



# LEND A HAND MAKE A DIFFERENCE

Hello and  
Salaam!

Volunteers are the umbrella of our charity, from fundraising to spreading the word of what we do – our contributions would not have been possible without you.

Our aim is to ensure that every volunteer feels appreciated and valued for the time they give – and are proud to be a part of Muslim Hands Canada. This Lend a Hand Make a Difference booklet is here so you get to know what volunteering with us is all about and how you can get involved. We hope that you find this helpful and if you have any questions please do not hesitate to contact us.

## Welcome to Muslim Hands Canada!

# ABOUT US

Muslim Hands was formed in the UK in 1993 after a community's effort to send aid to Bosnia, since then it has developed into an international NGO, working in over fifty countries worldwide, to help those affected by natural disasters, conflict and poverty. We now have country offices in France, South Africa and Canada and our work focuses on: health, hunger, livelihoods, water, orphan sponsorship and education.



## WHY VOLUNTEER WITH US?

At Muslim Hands, our dedicated volunteer base is at the heart of everything we do. With incredible volunteers across Canada, we have been able to make a positive impact on the lives of people around the world.

And as an organisation that champions it's volunteers, we promise to focus our Lend a Hand Make a Difference Volunteering Scheme to help volunteers reach their potential, receive the necessary training and get involved in new opportunities, where and when we can.



# WHAT WE CAN OFFER YOU

## LEARN NEW THINGS

From fundraising to administration or getting into the crux of organising events, our volunteering opportunities give you the chance to develop new skills and gain confidence. You'll also experience what it's like to work in a charity - and you never know this may be the start of a career in the charity sector!

## MAKE YOUR RESUME STAND OUT

From fundraising to administration or getting into the crux of organising events, our volunteering opportunities give you the chance to develop new skills and gain confidence. You'll also experience what it's like to work in a charity - and you never know this may be the start of a career in the charity sector!

## VOLUNTEER OVERSEAS

Witnessing first-hand what we do on the ground is a breath-taking experience. As part of Lend a Hand Make a Difference, exceptional volunteers will be given the opportunity to travel across the globe, to a relief project, and find out where the money you raise goes.



# WAYS TO GET INVOLVED

## FUNDRAISING

### LEAD EVENT AND FUNDRAISING VOLUNTEER

Do you like being a leader and using your initiative? As a [Lead Event and Fundraising Volunteer](#) you'll be responsible for inspiring volunteers in your local area to get involved in your event, arrange meetings, keeping regular contact with your Regional Event and Volunteer Co-ordinator and ensure that tasks are being delegated and with plenty of time so that everything runs smoothly on the big day!

### EVENT AND FUNDRAISING VOLUNTEER

Do you like a fast paced busy environment and love meeting new people? As an [Event and Fundraising Volunteer](#) you'll be supporting events across the Muslim Hands event calendar. You'll be liaising with people of influence in your local area such as MPs, religious leaders or celebrities. Engaging with local retailers will be important so they can donate goods in order to help raise as much money for Emergency Appeals and our on-going projects.

### COLLECTIONS VOLUNTEER

Do you have a few hours available during the week? Why not visit your local supermarket or place of worship with one of our collection buckets and collect as much as you can for Muslim Hands.

### EVENTS ADMINISTRATOR

Are you highly organised with attention to detail? As an Event Administrator you'll be making sure volunteer databases are up-to-date, regular communication is being sent to volunteers about event activity, how they can get involved and fundraising packs are being posted once they've signed up!

## ADMINISTRATION

### ADMINISTRATION VOLUNTEER

Are you highly organised with attention to detail? As an Event Administrator you'll be making sure volunteer databases are up-to-date, regular communication is being sent to volunteers about event activity, how they can get involved and fundraising packs are being posted once they've signed up!

# WAYS TO GET INVOLVED

## COMMUNICATIONS AND PUBLIC RELATIONS

### COMMUNICATIONS VOLUNTEER

Creative and have a flair for writing? As a Communications Volunteer you'll be helping to draft press releases and helping to collate content for our annual and monthly newsletters. You'll also be given the opportunity to liaise with journalists, sell-in press releases and build key relationships in order to get Muslim Hands on the media map in your local region.

### SOCIAL MEDIA VOLUNTEER

An expert at getting the latest news out there - through tweeting, Facebook or Instagram? As a Social Media Volunteer you will be helping to keep our supporters up to date with the latest developments globally and in our local offices.

## CAMPAIGNING

### CAMPAIGNER

Are you passionate, vocal and great at building relationships? As a Campaigner you'll be involved in raising awareness about the work Muslim Hands is doing globally. Pick a project that we are currently working on and generate interest from the general public, local volunteers, other charitable organisations or even your local MP. Spread the word by providing information, attending events and join other Muslim Hands campaigners in order to champion the rights and lives of people affected by poverty and conflict. This is the perfect position even if you don't live near our local office in Ontario - you can be a campaigner from anywhere in Canada or the States! Start a GoFundMe or LaunchGood and use our fundraising guide to start your own campaign!

### SUPPORT VOLUNTEER

Like doing a bit of everything? As a Support Volunteer you'll be delving in each department depending on where you are needed most. This is a great opportunity to gain in-depth knowledge of how each department contributes to the running of Muslim Hands.

# NEXT STEPS



Hopefully at this point you've already picked your volunteer position and emailed us back indicating your interest! Once we receive your response you will be contacted for induction and training.

All volunteers will receive an induction providing the necessary information on their chosen role, meet the Muslim Hands team and other volunteers and will be trained in your chosen role so that you feel confident.

**NOW THAT  
I'VE SIGNED  
UP WHAT'S  
NEXT?**

# RESOURCES

## FUNDRAISING WITH US

We aim to guide you in the right direction by providing banners, flyers and posters so our supporters know what's happening. Penny boxes and buckets - so they know who the cash is going to and t-shirts and sashes so they know who is behind this appeal.

## FUNDRAISING ON YOUR OWN

Fundraiser's are a great way to raise money for our on-going projects and gives you the chance to think outside the box. We can provide you with all of the above resources and even cater to your event with specifically designed materials. So what you waiting for – jot down those ideas and get in touch with us!



THIS YEAR ALONE OUR VOLUNTEERS  
RAISED \$34,000 FOR OUR CLEAN  
WATER APPEAL THROUGH  
LAUNCHGOOD, GOFUNDME AND LOCAL  
FUNDRAISING EFFORTS!

THERE ARE 3 FORMS AT THE  
END OF THIS WELCOME PACK TO  
HELP YOU PITCH IDEAS AND  
KEEP A RECORD OF YOUR  
DONATIONS .

### Sponsorship Form

Whenever you do a sponsored challenge this form can be used to collect donations – remember to send a copy to us with the Donation Return Form

### Donation Return Form

This provides a summary of the amount you have raised and you must remember to include your payment details. Don't forget to include a copy of your Sponsorship Form if you have used one.

### Event Form

Use this form to pitch any fundraising event ideas. Always try and provide as much information as possible about your event idea so that we can guide you in the best way we can.

# HANDLING DONATIONS

KEEP THESE POINTS IN MIND WHEN HANDLING DONATIONS:

- 1** Keep donations safe and secure.
- 2** Jot down what the donation is for – a particular area, an emergency appeal or on-going project?
- 3** Make it clear to donors where their money is going
- 4** Send the funds over to Muslim Hands – and don't forget to tell us what the money is for.

## HOW TO DONATE

THERE'S 3 SIMPLE WAYS FOR YOU TO CHOOSE FROM:

1. Cash donations can simply be dropped off to our office in Mississauga - but please be aware that we are not open on weekends.
2. Funds raised can be deposited to your bank account and then transferred to us over the phone or via online using your credit or debit card. Let us know if it's either a fundraising donation or a personal contribution. Call us at 1 289 722 7272 or donate securely at: <https://muslimhands.ca>
3. Please make cheques or postal orders payable to 'Muslim Hands Canada' – remember to include your name and address on the back, and send them via post to our Mississauga office. Remember to also send along the Donation Return Form along with your donation, there's one included in this pack.





# VOLUNTEER POLICY

## WHAT YOU CAN EXPECT FROM US

### VALUES

Ensure that you always feel valued for the work that you do and therefore respect and appreciation is important to us. We encourage and welcome volunteers representing the vast diversity in our collective communities through language, diaspora, class, ability and lived experiences. We are committed to accommodating people with varying needs.

### INDUCTION & TRAINING

Once you've registered, all volunteers will receive an induction outlining the responsibilities of their role and what training they will receive.

### HEALTH & SAFETY

We ensure that all our volunteers are safe, no matter what they're doing, so it's important you are aware of our health and safety regulations. A copy of the Health and Safety Policy is available in our local Canadian office.

In some circumstances you may be requested to provide a criminal background check or vulnerable sector screening. These documents may be acquired from your local police department and there may be an associated fee.

### CONFIDENTIALITY

We appreciate that the information you provide to us is sensitive and therefore our policy is to protect and store information provided to us in a confidential and professional manner.

### EXPENSES

Though we don't offer monetary packages to volunteers, we are willing to discuss how Muslim Hands can support volunteers on a case by case basis.

## WHAT WE EXPECT FROM YOU

### VALUES

To always treat staff members, fellow volunteers and our supporters with respect, consideration and appreciation.

### DATA PROTECTION

In some roles you will be required to have access to important information such as personal home addresses, emails and in some cases will be trained to have full access to our donor databases. We expect that you should always treat such information in a confidential manner and store safely and securely when not in use.

# VOLUNTEER POLICY

## WHEN SPEAKING TO THE PUBLIC

When representing Muslim Hands you are likely to engage with people from all walks of life so it's important to always act in a professional manner and to act in a way that doesn't discriminate – after all our volunteers are our ambassadors!

## TIME

The beauty of volunteering is that it works around your schedule. We would really appreciate that if you have committed yourself to something and can't make it, or no longer want to volunteer, to let us know with plenty of notice

# MUSLIM HANDS CANADA



@muslimhandscanada



@muslimhandsca



/muslimhandscanada

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2255 Dundas St West

Mississauga,

Ontario L5k 1R6

Canada

Muslim Hands was established in the UK in 1993. A separate and independent entity was incorporated in Canada in October 2015 and there is a pending application for registration with the Canada Revenue Agency. Until registration is complete you will not be able to claim Charitable Donation Tax Credit on your donation.



# Pledge Form

\*print out multiple copies this page (for each donor) if you plan on doing an event or challenge

## SECTION A

Full Name \_\_\_\_\_

Address \_\_\_\_\_ Postal Code \_\_\_\_\_

Email Address \_\_\_\_\_ Phone Number \_\_\_\_\_

Please tick this box if you wish to keep informed about future events

## SECTION B

Single Donation (Donate Now)

Pledge (Donate Later)

(We will contact you shortly regarding your pledged amount to be paid at a later date)

Zakat  Sadaqah  Lillah

Circle Amount: \$10 \$20 \$50 \$100 \$500 Other Amount: \_\_\_\_\_

Cash  Card  Cheque

## SECTION C

Name On Card \_\_\_\_\_

Card Number \_\_\_\_\_

Expiry \_\_\_\_\_ Security Code \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

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## Event Form

\*fill this out and send it back to us to pitch your event!

Tell us about your event! Give us all the details including: time, location and what campaign you would like to raise funds for.

How do you see Muslim Hands Canada supporting your event? Let us know if you need us to help you design flyers or gather volunteers and resources, we will do our best to accommodate your request!