

Our Lady of Lourdes Hospitality
North American Volunteers



**Volunteer Code of Conduct
and Dress Code**



Hospitalité Notre-Dame de Lourdes Service

Service in the “Spirit of Lourdes”



Lourdes is a holy place, a place where miracles happen in an atmosphere of prayer. The opening words of the invitation of Our Lady to Bernadette in the Grotto, “would you be so kind as to come here...” give us the “Spirit of Lourdes” and Bernadette’s docile and joyful response provides the example for our behavior to serve pilgrims at Lourdes, serving each person as Christ.

We appreciate your cooperation in keeping with the Spirit of Lourdes by following terms for behavior and appearance, as set forth in this booklet, to better serve Our Lady, her pilgrims and each other on pilgrimage in Lourdes.

North American Lourdes Volunteers Mission

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



North American Lourdes Volunteer Promise of Joy

O Lord, Thank You for giving me this opportunity to serve You.
I promise to embrace with joy all the duties asked of me.
Please help me to be humble and obedient as I serve You in others.
Please let me be of joyful help, not only to Your pilgrims,
but to my fellow volunteers and directors.
Let me never be an obstacle to Your graces in me or in others.
May my work be pleasing to Jesus and His Immaculate Mother,
all to honor the Blessed Trinity. Amen

The international language of Lourdes is a smile!

Volunteer Code of Conduct

Upon registration, each North American Volunteer agrees to:

All North American Volunteers agree to:

- respect the confidentiality of all pilgrims
- serve six (6) consecutive days for the Sanctuary of Our Lady of Lourdes
- follow the schedule as provided each day
- be on time for all activities
- be cooperative and obedient when receiving instruction
- observe curfews
- follow the Volunteer Uniform and Dress Code
- act in accord with the teachings of the Catholic Church regarding faith and morals
- be patient and turn the other cheek when misunderstandings arise
- greet my fellow volunteers and pilgrims in a friendly manner
- attentively attend to the sick generously with compassion
- take any concerns or problems encountered to the Volunteer Coordinator for private, charitable discussion and confidential resolution

Volunteers understand that there shall be:

- NO sharing of confidential information
- NO drunken or unruly behavior
- NO gum chewing
- NO lewd language or activity
- NO angry outbursts, negativity or grumbling

Volunteers must accept responsibility for all their actions. If a volunteer should fail in any serious way, he or she agrees to accept any consequences and make an honest effort to correct the unacceptable pattern of behavior. Volunteers understand that should behavior be found unacceptable, they may be required to depart early from the pilgrimage at their own expense.

Each volunteer by affixing his or her name and signature to the Volunteer Registration Form, agrees to abide by the terms and conditions, as set forth in this Code of Conduct and Dress Code.

All service is offered in simplicity, humility and obedience.
Volunteer Dress Code

Following this Dress Code will ensure a reverent and unified look at the Sanctuary and help to maintain the respect Our Lady deserves in the Grotto. This code is intended to assure the dignity and modesty expected of North American Volunteers and to be identified as in service to the sick.

Inappropriate dress is not acceptable in Catholic sites throughout Europe and is strictly enforced. Modesty is most important and appropriate in the holy places where we will spend most of our time. The European standard of dress is remains more formal than the casual dress of the United States.

- All volunteers are to be neat, clean and presentable in appearance.
- Consider mobility, flexibility, comfort and modesty.
- Shoes must be closed toe and slip-resistant.
- Hair is to be tied back away from face.
- Nametag provided by the Sanctuary HNDL is to be worn at all times.

FEMALE VOLUNTEERS:

A white nurse uniform dress is to be worn by all female volunteers.

The uniform dress must fall below the knee (NOT tight fitting). A slip is necessary. A white top/navy or black knee length skirt may be worn underneath uniform and for ceremonies (International Mass and Procession on Thursday afternoon). Navy cardigan sweater and white or navy tights are suggested. HNDL belt is recommended. All services provide aprons to be worn during service.

MALE VOLUNTEERS:

A light-colored collared shirt is to be worn each day.

A tie is requested at all Grotto and Eucharistic functions.

Ties with the Hospitalité logo can be purchased for €15.

Dark slacks (no unbelted or drooping pants). No jeans or shorts.

Navy Blazers are recommended.

Britelles (straps) are provided by the Hospitalité Bureau.

Unacceptable attire for North American Lourdes Volunteers within the Sanctuary at Lourdes or during pilgrimage:

- NO sleeveless tops, tank tops or tops with spaghetti straps.
- NO tight, low-cut, unbuttoned, transparent or halter tops.
- NO shorts, sweat pants or jeans.
- NO tight pants, leggings, stretch pants or stirrup pants.
- NO flip-flops or sandals.
- NO drooping, hanging, saggy, baggy pants or clothing.

Thank you for your service to Our Lady of Lourdes and her pilgrims!