

MercyMatters

Newsletter for the staff of the Sisters of Mercy of the Americas – South Central Community

Summer 2011

WHAT'S INSIDE

2 More than vegetables grow in her garden
For Phyllis Mueller, gardening is a meditative experience.

3 What on Earth?
Small steps can help replenish our planet.

4 Mercy Convent in Fremont
Finding serenity among the trees.

5 Catherine McAuley Award
Co-ministers are recognized for their dedication to Mercy.

6 Two proud mothers
Debra Allen and Denise Greer welcome their sons home from active military duty.

7 Employee reminders

8 Mercy International Centre
All are welcome at Catherine's house.

CALENDAR

July 4
Independence Day

September 5
Labor Day

November 24
Thanksgiving

December 23
Christmas (observed holiday)

December 26
Christmas Extra Monday (observed holiday)



Sisters of Mercy of the Americas
South Central Community

MercyMatters is a quarterly publication of the Human Resources Department and the Communications Department.

MODEL OF MERCY: LINDA MASSEY

Co-minister delights in "spoiling" our sisters

Linda Massey, LPN, is no stranger to nursing homes. She had years of experience in geriatrics and nursing homes when she came to McAuley Convent in Barling, Arkansas, 11 years ago. But Linda quickly found that McAuley was different.

"I thought I'd died and gone to heaven," she says. "It's a peaceful atmosphere compared to the turmoil of other nursing homes."

Linda considers working at McAuley Convent a blessing. During her evening shift, she cherishes the simple time she can spend with sisters, listening to their worries or hearing about their day.

"That's the shift when you can tuck them all in and have conversations with them," she says. "I spoil them."

For Debra Allen, administrator, Linda always goes above and beyond.

"She exemplifies Mercy through and through," says Debra. "There's nothing she won't do to help others."

Besides her concern for co-workers and visitors, Linda goes out of her way to be sure that the sisters are cared for and happy. When the convent dog, Lucky, became too territorial for the convent setting and



Linda Massey assists Sister Eugenia Pellin at McAuley Convent in Barling, Arkansas.

needed a new home, Linda couldn't stand to see how it upset one of the sisters who had a special love for Lucky.

"Sister Gervase (Goellner) was heart-broken," Linda says. "I could not stand it."

Linda immediately took Lucky into her own home and cared for her just as Sister Gervase did. She often brought Sister Gervase to visit her, and when Lucky was dying, Linda and Sister Gervase were both at her side. Linda buried Lucky in her front yard.

Model of Mercy continued on page 3

Memories of her grandfather cultivate love of gardening



Phyllis Mueller tends to her garden behind Mercy Administration Center in Belmont.

One of Phyllis Mueller's most vivid childhood memories is climbing her grandfather's fruit trees, playing with the kittens in his barn, and helping in his fascinating garden—a testament to his hard work and love of watching God's creation blossom and grow.

"I lived next door to my grandfather who had a garden until he was 88, the year he died," she says. "Now when I'm in my garden, all of those memories flood back. It's meditative because when you're in the garden, you're typically by yourself in your own little world."

Phyllis grew up in Cleveland County, North Carolina, in the foothills of the Blue Ridge Mountains, where she still lives today. Her day-to-day job at Mercy Administration Center in Belmont is intermediate accountant as well as administrator of accounting software in the Finance Department. But last year, she

took on an unexpected volunteer role when she gradually emerged as an expert in gardening because of the special skills she had begun to hone decades earlier with her grandfather.

Encouraged by Phyllis, Human Resources Director Patricia Manzi, and Senior Benefits Specialist Susie Brown who served as organizers, staff members planted, tended and harvested Mercy Administration Center's first vegetable garden in summer 2010. As the new gardeners—many of them unfamiliar with working the soil—had questions, they turned to Phyllis for

her gentle, practical advice.

"What I know about gardening I learned from my successes and failures. That's one of the things that draws me to it. It's hard to make a mistake," she explains.

Thanks to Phyllis' guidance and the hard work of everyone who participated in the garden last year, it was a big success, and this year's garden in Belmont has tripled in size as a result.

"I was surprised by the level of interest above all. It was most rewarding to see people who never had put seeds in the ground experience joy when those seeds sprouted."

For Phyllis, gardening is not just a warm weather activity. She plants something each year on January 1 in her garden at home. "It's how I start my new year. It's typically mild enough around here we can do that."

Among the vegetables she rotates are beets, carrots, Swiss chard, snow

peas, snap peas, spinach, lettuce, onions, asparagus, okra, green beans, summer and winter squash, and pumpkins.

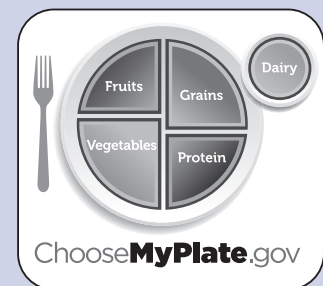
"This is one of my rituals," she shares. "When I come home in the evening, I walk my yard—all the places where I've planted things—just to see what happened that day. Sometimes it's to see just what a bunny or chipmunk ate. This time of year, it's the first thing I do."

Fun to grow, healthy to eat

The U.S. Department of Agriculture (USDA) recently revealed its new "MyPlate" icon, which recommends that fruits and vegetables fill half of your plate. So, what makes fruits and vegetables such an important part of your daily diet?

Their high content of essential vitamins, minerals and fiber protects you from chronic diseases. People who eat large amounts of fruits and vegetables reduce their risk of some cancers, type 2 diabetes and stroke. Snacking on fruits and vegetables, which are naturally low in calories and fat, also helps you lose weight. They're more filling than processed snacks and can give you a much-needed energy boost.

When you buy fruits and vegetables, always look for whole, fresh varieties. In the summer months, fruits and vegetables are readily available, whether from your garden or a local farmers' market. Canned, dried and frozen fruits and vegetables are also good choices—just be sure to look for those without added sugars, syrups, salt or sauces.



Source: Centers for Disease Control and Prevention, U.S. Department of Agriculture.

Model of Mercy continued from page 1

When Linda was hired, she told Debra that she wanted to work every shift and know everything there was to know about McAuley Convent. After working the day shift for several years, she asked to return to the 3-11 p.m. shift after she got married last year. Her husband is from Oklahoma, but he moved to Arkansas so that Linda could keep working at McAuley Convent.

"He told me, 'You have to stay at the convent because they absolutely love you,'" she says.

During her 11 years at McAuley Convent, Linda has been with many sisters when they've died. While heart-breaking to watch, Linda says that she wants to be with them during that time.

I always pray that I'll be with them during the transfer from one life to the next.

Linda Massey

"I always pray that I'll be with them during the transfer from one life to the next," she explains. "I want to be the one to hold their hand. I don't want them to be alone."

She believes that the sisters have taught her so much about death and dying. She cherishes those lessons and has carried them out in her own life.

"The sisters don't cry at funerals; they celebrate going to heaven and that's a nice thing to learn to do," she says. When Linda's parents died, she didn't mourn as most people would. Instead, she looked to the sisters' example.

"It's a celebration of new life—my loss, their gain," she says.

Despite a busy life that includes helping her husband raise sheep and keeping up with their five children and 12 grandchildren, Linda doesn't have any plans to slow down or leave McAuley Convent.

"I'm going to stay until they kick me out," she says.

Saving energy good for Mercy, good for Earth

At Mercy Center in St. Louis, one employee's initiative has generated a surge in energy efficiency on the 56-year-old campus.

Rick Stockton, maintenance supervisor, came to Mercy Center 14 years ago, after spending more than 20 years at a Mercy hospital. He recognized an opportunity to make changes to campus operations.

"I knew we could operate more energy efficiently and minimize maintenance repair costs," says Rick. The major changes implemented during his tenure include:

- Installing motor control frequency drives with start/stop timers for the air handling systems. The system turns off at night and restarts early in the morning, saving energy and extending the life of the equipment by running less.
- Installing outside temperature controls that automatically turn the boilers off and on based on the outdoor temperature.
- Replacing boilers with 90 percent efficient water boilers that are computer-monitored.

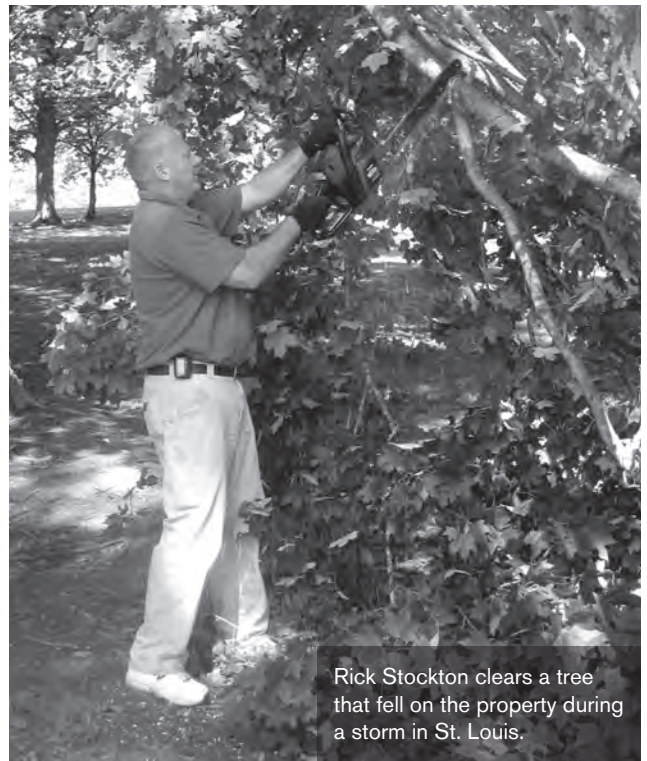
While those may be large-scale changes, Rick has implemented smaller changes that quickly add up. His department installed motion light sensors in hallways and switched to compact fluorescent light bulbs. The staff also has changed how often they mow certain areas of the 70-plus-acre campus.

"We're letting certain patches go back to nature by only cutting them once a year instead of six times a year," says Rick. "It saves fuel and money, and it's less pollution from the mowers."

"It's important for our organization as a way we can save money, help the environment and cut down on repair costs," says Rick.

Sister Corlita Bonnarens, who served with Rick on Mercy Center's Environment Committee from 2001-2007, believes the importance of Rick's environmental efforts and upkeep of the grounds extend beyond energy efficiency and cost savings.

"Because it's a retreat and conference center, it's important to people to go outside and experience nature. That's the beauty of the divine," says Sister Corlita. "Rick takes great pride in his work."



Rick Stockton clears a tree that fell on the property during a storm in St. Louis.

St. Bernardine Home in Fremont

Finding serenity among the trees



The front entrance of St. Bernardine Home.

Nestled among hundreds of ancient pine and spruce trees in Fremont, Ohio, St. Bernardine Home provides a welcoming, family atmosphere for retired sisters.

Opened in 1970, St. Bernardine Home sits on the same campus as Our Lady of the Pines Retreat Center. At St. Bernardine, sisters enjoy a deep connection to nature whether through the spacious, wooded grounds or from lounges with floor-to-ceiling windows. The 35-bed facility sits on the highest point in Sandusky County, and a regional cemetery for Sisters of Mercy is on the grounds. A priest who lives in an on-site apartment says daily Mass.

The 22 sisters and 42 staff members share a close, family-like relationship, which administrator Jim King acknowledges is common among South Central

retirement convents. Still, Jim says, "Lives are being touched by being part of this atmosphere."

Once a month, staff enjoy an extended lunch hour with the sisters, during which each department provides an update on a rotating basis. During a recent lunch, Jim shared the history of the convent's patron saint, who many people are surprised to learn is a man.

The sisters and staff share a close bond, something Jim attributes to the sisters' deep sense of spirituality and their constant prayers for staff members.

"I've heard over and over from staff members going through a crisis, 'When the sisters say they'll pray for you, they mean it,'" Jim explains. He also sees staff members carry out their commitment to the Mercy mission every day.



The gazebo on the grounds offers the sisters a quiet place to relax and reflect.

"We have this foundation that defines who we are and how we deal with issues," he says. "We ask, 'What is the Mercy way?' We're held to a higher standard than a normal workplace."

And our winner is ...



Mickey Strasser

Congratulations to Mickey Strasser, a staff member at Mercy Convent in Nashville, Tennessee. Hers was the name that Sister Paulette Williams, a member of the Community Leadership Team, drew from among 20 who submitted correct answers to every question in our contest in the spring issue of *MercyMatters*. Mickey received a \$50 American Express gift card.

Staff members in Baltimore, Maryland; Barling, Arkansas; Belmont, North Carolina; Cincinnati and Fremont, Ohio; Louisville, Kentucky; Oklahoma City, Oklahoma; and St. Louis, Missouri, sent in correct answers. Their entries went into the drawing, and we appreciate their participation.

Co-ministers embody Mercy's mission every day

The Catherine McAuley Award honors retirement convent employees who embrace the charism of the foundress of the Sisters of Mercy. Convent administrators nominate the recipients, who must have two years of continuous service with the Sisters of Mercy and work at least 20 hours per week to be eligible.

"These employees exemplify the spirit of Catherine McAuley," says Sister Kathy Green, president of the South Central Community. "We're grateful for their dedication to the sisters, their co-workers and the Mercy mission."

The South Central Community is proud to announce this year's recipients of the Catherine McAuley Award:

Florina Aquino, wellness nurse, The Villa, Baltimore, Maryland

Souvenir Aziz, housekeeper and weekend cook, Mercy Convent, Savannah, Georgia

Linda Massey, LPN, McAuley Convent, Barling, Arkansas

Cecilia "Cece" Hansell, activities associate and driver, St. Catherine Convent, Louisville, Kentucky

Connie Smith, nursing assistant, McAuley Convent, Cincinnati, Ohio

Gay Nell Foster, director of nursing, Convent of Mercy, Mobile, Alabama



Test your knowledge, and win a gift card!

Answer these items correctly and your name will go into a drawing for a \$50 gift card. You'll find the answers in this newsletter. Good luck!

When did Catherine McAuley open the House of Mercy? _____

In what city? _____

According to the USDA, fruits and vegetables should fill what portion of your plate? _____

When using your lab/screening benefits, which lab should you ask your doctor to use? _____

In what year did St. Bernardine Home in Fremont, Ohio, open? _____

Name: _____ Work location: _____ Work phone: _____

Please copy this completed questionnaire and send it to: Patricia Manzi, Mercy Administration Center, 101 Mercy Drive, Belmont, N.C. 28012-2898 or fax it to 704.829.5267. **Deadline for entries is Friday, July 15, 2011.**

Two mothers proud of sons' service

For two mothers in the South Central Community, the Fourth of July has special significance this year, as they recently welcomed their sons home from active military duty.

Debra Allen, administrator of McAuley Convent in Barling, Arkansas, and Denise Greer, dietary staff member at Catherine's Residence in St. Louis, Missouri, both have sons in the military. Debra's son, Capt. Heath Allen, was in Kuwait for six months with the 386th Air Expeditionary Wing; Denise's son, Pfc. Sheldon Greer, Jr., served in Afghanistan for one year.

After a year abroad, Denise welcomed Sheldon home Memorial Day weekend at a ceremony at his base in Fort Campbell, Kentucky. Since his June 2010 deployment, he was only home once before returning in May. Denise, who has several retired military members in her family, believes this has been a good stepping stone for her

son since he graduated high school two years ago.

"It's a good foundation for him," she says.

In his current role as chief of public affairs for the 386th Air Expeditionary

Wing of the Air National Guard, Heath Allen knows what makes a good story. He handles the base newspaper and any media responses. A freelance writer, Heath has been honored as Best Sports Writer in Northwest Arkansas. For Mother's Day, he used his media connections to create a special surprise for his mother.

While at the Arkansas Naturals baseball game on Mother's Day to watch Heath's son, Sky, sing the national anthem with his

class, Debra heard Heath's voice. She looked up to see her son on the video screen wishing her a Happy Mother's Day.

"I heard his voice, and I just cried and cried," says Debra.

For Denise and Debra, the internet has been the key to staying in contact with their sons. Both rely on Skype to stay connected. Debra even uses her iPhone to record videos of Sky that she shares with Heath.

"When we Skype, we get to see everything around him," Denise says. Denise communicates with Sheldon every day either through Skype or Facebook. However, if he's in the field, it may be eight or nine days before she hears from him.

"The internet is a really good thing," she says. Denise also makes sure to send letters and packages to her son. She includes snack items that can be opened quickly



This photo was taken from the video of Capt. Heath Allen's message to his mother on Mother's Day.

such as his favorite potato chips, movies, games, magazines, and anything sweet.

"They love the sweet stuff, anything homemade," Denise says.

While both are proud of their sons' service, they're glad to have them safely back home.

"I just want him to be home," says Debra.



Pfc. Sheldon Greer, Jr.

We salute these immediate relatives serving in the U.S. military

Seaman Pierre Arriola U.S. Navy, At sea	Brother of Caroline Arriola Mercy Heights Nursery and Kindergarten, Guam
Petty Officer 1st Class Joel Barcinas U.S. Coast Guard, Hawaii	Brother of Jenna Quintanilla Administrative Office, Guam
Master Sgt. Anthony Fisher U.S. Air Force Elmendorf Air Force Base, Alaska	Brother of Yvonne Bilger St. Bernardine Home, Fremont, Ohio
Airman 1st Class Jerilyn Quintanilla Davis Air Force Base, Arizona	Sister of Jenna Quintanilla Administrative Office, Guam
Gunnery Sgt. Antione Robinson U.S. Marine Corps, Okinawa, Japan	Brother of Sundae Stewart The Villa, Baltimore, Maryland
Lt. Col. Ken Sheets U.S. Army, Currently in Germany Served in the past in Kuwait, Iraq, Afghanistan and Africa	Son-in-law of Joanne Melcher St. Catherine Convent, Louisville, Kentucky

If one of your immediate relatives is on active duty and we didn't include them here, please let us know by submitting their name, rank, branch of the military, and where they are serving. We also need your name and work location.

Immediate relatives include mother, father, son, daughter, brother, sister, son-in-law, daughter-in-law, grandfather, grandmother, granddaughter, or grandson. Please e-mail the information to Myra Joines, communications director, at mjoines@mercysc.org by August 1, 2011. Thanks.

Employee reminders

Vision plan

Our vision plan allows you to use any provider for your eye exam, glasses or contact lenses. Some providers will file your claim for you, while others require that you pay at the time of your visit. If you pay for services, you may file for reimbursement according to the plan's schedule of benefits by mailing a copy of your insurance card and a detailed receipt to:

**Christian Brothers
Employee Benefit Trust (CBEBT)**
1205 Windham Parkway
Romeoville, IL 60446-1679

Once received by CBEBT, reimbursements typically are processed within a couple of weeks.

Additional discounts may be available if you use a VSP provider. Visit www.vsp.com or call 1.800.877.7195 to find out if your provider participates. However, you're not required to use a VSP provider.

Using in-network providers

Choosing an in-network provider ensures that you'll get the most out of your insurance plan. Aetna's DocFind is an easy way to locate an in-network provider. Log on to

www.aetna.com/asa to find a provider based on location, specialty, hospital affiliation or name. DocFind is regularly updated with the most current information on providers covered by our Christian Brothers Employee Benefit Trust plan.

Use Quest to save on lab costs

When using your lab/screening benefits, ask your doctor to use a Quest lab. You can avoid out-of-pocket costs for most screenings done through Quest. For example, one employee's screenings were going to cost more than \$700. But by using Quest, the employee paid nothing.

Vision plan summary

Vision Plan Highlights	Limit	Plan Allowance
Annual eye exam	One per 12-month period	\$50
Lenses	One pair per 12-month period, if change in prescription	
Single		\$50
Bifocal		\$75
Trifocal		\$100
Lenticular		\$100
Contact lenses (payment for contacts is in lieu of payment for regular lenses)	One per 12-month period if change in prescription; or disposables up to maximum benefit	\$100
Frames	One per 24-month period	\$100

Vendor contact information

Coverage	Provider	Member Services Phone Number	Website
Medical To find network providers or ask about benefits	Christian Brothers	1.800.852.4877	www.aetna.com/asa Aetna Signature Administrators or www.mycbs.org/health
Dental To ask about benefits	Christian Brothers	1.800.852.4877	www.mycbs.org/health
Vision To ask about benefits	Christian Brothers	1.800.852.4877	www.mycbs.org/health

All are welcome at Catherine's house

When Catherine McAuley opened the House of Mercy on Baggot Street on September 24, 1827, she chose a location in the heart of Dublin to carry out her ministry of helping the sick, the poor, women in distress, and young girls in need of education. She wanted Dublin's wealthy to see the plight of the impoverished, the sick and the uneducated, especially women and children.

Four years later and at the age of 53, Catherine took another bold step, and established a religious order, in the hope that the order would ensure the security and survival of this ministry. Since Catherine's death in 1841, thousands of Sisters of Mercy in at least 44 nations continue to carry on her vision.

Today, the House of Mercy still shares Catherine's love and hospitality with all who enter its doors. As Mercy International Centre, it's a place of hospitality, renewal and heritage for Mercy sisters, associates, colleagues and the general public. Learn more about Mercy International Centre at www.mercyinternational.ie/index.cfm.



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