

Member, Staff & Volunteer Handbook

Welcome to TLP Ministries !

This handbook is designed to serve as a shared guide for members, staff, and volunteers who are part of our mission-driven community. Whether you serve in a leadership role, provide direct services, support operations, or volunteer your time and talents, you are an essential part of the collective impact we create.

TLP Ministries exists to uplift individuals, families, and communities through holistic wellness, education, service, and compassion. Our work is rooted in collaboration, integrity, and care for the whole person—mind, body, and spirit.

This handbook outlines our core values, expectations, and standards of conduct so that we may work together with clarity, respect, and purpose.

Our Mission

TLP Ministries exists to serve communities through programs that promote wellness, dignity, empowerment, and sustainable transformation. We believe lasting impact is created when people are supported emotionally, spiritually, physically, and socially.

Our Core Values

Everything we do at TLP Ministries is grounded in five core values. These values apply equally to members, staff, and volunteers.

All members, staff, and volunteers are expected to embody and uphold the following core values in all areas of service and engagement.

1. Respect for Diversity

TLP Ministries honors and celebrates diversity in all its forms, including but not limited to race, ethnicity, culture, religion, age, gender identity, sexual orientation, socioeconomic background, ability, and lived experience.

We are committed to:

- ◇ Creating inclusive, welcoming, and affirming environments
- ◇ Practicing cultural humility and openness to learning
- ◇ Treating every individual with dignity, fairness, and respect
- ◇ Rejecting discrimination, harassment, and exclusion of any kind

All members of TLP Ministries are expected to contribute to spaces where differences are valued as strengths and where every voice matters.

2. Passion for Innovation

We believe innovation is essential to meaningful impact. TLP Ministries encourages creative thinking, adaptability, and forward-looking solutions that respond to evolving community needs.

This value is demonstrated by:

- Welcoming new ideas, perspectives, and approaches
- Embracing responsible use of technology and modern tools
- Continuously improving programs, systems, and services
- Remaining open to change while honoring proven practices

Innovation at TLP Ministries is guided by ethics, community input, and our mission to serve with intention.

3. Commitment to Collaboration

Our work is strongest when we work together. TLP Ministries values teamwork, partnership, and shared responsibility across all roles and programs.

Collaboration means:

- * Communicating openly, respectfully, and honestly
- * Supporting one another across departments and initiatives
- * Valuing community partnerships and stakeholder relationships
- * Recognizing that collective success outweighs individual recognition

Every member, staff person, and volunteer is expected to contribute positively to a culture of cooperation and mutual support.

4. Dedication to Excellence

TLP Ministries is committed to excellence in service, professionalism, and accountability. We strive to meet high standards while remaining compassionate and human-centered.

Dedication to excellence includes:

- ❖ Performing duties with integrity, competence, and care
- ❖ Being reliable, prepared, and responsible
- ❖ Seeking feedback and continuous growth
- ❖ Upholding ethical standards and organizational policies

Excellence at TLP Ministries is not about perfection—it is about consistent effort, responsibility, and pride in our work.

5. Prioritizing Well-Being

Well-being is foundational to our mission and our internal culture. We believe sustainable service begins with caring for ourselves and one another.

This value is reflected by:

- Supporting mental, emotional, physical, and spiritual wellness
- Encouraging healthy boundaries and balance
- Creating psychologically safe environments
- Addressing stress, burnout, and challenges with compassion

TLP Ministries promotes a culture where asking for support is respected and where wellness is integrated into how we work and serve.

Code of Conduct

All members, staff, and volunteers are expected to:

- ✓ Act in alignment with TLP Ministries' mission and values
- ✓ Treat all individuals with respect and professionalism
- ✓ Maintain confidentiality and privacy
- ✓ Avoid conflicts of interest or misuse of organizational resources
- ✓ Refrain from harassment, bullying, or inappropriate behavior

Violations of the Code of Conduct may result in corrective action, including dismissal from roles or programs.

Roles and Responsibilities

Members

Members are individuals who support, participate in, or benefit from TLP Ministries programs and initiatives.

Members are expected to:

- ➔ Engage respectfully with staff, volunteers, and fellow members
- ➔ Uphold organizational values and guidelines
- ➔ Use programs and services responsibly
- ➔ Protect the dignity and privacy of others
- ➔ Uphold organizational values

Staff

Staff members represent TLP Ministries in professional capacities and are responsible for program delivery, administration, and leadership.

Staff are expected to:

- Model TLP Ministries values at all times
- Perform assigned duties competently and ethically
- Maintain confidentiality and professionalism
- Follow all policies, procedures, and applicable laws
- Delivering programs
- Managing operations
- Modeling leadership aligned with this handbook.

Volunteers

Volunteers are essential partners in our mission and extend the reach of our work. Volunteers provide vital support and are expected to perform assigned duties responsibly, follow guidance, and maintain professional boundaries.

Volunteers are expected to:

- Complete required onboarding and training
- Follow program guidelines and instructions
- Maintain professionalism and appropriate boundaries
- Represent TLP Ministries positively in the community

Volunteers may be released from service at any time if conduct or performance does not align with organizational values.

All roles are valued and essential to our collective impact.

Communication Standards

We commit to communication that is:

- * Respectful and inclusive
- * Clear and timely
- * Solution-focused
- * Free from gossip or harmful language

Concerns, ideas, or conflicts should be addressed through appropriate channels with professionalism and care.

Safety and Confidentiality

TLP Ministries is committed to providing safe environments for all participants. All members, staff, and volunteers must:

- ➔ Follow safety protocols and guidelines
- ➔ Immediately reporting suspected abuse, neglect, or misconduct
- ➔ Complying with background checks or clearances when required
- ➔ Report concerns, incidents, or hazards promptly within (24 hours)
- ➔ Protect confidential information related to participants, staff, and the organization

Compliance & Safeguarding Standards

Mandatory Reporting

TLP Ministries is committed to the safety and protection of all individuals served, especially children, seniors, and vulnerable adults.

All staff and volunteers are required to:

- ➔ **Immediately report** suspected abuse, neglect, exploitation, or harm
- ➔ Follow all applicable local, state, and federal mandatory reporting laws
- ➔ Notify designated leadership promptly when concerns arise

Failure to report may result in disciplinary action and potential legal consequences.

Ethics & Safeguarding

TLP Ministries maintains a zero-tolerance policy for abuse, exploitation, harassment, or unethical conduct.

Ethical and safeguarding standards include:

- ◇ Acting in the best interest of participants at all times
- ◇ Avoiding dual relationships or conflicts of interest
- ◇ Prohibiting financial, emotional, or personal exploitation
- ◇ Respecting personal boundaries, consent, and dignity

All concerns regarding ethical or safeguarding issues must be reported without fear of retaliation.

Media & Photo Consent

TLP Ministries may document programs and events through photography, video, or other media for educational, promotional, or reporting purposes.

Guidelines include:

- ☒ Obtaining consent prior to photographing or recording individuals
- ☒ Special consent requirements for minors and vulnerable populations
- ☒ Respecting an individual's right to decline participation in media individuals may opt out when feasible
- ☒ Using media in a respectful and mission-aligned manner

Media use must align with organizational values and privacy standards.
Organizational branding may not be used without authorization

Conflict Resolution Process

TLP Ministries is committed to resolving conflicts in a respectful, fair, and constructive manner.

The conflict resolution process includes:

- Direct, respectful communication between involved parties when appropriate
- Escalation to leadership if resolution is not achieved
- Documentation and review of concerns
- Implementation of corrective actions or mediation as needed

Retaliation against individuals who raise concerns in good faith is strictly prohibited.

Role-Specific Appendices

Appendix A: Staff-Only Policies

Staff members of TLP Ministries are expected to:

- ✓ Adhere to all employment policies, job descriptions, and supervisory guidance
- ✓ Maintain professional conduct during work hours and organizational events
- ✓ Protect organizational assets, data, and intellectual property
- ✓ Comply with attendance, documentation, and reporting requirements
- ✓ Participate in required trainings and evaluations

Additional staff policies may be issued separately and are considered part of this handbook.

Appendix B: Volunteer Agreement & Boundaries

Volunteers must maintain clear and appropriate boundaries at all times.

Boundaries include:

- ✓ No unsupervised private interactions unless authorized
- ✓ No exchange of personal contact information without approval
- ✓ No gifts, loans, or financial transactions with participants
- ✓ No counseling, medical, or legal advice unless credentialed and authorized

Volunteers must operate within assigned roles and defer to staff leadership when questions arise.

Appendix C: Member Participation Guidelines






Members of TLP Ministries are expected to:

- ✓ Engage respectfully with staff, volunteers, and other members
- ✓ Participate in programs in alignment with community standards
- ✓ Respect shared spaces, resources, and schedules
- ✓ Follow safety, confidentiality, and conduct guidelines

Membership may be suspended or revoked if participation violates organizational values or policies.

Code of Conduct

All members, staff, and volunteers must:

-  Act with honesty and integrity
-  Communicate respectfully and constructively
-  Avoid conflicts of interest
-  Refrain from harassment, abuse, or exploitation
-  Protect organizational assets and reputation

Violations of the Code of Conduct may result in corrective action, suspension, or removal.

Acknowledgment

By participating in TLP Ministries as a member, staff person, or volunteer, you acknowledge that you have read, understood, and agree to uphold the values, expectations, and guidelines outlined in this handbook.

Together, we build a community rooted in respect, innovation, collaboration, excellence, and well-being.

Name: _____

Role: _____

Signature: _____

Date: _____

TLP Ministries reserves the right to update this handbook as needed to reflect organizational growth, legal requirements, and community needs.

Volunteer Agreement

All volunteers of TLP Ministries play a vital role in supporting our mission and serving the community. By volunteering with TLP Ministries, individuals agree to uphold the values, standards, and expectations outlined in this handbook.

Volunteers agree to:

- ➔ Represent TLP Ministries with professionalism, integrity, and respect
- ➔ Uphold all core values, policies, and procedures
- ➔ Perform assigned duties to the best of their ability and within their scope
- ➔ Maintain confidentiality of all participants, staff, and organizational information
- ➔ Follow safety guidelines and report concerns promptly
- ➔ Maintain appropriate boundaries with participants, staff, and other volunteers

Volunteering with TLP Ministries is a privilege and may be discontinued at any time if expectations are not met.

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