

Volunteer Handbook





Welcome to the Spiritrust Lutheran® family in your new role as a volunteer!

Volunteers are the very embodiment of our mission: *Spiritrust Lutheran®*, witnessing to the Gospel of Jesus Christ, provides exceptional health, human and senior living services by supporting persons in achieving an optimal quality of life.

As a Spiritrust Lutheran volunteer, you are joining a very special group of dedicated individuals and groups who contribute their time, talents and compassion to enrich the lives of our residents in meaningful ways. Whether you are making a friendly visit, assisting with a group activity, sharing your musical talents, reading a story or enriching the lives of those entrusted to our care through other daily acts of kindness and support, you are a vital and deeply appreciated member of the Spiritrust Lutheran team.

On behalf of our life plan community teams, thank you for becoming a member of our dedicated team of volunteers who along with our team members make a difference in the lives of those we serve. We hope you will find your volunteer work with Spiritrust Lutheran purposeful, fulfilling and invigorating.

A handwritten signature in black ink that reads "Melissa Frownfelter".

Melissa Frownfelter
Interim President/CEO & COO
Spiritrust Lutheran®

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Mission Statement

SpiriTrust Lutheran, witnessing to the Gospel of Jesus Christ, provides exceptional health, human and senior living services by supporting persons in achieving an optimal quality of life.

Vision Statement

SpiriTrust Lutheran® is recognized as a leader in service excellence as we compassionately care for the children of God.

Core Values

Heritage

We honor our Lutheran heritage to reach out in love to those in need recognizing no one is outside of God's mercy.

Service

We commit ourselves to the total well-being of those who place their trust in us.

Integrity

We hold as a sacred trust each life we touch. We honor our promises and act ethically in all we do. We dedicate ourselves to excellence in all we do.

Dignity

We respect and honor the uniqueness of all God's children.

Stewardship

We celebrate that all gifts are entrusted by God. We dedicate ourselves to being good stewards of these gifts.

Volunteer Philosophy Statement

SpiriTrust Lutheran volunteers enhance the quality of life of our residents by sharing their skills, experiences and talents. They support team members in achieving the agency mission.

The Essence of SpiriTrust Lutheran®

Who We Are

SpiriTrust Lutheran® is one of the leading not-for-profit organizations in the region. Our service footprint has grown well beyond our humble beginnings in York County. We serve three counties in Pennsylvania by providing senior living and an alternative to in-patient skilled care and rehabilitation services.

Our team members, board members and volunteers are the very embodiment of SpiriTrust Lutheran. Each day is another opportunity for us to live out what is behind our name: a spirit of service and a legacy of trust.

Our History

On April 29, 1959, Lutheran lay people, clergy, builders and guests gathered in York for a program of dedication for the York Lutheran Home for the Aged. That day of dedication marked the beginning of SpiriTrust Lutheran® as we know it today. Forward thinking pioneers in social ministry, however, began the process in 1950 when they studied the needs of families and the elderly in their community and then reached out to meet those needs.

Sister Charlotte Weissgerber, a prominent social service worker from Philadelphia, came to York in 1951 as the first executive director of Lutheran Welfare Service. The fledgling operation began with \$9,000 and a modest office on Market Street in York. In the counties west of York, the Lutheran Inner Mission was providing similar services for individuals and families. In 1965, Lutheran Welfare Service merged with the Lutheran Inner Mission to provide additional services throughout the entire south central Pennsylvania region. In 1995, our organization became Lutheran Social Services of South Central Pennsylvania, a name that served us well for almost two decades.

This journey, that began seven decades ago as a commitment to meet the needs of families and older adults in our communities, continues as strong as ever today. Although our beginnings were modest, our mission of caring was unwavering. Our ability to reach out with love and deliver service excellence formed the pathway for expansion. As needs grew and shifted, we opened new programs and services, expanded our territory and developed partnerships with like-minded organizations to offer a variety of care options in multiple settings. In 2015, that growth and expansion led us to unite under one name: SpiriTrust Lutheran®.

Our name, SpiriTrust Lutheran, captures the essence of who we are and the care and compassion our amazing team delivers. It embraces our Lutheran heritage, our spirit of service, and the reality that people come to us because of their trust in us. We have always played an important role in providing seniors and others in our communities with compassionate care and support to ensure their well-being and help them achieve an optimal quality of life. This tradition continues today through the delivery of programs and services that touch thousands of lives each day.

Our Programs and Services

Life Plan Communities

Six life plan communities offer the perfect combination of a worry-free lifestyle; social, cultural and recreational opportunities; and supportive services by providing seniors with several living options: residential (independent) living in cottages or apartments, personal care, assisted living, memory support, skilled nursing or rehabilitative care and HUD apartments for income-qualified seniors. SpiriTrust Lutheran life plan communities include:

The Village at Gettysburg

Residential Living | Personal Care Residence | Skilled Care Center

The Village at Kelly Drive (York)

Residential Living | Personal Care Residence

The Village at Luther Ridge (Chambersburg)

Residential Living | Personal Care Residence | Skilled Care Center | Luther Ridge Manor (HUD)

The Village at Shrewsbury

Residential Living | Personal Care Residence | Strasburg Haus (HUD)

The Village at Sprenkle Drive (York)

Residential Living | Assisted Living Residence | Skilled Care Center

The Village at Utz Terrace (Hanover)

Residential Living | Personal Care Residence | Skilled Care Center | Oakview Manor (HUD)

Volunteer Rights & Responsibilities

Your Rights as a Volunteer

- To receive dignified and respectful treatment from all SpiriTrust Lutheran® team members, clients and fellow volunteers.
- To receive similar treatment as team members, not just free help.
- To know as much about the agency's policies, people and programs, as appropriate.
- To have a suitable assignment with consideration for personal preference, temperament, life experience, education and employment background.
- To have a position description.
- To have training for the job and continuing training, as needed.
- To decline work that is not acceptable to you.
- To have new opportunities and a variety of experiences.
- To be heard and feel free to make suggestions and contribute to the planning process.
- To receive recognition in the form of daily expressions of appreciation.
- To receive sound guidance from team members.

Your Responsibilities as a Volunteer

- Be prompt and reliable in reporting for your scheduled volunteer service.
- Keep accurate records of hours volunteered.
- Be considerate and respect the skills, knowledge and experience of our team members.
- Notify your supervisor or the life enrichment director as early as possible, if you are unable to volunteer as scheduled.
- Carry out assignments in good spirit and seek the assistance of your supervisor in any situation requiring special guidance.
- Accept the right of the agency to dismiss any volunteer for poor performance, including poor attendance.
- If you have criticism about another person, convey it to your supervisor or to the life enrichment director.
- Maintain an open mind with regard to other's standards and values.
- Communicate personal limitations.
- Provide feedback, suggestions and recommendations to your supervisor and team members, if you feel they may increase the effectiveness of the program.

Policies and Regulations

Confidentiality Policy

Federal laws mandate SpiriTrust Lutheran® to protect its residents and team members from any unauthorized invasion of an individual's right to privacy. You may obtain a current and complete copy of the Agency's Notice of Privacy Practices at www.SpiriTrustLutheran.org or by requesting a copy from your life enrichment director.

It is the policy of SpiriTrust Lutheran to:

- Respect resident, family, volunteer, donor and team member rights to privacy regarding their personal lives and their experiences with our organization.
- Require volunteers to keep all information about residents, families, team members, donors, other volunteers or agency functions in strict confidence. This includes all resident protected health information.
- Allow volunteers to bring complaints and problems to the attention of the life enrichment director or another supervisor.
- Require all volunteers to sign a confidentiality agreement.
- Protecting confidentiality requires being careful about when and where you discuss information about a resident, team member or fellow volunteer. Discuss matters only when it is necessary and appropriate to do so as part of your volunteer responsibilities.
- It is permissible to share pertinent, professional information about a resident with team members, if that information is necessary and relevant to the care and/or safety of that resident. This includes, but is not limited to, concerns or complaints about the care of a resident or violation of a resident's rights.
- In cases of abuse or suicidal intent, volunteers are **required** to report their suspicions **immediately** to their direct supervisor, the nursing supervisor on duty or the life enrichment director.

HIPAA

Congress enacted HIPAA, the Health Insurance Portability and Accountability Act, in 1996 to set standards for how those who provide health care need to protect information. As a SpiriTrust Lutheran® volunteer, you must abide by HIPAA standards. You may share what you do as a volunteer, but you may not share private information such as health information or information that identifies residents. For example:

- Joe is not in his room when you arrive for your volunteer friendly visit. You ask a team member if she knows where Joe is and she tells you ambulance came and took Joe to the hospital. You ask what happened. They tell you they cannot discuss that. The resident next door tells you she heard Joe had a seizure and they are doing a brain

scan. Later that day, another resident asks you if you know what happened to Joe. You share what you know. **You just violated HIPAA.**

Please do not be afraid of HIPAA. It protects us all and, as a SpiriTrust Lutheran volunteer, you must abide by its standards. If you are not sure if something is confidential, ask your life enrichment director for guidance.

Non-Discrimination Policy

It is the policy of SpiriTrust Lutheran® that all of its services and programs will be in full compliance with all relevant state, federal and local laws governing non-discrimination. Toward this end no person shall because of age (40 and over), race, color, disability, religion, sex, ancestry, national origin, veteran status, genetic information, sexual preference, gender identity, gender expression or any other status protected by law, be excluded from participation in; be denied benefits of; or otherwise be subject to discrimination in the provision of any care or service provided by the agency; or in regard to employment or volunteer opportunities with the agency.

Money and Finances Policy

- Volunteers may not accept money or financial loans from a resident.
- Volunteers may not give or lend money to a resident.
- You must refer any monetary requests or financial questions from a resident to the nursing supervisor on duty.
- Volunteers may not give financial advice to residents.
- Volunteers may not become involved in a resident's financial affairs, unless the person is a family member or power of attorney authorized to do so.

Solicitation Policy

We strictly prohibit soliciting, selling or marketing of wares or services of any kind.

Gifts & Gratuities Policy

Volunteers may not accept any cash, gifts, jewelry, clothing or any other items from residents or their family members.

Food & Beverage Policy

Volunteers may not give food or drink to a resident. If a resident asks a volunteer for food or drink, the volunteer must relay the request to a member of the nursing staff.

Resident Rights

Federal and state laws mandate that residents of long term care facilities have certain rights and that they are to be informed of these rights. As a volunteer, you need to know, understand and uphold these rights in your interactions with residents. If you believe someone is violating a resident's rights, you must immediately report your concerns to your direct supervisor, the nursing supervisor on duty or the life enrichment director.

All residents have the right:

- to be treated in a manner that preserves their dignity, autonomy, esteem, civil rights and involvement in their own care
- to not be discriminated against on the basis of race, color, religion or national origin
- to make advance directives regarding their care, should they become incapacitated
- to be informed of their health status
- to choose their own physician and be informed in advance of the care they will receive
- to participate in their own plan of care, including the right to refuse treatment
- to manage their own financial affairs
- to be free from verbal, mental, physical and sexual abuse; exploitation, neglect, corporal punishment, involuntary seclusion, or inappropriate physical or chemical restraints
- to privacy with regard to medical treatment, telephone communications, mail, visits and meetings with family and resident groups
- to have their personal and medical records treated as confidential
- to voice a grievance without retaliation
- to be transferred or discharged only for medical reasons, their own welfare, or that of another resident, non-payment, or the facility ceases to operate

Abuse and Neglect

Mandatory Reporting

Pennsylvania law requires all volunteers of SpiriTrust Lutheran® to make a report if they have reasonable cause to suspect that a resident has suffered any type of abuse or neglect. You must submit your report immediately to the direct supervisor, nursing supervisor on duty or life enrichment director.

Types of Abuse

Physical Abuse

Physical abuse is the use of physical force that may cause injury, pain or impairment.

Examples: hitting, slapping, kicking, shoving, grabbing, pinching, shaking, rough handling, biting, pulling hair, bath water that is either too hot or too cold

Indicators: bruising, burns, welts, swelling, misuse of medications and/or emotional changes

Psychological Abuse

Psychological abuse causes pain, anguish and/or distress to another person by what one says or does.

Examples: screaming, cursing, threatening, name-calling, ignoring, making fun of a person, treating an elder like a child

Indicators: fear, agitation, anger, changes in sleeping or eating patterns, withdrawal from previously enjoyable activities

Sexual Abuse

Sexual abuse is sexual contact that results from threats, force, or the inability of the person to give consent, which may include assault, rape and sexual harassment or coercion.

Examples: inappropriate touching, rape, improper language or jokes

Indicators: pain - especially when walking or sitting, genital bruising and/or infections

Financial Exploitation

Financial exploitation is improper conduct with or without consent which results in personal benefit, gain or profit for the perpetrator OR monetary or personal loss for the victim

Examples: stealing, "borrowing," ignoring reports of theft or loss

Indicators: missing possessions, unusual interest by a family member or other visitor about a resident's funds

What is Neglect?

Neglect is the deprivation of goods or services that are necessary to maintain physical or mental health. Neglect may be active -willful and intentional; or passive -without an active intent to inflict physical or emotional distress.

Examples: withholding food or fluids, ignoring calls for assistance

Indicators: unkempt general appearance, loss of weight, decrease in mobility, skin breakdown, unexplained depression, social withdrawal

Safety Information

Personal Safety

Your safety is very important to us. All volunteers should follow safe practices while volunteering. For everyone's safety please adhere to the following:

- Avoid blocking hallways and busy areas with obstacles such as wheelchairs, chairs, tables, carts, etc.
- If a resident falls or is injured, notify a team member immediately. Do not attempt to move the resident or help the person sit or stand.
- Do not walk in areas with signs posted for wet floors.
- Obey the community's speed limit when driving on the campus.
- Wear all appropriate personal protective equipment (PPE) as required.

Fire Safety

If you detect a fire:

- activate the nearest fire alarm
- find the nearest supervisor or team member to report the fire and receive further instructions

Infection Control

All volunteers must cooperate in controlling the spread of infection. Procedures for the control of infection minimize the spread of infection from:

- resident to resident
- resident to volunteers
- volunteers to residents

Hand Washing

One of the most important things you can do to minimize the spread of infection is to practice good hand washing techniques. You should wash your hands:

- when you report for volunteering and when you leave the building
- before and after breaks and meals
- after you use the bathroom
- after blowing your nose, coughing, or sneezing
- after any personal contact with residents
- after you handle any materials (linens, dishes, food trays) used by a resident
- when hands are visibly soiled

When washing your hands:

- wet hands with warm water
- apply approximately one teaspoon of liquid soap to the palm of the hand
- rub hands vigorously to work up a full lather for 20 seconds, with particular attention to areas between fingers and the nails
- rinse hands and dry thoroughly with clean paper towels
- use a clean paper towel to turn off hand-operated faucet handles

If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol.

Isolation

It is important that you recognize isolation areas and do not enter isolation areas, unless you have received permission from the nursing staff. You can recognize an isolation room by the presence of a sign on the door that states, *"Visitors - Report to the Nurses' Station before visiting or entering the room."*

Blood Borne Pathogens

To eliminate the risk of any infection, **under no circumstances should a volunteer handle any item that may contain blood and/or body fluids or handle needles.** Casual contact, touching or shaking hands, eating foods prepared by an infected person, or from drinking fountains, telephones, toilets or other surfaces do not transmit blood borne pathogens. If you have any questions, ask nursing staff or the team members you are assisting on the nursing floor.

Wheelchair Safety

- Before offering to help, always ask a wheelchair user, if he or she would like assistance.
- Do not help residents into or out of wheelchairs, or attempt to assist a resident with any type of transfer from a wheelchair to another chair or bed. Always ask a team member to assist a resident with any type of transfer.
- Do not push a wheelchair backwards without first addressing the wheelchair user and asking if that would be okay.
- If the resident has leg rests/foot pedals on their wheelchair, make sure they have their feet safely elevated while you are moving them.
- If the resident **does not** have leg rests/foot pedals **DO NOT ATTEMPT TO MOVE THEM.** Instead, inform the team member that you are unable to assist the resident without leg rests/foot pedals.
- If taking a resident outside, be sure to **use the required sign in/sign out procedures.** You may **never** leave an unattended resident outside.

Reporting Accidents or Incidents

Volunteers

If you sustain an injury while volunteering, please notify the nursing supervisor or the nearest supervisor immediately, so we can treat your injury or get you the appropriate medical attention. We will complete all the proper documentation on your behalf.

Residents

Volunteers must report any of the following situations to their immediate supervisor, the nursing supervisor on duty or the life enrichment director:

- requests made by a resident that the volunteer cannot provide, including requests for food or drink
- any changes in a resident's condition
- any accidents, falls or injuries to a resident notify a team member immediately
REMEMBER: If a resident falls, do not let them move or get up, but notify a team member immediately.
- broken or damaged equipment
- unsafe working areas or conditions
- unusual occurrences
- any allegations, suspicions or witness of abuse or neglect

General Guidelines

- **Report any injury or accident** immediately to staff.
- **Report any special problems** a resident may express to the appropriate team member or life enrichment director as soon as possible.
- Please respect the privacy of each resident by **knocking before entering** a resident's room.
- Please do not use terms like "honey" or "dearie" to address residents.
- **Leave the room** when a doctor, minister or visitor arrives.
- Emergency call systems are located near every resident's bed. **Please use the emergency call system in case of an emergency.** Then call out for help in a calm voice.
- **Never lift or transfer a resident from a bed, chair, wheelchair or the floor.** Always call for assistance.
- Do **not perform services that relate to direct resident care**, such as feeding, toileting, administering medications or bathing.
- Many residents are on restricted diets (diabetic, food allergies, thickened liquids, etc.). **Always get permission from nursing staff BEFORE bringing in a treat of food or drink** for a resident in skilled care.

- **Do not take a resident out of the facility without permission from the nursing staff.** Be sure to follow sign-out procedures.
- **Volunteers may not cut a resident's fingernails or toenails.** Removing and applying fresh nail polish is usually fine.
- **Avoid giving medical, financial or legal advice** to residents. **Never loan money or give money** to a resident. Volunteers should not become involved in a resident's personal affairs.
- Remember, **when in doubt-ASK!**

Procedures

Communicating with Residents

Some of the residents with whom you work may have impairments that affect their ability to communicate. The tips listed below will help you better communicate with an impaired resident.

Hearing Loss

- Look at them directly while speaking and on their level, if possible
- Speak in a strong, clear, natural voice - slowly and distinctly, without shouting or exaggerating mouth movements
- Say the person's name before speaking to them to get their attention
- Avoid using complex sentences; pause between sentences
- Keep your hands away from your face while talking and do not chew gum
- Try to minimize background noise

Dementia

Dementia is a general term describing loss of memory and other mental abilities severe enough to interfere with daily life. Persons with dementia have physical changes in the brain caused by many diseases with, Alzheimer's disease being the most common type of dementia, accounting for 60-80 percent of cases.

Symptoms may include:

- Difficulty remembering recent conversations, names or events
- Apathy and depression
- Impaired communication
- Disorientation or confusion
- Behavior changes
- Difficulty swallowing or walking

Top four tips to remember when working with residents with dementia:

- Remain patient and calm
- Do not argue or try to convince
- Try not to take behaviors personally
- Accept the behaviors as a reality of the disease and try to work through it

Name Badges

- All volunteers are required to wear their SpiriTrust Lutheran® Volunteer name badge, for the purpose of identification, whenever they are on duty.
- If you lose your name badge, please inform your life enrichment director as soon as possible, so we can replace it.

Sign-In

- Volunteers should be punctual, as well as dependable, in reporting for their work assignments.
- All volunteers are required to sign in and out each day.
- Your life enrichment director, or your direct supervisor, will inform you where the attendance book is located and instruct you on how to record the information.

Call-Off

If you are unable to report for duty or will be late, please call **one** of the following:

- life enrichment director
- direct supervisor
- the main switchboard number where you volunteer

Dress Code

Personal appearance should emphasize safety, cleanliness and professionalism. Specific requirements may vary according to position and location.

Meals

If you volunteer for more than four hours and would like a meal break, please contact the life enrichment director for a list of menu items that you may order at no cost.

Cameras, Cell Phones, Electronic & Recording Devices

We do not permit the use of cameras, cell phones, or any other electronic communication or recording device while on volunteer duty. Volunteers may not take photos, videos or recordings of residents or their rooms or furnishings.

Smoking

SpiriTrust Lutheran is a smoke-free agency. We prohibit smoking in all SpiriTrust Lutheran buildings and on all SpiriTrust Lutheran property.

Alcohol

The use of or being under the influence of alcoholic beverages is prohibited while volunteering.

Parking

Volunteers may park in spaces or areas designated for visitors or in spaces with no designation. Please do not park in numbered or reserved spaces.

Volunteer Complaint Resolution Procedure

It is the goal of SpiriTrust Lutheran® to provide fair, consistent and respectful treatment to all of our volunteers. To achieve this goal, we will follow this procedure to insure the prompt and fair resolution of concerns or complaints raised by a volunteer.

1. First, report a concern to your direct supervisor.
2. If the issue is not resolved or the issue involves your direct supervisor, then report the concern to the life enrichment director.
The life enrichment director will then meet with all parties involved to resolve the issue.
3. If you are not satisfied with the resolution, or the issue involves the life enrichment director, you must provide a written, signed summary of your concerns and the actions taken, thus far, to your village's executive director.

Disciplinary Procedures

We have based our standards of conduct for SpiriTrust Lutheran® volunteers on the premise that our primary concern is the safety, comfort and confidence of residents, clients, team members, volunteers and visitors. Although, we believe volunteers are honest, responsible and would not knowingly perform any act that would violate our standards; unfortunately, that has not always been the situation.

In the event that a violation does occur, the volunteer's direct supervisor or the life enrichment director will be responsible for informing the volunteer in a confidential manner of the violation and the steps needed to correct the problem. If the violation continues, repeats or constitutes gross misconduct, volunteer service will be terminated.

End of Service

Involuntary Separation

SpiriTrust Lutheran® reserves the right to terminate the services of a volunteer for any act of gross misconduct including, but not limited to the following:

- Abuse, neglect or mistreatment of residents, team members, volunteers or visitors of SpiriTrust Lutheran.
- Failure to maintain confidentiality in regards to protected information about residents, team members or volunteers of SpiriTrust Lutheran.
- Conviction of a felony.
- Possession, attempted sale, use or distribution of alcohol or illegal drugs while on SpiriTrust Lutheran property or during a volunteer assignment.
- Theft.
- Destroying or defacing SpiriTrust Lutheran property.
- Repeated refusal to accept supervision and/or direction.
- Failure to comply with SpiriTrust Lutheran and volunteer program policies, procedures and guidelines as outlined in this Volunteer Handbook.
- Involuntary separation from employment with SpiriTrust Lutheran.

Voluntary Separation

A volunteer may decide to end service with SpiriTrust Lutheran® at any time or for any reason. We ask volunteers to give at least a two-week written notice, when possible, of their intention to resign. A volunteer who does not report for three consecutive assignments, without contacting their supervisor, may be considered to have voluntarily resigned from volunteer service.

Exit Interview

Whenever possible, it is the responsibility of the life enrichment director to schedule a confidential exit interview on or before a volunteer's last day of service. A volunteer may request to schedule an exit interview with the village executive director, in lieu of the life enrichment director. The purpose of this interview will be to collect information about the volunteer's level of satisfaction with the volunteer experience and the reasons for leaving. We will use the information in confidence to improve the design and management of our volunteer program.

Contact Information

SpiriTrust Lutheran, The Village at Gettysburg Main Switchboard	717.334.6204
Life Enrichment Director	Jess Sheahan 717.334.6204, ext. 40109 jsheahan@spiritrustlutheran.org
SpiriTrust Lutheran, The Village at Kelly Drive Main Switchboard	717.848.2585
Life Enrichment Director	April Coyle 717.845.6606 acoyle@spiritrustlutheran.org
SpiriTrust Lutheran, The Village at Luther Ridge Main Switchboard	717.264.5700
Life Enrichment Director	Ali Noll 717.267.1665, ext. 50332 anoll@spiritrustlutheran.org
SpiriTrust Lutheran, The Village at Shrewsbury Main Switchboard	717.227.3000
Life Enrichment Director	Megan Barnish 717.227.3000, ext. 30005 mbarnish@spiritrustlutheran.org
SpiriTrust Lutheran, The Village at Sprengle Drive Main Switchboard	717.767.5404
Life Enrichment Director	Brenna Michael 717.764.9444, ext. 20556 bmichael@spiritrustlutheran.org
SpiriTrust Lutheran, The Village at Utz Terrace Main Switchboard	717.637.0633
Life Enrichment Director	Ashlynn Suarez 717.646.2432 asuarez@spiritrustlutheran.org

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