

EPWORTH  
**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 Later’s”

### **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 rooms have been released to us

- **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.

- **5:30 PM**

- Grab dinner when you can in the Dining Hall – open 5:30-7 PM

- **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.

- **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 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.
  - 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!**
- **7:00-9:00 AM**
  - Breakfast in the dining hall
- **8:00 AM**
  - Send out link to the daily devotional on the App to all FP's
- **9:00 AM**
  - Leadership Prayer Time
- **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/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 room(s).
    - 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

- **5:45 PM**
  - FP's pick-up RF's at their condo, and one or two FP's remain to do Turndown.
  - Meet at tent to do the Blessing song and head to dinner together
  
- **6:00 PM**
  - Dinner
  - 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.
  - After dinner, head to tent for games and music on the lawn
  
- **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
  - Send FPs message in the App – encouragement/reminder of Tuesday AM timing. Also be sure to remind them to have one or two FPs slip away while at breakfast with RF to do a quick 5-10 minute Tidy Up.

## **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 with FPs each morning at 9:15 AM 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

- **7:00-9:00 AM**
  - Breakfast in dining hall
    - Encourage FPs to reach out to their RFs to have breakfast together
  
- **8:00 AM**
  - Send out link to the daily devotional on the App to all FP's
  
- **8:45 AM**
  - Leadership Prayer Time
  
- **9:00 AM**
  - Bullet Points 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.
    - After Flip Flop, stay at the tent until we sing the Blessing song and dismiss for lunch. Host and Worship will play music so people can dance or play games on the lawn.
    - Talk through beach chair process for RF's.
    - Poker night, Flip Side (no Poker Night on Single Mom's retreat)
    - Reminder about adding photos to PhotoCircle (link in App)
    - Be working on your Hope Jars and B-day cards...reminder if you need ideas, there are Hope Strip ideas under Retreat Resources on the App
    - Review meals again
  
- **9:30 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**
  - Everyone stays at tent from 12-12:25, kids play on the lawn
    - Worship will lead everyone in Blessing song at 12:25 and dismiss for lunch
  
- **12:30 PM**
  - Lunch in dining hall
    - Ensure FP's are helping RF's – holding babies, getting plates and drinks, etc
  
- **1:30 PM**
  - Leadership meeting
    - Share if there are any RF dads that need encouragement in going to Poker Night (no Poker Night on Single Mom's retreat)
    - Leadership Team photo will be taken
  - Conched out begins after meeting
  
- **5:30 PM**
  - Dinner at the tent
    - 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. Also be sure to remind them to have one or two FPs slip away while at breakfast with RF to do a quick 5-10 minute Tidy Up, grab dirty laundry and decorate for UnBirthday.
  - If needed, help get all RF and FP kids back from Flip Side to their condos. **Teens cannot walk back alone, two un-related adults must be present to walk teens home.**

## WEDNESDAY

- **7:00-9:00 AM**
  - Breakfast in dining hall
    - Encourage FPs to reach out to their RFs to have breakfast together
  
- **8:00 AM**
  - Send out link to the daily devotional on the App to all FP's
  
- **8:45 AM**
  - Leadership Prayer Time
  
- **9:00 AM**
  - Bullet Points with FP's!
    - Talk about the daily devotions on the App and invite everyone to start the day with them
    - Remind about laundry drop off
    - Arrive at RF unit by 4:30pm for Parent's Night Out
      - Plan to do turndown at this time
    - Reminder about Mom's Cards, 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)
  
- **9:30 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**
  - Everyone stays at tent from 12-12:25, kids play on the lawn
    - Worship will lead everyone in Blessing song at 12:25 and dismiss for lunch

- **12:30 PM**
  - Lunch in dining hall
    - Ensure FPs are helping RFs – holding babies, getting plates and drinks, etc
  
- **1:30 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 rooms and send parents to PNO
    - Turndown for RF's tonight.
    - Meet at the common room to help do mom's cards. Once cards are finished, FPs and RF kids can play under the overhang behind the preschool rooms until 6:00 PM
  - 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**
  - Transition to games and music on the lawn or indoor space (if you had to move inside) until parents are back
  - Families with young RF kids can begin transitioning back to rooms to get ready for bed – be sure to have 2 un-related adults
  
- **8:00 PM**
  - Leadership meeting
  
- **8:30 PM**
  - Retreat Family Parents return to their room(s)
  
- **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. Also be sure to remind them to have one or two FPs slip away while at breakfast with RF to do a quick 5-10 minute Tidy Up.
  - Try not to send past 10pm

# THURSDAY

- **7:00-9:00 AM**
  - Breakfast in dining hall
    - Encourage FPs to reach out to their RFs to have breakfast together
  
- **8:00 AM**
  - Send out link to the daily devotional on the App to all FP's
  
- **8:45 AM**
  - Leadership Prayer Time
  
- **9:00 AM**
  - Bullet Points with FP's!
    - Talk about the daily devotions on the App and invite everyone to start the day with them
    - Mom's lunch is today – Make sure all FPs know they will have all the RF dads and kids during lunch
    - 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 Bullet Points with FPs
    - 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!
  
- **9:30 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**
  - Everyone stays at tent from 12-12:25, kids play on the lawn
    - Worship will lead everyone in Blessing song at 12:25 and dismiss for lunch
  
- **12:30 PM**
  - Lunch in dining hall
    - 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
  
- **1:30 PM**
  - Conched out begins / Unplugged begins
  - FP prayer time
  
- **2:00 PM**
  - Send FP's text reminding them to pray for RFs during Unplugged
  
- **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
    - Also be sure to remind them to have one or two FPs slip away while at breakfast with RF to do a quick 5-10 minute Tidy Up and to grab the laundry basket along with any extra supplies
    - Hope Jars, B-day cards, laundry baskets and any extra supplies should be turned in to Hospitality at Bullet Points Friday morning

## FRIDAY

- **7:00-9:00 AM**
  - Breakfast in dining hall
    - Encourage FPs to reach out to their RFs to have breakfast together
  
- **8:00 AM**
  - Send out link to the daily devotional on the App to all FP's
  
- **8:45 AM**
  - Leadership Prayer Time
  
- **9:00 AM**
  - Bullet Points with FP's!
    - Talk about the daily devotions on the App
    - Merch sale at 1:30pm after lunch
      - CG Leads need to let RF parents know in CG today.
    - Make sure to turn in your Hope Jars, Birthday cards, laundry baskets with any extra supplies to Hospitality this morning
    - Hope Jar time will start at 3:30PM, plan to come anytime between 3:30-5. Prayer cards from the RF will be provided
    - Refuel starts at 5PM
    - We will send out check out procedures
      - Breakfast in dining hall 7:00-8:00 AM (must be finished by 8AM)
      - Begin thinking through Saturday "See ya later"
    - Go over Saturday morning "See ya later" process
      - Pick-up Hope Box
      - Help RFs load car
      - Do checkout procedure at your RF room(s) for them
      - See ya later at RF vehicle
    - Reminder about adding photos to PhotoCircle (link in App)
  
- **9:30 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 reminder text to any FP's who have not turned in their Hope Jar, Birthday cards, and laundry basket with any extra supplies. Have them return these things to Hospitality before lunch.
  
- **12:00 PM**
  - Everyone stays at tent from 12-12:25, kids play on the lawn
    - Worship will lead everyone in Blessing song at 12:25 and dismiss for lunch
  
- **12:30 PM**
  - Lunch in the dining hall
    - Ensure FP's are helping RF's – holding babies, getting plates and drinks, etc
  
- **1:30 PM**
  - Get excited to support LFR and see our new merch!
  - Conched out begins
  
- **2:00 PM**
  - Send FP's text reminding them of evening schedule and Saturday move out instructions.
  
- **3:30 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.
  
- **5:00 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!

- **5:45 PM**
  - FP's go to RF room(s) to pick up RF for dinner
    - One or two adults need to stay at RF room(s) to do Turndown
  - Meet at tent for the Blessing song
  
- **6:00 PM**
  - Dinner
    - Eat dinner together in dining hall immediately followed by Family Fun Night on the lawn
    - Family Fun night includes RF photos, games, music and S'mores with a fire pit
  
- **8:15 PM**
  - Send FP's text – encouragement/reminder of Saturday AM timing, check out procedures and picking up Hope Boxes

## SATURDAY

- **7:00-8:00 AM**
  - Breakfast in the dining hall (must be finished by 8:00 AM)
- **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.
    - 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 rooms.
    - FPs and RFs should do their "See Ya Later's" in the parking lot.
- **8:30 AM**
  - All RF's and FP's head home.
- **9:00 AM (or once See Ya Later's 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.

