

Family Partner Lead

MANUAL

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Thank you!

On behalf of the Lighthouse Staff, thank you for partnering with us to strengthen families living through childhood cancer! This Family Partner Lead manual contains each day's schedule during your retreat and includes notes and reminders that will help you to successfully fulfill your role. Please make sure to keep a hard or digital copy with you throughout the week! The schedule below is for your specific role on retreat, each other role will have their own manual with their personal schedule.

The “Win” for the Family Partner Lead Role

Your #1 role is to encourage and support our volunteers as they provide a way for families to rest, restore relationships, experience joy and find hope in God. While on retreat, your job is to be a cheerleader for all of our Family Partners and to set the tone from the moment they arrive. That tone is characterized by a servant heart, flexibility and humility and doing everything you can to encourage and help Family Partners make a lasting impact on the families that they are serving.



Lighthouse

FAMILY RETREAT

Family Partner Lead - Leader Agreement

Each role with Lighthouse is intentionally prayed over and designed to better serve our volunteers and families impacted by childhood cancer. As a servant leader our expectation is that you lead with trust in God, joy, and flexibility.

FAMILY PARTNER LEADERSHIP ROLE

Family Partner Leads (FPLs) are the main point of contact for volunteers and church teams for their retreat. FPLs are responsible for casting vision and training volunteers to serve, communicating the logistics of each day, and troubleshooting any obstacles alongside your LFR Staff Lead. Ultimately the goal as FPL is to lead and equip the volunteers to serve others as Christ loved and served us.

BEFORE RETREAT:

- Register you and your family for assigned retreat (link provided by LFR Staff)
- Set up fundraising page and commit to giving best effort to fundraising for retreat
- Attend Leadership Training zoom or call
- Connect with your Staff Lead and leadership team via phone/video/in person (Staff Lead will schedule this)
- Schedule and help lead team meetings with your retreat volunteers
 - We ask for a minimum of 2 meetings before retreat (LFR will provide an agenda)
- Communicate with LFR staff about Roster updates or needs of volunteers
- Send out any communication (provided by LFR staff) to volunteers & leadership team
- Assist and encourage volunteers through fundraising process
- Arrive Saturday of retreat ready to meet with Staff Lead and greet volunteers
- Commit to pray for the team you will be serving with and how God will work in and through you as a leader on retreat.

ON RETREAT:

- Facilitate setup of volunteer and Retreat Family housing w/leadership team & volunteers
- Assist in managing volunteer expectations and cast vision for serving others first
- Attend daily Prayer and Leadership meetings
- Manage daily schedule and communication to volunteers and church leaders
- Problem solve issues with LFR Staff that may arise for volunteers
- Assist Common Ground Lead with Hope Jar and volunteer prayer environment
- Attend all Lighthouse retreat events

END OF RETREAT:

- Assist with housing check out
- Facilitate “See Ya Laters”

POST RETREAT:

- Debrief with LFR leadership
- Complete and send out post retreat survey

Family Partner Lead Schedule

SATURDAY

- **5:00 PM**
 - Plan to arrive at your location at 5pm. The Staff Lead will text your housing information. Get settled and rest up for Sunday!
 - There is no programming this evening and dinner is on your own.

SUNDAY

- **3:00 PM**
 - Meet with Staff Lead and Logistics Lead to get housing/parking info for Family Partners
 - Do not start setting up housing until Logistics lets you know units have been released to us - actual check-in time is 4:00 PM
 - **4:00 PM**
 - Work with Hospitality Lead (HL) and Fulfillment to get swag and set up Family Partner (FP) units as soon as they are available.
 - **5:00 PM**
 - Dinner is on your own
 - **5:45 PM**
 - Get in place for volunteer welcome
 - Arrival starts at 6pm, drive-thru registration
 - Be ready to welcome the volunteers and keep track of who has arrived.
 - You will provide parking and housing information.
 - SL and Logistics Lead (LL) will be available to help.
 - Work Crew (WC) will help with directing volunteers to their housing units as needed.
- * At Tops'I, one FPL or Summer Staff will need to be at the guard gate in case of any issues.
- **6:00 PM**
 - Be sure to greet volunteers by name to set the tone that we've prepared a place for them this week.
 - Gather any phone numbers from volunteers if you still need
 - **7:00 PM**
 - Connect with your Staff Lead and Common Ground Lead at the tent or wherever the FP gathering will take place. Walk through the gathering agenda, and then be on hand to greet FP's as they arrive at the tent.

- **7:30 PM**
 - Gathering at the tent for dessert and Family Partner Intros
 - Help volunteers find seating for who they will be serving with during retreat (tables will be labeled with RF name and FPs serving them)
 - Welcome everyone – create energy and excitement for officially being together to serve.
 - Before leaving the meeting, FPs will grab their Hope Jars and birthday cards from the back tables to keep for the week.
 - Be available at the end of the meeting for any questions from Family Partners.
- **8:30 PM**
 - Leadership Meeting
- **9:00 PM**
 - If any changes must be made to the schedule, send a message to Family Partners on the app.
 - Try your best to send out messages before 10pm.

MONDAY

- **ALL DAY**
 - *Be sure to get face time with every Family Partner family/group throughout the day to check-in, answer questions and make sure they are feeling ready to serve!
- **8:00 AM**
 - Send out link to the daily devotional on the App to all FP's
- **8:30 AM**
 - Leadership Prayer Time
- **9:00 AM**
 - Breakfast
 - Ensure that all FP's have arrived, send text reminders if necessary.
 - Be on hand to help serve by carrying plates and getting coffee/drinks to demonstrate how we will serve our RF's this week
- **9:30 AM**
 - Family Partner Logistics meeting: Meeting schedule below.
 - Be available after for FP questions and to check in on anyone who may need some support, especially first-time FP's.
- **11:00 AM**
 - Merch sale
- **12:00 PM**
 - Lunch on your own
- **4:00 PM**
 - Assist with basket/cookie dough/water pick-up & be available to run supplies as needed to FP's
 - Encourage volunteers to pray over their RF's unit as they set up.
- **4:45 PM**
 - Be in place for Retreat Family Registration.
 - Ensure that all FP's are in place to receive RF's at their condo.
 - As RF's arrive, communicate with FP's so they are prepared to help them with luggage.
 - Remind FP's to let RF's know what time they will pick them up for dinner and get contact information for at least one RF adult.

- **5:00 PM**
 - RF Registration begins – drive-thru
- **6:15 PM**
 - FP's pick-up RF's at their unit, and one or two FP's remain to do Turn-Down.
 - Send message in App for all FPs to go through the food line with their RF so they can eat together but let their RF go in front of them. Help hold babies and plates, and make sure we are serving our RF's.
 - GOAL: To build trust and connection.
 - Remind FP's to make sure they have contact info for their RF and that they will see them at breakfast in the morning.
- **6:30 PM**
 - Dinner
- **8:00 PM**
 - REFUEL
 - Welcome FPs
 - Work with Host/Worship Lead – share vision, win or shoutouts to encourage FPs
 - Great opportunity to “go first” in identifying one person you saw serve/love well.
- **9:00 PM**
 - Leadership Meeting
 - Talk through agenda for bullet points and breakfast

LOGISTICS MEETING AGENDA – FAMILY PARTNER LEAD

- **MONDAY AFTERNOON/EVENING SCHEDULE**
 - MERCH sale today right after this meeting and on Friday afternoon. No IOU's. Cash accepted, but we cannot make change.
 - Pick up laundry baskets and RF condo Prep details
 - RF arrival and how it works at your location
 - Dinner/Turndown
 - Refuel 8pm
- Talk about Bullet Points and breakfast each morning at 8:30- and remind FP's to be on time. This is the way to get up to date details each day.
- Talk about the daily devotions on the App and invite everyone to start the day with them.
- Talk about coming to the tent each day “Day Ready” with swimsuits and sunscreen on-adults too!
- Turn it over to Host and have everyone get ready to “practice” getting into our FF groups.

TUESDAY

- **8:00 AM**
 - Send out link to the daily devotional on the App to all FP's
- **8:20 AM**
 - Leadership Prayer Time
- **8:30 AM**
 - Bullet Points & Breakfast with FP's!
 - SL and FPL will lead this.
 - Talk about the daily devotions on the App and invite everyone to start the day with them
 - Make sure everyone is clear on Flip Flop (FF) assignments and CG transition.
 - Emphasize that we won't be getting into FF groups until ALL RF parents have left the tent.
 - Go over Tidy-up and laundry for this morning.
 - Talk through beach chair process for RF's.
 - Poker night, Flip Side details (no Poker Night on Single Mom's retreat)
 - Reminder about adding photos to PhotoCircle (link in App)
 - Go over breakfast plan – Retreat Families eat first! FP's will hold plates, carry babies, get drinks.
- **9:00 AM**
 - Breakfast
 - Retreat Families go through the line first, with FP's offering to carry plate, get coffee and help kids get their food. Once all RF's have been served, the Host will call for FP's to get in line.
 - Leadership and Staff will be served last.
 - This is the plan for all meals the remainder of the week.
- **9:40 AM**
 - Morning Watch
 - Host and Worship Lead will lead this time.
 - At the end, they will facilitate Common Ground/Flip Flop transition.
- **10:00 AM**
 - Common Ground/Flip Flop
 - Roam FF groups and check in with FPs, especially first-time volunteers to see how they are feeling and offer support.

- **12:00 PM**
 - Lunch – Leadership serves
 - Ensure FP's are helping RF's – holding babies, getting plates and drinks, etc
- **1:00 PM**
 - Leadership meeting
 - Share if there are any RF dads that need encouragement in going to Poker Night
 - Leadership Team photo will be taken
 - Conched out begins after meeting
- **6:00 PM**
 - Dinner
 - Host will facilitate RF introductions after dinner.
- **7:00 PM**
 - FP and RF Dads leave for Poker Night, along with adult Leadership males.
 - Check in with FPs to see if they need help supporting their RFs while dad is at Poker Night
 - **Please Note: We do not do Poker Night on Single Mom's Retreat**
- **8:00 PM**
 - Summer Staff will facilitate Flip Side
 - This is only for Sharks and Starfish groups
- **9:00 PM**
 - Send FP's text – encouragement and reminder of Wednesday AM timing
 - If needed, help get all RF and FP kids back from Flip Side to their units. **Teens cannot walk back alone, two un-related adults must be present to walk teens home.**

WEDNESDAY

- **8:00 AM**
 - Send out link to the daily devotional on the App to all FP's
- **8:20 AM**
 - Leadership Prayer Time
- **8:30 AM**
 - Bullet Points & Breakfast with FP's!
 - Talk about the daily devotions on the App and invite everyone to start the day with them
 - Remind about Tidy-up and decorating for Un-Birthday
 - Arrive at RF unit by 4:30pm for Parent's Night Out
 - Plan to do turn-down at this time
 - Reminder to create Mom's Cards before heading to Un-Birthday
 - Bring them in Ziploc with RF name to the party to give to Hospitality Lead
 - Remind to ask FPL for help with 2 Adult Rule if needed during time before Un-Birthday Party
 - RF Parents arrive back at 8:30pm
 - Remind about Hope Jars and Birthday cards – due Friday!
 - Refuel is tonight once all RF parents have returned
 - General Reminders about safety, sunscreen, hydration, etc!
 - Reminder about adding photos to PhotoCircle (link in App)
- **9:00 AM**
 - Breakfast
 - Ensure FP's are helping RF's – holding babies, getting plates and drinks, etc
- **9:40 AM**
 - Morning Watch
 - Host and Worship Lead will lead this time.
 - At the end, they will facilitate Common Ground/Flip Flop transition.
- **10:00 AM**
 - Common Ground/Flip Flop
 - Roam FF groups and check in with FPs, especially first-time volunteers to see how they are feeling and offer support.

- **12:00 PM**
 - Lunch – Leadership serves
 - Ensure FP's are helping RF's – holding babies, getting plates and drinks, etc
- **1:00 PM**
 - Conched out begins
 - Text out reminder to FPs
 - Hope Jars and Bday cards – due Friday!
 - Schedule for the evening
- **4:30 PM**
 - FP's arrive at RF units and send parents to PNO
 - Turn-Down for RF's tonight.
 - Have all RF kids make Mom's cards before dinner.
 - Bring Mom's cards in Ziploc with RF name to the tent for Un-Birthday.
 - Be available for any FP's that may need extra support.
- **6:00 PM**
 - **Dinner / Un-Birthday Party**
 - Help with any FP's and RF's that may need extra hands
- **7:30 PM**
 - All FP's return to RF units with kids
- **8:00 PM**
 - Leadership meeting
- **8:30 PM**
 - Retreat Family Parents return to their units
- **8:45 PM**
 - Refuel
 - CG share update on how CG is going
 - CG will talk about prayer time on Thursday and give a few topics FPs can be praying for specifically
 - Work with Host/Worship Lead and SL to share wins, shout outs of FP and kids
 - Be available to connect with any FP who need anything
- **9:30 PM**
 - Send text to FPs with any key reminders for the next morning.
 - Try not to send past 10pm

THURSDAY

- **8:00 AM**
 - Send out link to the daily devotional on the App to all FP's
- **8:20 AM**
 - Leadership Prayer Time
- **8:30 AM**
 - Bullet Points & Breakfast with FP's!
 - Talk about the daily devotions on the App and invite everyone to start the day with them
 - Remind about Tidy-up this morning
 - Mom's lunch is today - Make sure all FPs know they will have all the RF dads and kids during lunch until about 1:00pm
 - CG will be sharing with RF's that this afternoon is for them to connect as a family and that us, as a volunteer team, will be praying over their time together.
 - Carve out time to intentionally pray for your families
 - Remind FP's that Hope Jars and Birthday cards need to be turned in on Friday during BP&B
 - Night of Worship tonight!
 - Remind FP's to save chairs for any RF's that might come
 - Talk to kids about this time and the expectation that we are sitting under the tent together and the yard games, etc will not be out
 - Reminder about adding photos to PhotoCircle (link in App)
 - Encourage / remind that even if you or your RF are having a tough week, God is working in ways we may not be able to see right now. Keep up the great work!
- **9:00 AM**
 - Breakfast
 - Ensure FP's are helping RF's – holding babies, getting plates and drinks, etc
 - FP's should wait to go through the food line until after all RF's have gone through.
- **9:40 AM**
 - Morning Watch
 - Host and Worship Lead will lead this time.
 - At the end, they will facilitate Common Ground/Flip Flop transition.

- **10:00 AM**
 - Common Ground/Flip Flop
 - Roam FF groups and check in with FPs, especially first-time volunteers to see how they are feeling and offer support.
- **12:00 PM**
 - Lunch – Leadership serves
 - FP's and RF dads and kids
 - RF Mom's have private lunch and extended CG time.
 - Ensure FP's are helping RF dads get through the food line with their kids and they are waiting to eat until after all RF's have gone through.
- **1:00 PM**
 - Mom's lunch ends
 - Conched out begins / Unplugged begins
 - FP prayer time
- **2:00 PM**
 - Send FP's text reminding them to pray for RFs during Conched out
- **5:00 PM**
 - Dinner on your own
- **7:30 PM**
 - Night of Worship
 - Gather for worship
 - All FP's expected to attend, this is optional for RFs
- **9:00 PM**
 - Leadership meeting OR SL may decide to have early Friday morning
 - Send text of encouragement to FPs
 - Remind them to finish Hope Strips and Birthday cards – due back at Bullet Points and Breakfast in the morning

FRIDAY

- **8:00 AM**
 - Send out link to the daily devotional on the App to all FP's
- **8:20 AM**
 - Leadership Prayer Time
- **8:30 AM**
 - Bullet Points & Breakfast with FP's!
 - Talk about the daily devotions on the App
 - Remind about Tidy-up this morning
 - Laundry baskets and any extra supplies need to be returned to Hospitality by lunch today
 - Merch sale at 1:00pm after lunch
 - CG Leads need to let RF parents know in CG today.
 - Make sure to turn in your Hope Jars and Birthday cards to Hospitality this morning.
 - Hope Jar time will start at 3pm, plan to come anytime between 3- 4:45. Prayer cards from the RF will be provided
 - Refuel starts at 4:45
 - We will send out check out procedures
 - Begin thinking through Saturday "See ya later's"
 - Go over Saturday morning "See ya later" process
 - To-go breakfast and Hope Box
 - Do checkout procedure at your RF unit for them
 - See ya later at RF vehicle
 - Reminder about adding photos to PhotoCircle (link in App)
- **9:00 AM**
 - Breakfast
 - Ensure FP's are helping RF's – holding babies, getting plates and drinks, etc
 - FP's should wait to go through the food line until after all RF's have gone through.
- **9:40 AM**
 - Morning Watch
 - Host and Worship Lead will lead this time.
 - At the end, they will facilitate Common Ground/Flip Flop transition.

- **10:00 AM**
 - Common Ground/Flip Flop
 - Roam FF groups and check in with FPs, especially first-time volunteers to see how they are feeling and offer support.
- **11:45 AM**
 - Send FP's text to remind to bring laundry baskets with any extra supplies to the tent before conched out
- **12:00 PM**
 - Lunch – Leadership serves
 - Ensure FP's are helping RF's – holding babies, getting plates and drinks, etc
- **1:00 PM**
 - Get excited to support LFR and see our new merch!
 - Conched out begins
- **1:30 PM**
 - Send FP's text reminding them of evening schedule and Saturday move out instructions.
- **3:00 PM**
 - All FP's will gather (location TBD) to write Hope Strips for Hope Jars and finish Birthday cards.
 - Plan to be there to help answer questions, and keep the environment a prayerful, intentional time. You may coordinate with CG to split this time but either you or CG needs to be in the room during this time.
- **4:45 PM**
 - Refuel
 - Once Hope Jar time is finished, the Worship Lead will transition to the final Refuel of the week.
 - Take time to thank your FP's!
- **5:30 PM**
 - Beach Picnic
 - FP's go to RF unit to pick up RF for Beach picnic.
 - One or two adults need to stay at RF condo to do Turndown. After Turndown, they can meet their family on the beach.
 - **This is the last time everyone will be together on retreat.

- **8:15 PM**
 - Send FP's text – encouragement/reminder of Saturday AM timing and check out procedures

SATURDAY

- **8:00 AM**

- Family Partners/Leadership check out of housing units
 - All FPs/Leadership need to be packed and out of their own units with all checkout checklist items completed.
 - FP's head to designated area to get their RF's Hope Box and to-go breakfast.
 - FP's then go to their RF's unit to help them load up, while one or two FP's take care of the same checkout checklist they completed in their unit.
 - FPs and RFs should do their "See Ya Laters" in the parking lot.
- Go by the Kitchen house to pick-up a to-go breakfast for you and your family

- **8:30 AM**

- All RF's and FP's head home.
- Thank you for an awesome week! Have a safe ride home!

- **9:00 AM (or once See Ya Laters are over)**

- Through the LFR App, send Family Partner's the retreat survey link your Logistics Lead sent you.
 - Ask Family Partners to please complete the survey on the drive home.
 - The goal is for the survey to be completed on the drive home to get the most accurate and timely responses.

Thank you for an awesome week! Have a safe ride home!

**Please complete the retreat survey you received this morning in the LFR app on your way home.

