

## **In the Name of Allah, the Gracious, the Merciful**

### **Lajna Volunteer/Participant Safety Guidelines**

To ensure the safety and well-being of all Lajna members, the following guidelines must be followed for every volunteer/participant activity.

All events/projects and their plans need to be reviewed and approved by the Local/Regional or National Lajna Sadr as indicated.

**Public events/projects** (particularly where males are present; collaborate and coordinate with Ansar & Khudam Auxiliaries and Jamaat).

- Clearly identify the type of volunteering (e.g. soup kitchen, food distribution, community garden, school supplies distribution or other)
- Describe the location, purpose and goal of event/project
- Work out logistics for roles, schedules and security from the site and/or Khuddam/Ansar.
- Determine if the Jamaat Sadr or the Auxiliary Heads can send Khudam or Ansaar (AMC) for security
- If AMC unable to provide security, then determine if site is safe with or without site security, consult with Local/Regional or National Lajna Sadr

#### **Safety Checks**

- Conduct a location safety review (accessibility, lighting, surroundings, clients)
- Check the weather forecast
- If weather forecast is inclement i.e. heavy rain and thunderstorm, flood warning or alert, snowstorm/alert/warnings, high heat index/humidity, or other weather warnings/alerts: Project Coordinator consult with Lajna Sadr for advice to cancel event/project, take precautions, or continue as planned
- Inform Jamaat Sadr about the event/project for awareness

#### **Volunteer/participant Information**

- Inform volunteers/participant in advance if heavy lifting or physical work is involved, public setting, private setting, men present, and other
- Inform volunteers/participants who are the point of contact (POC) and site coordinator; provide name and telephone number
- Provide site location, directions, parking and duration of event

- Maintain a list of volunteer/participant names
- Collect emergency contact information for all volunteers/participants
- Assign one person (not volunteering), known as the volunteer/participant coordinator to hold and manage this information
- Have name tags that say, “volunteer” or “participant” and initials of the Lajna volunteer/participant. The name tag can be provided by the Lajna project coordinator

### **Leadership & Communication**

- Lajna Sadr is the supervisor of all Lajna events/projects
- Project Coordinator is the Shoba Secretary related to the project/event i.e., point of contact (POC)
- Site Coordinator can also be the Shoba Secretary or designated person
- Project Coordinator/Shoba Secretary communicates to the Site Coordinator and vice versa
- Agency administration communicates with the POC
- Agency staff communicates with the Site Coordinator
- Volunteers/participants communicate to the Site Coordinator
- All volunteers/participants must have the contact numbers of the Site Coordinator/ Shoba Secretary
- Volunteers must keep their phones fully charged

(For example, if volunteering/participating at a Lajna event, example- soup kitchen. The local respected Shoba Secretary, in this example the Khidmate Khalq Secretary is the project coordinator (POC). If the local Khidmate Khalq secretary will be volunteering at the soup kitchen, then she will also be the Site Coordinator. If she is unable to volunteer, then one of the Lajna member needs to be assigned as the Site Coordinator. **The Local Lajna Sadr is the supervisor of any Lajna event).**

### **5. Transportation**

- The Site Coordinator and the volunteers/participants must communicate with each other about the mode of transportation being taken to the event (bus, train, ferry, car etc.)

- Volunteers/participants should travel in pairs or groups
- Those using personal vehicles or traveling alone must
  - Ensure their gas tank is full
  - Vehicle is under good maintenance
  - Be familiar with the parking situation
  - Be aware of their surroundings

### **Pre-Event Orientation provided by the Site Coordinator**

- Provide brief orientation before the event:
  - Nature of the work
  - Safety expectations
  - Schedule and meeting points
- Personal Safety Guidelines
  - Avoid back roads or alleyways when driving or walking
  - Remain within designated areas and with the group
  - Do not wear expensive jewelry or valuables
  - Observe purdah and dress comfortably, and appropriately for the task
  - Do not give out your personal information to anyone during the project
  - If a volunteer/participant needs to leave early or arrive late, make sure the Site Coordinator is informed and has security or another member escort you to your car
  - The Site Coordinator is responsible for checking the arrival and departure of all the volunteers/participants at the site

### **Emergency & Incident Protocol**

- The safety of all volunteers/participants is paramount and must never be underestimated
- If a Lajna member becomes unable to continue volunteering/participate due to health reasons while on site, the Site Coordinator ensures her safe return home accompanied by another Lajna member

- If it is not possible to take her home safely, she must be taken to an area to rest or receive care, the nearest emergency room, or 911 must be called immediately if the situation requires urgent medical attention
- In situations where the work area becomes unsafe and requires evacuation, all Lajna members must leave the premises immediately and ensure the safety and accountability of one another. The Site Coordinator should take account of all volunteers/participants present
- The **Local Sadr must be informed immediately** of any medical emergency, safety incident, or evacuation situation

Resources for Volunteer Safety Protocol <https://nonprofitrisk.org/resources/keeping-volunteers-safe-from-harm-street-smarts-for-unfamiliar-turf/>

National Secretary Khidmate Khalq 02/25/26

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