



The Lighthouse Volunteer Agreement

Welcome!

Thank you for your willingness to serve at The Lighthouse. We are grateful for your desire to partner with us in ministering to individuals and families facing life-altering challenges. Volunteers are the heartbeat of this ministry, and we want your experience here to be meaningful. We often find that those who serve at The Lighthouse find it healing, and a place to connect with God and others. This form serves as an outline of what you can expect from The Lighthouse and what we expect from you as a volunteer.

Core Values for Volunteers

These values are for you to uphold while you are serving with The Lighthouse:

- Respect and dignity for all.
- Confidentiality in all matters concerning residents and guests.
- No gossip, vulgar, offensive, racial, or sexual speech.
- Volunteers are expected to maintain a drug, alcohol, and tobacco-free presence while on The Lighthouse property.

General Expectations

Faith-Based Culture

Volunteers are not required to align with our faith, but they should respect The Lighthouse's faith foundation and act in a manner that shows respect and kindness to all.

Confidentiality

Respect privacy. Never share information about those served, or post photos of our residents or other members of The Lighthouse community. Also, if you see someone we've served in public, allow them to initiate conversation with you out of respect for their privacy.

Complaints

Complaints should first be brought to the Volunteer Coordinator. If your complaint concerns the Volunteer Coordinator, please bring it up with the Chief of Staff.

Attendance

If you can't make it for whatever reason, please let us know so we can plan accordingly!

Conduct

Show humility, integrity, and kindness. Avoid gossip, shaming, vulgar language, or inappropriate behavior. Dating/romantic relationships with any resident or community member is inappropriate and will not be tolerated.

Safety

Report unsafe situations, respect boundaries, and contact staff for emergency services when needed.

Dress Code

Wear modest, clean clothing. No flip-flops, shorts, skintight shirts, leggings (as pants), or workout clothes. Pants and closed-toed shoes are required at the thrift store. The Lighthouse apparel is always welcome. If questionable, don't wear it.

Hygiene

Volunteers are asked to maintain proper hygiene while they are serving.

- Oral hygiene (brushing of teeth)
- No heavily scented perfumes, colognes, or lotions
- Wash hands after eating, handling trash, and using the restroom

Technology & Social Media

Use phones and social media responsibly. Do not post photos of residents without consent.

Medical Concerns

Inform staff of any health issues if you feel comfortable doing so. Stay home when sick.

Substance Use

No drug, alcohol, or tobacco use is permitted on The Lighthouse property. If you arrive under the influence, you will be asked to leave and may be unable to volunteer with us in the future.

Dismissal Policy

We never want to dismiss a volunteer but will do so for the safety of our team, residents, customers, or other volunteers. The following are a few of the reasons why you could be dismissed from our volunteer program.

- Breach of confidentiality
- Inappropriate behavior or speech
- Theft, dishonesty, or harassment
- Failure to comply with The Lighthouse policies
- Unsafe or disruptive conduct

Acknowledgment and Agreement

I understand serving here means I agree to follow the expectations outlined in this agreement. I understand that my role as a volunteer reflects the values and mission of The Lighthouse. I will serve with integrity, kindness, and humility as a representative of the faith-centered values that The Lighthouse was founded on.