



AL-AYN

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# **VOLUNTEER**

# HANDBOOK

# INTRODUCTION TO AL-AYN

Al-Ayn Social Care Foundation is an independent humanitarian organization, primarily aimed at providing for the needs of orphaned children and other individuals in need in Iraq, Afghanistan, and Ghana.

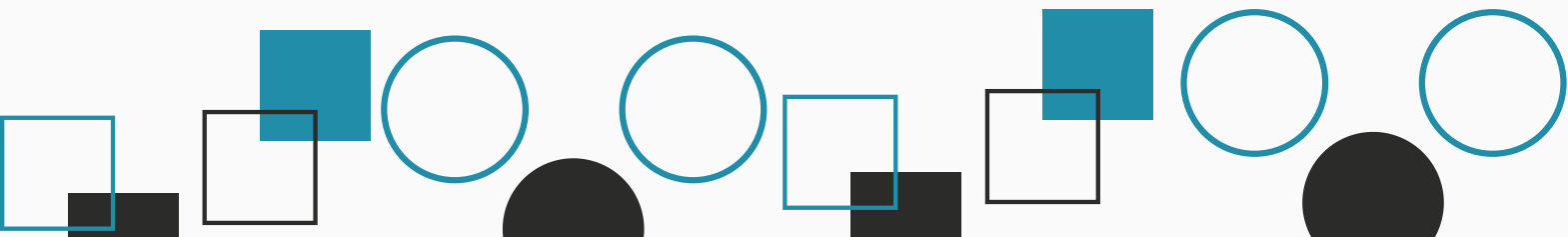
Al-Ayn (Iraq) was established in 2006, to provide support, sponsorship, and other forms of care to orphaned children in all aspects of their needs. Al-Ayn Social Care Foundation is an independent 501(c) (3) humanitarian organization registered and identified as a US public charity established in 2014 under EIN: 47-1614315.

Along with conducting research, raising awareness, and collecting donations, Al-Ayn (US) aims to offer our United States-based communities services that may be useful to them, while also benefitting the children we serve around the world.



Al-Ayn (Iraq) was established under the instruction of Al-Sayyid Al-Sistani, and continues to receive his authorization and blessings, and significant direct support from his office.

Administrative fees are covered by contributions from a specific group of supporters, as well as assistance from the office of Al-Sayyid Al-Sistani.





# VOLUNTEER ROLE

As we expand to a number of different areas around the US, our volunteers play an increasingly important role in supporting us to achieve our objectives, namely in supporting the children throughout their development, so that they may become beacons of light in their futures, as well as benefitting our own local communities.

The role of the volunteer includes:

- Promoting the work of Al-Ayn and raising awareness about its different campaigns and projects.
- Facilitating orphaned child sponsorship requests.
- Receiving donations.
- Distributing and collecting Sadaqa Boxes and maintaining adequate records of them.
- Suggesting ideas for events and campaigns in their local areas.
- Exploring opportunities to participate in programs and events in their local areas.


The main point of contact for volunteers is our Outreach Manager, who will then put you in touch with the relevant member of the team if required.

Volunteers are expected not to approach any organizations or centers on behalf of Al-Ayn without discussing this with the Outreach Manager first.



# DOS



- **Do** take your volunteer role as an opportunity to develop your own skills and talents, as well as an opportunity to serve a noble cause and gain spiritual rewards.
  - **Do** maintain the highest level of respect in all areas of your work.
  - **Do** refer any questions you may have to the Outreach Manager as soon as possible in order to receive an accurate response.
  - **Do** send any urgent queries to your Al-Ayn Volunteers WhatsApp group or reach out to your Outreach Manager directly.
  - **Do** consider all communications between other team members and yourselves as private and confidential unless otherwise explicitly agreed.
  - **Do** report any loss or damage to any items related to Al-Ayn so that we are able to keep accurate records.
  - **Do** record any data collected and send it to the relevant area as soon as possible.
  - **Do** fill in expenses form for any pre-approved expenses incurred while carrying out your duties. Submit this form to your Outreach Manager, who will then ensure you are reimbursed.
  - **Do** inform us with as much notice as possible if you are unable to continue your role.
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# DON'TS

- **Don't** respond to any Shariah/jurisprudence related questions without reference to pre-prescribed texts provided officially by Al-Ayn.
- **Don't** respond to any complaints directly. Instead, report them as soon as possible to your Outreach Manager.
- **Don't** share any information about supporters with anyone but the relevant members of the Al-Ayn team and the individual supporters themselves.
- **Don't** make any statements that are exaggerated or that might invite comparisons to other charities.
- **Don't** design any posters or write any text messages or emails on behalf of Al-Ayn without prior approval.
- **Don't** approach any organizations or centers without speaking to the Outreach Manager first.
- **Don't** accept any donations with conditions attached before verifying that we are able to accept those conditions.





# TYPES OF DONATIONS RECEIVED

- 1 General Donations & Sadaqa**

This constitutes a significant proportion of our donations and contributes to a general fund used to provide monthly financial allowances for the orphaned children.
- 2 Khums**

Khums is divided into two equal parts: Sahm Al-Imam and Sahm Al-Sada. Al-Ayn has a direct ijaza (written permission) from Al-Sayyid Al-Sistani to receive both parts, and the full amount is spent on the orphaned children.  
*Note: There are detailed rules surrounding Khums payments. Please pass any queries you receive to your Outreach Manager so they can be answered by a specialist.*
- 3 Sadaqa Jariya**

Sadaqa Jariya donations are used to build projects that will provide continuous services to the orphaned children for generations to come. These include vocational training centers, psychological rehabilitation centers, residential complexes, and child development centers.
- 4 Zakat Al-Fitra**

Zakat Al-Fitra from both Hashimis and non-Hashimis can be placed in our Sadaqa Boxes at any time during the month of Ramadan, until the time of Eid Prayer. We can also receive Zakat Al-Fitra in cash, online, and by bank transfer before a deadline set each year. The exact price of Zakat Al-Fitra is announced each year at the beginning of the month of Ramadan.
- 5 Kaffara & Fidya**

This includes the following:

  - Kaffara
    - for deliberately breaking a fast without a valid reason
    - for breaking an oath/yameen or vow/nazr
  - Fidya of delaying the qada'a (lapsed) fast of Ramadan

The funds will be used to feed orphaned children and their families, as per jurisprudential requirements.

Reach out to your Outreach Manager for the most updated prices.



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### **Private Sponsorship**

As explained later in this booklet, these are specific donations allocated to a specific child who receives financial support on a monthly basis.

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### **Sponsorship Fund**

Our Sponsorship Fund helps us provide consistent monthly support to thousands of orphaned children who have not yet been matched with a private sponsor. Every cent is spent directly on the children and their families. It could help sustain a family in need of medical care, food support, clothing and more.

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### **Food**

We receive donations for general purchase of food for the families, in addition to donations for udhiyya/qurbani, thibeehas, and aqeeqa.





# ISSUING NOTIFICATION OF DONATION RECEIPTS



It is crucial as a volunteer that you facilitate the issuance of a receipt for any donation received in the form of cash, check, or credit card.

## Cash & Check Donations


For cash and check donations, please visit [www.al-ayn.org/deposits](http://www.al-ayn.org/deposits). Use the form to fill in complete transaction details, then submit the form. A temporary electronic receipt will automatically be sent to the donor and saved in our transaction log. Once our office receives and reconciles the funds, the donor will receive an official donation receipt.

Remember to:

- deposit all cash donations **within 48 hours** of the transaction
- **never** transfer cash donations using your personal Zelle account.

## Credit Card Donations

If a donor wants to pay via credit card, please visit [www.al-ayn.org](http://www.al-ayn.org) and guide the donor to donate via our website. The checkout form will capture all the information required to issue an official donation receipt electronically for this transaction processed online.



# Fraud & Bribery

We are committed to conducting all of our business in an honest and ethical manner. This includes identifying risks as well as providing information and guidance on how to recognize and deal with such issues. We take a zero-tolerance approach to corruption and bribery and are committed to enforcing systems which would deter, prevent, and detect any suspicious activity.

**Tip:** If you have any suspicions surrounding any activity, donation, or dealing, raise these immediately to your Outreach Manager.

## Donations Made Through Bank Transfer

At times, and usually due to large donation size, supporters may wish to make donations through direct bank transfer. In these cases, please refer supporters to the Accounting Department ([accounting@al-ayn.org](mailto:accounting@al-ayn.org)) so that they may be assisted accordingly.





# SADAQA BOXES

Al-Ayn offers Sadaqa Boxes which can be used at homes, shops, businesses, and community centers, with the money collected in them distributed exclusively to orphaned children.

There are various rewards promised in the Islamic tradition for those who give Sadaqa. These include increased sustenance, prolonging one's life, preventing afflictions, and healing illnesses.

These divine rewards are acquired the moment that ownership of the money intended as Sadaqa transfers to the needy person or their guardian, in a manner of their choosing. At this moment, the money becomes '**Received Sadaqa**' or '**Sadaqa Maqbootha**'.

As general guardian over the orphaned children and needy, Al-Sayyid Al-Sistani has determined that the act of putting money in Al-Ayn's Sadaqa boxes is a transfer of ownership to him. Hence, money placed in these boxes is considered Sadaqa Maqbootha (Received Sadaqa), and the reward is reaped immediately.

To ensure that the money placed in these boxes does indeed reach orphaned children in need, we have various checks and controls in place. These include requesting that boxes are returned to us within four months of receiving them.

Money placed in the boxes is used exclusively to support orphaned children in Iraq and Afghanistan. Al-Ayn has thorough processes in place to ensure the eligibility of all recipients, and that they satisfy the Islamic requirements of being in need. Orphaned children's mothers or guardians visit their local branches to receive these allowances.

# TYPES OF MONEY PLACED IN SADAQA BOXES

- 1 **Sadaqa**, including Sadaqa on behalf of the Imams.
- 2 **Zakat Al-Fitra** from both Hashimis and non-Hashimis. This can be placed in our Sadaqa Boxes at any time during the month of Ramadhan, until the time of Eid Prayer.
- 3 **Rad Al-Mathalem**: This is money owed to others in cases where the person to whom the money is owed cannot be identified or cannot be reached. This includes, for example, money owed due to debts or using another person's property without their permission.
- 4 **Majhool Al-Malik**: This is money in a person's possession for which the identity of the owner is unknown, and in cases in which the money is not considered to have been lost.

We request that the following types of money **not** be placed in the Sadaqa Boxes as they need to be receipted separately:


- 1 Khums
- 2 Fidya & Kaffara
- 3 Sadaqa Jariya





# ISSUING A SADAQA BOX


Sadaqa Boxes can be given out at stalls and events, delivered upon request, or picked up directly from any Al-Ayn office. Your Outreach Manager will provide you a log book in which to record all transactions, including Sadaqa Box deliveries and receipts. When giving a Sadaqa Box, please ensure you follow the following procedures:

- 1** Take note of the box number, lock number, and Sadaqa Box recipient's information (name, phone number, email address, mailing address).
  - 2** Fill out the card located in the clear pouch on the side of the Box (make sure to indicate that the due date for the box is in 4 months, or when the box has reached maximum capacity).
  - 3** Give the Box to the recipient, along with any additional materials (handouts, flyers, pens, other gifts).
  - 4** For Kareeman Boxes, take note of the birthday(s) of the child/children receiving the box (we use this information to send them appreciation gifts on their birthdays).
  - 5** Give the information you collected for every Sadaqa box distributed to your Outreach Manager
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# COLLECTING A SADAQA BOX

When a box is ready to be collected, supporters should contact the Head Office using the contact details on the box. We will then liaise with you to arrange a drop-off or collection. Alternatively, a supporter may return their Sadaqa Box to you spontaneously at an Al-Ayn stall, table, or event. Please follow the procedure outlines below when collecting a box:

- 1** Update your Sadaqa Box log with all the details of the box and the supporter/donor returning it.
  - 2** Offer the supporter a new Sadaqa Box. If they are interested, follow the procedures for giving a Box.
  - 3** Make sure to send your Sadaqa Box log to your Outreach Manager.
  - 4** Return the Box to your local office for counting, or give it to your Outreach Manager.
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# CHILD SPONSORSHIP

Al-Ayn has a unique orphaned children sponsorship program, enabling supporters to achieve the rewards of sponsorship. Al-Ayn (Iraq) staff carry out extensive initial research about the orphaned child and their existing situation. Once the information gathering process is completed and the child is found to be in genuine need of financial support, the child is registered with Al-Ayn. Registered children begin to receive a basic level of support, subject to availability of funding. This support then increases to private sponsorships once a child is matched with a sponsor. The cycle continues as the number of registered orphaned children increases and the need for private sponsors becomes more pressing.

The children continue to live with their mother or extended families, and Al-Ayn does not run or endorse orphanages. Regular field visits are carried out to the families, to follow up on their needs, ensure the money is being well spent on the children, and to record any change in details.



# SPONSORSHIP TYPES



## STANDARD

\$75/month. According to a study carried out by Al-Ayn (Iraq), this figure is considered the minimum amount required to lift a child out of poverty in Iraq.

Afghanistan \$70/month.

Ghana \$65/month.



## MEDICAL NEEDS

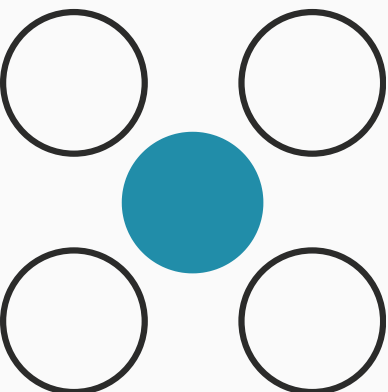
\$95/month. The increased sponsorship amount attempts to cover the additional support and specialist care required by these children.



## ACADEMICALLY GIFTED

\$110/month. This increased figure, along with additional support programs, incentivizes orphaned children to excel in school, so that they may achieve their full potential despite their difficult circumstances.

*Note: Non-standard sponsorships should be confirmed with the Sponsorship Department before accepting payment to ensure availability.*



# RECEIVING SPONSORSHIP REQUESTS

In order to request sponsorship of a child, a supporter can complete a request online at [www.al-ayn.org/donate/sponsorship](http://www.al-ayn.org/donate/sponsorship). Any specific requests should be detailed in the online form. Our preferred method of payment is via electronic means.

*Note: Please ensure the sponsor allows at least four weeks as the start date, to allow time for processing the request.*

Once we receive the first payment and the application is processed, details of the orphaned child are sent to the sponsor. Direct contact is not permitted; however, we can facilitate visits at the local Al-Ayn office in Iraq, subject to the approval of the orphaned child's family.



# EVENTS & PARTICIPATIONS

Over the last few years, we have organized various events, in addition to participating in external events. Such events enable us to reach out to a wider audience and inform more people about the work that we do.

Our own events have included annual dinners, cinema screenings, mothers' and children's events, workshops, and breakfast and Dua Nudba gatherings. Externally, we have participated in conferences, majalis, university dinners and more. This typically takes the form of a talk or presentation and a stall at the event.

We welcome any ideas of unique events that could be held in your areas, and opportunities to attend suitable external events. Such events or participations need to adhere to our general guidelines and policies and are subject to the approval of the Head Office. In particular, and due to Al-Ayn's close link to the office of Al-Sayyid Al-Sistani, there may be restrictions on the types of events we would organize, the activities we hold in these events, and the organizations and centers we can associate with.

By submitting a request to your Outreach Manager, we can ensure that the event or participation adheres to our policies, in addition to providing logistical support and guidance to ensure the professionalism of the event, and that it reflects the size of Al-Ayn.

**Tip:** Always ask your Outreach Manager before organizing any event or approaching anyone about participating in an external event.





# BRANDING GUIDELINES

To ensure consistency in our publications and posters, our media team follows branding guidelines that cover the use of our logo, colors used, types of photos used, and different specifications for different platforms.

Main points to consider are:

- Our logo is only used on posters of events which we officially organize. We do not permit its use on campaigns or events organized by other parties in support of Al-Ayn.
- Any campaigns or events organized by individuals or other organizations to fundraise for Al-Ayn need to have an explicit statement that it is being held “in aid” of Al-Ayn, so as not to imply that it is organized by Al-Ayn or that they represent Al-Ayn.
- Our banners can only be displayed or used when we have an official presence at an event.
- We only use photos of children which preserve their dignity and show them in a positive light.

**Tip:** If you would like a poster or design for a local event you are organizing, please contact your Outreach Manager to arrange this for you. Do not make your own design unless you have received approval to do so.





# COMPLIANCE & LEGAL OBLIGATIONS

## HEALTH & SAFETY CONSIDERATIONS

As part of your role as an Al-Ayn volunteer, you may need to carry out a health & safety risk assessment for any event you take part in or organize, to ensure that all participants are fully briefed and adequately supervised. As such, please be mindful of all the standard health and safety rules outlined therein.

**Tip:** If organizing an event, please ask for a health and safety risk assessment form.

## CONFIDENTIALITY & PRIVACY

During your time with Al-Ayn, you may have access to confidential information regarding both the charity itself and our donors. As detailed in your volunteer agreement, you must adhere to our procedures including the following:

*To keep all information to which you have access confidential and not to disclose it to anyone, except employees of Al-Ayn or other authorized people as may be necessary in the proper course of any work you undertake for us. This applies to all confidential information, whether communicated verbally, in writing, or otherwise.*

**Tip:** Respect the confidentiality and privacy of information given to you by donors, and do not disclose it to unauthorized individuals, even if they are close relatives of the donor.



# ETHOS & STANDARDS OF CONDUCT

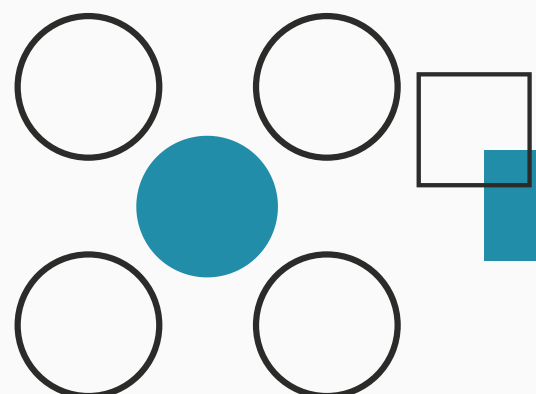
Now that you are familiar with Al-Ayn's mission, you know that our activities and operations are based on the founding principles of compassion, dignity, and respect. As such, we request that you take note of the following guidelines and abide by them. As a representative of Al-Ayn, it is of paramount importance that your behavior and conduct, especially at events organized and/or endorsed by Al-Ayn, accurately reflect our ethos as an organization.

## VIOLENCE & HARASSMENT

Al-Ayn is committed to fostering a workplace free of harassment (including sexual harassment), discrimination, and retaliation. These behaviors are unacceptable in the workplace and in work-related settings, which include office settings, business trips, and Al-Ayn-sponsored social functions. This rule applies regardless of whether the conduct is engaged in by a supervisor, co-worker, client, customer, vendor, volunteer, or third party.

Rhetoric or discriminatory action of any kind will not be tolerated, and in particular when carried out on the basis of, among other factors, gender identity, nationality, religion, ethnicity, race/perceived race, and ability.

In addition, any form of violence or threat will not be tolerated, regardless of the actor. These actions include verbal or physical harassment or abuse, any attempt at intimidating or instilling fear in others, menacing gestures, flashing weapons, stalking or any other hostile, aggressive, injurious, or destructive action undertaken for the purpose of domination or intimidation.



# ETHOS & STANDARDS OF CONDUCT

## DRESS

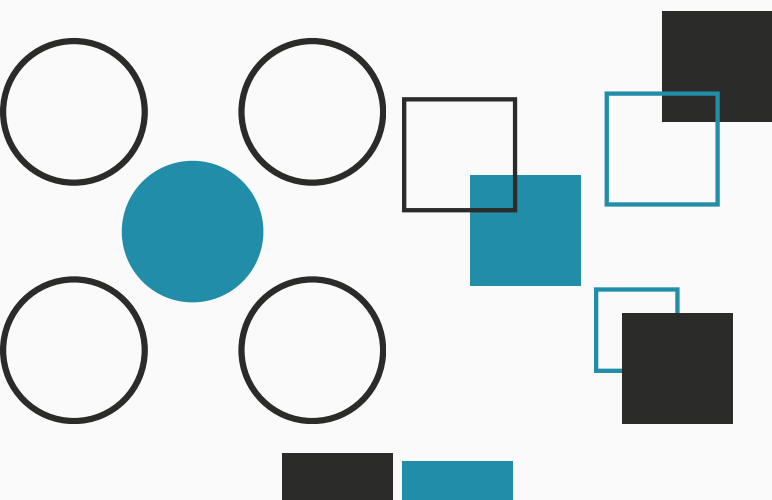
To present a business-like professional image at work, whether in the office or outside during work hours, as well as when presenting at or attending conferences, community events, and business meetings, Al-Ayn asks volunteers and employees to wear, at the very least, business-casual attire that does not violate the organization's standards of modesty.

On occasion, during sponsored events, for example, volunteers and employees may be expected to wear Al-Ayn branded clothing as part of our dress code per determination of upper management.

Some examples of dress that we do not consider appropriate for working hours and other occasions during which employees and volunteers are clear representatives of Al-Ayn are:

- Tight-fitting shirts, trousers, leggings, and stockings
- Shirts with obscene images or profane language
- Tank tops, halter tops, and tube tops
- Clothes that have holes or frays
- Clothing that is sheer or transparent
- Tops that have an open back

There are other types of clothing that violate Al-Ayn dress code; however, in general, our volunteers are expected to maintain modesty and professionalism in their attire when performing work on behalf of the organization.



# ETHOS & STANDARDS OF CONDUCT

## SOCIAL MEDIA

Al-Ayn respects the right of any employee or volunteer to maintain a blog or web page or to participate in a social networking or similar site, including, but not limited to, Facebook, Twitter, and LinkedIn. However, to protect Al-Ayn's interests and ensure employees and volunteers focus on their duties, they must adhere to the following rules:

All rules regarding confidential and proprietary business information apply in full to blogs, web pages, and social networking platforms. Any information that cannot be disclosed through a conversation, a note, or an email can also not be disclosed in a blog, web page, or social networking site.

Whether the employees or volunteers are posting something on their own blog, web page, social networking, Twitter, or similar site or on someone else's, if the employee mentions Al-Ayn and expresses either a political opinion or an opinion regarding Al-Ayn's actions that could pose an actual or potential conflict of interest with Al-Ayn, the post must include a disclaimer. The post should specifically state that the opinion expressed is a personal opinion and not Al-Ayn's position. This is necessary to preserve Al-Ayn's good will in the marketplace.



# ETHOS & STANDARDS OF CONDUCT

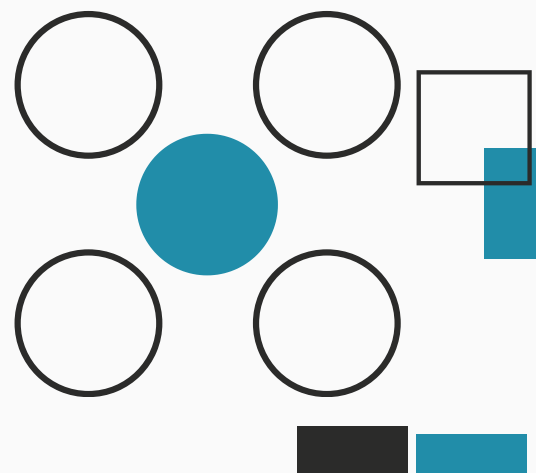
## SOCIAL MEDIA (CONT.)

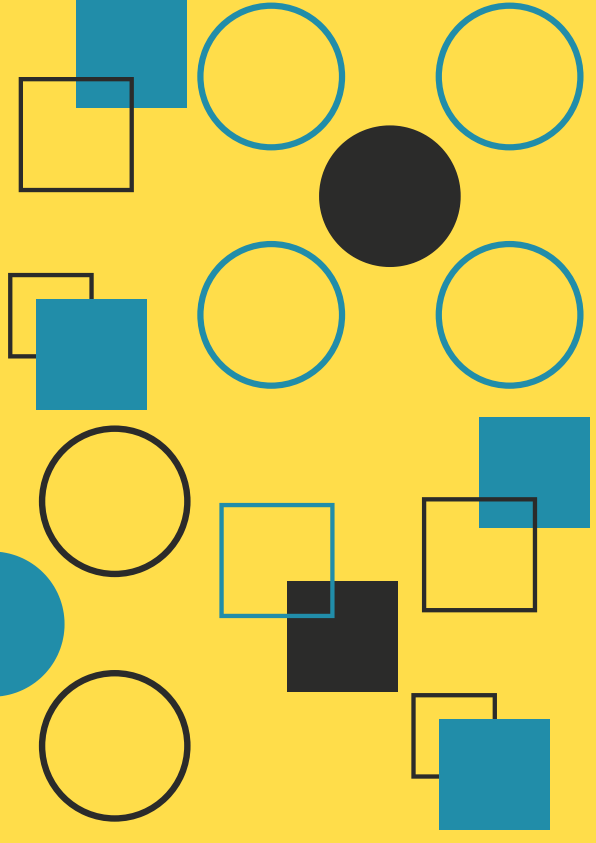
Any conduct that is impermissible under the law if expressed in any other form or forum is impermissible if expressed through a blog, web page, social networking, Twitter, or similar site. For example, posted material that is discriminatory, obscene, defamatory, libelous, or violent is forbidden. Al-Ayn policies apply equally to employee and volunteer social media usage.

Al-Ayn encourages all employees and volunteers to keep in mind the speed and manner in which information posted on a blog, web page, and/or social networking site is received and often misunderstood by readers. Employees and volunteers must use their best judgment. Employees and volunteers with any questions should review the guidelines above and/or consult with their manager. Failure to follow these guidelines may result in discipline, up to and including discharge.

## CONCLUSION

Overall, volunteers and employees are expected to hold themselves to the highest standard of ethics and conduct. We, as an organization, strive to foster a workplace environment characterized by kindness, tolerance, respect, compassion, and dignity. As a representative of Al-Ayn, you are expected to uphold these values in your interactions with fellow volunteers and employees, donors/supporters, and the general public.





## **MICHIGAN (HQ)**

📍 6930 Schaefer Rd.  
Dearborn, MI 48126  
☎ (313) 724-7690  
✉ info@al-ayn.org

## **NEW YORK**

📍 111 W. Old Country Rd.  
Suite 201  
Hicksville, NY 11801  
☎ (516) 534-4180  
✉ info.ny@al-ayn.org

## **TEXAS**

📍 808 SW Green Oakes Blvd.  
Suite. 400/111  
Arlington, TX 76017  
☎ (682) 410-0180  
✉ info.tx@al-ayn.org

## **CALIFORNIA**

📍 631 S Brookhurst St.  
Suite 212A  
Anaheim, CA 92804  
☎ (714) 215-4774  
✉ info.ca@al-ayn.org



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# **EMPOWERING ORPHANED CHILDREN**