

MSKP

HANDBOOK



MUSLIM SOUP KITCHEN PROJECT

Last Revised: 01/2026

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VOLUNTEER HANDBOOK

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General Objective of MSKP

An estimated 600,000 to 3,000,000 people in the United States experience homelessness. This growing crisis is driven by rising unemployment, reductions in public assistance programs, the deinstitutionalization of individuals with mental illness, and an increasing number of people living below the poverty line. At the same time, the network of soup kitchens, food pantries, and other emergency food services is expanding to meet rising need. For example, in New York City there are nearly 800 locations that serve free meals and groceries.

Despite the multitude of service locations, there remains a gap: no major soup kitchen in the Capital District is formally sponsored by the Muslim community. Muslim Soup Kitchen Project (MSKP) is envisioned as the first such initiative, calling upon the local Muslim community to participate in a unified effort of service.

Mission

MSKP's mission is **To Create Unity by Serving Humanity**. The organization aims to support the homeless and low income families by providing free meals and addressing other essential needs. Rooted in Islamic values of charity, MSKP seeks to fulfill a faith based responsibility to care for neighbors and uplift the community.

Vision

MSKP envisions:

- A region where food and basic resources are consistently available to homeless individuals and families in need throughout the Capital Region and beyond.
- A strong and enduring connection between the Muslim community and the broader local population through ongoing service and collaboration.
- Engagement of youth and adult community members alike in meaningful, regular service to their neighbors.

Goals

MSKP aims to:

1. Establish core operations that enable volunteers to participate regularly and reliably.
2. Secure sustainable, long term funding so that MSKP's activities can continue independently and consistently.
3. Create employment opportunities within MSKP, thereby providing more community uplift and empowerment.
4. Develop a Muslim Donation Center as a long term resource hub for donated goods, community drives, and support services.

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List of Muslim Soup Kitchen Projects

Monthly Soup Kitchens

MSKP hosts monthly soup kitchens at approximately six locations on the last Saturday of each month. Meals are served on-site at local homeless shelters, churches, and community centers. Each month, 300–500 meals are distributed. Additionally, MSKP serves thousands of meals annually during National Muslim Soup Kitchen Day.

Monthly Drives

MSKP's monthly drives collect essential goods for individuals and families in need, including refugees, the homeless, and low income households. Each month focuses on specific items such as winter clothing, toiletries, non perishable foods, and school supplies, depending on seasonal demand.

Annual Qurbani Drive

Following Eid-ul-Adha, MSKP collects Qurbani/Udhiya meat from the Muslim community at various local masājid and community centers. The meat is distributed to Muslims in need throughout the Capital Region. The average annual collection is approximately 3,000 lbs.

Ramadan Food Package Program

This project provides essential and non-perishable food items to refugee families and others in need prior to the start of Ramadan. Packages are designed to support families throughout the month and help ensure food security during the blessed month.

Visiting the Sick and Elderly

MSKP organizes monthly visits to individuals who are sick, elderly or terminally ill. This initiative follows the Sunnah of the Prophet Muhammad (peace be upon him), encouraging compassion, connection, and community support.

National Muslim Soup Kitchen Project (NMSKP)

Launched in 2016, NMSKP brings together organizations, masājid, student groups, and volunteers across the United States to prepare and serve meals within their local communities. The project encourages participation from all faiths and community groups to unite in service. Locally, MSKP serves approximately 3,000 meals each year as part of NMSKP, while thousands more are served nationwide.

Muslim Donation Center

MSKP's building serves as a donation drop-off site where community members can give items and receive receipts. The center aims to develop into a free thrift-store-style space where Muslims in need can browse clothing, books, and household items at no cost.

The project also connects MSKP with community networks to identify families in need and provides opportunities for youth engagement, fostering stronger ties within the community and encouraging spiritual growth.

Adopt-a-Family Program

Many families face ongoing challenges that make it difficult to meet basic needs. Through the Adopt-a-Family program, MSKP supports one family at a time with weekly groceries, essential household items, and personal support. The program also assists families in finding employment or other resources to help them achieve self-sufficiency. As MSKP expands, the number of families served through this initiative will continue to grow.

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Volunteer Responsibilities

Roles & Facilities

- Coordinate MSKP projects and support event operations
- Maintain an updated directory of volunteers and staff
- Keep a current list of Muslim families in need
- Assist with administrative tasks and facility organization
- Serve as cooks, drivers, or shoppers as needed for programs

Publicity & Communications

- Make announcements at masājid, Jumu'ah, schools, and community events
- Create and distribute flyers for MSKP programs
- Keep MSKP's website and social media platforms updated
- Post promotional materials at masājid, Muslim businesses, and local venues
- Display banners at soup kitchen sites
- Produce quarterly newsletters and publicly thank donors and volunteers

Volunteer Coordination

- Raise community awareness about MSKP's mission and programs
- Prepare flyers, pamphlets, posters, and digital materials
- Promote volunteer opportunities in masājid, stores, and online
- Use word-of-mouth outreach to recruit volunteers
- Encourage youth and MSA groups to complete community service hours
- Hold volunteer orientation and training sessions

Da'wah & Education

- Distribute Islamic pamphlets and Qur'an translations for distribution
- Create labels and stickers for packaging and sustainability
- Prepare Revert Muslim Kits
- Invite non-Muslims to volunteer and participate in MSKP events
- Request donations from non-Muslim businesses
- Invite partners and community members to the Annual MSKP Fundraiser & Appreciation Dinner

Finance

- Collect donations (approx. \$800+ needed to serve 400 meals)
- Track all income and expenses using QuickBooks or spreadsheets
- Submit and organize monthly refund forms from masājid
- Maintain an updated annual budget for all MSKP programs

Donations

- Write solicitation letters to masājid, community centers, and businesses
- Maintain a donor database and send thank-you letters
- Organize fundraisers (bake sales, Annual MSKP Fundraiser)
- Gather monetary donations, supplies, and essential materials

Website Administration

- Regularly update the MSKP website (www.mskp.info)
- Send weekly email updates and quarterly newsletters

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MSKP Committee

MSKP Director – Zebiullah Nayazy -check spelling

- Oversees all MSKP operations and projects
- Connects and reports to the MSKP Board
- Supports coordinators and ensures smooth execution of all programs

Marketing, Publication & Outreach

Media & Communications:

- Manage all MSKP media updates and email communications
- Keep the MSKP social media and website updated
- Create and distribute newsletters

Flyers & Design:

- Prepare flyers for all events and keep the website visually updated

Community Outreach:

- Promote MSKP through radio, newspapers, flyers, masājid, and community spaces
- Reach out to local businesses and individuals for donations
- Contact MSAs, youth groups, and community organizations

MSKP Coordinator

- Assigns and tracks volunteers for each soup kitchen
- Updates the volunteer directory and family list monthly
- Works closely with all MSKP coordinators

Volunteer Coordinator

- Manages recruitment, scheduling, and communication with volunteers

Area Coordinators / Drivers

- **Troy:** Name(s)
- **Albany:** Name(s)
- **Schenectady:** Name(s)

Responsibilities:

- Assign duties to volunteers in their area
- Communicate with facilities to confirm monthly soup kitchens
- Ensure smooth operations at each site

Cook Coordinator

- Assigns dishes to cooks
- Ensures cooks receive ingredients
- Creates the monthly shopping list

Shoppers

- Shop for ingredients one week before each soup kitchen
- Drop items at the designated masjid; lead shopper takes inventory
- Use provided shopping list from Cook Coordinator
- Must have Sam's Club or Restaurant Depot membership

Treasurer

- Maintain accurate records of donations and MSKP spending
- Track cash on hand and reimburse volunteers promptly
- Manage non-monetary donation records
- Update donation spreadsheets and send thank-you letters
- Keep hard and soft copies of receipts
- Issue tax-deductible donation letters when needed
- Prepare annual finance charts
- Work with the MSKP Director and masjid treasurer

Da'wah Representative

- Provide Islamic educational materials at events
- Share 4–5 Qur'an verses with translations at monthly MSKP gatherings
- Distribute Qur'an translations and da'wah pamphlets
- Support fundraisers with Islamic educational components

Driver Coordinators

- Map delivery locations for monthly soup kitchens
- Assign drivers for food pick-ups and event drop-offs
- Support transportation needs for all MSKP programs

MSKP Capital District Coordinators

- Oversee operations at all MSKP locations
- Ensure smooth functioning of every project
- Maintain updated monthly information and reports
- Build relationships with partnering facilities
- Resolve issues and maintain accurate financial and administrative records

Fundraising

- Plan and manage all MSKP fundraising activities

Community Drive Coordinator

- Plan and run bi-monthly community drives

Visiting the Sick Coordinator

- Organize monthly visits to the sick, elderly, and homebound

Donation Center - *currently not active*

- Oversee all Donation Center operations and development



Committee Guidelines

Respect Above All

All committee members must maintain a culture of respect. Every member's perspective matters, and suggestions should be received with openness and professionalism.

Accurate Record Keeping

It is essential to maintain clear, accurate, and organized accounting records at all times. Financial transparency strengthens MSKP's credibility and operations.

Quarterly Meetings

MSKP should hold quarterly committee meetings.

- Major decisions or actions must be reviewed and approved during these meetings.
- Detailed meeting minutes should be taken and kept on file for accountability and future reference.

Monthly Updates

Committee members are responsible for updating all information related to their role each month and bringing those updates to the scheduled meetings.

Confidentiality

All volunteer information is strictly confidential and must never be shared, distributed, or used for any purpose other than MSKP operations.



Best Practices on the Day of a Monthly Soup Kitchen

General Guidelines

- Allow 15–20 minutes for a brief orientation before the soup kitchen begins.
- The person in charge should sign in on the facility sheet as: **MSKP, Name, # of MSKP volunteers.**
- As volunteers arrive, they must sign in, receive name tags, and wear aprons and hairnets.
- Lunch is served according to the soup kitchen facility.

Mobile Soup Entity

- Packing should begin around **9:00 AM** so the mobile team can depart between **10:00–10:30 AM**.
- MSKP members arrive by **10:00 AM**. Cooked food typically arrives between **8:00–9:00 AM**.
- Identify a packaging area for each unit before the food arrives. Once food arrives, MSKP coordinators should set up efficient packaging stations.
- Divide Styrofoam containers by car and delivery location. One person in each group should handle items (ex. chicken, bread).
- The driver and one helper must count the packages and separate them by facility.
- Assign one “floater” to restock food or assist any station that needs help.
- Ensure at least one cell phone is available in each car.
- The person with the phone must have the number for the designated “home base” soup kitchen location.

Stationary Entity

- Eight volunteers (or more, depending on the site) stay behind to set up for lunch.
- Clean up the facility and ensure all MSKP utensils are washed.
- A committee member and one volunteer with a car must remain until all mobile teams complete their deliveries.

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Volunteer Guidelines

All MSKP volunteers are expected to follow the guidelines below to ensure safety, professionalism, and respect for all individuals we serve.

1. Sign-In & Attire

- All volunteers must sign in upon arrival.
- Hairnets, aprons, and gloves are required (hairnet not needed if wearing a scarf/hijab).
- Closed-toe shoes are required for all kitchen and dining service in accordance with NYS Health Code protocols.

2. Personal Belongings

- Leave valuables at home or locked in your car and out of sight.
- MSKP is not responsible for lost or stolen items.

3. Age Requirements

- Volunteers must be 12 years or older.
- Anyone 18 or younger must have a parent/guardian consent form and be accompanied by an adult.

4. Privacy & Safety

- Do not share personal information (address, email, phone number, social media accounts) with guests or residents.
- Do not offer money, transportation, or personal assistance outside the scope of MSKP services.
 - If asked, politely explain that volunteers are not permitted to give money or rides.

5. Photography Policy

- Do not take pictures of guests, residents, or volunteers without explicit permission or authorization from MSKP leadership.

6. Dress Code

- All volunteers must dress modestly and respectfully.
- The following are not allowed:
 - Low-cut tops
 - Spaghetti-strap or strapless tops
 - Shorts

7. Cooking Responsibilities

- Cooks must confirm their participation each month by responding to the Cook Coordinator's email.
- Cooks should list any ingredients needed and indicate if they require a driver for pick-up or delivery.

8. Attendance & Reliability

- Please avoid canceling unless it is an emergency.
- The community and fellow volunteers rely on your commitment.

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DONATION CENTER OPERATIONS - *currently not operating*

Muslim Donation Center

Location: 350 Troy Schenectady Rd, Latham, NY 12110

Timing:

- Saturdays: 10 AM – 12 PM
- Tuesdays: 10 AM – 12 PM & 5:30 PM – 6:30 PM

Process of Donation

- Donors bring items only during designated hours.
- Volunteers arrive **30 minutes before** opening and stay **30 minutes after** closing to prepare, clean, and lock the building.
- Donors leave items at the **front desk** with a volunteer.
- Only items listed under **Accepted Donations** are allowed.
- During the pandemic:
 - No one is allowed inside except volunteers.
 - Volunteers must wear masks and practice social distancing.
- Donation letters provided upon request.
- Volunteers take items to the back room to sort and place them in the front area.
- Clothes in good condition:
 - Run in the **dryer for 5–10 minutes** to kill germs and remove wrinkles.
- Clothes that are torn, stained, or unwearable:
 - Sent to **Red Box** for recycling.

Accepted Donations

Kitchen

Dishes, Glasses, Silverware, Pots, Pans, Cooking Utensils, Mixing Bowls, Can Openers

Bathroom

Bath Towels, Bathmats, Shower Curtains & Rings, Toilet Paper, Facial Tissues

Household / School Supplies

Paper, Notebooks, Pens, Pencils, Scissors, Light Bulbs

Personal Hygiene

Toothbrushes, Toothpaste, Soap, Shampoo, Deodorant, Disposable Razors, Sanitary Napkins, Diapers, Baby Essentials

Bedroom

Sheets, Comforters, Blankets, Pillows, Pillowcases, Clothing Hangers

Cleaning Supplies

Mops, Buckets, Brooms, Dustpans, Toilet Brushes, Dish Soap, Sponges, Cleanser, All-Purpose Cleaner, Laundry Detergent, Paper Towels, Trash Bags

Clothing

Winter Wear (Coats, Boots, Gloves, Mittens, Hats, Scarves), Abayas, Scarves, Ethnic Clothing

Kids

Toys and Books (*when needed*)

Furniture

Call first before donating furniture!

Not Accepted

TVs, VCRs, large electronics, non-essential items (baskets, knick-knacks, decorations).

We may decline items if space is limited or if there is an influx.

If unsure, please call ahead.

Weekly Volunteer Tasks

- Sorting clothing
- Keeping the center clean
- Bringing excess items to the nearby Salvation Army (temporary until new solution found)
- During the pandemic: fewer volunteers, masks, distancing

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Intake Process - **currently not operating**

- Individuals must go through the **Intake Process**.
- They may only take items from the **front open area**.
- Returning visitors must **check in each time** at the Check-In station.
- Requests for items not available may be placed on a **waiting list**.

Intake Process

Handled by **one coordinator per family** in a private area behind the welcome desk.

First-Timer Steps

1. Fill out the **Self-Certification Form**
<https://tinyurl.com/2p8tx5jd>
2. Provide **ID and/or proof of income** (requested when needed).
3. Coordinator reviews form and updates any missing info.
4. Explain:
 - What the donation center provides
 - Intake + exit process
 - Rules
 - FAQs
5. Make an **ID card** for the recipient using their Self-Certification form.
6. Prepare a **Welcome Package**.

Welcome Package Includes

- Toiletries (men & women)
- Pads
- Toothbrush & Toothpaste
- Shampoo & Body Wash
- Hand Wash
- Lotion
- Toilet Bowl Cleaner
- Laundry Detergent
- Dish Soap
- Diapers (if needed)
- Other cleaning supplies
- Non-perishable food: Oil, Flour, Sugar
- Miscellaneous items if essentials are out of stock

Exit Process

- Visitors must stop at the **Exit Desk** before leaving.
- Volunteer documents items taken using:
<https://tinyurl.com/2p94c4b4>
- If someone needs help carrying items and a volunteer is available, help may be provided.

Rules for Taking Items

- Take **only what you need**.
- Limited items may be restricted.
- Toiletries and cleaning supplies: **Ask at the front desk**.
- Items are intended for **local families in need** in the Capital Region.
- If someone outside the region requests items:
→ Must be approved and only if there is **surplus**.

Rules & Regulations for Frequency of Visits

- Families may come **once a week**.
- Newly settled families may come more often.
- After 3 months → classified as a **returning family**.
- Visit frequency depends on income and documentation.
- Some families may be allowed **twice a week** or more if needed (must be marked in system).
- If someone is repeatedly coming more than allowed (“red zone”):
→ Coordinator or HR must gently explain that items are limited for those in greatest need

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FAQs for Donations

FAQ for Donors

Q: Can I drop off a sofa or bed?

A: Yes, but you must fill out the **Furniture Request Form** before bringing it.

FAQ for Recipients

Q: How much can I take?

A: Whatever you need, but please be mindful of others. We may limit items depending on community needs.

Q: How often can I come?

A: Based on intake guidelines above.

Q: Can I return items?

A: Only once ideally. Repeated returns are not allowed.

FAQ for Volunteers

Q: Can I bring my children?

A: Children under 16 must be accompanied by a parent unless coming with a group or approved by MSKP administration.

Q: Can volunteers take items?

A: Only if they are **low income** and have filled out the Self-Certification Form. Items must be taken **outside** volunteer hours.

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Volunteer Guidelines

- All volunteers of MSKP must adhere to the following guidelines:
- Each volunteer MUST sign-in upon arrival. Wear hairnet (unless you are wearing a scarf) aprons and glove.
- Leave personal belongings at home or locked in the car and out of sight. MSKP is not responsible for lost or stolen items.
- For safety purposes and according to the NYS Health Code protocols, closed-toe shoes are required for all volunteer projects in the Kitchen and Dining Center.
- Children must be 10 years or older to volunteer. Those 18 years or younger must fill out parent/guardian consent form and be accompanied by an adult.
- Do not share personal details such as home address, email address, Facebook/Twitter/ or phone numbers with guests or residents (this is for your safety and protection)
- Do not take pictures of anyone unless you have permission or have been authorized to do so.
- Do not offer money, transportation to guests or residents. If asked by residents or guests advise them that as a volunteer, you are not allowed to give money or rides.
- All volunteers should dress modestly and respectfully. No low-cut, spaghetti-strap or strapless style tops, or shorts allowed.
- Cooks need to confirm they're cooking for the month assigned by responding to the email sent by the cook coordinator. They should list ingredients or items needed and indicate if they need a driver.
- Please avoid cancelling unless there is an emergency. Others are counting on you.

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Parent/Legal Guardian Consent Form

- I hereby give consent for my (name of son/daughter) to serve as a student volunteer for the Muslim Soup Kitchen Project.
- I understand volunteering with Muslim Soup Kitchen Project involves a commitment. I will provide reliable transportation for my child.
- I give permission to Muslim Soup Kitchen Project to use, transmit, or broadcast images or video of my child for internal and external purpose of publishing and promoting the activities or the services of MSKP.
- I do not wish to have photographs/or video taken of my child. However, I do understand the possibility of accidental or unintentional capture of my child. I understand in that event, I will contact MSKP immediately to have the image/video removed.

Name of Parent/Legal Guardian Relationship _____

Name of Child _____

Address _____

City _____ State _____ Zip _____

Email _____ Phone Number _____

Signature of Parent / Legal Guardian _____

Date: _____

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General Volunteer Forms

- **MSKP General Volunteer Signup**
<https://forms.gle/ePh4PWu4T4XVApir6>
- **MSKP Cook Volunteer Form**
<https://forms.gle/1WBs7x7NdWgZSb8h9>
- **MSKP Driver Volunteer Form**
<https://forms.gle/sDFzCv12Gu9hgg1N7>
- **Request Volunteer Hours Letter**
<https://forms.gle/HT1DxMf9M2G2En1i8>

Soup Kitchen Signups

- **MSKP WhatsApp On-Site Serving Chat**
<https://chat.whatsapp.com/GMNEENKCmvbQ2EYw2I0cneC>

Coordinator Reports

- **Volunteer Coordinator Monthly Soup Kitchen Report**
<https://forms.gle/7mpWWbs42cPYut5X8>
- **Cook Coordinator Monthly Report**
<https://forms.gle/mDibji8Vvgb87PxY6>

Finance Forms

- **MSKP Reimbursement Request**
<https://forms.gle/kubwLM9dK9kVpbeY8>
- **MSKP Donation Logging**
<https://forms.gle/taWbzm9bAYHbf9To7>
- **MSKP Purchase Logging**
<https://forms.gle/8xpEtVdMPHesTAj9A>
- **MSKP Donation Box Logging**
<https://forms.gle/7pMhusz6drFhtJSp9>
- **MSKP Monthly Financial Report**
<https://forms.gle/RjpD66hArSLkjeMj8>

Qurbani Drive Forms

- **MSKP Meat Donation Request**
<https://forms.gle/7F9aBTxmQb3HQvbj8>
- **MSKP Group Meat Donation Request**
<https://forms.gle/tLhXsP8Lv4a6jeam6>

Mailing List Signup

- **MSKP Email List Signup**
<https://forms.gle/qCHjUFxE5a3SE1Qs7>

National Muslim Soup Kitchen Day

- **NMSKD Sign-Up**
add link

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Notes for the Volunteer Coordinator

- **Opening Remarks:**

Bismillah ir-Rahman ir-Rahim

In the name of God, the Most Compassionate, the Most Merciful.

Assalamualikum wa rahmatullahi wa barakatuhu. Peace and blessing be to you all.

Good [morning/afternoon/evening], everyone.

We are grateful to be here today and honored to serve this meal alongside you.

In Islam, serving food is considered one of the highest forms of charity. The Prophet Muhammad (peace be upon him) taught us:

“The best of you are those who feed others.” (*Hadith*)

Our faith reminds us that dignity, kindness, and care for one another are universal values. Today’s meal is not just about food, it’s about community, respect, and reminding each other that every person deserves warmth, nourishment, and compassion.

We ask God to place blessing (*barakah*) in this food, to bring comfort to those who eat it, and to reward every hand that helped prepare and serve it.

Thank you for allowing us to be part of your day. Please let us know if you need anything, and we hope this meal brings you comfort and ease.

Bismillah—please enjoy.

- **Closing remarks:**

Thank you all for sharing this space and this meal with us today.

In Islam, we believe that service to people is a form of worship, and that caring for others brings us closer to God. The Prophet Muhammad (peace be upon him) said:

“God is in the aid of His servant so long as the servant is in the aid of their fellow human being.” (*Hadith*)

We hope this meal brought you nourishment and a sense of care. Whether today was easy or difficult, please know that you are seen, valued, and deserving of dignity.

We ask God to grant ease to those who are struggling, healing to those who are hurting, and hope to everyone here. May your days ahead be filled with strength, safety, and support.

Thank you for welcoming us. It has truly been an honor to serve you.

As-salaamu alaykum, peace be with you!

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Dear Volunteers,

Thank you for choosing to volunteer with MSKP. Your time, dedication, and compassion make a meaningful impact, and we are truly grateful for your commitment to our mission.

If you have any questions, concerns, or need assistance at any point, please do not hesitate to reach out to a member of the MSKP leadership team at [!\[\]\(2de14ecdac8f3bd4221dec5cc1fcc44b_img.jpg\) mskp.info!](mailto:mskp.info) We are always happy to help and want to ensure you feel supported throughout your volunteering experience.

Thank you again for being a part of MSKP. We appreciate everything you do and look forward to working with you.

Sincerely,

The MSKP Team