



# Health charter

related to the Covid-19 epidemic

Version 2.0 / 6<sup>th</sup> April 2021

## **Version 2.0**

*Changes to the following pages:*

10: direction of movement removed; instructions for seating on benches/pews; disinfection of surfaces with available wipes (Sheet no. 4)

11: instructions for disinfecting the working area; room ventilation (Sheet no.5)

17: instructions for disinfecting hands, at the exit (Sheet no. 11)

20: positive SARS-COV2 tests isolated in Sanctuary accommodation = invitation to stay in Sanctuary accommodation where a protocol is already in place (Sheet no. 14)

22: last point, first paragraph «invitation to reflect» (Sheet no. 16)

32: point on limits to the Reservation of the Blessed Sacrament (Sheet no. 22)

(Sheet no. 24 deleted)

44: team of 3 people, Anne-Marie Erro Castillo, Vincent Bidot and Delphine Guéçaimburu)

48: addition of a telephone number from a landline

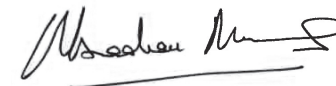
The health crisis that is affecting the whole world has not spared the Sanctuary of Our Lady of Lourdes. For the first time in its history, we had to remain closed for several long weeks and our activity during the 2020 season was very much reduced. Many individual pilgrims came to the shrine but few organised pilgrimages.

We all know how much those who come on pilgrimage to Lourdes, whoever they are, experience a moment of grace here. It is for this reason that, in response to the request of the Virgin Mary to Bernadette, *"Go and tell the priests to build a chapel here and come in procession"*, crowds from all over the world come to pray, to give thanks, to ask for a grace. The presence of the sick is one of the characteristics of Lourdes. It is what makes this place unique; it prompts an attention to the lowly, the most vulnerable, which reminds us of the Gospel message.

The welcoming of pilgrims and pilgrimages is both a mission and a responsibility, especially with regard to the most vulnerable. We are well aware of the imperative need to give all those who come here a guarantee for their health and safety with clear processes from leaving home to return. This safety encompasses your stay in Lourdes, at the sanctuary, in the accommodation and the Accueils but also transport and hotels. An entire sector is involved, which is why we also wanted to let you know about the commitments of our Lourdes pilgrimage partners.

This health charter sets out what has been planned, what is in place, what is confirmed and what is to be checked. It owes much to the considerable work done both by the Sanctuary services and by those in charge of the Accueils with the assistance of the permanent doctor of the Sanctuary, the President of the AMIL. My grateful thanks to you all. The assistance, monitoring and certification by *Bureau Veritas* are a guarantee of the seriousness of the commitments made to serve everyone and to welcome, in complete safety, everyone who enters the Sanctuary.

Along with all those who are working in your service, I hope that this charter will alleviate your concerns, reassure you and, circumstances permitting, mean that the sick and able-bodied can come to Lourdes in confidence to experience the unique grace of this place. It goes without saying that, if it attempted to cover every single eventuality, there would no doubt still remain unanswered questions. The year 2020 has shown us: there are solutions that will allow us to experience these long-awaited times of prayer, hope and grace in our sanctuary. Feel free to get in touch! We are always available to answer all your questions and hope very much that we can work together to come up with ideas that will bring your pilgrimage to life.



**Mgr Olivier RIBADEAU DUMAS**

Recteur du Sanctuaire Notre-Dame de Lourdes



# Our commitments



## Increased hygiene

- Stepping-up our cleaning, ventilating and sanitising of all non-restricted places.
- Applying and respecting the obligations and directives imposed by the Government in relation to hygiene procedures.



## Protecting you

- Providing you with sanitisation stations in shared areas (anti-bacterial gel, wipes, etc.).
- Setting up equipment, displays and markings to maintain social distancing.



## Protecting our work community

- Providing our employees and volunteers with personal protective equipment and cleaning products specifically designed to combat COVID-19.
- Training and educating our teams in the use of products and procedures to increase hygiene.



## Limiting the spread of the virus

- Enforcing protective measures. **in particular the wearing of face masks (category 1 or surgical, homemade masks are prohibited).**
- Reducing the risk of contamination as much as possible by adopting contactless systems.
- Applying the appropriate recommendations in the event of suspected cases of or contact with Covid-19.

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## Moving around the Sanctuary

BEFORE	DURING	AFTER
<div data-bbox="212 539 721 769"> </div> <p><b>INSTRUCTIONS:</b></p> <ul style="list-style-type: none"> <li>• Read and respect the displayed instructions.</li> <li>• Go through the Sanctuary gates if indicated to do so by the occupancy control system.</li> <li>• Sanitise your hands.</li> <li>• Your entry is registered.</li> </ul> <p><b>REQUIREMENTS:</b></p> <p><i>Digital occupancy control system.</i> <i>Digital information screens.</i> <i>Hand gel dispensers.</i> <i>A guard.</i></p>	<div data-bbox="864 539 1373 769"> </div> <p><b>INSTRUCTIONS:</b></p> <ul style="list-style-type: none"> <li>• Wear a mask always and everywhere.</li> <li>• Respect hygiene measures and social distancing.</li> <li>• Remind yourself of the instructions using the displayed visuals.</li> <li>• Do not drop anything on the floor or pick up anything that is not yours.</li> <li>• Use the bins provided.</li> <li>• Do not cross barriers or demarcated areas.</li> </ul> <p><b>REQUIREMENTS:</b></p> <p><i>Requisite instructions:</i> <i>Wear a mask and respect social distancing every 50 metres</i></p>	<div data-bbox="1653 539 1883 769"> </div> <p><b>INSTRUCTIONS:</b></p> <ul style="list-style-type: none"> <li>• Your exit from the sanctuary is registered.</li> </ul> <p><b>REQUIREMENTS:</b></p> <p><i>Digital occupancy control system.</i> <i>Digital information screens.</i></p>

## In places of worship

### Coming to pray

BEFORE	DURING	AFTER
<div data-bbox="215 539 443 767"> </div> <div data-bbox="490 539 719 767"> </div> <p><b>INSTRUCTIONS:</b></p> <ul style="list-style-type: none"> <li>• Enter the Church if indicated to do so by the occupancy control system.</li> <li>• Sanitise your hands.</li> <li>• Make your way to a free place.</li> </ul> <p><b>REQUIREMENTS:</b></p> <p><i>1 hand gel dispenser at the entrance.</i></p>	<div data-bbox="813 515 958 660"> </div> <div data-bbox="965 515 1111 660"> </div> <div data-bbox="1117 515 1263 660"> </div> <div data-bbox="1270 515 1415 660"> </div> <p><b>INSTRUCTIONS:</b></p> <ul style="list-style-type: none"> <li>• Do not exchange handshakes or hugs as a sign of peace.</li> <li>• Ensure 1-metre spacing on the benches, respect the markings on the benches and on the floor.</li> <li>• Wait for instructions from the sacristan or hospitality volunteer for communion.</li> <li>• Receive communion in the hand, ensure 1-metre spacing between persons, and respect the markings on the floor.</li> <li>• During the offertory, do not take the box, the person who doing the offertory collection will pass it among the faithful.</li> </ul> <p><b>REQUIREMENTS:</b></p> <p><i>The priest gives a reminder of hygiene regulations at the start of the celebration. Seating positions are marked. Places for communion are marked. The holy water stoops are emptied.</i></p>	<div data-bbox="1653 539 1881 767"> </div> <p><b>INSTRUCTIONS:</b></p> <ul style="list-style-type: none"> <li>• Maintain social distancing on leaving the church.</li> </ul>

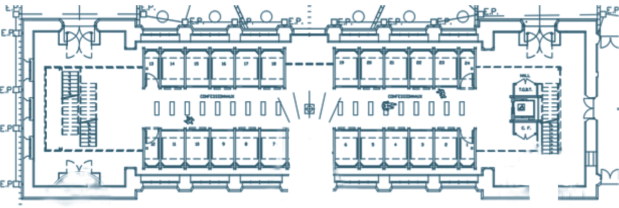
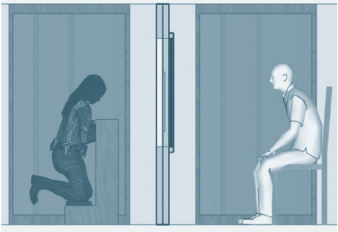
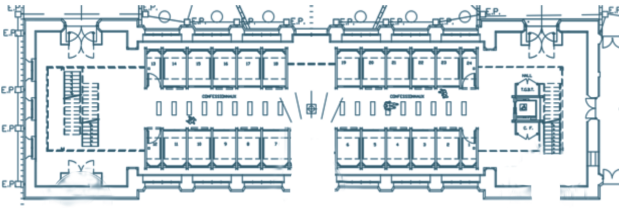
## In places of worship

### Coming to celebrate

BEFORE	DURING	AFTER
<div data-bbox="331 536 562 767" data-label="Image"> </div> <p><b>INSTRUCTIONS:</b></p> <ul style="list-style-type: none"> <li>• Bring your own alb; a chasuble and the stole will be lent to you by the sanctuary.</li> <li>• In exceptional cases, the Sanctuary can provide an alb for the duration of your pilgrimage.</li> <li>• When you arrive in the church, sanitise your hands.</li> <li>• Make your way to the sacristy.</li> <li>• Put your personal belongings in the paper bag given to you by the sacristan. Write your name on the bag.</li> </ul> <p><b>REQUIREMENTS:</b></p> <p>1 hand gel dispenser per entrance. Paper bags. Stock of albs in the sacristy.</p>	<div data-bbox="824 507 1413 647" data-label="Image"> </div> <p><b>INSTRUCTIONS:</b></p> <ul style="list-style-type: none"> <li>• Maintain social distancing.</li> <li>• If you are concelebrating, take Communion by intinction after sanitising your hands. The hosts are prepared by the sacristan.</li> <li>• Communion takes place starting from the back of the church towards the altar, the faithful are guided by the sacristan or the hospitality volunteer.</li> <li>• Before giving Communion, sanitise your hands; do not give Communion by mouth but in the hand, respecting 1-metre spacing and markings on the floor.</li> <li>• Place used liturgical vessels on the credenza.</li> </ul> <p><b>REQUIREMENTS:</b></p> <p>The priest gives a reminder of hygiene regulations at the start of the celebration. Seating positions are marked. Places for communion are marked. The stools are empty. Bottle of hand gel in the choir.</p>	<div data-bbox="1648 536 1879 767" data-label="Image"> </div> <p><b>INSTRUCTIONS:</b></p> <ul style="list-style-type: none"> <li>• Go back to the sacristy.</li> <li>• Sanitise your hands.</li> <li>• Keep your borrowed alb until the end of your pilgrimage. Before leaving the sanctuary at the end of your pilgrimage, return it to the place where you borrowed it. Collect the bag with your belongings and dispose of the bag in the bin.</li> <li>• Sanitise your hands.</li> </ul> <p><b>REQUIREMENTS:</b></p> <p>Rack for chasubles and albs. 1 hand gel dispenser. Waste bin.</p>

## Confession

### at the Chapel of Reconciliation

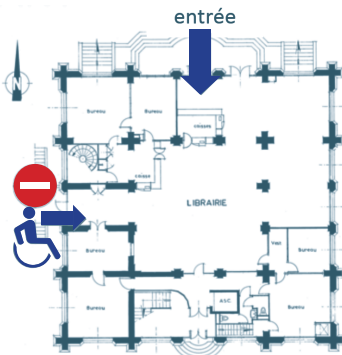
BEFORE	DURING	AFTER
 <p><b>INSTRUCTIONS:</b></p> <ul style="list-style-type: none"> <li>• Enter by the central doors.</li> <li>• Sanitise your hands with anti-bacterial hand gel.</li> <li>• Sit down on a free bench (one person per bench).</li> <li>• Wait for a priest to come and get you.</li> <li>• Priests must bring their own albs.</li> </ul> <p><b>REQUIREMENTS:</b></p> <p><i>Regulations clearly displayed.</i>  <i>1 hand gel dispenser at the entrance.</i>  <i>Premises are ventilated by opening doors.</i>  <i>Permanent mechanical ventilation.</i></p>	 <p><b>INSTRUCTIONS:</b></p> <ul style="list-style-type: none"> <li>• Sanitise your hands.</li> <li>• Enter the confessional, close the door, and sit down.</li> <li>• Keep your mask on during your confession and maintain mask, and disinfect surfaces with the available wipes</li> <li>• A screen separates you from the priest.</li> <li>• On leaving the confessional, wipe down the areas you have touched.</li> </ul> <p><b>REQUIREMENTS:</b></p> <p><i>Regulations clearly displayed.</i>  <i>1 hand gel dispenser at the entrance to each confessional.</i>  <i>Permanent mechanical ventilation of confessionals.</i>  <i>Glass partition between the priest and the penitent.</i>  <i>Anti-bacterial wipes in each confessional.</i></p>	 <p><b>INSTRUCTIONS:</b></p> <ul style="list-style-type: none"> <li>• Leave the chapel by the end doors.</li> </ul> <p><b>REQUIREMENTS:</b></p> <p><i>Regulations clearly displayed.</i>  <i>Premises are ventilated by opening doors.</i></p>

## Meeting in enclosed and covered places *all meeting rooms*

BEFORE	DURING	AFTER
<div data-bbox="356 539 589 770" data-label="Image"> </div> <p><b>INSTRUCTIONS:</b></p> <ul style="list-style-type: none"> <li>• Check the number of spaces available.</li> <li>• Bring your own stationery supplies if required.</li> <li>• Sanitise your hands.</li> <li>• Sanitise your space and equipment.</li> </ul> <p><b>REQUIREMENTS:</b> <i>Regulations and capacity clearly displayed. 1 hand gel dispenser at the entrance, attached to the wall if possible. Antibacterial wipes.</i></p>	<div data-bbox="1001 539 1234 770" data-label="Image"> </div> <p><b>INSTRUCTIONS:</b></p> <ul style="list-style-type: none"> <li>• Maintain a distance of 1 metre from the other participants.</li> <li>• Do not sit facing another person.</li> <li>• Do not share your things.</li> <li>• Air the room as often as possible (minimum 15 mins every 3 hours).</li> </ul> <p><b>REQUIREMENTS:</b> <i>Ensure the mechanical ventilation is on and working. Ventilate as much as possible.</i></p>	<div data-bbox="1644 539 1877 770" data-label="Image"> </div> <p><b>INSTRUCTIONS:</b></p> <ul style="list-style-type: none"> <li>• Sanitise your space and the equipment used.</li> <li>• Dispose of any rubbish in the bin.</li> <li>• Air the room.</li> </ul> <p><b>REQUIREMENTS:</b> <i>Anti-bacterial wipes. Rubbish bins. 1 hand gel dispenser at the exit, fixed to the wall if possible. Room ventilation by opening windows and doors.</i></p>

## Going to the bookshop

### BEFORE



#### INSTRUCTIONS:

- Sanitise your hands.
- Enter through the North door (on the Pius X side).
- Disabled access is available through the West door (on the permanence side) with the ramp.
- Check that you are clear to enter (see sign).

#### REQUIREMENTS:

*Regulations clearly displayed.*  
*Sign indicating, "maximum capacity reached, please wait".*  
*1 hand gel dispenser at the entrance.*

### DURING



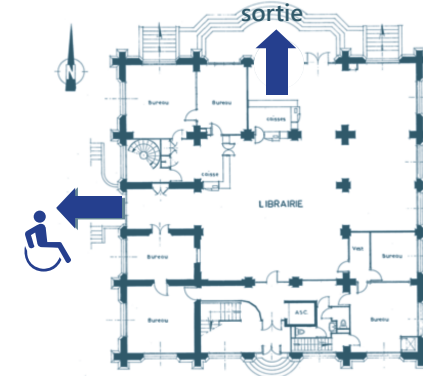
#### INSTRUCTIONS:

- Respect social distancing.
- Avoid browsing through books and touching objects unless you intend to make a purchase.
- Ask the staff to help you find what you require.
- At the checkout, respect 1-metre spacing and the markings on the floor.
- There will be screens between customers and the checkout assistant.
- Use contactless payment where possible.

#### REQUIREMENTS:

*Regulations clearly displayed at all points.*  
*Glass screens at each checkout.*  
*Anti-bacterial wipes.*  
*Floor markings at checkouts.*

### AFTER



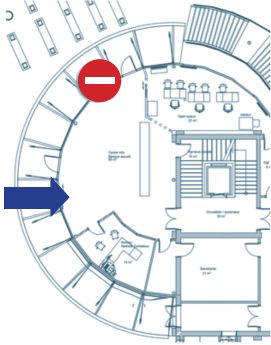

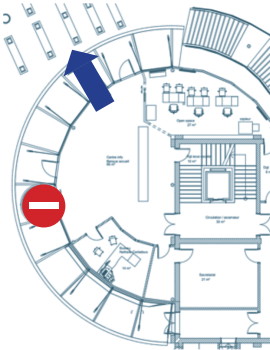
#### INSTRUCTIONS:

- Sanitise your hands.
- Exit the bookshop through the North door (on the permanence side).

#### REQUIREMENTS:

*Regulations clearly displayed .*  
*1 hand gel dispenser at the exit.*

## Going to the information centre

BEFORE	DURING	AFTER
 <p><b>INSTRUCTIONS:</b></p> <ul style="list-style-type: none"> <li>• Enter through the automatic doors when indicated to do so by the occupancy control system.</li> <li>• Sanitise your hands.</li> <li>• Follow the markings on the floor.</li> </ul> <p><b>REQUIREMENTS:</b> <i>Regulations clearly displayed. 1 hand gel dispenser at the entrance. Floor markings.</i></p>	 <p><b>INSTRUCTIONS:</b></p> <ul style="list-style-type: none"> <li>• Respect the 1-metre spacing and the markings on the floor.</li> <li>• At the reception desk, a screen separates customers from the staff.</li> <li>• Lost Property: Put any items of lost property inside the transparent bag given to you by the lost and found attendant and close the bag.</li> <li>• A sticky note with relevant information (date and time of delivery, location found...) is stapled to the outside of the bag by the attendant and the bag is quarantined for 24 hours before the contents are processed.</li> </ul> <p><b>REQUIREMENTS:</b> <i>Glass screens at the counter Lost Property: Transparent bin bags Post-it notes Stapler</i></p>	 <p><b>INSTRUCTIONS:</b></p> <ul style="list-style-type: none"> <li>• Follow the floor markings.</li> <li>• Sanitise your hands.</li> <li>• Exit the Information Centre via the door indicated.</li> </ul> <p><b>REQUIREMENTS:</b> <i>Regulations clearly displayed. 1 hand gel dispenser at the exit.</i></p>

## Getting water from the taps

BEFORE	DURING	AFTER
<div data-bbox="206 566 694 799"> </div> <p><b>INSTRUCTIONS:</b></p> <ul style="list-style-type: none"> <li>• Join the queue.</li> <li>• Respect the markings on the floor.</li> <li>• Sanitise your hands.</li> <li>• Do not touch the taps.</li> </ul> <p><b>REQUIREMENTS:</b>  <i>Queuing system.</i>  <i>Non-contact water distribution.</i>  <i>Hand gel dispenser.</i></p>	<div data-bbox="819 566 1417 762"> </div> <p><b>INSTRUCTIONS:</b></p> <ul style="list-style-type: none"> <li>• Open your container and put the cap down upside-down.</li> <li>• Fill your container by holding or placing it directly below the automatic tap. Do not touch the tap.</li> <li>• Replace the cap.</li> </ul> <p><b>REQUIREMENTS:</b>  <i>Taps cleaned according to established protocol.</i>  <i>Instructions clearly displayed.</i></p>	<div data-bbox="1648 566 1883 799"> </div> <p><b>INSTRUCTIONS:</b></p> <ul style="list-style-type: none"> <li>• Sanitise your hands.</li> </ul> <p><b>REQUIREMENTS:</b>  <i>Hand gel dispenser.</i></p>

## The Grotto



Due to the current epidemic,  
access to the Grotto is not permitted.

## Making the water gesture *at the Baths*

BEFORE	DURING	AFTER
<div data-bbox="206 564 696 799"> </div> <p><b>INSTRUCTIONS:</b></p> <ul style="list-style-type: none"> <li>• Respect the 1-metre spacing and the markings on the floor.</li> <li>• Sanitise your hands.</li> <li>• You will be greeted by a hospitality volunteer.</li> </ul> <p><b>REQUIREMENTS:</b></p> <p><i>Regulations clearly displayed. A one-way system in place - no crossing over. Route signage. 1 hand gel dispenser at the entrance.</i></p>	<div data-bbox="817 603 1429 754"> </div> <p><b>INSTRUCTIONS:</b></p> <ul style="list-style-type: none"> <li>• Hold out your hands to receive the water from the Grotto.</li> <li>• The Hospitality volunteer, wearing an FFP2 or FFP3 mask, pours the water from a jug.</li> <li>• Use your hands to wash your face.</li> <li>• If you wish, you can wipe your face with a paper towel.</li> </ul> <p><b>REQUIREMENTS:</b></p> <p><i>The jug is sanitised at the start and end of each shift. Paper towel dispenser. Rubbish bin emptied between each service or as many times as needed. FFP2 / FFP3 masks for each hospitality volunteer supporting during the gesture.</i></p>	<div data-bbox="1532 564 2007 799"> </div> <p><b>INSTRUCTIONS:</b></p> <ul style="list-style-type: none"> <li>• Follow the markings on the floor.</li> <li>• Sanitise your hands.</li> <li>• Leave the Baths by the door indicated.</li> </ul> <p><b>REQUIREMENTS:</b></p> <p><i>A one-way system in place - no crossing over. Route signage. 1 hand gel dispenser at the exit.</i></p>

## Lighting candles

### *at the chapels of light*

BEFORE	DURING	AFTER
<div data-bbox="340 564 573 799" data-label="Image"> </div> <p><b>INSTRUCTIONS:</b></p> <ul style="list-style-type: none"> <li>• Sanitise your hands.</li> <li>• Respect the 1-metre spacing.</li> </ul> <p><b>REQUIREMENTS:</b></p> <p><i>Regulations clearly displayed. 1 hand gel dispenser at the entrance.</i></p>	<div data-bbox="875 564 1108 799" data-label="Image"> </div> <div data-bbox="1122 564 1355 799" data-label="Image"> </div> <p><b>INSTRUCTIONS:</b></p> <ul style="list-style-type: none"> <li>• Use contactless payment if possible.</li> <li>• Take the candle of your choice.</li> <li>• Light your candle.</li> <li>• Place it in your chosen location.</li> </ul> <p><b>REQUIREMENTS:</b></p> <p><i>Payment terminals cleaned according to the "surfaces" protocol</i></p>	<div data-bbox="1653 564 1886 799" data-label="Image"> </div> <p><b>INSTRUCTIONS:</b></p> <ul style="list-style-type: none"> <li>• Sanitise your hands.</li> </ul> <p><b>REQUIREMENTS:</b></p> <p><i>1 hand gel dispenser at the exit.</i></p>

## Using public toilets

BEFORE	DURING	AFTER
<div data-bbox="356 539 589 767" data-label="Image"> </div> <p><b>INSTRUCTIONS:</b></p> <ul style="list-style-type: none"> <li>• Respect the 1-metre spacing and the markings on the floor.</li> <li>• Sanitise your hands.</li> </ul> <p><b>REQUIREMENTS:</b></p> <p><i>Regulations clearly displayed.</i> <i>1 hand gel dispenser at the entrance.</i> <i>Mechanical ventilation in operation.</i></p>	<div data-bbox="916 560 1301 767" data-label="Image"> </div> <p><b>INSTRUCTIONS:</b></p> <ul style="list-style-type: none"> <li>• Wash your hands according to the displayed regulations.</li> <li>• Dry your hands with the disposable paper towels.</li> </ul> <p><b>REQUIREMENTS:</b></p> <p><i>Instructions on hand washing and sanitisation displayed above sinks.</i> <i>Stocks of disposable paper towels.</i> <i>Rubbish bins.</i> <i>Hand dryers disconnected.</i> <i>Every other urinal out of action.</i></p>	<div data-bbox="1648 539 1881 767" data-label="Image"> </div> <p><b>INSTRUCTIONS:</b></p> <ul style="list-style-type: none"> <li>• Sanitise your hands.</li> </ul> <p><b>REQUIREMENTS:</b></p> <p><i>1 hand gel dispenser at the exit.</i></p>

## Coming to stay in Sanctuary accommodation

BEFORE	DURING	AFTER
<div data-bbox="383 523 533 667" data-label="Image"> </div> <p><b>INSTRUCTIONS:</b></p> <ul style="list-style-type: none"> <li>• Ensure you have completed the welcome documents which were sent out by email.</li> <li>• Go into the building and sanitise your hands.</li> <li>• The receptionist will complete the necessary information with you.</li> <li>• The receptionist will remind you of the basic instructions related to your stay and to the current health situation.</li> <li>• The keys to your room will be in a box. It will be sprayed with an antibacterial solution.</li> <li>• Collect your keys and make your way to your room.</li> </ul> <p><b>REQUIREMENTS:</b>  <i>Regulations clearly displayed.            Glass screens at the counter.            Hand gel dispenser.            Key box.            Antibacterial spray.</i></p>	<div data-bbox="875 523 1025 667" data-label="Image"> </div> <div data-bbox="1037 523 1187 667" data-label="Image"> </div> <div data-bbox="1198 523 1348 667" data-label="Image"> </div> <p><b>INSTRUCTIONS:</b></p> <ul style="list-style-type: none"> <li>• Avoid inviting other people to your room during your stay.</li> <li>• Ventilate your room as much as possible, at least 10 minutes twice a day.</li> <li>• Even though the commonly touched points are regularly sanitised, avoid touching them as much as possible.</li> <li>• Ensure you follow all instructions given to you including those on display boards and signs, as well as any information passed on.</li> </ul> <p><b>REQUIREMENTS:</b>  <i>Regulations clearly displayed</i></p>	<div data-bbox="1671 523 1821 667" data-label="Image"> </div> <p><b>INSTRUCTIONS:</b></p> <ul style="list-style-type: none"> <li>• The day before your departure, make an appointment with reception for the scheduled time of your departure.</li> <li>• Put your room keys in a box. It will be sprayed with an antibacterial solution.</li> </ul> <p><b>REQUIREMENTS:</b>  <i>Regulations clearly displayed.            Glass screens at the counter.            Hand gel dispenser.            Antibacterial spray.</i></p>

## Testing positive for Covid during your stay in Sanctuary accommodation

### DURING



#### INSTRUCTIONS:

- Self-isolate immediately.
- Contact the doctor in charge of your pilgrimage and your pilgrimage director.
- Your director will have a direct link to the Sanctuary's first-aid post.
- If you are unable to self-isolate during your pilgrimage, you are invited to stay in Sanctuary accommodation where a protocol is already in place.
- Prepare for your return by contacting your insurer who can advise you of the conditions for your repatriation.

#### REQUIREMENTS:

*Application of the Accueil Notre-Dame protocol.  
Link between pilgrimage's safety contact person and the first-aid post.*

### AFTER



#### INSTRUCTIONS:

- Return home using private transport (taxi, ambulance).
- Follow your health insurance measures.

#### REQUIREMENTS:

*List of up-to-date taxi and ambulance companies at the first-aid post and with the point of contact for safety.*

## Catering

### *all Sanctuary catering establishments*

BEFORE	DURING	AFTER
<div data-bbox="356 507 589 738" data-label="Image"> </div> <p><b>INSTRUCTIONS:</b></p> <ul style="list-style-type: none"> <li>• Enter the establishment.</li> <li>• Sign the attendance book (surname, first name, phone number and email).</li> <li>• Sanitise your hands.</li> <li>• Acquaint yourself with the customer flow system in place.</li> <li>• Take note of the maximum capacity of the room.</li> <li>• Go to your table which will be limited to 6 places.</li> </ul> <p><b>REQUIREMENTS:</b>  <i>Attendance book and pen.            Antibacterial hand gel next to the book.            Plan of the room and capacity displayed.            Regulations clearly displayed.</i></p>	<div data-bbox="999 507 1232 738" data-label="Image"> </div> <p><b>INSTRUCTIONS:</b></p> <ul style="list-style-type: none"> <li>• Keep your facemask on until the first course is served.</li> <li>• Wear your facemask when moving around the room.</li> <li>• In a self-service establishment:               <ul style="list-style-type: none"> <li>- All cutlery and utensils are placed directly onto your tray. Do not touch anything yourself but ask the employees present should you need anything additional.</li> <li>- Follow instructions when taking your plates.</li> </ul> </li> <li>• Do not pass anything on to another guest without first sanitising your hands.</li> </ul> <p><b>REQUIREMENTS:</b>  <i>Antibacterial hand gel at each table.            In a self-service establishment:            Instructions displayed.            Protective glass screen above the dishes.            Prepared trays.</i></p>	<div data-bbox="1648 507 1881 738" data-label="Image"> </div> <p><b>INSTRUCTIONS:</b></p> <ul style="list-style-type: none"> <li>• Bring your cutlery, napkin, plates etc. to the trolley.</li> <li>• Sanitise your hands.</li> <li>• Leave the establishment.</li> </ul> <p><b>REQUIREMENTS:</b>  <i>Hand gel dispenser.            Trolley for dirty utensils.</i></p>

## Staying in the Accueils - preparing for your visit

### *Accueils Notre-Dame and Saint-Frai*

The text below has been approved by **Dr Alessandro de FRANCISCIS** (Permanent Doctor of the Sanctuary), **Dr Alain BATY** (President, Association of French-speaking Hospitality Presidents), **Prof Olivier JONQUET** (President, International Medical Committee of Lourdes) and **Dr Jean-Eudes BOURCIER** (A&E Manager, Lourdes Hospital)

#### General principles of organisation

- Before your arrival, you will have appointed a COVID contact person responsible for liaising with the equivalent person at the Accueil, and for preparing your accompanying hospitality volunteers in the actions and processes of caring for accompanied people during the COVID pandemic.
- Each person in the care of your hospitality will have been accepted onto the pilgrimage following a decision taken by the referring doctor of your organisation. The latter will have assessed both the potential risks to the person and the capacities of the hospitality volunteers to provide personalised care. The referring doctor will also have approved the conditions of the person's accommodation in this COVID climate.
- The principle is that anyone being accommodated or intervening as a carer in the Accueil will have been tested for COVID – shortly before their arrival.
- Your organisation of care for accompanied persons must prove that you are tightly regulating contact with them to a limited number of volunteers who will create a "health bubble" in order to control the risk of contagion. Please consider providing carers with accommodation and meals in the same space in the *Accueil*. With this in mind, there will be 24-hour access to the *Accueils Notre-Dame and Saint-Frai*.

#### General principles for protection against Covid 19

- Staff at the *Accueil* ensure that items are sanitised in the morning, at the beginning of the afternoon and at the end of the evening. This comprises the commonly touched points located in the shared areas: offices, lifts, handrails and railings in corridors and stairs (therefore excluding the bedrooms, offices, treatment rooms, and tearooms that have been assigned to you). Each sanitisation process is fully tracked.
- All bed linen is treated in an industrial laundry that meets professional standards, including in COVID prevention.
- Members of your hospitality must implement a daily protocol of biological cleaning and regular ventilation of bedrooms, tearooms, treatment rooms, shared toilets that have been allocated to you.
- When you are ready to vacate your allocated areas (bedrooms, treatment rooms, offices, tearooms, shared toilets), members of your hospitality must carry out comprehensive sanitisation for which they will have received specific training.
- It is obligatory for all dishes and utensils that have been made available for meals in the dining room to be washed at high temperature in the utility area connected to the dining room.

## Staying in the Accueils - preparing for your visit

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#### In shared spaces

- At the start of your stay, you will be in contact with the COVID contact person who is part of our team, and who will give you the necessary up-to-date instructions so that the hospitality volunteers who are supporting you can carry out their service in full knowledge of all the facts.
- There is signage in all areas as a reminder of preventative measures as well as the maximum number of people allowed in each occupied area (see the charts displayed for each premises and room occupancy options).
- We provide liquid soap in all wet rooms, and alcohol-based hand gel is freely available from dispensers at all entrances and exits of our Accueil medical facility, in all high-traffic areas, in front of lift cars, and entrances / exits of dining rooms and meeting rooms.

#### In bedrooms

- To date, the principle underlying any room capacity is that of the allocation of a toilet and a shower per COVID-compatible unit. In rooms equipped with 2 WCs and 2 showers, it is possible to accommodate two COVID-compatible units. (A COVID-compatible unit is a single person, or several people from the same household (couple, family).
- We are setting aside several rooms to accommodate people diagnosed with COVID 19 + or those presenting with symptoms. In these cases, catering is provided on a room service tray.

## Staying in the Accueils - preparing for your visit

### *Accueils Notre-Dame and Saint-Frai*

The text below has been approved by **Dr Alessandro de FRANCISCIS** (Permanent Doctor of the Sanctuary), **Dr Alain BATY** (President, Association of French-speaking Hospitality Presidents), **Prof Olivier JONQUET** (President, International Medical Committee of Lourdes) and **Dr Jean-Eudes BOURCIER** (A&E Manager, Lourdes Hospital)

#### In the restaurants

- You must complete the contact form for the dining room, table by table, for each service.
- Observe the maximum number of people per table. Each guest should be assigned a fixed place for the entire duration of the pilgrimage.
- Written evidence of your safe distancing measures must be shown to the person in charge of the dining room upon arrival.
- Ceiling fans in the dining room should be switched off.

#### Other measures

- The appropriate number of wheelchairs and the blue 3-wheeled HNDL "voitures" will be assigned to you. You should personalise them by labelling them (labels will be given to you when you arrive at the Accueil) after filling in the name of the user and the pilgrimage to which they belong.
- A hospitality volunteer will sanitise the blue wheelchairs used during transfer after each use.
- We can provide you with protective equipment such as gloves, aprons, disposable mattress pads, etc. as needed. Should you require these, we can provide you with a price list or a list of suppliers.

#### Testing positive for SARS-CoV-2

- Anyone who has symptoms\* must be tested. In the absence of available tests, the Accueil management will direct the pilgrimage doctor towards a practical solution (for example, the Red Cross). If the test result is positive, it must be reported to the person in charge of the floor. The management will provide a room that is kept available for this eventuality if the person cannot be kept isolated in the room where they are waiting for the next steps that will be explained to you (isolation on site, hospitalisation, or repatriation).

\* Most frequent symptoms: fever, dry cough, tiredness;

- Less common symptoms: body aches, sore throat, diarrhoea, conjunctivitis, headache, loss of smell or taste, rash, or discolouration of fingers or toes;

- Serious symptoms: difficulty in breathing or shortness of breath, feeling of pressure or pain in the chest, loss of speech or motor skills.

## Using the lifts

BEFORE	DURING	AFTER
<div data-bbox="340 566 573 799" data-label="Image"> </div> <p><b>INSTRUCTIONS:</b></p> <ul style="list-style-type: none"> <li>• Sanitise your hands.</li> <li>• Unless you are in a family group, there should only be one person per car.</li> <li>• Give priority to the elderly and disabled.</li> </ul> <p><b>REQUIREMENTS:</b></p> <p><i>Antibacterial hand gel dispenser per set of cars.</i></p> <p><i>Car capacity clearly displayed.</i></p>	<div data-bbox="999 566 1232 799" data-label="Image"> </div> <p><b>INSTRUCTIONS:</b></p> <ul style="list-style-type: none"> <li>• Allow people out of the lift before entering.</li> <li>• Wear a facemask and, where possible, keep your distance from those travelling with you.</li> <li>• Do not touch anything except in the event of a force majeure.</li> </ul>	<div data-bbox="1630 576 1904 874" data-label="Image"> </div> <p><b>INSTRUCTIONS:</b></p> <ul style="list-style-type: none"> <li>• Leave the lift car immediately.</li> </ul>

## Getting off the train at Lourdes station




BEFORE	DURING	AFTER
<div data-bbox="340 564 573 799" data-label="Image"> </div> <p><b>INSTRUCTIONS:</b></p> <ul style="list-style-type: none"> <li>• Read and follow the instructions given to by the hospitality volunteers on my pilgrimage.</li> <li>• Wait for someone to collect you before getting off the train.</li> <li>• Sanitise your hands.</li> </ul> <p><b>REQUIREMENTS:</b></p> <p><i>Wearing of facemasks and social distancing Several hand gel dispensers per carriage put in place by the pilgrimage hospitality volunteers.</i></p>	<div data-bbox="1001 564 1234 799" data-label="Image"> </div> <p><b>INSTRUCTIONS:</b></p> <ul style="list-style-type: none"> <li>• Follow the instructions from the hospitality volunteers to get off the train safely and without rushing.</li> </ul> <p><b>REQUIREMENTS:</b></p> <p><i>Regulations clearly displayed in the "pavilion des malades" at the station Blue transfer wheelchairs ready on the platforms.</i></p>	<div data-bbox="1648 564 1881 799" data-label="Image"> </div> <p><b>INSTRUCTIONS:</b></p> <ul style="list-style-type: none"> <li>• Allow the hospitality volunteers to settle you into a transfer chair or onto a stretcher.</li> <li>• Board a specially equipped bus respecting all health and safety instructions.</li> </ul> <p><b>REQUIREMENTS:</b></p> <p><i>Regulations clearly displayed: Wearing of facemasks and social distancing</i></p>

## Getting off the plane at the airport




### Tarbes and Lourdes Airport

BEFORE	DURING	AFTER
<div data-bbox="351 566 584 798" data-label="Image"> <p>Pour la protection de tous, le port du masque est obligatoire à l'aéroport.</p> </div> <p><b>INSTRUCTIONS:</b></p> <ul style="list-style-type: none"> <li>• Read and follow the instructions given to you by the hospitality volunteers of your pilgrimage.</li> <li>• Wait for someone to collect you before getting off the plane.</li> <li>• Sanitise your hands.</li> </ul> <p><b>REQUIREMENTS:</b></p> <p><i>A hand gel dispenser at the exit of the plane. Wearing of facemasks and social distancing.</i></p>	<div data-bbox="1003 566 1236 798" data-label="Image"> </div> <p><b>INSTRUCTIONS:</b></p> <ul style="list-style-type: none"> <li>• Follow the instructions from the hospitality volunteers to get off the plane safely and without rushing.</li> <li>• Allow the hospitality volunteers to settle you into a transfer chair or onto a stretcher.</li> </ul> <p><b>REQUIREMENTS:</b></p> <p><i>Regulations clearly displayed. Blue transfer wheelchairs sanitised and ready for leaving the plane.</i></p>	<div data-bbox="1505 566 1738 798" data-label="Image"> </div> <div data-bbox="1778 566 2011 798" data-label="Image"> </div> <p><b>INSTRUCTIONS:</b></p> <ul style="list-style-type: none"> <li>• Board a specially equipped bus following all health and safety instructions.</li> </ul> <p><b>REQUIREMENTS:</b></p> <p><i>Regulations clearly displayed. Wearing of facemasks and social distancing.</i></p>

## Arriving at the Sanctuary on an HNDL bus

BEFORE	DURING	AFTER
<div data-bbox="389 507 544 667" style="text-align: center;">  </div> <p><b>INSTRUCTIONS:</b></p> <ul style="list-style-type: none"> <li>• After getting off the train or plane, you will be accompanied by a hospitality volunteer to a bus equipped to transport pilgrims with reduced mobility.</li> <li>• Your luggage will be taken care of by your pilgrimage.</li> <li>• If possible, sanitise your hands before boarding the bus.</li> <li>• The hospitality volunteer responsible for the bus will greet you at the door of the bus and help you to board and get settled inside.</li> <li>• Settle yourself on board safely and without rushing.</li> <li>• Keep your facemask on.</li> </ul> <p><b>REQUIREMENTS:</b> <i>Signs reminding people to wear facemasks and to maintain social distancing. Hospitality volunteers have bottles of alcohol-based hand gel. Individual wheelchairs are secured to the floor by the bus driver.</i></p>	<div data-bbox="1003 564 1234 799" style="text-align: center;">  </div> <p><b>INSTRUCTIONS:</b></p> <ul style="list-style-type: none"> <li>• During the journey, you can ask the hospitality volunteer responsible for the bus for help at any time.</li> <li>• Wait patiently for the bus to arrive at its destination (one of the <i>Accueils</i>).</li> </ul> <p><b>REQUIREMENTS:</b> <i>Regulations clearly displayed: wearing a facemask and social distancing</i></p>	<div data-bbox="1644 564 1874 799" style="text-align: center;">  </div> <p><b>INSTRUCTIONS:</b></p> <ul style="list-style-type: none"> <li>• On arrival at your destination, wait patiently for the bus driver to come and release your chair.</li> <li>• The hospitality volunteer responsible for the bus will help you off the bus.</li> <li>• If possible, sanitise your hands after getting off the bus.</li> <li>• Keep your facemask on.</li> <li>• A hospitality volunteer will come to collect you and accompany you to your room.</li> </ul> <p><b>REQUIREMENTS:</b> <i>Upon arrival at the destination, the driver releases the wheelchairs.</i></p>

## Going to the *Accueil Jean-Paul II* (Services of the Hospitality of Our Lady of Lourdes)

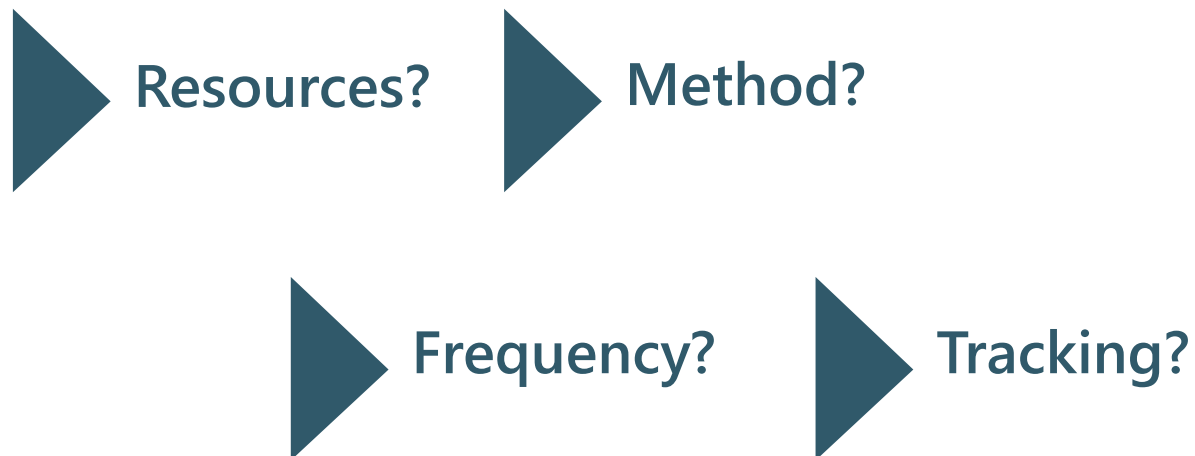
BEFORE	DURING	AFTER
 <p><b>INSTRUCTIONS:</b></p> <ul style="list-style-type: none"> <li>• Enter through the central door.</li> <li>• Respect the markings on the floor if you have to wait.</li> <li>• Sanitise your hands.</li> <li>• If taking the stairs, follow the markings on the floor, (one staircase to go up - one staircase to go down).</li> </ul> <p><b>REQUIREMENTS:</b> <i>Regulations clearly displayed. 1 hand gel dispenser at the entrance and exit. Establishment of a signposted and well-communicated one-way system to ensure the flow of people is safe and to limit cross over. Information and updates every Monday morning on the health protocol.</i></p>	 <p><b>INSTRUCTIONS:</b></p> <ul style="list-style-type: none"> <li>• Respect the 1.5-metre spacing and the markings on the floor.</li> <li>• At the HNDL secretarial office, staff are protected by glass screens.</li> <li>• Wait in the corridor if there are already two people in the office.</li> </ul> <p><b>REQUIREMENTS:</b> <i>Regulations clearly displayed. 1 hand gel dispenser at the entrance and exit. Establishment of a signposted and well-communicated one-way system to ensure the flow of people is safe and to limit cross over. Screens at the desk.</i></p>	 <p><b>INSTRUCTIONS:</b></p> <ul style="list-style-type: none"> <li>• Follow the markings on the floor.</li> <li>• Sanitise your hands.</li> <li>• Exit through the door indicated.</li> </ul> <p><b>REQUIREMENTS:</b> <i>Regulations clearly displayed. 1 hand gel dispenser at the entrance and exit. Establishment of a signposted and well-communicated one-way system to ensure the flow of people is safe and to limit cross over.</i></p>



# Cleaning protocols

The Sanctuary of Our Lady of Lourdes is vast and has buildings with different functions; the different cleaning protocols are just as numerous. As part of the Covid-19 pandemic, these have obviously been modified with the help of our providers while keeping them in line with employment regulations.

**These protocols allow us to focus on 4 essential points.**



Using an online intranet platform, internal to the Sanctuary, each service can consult the latest updates and therefore ensure proper application of cleaning procedures. The safety of pilgrims and members of our work community is at stake.

To make it easier to read, the following pages are extracts from these cleaning protocols. We have chosen to select the most important ones for you to read. If necessary, we can provide you with more specific information on request.

## In places of worship – preparing for services

### METHOD

- Check that there is no water in the stoops.
- Wear a facemask and gloves when preparing the altar (liturgical vessels, missal).
- Limit the Reservation of the Blessed Sacrament (only 1 ciborium in the tabernacle).
- Wash the used liturgical vessels with soap and water and place them on the tray marked “for washing - wearing gloves is obligatory”.
- Dry the liturgical vessels properly and place them on the tray marked “clean - to be handled only with gloves”.
- Then cover it with the pall.

### FREQUENCY

🕒 Between each office

### TRACKING

✓ Signing-in sheet

## In places of worship - cleaning

### METHOD

- Ventilate the area well (minimum 15 mins every 3 hours).
- Avoid using the vacuum cleaner (unless it is equipped with a HEPA filter).
- All hand-contact surfaces (pews, collection boxes, lecterns, confessionals, door handles / switches) should be cleaned regularly with Optimax 3 in 1 (3cl to 1l of water).  
Spray onto a disposable or washable cloth.  
Ensure that the treated surface remains wet for 15 mins.
- Wet cleaning of floors, with Optimax 3 in 1 (1 cl to 1l of water). Daily sanitisation of floors by manual washing or with industrial floor cleaner.
- Rubbish must be disposed of regularly in the bin for non-recyclable waste.



### FREQUENCY

🕒 Twice a day minimum

### TRACKING









✓ Signing-in sheet

## In public toilets – wearing PPE

### Protection of our employees















#### PUTTING ON PROTECTIVE CLOTHING TO GUARD AGAINST THE RISK OF INFECTION

*Ensure you follow the correct sequence*

-  or  Wash your hands
-  Put on your protective cap
-  Put on your facemask
-  Put on your goggles
-  ->  Put on your protective suit and then put the hood up
-  Put on your gloves

#### TAKING OFF PROTECTIVE CLOTHING TO GUARD AGAINST THE RISK OF INFECTION

*Ensure you follow the correct sequence*

-  Put everything into a box for disinfection
-  Put your hood down
-  Take off your protective cap
-  Take off your protective suit
-  or  Wash your hands or sanitise them with an alcohol-based hand gel
-  Put on a pair of clean gloves
-  Take off your goggles
-  Sanitise your goggles, keys, telephone... and then the box
-  or  Wash your hands or sanitise them with an alcohol-based hand gel
-  Take off your mask
-  or  Wash your hands or sanitise them with an alcohol-based hand gel

## In public toilets - cleaning

### MONDAY TO SUNDAY

- Sweep the floors.
  - Sweep the area around the toilet cubicles.
  - Empty the bins.
  - Wash the walls with Optimax 3 in 1(3cl to 1l of water). Spray onto or apply using a disposable or washable cloth. Ensure that the treated surface remains wet for 15 mins.
  - Clean the toilet bowls with Optimax 3 in 1(3cl to 1l of water). Spray onto or apply using a disposable or washable cloth. Ensure that the treated surface remains wet for 15 mins.
  - Clean the toilet roll holders with Optimax 3 in 1(3cl to 1l of water). Spray onto or apply using a disposable or washable cloth. Ensure that the treated surface remains wet for 15 mins.
  - Refill the toilet roll holders with toilet paper.
  - Clean the wash basins, hand dryers and mirrors with Optimax 3 in 1(3cl to 1l of water). Spray onto or apply using a disposable or washable cloth. Ensure that the treated surface remains wet for 15 mins.
  - Wash the floors with with Optimax 3 in 1(3cl to 1l of water).
  - Hose down the drain covers (no product).
  - Clean the glass entry doors.
- 
- Sweep the floors.
  - Sweep the area around the toilet cubicles.
  - Empty the bins.
  - Refill the toilet roll holders with toilet paper.
  - Clean the toilet bowls with Optimax 3 in 1(3cl to 1l of water). Spray onto or apply using a disposable or washable cloth. Ensure that the treated surface remains wet for 15 mins.
  - Wash the floors with with Optimax 3 in 1(3cl to 1l of water).
  - Clean the wash basins and mirrors with Optimax 3 in 1(3cl to 1l of water). Spray onto or apply using a disposable or washable cloth. Ensure that the treated surface remains wet for 15 mins.



### FREQUENCY

🕒 Twice a day minimum

### TRACKING

✓ Signing-in sheet

## At the taps

### METHOD

- Clean the spout of each tap with disinfectant wipes
- Run the blow torch over the end of the spout for a few seconds

### FREQUENCY

🕒 Every morning

### TRACKING

✓ Signing-in sheet

## In buildings open to the public - Commonly touched areas

### Optimax 3 in 1 (3cl to 1l of water)

- Spray onto or apply using a disposable or washable cloth.
- Ensure that the treated surface remains wet for 15 mins for:
  - Automatic dispensers
  - Switches
  - Lift buttons
  - Telephones, touch screens, keyboards, mice, and remote controls
  - Soap, paper towel and toilet paper dispensers
  - Tables and chairs
  - Banister rails and handrails
  - Door, window, and furniture handles



### FREQUENCY







🕒 Every day

### TRACKING

✓ Signing-in sheet

## In accommodation - Rooms

### Applying the sanitisation protocol in rooms

BEDROOM	BATHROOM AND LAVATORIES/WASHBASINS	TOILETS
<p><b>BED</b> Headboard and footboard Metal frame Side rails and lifting bar Adjusters</p> <p><b>BEDSIDE TABLE</b> Shelves Drawer</p> <p><b>WOODEN WALL TRIMS</b> <b>SWITCHES</b> <b>DOOR HANDLES</b> <b>LIGHTS</b> <b>WARDROBES</b> <b>CHAIRS</b> <b>TABLES</b> <b>DOORS</b> <b>SKIRTING BOARDS</b></p>	<p><b>WASHBASIN</b> Bowl Taps Drain plug Mirror Soap holder Tiling</p> <p><b>SHOWER</b> Taps Drain Showerhead Hose Seat Grab rail</p> <p><b>RUBBISH BIN</b> <b>DOOR HANDLE</b></p>	<p><b>TOILETS</b> Rim Lid Bowl Toilet roll holder</p> <p>Grab rail Flush</p> <p><b>DOOR HANDLE</b></p>
 <p><b>OPTIMAX 3 IN 1 Disinfectant cleaner</b> Floors and surfaces</p>  <p><b>BLUE CLOTH</b></p>	 <p><b>ANIOIS 5 in 1 Disinfectant cleaner</b> Washrooms</p>  <p><b>YELLOW CLOTH</b></p>	 <p><b>ANIOIS 5 in 1 Disinfectant cleaner</b> Toilets</p>  <p><b>RED CLOTH</b></p>
		<p><b>FLOORS</b></p> <p><b>MOPPING</b> RIBBED MOP WITH SINGLE USE PINK WIPES </p> <p><b>WASHING</b> MICROFIBRE HARDFLOOR MOP WITH ANIOIS 3 IN 1 (MULTI-SURFACE DISINFECTANT CLEANER) </p>

### FREQUENCY

- 🕒 Accueil Notre-Dame: once a day
- Other Sanctuary accommodation: after every client changeover

### TRACKING

- ✓ Signing-in sheet

## Accomodation - Shared washrooms and toilets



WHAT	WHO	FREQUENCY	PREPARATION	PRODUCT	DOSEAGE	EQUIPMENT	CONTACT TIME	RINSING	DRYING	
WALLS AND TILING		IF REQUIRED				3 pumps to 8l of water				
SINKS SHOWERS TOILETS		ONCE A DAY				Ready to use				
TOILETS		ONCE A DAY				Ready to use				
TOILET BOWL		WHEN THE INSIDE OF THE BOWL IS DIRTY				Ready to use				
FLOORS		ONCE A DAY				1%				

**Notes:** In order to optimise the use of products requiring dilution, we recommend water at a temperature of 40 °C maximum.

## In the refectories

**Ensure the room is ventilated regularly (at least 15 mins every 3 hours)**

**Whenever you go to a different area to be cleaned, make sure you change the mop:**

- Tables, chairs, wheelchairs should be cleaned with Optimax 3 in 1 (3cl to 1l of water). Spray onto or apply using a disposable or washable cloth. Ensure that the treated surface remains wet for 15 mins.
- Doors and door handles, window catches, and switches should be cleaned with Optimax 3 in 1 (3cl to 1l of water). Spray onto or apply using a disposable or washable cloth. Ensure that the treated surface remains wet for 15 mins.
- Water dispensers, coffee machine, microwave should be cleaned with Optimax 3 in 1 (3cl to 1l of water). Spray onto or apply using a disposable or washable cloth. Ensure that the treated surface remains wet for 15 mins.
- Dishes, cutlery, jugs should be cleaned in the dishwasher using the longest programme. Wash and dry the cutlery between each service if necessary (remember to clean your hands before handling). Before handling clean dishes and utensils, wash hands or use alcohol-based hand gel. Store clean dishes and utensils in a sterile place that is not accessible to pilgrims.
- Wet cleaning of floors, with Optimax 3 in 1 (1 cl to 1l of water). Daily sanitisation of floors by manual washing or with industrial floor cleaner.
- Rubbish must be removed regularly to the bin for non-recyclable waste.

### FREQUENCY

🕒 Every day

### TRACKING

✓ Signing-in sheet



## In the refectories



WHAT	WHO	FREQUENCY	PREPARATION		PRODUCT	DOSEAGE	EQUIPMENT	CONTACT TIME	RINSING	DRYING
TABLES		ONCE A DAY				3% or 1.5cl to 50cl				
CHAIRS		ONCE A DAY				3% or 1.5cl to 50cl				
FURNITURE		ONCE A DAY				3% or 1.5cl to 50cl				
TAP AND COFFEE MACHINE		ONCE A DAY				3% or 1.5cl to 50cl				
MICROWAVES		AFTER EACH SERVICE				3% or 1.5cl to 50cl				
HANDRAIL		ONCE A DAY				3% or 1.5cl to 50cl				
FLOORS		ONCE A DAY				1% or 10cl to 10l of water				

## Hospitality buses

### Spray



Optimax 3 in 1 (3cl to 1l of water)

#### FREQUENCY

🕒 After each journey

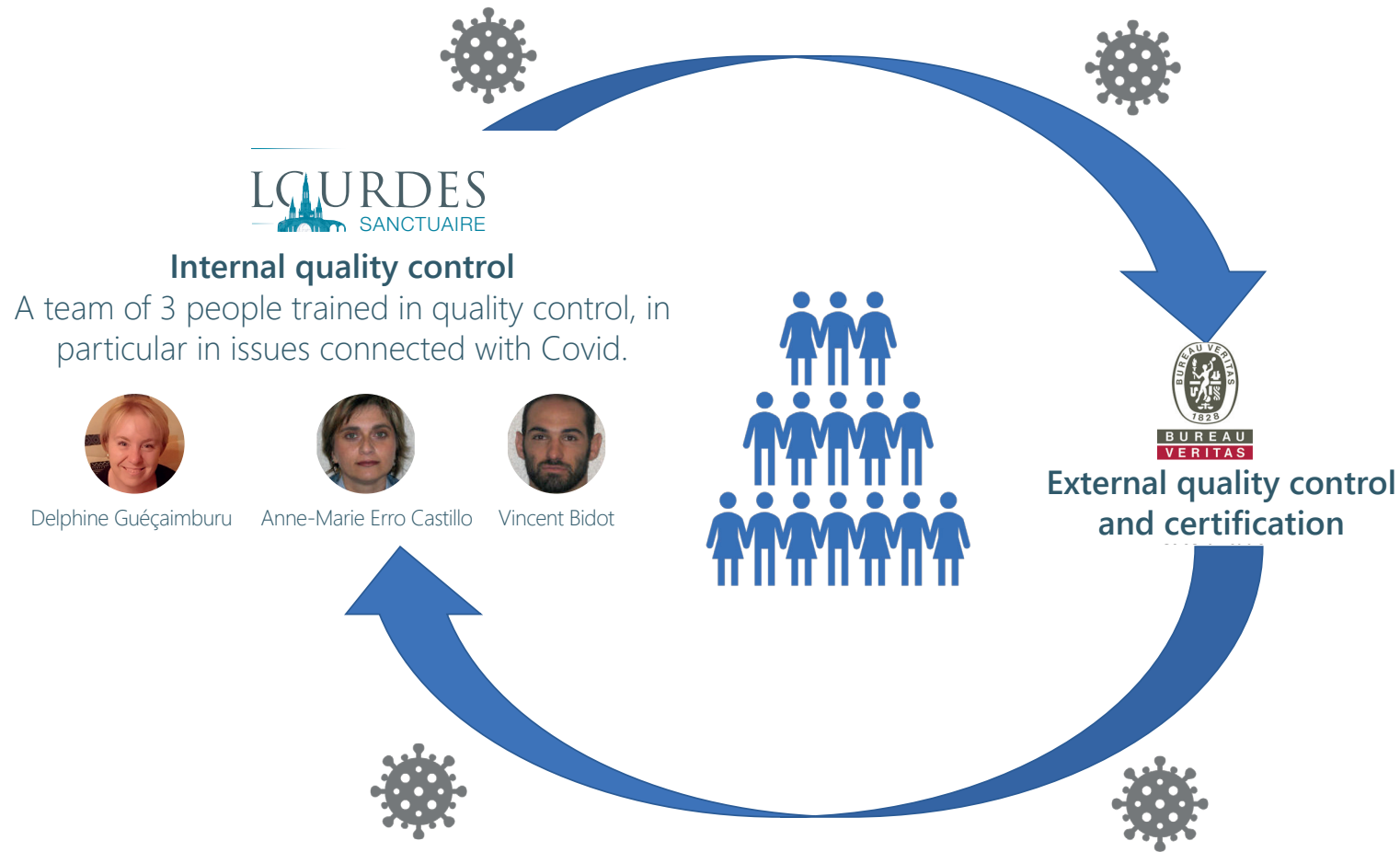
#### TRACKING

✓ Signing-in sheet

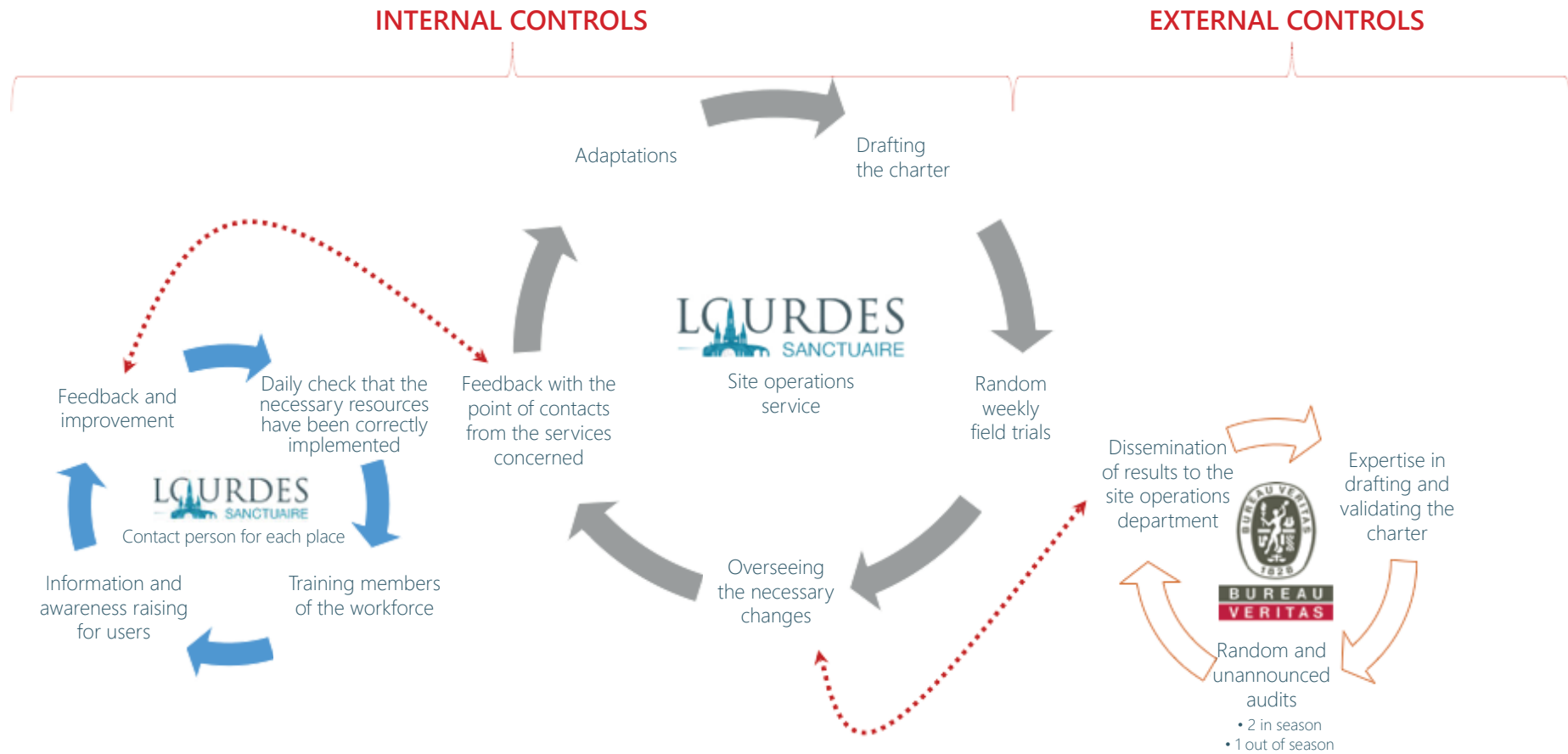


# COVID Management

## Protective measures



## Inspection systems



## Internal Covid training

Initial Covid briefing  
at each shift



First aid management  
protocols



Regular training of  
employees using the  
cleaning protocols



In the *Accueils*, hospitality volunteers are trained at the start of their stay in the correct application of cleaning measures.

## Covid procedures applicable to the workforce

Numerous how-to pages have been introduced and are regularly updated so as to make members of the workforce aware of the correct behaviours to adopt in connection with the health crisis. Including:

### SOME ESSENTIALS

- Washing hands properly
- Adopting everyday good practices
- When and how to properly wear a facemask
- Maintenance of premises

### THE BASICS OF TIME AT WORK

- Using a shared break or meeting room
- Using a shared printer
- Using the audiovisual equipment
- Leaving your workstation
- Adopting good practices for remote working
- Activity of at-risk and vulnerable employees
- The covid 19 crisis and the psychosocial risk

### MOVING TO MORE TECHNICAL ISSUES

- Wearing protective suits to combat infection
- What to do if you suspect someone of being infected

### AND FINISHING WITH ISSUES SPECIFIC TO THE SANCTUARY

- Informing the pilgrims
- Adopting good practices during the celebration of mass
- Looking after the liturgical vessels and preparing for the office
- Accompanying pilgrims at the water gesture
- Lighting candles
- The taps

## Reporting and liaison

- An internal alert system has been created to encourage the workforce to provide individual feedback in connection with exposure to risks.



**1919 (internally)  
or 05 62 42 78 04 (from an outside line)**



- We recommend that each pilgrimage / group appoints a COVID-19 point of contact.
- Direct link with the site operations department, the central security post, and the first-aid post.

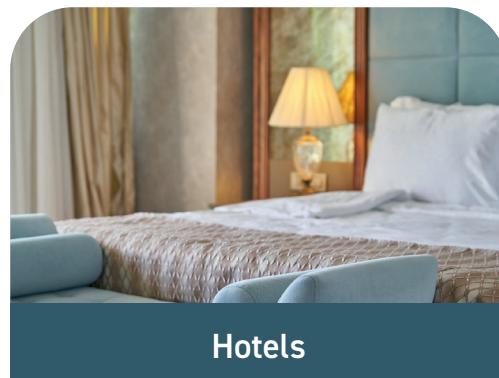




# Our partners' commitments

The transport and accommodation sectors are adapting to the new demands of the health crisis. No matter what means you choose to use, the providers will be able to work with you to find the most suitable way for you to travel and stay in complete safety. In the same way, your insurance companies will be able to cover the costs involved in any repatriation.

A summary of the principles to which they have agreed to commit.



## Health protocols

### TGV INOUI: working to protect you

Train traffic has returned to normal which means that you can return to your loved ones, your office or simply your home. Because we are all responsible for smooth running on board the train, staff and customers alike, here are some rules that will ensure smooth and safe travel with TGV INOUI.

#### Enforcing the wearing of facemasks for our staff and our customers

- Wherever possible, access to stations, trains and sales areas is controlled. Customers not wearing facemasks are not allowed to board our trains.
- Customers who are not in possession of a facemask can purchase one from inside the station or from outlets in the near vicinity.
- All staff on hand during your trip will wear facemasks to ensure that everyone is protected.

#### Guaranteeing you the opportunity to wash your hands at any time during your trip

- At the station, and in all our sales areas, alcohol-based hand gel is available for our staff and our customers.
- On board, we ensure a supply of water and soap supplies in the toilets and these are checked regularly by the conductor and the cleaning services officer. In the event of a temporary shortage, alcohol-based hand gel will be made available to our customers.

#### Intensive cleaning of our trains, stations, and shops

- In the shops, cleaning has been stepped up and protective glass has been installed.
- On board, a complete sanitisation procedure (fumigation) is carried out immediately in the event of suspected infection. Cleaning has been stepped up and hand-contact surfaces are disinfected with an antibacterial product several times a day.

## SNCF Health protocols

On all SNCF trains, preventative measures are essential

Help us to ensure everyone's safety and fight the spread of the COVID-19 virus: follow protective measures wherever possible.



- Wash your hands very regularly.
- Cough or sneeze into your elbow or a handkerchief.
- Use paper tissues and dispose of them after use.
- Greet one another without shaking hands, avoid hugging other people.
- Keep travel to a minimum.
- Observe social distancing of at least 1 metre.

Where social distancing is not always possible in public transport, wearing a facemask is compulsory.

# SNCF Health protocols

## A note on air quality on our trains

**AIR QUALITY ON BOARD  
OUR HIGH SPEED AND  
LONG-DISTANCE SERVICE IN  
FRANCE AND EUROPE**

Our trains are designed with ultra-high-performance air ventilation systems.

**FRESH AND SANITISED AIR IN THE TRAIN,  
THROUGHOUT YOUR TRIP, GUARANTEED**

The air filtration system aboard SNCF trains is designed to meet the same standards as a surgical mask

ON BOARD		ON BOARD	
TGV INOUI ET OUIGO		INTERCITY AND OTHER TRAINS	
The system filters the air and draws in a steady stream of outside air		The system draws in a steady stream of outside air	
			
Every 3 mins	Every 9 mins	Every 6 mins	No
The air filtered	All of the air is exchanged	All of the air is exchanged	accumulation or stagnation of inside air

Air flows vertically, preventing droplet transmission between passengers

Outside air

Outside air

**WHAT THE SPECIALISTS SAY**

**“** *If the air inlet is on the outside, as with a TGV, there is virtually no risk.* **”**

Dr Daniel Camus, an infectious disease specialist at the Pastor Institute in Lille, France.

**VENTILATION + MANDATORY MASK  
= VIRTUALLY NO RISK OF VIRUS  
TRANSMISSION**

## Health Protocol at airports



### At the airport

**Reminders about social distancing measures:** posters, loudspeaker announcements and floor markings remind everyone to practise social distancing.

**Protective screens:** all check-in counters are equipped with protective plexiglass screens.

**Disinfection of counters and ticket machines:** check-in counters and ticket machines are disinfected regularly.

**Alcohol-based hand gel dispensers:** hand sanitisers are available throughout the terminal.

**Contactless temperature checks:** body temperature screening of departing passengers will be carried out on certain Air France flights.

### On board

#### Air is renewed every 3 minutes

- Our aircraft are equipped with an air recycling system consisting of HEPA “High Efficiency Particulate Air” filters identical to those used in operating theatres, which trap 99.9% of particles.
- The air in the cabin is therefore renewed every 3 minutes.

#### Daily cleaning and regular disinfection

- Vacuuming of carpets and all seats, as well as head covers
- Cleaning of all hard surfaces, e.g. tablets, armrests, screens, remote controls, baggage compartments, windows and toilets

#### Inflight service

- As soon as you arrive on board, a disinfectant wipe is provided for your use.
- On our domestic and short-haul flights up to 2.5 hours, we are reintroducing our inflight drinks service and on flights longer than 2.5 hours, a light meal will be available.
- On our long-haul flights, we are progressively introducing a greater choice, offering film-wrapped or individually wrapped products.

### On arrival

**On board announcements:** before exiting the aircraft, specific announcements are made on board to facilitate disembarkation and promote physical distancing.

**Social distancing measures:** in the baggage arrival area, special signage, announcements, and floor markings remind you of social distancing measures.

**Alcohol-based hand gel dispensers:** alcohol-based hand gel dispensers are available for your use.

## Road passenger transport protocol



- **One person per seat**
- **Mandatory wearing of facemasks**  
except during meals when you may remove your mask to eat.
- **Option of travelling with ceiling vents open**  
to allow for a greater circulation of air.
- **The bus can be programmed so that air is not recycled**  
as in normal times but so that outside air is injected.
- **Toilet facilities can be used.**  
There will be a point of contact for bus hygiene who will ensure that each person disinfects the toilet after use.  
Hand gel will be available each time you get on the bus and at each door.
- **Between groups, the bus will be comprehensively disinfected**  
following a specific protocol..
- **Buses carrying the sick will be shielded from other buses to protect the occupants**  
so, for meal breaks, we will ensure that the sick are seated so as not to come into contact with other people.

## Health protocol for hotels and restaurants



### At the Reception desk and in shared areas

- Ensure that alcohol-based hand gel is available for clients.
- Ensure that liquid hand soap is available in shared toilets.
- Ensure that plexiglass barriers screens are in place at the Reception desk.
- Step-up cleaning and disinfection of commonly touched surfaces; door handles, switches, lift buttons, push-button door-releases, handrails, Reception desk, several time a day.
- Ensure a systematic disinfection of room cards or keys.
- Encourage payment by card.
- Disinfect the card payment terminal after each use.
- Stagger the arrival of groups so as to respect maximum distances in the lobby.

### In bedrooms

- Comprehensive cleaning and disinfection of the whole room, bathroom, and toilet with antibacterial products.
- Encourage wet cleaning/disinfection.
- On-demand cleaning.
- Clean linen available on demand.
- Systematic replacement of all linen and welcome products between each client including any unused articles.

### In the dining room (breakfast and meals)

So as to limit contacts, each establishment will establish protocols according to their set up.

#### Members of staff undertake to:

- Respect the existing directives and recommendations of public authorities in the fight against COVID-19.
- Use anti-bacterial products.
- Respect protective measures.
- Respect social distancing.
- Wear face masks, and single-use or washable gloves.
- Wash hands regularly with soap.
- Use alcohol-based hand gel.
- Self-isolate if they show COVID-19 symptoms.

#### Clients undertake to:

- Wear a facemask on arrival.
- Wear a facemask in all communal areas.
- Open the window when leaving their room, to ensure the safety of staff.
- Let staff know if they require their room to be cleaned each day.
- Dispose of all rubbish in the bin.
- Respect all existing instructions and social distancing measures.
- Report any suspected COVID-19 symptoms immediately.

## Saint-Christophe Mutual Insurance Company



### Your responsibility

#### As a pilgrimage organiser, it is your responsibility:

- to acquaint yourself with the health protocol in place,
- to organise your pilgrimage accordingly,
- to communicate with your pilgrims and leaders,
- to ensure that the instructions are respected throughout the pilgrimage.

In the event of a claim by a pilgrim or a third party alleging your liability, it is important to notify your insurer.

For any event when you need

### INSURANCE

- civil liability of the diocesan pilgrimage director
- accidents to individual pilgrims
- material damage

### Contacts

Tel.: 01 56 24 76 00  
Fax: 01 56 24 76 27

Mutuelle Saint-Christophe assurances  
Service Sinistres Pèlerinages  
277, rue Saint-Jacques  
75256 Paris cedex 05

## Saint-Christophe Mutual Insurance Company



### Support

- In the event of illness, contact your assistance company to organise the repatriation of your sick pilgrim (if applicable)

#### Call

**01 55 92 26 16**

Immediately 24-hours a day

Mutuelle Saint-Christophe assistance  
6 rue André Gide - 92320 Châtillon

#### During your first call:

You will be asked for the name of your insurer,  
and the pilgrimage contract number.

An Assistance file number will be given to you.

- The Saint-Christophe Assistance doctor will contact the on-site doctor and they will decide together on the most suitable solution,
- The organisation of first aid remains the responsibility of the local authorities.

The consequences of quarantine and / or preventive measures and / or specific supervisory measures by the health authorities are not within the scope of the services that we are able to provide.

## Saint-Christophe Mutual Insurance Company



### Advice

- In the event of a dispute with a supplier, service provider or third party, you can also seek help from Legal Aid (if this option is included in your policy).
  - by phone (Monday to Friday, 9:30 a.m. to 7:30 p.m., except public holidays) on 01.30.09.91.90

### Going further with insurance:

- The Saint-Christophe Mutual has contributed to the production of the National Association of Diocesan Pilgrimage Directors' (ANDDP) Vademecum. Insurance section: 3.4.1