



The Catholic Association

Code of Conduct

Trustee: Christopher Page

Board approved: 31 July 2025

To be reviewed: April 2025

Catholic Association Code of Good Conduct

- We are called upon to be exemplary models of good behaviour and spiritual faith. All pilgrimage volunteers are committed to being positive role models and to build the confidence of vulnerable adults and children that we are working with on pilgrimage.
- Pilgrimage volunteers are expected to:

Promote Wellbeing

- Ensure the safety of all vulnerable adults and children by ensuring pilgrimage activities are safely planned and effectively supervised;
- Foster teamwork and co-operation between everybody, promoting trust and mutual respect;
- Discourage and stop rough or dangerous play, bullying, inappropriate language or other inappropriate behaviour;
- Treat all vulnerable adults and children fairly and not show favouritism;
- Be positive, approachable and promote the objectives of the CA pilgrimage always;
- Listen sensitively and encourage clear and respectful communication between pilgrims, adapting your style to meet individual needs and understanding;
- Respond to concerns and allegations promptly and appropriately in line with national procedures reporting safeguarding concerns to the Pilgrimage Safeguarding Officer.

Promote Safety, Autonomy & Dignity



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- Prioritise the safety of vulnerable adults and children above all else taking (and following) necessary precautions to prevent harm eg; adequate supervision during the day and night and working in pairs especially supporting with intimate care.
- Ensure the rights and responsibilities of vulnerable adults and children are upheld;
- Promote the full participation and involvement of all vulnerable adults and children, recognising and addressing any additional or specific needs.
- Constructively challenge all discrimination and encourage all pilgrims to not discriminate on the grounds of age, gender, ability, social class, race, cultural background, religious beliefs or sexual identity;
- Respect, promote and support the right of vulnerable adults and children to make their own choices and decisions, provided this does not threaten the rights, safety and legitimate interests of others;
- Respect the right of vulnerable adults and children to personal privacy;
- Encourage vulnerable adults and children to take responsibility for their own self-care as far as possible e.g. assistance with toileting and dressing;
- Respect and listen to the opinions of vulnerable adults and children
- Encourage vulnerable adults and children to point out behaviours or attitudes that they do not like;
- Encourage vulnerable adults and children to take responsibility for their own conduct;
- Administer first aid in the presence of others, without removing the clothing unless necessary;
- Inform the CA Healthcare Team if you are concerned about the health of a vulnerable adult or child and call for aid from the emergency services, if required

Boundaries and Power



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- Establish and maintain appropriate boundaries between pilgrimage volunteers, vulnerable adults and children.
- Not abuse the position of trust for personal benefit e.g. financial gain, sexual gratification;
- Be conscious of explicit and implicit power vested in the role of group leader or volunteer helper.
- Acknowledge the limitations of time, experience, skill and competence – know where and how to ask for support when needed;
- Deal with differences in opinion with respect;
- Work to people's strengths, and never bully, abuse, manipulate or denigrate.

Personal Conduct

- Attend/ complete relevant training offered.
- Act always in accordance with the core values of the Catholic faith and ensure that their behaviour does not bring the church into disrepute;
- Provide an example you wish others to follow;
- Dress appropriately and work in a way that is honest, reliable and transparent, never seeking to deceive or manipulate;
- Refrain from using blasphemous, violent, discriminatory, or offensive language and behaviour;
- Refrain from smoking, vaping, consuming excessive alcohol or using illegal drugs. When responsible for a vulnerable adult or child do not consume any alcohol.
- Not engage in any form of sexual relations (including verbal banter, flirtation, using one's gaze to signal attraction, etc.) with vulnerable adults and children, or adults for whom you have a supervisory or supportive role.
- To follow the direction of pilgrimage appointed leaders, including the Heads of Service, Team Leaders and Healthcare Professionals, ensuring



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promptness, reliability and diligence in the service of the assisted pilgrims and the smooth running of the pilgrimage.

Any breaches of the Code of Conduct will be addressed by the relevant Head of Service: Chief Brancardier/ Chief Handmaid, Chief Doctor/ Nurse etc. More serious or persistent breaches may result in formal action being taken to address the concerns. All concerns or allegations in relation to the abuse of a child or adult at risk will be dealt with using the national safeguarding policy and procedures in relation to the management of allegations and concerns.