



Islamic Relief USA

Volunteer Handbook

September 2011



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Islamic Relief USA

A Worldwide Leader in Alleviating Poverty

Dear Volunteer,

Welcome to Islamic Relief USA. I hope that you will find volunteering with us an enjoyable and rewarding experience.

Your valuable service will not go unnoticed by many of the people that we assist on a daily basis, like the little girl in Pakistan who quenches her thirst with fresh clean drinking water, or the orphaned boy in Mali who is able to attend school and not go hungry. Every effort you make to facilitate the process--no matter how large or small—will have an impact on the delivery of some of the most basic needs to our beneficiaries.

Whether you plan to work in our regional offices or off-site, you will be working with the support of a superb and dedicated staff. They are eager to work with you as you will be providing a valuable service by giving of yourself and sacrificing your valuable time to help others.

I hope that you will be enriched by your volunteer assignment and trust that you will approach your service with conviction.

I look forward to a mutually rewarding and continued friendship and thank you in advance for your dedication and commitment to make a difference in the lives of others.

Sincerely,

Abed Ayoub

Chief Executive Officer

Islamic Relief USA



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As'salaamu-alaikum

Dear friend and volunteer:

On behalf of Islamic Relief USA, I want to thank you for your interest and involvement with Islamic Relief USA.

In addition to the commitment of our staff and administrators, we must have strong community partnerships. Friends like you play a critical role in this effort.

Islamic Relief USA's outstanding volunteer opportunities will allow you to choose from a variety of opportunities. Volunteers are true partners in our work. We cannot be successful without you. It is due to people like you who selflessly give of themselves that we can continue to make a difference in the lives of those in need around the world. There is not one event that Islamic Relief USA holds without the support of volunteers.

The Volunteer Handbook has been prepared as a resource for you. It is intended to be a convenient summary of information about the organization and an overview of volunteer policies and procedures.

I look forward to working closely with you as we unite to serve those who need help most. Please sign and date the Handbook Acknowledgement page to indicate that you have read and agree to the contents contained therein.

Most Sincerely,

Nazia A. Hossain

National Volunteer Coordinator
Volunteer Management Office



VISION & MISSION

Our Vision

“To create a caring world where the basic requirements of people in need are fulfilled.”

Our Mission

Islamic Relief USA strives to alleviate suffering, hunger, illiteracy, and diseases worldwide regardless of color, race, religion, or creed, and to provide aid in a compassionate and dignified manner. Islamic Relief, USA aims to provide rapid relief in the event of human and natural disasters and to establish sustainable local development projects allowing communities to better help themselves.

Inspired by Islamic values, Islamic Relief USA aims to be a worldwide role model in:

- Assisting individuals, groups and institutions to develop safe and caring communities
- Helping the poor and suffering to enjoy self-reliance with dignity
- Making it possible for those who wish to support others to reach those who need their help



ORGANIZATIONAL OVERVIEW

Islamic Relief USA (IRUSA) was founded in California in 1993 as a 501 (c) (3) tax exempt charity involved in international humanitarian relief efforts. IRUSA is headquartered just outside of Washington, DC, in Alexandria, VA, and maintains regional offices in California, Illinois, New Jersey and Texas.

Islamic Relief USA provides emergency disaster relief when it is needed, and spearheads development projects in multiple sectors, including education, income generation, orphan support, health and nutrition, and water and sanitation. IRUSA directly supports international projects in these sectors in nearly 30 countries around the world.

IRUSA is a legally separate and independent member of the global family of collaborating relief organization that share a common vision, mission, and family identity, and all of which use the term “Islamic Relief” as part of their organizational name. Offering relief services for more than a quarter-century, the Islamic Relief family of relief organizations includes locations in more than 35 countries in Africa, Asia, Europe and North America.

In addition to its international relief and development initiatives, IRUSA also supports domestic projects to help disadvantaged communities in the United States. Some of Islamic Relief USA’s domestic projects have included: community grants, toy fairs for children, financial assistance, healthcare in underserved areas, and the annual ‘Day of Dignity’ program, which provides food, medical care, hygiene kits, and more to thousands of homeless and underserved people across the country.

Islamic Relief USA meets all the standards for Charity Accountability of the BBB Wise Giving Alliance, is a signatory to the code of conduct for the International Federation of the Red Cross and Red Crescent (IFRC), and has received a 4-star rating from Charity Navigator for eight consecutive years.

IRUSA’s work has received favorable mentions in several national and international media outlets, including CNN, the BBC, PBS, ABC World News Tonight, the New York Times, Los Angeles Times, Chicago Tribune, the Washington Post, USA Today, Philadelphia Inquirer, Houston Chronicle, Seattle Post-Intelligencer, San Diego Union-Tribune, and many more.



IRUSA PROGRAMS AND CAMPAIGNS

Programs

IRUSA believes that relief, as important as it is, is only the beginning. The ultimate objective in any relief effort is to give people the confidence to participate in their own development and to secure their own future without the need for continued external assistance. Therefore, IRUSA finds it essential to complement relief work with long-term and sustainable development programs such as:

- Education
- Food Aid
- Health
- Livelihood
- Water and Sanitation

Campaigns

Emergency Relief

Since its inception, one of Islamic Relief's primary goals has been to provide rapid relief for disaster victims. Partnerships in some three dozen countries maximize Islamic Relief's ability to respond to urgent situations with speed and efficiency, as well as cultural sensitivity. IRUSA's emergency aid efforts often include the distribution of food, water and clothing; the construction of temporary shelters; and the administration of vital medical care in Bosnia, Ethiopia, Indonesia, Pakistan, Egypt, Yemen, Haiti, the US Gulf Region, Alabama, and more. Islamic Relief offices have partnered with various United Nations Agencies such as the United Nations Relief & Works Agency (UNRWA).

Orphans

Each year, IRUSA's donors sponsor between 7,000 and 8,500 orphans in 22 countries. Each child receives food, clothing, and an education. In addition to this sponsorship program, Islamic Relief also implements other projects that benefit orphans, such as special educational and training centers and supplemental support.

Domestic Aid

IRUSA has increased its focus on domestic aid greatly in recent years. Nearly 50 million Americans – including almost 17 million children – live in poverty, and the number is rising. IRUSA's domestic program aims to alleviate poverty, hunger and suffering in the U.S. IRUSA also provides grants for many organizations and sponsors annual events that provide support to the local populations such as:



- U.S. Food Service for Kids: IRUSA has partnered with the U.S. Department of Agriculture for a food service program to provide food to low-income children who rely on school for their meals.
- Community Grants: IRUSA provides grants to nonprofit organizations throughout the country, to provide access to quality care; to promote socio-economic development; and to elevate the standard of living of those in need.
- Day of Dignity: this grassroots effort brings volunteers around the country together each year to distribute food, clothing, blankets, medical care and other services. Day of Dignity creates an opportunity for caring individuals from diverse communities to provide services to their neighbors in need.

Ramadan

Ramadan is a month of reflection, prayer and fasting for Muslims. It also serves to remind Muslims of the importance of charity, and their obligation to be charitable during the month and all throughout the year. Due to the generosity of its donors, IRUSA is able to carry out special food distributions known as Ramadan food packets. Each food packet holds about 30 pounds of food containing staples consistent with the local diet of the recipient. Often these food packets are the only food that a family receives to break their fast.

Udhiyah/Qurbani

Udhiya (also referred to as Qurbani) marks the end of Hajj (pilgrimage), and is a time to reflect upon the significance of sacrifice in the Islamic tradition. This holiday commemorates the sacrifice Prophet Abraham (peace be upon him) made to God to show his devotion and commitment to Him. Muslims observe Udhiyah/Qurbani by sharing meat with the less fortunate. IRUSA performs Udhiyah/Qurbani on behalf of its donors, and distributes the meat to beneficiaries both overseas and here in the USA.

For Muslims around the world, the fasting month of *Ramadan* and the period of *Udhiyah/Qurbani* are very special times. Not only does IRUSA help observant Muslims fulfill their spiritual obligations, but IRUSA's campaigns allow many beneficiaries to also celebrate these holidays.



VOLUNTEERISM

Definition of a Volunteer

Volunteer means any individual, who, in furtherance of a directive by an authorized IRUSA employee, willingly performs a service for IRUSA without expectation or receipt of compensation.

Registered Volunteers: any Volunteer, including any intern, who has completed the necessary application packet, is officially entered into IR USA's Volunteer Database, receives official instructions from, and falls under the direct supervision of, an authorized IR USA employee.

Supporters: any individual who is not a registered volunteer, but offers support on an infrequent or one-time basis (i.e. at an IRUSA event).

Volunteers are not employees of the organization.

At times, employees of IRUSA may desire to volunteer for the organization. Exempt employees may volunteer for IRUSA. However, because of the overtime requirements of the Fair Labor Standards Act, non-exempt employees may only volunteer for IRUSA in certain limited circumstances. Specifically, a non-exempt employee is **not** permitted to volunteer his or her time to IRUSA except when *all* the following conditions have been met:

- 1) The service is entirely voluntary with no promise of advancement or penalty for not volunteering—that is, it is not coerced;
- 2) The volunteer work is sufficiently distinct from, and in a different capacity than, the work for which the non-exempt employee is paid.
- 3) The volunteer neither expects to receive pay for the volunteer work nor receives any wages for the volunteer work.

Any employee who wishes to volunteer services for IRUSA must complete a volunteer application and speak to his or her manager and the Volunteer Coordinator before performing such volunteer service.

Volunteers are recruited without regard to gender, disability, age, race or other condition. Volunteers are recruited based upon their skills, abilities and suitability to perform volunteer responsibilities.

Children under the age of 18 may volunteer with the written permission of a parent. Children under the age of 15 must be accompanied by a parent or guardian while volunteering.



Why Volunteer?

- ✓ Make a difference
- ✓ Be a role model
- ✓ Be a good citizen
- ✓ Improve your community
- ✓ Help someone
- ✓ Contribute to saving lives
- ✓ Share your knowledge
- ✓ Learn new skills
- ✓ Networking opportunities
- ✓ Creative outlet
- ✓ Sense of purpose
- ✓ New skill development
- ✓ Group affiliation
- ✓ Recognition
- ✓ Professional growth
- ✓ Personal satisfaction

What's involved in volunteering?

The most important part of volunteering is your:

INTENTION & COMMITMENT!



BENEFITS OF VOLUNTEERING

Benefits to volunteering most often mentioned by our volunteers include:

- Build self-esteem and self-confidence
- Feel needed and valued
- Make a difference in someone's life
- Make important networking contacts
- Learn and developing new skills
- Gain work experience

Islamic Relief USA has written letters of recommendations for some of our outstanding volunteers.

President's Volunteer Service Program

<http://www.presidentialserviceawards.gov/>

Based on the number of volunteer hours you may qualify for an award from the White House. To receive the President's Volunteer Service Award, the Volunteer Coordinator must certify that your volunteer hours. To ensure that your hours are accurate, be sure to sign in and out when volunteering at an IRUSA office. If you are volunteering offsite, e-mail the National Volunteer Coordinator your hours and carbon copy the staff you are working with. You can log in your own hours with IRUSA's Service Key Code: **NLW-34758**

Kids (14 and under)

Bronze 50-74 hours

Silver 75-99 hours

Gold 100+ hours

Adults (26 and up)

Bronze 100-249 hours

Silver 250-499 hours

Gold 500+ hours

Young Adults (15-25)

Bronze 100-174 hours

Silver 175- 249 hours

Gold 250+ hours

Families and Groups*

Bronze 200-499 hours

Silver 500-999 hours

Gold 1,000+ hours

**Two or more people, with each member contributing at least 25 hours toward the total.*



HOW TO GET STARTED

1. Stay Informed!

Join our Blog, read our newsletters and other general updates about people in need around the world.

2. Contribute to Islamic Relief's Mailing List!

Tell IRUSA to send you the Sign-up sheet and start recruiting new constituents!

3. Spread awareness!

Get the word out to your peers, family, co-workers, youth group, and neighbors.

4. Help us get the word out!

Join the IRUSA Facebook Fan Page and follow IRUSA on Twitter. Offer to distribute IRUSA's newsletter or brochures in your community.

5. Support a Cause!

Donate to a cause close to your heart!

6. Invite Islamic Relief USA for a Presentation!

Invite an IRUSA staff member to visit your community, or even a private party to give a presentation. You bring the people and we'll bring the information.

7. Volunteer for an IRUSA Event!

Sign up today to volunteer for an event near you.

8. Ramadan Iftar!

Host an iftar at your home and raise funds for IRUSA or invite IRUSA to an Iftar in your area.

9. Join a campaign!

Visit <http://www.irusa.org/campaigns/>

10. Plan an event!

Set up a steering committee and plan an Islamic Relief USA fundraising dinner or event that will bring the community together for a cause.



VOLUNTEER OPPORTUNITIES

Community Development

- Create and maintain a database of Islamic Centers and local Muslim Student Association in the region.
- Schedule and organize presentations to inform the community of IRUSA or even fundraising possibilities.
- Attend conferences and events to setup the IRUSA booth.
- Help plan and coordinate fundraising dinners.

Domestic Programs

- Assist with Day of Dignity activities including:
 - Distributing food
 - Distributing donations and product
 - Hospitality
- Assist with Qurbani activities:
 - Distributing meat at designated Qurbani sites
 - Assist with organizing Qurbani activities

International Programs

- Assist in liaising with Islamic Relief Worldwide and field staff.
- Review all new and up to date project proposals and write summaries.
- Track situation reports for various countries that Islamic Relief works in.
- Write reports and presentations on various programs by country and sector.

Legal Counsel

- Reviewing and preparing drafts of contract templates, memoranda, correspondence and other legal documents.
- Researching and analyzing federal, state, administrative and international legal authorities and preparing research memoranda.
- Performing other tasks as directed by the Corporate Counsel.

National Events

- Assist with planning and logistics for National Events.
- Support the National team at conferences/conventions.

Public Affairs

- Attend outreach events representing IRUSA in and around Washington D.C.
- Prepare reports for the Director of Public Affairs.
- Assist with planning and organizing outreach events.

Disaster Assistance Response Team (DART)

- Complete disaster assistance training and deploy to humanitarian relief zones in the United States.



CODE OF ETHICS

As volunteers with IRUSA, each of us is responsible for our own behavior and decisions we make. We affect the people and community around us. We make a difference. In living out this mission, each of us is responsible for living up to the fundamental standards of our culture:

- To pursue company objectives in a manner that does not conflict with the integrity of the company or the public interest;
- To be truthful and accurate in all you say and do;
- To protect confidential information;
- To treat everyone with respect and dignity;
- To uphold all laws and regulations relating to the business;
- To maintain honest and fair relationships with all of the company's vendors;
- To ensure quality and value in the company's products/services and relationships with customers and vendors.

The Code of Ethics applies to all employees and volunteers and addresses breaches in conduct that could jeopardize Islamic Relief USA's good standing and reputation. Volunteers are expected to uphold and perform their responsibilities to the fullest extent ethically, legally and fiscally possible so as to demonstrate Islamic Relief USA's level of commitment to high ethical standards, and to retain the trust of its donors, beneficiaries, supporters and local communities. Accordingly, volunteers are expected to:

- Uphold all laws and regulations
- Refrain from advancing a political standpoint
- Watch for potential conflicts of interest and refrain from exerting improper influence for financial benefit
- Advance Islamic Relief USA's best interest
- Protect privileged or confidential information
- Use of Islamic Relief USA property for the benefit of Islamic Relief USA and its beneficiaries
- Treat all beneficiaries with dignity and respect without regard to a person's color, race, religion, or creed.
- Speak respectfully about all employees and beneficiaries of Islamic Relief USA

It is your responsibility to be an active protector of the values that make us who we are. If a potential illegal, unsafe or unethical situation arises at IRUSA, please speak up! Notify the Volunteer Management Office or any manager with whom you feel comfortable.



RIGHTS & RESPONSIBILITIES

As a volunteer with IRUSA, you have the right to:

- Be given meaningful assignments;
- Be treated as an equal;
- Be kept informed and up to date;
- Be trusted to do your job the best way you know how;
- Be trained and supervised in a supportive and positive environment;
- Give feedback in the appropriate way using the proper methods; and
- Be given recognition.

As a volunteer with IRUSA, you have a responsibility to:

- Perform your duties to the best of your ability;
- Remain loyal to the values, goals and procedures of IRUSA;
- Become familiar with all materials in the Volunteer Handbook and follow all policies and guidelines;
- Accept a position that is realistic based on interests, skills and availability, as well as the needs of IRUSA;
- Learn about the position and develop skills through orientation and training;
- Stay informed about IRUSA through publications and other communication methods;
- Ask questions and seek help when you need it;
- Communicate regularly with your volunteer leader or staff liaison;
- Follow all policies and procedures of IRUSA while acting as a volunteer;
- Represent IRUSA in a respectful and professional manner;
- Be a team member—be reliable and dependable in doing your job; and
- Provide sufficient notification to volunteer leaders or staff liaisons when ending volunteer service.



VOLUNTEER POLICIES

The following list and summary of policies introduces you to the IRUSA policies that apply to you as a volunteer. This list provides overall guidance and direction to those who volunteer with IRUSA. As necessary, your supervising staff member or the Volunteer Coordinator may share additional policies that apply to your specific volunteer assignment. You are expected to comply with all applicable policies at all times. IRUSA reserves the exclusive right to modify these policies at any time, and to expect adherence to the modifications. If you have any concerns about the policies and procedures and your ability to follow them, please immediately discuss them with the Volunteer Coordinator. IRUSA may at any time, for whatever reason, decide to terminate the volunteer's relationship with IRUSA or to make changes in the nature of their volunteer assignment. The Volunteer Coordinator will provide guidance as needed on any area not specifically covered by these policies.

Assignments

No volunteers should undertake any task unless they have been instructed to do so by a supervising staff member or the Volunteer Coordinator. If in doubt, always ask for guidance. Volunteers may not speak or act on behalf of IRUSA without explicit approval; refer inquiries to paid staff.

Attendance

IRUSA relies heavily on scheduled volunteers. Every minute of help, no matter the capacity, is aiding those whom IRUSA serves. Please respect and honor a volunteer commitment. It is understandable that extenuating circumstances may arise. Should anything happen prior to a scheduled shift or event, or if there is a need to leave an assignment early, notify the Volunteer Coordinator.

Sign In/Out

Volunteers at IRUSA offices will be required to sign in and out each day and to record the assigned department tasks (i.e., Domestic Programs, filing grant reports). The respective staff member will initial the time in and out.

Child Protection

IRUSA takes very seriously the dignity and safety of all its staff, volunteers, and beneficiaries, particularly children. If you interact with children in your capacity as a volunteer for IRUSA, at least two adult volunteers or staff members must be present at all times. No volunteer may be alone with a child in a room with a closed door at any time.

If your volunteer assignment involves frequent involvement with children, IRUSA may perform, or may request that third parties perform, reference and background checks at any time that will be performed in accordance with applicable federal or state law. All reference and background check results will be maintained in a confidential file by the Volunteer Coordinator.



Confidentiality

As a volunteer, you may receive or have access to confidential information or internal communications. You will not disclose, use, lecture upon, reproduce or publish any of IRUSA's confidential information. By way of illustration but not limitation, "Confidential Information" includes (a) ideas, processes, formulas, programs, works of authorship, know-how, improvements, discoveries, developments, designs and techniques; and (b) information regarding internal communications, business plans, budgets and unpublished financial statements, regulatory matters, marketing and fundraising, licenses, donors and partners; and (c) information regarding the skills and compensation of any employee of IRUSA. IRUSA reserves the exclusive right to deem any IRUSA information as "Confidential Information;"

You may receive communications designated "Internal Use Only." These communications are for your general information and should not be disclosed to the public without prior express permission.

Conflict of Interest

IRUSA Volunteers shall not take any action that may result in their own, or a family member's, financial benefit or personal gain.

Compensation and Reimbursement

A volunteer cannot be compensated for their work in the form of money or other incentives. IRUSA may reimburse a volunteer for official business expenses such as gas mileage for a trip on behalf of IRUSA.

Discrimination and Harassment

IRUSA is committed to maintaining a respectful and courteous volunteer experience free of unlawful discrimination and harassment of any kind. Harassment refers to behavior that is personally offensive, intimidating, or hostile, impairs morale, and unreasonably interferes with work performance. We maintain a strict policy prohibiting harassment based on any characteristic protected under applicable law, and we are committed to taking all reasonable steps to prevent such actions. IRUSA prohibits all forms of harassment based on age, race, color, national origin, gender (including pregnancy, childbirth or medical condition related to pregnancy or childbirth), religion, physical or mental disability, medical condition, genetic information, marital status, veteran status, sexual orientation, or any other characteristic protected by federal, state or local law.

Unlawful harassment may take many forms, including:

Verbal. Epithets; derogatory comments, slurs, or name-calling; sexually explicit, suggestive, or degrading words to describe an individual; sexually explicit jokes, emails or any other form of written communication, comments, noises, or remarks; racial or ethnic slurs; asking for sexual



favors; repeated requests for dates, threats, propositions, unwelcome and unwanted correspondence, phone calls, and gifts; or other unwelcome attention.

Physical. Assault; impeding or blocking movement; any physical interference with normal work or movement when directed at an individual; unwanted and unwarranted physical contact, such as touching, pinching, patting, grabbing, brushing against, or poking another employee or volunteer's body.

Visual. Derogatory or offensive posters, cartoons, or drawings; displaying sexual pictures, writings or objects; obscene letters or invitations; staring at or directing attention to an employee or volunteer's anatomy; leering; sexually oriented or suggestive gestures.

Cyberstalking. Harassment using electronic communication, such as e-mail or instant messaging (IM), or messages posted to a website, blog, or discussion group.

Sexual. Threats or demands to submit to sexual requests as a condition of employment or to avoid some other loss, or offers of job benefits in return for sexual favors.

These kinds of behavior can occur in one-on-one interactions or in group settings. Sexual harassment can also occur in the context of a relationship that was once consensual but has changed so that the behavior is no longer welcome by one party. It is impossible to define every action or all words that could be interpreted as harassment. The examples listed above are not meant to be a complete list of objectionable behavior. Make a point of paying attention to others' reactions and stated requests and preferences, respecting their wishes, and treating them in a professional manner, regardless of gender, race, religion, nationality, age, sexual orientation, or other personal characteristic.

If you believe a co-worker, manager, vendor, customer, visitor, or agent of IRUSA is harassing you or another individual in the workplace, we encourage you to tell the harasser in clear language that the behaviors or advances are unwelcome or unwanted and must stop. The individual may not realize the behavior is offensive and a simple communication may effectively end the behavior. However, if you are not comfortable with that approach, you should immediately report your concern to your manager, the Volunteer Coordinator, Human Resources, or any other company manager or official.

Report the facts of the incident including: what happened, how often, and where the incident(s) took place, as well as the names of the individuals and witnesses involved. Supervisors should immediately report any incidents of harassment to the company's Human Resources department.

All harassment claims will be investigated in a timely, objective, and thorough manner as confidentially as possible. All volunteers are expected to cooperate fully in any investigation. If it is determined that prohibited harassment has occurred, the appropriate corrective action, up



to and including termination of employment of the offending employee or volunteer, will be taken along with any additional steps necessary to prevent further violations of this policy.

Neither IRUSA policy nor the law will tolerate any form of retaliation against any volunteer who opposes discrimination or prohibited harassment, files a complaint, testifies, assists, or participates in any manner in an investigation, proceeding, or hearing conducted by a state or federal agency. If you believe that you have experienced or witnessed retaliation, you should immediately report your concern to your manager, the Volunteer Coordinator, Human Resources, or any other company manager or officer. Violations of this policy will be dealt with appropriately and promptly. Volunteers who act in good faith to report or assist in the investigation of a possible violation of this policy will not be retaliated against. If, after investigating any claim of unlawful harassment, IRUSA concludes that a volunteer has filed a claim in bad faith, provided false information regarding a claim, or refused to cooperate in an investigation of a claim, disciplinary action, up to and including termination of the volunteer assignment, may be taken.

Volunteers are responsible for reporting any concerns regarding unlawful harassment to the Volunteer Coordinator pursuant to the Dispute Resolution Policy.

When providing assistance to beneficiaries, volunteers may not discriminate or give preference to beneficiaries on the basis of color, race, religion, or creed.

Dress Code

As representatives of IRUSA, volunteers, like staff, are responsible for presenting a professional image to donors and the community. The following are guidelines that are to be adhered to anytime in an IRUSA office or elsewhere when representing the organization:

All attire (article, slogan, or image) shall not make any references to any political view, group, organization, government or entity of any kind. There may be events or occasions that require more formal attire; notification will be given in advance. All attire must be modest and professional.

Dispute Resolution

IRUSA is committed to a work environment where all persons are treated with respect and dignity. IRUSA has therefore adopted the Dispute Resolution Policy to establish a comprehensive method of resolving volunteer concerns that builds trust and produces prompt and fair resolutions. The Dispute Resolution Policy may be used to resolve issues regarding any condition of volunteer involvement or the application, meaning or interpretation of any volunteer resource policy or procedure that affects the work activity of a volunteer.

Volunteers are strongly encouraged to follow the steps listed below to discuss any concerns with their supervisor or the Volunteer Coordinator.



Step One

IRUSA encourages everyone to resolve their conflicts individually before involving other parties. However, if attempts at individual resolution are unsuccessful, or if the volunteer feels uncomfortable addressing the concern directly with the person, the volunteer should promptly report a concern to his or her supervisor, who will investigate the matter and take appropriate action. If the concern the volunteer is having involves his or her supervisor, the volunteer should report his or her concern to the next level of management who will review the situation. Any supervisor who receives a concern alleging a violation of the Discrimination and Harassment Policy will notify Human Relations and the Volunteer Coordinator immediately.

Step Two

If the problem is not resolved in Step One, the volunteer is encouraged to seek assistance from the Volunteer Coordinator. In an effort to resolve the problem, the Volunteer Coordinator will consider the facts, conduct an investigation, review the findings and recommendations with the VP of Operations and respond back to the volunteer. The Volunteer Coordinator may ask the volunteer to put the concern in writing and provide appropriate documentation.

Step Three

If the volunteer is not satisfied with the decision of the Volunteer Coordinator, he or she may prepare a written summary of the concerns and request that the matter be reviewed by the CEO. The CEO may choose to bring it to the attention of the Board of Directors. The CEO or Board may decide to conduct an investigation into the matter. The investigation will include a full examination of the facts (which may include a review of the written summary of the volunteer's statement, discussions with individuals concerned, and a further investigation if necessary) and will advise the volunteer of its decision. The decision of the CEO or the Board Chair and the Board of Directors is final.

No volunteer will be retaliated against for acting in good faith to report a potential issue or for assisting in the investigation of a possible issue. If you feel you have experienced retaliation, please contact the Volunteer Coordinator, Human Resources, or any manager with whom you feel comfortable. If at any time during the process or investigation, IRUSA concludes that a volunteer has filed a claim in bad faith, has refused to cooperate in an investigation of an issue, or has provided false information regarding an issue, disciplinary action up to and including termination of the volunteer assignment may be taken.

IRUSA reserves the right to continue or suspend review of an issue if the volunteer raising the issue files a charge or complaint with an external agency or terminates volunteer involvement.

Electronic Communications

All IRUSA business equipment is to be used strictly for volunteer assigned tasks. Attempting to access unauthorized records, databases, visiting inappropriate websites, or utilizing



unauthorized programs is prohibited. All information created, sent, received, or stored on IRUSA's electronic resources is IRUSA property. Such information is not the private property of any volunteer and volunteers should have no expectation of privacy in the use or contents of the company's electronic resources. Passwords do not confer any right of privacy upon any volunteer. Volunteers should understand that IRUSA may monitor the usage of its electronic resources and may access, review and disclose information stored on its electronic resources, including messages and other data, at any time, with or without advance notice to the user or the user's consent. In order to ensure that the usage of such IRUSA-provided materials remains ethical and lawful, volunteers must abide by the following guidelines:

- All business equipment, electronic and telephone communications systems, and all communications and stored information transmitted, received, or contained in IRUSA's electronic resources are IRUSA's property and are to be used for the benefit of the organization.
- Volunteers may engage in limited personal use of such systems and equipment, provided that such use does not violate IRUSA policy and does not interfere with any volunteer's performance of volunteer duties.
- Volunteers may not download or otherwise import programs, files or documents into IRUSA's computer equipment except as authorized by IRUSA. Use of portable drives to download IRUSA information for any purpose other than IRUSA business is prohibited without the advance written approval by IRUSA's management.
- IRUSA may monitor use of any systems and equipment for any reason. A volunteer in whose name an account is issued by IRUSA is responsible for its proper use at all times.
- IRUSA reserves the right to determine the appropriate use of its electronic resources and its decision is final. IRUSA assumes no liability for loss, damage, disclosure or misuse of any non-company data or communications transmitted or stored on the company's electronic resources.
- Volunteers may not, without authorization, transmit, retrieve or store company information of any kind on their personal email systems.
- IRUSA information, whether in electronic or hard-copy form, may only be accessed and used by volunteers as required to perform assigned duties. Volunteers may not access or use IRUSA information for any other purpose.

Internet Usage Rules

Access to the Internet has been provided to volunteers for the benefit of the organization, its staff, and allows volunteers to connect to informational resources around the world. The following guidelines have been established for using the Internet:

Personal Responsibility

By accepting your account password and related information, and accessing IR USA's Network or Internet system, you agree to adhere to this Policy. You also agree to report any Network or Internet misuse to the Information Technology Manager. Misuse includes Policy violations that harm another person, or their property.



Term of Permitted Use

Network and Internet access extends throughout the term of your volunteer service provided you do not violate the organization's Computer Network and Internet Acceptable Usage Policy. Note: IRUSA may suspend access at any time for technical reasons, policy violations, or other concerns.

Purpose and Use

IR USA offers access to its Network and Internet system for business purposes only. If you are unsure whether an activity constitutes appropriate business use, consult the Information Technology Manager.

Netiquette Rules

Volunteers must adhere to the rules of Network etiquette, or Netiquette. In other words, you must be polite, adhere to the organization's electronic writing and content guidelines, and use the Network and Internet appropriately and legally. IRUSA will determine what materials, files, information, software, communications, and other content and activity are permitted or prohibited, as outlined below.

Banned Activity

The following activities violate IRUSA's Computer Network and Internet Acceptable Usage Policy:

- Using, transmitting, receiving, or seeking inappropriate, offensive, vulgar, suggestive, obscene, abusive, harassing, belligerent, threatening, defamatory (harming another person's reputation by lies), or misleading language or materials.
- Revealing personal information, such as the home address, telephone number, or financial data of another person or yourself.
- Making ethnic, sexual orientation, or gender-related slurs or jokes.
- Engaging in illegal activities, violating the Ethics Policy, or encouraging others to do so.

Examples:

- 1) Selling or providing substances prohibited by IR USA's employment policy Employee Manual.
 - 2) Accessing, transmitting, receiving, or seeking unauthorized, confidential information about clients or colleagues.
 - 3) Conducting unauthorized business.
 - 4) Viewing, transmitting, downloading, or searching for obscene, pornographic, or illegal materials.
 - 5) Accessing others' folders, files, work, networks, or computers. Intercepting communications intended for others.
 - 6) Downloading or transmitting the organization's confidential information or trade secrets.
- Causing harm or damaging others' property. Examples:



- 1) Downloading or transmitting copyrighted materials without permission from the copyright holder. Even when materials on the Network or the Internet are not marked with the copyright symbol, volunteers should assume all materials are protected under copyright laws—unless explicit permission to use the materials is granted.
 - 2) Using another employee or volunteer's password to trick recipients into believing someone other than you is communicating or accessing the Network or Internet.
 - 3) Uploading a virus, harmful component, or corrupted data.
 - 4) Vandalizing the Network.
 - 5) Using software that is not licensed or approved by IR USA.
- Jeopardizing the security of access, the Network, or other Internet Networks by disclosing or sharing passwords and/or impersonating others.
 - Accessing or attempting to access controversial or offensive materials. Network and Internet access may expose volunteers to illegal, defamatory, inaccurate, or offensive materials. Volunteers must avoid these sites. If you know of volunteers who are visiting offensive or harmful sites, report that use to IR USA's Information Technology Manager.
 - Engaging in commercial activity. Volunteers may not sell or buy anything over the Internet.
 - Volunteers may not solicit or advertise the sale of any goods or services. Volunteers may not divulge private information — including credit card numbers and other financial data — about themselves or others.
 - Wasting IR USA's computer resources. Specifically, do not waste printer toner or paper. Do not send electronic chain letters. Do not send email copies to nonessential readers. Do not send e-mail to group lists unless it is appropriate for everyone on a list to receive the e-mail. Do not send organization-wide e-mails without your supervisor's permission.
 - Encouraging associates to view, download, or search for materials, files, information, software, or other offensive, defamatory, misleading, infringing, or illegal content.

Confidential Information

Volunteers might have access to confidential information about IR USA, our employees, and clients. With the approval of a supervisor, volunteers may use e-mail to communicate confidential information internally to those who need to know. Such e-mail must be marked "Confidential." When in doubt, do not use e-mail to communicate confidential material. When a matter is personal, it may be more appropriate to send a hard copy, place a phone call, or meet in person.

Non-compliance

Your use of the Network and the Internet is a privilege, not a right. If you violate this policy, at minimum your access to the Network and the Internet will be terminated, perhaps for the duration of your tenure with IR USA. Policy breaches include violating



the above provisions, failing to report violations by other users, and permitting another person to use your account or password to access the Network or Internet, including, but not limited to, someone whose access has been denied or terminated. Should another user violate this Policy while using your account, you will be held responsible, and both of you will be subject to disciplinary action.

Personal Phone Calls

During business hours, it is requested that personal calls be kept to a minimum. No long distance or toll calls (such as directory assistance), other than for business purposes, are to be made from IRUSA telephones. Telephone records are subject to periodic review by management and you will be required to reimburse IRUSA for any personal long distance or toll calls made.

Intellectual Property

Any content that you generate, for example, a blog post, will be considered the property of IRUSA, or "works made for hire," as that term is defined in the United States Copyright Act (17 U.S.C. Section 101). With IRUSA's permission, a volunteer can use original works of authorship in other contexts.

Registration

Registered volunteers are to read, sign and submit all required forms including, but not limited to: Emergency Contact Information Form, Handbook Acknowledgement Page, Release of Liability Form, and the Volunteer Code of Conduct.

Travel

From time to time, volunteers may be required to travel as part of their responsibilities. Volunteers who are asked to travel as part of their volunteer assignment will be required to review IRUSA's applicable travel policies and comply with all applicable procedures. All volunteer travel must be approved by the Volunteer Coordinator and the Department Vice President.

Vehicles

Volunteers who drive as part of their responsibilities are required to do so in a friendly, attentive, courteous and safe manner. Volunteers must be qualified and legally authorized to safely operate motor vehicles used in the course of company business. Only those volunteers who have received approval from IRUSA are allowed to operate a personal vehicle on IRUSA business. Drivers are required to notify the Volunteer Coordinator of license suspensions or revocations, and to report accidents or damage to company vehicles no matter how insignificant they appear within 24 hours. Volunteers who fail to comply with these rules may have their volunteer assignment with IRUSA terminated.

Drivers are responsible for the safe operation of their vehicle. Seat belts must be used at all times, by both the driver and all occupants of the vehicle. Failure to properly use seat belts will



also be cause for disciplinary action. No volunteer, while driving his or her personal vehicle on IRUSA business, may use a hand-held cellular telephone. No driver may operate a motor vehicle while the driver's ability or alertness is so impaired, through fatigue, illness, taking medication or any other cause, as to make it unsafe for the driver to operate the vehicle. Volunteers who drive his or her personal vehicle on IRUSA business while under such conditions, which could impair their driving ability, may have their volunteer assignment with IRUSA terminated.

Drivers can be disqualified from driving vehicles for a number of reasons, including involvement in a number of accidents, or a demonstration of disregard for the safety of the public, as evidence by excessive speeding, reckless driving, driving under the influence, driving while his/her license is suspended or revoked, other evidence of reckless driving, failure to report an accident and/or breaking any motor vehicle laws.

Parking and traffic fines incurred while utilizing vehicles are the responsibility of the driver and will not be paid by IRUSA.

Safety

Volunteers are discouraged from bringing personal valuables or large amounts of cash to IRUSA work sites. IRUSA is not responsible for volunteers' personal items that are lost or stolen.

Volunteers with ideas, concerns or suggestions for improved safety and security in the workplace are encouraged to bring them to the Volunteer Coordinator or their supervisor's attention so that the safety and welfare of all volunteers can be improved. Volunteers should feel free to report, without fear of retaliation, any condition which they believe poses a safety, health or security risk in the workplace. IRUSA will investigate such reports promptly and thoroughly and take appropriate corrective action. Any comments or jokes regarding threats of violence will be taken seriously, and dealt with appropriately and promptly.

Each volunteer is expected to obey safety rules and to exercise caution in all work activities. Volunteers must immediately report any unsafe condition to their supervisor. Volunteers who violate safety standards, who cause hazardous or dangerous situations, or who fail to report or, where appropriate, remedy such situations, may be asked to terminate their volunteer assignment with IRUSA.

In the case of accidents that result in injury, regardless of how insignificant the injury may appear, volunteers should immediately notify their supervisor or the Volunteer Coordinator. Such reports are necessary to comply with laws and initiate insurance benefit procedures. Any incident, accident, potentially unsafe condition or security risk, is to be immediately reported to the supervising staff member and the Volunteer Coordinator.

Violence Free Work Environment

IRUSA promotes a safe work environment for all volunteers and does not tolerate any type of violent behavior committed by or against volunteers. All volunteers are expected to conduct themselves in a professional manner and in accordance with the Code of Conduct.



Threatening or violent behavior committed by anyone against volunteers, employees, vendors or clients during work or off-duty hours will not be tolerated. Such behavior may include but is not limited to the following:

- 1) Physical injury to another person;
- 2) Threats;
- 3) Behavior that creates a reasonable fear of injury in another person;
- 4) Intentionally causing damage to IRUSA property or property of another volunteer or employee;
- 5) Possession of weapons (for example, guns, knives, clubs, explosive devices, etc.) on IRUSA property or while at IRUSA-sponsored activities; or
- 6) Committing acts motivated by, or related to, sexual harassment or domestic violence.
- 7) Statements or gestures which in any way suggest that the volunteer may engage in violent conduct will be taken seriously by management and responded to appropriately.

Volunteers have a responsibility to report any potentially dangerous situations or unauthorized individuals on chapter premises to management immediately. Reports of statements or behavior which may violate this policy will be investigated promptly and in as confidential a manner as possible. A volunteer suspected of violent behavior may have their volunteer assignment suspended during an investigation until a course of action is determined.

Incidents involving violent behavior by a volunteer may warrant removal of the individual from the premises until further evaluation determines his or her suitability for return to the premises. An evaluation that finds a volunteer suitable to return to the premises does not negate further disciplinary action up to and including termination of the volunteer assignment.

Volunteer Code of Conduct

All IRUSA volunteers are expected to abide by the standards of behavior as detailed in the Volunteer Code of Conduct.



VOLUNTEER CODE OF CONDUCT

This code of conduct sets out the standards of behavior that are expected of Islamic Relief USA (IRUSA) volunteers when engaged in IRUSA activities and/or on assignments. Breaches of the code of conduct or failure to satisfactorily perform volunteer assignments are causes for immediate termination of the volunteer relationship with IRUSA.

In consideration for being permitted to volunteer for IRUSA, have limited access to use of IRUSA resources and property, or otherwise participate in any way in the activities of IRUSA, I agree to:

- Uphold the mission, values, and strategic goals of IRUSA;
- Demonstrate integrity, respect, and professionalism to all;
- Be courteous, pleasant, fair, helpful, respectful, cooperative and flexible;
- Fulfill assigned responsibilities in a timely fashion and participate in volunteer orientation and training workshops, and be receptive to training that will increase awareness about the social and physical needs of the beneficiaries being served;
- Contribute to a positive work environment and respect the privacy of others;
- Support and supplement the work of other volunteers and IRUSA personnel;
- Abstain from the use of any IRUSA property for personal use, and use all equipment appropriately and as required for my assignment. Any property situated on IRUSA's premises and owned by IRUSA – including computers, disks and other storage media, and filing cabinets or other work areas – is subject to inspection by IRUSA personnel at any time with or without notice or cause;
- Act with honesty and integrity when dealing with money (and other forms of revenue), proprietary materials, and other organizational assets of IRUSA;
- Refuse to accept or seek, on behalf of myself or any person, any financial advantage or gain as a result of my volunteer affiliation with IRUSA or attempt to knowingly influence of IRUSA in a way intended to confer any financial benefit on any person, corporation, or entity in which I have a significant interest or affiliation;
- Maintain a high degree of confidentiality and discretion in performing assignments, including with the beneficiaries IRUSA serves;
- Not disclose, use, lecture upon, reproduce or publish any of IRUSA's confidential information. By way of illustration but not limitation, "confidential information" includes (a) ideas, processes, formulas, programs, works of authorship, know-how, improvements, discoveries, developments, designs and techniques; and (b) information regarding internal communications, business plans, budgets and unpublished financial statements, regulatory matters, marketing and fundraising, licenses, donors and partners; and (c) information regarding the skills and compensation of any employee of IRUSA. IRUSA reserves the exclusive right to deem any IRUSA information as "confidential information";
- Refrain from using the IRUSA name, logo, endorsement, services or property for the benefit or advantage of any person except in conformance with IRUSA policy;
- Release all photographs and recordings that may be captured, and acknowledge IRUSA's authority to take possession of such items at any time;
- Hold in the strictest confidence any third-party information that is subject to a duty on IRUSA's part to maintain as confidential and to use for certain limited purposes;
- Wear required identification and clothing. All items of clothing must be suitable for the work environment and must not contain offensive or objectionable material (slogans or graphics);



- Serve as a representative of IRUSA to the public, and agree to uphold IRUSA’s goodwill, reputation, and integrity;
- Refrain from making public statements to the media without explicit approval from IRUSA management;
- Notify IRUSA of any conflict of interest or legal barriers to performing assigned tasks;
- Not accept compensation for my volunteer work;
- Report any suspicious or unusual activities to the site supervisor;
- Deliver any and all notes, memoranda, devices, storage media including software, documents and computer printouts, or confidential information back to IRUSA when my volunteer assignment ends;
- Not engage in any activity that may reflect adversely on IRUSA, including, but not limited to, violating any law, or advancing a political interest, group, or entity;
- Refrain from using illegal drugs and alcohol;
- Not possess or store a weapon of any kind, regardless of whether volunteering at an IRUSA office or event, or on a field assignment;
- Not proselytize and/or pressure anyone to accept my religious, political or cultural beliefs;
- Drive carefully and attentively and refrain from using my cell phone while performing any errands on behalf of IRUSA, and I understand that only IRUSA staff may drive IRUSA vehicles; and
- Adhere to the rules and procedures of IRUSA.

Conduct Specific to IRUSA’s Disaster Assistance Response Team

- Respond to disaster response notifications promptly when on-call;
- Wear appropriate IRUSA DART identification while on a disaster response assignment;
- Comply with the directions of all emergency services personnel;
- Adhere to the curfew set by IRUSA personnel;
- Uphold IRUSA’s goodwill, reputation, and integrity - including during off hours; and
- Make a 50-hour volunteer commitment to IRUSA.

Attire

When deployed on assignment, IRUSA DART volunteers must wear attire that is professional, appropriate for the task at hand, and clearly identifies them as IRUSA disaster relief responders. At minimum, the attire should be unambiguously identified with the appropriate IRUSA logo and slogan. Every effort should be made to ensure that attire will not confuse public or local officials. Uniforms or clothing with other insignia that may cause confusion are not to be worn when on assignment. IRUSA name badges and apparel are to be removed when an IRUSA DART volunteer is off-duty.

On-Duty/Off-Duty

IRUSA disaster responders are considered on-duty at any time when they are wearing IRUSA name badges or apparel and/or are engaged in official activities on behalf of IRUSA’s DART. This does not create or negate other statutory or corporate definition of on-duty.

Volunteer Signature: _____
Name (Print): _____
Date: _____



RELEASE OF LIABILITY FORM

IN CONSIDERATION of being permitted to volunteer, live in Islamic Relief (“IRUSA”) housing, use IRUSA vehicles, or otherwise participate in any way in the activities of IRUSA I, _____, for myself and on behalf of my heirs, personal representatives, successors, assigns or next of kin, hereby certify that:

1. I understand that this document is a release and a waiver of liability for the benefit of IRUSA and that I am knowingly and willingly assuming the risks and dangers to my personal safety and security, including economic loss, illness, psychological trauma, bodily injury and death, which may result from my traveling for, working or otherwise participating in IRUSA activities, or which may be caused by my own acts or omissions or the acts or omissions of IRUSA, its representatives or any third parties;
2. I accept that as a condition of my being provided housing and/or transportation by IRUSA, I waive any right I might have to claim any amount for damages or losses I might suffer, including but not limited to, medical expenses, pain and suffering or death, as a result of my living in IRUSA housing, including hotel lodging, or use of any IRUSA vehicle, including any rental vehicle;
3. I fully and voluntarily accept all responsibility for any losses, costs, and damages, including attorney fees, that I may incur as a result of my participation in IRUSA activities;
4. I RELEASE AND DISCHARGE IRUSA, ITS AFFILIATES, OFFICERS, DIRECTORS, EMPLOYEES AND REPRESENTATIVES FROM ANY AND ALL LIABILITY, CLAIMS, DEMANDS, LOSSES OR DAMAGES WHICH I OR ANY OF MY HEIRS OR ASSIGNS NOW HAVE OR LATER MAY HAVE AGAINST IRUSA OR ANY RELEASED PARTY ARISING OUT OF MY PARTICIPATION IN IRUSA ACTIVITIES; AND
5. I agree to indemnify, save, and hold harmless IRUSA, and all of its officers, directors, employees or representatives, from any litigation expenses, attorneys’ fees, loss, liability, damage, or any other cost which they may incur as a result of any claim arising from my acts or omissions.

Should I have any difficulty understanding any of the terms contained in this document, I understand that it is my responsibility to request that IRUSA explain such terms. I acknowledge that I have completely read and fully understand the terms of this document, that I have signed it freely and that I am not relying on any statements or representations or assurance of any nature by IRUSA or any person, and that I intend this document to be a complete and unconditional release of all liability to the greatest extent allowed by law. I agree that if any portion of this document is held to be invalid, the remainder of the document shall continue in full force and effect.

Volunteer Signature: _____

Name (Print): _____ Date _____

If under the age of 18:

Parent’s Signature: _____

Parent’s Name (Print): _____ Date _____



HANDBOOK ACKNOWLEDGEMENT

I acknowledge that I have received IRUSA's Volunteer Handbook and understand that violations of the policies contained in the Handbook could result in immediate dismissal.

I understand that IRUSA reserves the right to modify the Handbook or amend or terminate any policy or procedure at any time.

I further understand that the contents of the Handbook do not constitute, either implicitly or explicitly, a binding contractual agreement. IRUSA or I have the right to end my volunteer services at any time.

I further understand that if I have any questions about the interpretation or application of any policies contained in the Handbook, I should direct these questions to the Volunteer Coordinator.

Sign this page and return to the Volunteer Coordinator.

Volunteer Signature: _____

Name (Print): _____ Date _____

If under the age of 18:

Parent's Signature: _____

Parent's Name (Print): _____ Date _____



CONTACT US

Main Office

3655 Wheeler Ave
Alexandria, VA 22304
Tel: (703) 370-7202
Fax: (703) 370-7201

Midwest Regional Office

10101 S. Roberts Rd Ste. 100
Palos Hills, IL 60465
Tel: (708) 430-9652
Fax: (708)430-9644

Northeast Regional Office

265A Route 46 Ste. 3A
Totowa, NJ 07512
Tel: (973) 890-1030
Fax: (973) 890-1031

South Central Regional Office

2600 K Ave Ste. 170
Plano, TX 75074
Tel: (972) 424-4479
Fax: (972) 424-4451

Southwest Regional Office

6131 Orangethorpe Ave. Ste. 450
Buena Park, CA 90620
Tel: (714) 676-1300
Fax: (714) 676-1301

Volunteer Management Office

Volunteer@irusa.org

Office: (703)236-9789

HOURS OF OPERATION

9:00 a.m. to 5:30 p.m. Monday through Friday

HOLIDAYS*

8 holidays are observed by the company each year:

- New Year's Day - January 1st
- Independence Day - July 4th
- Eid al-Fitr (1 day)
- Thanksgiving Day - Fourth Thursday in November (2 days)
- Christmas Day – December 25th
- Memorial Day - Last Monday in May
- Labor Day - First Monday in September
- Eid al-Adha (2 days)

*These are company holidays, but often times because of the frequency of events during these holidays IRUSA staff are working and welcome support from volunteers.



REGIONAL DIVISIONS



