



# MSKP

## VOLUNTEER TRAINING

Al-Hidaya Center

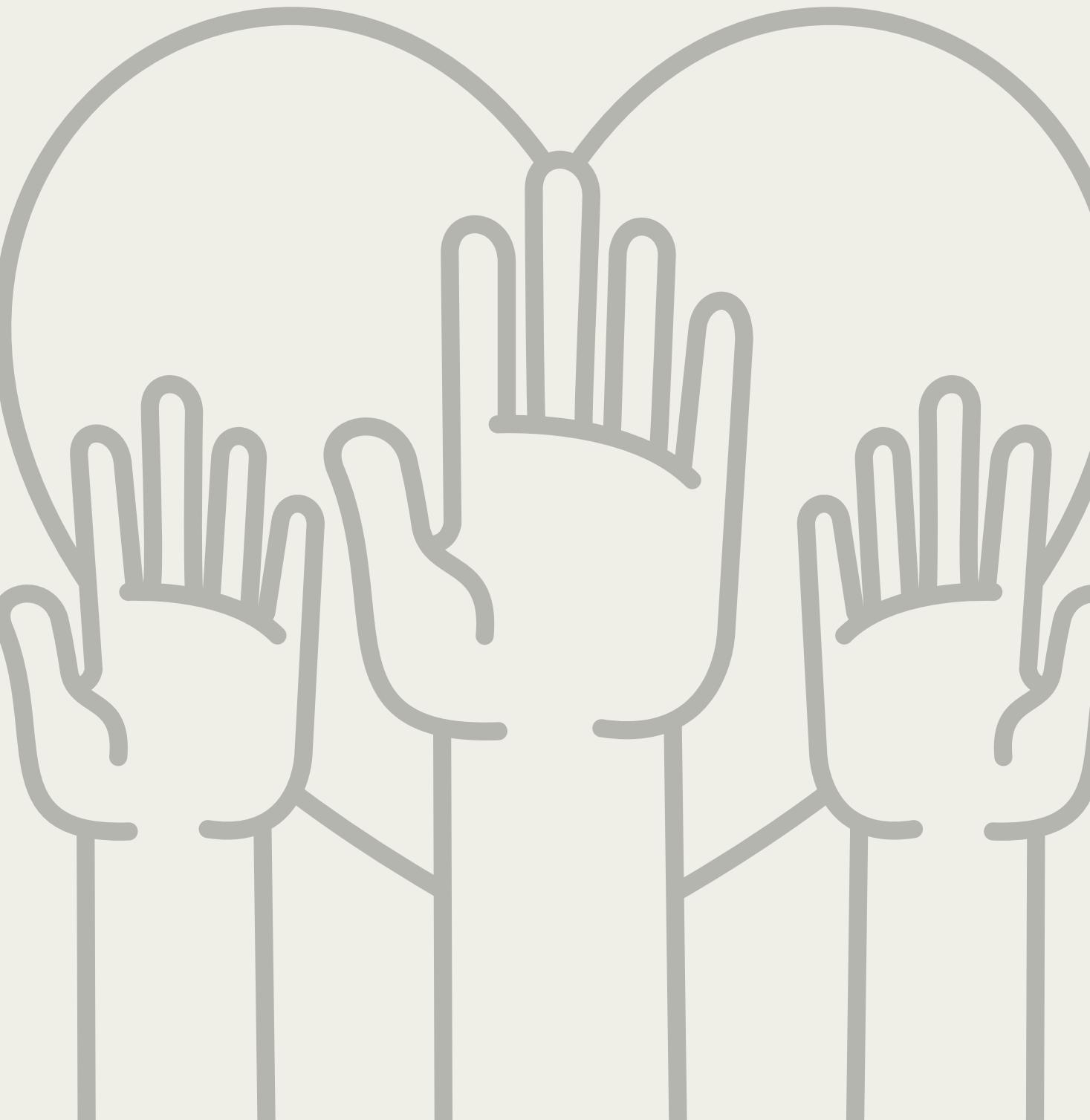
11-22-25



# AGENDA

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- What is MSKP?
- Scenario Activity
- Volunteer Handbook
- Lunch
- Q&A/Kahoot
- Contact Info



# WHAT IS MSKP?

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- A volunteer driven organization serving those in need in the Capital District since 2003
- Focused on putting faith into practice through community service
- Provides food to individuals and families facing hardship
- Organizes community drives throughout the year
  - Visits and supports the sick and elderly
  - Annual Eid-ul-Adha meat collection for local families
  - etc

# ETIQUETTES OF SERVING

- Serve with sincerity and good intention
- Treat everyone with kindness and dignity
- Be patient and calm while serving
- Stay humble and respectful
- Keep the area clean and organized
- Work together as a united team



# VOLUNTEER HANDBOOK

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- Purpose: MSKP brings the Muslim community together to help the homeless, refugees, and families in need through meals and service.
- Values: Focus on kindness, unity, and charity while serving everyone with respect.
- Volunteers: Sign in, dress modestly, follow rules, and keep personal info private.
- Events: Arrive early, start and end with dua, serve with a smile, keep things clean, and only take photos of volunteers.

# VOLUNTEER HANDBOOK

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- Sign in when you arrive; wear apron, gloves, and closed toe shoes
- Keep valuables secure; MSKP is not responsible for lost items
- Volunteers must be 12+
- Don't share personal info or give money/rides
- No photos without MSKP / Shelter approval
- Dress modestly
- Cooks confirm monthly and provide ingredient needs
- Avoid canceling unless it's an emergency

# ACTIVITY

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Call out the answer  
if you know it!

## SCENARIO #1



### Scenario 1 – Racist or Disrespectful Comment

#### Examples of What You Might Hear

- “Why do your people even volunteer here?”
- “Where are you really from?”



## SCENARIO #1 RESPONSE

### 1. Stay Calm

- Keep your tone neutral
- Don't show anger or frustration

### 2. Set a Simple Boundary

- "I'm just here to help today."

### 3. Step Away if Needed

- If disrespect continues:  
→ alert a coordinator



## REMEMBER

It isn't always about you!

It may be a reaction to stress, past trauma, or external struggles

So always remain RESPECTFUL

## SCENARIO #2



### Scenario – Personal Boundaries

Examples of What You Might

Hear:

- “Can you give me a ride home? It’s really close.”
- “Can I have your contact information?”



## SCENARIO #2 RESPONSE



1. Stay Calm
  - Keep a neutral tone
2. Set a Clear Boundary
  - “I can’t give out personal information.”
  - “Volunteers aren’t allowed to give rides.”
3. Get Support if Needed
  - If they continue asking, let a coordinator know



## REMEMBER

People may be stressed or going through a lot.  
Stay respectful, but always protect your boundaries

# LUNCH

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November Volunteers please  
head to back table!

1. Go to [kahoot.it](https://kahoot.it)
2. Enter the Game PIN: \_\_
3. Type your name
4. Click Join and wait in the lobby



# VOLUNTEER FAQS



- Who can volunteer, and is there an age requirement?
- How often does MSKP serve meals?
- Do volunteers need to bring anything with them?
- What should I wear when volunteering?
- How do I sign up or contact the volunteer coordinator?

