

Our Lady of Lourdes Hospitality North American Volunteers, LTD.



Founded July 16, 2002

Public Association of the Christian Faithful in the Catholic Church

2009 Annual Summary

United States 501(c)3 Charity ♦ Non-Profit New York Incorporation

OUR MISSION

To extend the invitation of the Immaculate Conception as given to Bernadette in the Grotto at Lourdes; to serve the sick and the suffering at Lourdes and at home following the loving example of St. Bernadette in simplicity, humility and obedience.



Extending the Invitation

- ♦ Virtual Lourdes Pilgrimages
- ♦ Parish Missions and Retreats
- ♦ Pilgrimages to Lourdes France
- ♦ Website and Publications
- ♦ Public Speaking and Presentations

Serving at Lourdes

- ♦ Volunteer Sanctuaries Pilgrimages
- ♦ Youth Volunteer Pilgrimage Service
- ♦ Annual Special Needs Pilgrimages
- ♦ Guided Sanctuaries Visits
- ♦ Individual Assistance at Lourdes

Serving at Home

- ♦ Virtual Pilgrimages
- ♦ Lourdes Water Distribution
- ♦ Special Needs Home Visits
- ♦ Message of Lourdes in Schools
- ♦ Lourdes Information Assistance



To see Lourdes through the eyes of the humble girl who saw the Mother of God in the Grotto...

LIVING OUR MISSION IN THE YEAR OF ST. BERNADETTE

Virtual Pilgrimages

Thousands experienced Lourdes this year in a series of **6 Virtual Pilgrimages**, multiple events at military communities, parishes, schools, universities, women's groups and youth organizations. Virtual Pilgrimage provides a "spiritual journey" in an interactive 90 minute guided experience with Lourdes Water, Grotto Rock, Eucharistic Blessing & the Rosary.

Feast Day Pilgrimage

A February 11 American pilgrimage was offered to the Lourdes Grotto in Alabama to honor Our Lady, her Feast and the World Day of the Sick.

Lourdes Pilgrimages

9 Volunteer Service Pilgrimages facilitated 144 individuals to serve the Hospitalité Notre-Dame de Lourdes.

2 Youth Catechesis Pilgrimages directed 60 teens with chaperones to serve special needs pilgrims at Lourdes.

4 Special Needs Pilgrimages assisted 243 pilgrims including ill, handicapped, family members, medical volunteers and caregivers including Deaf & Hard of Hearing and Military Wounded, Veterans Retired and Active Duty service members along with two annual special needs pilgrimages, in June and October.

Talks and Retreats

The Message of Lourdes was available to over 150 million viewers worldwide during our television appearance on EWTNLive! in addition to radio and conference talks including the Military Council of Catholic Women of Europe in Germany.

Information

"Lourdes On Your Own" packets of useful information were mailed free to assist individuals on private pilgrimage.

Over 37,000 unique individual users visited our informative Lourdes website.

NORTH AMERICAN LOURDES VOLUNTEERS HOSPITALITY

CATHOLIC CHURCH

Established by Most Reverend James M. Moynihan June 10, 2005, under Title V Canon 312 §3 as a Public Association of the Christian Faithful; North American Lourdes Volunteers devotes itself to the initiatives of evangelization and charity.

ECCLESIAL AUTHORITY

This Association is under the Ecclesial Authority of the Most Reverend Robert Cunningham, Bishop of the (New York) Syracuse Diocese.

Chaplains are appointed by the Bishop to guide the association. Order of Friars Minor, Father Jeffrey Keefe, provides spiritual direction to guide and assist the Association and is also the Liaison to the Office of the Bishop.

GOVERNANCE

The Association is governed according to the statutes approved by the Ecclesial Authority and the Board of Directors. The Statutes are in compliance with both state and federal regulations for charities.

ADMINISTRATION

The Association is guided by a Board of Directors who are not compensated or paid for their leadership services. The Association operations are coordinated by (unpaid) Founding Administrator, Mrs. Marlene Watkins, as appointed by the Bishop. Association activities and finances, including the annual audit, are reported each year to the Bishop.

NEW YORK STATE

The Association was incorporated in New York in 2003 and operates within the state norms and laws for legal entities, abiding by state charity requirements and conducts bi-annual meetings.

UNITED STATES OF AMERICA

Tax-exempt status as a 501(c)3 was granted in 2003 affording the Association the privileges and obligations of a charity. An annual audit and 990 financial report are completed as required by the IRS. As a 501(c)3 non-profit, all donations and contributions are tax deductible within the legal allowable guidelines.

HOSPITALITIES

The Hospitalité Notre-Dame de Lourdes is under the authority of the Bishop of Tarbes et Lourdes and is comprised of individuals from various countries who come to Lourdes in volunteer service to welcome pilgrims. Diocesan, national and religious hospitalities accompany sick pilgrims to Lourdes under their ordinary with the blessing of the Bishop of Tarbes et Lourdes.

LOURDES VOLUNTEERS

Our Lady of Lourdes Hospitality North American Volunteers, the first hospitality of the Americas, became an aggregated member of the Hospitalité Notre-Dame de Lourdes on December 17, 2006.

AVE MARIA TRAVEL

A wholly-owned not-for-profit subsidiary of Lourdes Volunteers, Ave Maria Travel is the negotiating agency for all airline contracts, all travel arrangements and travel/medical insurance. All audited financial information is included within Lourdes Volunteers statements.

FULFILLING OUR MISSION



144 volunteers each served Hospitalité for one week in 2009. Volunteers ranged in age from 17 years old to 75 years young, arriving from dioceses as far away as Slovakia, Columbia, Trinidad and Tobago, Venezuela and the largest archdiocese in the world, our US Military Archdiocese.

77 women offered one week of service assisting in the baths, the Service of St. Jean de Baptiste, **30 men**



in the Service of St. Joseph lifted pilgrims on stretchers at the train station and at the airport, assisted in the baths and daily processions, while **36 women** served in housekeeping and dining rooms at both Accueils, with one volunteer teaching in Formation.



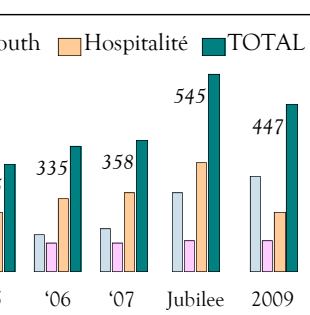
60 youth came as pilgrimage volunteers offering humble service in the unglamorous duties necessary to make pilgrimage possible for those unable to travel without assistance. Learning, Living and Loving the Message of Lourdes made a life changing experience for chaperones, teens and those they served.

243 pilgrims aged 1 to 90 traveled from 28 states and home countries as far as Uganda, Argentina, France and Canada including 11 religious, 3 babies, 22 medical professionals and 110 caregivers and companions. 48 special needs pilgrims included wheelchair-bound and profoundly handicapped individuals, several seriously or terminally ill and many unaccompanied pilgrims traveled to Lourdes

with personal and medical supportive care provided.

Volunteers gave their service paying their own costs for pilgrimage.

Each pilgrimage was directed by an experienced leader



and member of the Hospitalité. Priests accompanied pilgrimages offering Mass and spiritual direction throughout the week.

Bringing their Lourdes experience home, in living the invitation to conversion as requested in the Grotto, the Message of Lourdes continues on....

SUPPORTING OUR MISSION

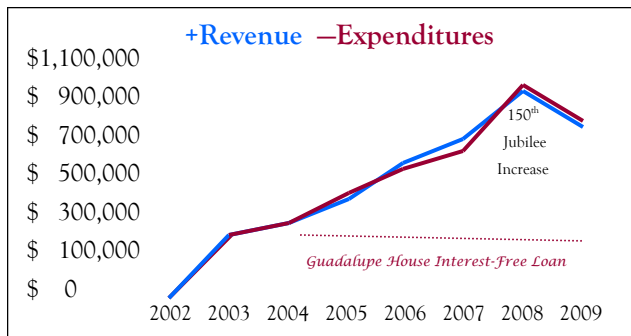
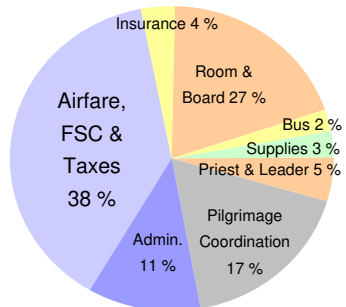
Liability Insurance is the umbrella policy purchased by the Association protecting against injury, misconduct, neglect, abuse, damage or accident.

FINANCIAL INFORMATION SHOWN IS NOT AUDITED.

2009 audit available at 990 filing November 2010.

Volunteer pilgrimages and donations are tax-deductible on 1040 Schedule A. Please consult your tax advisor.

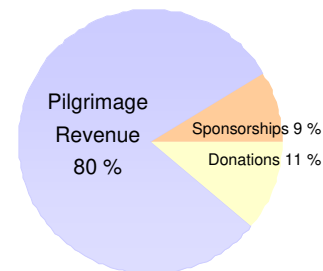
PILGRIMAGE MONIES
Average Pilgrimage Cost Percentages



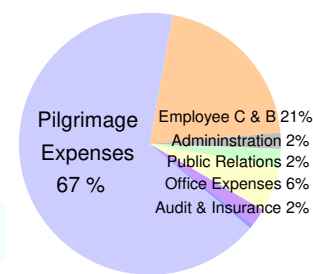
94¢ of every dollar was spent on programs and services last year.

In-house travel/pilgrimage coordination eliminates travel agency and tour operator commissions.

REVENUE



EXPENSES



2009 SPONSORSHIPS

41 SPECIAL NEEDS PILGRIMS
25 VOLUNTEERS

Taxes and Fuel Surcharge (FSC) are the \$404 airport taxes and jet fuel price fees imposed by the airlines to be collected in addition to ticket fare.

Medical and Travel Insurance is the \$100 policy coverage included for each individual pilgrim and volunteer for medical or travel emergencies.

Serving Hospitalité Notre-Dame de Lourdes or American Pilgrimage



There are two distinct services at Lourdes: to welcome pilgrims by assisting at the Sanctuaries with the Hospitalité Notre-Dame de Lourdes or to accompany pilgrims to the Sanctuaries at Lourdes throughout their pilgrimage journey.

Service to the Sanctuaries requires schooling and training to serve as a member of an international team of volunteers for one week. Without the 8,000 charitable lay volunteers who commit to return annually at their own expense to serve

at Lourdes, the Sanctuaries would be unable to continue to receive over six million pilgrims each year.

Equally, without dedicated volunteer helpers willing to be trained for supportive care and one-on-one assistance throughout travel and stay with North American Lourdes Volunteers, most pilgrims would be unable to make the long arduous journey to France and home.

Thanks for both services to Our Lady and her pilgrims!

FACILITATING OUR MISSION

“With God ALL things are possible” is the motto of the dedicated office team who responds to inquiries, arrange travel and process pilgrimage registration. Also, the team coordinates virtual pilgrimages as well as the design and printing of all Association brochures, materials and publications.

Two full-time employees manage the pilgrimage and travel operations while one part-time employee coordinates our Special Needs Pilgrimages with our Head Nurse volunteer. One full-time employee

manages bookkeeping and accounting. Three part-time technology volunteers and one full-time volunteer administrator offer their time and service as unpaid office directors and helpers.

Each staff person can join one of our pilgrimages as an employee benefit and as job training to offer first-hand experience to assist others to Lourdes.

Flexible hours and healthcare benefits help to offset non-profit wages offering employees a fair compensation package for hard but spiritually rewarding work.

The team of paid and volunteer staff is committed to Our Lady of Lourdes and sharing her message in the service of her pilgrims and volunteers.

Managing pilgrimages requires a team of dedicated volunteers to lead the group and coordinate the activities. Chaplains and Group Leaders are not required to pay pilgrimage costs, however, some donate their time, talent and services and also the cost of their pilgrimage as a contribution.

Pilgrimage expenses and sponsorships are tax deductible on 1040 Schedule A.

To contact us:
☎ Phone: (315) 476-0026

Visit us on the Web!
www.LourdesVolunteers.org

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P. O. Box 3820, Syracuse, NY 13220 USA



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BOARD OF DIRECTORS

Ecclesial Authority:

***Most Reverend Robert Cunningham,
Bishop of the Syracuse Diocese (NY)***

Chaplain:

Rev. Jeffrey Keefe, OFM.Conv.

President:

Marlene Watkins *Hospitalière 2006

Vice President:

Col (Ret) David Braden *Stagiaire 2003

Secretary:

Barry Vaughn

Treasurer:

John Lewis

Pilgrimage Head Nurse:

Mary Dooley, R.N. *Stagiaire 2005

Volunteer Director:

Teresa Lewis *Stagiaire 2006

Medical Advisory Committee Chairman:

Medical Director Michael Martinelli, MD

*Member Hospitalité Notre-Dame de Lourdes



2009: THE LOURDES YEAR OF ST. BERNADETTE MILESTONES

- 17 Commitments to the Hospitalité Notre-Dame de Lourdes
- First American Lourdes Grotto Pilgrimage to Alabama
- First Virtual Pilgrimage in Asia at US Military Misawa, Japan
- 37,000+ individuals accessed information from our website
- Lourdes Water apostolate organized for bottling/distribution
- Accompanied our 2,000th pilgrim to Lourdes this year
- Established private pilgrimage residence office in Lourdes
- Created and launched Lourdes Volunteers BLOG

Dear Friends of Our Lady of Lourdes and St. Bernadette,

Grace Upon Grace! That has been our experience following the 150th Jubilee last year to now, this Year of St. Bernadette at Lourdes. Her example to holiness leads the way for us still.

After five years of dedicated service to the Sanctuaries of Lourdes with the Hospitalité Notre-Dame de Lourdes, 17 North American Lourdes Volunteers made a formal Commitment at Holy Mass to serve one week each year for the rest of their lives, whenever possible. When Lourdes Volunteers was founded, just eight years ago, there were only 16 Americans registered in service at Lourdes! Surely, Our Lady has placed this beautiful desire in our hearts to serve her and her pilgrims at the Grotto. We are all blessed, graced and enriched by this generosity of service at Lourdes and at home.

Now, Our Lady is increasingly placing the desire in our hearts to serve pilgrims from home on special needs pilgrimages which is a blessing to us in living the Message of Lourdes!

Thank you for the privilege and pleasure to serve Our Lady and you, Merci! *Marlene*