



Love and Light MINISTRIES

Our mission is to serve people in need with the Love and Light of Jesus Christ!

Dear New Volunteer,

THANK YOU for choosing Love and Light Ministries as a place to share your valuable time and talents. Volunteers are vital, and without you we would not be able to make a meaningful impact serving those who are homeless and often forgotten. My hope is that every minute you spend with this ministry is meaningful in a way you may not have experienced before.

Whether you serve once a year or every week, this packet will help you understand what volunteering with us looks like and how we serve safely and respectfully.

I began this work because of my own past experiences with brokenness and homelessness, and God placed a deep calling on my heart to walk alongside those who feel unseen and forgotten.

There are many volunteer opportunities and different levels of involvement. Please let me know which areas you are interested in, and I will help get you plugged in and gladly answer any questions you may have.

Please read and keep the next four pages, which include our guidelines and answers to frequently asked questions. Page six should be returned when you come to volunteer. I look forward to serving our Heavenly Father together. Thank you, and God bless!

Let us carry His love and light into serving others,

Heather Dixon

Founder/Executive Director

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WHY IS LOVE AND LIGHT MINISTRIES HERE?

Love and Light Ministries exist to serve individuals experiencing homelessness with compassion, dignity, and consistency. We believe every person has worth and deserves to be seen, valued, and treated with kindness.

Our outreach focuses on meeting people where they are — both physically and emotionally — by building trust, offering practical support, and walking alongside individuals in their journey. While we may not always be able to immediately resolve homelessness, we strive to restore hope, foster human connection, and remind people they are not forgotten.

Our work is rooted in faith-based values that emphasize love in action, service with integrity, and caring for those most vulnerable in our communities. These values guide how we serve, how we treat people, and how we invite volunteers to love others with humility and respect.

AREAS TO VOLUNTEER

We offer a variety of ways to serve based on your interests, comfort level, and availability. Whether you prefer front-line outreach or behind-the-scenes support, every role makes a difference!!

Many volunteers serve at our large weekly Tuesday night outreach, while others help behind the scenes — both are equally valuable.

-  **Front-Line / In-Person Outreach**
 -  **Behind-the-Scenes Support**
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Street Outreach

Join us in visiting camps (mostly on Mondays from 10 AM to 2:30 PM) and/or on our Tuesday night outreach (7 PM to 11:30 PM) to distribute supplies and food, build relationships, and serve directly alongside our homeless friends.

Food Ministry

Help prepare, assemble, and/or distribute meals, snacks, and drinks during outreach and special events. Ways to serve in Food Ministry:

- Serve food directly in camps or during our Tuesday night outreach.

- Sign up to make sandwiches for Tuesday night outreach (prepared in your home and delivered Saturday, Sunday, or Monday for Tuesday distribution).
- Sign up to prepare our Tuesday night meal — approximately 14 gallons total, serving about 300 individuals (8 oz portions).

If you sign up to prepare sandwiches or a Tuesday night meal, food safety guidelines and helpful cheat-sheet notes will be sent to you via email.

Donation Sorting & Organization

Help sort, inventory, and organize donated items at our office/warehouse so they are ready to bless others during outreach.

Pickup & Deliveries

Assist with picking up donated items and delivering them to our office, warehouse, events, or outreach sites to help serve those in need.

Marketing & Communications

Assist with social media, photography, writing posts, newsletters, or helping share our mission with the community.

OUTREACH CONDUCT & ENGAGEMENT

As representatives of Love and Light Ministries, we serve with compassion, humility, and respect.

- Be friendly, compassionate, and a good listener.
- Love without judgment. Each person walks a different path, and it is not our role to force change.
- Offer encouragement, prayer, and hope, but always respect boundaries. If you feel led to pray with someone, check with Heather Dixon first.
- Avoid debates, arguments, or unproductive conversations about religion or personal beliefs.
- If a conversation becomes tense or unproductive, step away respectfully and ask a Team Leader for assistance.
- Always coordinate with the team and follow outreach guidelines to ensure safety and a consistent, respectful approach.

PERSONAL SAFETY & BOUNDARIES

Serving on the streets can be rewarding, but it's important to stay safe while loving others. Please keep these guidelines in mind:

- **Stay aware and communicate.** Occasionally, someone may act aggressively. If a situation makes you uncomfortable or concerned, notify a Team Leader immediately.
- **Protect your personal information.** Never share phone numbers, addresses, or other private details.
- **Do not carry cash or valuables.** This helps you confidently say, “I do not have any,” or “We are told not to carry any,” if someone asks. If financial assistance may be needed, direct the person to Heather Dixon, or a Team Leader, to make the decision.
- **Physical affection.** For safety and clarity, we recommend handshakes, pats on the shoulder, or side hugs. Front hugs or bear hugs can sometimes be misunderstood, so please exercise wisdom and discernment.
- **Stay with the team.** Never go off alone. If someone asks you to step away from the group (to pray or talk privately), please check with a Team Leader first.

Serving others with love also means caring for yourself. Following these guidelines helps you protect yourself while showing Christ’s love safely.

OUTREACH DRESS CODE & APPERANCE

Volunteers represent Love and Light Ministries and must dress modestly and appropriately for outreach environments.

- No short shorts.
- Leggings are welcome when worn with a longer top that provides modest coverage.
- No low-cut tops.
- No offensive logos or graphics.
- Avoid wearing expensive or flashy jewelry.
- Please wear closed-toe shoes (tennis shoes or similar) for camp visits, Tuesday night outreach, and warehouse work to stay safe and comfortable.
- Boots are encouraged during colder months.
- Though uncomfortable, if attire is not appropriate for outreach, volunteers may be asked to change or reschedule service for another day.

CLIENT SUPPORT & REFERRALS

When guests express a need for assistance:

- ❖ Direct them to Heather Dixon, or a Team Leader, for housing support, shelter placement, safety planning (including fleeing violence), detox/rehab resources, or other community services.
- ❖ Do not promise services or resources.
- ❖ Keep healthy boundaries while staying kind and compassionate.

FOOD SAFETY DURING OUTREACH

Because we serve hundreds of people during outreach events, safe food handling is very important.

-  Use hand sanitizer before handling food (we provide this).
-  Wear gloves when serving food that is not pre-packaged.
-  Follow all food handling instructions given by outreach leadership.

PHOTOS & SOCIAL MEDIA

We love to share the work of our ministry, but protecting the privacy and dignity of those we serve comes first.

- **Always ask permission** before taking any photo or video. Some individuals are comfortable being photographed, but others are not — we must respect their wishes at all times.
- **When appropriate, ask to take a photo with someone** rather than of them to avoid appearing demeaning or exploitative.
- **All close-up photos or videos of clients** taken during outreach should be sent to Heather Dixon via email or text for review before being shared publicly (website, social media, etc.).
- **Do not post the location** of outreach sites, camps, or encampments on social media without prior approval from Heather Dixon or a Team Leader. Protecting the privacy and safety of those we serve is our top priority.
- **If photos are approved for posting**, please tag Love and Light Ministries so others can learn about our outreach and ministry.

TECHNOLOGY & COMMUNICATIONS DURING OUTREACH

Being present with people is one of the greatest gifts we can offer.

- Refrain from texting, gaming, scrolling, or playing music while serving.
- Carry a phone for safety and communication purposes.
- Do not loan your phone for calls or internet use. Direct those requests to a Team Leader.

DATE: _____



VOLUNTEER CONTACT INFORMATION

Name: _____ Phone #: _____

Email Address: _____

Would you like to be added to our quarterly email communication? _____

EMERGENCY CONTACT INFORMATION

Name: _____ Phone #: _____

Relationship to You: _____

AGREEMENT & CONFIDENTIALITY FORM

Please initial next to each line item.

_____ I have received and reviewed the Love and Light Ministries Volunteer Packet and agree to follow its guidelines.

_____ I agree to Love and Light Ministries, Inc.'s confidentiality agreement written below:

I understand that while volunteering with Love and Light Ministries, I may learn private or sensitive information about the people we serve, fellow volunteers, donors, or ministry operations.

I agree to keep this information confidential and not share it outside of the ministry, including on social media, with friends, or with the public, unless given permission by Love and Light Ministries leadership.

This includes personal stories, situations, photos, locations of camps, contact information, and any non-public ministry details.

_____ I release Love and Light Ministries, Inc. from liability for any injury, illness, or harm that may occur while volunteering.

_____ I give Love and Light Ministries permission to use any photos, audio, or video I capture while volunteering for ministry purposes, including social media, print, and promotional materials.

Signature: _____ Date: _____

If you are under the age of 18, please provide your signature, a parent or legal guardian signature, and a parent contact number for emergencies. The rest of the form can be left blank.

Parent or Legal Guardian Signature: _____