

EN

A Brief Guide For Stagiaires

Working in the
Service
Saint Joseph

Supported by the
British Hospitalite Trust
You are welcome to download this guide
from their website at
www.britishhospitalitetrust.co.uk

Edition 11. December 2008

CONTENTS

Welcome	2
The Blessed Sacrament Procession	3
The International Mass	6
The Grotto	8
The Baths (Piscines)	11
The Torchlight Marian Procession	15
The Station (La Gare)	18

Dear Stagiaire

Welcome to Lourdes. You may have been here before on pilgrimage and so know something about Lourdes, or this may be your very first visit. In any case you are especially welcome to the Service of St Joseph which is one of the teams working under the umbrella of the Hospitalite Notre Dame de Lourdes (HNDL). Our job is to help the Hospitaliers at the Baths, the Station and at the Ceremonies and wherever else we are needed.

This brief Guide has been put together to help you understand what is going on around you as you begin each particular Service for the first time.

Before getting down to work let's make sure you know how to find out where you should be, how to get fed and where to relax.

You will be placed in a team called an "equipe". Your team leader is the chef d'equipe. His name badge will be edged in the same colour as your equipe number. Report to him as soon as you can. He is your help and guide.

The "Ordre du Jour " is published each afternoon about 17h00. It is posted in the bureau corridor, on the outside wall of the bureau opposite St Joseph's Chapel and in most of the Hospitalite residences. Read it carefully, and any other notices, so that you know when and where you should be each day.

Feeding. Your meal ticket can be used at the "Abri St Michel", As you leave the bureau turn left, at the corner of the building head across towards the river and passing the car park on your right you will go down the slope to the Abri. Above the Abri is a small courtyard and a lounge with a coffee machine. Or you can eat in the "Ave Maria ". Go past the St Frai Hospital and over the bridge. Turn Right and the Ave is 100 metres on the left. The times of meals are displayed on the notice boards. You can also eat in the "Salus". This is the large building you see if you look out of the window of the "Abri". It is owned by the Italians and there is a small surcharge, about 1 euro.

Relax. A good place to wind down is the Hospitalite Foyer. This is reserved for members of the Hospitalite. Go out of St Michael's Gate, turn right and it is about 150 metres on the left hand side. Look out for the sign because it is hidden among buildings.

The Chaplain to the English, Fr Martin Moran O.M.I., has an office above the Library, behind the Forum Information and there is a Mass for English speaking Hospitaliers every week. See the weekly programme for details. There is also a Mass in English every morning at 09h00 in St Cosmos and Damian chapel. Times of other Masses in English will be found on the daily Mass bulletin which is displayed throughout the Sanctuaries.

There are three things you should remember:-

i. If you see someone without a smile, give them one of yours

ii. **ALWAYS** use friendly and welcoming gestures

iii. Each particular function is managed by a “**RESPONSABLE**”. Except at the Station he will have red letters on the back of his dossard and a red HNDL badge on the front strap. At the last minute he may have to change things according to the weather, the number of pilgrims, the number of Stagiaires available and many other factors. Please, therefore, accept any changes in the spirit of HNDL Service to Les Malades.

This booklet is only a guide. Never ever show it to a Responsible and say “...but it says here...”

“Bon Service”

The BLESSED SACRAMENT PROCESSION

The Blessed Sacrament Procession takes place every afternoon at 17h00. If fine, the Procession starts from the Podium Altar across the river from the Grotto. If wet or very hot it is replaced by a Service Of Adoration in the Basilica St Pie X (the Underground Basilica, usually called “San Pea”).

Your Equipe may be designated for this Service but if they are not, all Stagiaires who are free are asked to report, as there can be a lot of work to do. You should meet at the Accueil John Paul II (the bureau) at 15h30 for a briefing. Although this may seem very early, be patient, the Responsible has many different teams to organise.

Two Responsables usually manage the Service, one above ground and one underground. Because of the nature of this procession and the weather, things can change from minute to minute. Be ready to cheerfully accept changed instructions from the Responsible. Also the number of Malades can vary greatly. Some days you will work really hard, others you will have little to do. Try to accept this in the HNDL spirit of Service for Les Malades.

There are two main functions for Stagiaires. 1. The marshalling and control of the procession. 2. The placing of Les Malades in the Basilica. Marshalls will go with their Responsible to the Podium Altar,

Parkers will go to the Basilica. It is important that all listen to the Responsible carefully as the Procession may change from day to day.

OUTDOOR PROCESSION.

MARSHALLS

The procession assembles at the Podium Altar. The Responsible will tell you what to do. If you have to ask someone to move or to wait or not to pass remember to do it with a smile and a friendly gesture.

**NEVER BE DISCOURTEOUS OR AGGRESSIVE
REMEMBER, THEY ARE ON PILGRIMAGE TOO.**

PARKERS

Listen carefully as the Responsible tells you where Les Malades are to be placed. Pay particular attention to the spacing. Spacing is not so imperative as for the International Mass but this depends on the Responsible.

Most of Les Malades will arrive in a rush at about 17h20

STAY CALM. Do not let the pressure of trying to get everyone into place cause you to forget your smile, your greeting and the occasion.

SERVICE OF ADORATION INSIDE

If wet or very hot the Service will all take place underground. Marshalls should assemble at the meeting point **A** with their Responsible and Parkers at the Altar. The Responsible will decide where each particular Pilgrimage will be placed. One or two experienced Hospitaliers will be placed by the Choir to greet Les Malades as they arrive and to direct them.

The Parker should receive Les Malades with a smile and a friendly gesture and gently place them as directed. Normally this is: -

Malades on Brancards in front of the choir
Malades in Voitures In the places marked by blue lines on the floor
Malades in Mecaniques In front of the benches

As much as possible allow the carer to place their charge. NEVER grab a Mecanique from a carer.

Children and their Guardians have a special place on the grey mat near the celebrants throne. **B**

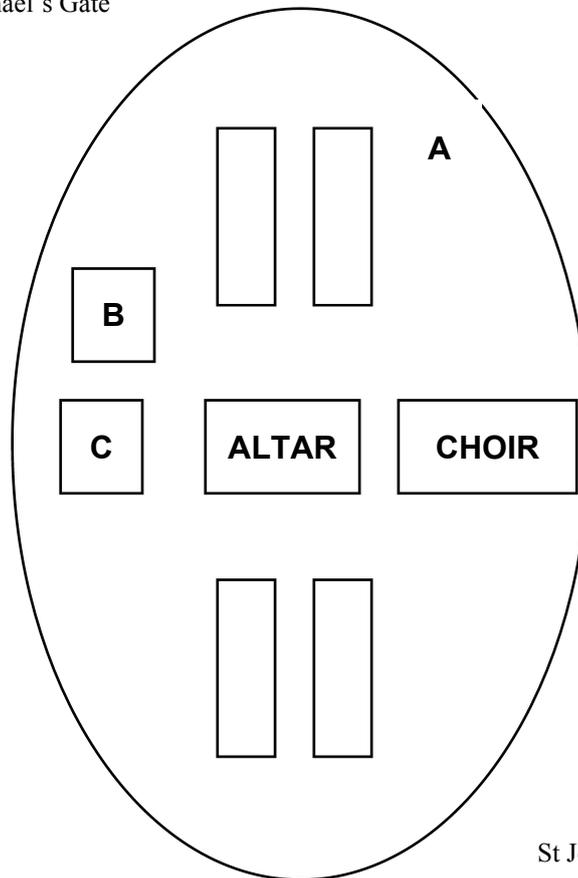
The benches near the Celebrants Throne **C** are reserved for Clergy, Religious, Doctors and members of HNDL. If, once the service begins, there are still empty seats here, the Responsible may open the gate to allow others to sit there.

The Greeters by the Choir, when welcoming Les Malades with a smile, will look at their Pilgrimage Badge in order to direct them to the correct place. It may be difficult with latecomers to place them with their own pilgrimage. Les Malades may be upset even by this short separation. If this happens be especially patient and try to help them as much as you can.

In this Procession there is often a lot of waiting with nothing to do. Also as things develop the Responsible may have to change his instructions. Remember, we are here in the HNDL Spirit of Service for Les Malades. Accept any frustrations in this spirit

Underground Basilica

St Michael's Gate



St Joseph's Gate

The International Mass

The International Mass usually takes place in the Basilica St Pie X (the Underground Basilica) each Sunday and Wednesday at 09h30. On very special occasions it may be moved to another day, time or place.

Pilgrims begin to arrive as early as 08h00 hence the need for Stagiaires to report at 07h30. (08h00 on less busy days)

Our main task is to place Les Malades in position for Mass. Greet them with a smile, a friendly gesture and perhaps a "Hello" in their own language. Above all remember that this is a Church and Les Malades are coming here for Mass and Holy Communion. Make sure your behaviour, deportment and dress adds to the dignity of this occasion.

When you have been allocated your task and position listen carefully to the Responsable. He will have been given an idea of how many Malades each Pilgrimage is bringing on Brancards, in Voitures or in Mechaniques. With this information he will decide where each pilgrimage should be placed. Experienced Hospitaliers will be placed at the entrance to the Basilica and by the Choir to direct Les Malades.

When you receive Les Malades greet them and check their pilgrimage badge to ensure you place them with the correct Pilgrimage. Very often Pilgrimages will have coloured scarves which makes this task easier. If a Malade has got mixed up with a different pilgrimage find out where they should be and gently show their helper where to take them.

Normally Malades are placed as follows: -

Malades on Brancards in front of the choir

Malades in Voitures In the places marked by blue lines on the floor

Malades in Mecaniques In front of the benches.

As much as possible allow the carer to place their charge. NEVER grab a Mecanique from a carer. Try to avoid speaking in terms of 'Voitures' and "Mecaniques" rather say '**Malades** in Mecaniques' etc.

Pay particular attention to the Responsible's directions as to the spacing of Voitures and Mecaniques. It is important that the Priest is able to give each Malade Holy Communion in a dignified way. (this also applies at Masses in the Grotto or at the Podium)

Children and their Guardians have a special place on the grey mat near the celebrants throne, **B.**

The benches near the Celebrant's Throne, **C.** are reserved for Clergy.

Once this task has been completed make your way to the meeting point **A.**

You may be required to assist in the distribution of Holy Communion by escorting a Priest. Listen carefully as the Responsible gives you your task.

At the end of Mass on Sundays only there is usually a Procession to the Grotto for the Angelus. Immediately after Holy Communion report to the Responsible behind the Celebrant's Throne so that a cordon can be arranged.

Finally. This is a very special moment for Les Malades, for some of them perhaps the only time they will have this experience. Try not to spoil their Mass and Devotions by chattering with others or by unnecessary movement

If you think this guide can be improved in any way please email your comments to bergill@btinternet.com

The Grotto

The Grotto is perhaps, in the Pilgrims eyes, the Centre of Lourdes.

When you are carrying out a Service here it is most important that you remember that Les Malades and the other pilgrims need time and space to offer their personal prayers. Do not let your actions, your voice or your deportment detract from this.

What happens at the Grotto?

Holy Mass

Passage of Les Malades through the Grotto ("The Passage")

Passage of the Pilgrims

Public Recitation of the Angelus

Public Recitation of the Rosary

Private Prayer.

Before dealing with each Service the layout of the Grotto will be explained.

A Entry for Passage of the Pilgrims. Next to "A" is a gate that is used as an exit for walking Pilgrims after Mass

B Entry for Les Malades for Holy Mass

D Exit for Les Malades after Holy Mass

E Exit after Passage. Also Entry to Sacristy for Clergy

F Entry for Passage of Les Malades

S Sacristy.

Holy Mass

These usually start about 06h00 with smaller Pilgrimages. The later Masses (008h30 & 09h45) will be for larger Pilgrimages.

Your service will begin shortly before the 08h30 Mass when the square before the Grotto is cleared to receive Les Malades. Listen carefully to the Responsible. Les Malades will be received at entrance **B** with a smile and a friendly gesture and placed in front of the Grotto. It is very important to keep area **B** clear of walking Pilgrims to allow Les Malades to enter in a dignified manner. Walking Pilgrims must not enter until after Les Malades have passed. At the end of Mass they will be gently guided out of exit **D** (**The Responsible may designate another gate**) and the next group of Les Malades received at entrance **B**. This changeover is a very busy time but be careful not to disturb Les Malades at this time of prayer with loud words and hasty actions.

A Hospitalier will normally be at gate **E** to ensure that only Clergy enter there.

During Mass you may be asked to assist with the distribution of Holy Communion by escorting the Blessed Sacrament or by marshalling the pilgrims. Remember, you are trying to make the reception of Holy Communion as reverent as possible. Use gentle movements, soft words and a smile.

Following the last Mass at The Grotto, (usually about 11h15) 6 Stagiaires will be asked to proceed to the sacristy of the Holy Rosary Basilica to take up the collection during the 11h15 Mass. The Responsible will give instructions regarding this.

Passage of Les Malades

Some Pilgrimages are given a reserved time to take Les Malades through The Grotto. The functions of the Stagiaires are to: -

- Keep entrance **F** clear for Les Malades
- Assist carers up the small ramp by the Altar
- Keep exit **E** clear
- Gently stop the walking pilgrims from making their Passage until Les Malades have finished.

Passage of The Pilgrims

After all the Masses have finished and provided there is no Passage of Les Malades, walking Pilgrims may make their Passage. They enter by gate **A**.

A Hospitalier or Stagiaire may be at gate **A**. He should look out for elderly, infirm or children in pushchairs and direct them to gate **F**

A Hospitalier or Stagiaire will be at gate **E**. With soft words and gentle actions he should try to keep the area around the gate clear so that the elderly, infirm, children and individual Malades in Mecaniques or Voitures can enter there. .

Several Stagiaires will be inside the Grotto. Their functions are: -

- To gently and quietly keep the line of pilgrims moving.
- To bring elderly, infirm and children in the queue forward
- To assist those coming through gate **F** up the ramp
- To gently dissuade pilgrims from lighting their candles from the large candelabra
- To keep the exit clear and prevent pilgrims entering the wrong way.

Public Recitation of the Angelus

Each Sunday after the International Mass the Celebrant and congregation process to The Grotto for the Angelus. The Responsible will direct the Stagiaires to prepare a space for them.

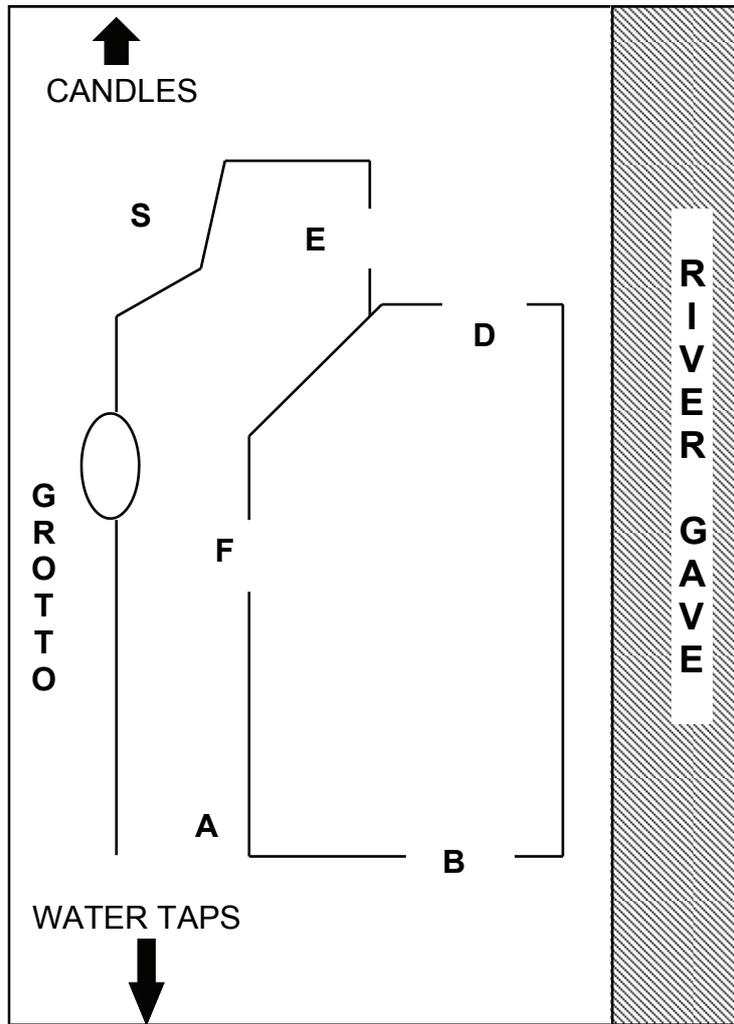
Public Recitation of The Rosary

Every day at 15h30 The Rosary is recited in public. The Stagiaires will try to maintain the appropriate silence.

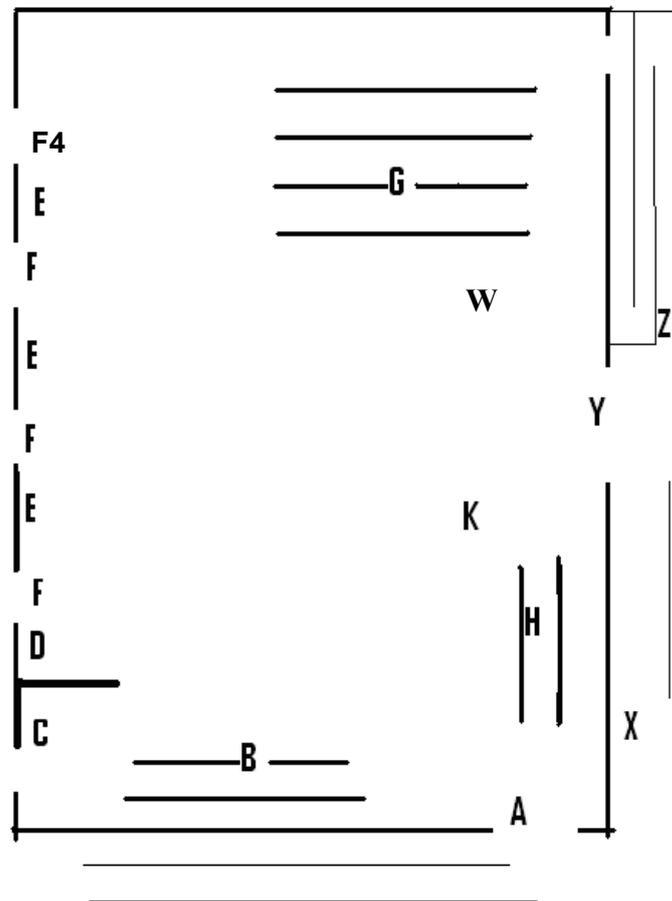
Generally

At all other times The Grotto is a place of Private Prayer. Hospitaliers should gently discourage chattering.

THE GROTTTO



Piscines Plateau (Baths Exterior)



Piscines Plateau

The exterior of the Baths

When you arrive for duty go to the desk W, sign the attendance book and report to the Responsable for instructions. At a signal from the Responsable de Piscines all will gather in a circle for opening prayers.

The most important qualities needed to work on the "PLATEAU" are compassion and a keen eye. The Plateau is managed by a Responsable with deputies for these teams.

Welcomers of Les Malades
Welcomers of the Pilgrims
Marshals
Brancardiers
Door Keeper and 2 helpers

Those wishing to bathe should be directed as follows: -

Malades in Voitures or Mecaniques will enter by gate **X**
Female Pilgrims will enter by gate **Z**
Male Pilgrims will enter by gate **A**
Mothers with young children, especially those with push chairs, should enter by gate **Y** and be directed to door **F4**

WELCOMERS OF LES MALADES will be at Gate **Y**

Welcome each Malade with a Smile and simple gesture

Les Malades in Mecaniques will go to one of the doors **F**

Ask Les Malades in Voitures if they can walk a few steps. If so place them on a "Chaise Bleu, Piscine." If they cannot walk then the Hospitaliers will place them on a chaise. They will then be taken to one of the doors **F**.

If a Malade needs a stretcher for bathing the Voiture will be taken to the Brancardiers at **K**

Voitures will be parked by the river wall

MARSHALLS

The Marshals oversee the movement of the Pilgrims from the seating areas **H** and **G** to the benches **E**. Don't forget to smile and use welcoming gestures

WELCOMERS OF THE PILGRIMS will be at gate **A**

Welcome each Pilgrim with a Smile and simple gesture.

Females should be directed to gate **Z** and will sit at **G**

Female Children with a female adult should be directed to gate **Y**

Male children with a male adult go to benches **C** and **B**

Men go to benches **H** but very elderly or infirm men go to bench **D**

BRANCARDIERS

At **K** they will transfer non-walking Malades from their Voiture or Mecanique to a Brancard, which will then be placed at a door **F**.

DOOR KEEPER at each door **F** (usually with 2 helpers)

Should stand facing the door in order to assist the **Interior Door Keeper (IDK)** who receives the pilgrims into the Piscine. It is customary to shake hands with the **IDK** when she opens the door.

The **IDK** will indicate that she wants a Brancard, a Mecanique, a Chaise Bleu or a specific number of walking pilgrims.

The Doorkeeper should push a Malade on a Brancard into the Piscine feet first. Malades on Mecaniques or Chaises Bleus should be pushed in backwards.

When the **IDK** pushes an empty Mecaniques (with a number on it) or Chaise Bleu out of the Piscines the Doorkeeper takes it and passes it to one of his helpers.

When a Malade has been bathed the **IDK** will ask for an empty Chaise Bleu or will hold up a card with the Mecanique number on it. One of the helpers will give a Chaise or the empty Mecanique to the Doorkeeper who will pass it to the **IDK** backwards and give the number card at the same time.

The Doorkeeper must **NEVER** pass through the curtain. If he needs the **IDK** he should put his arm through the curtain and wait for her

Piscines Interieures

Working inside the Baths is physically and mentally exhausting but it is a great privilege. With a smile and a comforting gesture, you will accompany the Pilgrim in prayer as she or he makes their earnest petition to Our Blessed Lady.

Meet with your fellow Stagiaires by the benches B and C in good time.

When the Responsable calls you in, turn right as you go through the door and sign the attendance book. Then go upstairs, hang up your coat etc and put on a blue apron.

Go back down stairs and wait quietly. The Responsable will allocate the duties and lead the opening prayers. Tell him it is your first time.

In allocating teams the Responsable will try to ensure that each team has someone in it who speaks one of the six languages. It is not always possible but even if none of you speak the language of the pilgrim, a smile and a gentle squeeze of the hand is international, as is the "Ave".

MAKE SURE THAT YOU TELL THE TEAM LEADER IMMEDIATELY THAT IT IS YOUR FIRST TIME. He will explain everything to you. If you are not certain about anything ask him to repeat it. He would much rather you asked again rather than make a mistake which could upset or even injure a pilgrim. The work is physically and mentally exhausting. If at any time you are having some difficulty, tell the Team Leader immediately. You will not be the first.

In each bath there is a team of six led by a very experienced Hospitalier. They are further divided into two teams of three. The Team Leader will probably rotate the duties so that you will be able to experience every element of this most important and rewarding Service.

The first team works in the undressing room. Keep your eye on the pilgrims, offer them gentle help if you think they need it but be mindful of their personal pride and do not push yourself on them. Never hurry them, some like to sit for a few seconds to compose themselves.

When they return from bathing again keep your eye on them, getting socks onto wet feet can be a problem. Try to ensure that they do not leave any belongings such as watches and spectacles on the shelves above the coat hooks.

At the end of the service you may, if you wish, be bathed yourself. (In the womens' baths different rules apply. Ask the Responsable)

Finally, help to tidy up, replace your apron, retrieve your coat and, hopefully, step out once more into the sunshine.

Each week the Responsable of the piscines interieures will organise a practical training session

The Torchlight Marian Procession

The Torchlight Marian Procession starts every evening at 21h00, wet or fine. The head of the Procession is near the Northern Ramp **B**

These notes outline what may happen if there are many Malades and enough volunteers. However, the number of Malades and Hospitaliers varies greatly from night to night so it is important to listen to the Responsable as duties may differ. The Responsable will also decide how many ropes, if any, to use.

Ideally there are five teams.

1. Security of the Esplanade
2. Security of the Procession
3. Receivers of Malades on Brancards and in Mecaniques
4. Receivers of Malades in Voitures
5. Serpent

If there is a shortage of Hospitaliers and Stagiaires you may find you are moved from one team to another as the Procession progresses.

Security of the Esplanade

Barriers will be brought from the store under the arches and placed from **D** to **E**. The ropes, if used, will be placed as follows. One will be placed from **E** to **F**; usually with an experienced Hospitalier at **F**. Pilgrims should be greeted with a smile and directed through the arches to the start of the Procession. The Responsable may gradually move this rope across the Esplanade to seal it off. This Rope will be taken down just as the Statue of the Blessed Virgin arrives into the square in front of the basilica. Half this team will then protect the North side of the Esplanade and half will go to the South side to keep the path **J** clear for Les Malades.

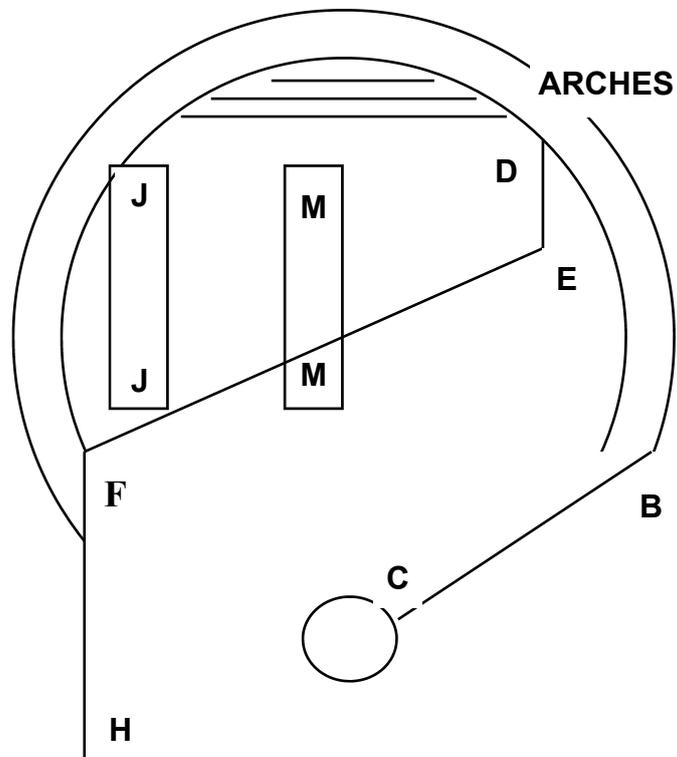
Security of the Procession

In order to allow Les Malades to process without hindrance a rope is placed from the foot of the ramp **B** to the Crowned Virgin **C**. When the Procession has been going for some time the Responsable may direct the rope to be removed and the team will go to the rope which is from **F** to **H** to protect the arrival of the Procession. Some of the team may guard this rope and others may marshal the Procession as it arrives at the Crowned Virgin.

The Cross followed by the Statue of the Blessed Virgin heads the procession. The Cross and the Statue go down the centre path **M**. The Vexillum of The Legion of Mary and any Banners go down the south path **J**. Les Malades on Brancards and in Mecaniques followed by Malades in Voitures go down the centre path **M**

The Esplanade (Rosary Square)

Basilica



All Banners should be directed down the south path **J**. **Priests**, who go on to the Altar for the final blessing and children with guardians, who have a special place at the front should also be directed with a smile down path **J**. When the main body of the procession arrives there may be Malades in Mecaniques or Voitures among them as well as Banners, Priests and Children. These should all be invited to go down path **J** but make sure the walking pilgrims do not follow them.

Serpent

In order to allow Les Malades on Brancards, in Mecaniques and in Voitures to be put in place gently the walking pilgrims are delayed a little as follows. This team will be by the Crowned Virgin. As the walking pilgrims arrive they will guide them on a criss cross route across the esplanade. Each time the Procession changes direction one of the team will be left to "control" that turning point in order to keep the Procession orderly. This "control" must be exercised with a smile and a friendly gesture.

Receivers of Les Malades on Brancards and in Mecaniques.

At the foot of the Altar steps two or three places are kept for any Malades who may arrive on Brancards. Les Malades in Mecaniques are then received with a greeting and placed in position. As much as possible allow the carer to place their charge. NEVER grab a Mecanique from the carer.

When all have been placed the team should go to the path **J** to receive and place those who arrive later by that way.

Receivers of Malades in Voitures.

Depending on the number of Malades in Mecaniques the Responsable will decide how far down the esplanade to place Les Malades in Voitures. Receive Les Malades with a smile and place them gently starting from the centre outwards.

Remember

1. If you have to ask someone to move or to wait or not to cross a rope do so with a smile and a friendly gesture.

**NEVER BE AGGRESSIVE OR RUDE
REMEMBER THEY ARE ON PILGRIMAGE ALSO**

2. There may be a lot of time spent waiting, especially if you are on a rope. Be patient.

The Responsable may have to change instructions at short notice. Accept these changes in the HNDL Spirit of Service for Les Malades

The Station

If you are working at the Station you will have the privilege and joy of being one of the first to welcome Les Malades to Lourdes or one of the last to bid them farewell. Always greet them before you start to move them

You will be taken from St Michael's Gate by one of the coaches used to transport Les Malades. This is called a Fourgon. The Daily Orders will show "Rdv Porte St Michel at xxhxx". This is the time the Fourgon leaves. Be early. On arrival at the Station go straight into the "Pavilion des Malades" known as the "Transit". Take your belongings to the cloakroom upstairs and re-join the group ready for prayers. Do not wear your Dossard, it is a hazard at la gare.

The Station is managed by one or two **Responsables** assisted by several **Chefs d'Equipes**. After prayers the Responsable will designate the various Teams and the fourgonniers. There are two basic Teams. The **EQUIPES** load and unload Les Malades on the trains and the **ROLLERS** take them to and from the Fourgon.

At the start of the Service the equipment such as ramps and Chaises Bleues (**CBs**) are put in place. You will soon learn what goes where. For an arriving train a few **CBs** are lined up at each Ambulance Carriage door. They should be on the Cote de Tarbes side of the carriage door, handle towards the door but not too close, so as to leave room for the Equipés to work.

TRAIN ARRIVAL

Les Malades have been on the train for a long time, as much as thirty hours; they will be tired, uncomfortable and anxious. But their spirits will be high. Lift them even higher by your smile, a friendly gesture and a greeting in their own language. Welcome to Lourdes, Bienvenu a Lourdes, Benvenutio a Lourdes, Bienvenido a Lourdes, Willkommen in Lourdes.

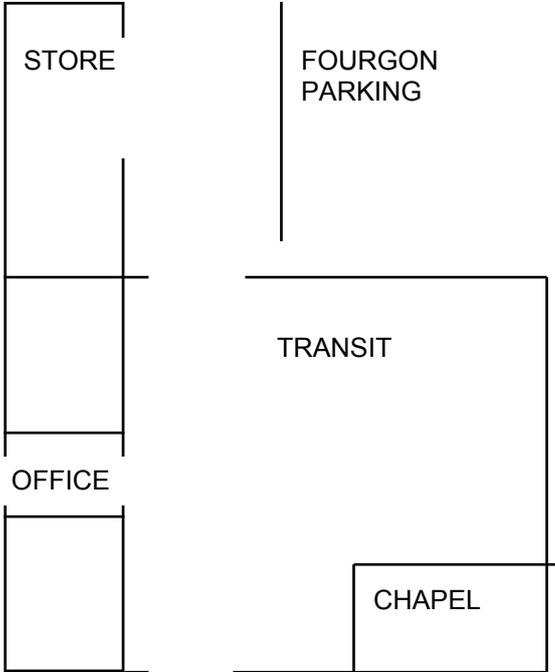
When the train arrives the Chefs d' Equipés will board the train to assess, in conjunction with the Pilgrimage Medical Staff, the needs of Les Malades. The Equipés will then board the train and begin to place Les Malades on **CBs**. The Rollers will wait on the platform ready to receive each Malade with a smile and a greeting.

After the greeting, wheel Les Malades **gently** along the platform. When wheeling them along the platform **DO NOT WHEEL ALONG THE EDGE OF A PLATFORM WHICH HAS NO TRAIN STANDING ON IT. ALWAYS WHEEL ALONGSIDE THE TRAIN.**

CHECK THEIR LABEL. Ensure that, if there is both an arrival and a departure going on, the pilgrims departing are well segregated. How would you like it if you arrived in Lourdes after a 20 hour journey from Germany only to find yourself half an hour later on a train to Sicily?

Also some of the Italian Pilgrimages may have some of their special pilgrims going to both the Hospital and the Salus. Generally if they have a large circular label they will be heading for The Salus Infirmerium (An Accueil owned by one of the Italian Pilgrimage Organisations, where you can go and get great pizza's when you don't get fed by the Hospitalite at the Station (They do a takeaway service but I do not know if they deliver!!)

The Station



Take Les Malades either to one of the Fourgons or into the Transit as directed
When loading the Fourgon keep the entrance clear. Only the designated Fourgon-
niers should enter the Fourgon.

Everyone should remember to smile, use friendly gestures and a greeting in Les
Malades own language.

TRAIN DEPARTURE

The teams are similar, Equipes and Rollers

A number of **CBs** will be placed on the loading bay. When the Fourgon arrives and
after the ramp has been put in place be ready to receive first of all Les Malades in Me-
caniques and then those on **CBs**. Remember **DO NOT ENTER THE FOURGON NOR
CLUTTER THE DOORWAY**. A Responsable will indicate whether Les Malades are to
be taken straight to the train or to the Transit.

Give Les Malades a smile and a greeting **AND CHECK THEIR LABEL**. Roller will
check the name label of Les Malades, at the same time giving them a smile and a
greeting. Wheel Les Malades to the appropriate carriage, park them safely and return
for another. Take an empty **CB** back with you if there are any.

END OF SERVICE

At the end of the Service help to tidy up.

NOTES

1. A 1st Year Stagiaire should not attempt the handling of Malades on Brancards unless closely supervised.
2. The work is hard. Make sure you do not become de-hydrated by using the cold water fountain in the office in the Transit
3. Always have two meal tickets with you. If you are there all day food may be provided in exchange for a ticket. Or you may be released for a **QUICK** meal at the Abri. (Quick as in greased lightning)
4. Always wheel close to a train. Never along an un-occupied edge
5. If crossing the railway tracks always be extra **GENTLE** and pull backwards
6. Keep all ramps, doorways and working areas free from clutter
7. Be prepared to work very hard. Equally be prepared to spend a lot of time waiting for the next train. Bear any frustrations in the HNDL spirit of Service to Les Malades.
8. A Mecanique may be called a fauteuil roulant or a fauteuil personnel
9. Each week the responsable of la gare will organise a practical training session.
10. Finally. Bravado is an unnecessary evil at the railway station. If you are asked to perform a task and do not think you are capable of performing that task in a manner that will not compromise your safety and health as well as those of the special pilgrim then **DO NOT BE AFRAID TO SEEK HELP or ADVICE** from a more experienced person.