

Creating a better world, by serving people in need.

Food, clothing and shelter are the basic needs of all people. Due to unforeseen circumstances, sometimes people are unable to obtain these basic needs. That's why Lutheran Social Services (LSS) offers a continuum of services to lend a helping hand. Through our programs, we reach 27 counties in Ohio with select services offered statewide. From single adults to extended families, LSS is dedicated to "creating a better world by serving people in need."



More information can be found at www.lssnetworkofhope.org.

LSS Faith Mission

Each year, Faith Mission provides more than 83,000 nights of shelter to men, women and veterans and serves three meals a day to anyone who is hungry. No matter their situation, when a person arrives at Faith Mission, they are treated fairly, with dignity and without judgement.

FAITH MISSION KITCHENS

Faith Mission operates the only kitchens in Franklin County able to serve breakfast, lunch and dinner every day of the year. We serve more than 600 meals a day (over 220,000 meals per year). The Faith Mission Community Kitchen serves our shelter residents as well as individuals from the community who need a meal, welcoming everyone, and placing no barriers between a person in need and available food.

Kitchen volunteers: Volunteers assist in the preparation, serving and clean-up of meals. Volunteers work under the supervision of the cooks and Kitchen Manager of Faith Mission. In the community kitchen, groups of up to 8 volunteers can assist with meals (groups of 5 volunteers at the Faith on 8th Kitchen) 7 days per week, 365 days per year.

Meal Providers: Providing the food that you serve helps us to control our food costs. Groups can provide full or partial meals (main course, side dish, dessert, etc.). Our Provide and Serve Guidelines will help you in planning your meals.

FAITH MISSION DONATION CENTER

Donation Center volunteers play a key role in sorting and storing clothing, personal items and housewares so that they can be quickly distributed to clients. Volunteers also pack "move out boxes" for our residents transitioning into the community which include the essentials for starting out in a new home. Volunteers work under the supervision of the Donations Coordinator. Groups of up to 10 volunteers can assist in the donation room.

FAITH MISSION KITCHEN GARDEN

Volunteers help us to provide fresh produce and herbs to our kitchens. Volunteers assist in planting, watering, weeding and harvesting the garden, located at our Faith on 8th location. Staff is available to lead groups during scheduled shifts, or those with gardening experience can schedule unsupervised shifts. Groups of up to 8 can volunteer in the Kitchen Garden.

LSS FAITH MISSION VOLUNTEER GUIDELINES

All volunteers must be at least 14 years old, and volunteers 14-17 years old must serve with an adult.

Sign In: Please create a VolunteerHub profile and sign in via our VolunteerHub system upon arrival. Profiles can be created prior to your shift at www.lssco.volunteerhub.com. A join code will be provided to your group. Accurate reporting of volunteer time contributions is important in telling the story of LSS services and allows us to recognize our volunteer partners

Safety Guidelines: Volunteers should dress comfortably and conservatively and wear closed toe flat shoes. As it is important that volunteers are not distracted, headphones are not permitted in Faith Mission and cell phones should only be used in designated break areas. Please practice safe lifting procedures as posted at the site. Regular hand washing, as well as gloves, hairnets and aprons are also **required** to ensure food safety. If you are ill with a contagious condition, please refrain from volunteering. Should you become injured while volunteering, please notify staff immediately. For the safety of staff, volunteers and guests, firearms and other weapons are not permitted on any LSS property.

Volunteer Personal Items: Personal items such as coats and small purses can be stored on site (lockers are available- please bring your own lock). Valuables should not be brought into Faith Mission as we cannot be responsible for items lost or damaged. Please do not bring large bags or backpacks to Faith Mission.

Confidentiality: Confidentiality is the preservation of any information concerning a client. Staff and volunteers have an ethical obligation to hold confidential any and all identifying information obtained/observed regarding our clients. A client should be able to expect that they will not lose their privacy because they are receiving services. You may not share any information about clients with anyone outside of the Faith Mission. Should a person with whom you are acquainted enter Faith Mission as a client, please keep your interaction professional and let them maintain their privacy. If information about a client is requested from someone outside of the agency, please respond that "Agency policy does not permit anyone to confirm or deny that any person is receiving Faith Mission services". Confidentiality extends to photography and social media. Do not take any photos of clients either on or off of LSS property. You may take photos of your volunteer group for social media, but such pictures **MAY NOT** include clients.

Volunteer Feedback: At LSS, we strive to provide a meaningful and positive experience for staff, volunteers and clients. Should you have a concern about your experience or the experience of others please bring your concerns to our staff, the Volunteer Services Manager, or the Director of Volunteer Engagement immediately. There is always staff available on site during volunteer shifts.

Parking: Volunteer groups are encouraged to carpool to Faith Mission. Limited parking spaces are available in the lots at the 245 N. Grant, 217 N. Grant and the 599 E. 8th (Faith on 8th) locations. Metered parking is also available. Please do not park in any of the lots belonging to neighboring buildings.

Tips for Volunteering

- Remember that our clients are experiencing personal crisis and treat them with compassion, dignity and respect
- Do not compromise the helping relationship by exchanging personal information, goods or services
- Allow staff to handle challenging situations, ask for direction when needed and follow the direction of Faith Mission staff
- Remember, over 5,000 volunteers give almost 20,000 hours of their time to Faith Mission each year! Each volunteer is an appreciated and vital part of the Faith Mission team!

THANK YOU!!