RAPHAEL Pilgrimage Code of Conduct 2026

We ask all our helpers to follow a Code of Conduct, the information below details the behaviours expected when we are caring for and assisting our pilgrims or at any time or with any member of Raphael during our time of Pilgrimage. However, please remember that this code is not exhaustive. If you are ever unsure about anything you MUST consult a Pilgrimage Trustee, Director or Head of Department (HOD).

Respect and Dignity:
We will value each pilgrim's right to privacy and treat them with respect at all times.
We will always discuss with pilgrims the best way to assist them and gain a pilgrim's agreement before proceeding.
We will always attempt to avoid misunderstandings by conversing with pilgrims, and other helpers, in an open collaborative manner.
We will take great care to requesting a pilgrim's permission for any necessary physical contact.
We will ensure others are present when we provide assistance to pilgrims. The only exception being a recognised medical or sacramental procedure performed by an appropriate professional.
We will be good listeners and be alert and responsive to pilgrim's requests and discomfort.

Health and Safety:
We will follow health and safety guidelines and report any accidents or incidents immediately to a Pilgrimage Head of Department (HOD).
We will never take a risk with a pilgrim's safety and we will always take advice from a Pilgrimage HOD or experienced helper if we are unsure of a situation. Pilgrims must always feel safe.
While on duty we will be alert and ensure we are fit for duty by avoiding excess alcohol and lack of sleep.

Safeguarding:
We will be alert to possibilities of emotional, sexual or physical abuse.
If we receive a disclosure we will listen without interrupting.
We will show compassion and do our best to alleviate feelings of guilt and isolation.
We will thank them for making the disclosure and let them know we must pass on the information, in confidence, to an appropriate person.
We will report the disclosure promptly to the pilgrimage Director or HOD.
We will otherwise treat the information as confidential.

Bullying:
We will be aware that some pilgrims may feel inhibited and overwhelmed by more dominant members of the group.
We will be ready to quietly approach pilgrims to see if they are feeling bullied and inhibited in any way.
Any identified bullying must be reported to one of the HOD's who will then follow this up in a supportive way to both parties. An incident or accident form will need to be completed by the HOD for pilgrimage records.
When necessary, the HOD will advise a pilgrim that their behaviour is upsetting other pilgrims and require them to give others more space and peace. If the situation is on-going further action may be required by the HOD and Trustee.

This Guidance has been reviewed and agreed by the Trustees

Tracy Ennis, Chair of Trustees
26/05/2026