VOLUNTEER HANDBOOK

Sisters of the Holy Cross
Saint Mary’s
Notre Dame, Indiana
VOLUNTEER BENEFITS

Volunteering with the Sisters of the Holy Cross offers you extra benefits. It gives you the opportunity to:

1. make new friends
2. grow as a person
3. receive spiritual fulfillment
4. network with others
5. enhance your resume
6. gain work experience
7. improve your outlook
8. attend recognition events three times a year
9. use the collation room
10. buy stamps and mail items at the Copy and Mail Center
11. bank at Notre Dame Federal Credit Union on Tuesdays and Fridays
12. deduct travel mileage, if itemizing on federal taxes

On cover: University of Notre Dame and Saint Mary’s College Circle K members sing with volunteers Tim McBride and Joe Smith at the Valentine’s Day gathering.
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Saint Mary’s College Circle K members celebrate St. Patrick’s Day with Sisters Maura and Bernie Mulick.
Dear Volunteer,

Welcome! We are very pleased that you have decided to join us as a volunteer at Saint Mary’s! We welcome your enthusiasm, your time and your talents and we are thankful for the commitment you have made by joining our team. Our volunteers play an important role in the lives of the sisters and we rely on the dedication of people like you to help us meet our mission, vision and goals. We hope you will find your volunteer experience to be interesting as well as enjoyable and rewarding.

The purpose of this volunteer handbook is to provide overall guidance and direction to volunteers. We hope it answers some of the questions often asked by new volunteers and gives a little information about both volunteering and the sisters with whom you will be working. Please keep it and use it as a resource as you volunteer with us.

Thank you again and know that you are most welcomed and appreciated!

Respectfully,

[Signature]

Lee Ann Moore, volunteer and special events coordinator
WELCOME

MISSION STATEMENT

As partners in ministry, we commit to further the mission of the Sisters of the Holy Cross. We strive for excellence in all we do while using our resources wisely. We are called to live and minister in right relationships as we witness to gospel values and build just and caring communities.

CORE VALUES

Respect:
Recognizes the dignity, value and uniqueness of each person as created and loved by God.

Hospitality:
Welcomes strangers, guests and partners in ministry with kindness and consideration.

Compassion:
Compels us to stand with and embrace others in their suffering, that together we may experience God’s liberating and healing presence.

Service:
Works with and for others by sharing our gifts and talents to accomplish the mission.
HISTORY OF THE
SISTERS OF THE HOLY CROSS

Founded in Le Mans, France, by Blessed Basil Anthony Moreau in 1841 to serve the needs of the Catholic Church, the Congregation of the Sisters of the Holy Cross came as missionaries to the United States in 1843. After a year at Notre Dame, some of them moved to Bertrand, Michigan, where they taught the neighborhood children, cared for orphans, and continued to provide domestic help, both there and at Notre Dame. In 1844, they began Saint Mary’s Academy and in 1855, they moved the school to its present campus location. Over the years the sisters established colleges and high schools/academies for young Catholic women and staffed Catholic parochial schools throughout the United States.

During the Civil War, the sisters provided service for the sick and wounded of both sides in military hospitals, primarily in the Midwest. Those sisters who served aboard the Navy hospital ship, the Red Rover, have been recognized by the Navy as the forerunners of the Navy Nurse Corps. This nursing service led to the establishment of the sisters’ first hospital in Cairo, Illinois. Additional hospitals followed and in 1979 the Holy Cross Health System, Inc., was formed. In 2000, Holy Cross Health System consolidated with the Sisters of Mercy Health System, creating Trinity Health. In 2013, Trinity Health and Catholic Health East consolidated to form one of the largest Catholic health care systems in the United States.
As the congregation became well known for its extensive work in education and health care, the need for its services multiplied and extended around the world. Today there are nearly 450 sisters in the congregation, serving in a variety of ministries throughout the United States and in Ghana, Uganda, Bangladesh, India, Brazil, Peru and Mexico. The congregation’s general administration is located at Saint Mary’s, Notre Dame, Indiana.

Sisters of the Holy Cross continue to participate in the Church’s mission of evangelization and service through ministries of education, health care, and other pastoral services. Many sisters serve in various health ministries throughout the world. Others serve in prayer ministries; education ministries in colleges, elementary and secondary schools, early childhood and adult education programs; and in other social ministries.

Sister Sharlet Ann Wagner welcomes the congregation to liturgy in the Church of Loretto.
SECTION I — GENERAL INFORMATION

Office Location and Contact Information: The office for Lee Ann Moore, volunteer and special events coordinator, is on the first floor of Saint Mary’s Convent. She may be reached by telephone or e-mail at:

Lee Ann Moore
Telephone: (574) 284-5678
E-mail: lmoore@cscsisters.org
Fax: (574) 284-5801

Saint Mary’s mailing address:
100 Lourdes Hall–Saint Mary’s Notre Dame, IN 46556-5014

Information/Reception desk:
Telephone: (574) 284-5688

Program Calendars: Every two weeks calendars are posted on bulletin boards and in the elevators, with extra copies available on the left hand corner of Lee Ann’s desk. Please feel free to pick up your own copy if you would like to know what programs are happening throughout the month.

Volunteer Assignments: There are a number of volunteer opportunities available within the convents. During your orientation, we will work with you to identify the kind of volunteer experience you hope to have. Once you are assigned to a particular volunteer responsibility, you are counted on to fulfill that responsibility. We will check in with you periodically to see how it is going but if at any time you are uncomfortable in your assignment or would like a change, please contact Lee Ann. Please do not change assignments without prior arrangement.

Volunteer Orientation and Training: Every new volunteer will go through a volunteer orientation program with the activity staff. Volunteers between the ages of 14 and 17 must be accompanied by a parent or legal guardian at orientation. During that orientation
you will learn your way around the buildings, meet and greet some of the sisters and staff, review the basic guidelines for volunteers and fill out a detailed volunteer application form. Volunteers are asked to update their contact information on this form annually. At orientation you will discuss how to match your skills, talents and interests with the available volunteer opportunities. Once you have received your volunteer assignment, you will be given all the education and training necessary to fulfill it. If you think you need additional orientation or training at any time, please notify us.

Several times throughout the year, there will be opportunities for education and socialization with other volunteers. These sessions are not mandatory but they are fun!

**Volunteer Resource Center:** Turn right when you enter Lee Ann’s office and you will find the Volunteer Resource Center. The desk holds the all-important volunteer sign-in book and is stocked with supplies and resources to use while you volunteer. You will find scrap paper, pencils, tissues, hand gel as well as trivia and songbooks, games, joke books, sisters’ biographies and much, much more. Feel free to look through the desk and use anything you find. (Please return all borrowed materials before you leave for the day.)

Also located in the Volunteer Resource Center is the Volunteer Bulletin Board. There you will find volunteer news, flyers and important messages. Please look at it each time you come in. You are encouraged to bring in your photos to add to the Volunteer Picture Board. A Volunteer Suggestion Box also is available and everyone is encouraged to offer suggestions.
Volunteer Appreciation, Recognition and Benefits: The greatest reward for volunteering is the satisfaction that comes from doing something worthwhile. At Saint Mary’s, there are additional benefits as well. Volunteers are acknowledged for their many hours of work at an annual appreciation event. A bulletin board in Lee Ann’s office highlights volunteers and their work both at Saint Mary’s and in the local community. Quarterly appreciation events are also held for volunteers and have included a Meet and Greet Night with the sisters, a walking history and tour of campus, a visit to the Sisters of the Holy Cross Heritage Room and Christmas prayer service. Volunteers also are welcome at many of the special events held for the sisters, including the Christmas bazaar, annual marshmallow roast and Notre Dame game-watch party, to name just a few. While volunteering you may also help yourself to free coffee, iced tea or juice in the Collation Room. You also may use the sister’s library and are welcome to attend Mass in the Church of Loretto.

Sister Elizabeth Raffo with volunteer Dixie Mason and her grandchildren.
Assignments and Volunteer Hours: Volunteers are asked to volunteer their time Tuesday through Friday between 9:30 a.m. and 5 p.m. We offer evening hours Tuesday, Wednesday, and Thursday until 7:30 p.m. for individuals with day jobs or classes. Weekend hours can only be accommodated by special arrangement. We ask a minimum commitment of one hour per week, not to exceed two hours per shift. Unless volunteering for a specific project or placement, each volunteer has a specific assignment and we ask that you not vary from that assignment without making prior arrangement. Volunteers who have family members working at Saint Mary’s will not be placed in the same location as their family members.

Attendance: Please be respectful and honor your volunteer commitment. Sisters depend on you being here on your designated day and at the designated time, and we ask that you live up to the responsibility of your volunteer time. We know this commitment requires time and energy, but if you cannot keep that day and time, please contact Lee Ann at (574) 284-5678 or lmoore@ccsisters.org to let her know you will not be coming.

Bicycles: You are free to ride your bicycle to Saint Mary’s to volunteer. Please keep your bicycle locked at all times. There are bicycle racks outside the Business Office door or bikes may be parked along side Saint Mary’s Convent if it is off the sidewalk and out of the pedestrian walkway.

Bringing in Snacks for the Sisters: Volunteers often ask if they can bring in special snacks for the sisters. While we don’t discourage this, because of the special dietary needs of some sisters, we ask that you check with the nursing staff on the floor before bringing in treats.
Bringing Friends or Guests When You Volunteer: Your enthusiasm in volunteering may be infectious! We hope you tell people about your experiences and encourage your friends who express an interest in volunteering to visit as well. Please let us know if you wish to bring someone with you since all visitors with a volunteer will need a guest ID badge and to sign in. We do require that anyone interested in volunteering or accompanying you while you volunteer meet with Lee Ann. Please call her at (574) 284-5678 to schedule an appointment.

Communication: By becoming a volunteer, you give us permission to give your contact information to sisters when it is requested. Keep current with programs and volunteers by reading the monthly updates on the website: www.cscsisters.org/about/volunteers.org.

Confidentiality: As a volunteer for the Sisters of the Holy Cross it is expected that you will respect the privacy of all sisters and staff with whom you interact. All data, materials, knowledge and information originating from, or having to do with the Sisters of the Holy Cross is to be considered privileged and confidential and is not to be disclosed. If you are contacted by a member of the media regarding your volunteer experience, please direct that person to the director of communications at (574) 284-5728. If you use your volunteer experience to write a report or journal or to do a presentation, actual names of sisters should not be used and identifying information should be changed so as not to identify the individual. No camera or cell phone photographs or videos may be taken without the consent of the sister’s superior. However, as a volunteer you have the right and responsibility to bring concerns, complaints or problems to the appropriate staff member or Lee Ann.

Dress Code and Name Badges: Remember that you are working in an environment where modest dress is appropriate at all times. Please be conscientious of your apparel. During your first three visits you will receive a temporary name badge. After the three provisional visits, a volunteer name badge will be provided to you and must be worn while you are volunteering at Saint Mary’s Convent. Name badges are to be left in Lee Ann’s office and not taken home. No volunteer shall be in the building without signing in.

Driving: Unless given special permission or are part of the International Shoppers program, volunteers are not allowed to drive Sisters of the Holy Cross vehicles or to drive sisters in the volunteer’s personal vehicle. If you would like to take a sister somewhere in your personal vehicle, it would be outside your role as a volunteer and you would need the permission of the superior for that sister.
Gifts and Gratuities: Sisters may offer you money or small gifts as tokens of their appreciation. A small, inexpensive gift, such as a bingo prize or an inexpensive rosary, may be accepted. If money or more substantial gifts are offered, please express your appreciation and decline to accept. If you need further assistance, please talk with Lee Ann.

Parking: Volunteer parking is available in the Bertrand Lot in front of the Church of Loretto and no special permit is needed for non-student volunteers. If, however, you are a Saint Mary’s College or University of Notre Dame student, please see Lee Ann for a special Volunteer Parking card.

Personal Belongings: You may leave your coat or jacket in Lee Ann’s office but the office is not locked so please leave your valuables at home or locked in your vehicle. The Sisters of the Holy Cross cannot be held responsible for lost or stolen items.

Physical Care of the Sisters: As a volunteer, it is not your responsibility to provide any physical care to a sister. If a sister needs assistance to go to the restroom or to move from chair to bed or bed to
chair, please call for staff to assist. (You can either push the sister’s call button or go find someone to help sister.) Before walking with a sister, please check with staff to see what, if any, limitations that sister might have. Occasionally you may see a sister restrained in a chair or wheelchair. This is for her safety — please do not remove or loosen the restraints.

**Pet Therapy:** Animals are an important part of our program and volunteers are sometimes eager to share their pets with the sisters. If you are interested in doing this, please speak with Lee Ann. Pets must be kept on a leash, be clean and groomed, be well behaved, be housebroken, have proof of current vaccinations and have passed our “get to know you committee.”

**Sign In/Sign Out:** All volunteers are asked to sign in and sign out in the volunteer book in Lee Ann’s office (on your right as you walk in). This allows us to track hours volunteered and to know who is in the building at any given time. When in the building you **must** sign in and wear a name badge.

**Sister Injury/Illness:** If a sister falls or otherwise is injured while you are with her, call for help. Insist she stay still (even if lying on the floor) until a nurse arrives. If a sister has a sudden change in behavior such as dizziness, slurred speech or lack of balance, please report this to the nurse immediately. In case of seasonal illness or quarantine at Saint Mary’s, you will be notified that your volunteer time has been canceled as soon as the volunteer office is notified.

**Smoke-free Environment:** Smoking is permitted only at designated outdoor locations.

**Volunteer Requirements:** Volunteers ages 14 and older are welcome. Volunteers not yet in high school must be accompanied by a parent or other responsible adult while they are volunteering, and must have received prior approval from Lee Ann. Because of infection control concerns, volunteers bringing children or grandchildren under the age of 14 with them to volunteer must have prior approval from Lee Ann and will be considered on a case-by-case basis.
SECTION III — VOLUNTEER HEALTH AND SAFETY

Accidents/Injuries: If you are injured while volunteering, please report it to a staff member immediately. Staff will provide first aid, as appropriate, complete an incident form and may give other medical instructions, as needed.

Emergency Information: You will be asked for emergency contact information during your orientation. This information is kept confidential and will only be used in case of an emergency; for instance, if you are injured while volunteering. If your emergency contact information changes, please alert Lee Ann immediately.

Emergency Procedures: In the event of severe weather or fire, all volunteers will be included in the Sister/Staff Emergency Safety and Evacuation Plans. Please become familiar with the location of fire extinguishers and, in an emergency, follow the directions of the staff. All volunteers will meet outside by the fountain in case of fire. The red Fire Plan Book is posted on the bulletin board above the sign-in book.

Hand Washing: The most effective tool in preventing the spread of illness is good hand washing. Please wash your hands thoroughly and often using the warmest water you can stand and plenty of soap. Between hand washings there is alcohol-based gel available in the volunteer office and on all of the floors of the convents.

Illness: If you feel ill or have a cold or fever, please stay home. The sisters are very susceptible to catching illnesses brought in from the outside so please err on the side of caution. Just call in and let us know you are not feeling well.

Reporting Unsafe Conditions: Please report safety issues or concerns to a staff member or to Lee Ann.
SECTION IV — GENERAL SISTER INFORMATION

Biographies/Ice Breakers: It is helpful to know something about a sister’s background and interests before you visit her. Biographies for all the sisters living in Saint Mary’s Convent and New Life Community are located on the volunteer sign-in desk. There also are scrapbooks that have been put together for volunteers by volunteers.

Please feel free to take a little time to read about the sisters. You also will be given a book of potential ice breakers — questions you may use to get to know the sisters a little better. Staff and other sisters also may be a resource for information on the sisters — please feel free to ask them questions as well.

Mother and daughter volunteers Allison and Joan Miller at the July 4th party
**HINTS FOR WORKING WITH THE SISTERS:**

- A sister’s room is her home and we are her guests. Always knock (even if the door is open) and wait for a response before entering. Always introduce yourself. Watch for signs on a sister’s door that tell you that care is in progress or that she doesn’t want to be disturbed.

- Sit down and speak up. When you talk with a sister, get on the same level. If she is sitting, you should either sit or kneel so that you can see eye-to-eye. Always look directly at the sister when you are speaking with her and if you have a soft voice, speak up.

- Be a good listener: Listen to the feelings as well as the words and maintain eye contact.

- The sisters are interested in you as well. Bring in photos or mementos that are important to you and share them with the sisters.

- Ask if you don’t know. Both sisters and staff are more than happy to answer your questions.

- Many volunteers make lifelong connections, so be present and dedicated. Have fun and live in the moment!

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University of Notre Dame and Saint Mary’s College Circle K students
MAP OF SAINT MARY’S

Shuttle bus service is free from Notre Dame to Saint Mary’s
Sister Kenneth tips her hat to our volunteers.

Volunteer: 1. A person who actively takes on a task, responsibility, or project on his or her own accord without needing to be assigned, ordered, or told to do so. Often a volunteer is not paid for the work that he or she provides. 2. Act of taking the initiative on a task, responsibility or project. This could be as a response to a request or by making the initiative to do so.

— www.businessdictionary.com