



# *Our Lady of Lourdes Hospitality*

## North American Volunteers

*A Public Association of the Christian Faithful and the First American Lourdes Hospitality*

### **Code of Conduct**

**Please review the Code of Conduct below. By signing and returning this document, you acknowledge that you have read, understood, and agreed to abide by its terms.**

Lourdes is a holy place, where miracles occur 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: serving pilgrims at Lourdes, serving each person as Christ.

All individuals are required to uphold the Spirit of Lourdes by strictly adhering to the standards of behavior and appearance outlined in this Code of Conduct. Compliance is mandatory and essential to properly serve Our Lady’s pilgrims and one another during the pilgrimage. Our code of conduct is set in place to protect the safety and integrity of all those on holy pilgrimage and to safeguard our volunteers against any falsifications during their time with our Hospitality.

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### **1. Confidentiality and Respect for Privacy**

- Respect the confidentiality of all pilgrims and volunteers by safeguarding personal or sensitive information.
  - Do not disclose, discuss, distribute, or share private information through any communication channels.
  - Sensitive information should only be shared with those who have a legitimate need to know, such as Pilgrimage Leadership, the Medical Team, or Parent Chaperones.
  - Refrain from gossip or unnecessary disclosure.
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## 2. Service and Leadership

- Serve as directed by your Leadership Team each day of the pilgrimage.
  - Follow the daily schedule and remain flexible to changes.
  - Demonstrate full cooperation, respect, and obedience toward those giving instruction.
  - Report any concerns or incidents to Pilgrimage Leadership immediately for private, charitable discussion and confidential guidance.
  - Respect the knowledge, experience, and direction of our Leadership. Please refrain from creating or communicating any change to the established process. This causes confusion on the ground. Please bring suggestions to your Leadership Team if you'd like to implement an alternative approach. We always want to improve the experience, but there are reasons why things are done the way they are; a first-time or inexperienced volunteer may not understand.
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## 3. Punctuality and Attendance

- Timeliness is required for all services, activities, meetings, and events to ensure smooth operations.
  - Comply with nightly curfews set by the Sanctuaries.
    - Individuals must enter the Gates of the Sanctuary after curfew only through security.
    - Jumping or scaling walls, gates, or fences could result in **being sent home early**, with all associated costs the responsibility of the volunteer.
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## 4. Dress and Appearance

- Strict adherence to our dress code is mandatory.
  - Non-compliance may result in being asked to change, denied participation for the day, or **removal from volunteer service for repeat offenses**.
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## 5. Faith and Spiritual Conduct

- As a Public Association of the Christian Faithful, we act in strict accordance with the teachings of the Catholic Church regarding faith and morals.
  - Volunteers are expected to uphold and exemplify the doctrines and moral principles of the Catholic Church.
  - No sexual or inappropriate conduct or innuendos.
  - To maintain the spiritual focus of the pilgrimage, refrain from:
    - Lewd language
    - Conversations or activities related to non-Catholic religious practices, occult practices, witchcraft, or schismatic teachings
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## 6. Professionalism and Emotional Management

- Be patient when misunderstandings arise.
  - If you feel overwhelmed and at risk of outbursts, notify a member of your team to take a moment to collect yourself.
  - Managing stress and emotions professionally is vital to the overall service atmosphere for pilgrims.
  - Treat everyone with dignity: no harassment, bullying, or discrimination.
  - Maintain honesty, transparency, and responsibility in all service assignments.
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## 7. Conduct with Pilgrims, Volunteers, Youth & Young Adults & the Vulnerable

- The international language of Lourdes is a smile! Be kind to all you encounter.
- Attend to the sick attentively and lovingly, with generosity and compassion, serving at the hands and feet of Christ.
- No 1 on 1 private or secluded contact or meetings. Travel in groups whenever possible. Do not go beyond the bathroom or behind closed doors with any youth or vulnerable adults at any time. If you are being asked for help, grab another adult discreetly before putting yourself in a compromising position by giving hearsay. **Door Always Open!**
- Use the “buddy system” whenever you can, especially at night when it is dark.

- Refrain from unwanted, tight, or prolonged physical contact, especially with the vulnerable and youth, to avoid any discomfort or triggers.
  - Do not solicit or purchase gifts for others to mitigate any misunderstandings or expectations of reciprocity.
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## 8. Compliance with Laws and Policies

- Individuals are required to comply with all local laws and regulations in the United States, during travel on aircraft, and in France.
  - Volunteers are expected to eat as often as possible at the St. Michel Cafeteria. We work together each year prior to the pilgrimage to provide a cost-effective, time-sensitive solution that allows our volunteers to eat affordably and return to service in a timely manner. We appreciate their efforts to plan our meals and do not want food/money wasted. If you plan to eat out during your service, please notify Leadership upon arrival. *Eating at the cafeteria with volunteers serving from all over the world is a remarkable experience and a key part of your overall pilgrimage journey.*
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## 9. Accountability and Consequences

- As a volunteer representing the association, your behavior reflects on the group.
- Inappropriate behavior includes:
  - Loud, unruly, or unsafe actions
  - Poor decision-making
  - Abuse or misuse of alcohol or drugs
- Such actions may cause embarrassment or difficulties for the group and our relationships with the airlines and the Sanctuaries.
- No open containers of alcohol permitted at your accommodations.
- Parent chaperones and youth/young adults are prohibited from alcohol consumption during your pilgrimage.
- Individuals who fail to conduct themselves professionally may be **sent home early at their own expense**.
- Remember, this pilgrimage is to serve the sick and suffering, not as a personal vacation.