



Villagers are trained to use a fire hose by Holden Fire Marshal, Jeff Pierce. 2018


Holden Village
www.holdenvillage.org

Have you ever wanted to live and work in COMMUNITY?

For more than fifty years, short-term and long-term volunteers have served as the backbone of Holden Village, giving of their time and talents to create this place of welcome. If you have two weeks, a few months (or even a full year!) in which you are looking to experience something new, Holden might be the place for you. The following information provides answers to frequently asked questions about living and working at Holden that may be helpful for you as you consider this unique and remote opportunity.

Thank you for your interest in volunteering at Holden Village!

What is Holden?

As you think about whether Holden Village is a good fit for you as a place of work, you might consider some key aspects of this unique wilderness community. The following information is designed to help you decide if the time is right for you to submit an application. So what is Holden?

HOLDEN IS...

Living in Community The commitment of each staff member to personal growth, common work, a spirit of hospitality, and service to others is vital. These shared disciplines

strengthen our sense of common purpose. Although Holden Village is a Christian community, we welcome staff and guests of all faith and non-faith backgrounds. We commit to creating and maintaining a community free from discrimination or harassment toward any person because of race, religion, ethnicity, gender, sexual orientation, age, physical condition, or any other status protected by law. In work, play, and conversation – in agreement and disagreement – we offer ourselves to each other in mutual respect and forgiveness.

A Special Place to Volunteer Volunteer staff members are key to creating a place of welcome, celebration, and hilarity in all aspects of Village life. The staff supports Holden's ministry by helping the Village operate in their many work areas. Holden is able to offer reasonable rates to all who come here because of the dedicated volunteers and donors who support this ministry of hospitality.

Wilderness Living Holden Village is nestled in the Railroad Creek Valley on the north end of Lake Chelan. No roads lead to Holden Village, which makes the journey itself exceptional. Travel to and from the Village includes a ferry boat ride on Lake Chelan and a bus ride from the dock at Lucerne up to the Village. The Glacier Peak Wilderness boundary is less than a mile from the Village, so there are a number of beautiful hikes of varying difficulty levels right out of our back doors. Holden's remote location means that access to emergency medical care is anywhere from 4 hours to 4 days away. You should be in good health to consider volunteering and living in the Village. Another lifestyle adjustment is the limited access to technology. There is no cell phone reception in Railroad Creek Valley (though you may find reception if you climb some of the nearby peaks!). You are welcome to bring your phone to use as a camera or clock, but understand that you will lose cell phone reception soon after the boat leaves Fields Point Landing. Additionally, there are no television or radio signals that reach the Village. Employees have wireless access to our satellite internet, which is available in select locations around the Village. Due to the limited satellite bandwidth, internet can be used for email and other basic tasks, but functions such as streaming, video calling, and other activities with a large amount of data transfer are not allowed. As we seek to honor our unique wilderness setting, all Villagers are asked to avoid using technological devices in public spaces.

Ministry and Worship: The Centerpiece of Village Life Holden Village is a center for renewal and a Lutheran ministry welcoming people of all faiths and backgrounds into the

wilderness to be called, equipped and sent by God. While work sends us in many directions throughout the day, we all commit to gathering as a community for daily worship. Those who are interested in being more involved in worship can volunteer to read, sing, play an instrument, or help plan worship services.

A Place Rich in its History Holden was a mining village until 1957 when the mine was closed. In 1960, Howe Sound Mining Company gave the village to the Lutheran church; programs and ministry began in 1962. During normal operations, Holden attracts more than 6,000 people annually, most of whom come in the summer months and stay for about a week.

Daily Rhythms, Seasons, Comings & Goings

Since its inception, the rhythms of the Village have been shaped by the seasons, the coming and going of staff and guests, the daily practices of worship, and gathering around the table. Holden Village, while set apart by its location, is not a static place exempt from the challenges of the real world. To the contrary, Holden is ever-changing, with a mix of people coming into the valley with their own stories and on their own journeys.

People new to the Village are often surprised by the busy, bustling nature of daily life. Summer and winter programs differ greatly in their energy, but both provide wonderful opportunities to engage your passions and your creative and intellectual pursuits. Villagers work hard and find themselves with multiple recreational and extra-curricular opportunities in addition to their work commitments.

Remember, too, that living and working in a retreat center bears little resemblance to being on retreat. Those who find most joy in serving here do so because they love to offer their gifts and time for the sake of others.

Volunteer Responsibilities & Expectations

Volunteer Work Responsibilities and Assignments

- Work assignments will be based on both your preference and Holden's needs. In some cases, you will be asked to work in an area that is not one of your choices because of our need. Your willingness to serve where you are most needed is greatly appreciated!
- Volunteers work approximately 36 hours per week in their assigned work area (or occasionally 2 half-time areas). Supervisors will establish daily work schedules and days off. Most positions work five days a week with two days off.
- All volunteers serve in a variety of roles supporting common Village life, which take approximately 4 hours per week. This includes dish teams, stewarding compost, recycling, and landfill waste ("Garbology"), and fire stoking rotations in the winter to maintain heat in the boilers for various buildings. Position responsibilities and activities are to be scheduled around these tasks.
- Responsibility, leadership, and supervisory roles are inherent in each long-term volunteer position. For many long-term positions you may be the primary responsible person. For these reasons, at times, many Holden long-term staff work odd hours and more than the required number of hours. This is also true of the Seasonal positions. Staff members are encouraged to set healthy boundaries around their personal time.
- While all staff members have specific positions and job descriptions, the primary role of all staff members is to welcome and engage in hospitality with guests and other staff. Long-term staff members are often overseeing, training, and incorporating volunteers into work projects and work environments as they come and go from the Village.
- For those who are considering applying as a family, please read the additional Information for Families document.

Volunteering during Holidays

- Many guests visit Holden over Thanksgiving, Christmas, and other winter holidays. Because of the high volume of guests, all staff are expected to remain and work in the Village during these holiday times. For a full list of these dates, contact the Staffing office.

Conditions of Volunteering

In order to serve as a member of staff in the Village, volunteers must commit to the following conditions and commitments prior to their arrival:

- Regardless of faith, non-faith, or spiritual identity, volunteers must have a desire to be an active member of the Holden community and be able to serve the [mission and ministry](#) of Holden Village.
- Volunteers must be in good, stable health. As a remote wilderness community, Holden does not have the capacity for ongoing care and is between 4 hours and 4 days (in the winter) away from emergency medical treatment.
- Long-term volunteers must be at least 18 years old.

In addition, volunteers must be able to commit to the conditions of the **volunteer staff covenant**. Each applicant is required to submit a signed copy of the covenant with their application, which includes the following commitments:

WORSHIP – Worship calls us to our purpose and vision as a community. As a Villager and staff member, you agree to the discipline of attending daily worship.

HOSPITALITY – Whatever one’s position on staff, one of the primary ministries is hospitality to all people who step off the bus and into life at Holden. This includes sharing meals with strangers, engaging in conversation, and reaching out to one another through a kind word or deed.

VOLUNTEER WORK AREAS and **VILLAGE RESPONSIBILITIES** – Our work is a combination of the Village position we fill as well as the additional roles that contribute to our common life together.

- **Work Areas** are assigned prior to arrival and based on your preferences and the needs of the Village. Flexibility is important both for you and for the Village. The supervisor of your work area will coordinate your weekly schedule and you may be asked to shift positions in your time to respond as needs in the Village change. Volunteers can expect to work approximately 36 hours per week.
- All volunteers serve in a variety of **roles supporting common Village life**, which take approximately 4 hours per week. This includes dish teams, Garbology teams, and stoking rotations (in the winter). Position responsibilities and activities are to be scheduled around these tasks.

STAFF MEETINGS - The entire Holden staff meets weekly to introduce newly arrived volunteers, say goodbye to departing ones, discuss important issues, and share information relevant to life in the Village. Staff are expected to attend all staff meetings during their stay at Holden.

VILLAGE SAFETY – All staff members are expected to participate in maintaining a safe environment, to follow Village safety policies, and abide by state and federal law:

- No drinking to excess, drunkenness, or binge drinking.
- No drinking of alcohol by persons under 21.
- No provision of alcohol to anyone under 21.
- No use or possession of illegal drugs (including marijuana).
- No possession or use of firearms.
- No sexual harassment and/or assault of any staff member or guest.
- All staff members must be ready to respond in emergency situations.

No term as a volunteer is guaranteed. In order to maintain the staffing flexibility that is essential to the successful management of the Village, and to protect the options of each volunteer, it is understood that either Holden or the volunteer may terminate the volunteer status at any time before the agreed upon departure date.

Living in the Village: FAQs

Where will I live?

Generally, long-term volunteers are housed in one of the Village chalets (1930s-era houses) or the Agape building, which have simple and comfortable furnishings. All long-term volunteers should expect to share common spaces such as living rooms and kitchens with other volunteers; most bathrooms in long-term housing are shared by at least two volunteers. Housing options are limited and strategically planned out with attention paid to individual and family needs. Families may be in shared housing and siblings may need to share bedrooms. Single long-term volunteers typically have a room to themselves, but may need to share a room upon arrival or when housing options are limited. Some long-term volunteers may be housed initially in a lodge until a space opens in long-term housing; the Staffing office will let you know in advance if this will be the case for you. Temporary housing could last for anywhere from a few days to several months.

Can I bring my pets?

Pets are not allowed at Holden Village for safety and health reasons. In accordance with ADA, service animals are permitted at Holden. If you have a service animal, please communicate that information to the Staffing office during your application process.

What will I eat?

The Holden Village Dining Hall is where all Villagers share their meals. The Holden kitchen has a long history of preparing healthy, delicious meals. Holden serves a diet that emphasizes whole grains and legumes, fresh fruit and vegetables, nuts, seeds, dairy, and supplemented with ethically sourced meat products. Meals are served on a schedule, but there are some items, such as bread, cereal, and fruit, that are available 24 hours a day. The kitchen staff does its best to accommodate food allergies and sensitivities, but cannot guarantee that any of our food is completely free from food allergens. You will

be asked to communicate any dietary restrictions in your application, but if you have specific questions about what to expect related to your dietary need, please be in contact with the Food Services Lead, foodservice@holdenvillage.org. More information about the Holden Kitchen and food philosophy can be found here: <http://www.holdenvillage.org/about-us/kitchen/>. Additionally, all chalets and Agape have kitchens that can be used by their residents for those occasions when you would prefer to prepare your own food.

Can I get medical care?

Ongoing medical care is not possible at Holden. If you are coming for any period of time, you need to be prepared for only having access to basic first aid. Any illness or injury that requires care beyond first aid typically requires a trip downlake to visit a medical provider in Chelan or Wenatchee. Plan to bring your own medications and any medical supplies you use regularly. While we typically strive to have an RN or EMT on staff, we cannot guarantee having a licensed medical staff person onsite at all times. Emergency medical care is anywhere from 4 hours at minimum up to 4 days in the winter.

How will I stay in touch with friends and family?

One of the most significant adjustments to Village life for new volunteers is limited Internet access. All long-term volunteers have access to Wi-Fi, but don't count on Internet access as you know it. Due to the limited satellite bandwidth, Internet can be used for email and other basic tasks, but functions such as streaming, video calling, and other activities with a large amount of data transfer are not allowed. Give some thought to how you will stay in touch without relying so heavily on the Internet. If there is an emergency, Holden has an emergency number where a message can be left. Share this link with your family and friends in case they need to contact you while you're in the Village: www.holdenvillage.org/contact/. A satellite phone is also available for limited outgoing calls—you will learn more information about this resource at Staff Orientation.

How will I get to Holden?

Because no roads connect to Holden, there are only two ways to arrive in the Village: by boat or by foot. More information about how to get to Holden can be found at <http://www.holdenvillage.org/visit/accessibility/>. All staff are responsible for paying their travel costs to the village.

How will I move to Holden?

Previous staff members have shared that moving to Holden can be logistically complicated and stressful, especially if you are moving a family. Use the "Getting Ready to Come to Holden Village" document to help you plan what to bring; the Staffing office can also provide other tips and suggestions. The Lady of the Lake boat will charge you

freight if your belongings weigh more than 75lbs. Their website (www.ladyofthelake.com) has more detailed information. All staff are responsible for paying their travel costs to the Village.

Is Holden accessible to those with mobility limitations?

Holden strives to be accessible to as many people as possible, but our site and weather conditions result in some limitations. During the summer months, housing is available for volunteers who require or prefer a first-floor room. Most volunteer positions involve physical activities such as lifting, walking, and standing, but the Staffing office can work with you to identify roles that match your needs, skills, and interests. In the winter months, some buildings are closed and access to all buildings is modified by the amount of snowfall, which pose notable challenges for those with limited mobility. The Village is not wheelchair-accessible while snow is on the ground (mid-late October through mid-late May); traction devices for your shoes/boots and hiking/trekking poles can assist when walking on the packed snow paths between buildings. Please be aware we are an equal employment opportunity employer, so we will provide reasonable accommodations to qualified candidates with a known protected disability assuming the accommodation does not cause undue hardship or direct threat to health and safety. Please speak with Human Resources at hr@holdenvillage.org if you have questions.

What will I do after my commitment to Holden?

No one comes to live in the Village permanently, but many staff come without having specific plans after their time of service. It can be more challenging to look for a job or make plans for what comes after Holden while still in the Village, so it is important to proactively think through how you will transition from the Village after your time of service.

BENEFITS OF VOLUNTEERING AT HOLDEN VILLAGE

Holden Village benefits from the diversity of volunteers coming and going. Benefits are offered to make volunteering possible. In order to support the wellbeing of volunteers, some benefits are determined by length of service.

EDUCATION Opportunities for growth and learning are available to all volunteers through Holden's acclaimed teaching sessions.

HOUSING Room and Board is provided for all volunteers.

PARKING Parking at Fields Point is provided at no cost for all volunteers. Many (but not all) volunteers travel by car. All volunteers are able to park their vehicle in the parking lot at Fields Point Landing, which is one of two places the Lady of the Lake ferry stops to pick up passengers for the trip up the lake.

OUT DAYS Long-term volunteers receive 37 personal days out of the Village to use during their year of service. These days are provided to keep Village residents healthy, connected to loved ones, and to give time for keeping up on personal business and other tasks. Personal out days can be used for doctor visits, job interviews, and personal time. Long-term volunteers committing to a year of volunteer service receive 7 round-trip boat tickets to use when taking personal out days.

During the winter, getting in and out of the village can prove to be challenging. November through April the ferry does not travel up and down the lake every day. If there is a snowstorm or the road is blocked by an avalanche, it is possible that it could be a few days before you have the ability to be transported out of the Village.

VISIT DAYS Friends and Family Days are provided so that friends and family members are able to come to visit volunteers in the Village. Long-term volunteers committing to a year of volunteer service receive 21 full-value and 21 half-value days to use during their term of service. There are restrictions during peak guest times, including summer and holidays (Thanksgiving, Christmas, Easter etc.), All reservations must be made through Registration in advance of the visit. Contact Registration for a full list of the dates during which Friends and Family days cannot be used.

INSURANCE Health coverage is provided for volunteers committed for 1 year or more.

Medical, dental, and vision insurance is available and is effective upon arrival (with the proper paperwork completed). Medical insurance is through a provider while Holden is self-insured for dental and vision. Volunteers can opt into COBRA coverage upon village departure.

STIPENDS Monthly stipends are available for long-term positions. Volunteers who serve in these positions fill a critical role of leadership and provide continuity, making Holden's operation possible. Stipends are intended to help defray some of the expenses that naturally come with an extended volunteer commitment. Holden can provide a monthly stipend of up to **\$550 per month** to those who commit to volunteering for a year. If you do not wish to receive any or all of your stipend, you can "opt out" during your initial meeting with the Staffing Office.

There is list of positions offering stipends and their opening dates on the website.

BONUSES One month's stipend and health benefits are offered as a completion bonus to volunteers who complete the full length of their 1-year term of service. As a part of Holden's mission to equip and send out, this completion bonus can assist departing long-term staff members as they transition to life outside of the Village.

HOW TO APPLY:

What do I need to complete?

- **Application Form** Fill out one application found on Holden's website for each adult in your family.
- **Application Essays** Submit written responses on a separate sheet, answering all of the questions required for the long-term application. Those applying for long-term positions can expect to have a phone interview as a part of the application process.
- **Résumé** Please include a current résumé of your work and education.
- **Disclosure and Authorization Form** for a background check.
- **Covenant** Read and sign the Holden Village Volunteer Staff Covenant.
- **Health Forms** Return one Health and Wellness form for each member of your family, including children. Please use additional sheets if additional explanation is needed. As indicated on the form, all health forms should be sent directly to the Medic.
- **References** We require three references for long-term applicants. Please do not obtain any references from relatives. Your references should complete the reference form and send it separately to Holden. We will accept hard copies through the mail or a scanned copy by email. Follow-up is your responsibility. Your application will not be available for consideration until it is complete with all references submitted.

When and how will I hear from you?

- Holden begins to process your application only once all pieces of the application have been received at the Staffing office, including reference(s). If you want to know the status of your application, contact the Staffing office.
- Accepted applicants will receive an e-mail letter of invitation, more information regarding dates of service, job descriptions, and additional information on living in the Village and Holden's benefits. Let us know if you prefer a method of communication other than e-mail.
- Beginning in 2020, staff will need to arrive on designated staff orientation days—these dates are noted on the website. Arrivals are approximately twice per month in the winter and every second Saturday during the summer months.
- The minimum amount of time from receipt of all your materials to the time when a decision will be made is at least a month, but the process sometimes can take longer. We encourage you to check in on the process by emailing the staff coordinators.
- Although there are exceptions, we usually fill positions 3-4 months before they open.

Application Tips

- **Essays:** We want to get to know you! Much thought and consideration is put into finding the right fit for volunteers in the Village. The more specifics you can give us in your application regarding your skills, interests, and experience, the more we are able to think about how you might best fit Holden's needs of the time.
- **Position Descriptions:** Look at the positions descriptions on the website. Relate your own experience and gifts that are relevant to the positions in which you are most interested.

Availability:

- Open dates are listed and updated on the website for long-term positions. These dates are estimated and subject to change. Keep in mind that a position may not be open at the time you hope to come, but openings arise as staff depart. For that reason, applicants are encouraged to list the positions they are most interested in, as well as the positions open that correspond with your potential arrival dates.

Timing: Volunteering at Holden Village is a matter of timing. Many factors contribute to creating a match between an application and the Village. If it is not the right time now, perhaps circumstances will change down the line.

Long-term volunteer positions: If you have never volunteered or visited the Village previously, we encourage you to apply for a short-term commitment before you apply for a long-term position.

Thank you for considering applying to volunteer at Holden Village!
If you have any questions during this process please feel free to contact
staffing@holdenvillage.org