation in keeping with the Spirit of Lourdes by following terms for behavior and appearance, as set forth in this booklet, to better serve Our Lady, her pilgrims and each other on pilgrimage in Lourdes.

### North American Lourdes Volunteers Mission

“To extend the invitation of the Immaculate Conception as given to Bernadette in the Grotto at Lourdes; to serve the sick and suffering at Lourdes and at home following the loving example of St. Bernadette in simplicity, humility and obedience.”



### North American Lourdes Volunteer Promise of Joy

O Lord, Thank You for giving me this opportunity to serve You.  
I promise to embrace with joy all the duties asked of me.  
Please help me to be humble and obedient as I serve You in others.  
Please let me be of joyful help, not only to Your pilgrims,  
but to my fellow volunteers and directors.  
Let me never be an obstacle to Your graces in me or in others.  
May my work be pleasing to Jesus and His Immaculate Mother,  
all to honor the Blessed Trinity. Amen

*The international language of Lourdes is a smile!*

## Volunteer Code of Conduct

Upon registration, each North American Volunteer agrees to:

- respect the confidentiality of all pilgrims
- serve as directed each day of the pilgrimage
- follow the schedule as provided daily
- be on time for all activities, meetings and events
- be cooperative and obedient when receiving instruction
- observe curfews
- wear appropriate attire
- act in accord with the teachings of the Catholic Church regarding faith and morals
- be patient when misunderstandings arise
- greet fellow volunteers and pilgrims in a friendly manner
- attentively and lovingly attend to the sick, in true charity, generously and with compassion
- charitably honor the privacy and confidentiality of sensitive information take any concerns, problems or questions encountered to the Pilgrimage Leadership for private, charitable discussion and confidential fraternal resolution in a spirit of prayer

Volunteers understand that there shall be:

- NO sharing of confidential information
- NO drunken or unruly behavior
- NO lewd language or activity
- NO angry outbursts, negativity, or grumbling

*Volunteers must accept responsibility for all their actions. If a volunteer should fail in any serious way, he or she agrees to accept any consequences and make an honest effort to correct the unacceptable pattern of behavior. Volunteers understand that should behavior be found unacceptable, they may be required to depart early from the pilgrimage at their own expense.*

**Each volunteer by affixing his or her name and signature to the Volunteer Registration Form, agrees to abide by the terms and conditions, as set forth in this Code of Conduct and Dress Code.**

*All service is offered in simplicity, humility and obedience.*