



# Volunteer's Handbook

Everything you need to know about  
volunteering with Human Appeal

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## A MESSAGE TO OUR VOLUNTEERS

Welcome to Human Appeal, an international humanitarian charity with over 30 years' experience helping to improve the lives of the world's most vulnerable families. Our aim is to lift people out of poverty, to ensure they can be self-sufficient and thrive, independent of international aid.

As a volunteer you will gain experience, develop new skills, grow as a person, and truly see how compassion and a desire to improve the lives of others is the greatest reward.

Thank you for choosing to be a part of our life-changing work and helping us to achieve our goal: a world where there is no need for Human Appeal. This is the legacy I want us to leave behind.



**Owais Khan,**  
Interim CEO,  
Human Appeal Canada

**This handbook provides essential information about volunteering with Human Appeal and what you'll need for your role. Whatever your background or the length of your time with us, we hope you find it rewarding and meaningful.**



## WHO WE ARE

Human Appeal is a non-profit organisation working across the globe to fight poverty, injustice, and disaster. Guided by compassion, justice, and excellence, we help vulnerable communities not just to survive, but to thrive.

Founded in 1991 by two volunteers in Manchester. Human Appeal has grown into a leading global humanitarian charity. Volunteers remain at the heart of our work continuing your legacy of compassion and action.

**Here for Every Human**

### FACT

**Around 1 billion people worldwide volunteer their time each year**

UN Volunteers,  
2024

## OUR GLOBAL PRIORITIES



**FOOD  
SECURITY**



**CHILD  
WELFARE**



**LIVELIHOODS**



**EMERGENCY  
RELIEF**



**WASH (WATER  
SANITATION  
& HYGIENE)**





## WHAT WE DO IN CANADA

## MEET THE TEAM



As volunteers you have support from both the volunteer's team and fundraising team. In the volunteers department in Canada we consist of our volunteers manager, our volunteer coordinator and the volunteers officer.

The Volunteer officer's role is to mentor and guide you to the best opportunities and training to fulfil your aspirations.

Within the Fundraising team you will have a fundraising officer in each region as well who will inspire and support you to achieve your full potential as humanitarians. Amplifying your impact locally and globally.

**SAMANTHA BARLOW**



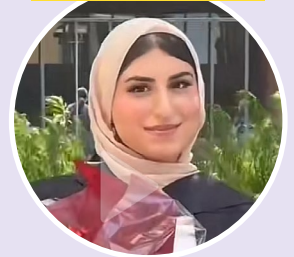
**Global Volunteers Manager**

**HAIDER KHAN**



**Volunteers Coordinator**

**SARA SADAT**



**Volunteers Officer**

Contact us at:

**[volunteers.ca@humanappeal.ca](mailto:volunteers.ca@humanappeal.ca)**

**Samantha Barlow: (730) - 412- 8699**

**Haider Khan: (416) - 937 - 5399**

**Sara Sadat: (416) - 892- 9957**





# WAYS YOU CAN GET INVOLVED

## Events

Join us at one of our nationally renowned events including comedy takeover tour, mosque tours, RIS and many other very excited opportunities! Which give you access to be part of our exclusive events.

## Challenges

Take on an adventure for a good cause — from hiking to canoeing or even Treetop trekking. Every step you take helps raise vital funds for those in need.

## Canada Programmes

Support those closest to home through our food parcel distributions and other community initiatives that bring warmth, dignity, and hope to vulnerable families.

## Deployments

Every volunteer has an opportunity to fundraise for a deployment with the support of their local fundraising officer and then join us abroad to deliver aid abroad through our REACH programme.

## Fundraising Volunteer

Make a real difference through our online fundraising campaigns, whether it is sponsoring an orphan, building a water well or be the first to support in an emergency campaign. Fundraising online is the core of volunteering.

## Organise your own events

We welcome creative ideas — host your own fundraiser, awareness campaign, or local community initiative to support our global mission.

# VOLUNTEERING OPPORTUNITIES

## Volunteer Team Leader

If you are passionate and driven then you can take your volunteering further to become a Team Leader for your region. It's a chance to be part of something exciting, fast-paced, and full of opportunity. Where your voice matters and your ideas shape the future.

We want you to thrive on challenges, bring out the best in others, and know how to turn vision into action. Be the kind of person who leads by example, communicates with clarity, and never backs down from a goal! Reach out to your volunteer officer - we want to hear from you.



**FACT**  
Volunteers in  
Canada contributed  
7,075 hours in  
volunteering in 2025

# HOW WILL I BE INFORMED OF OPPORTUNITIES?



## WhatsApp Groups

You can join your local WhatsApp group, allowing you to interact with other volunteers in your area and be informed of and join upcoming opportunities.



## Email

We will email you with details of opportunities that have all the information you need so you can decide whether you would like to join.



## Text Messages

We know that people don't always check their emails or WhatsApp messages, so we will sometimes send text messages of volunteer opportunities.



## Newsletters

Our newsletters will provide you with an overview of what has been going on around Canada and how volunteers have been getting involved. We will also list upcoming opportunities and what is happening within the organisation.



## Social Media

We encourage all our volunteers to join our Volunteer Facebook Group and like Human Appeal's social media pages to make sure you know the ins and outs of what is happening within the organisation and how you can get involved.



**All the information you provide is confidential and covered by the Data Protection Act 2018.**

You can change how we communicate with you at any time by calling us on **1-844-225-2251** or emailing **[volunteers.ca@humanappeal.ca](mailto:volunteers.ca@humanappeal.ca)**. Please visit our website to view our Privacy Policy for more information about how we use and protect your data.



# POINTS AND STRIKES

## Points

Points are recorded to recognise and celebrate the commitment and dedication of our volunteers. These points contribute towards our annual Purple Legacy Awards, where they help determine the winners in various categories.

How we work out volunteer points:

- Every hour you donate to the charity will earn you 3 points.
- Every \$20 you raise for Human Appeal will earn you 1 point.

## Strikes

Having reliable volunteers is vital to the success of our events and the impact we make together. While we completely understand that illness or family emergencies can arise, we've noticed a high rate of last minute dropouts at recent events, often without any communication.

This creates two main challenges:

1. We stop recruiting once we reach the required number of volunteers to ensure everyone has meaningful tasks. When people don't attend, others miss out on the opportunity to get involved.
2. It leaves our fundraising teams short of support, affecting the success of the event and the funds we're able to raise for those in need.

We kindly ask that, if you're unable to attend an event, you let us know at least 24 hours in advance so we can arrange cover. You can do this by emailing **[volunteers.ca@humanappeal.ca](mailto:volunteers.ca@humanappeal.ca)** or contacting your local Volunteer Officer.

Please note that if a volunteer does not attend and hasn't informed us, a strike will be recorded. Volunteers who receive three strikes may have their account closed.





# CODE OF CONDUCT

Our Code of Conduct is an agreement to provide volunteers with clear guidelines as to their standard of behaviour, responsibilities, and best practice in fulfilling their role as a representative of Human Appeal. We take failure to meet these standards of behaviour seriously and may take appropriate action under the Volunteering Policy.

You will receive a copy of the code of conduct to sign after your induction. Please note that this is in honour only and does not form a contract with Human Appeal.

- Perform their role to their best ability as a representative of Human Appeal.
- Follow the organisation's volunteer policies and procedures, including health and safety, safeguarding and equality and diversity in relation to its staff, volunteers, donors, and the public.
- To treat other volunteers, staff, and any other stakeholders of Human Appeal fairly, with dignity and respect.
- To conduct themselves in a manner that will not bring the organisation into disrepute.
- To treat all information and records of Human Appeal's operations and personnel as confidential and to not disclose this to people without authorisation, either within the organisation or externally.
- To read the volunteer handbook, policies, procedures, and related documents which volunteers have received or been given access to, and raise any issues which they do not fully understand or would like to discuss further.
- Honour their commitment as agreed, except in exceptional circumstances when, where possible, reasonable notice is provided.
- To provide referees as agreed who may be contacted, and to agree to additional checks being carried out where necessary.
- Not make inappropriate, sexual, or abusive remarks and exhibit positive examples of behaviour.
- Adhere to Human Appeal's safeguarding policy and raise concerns immediately.
- Listen to and respect the views of others.
- Recognise that people can be adversely affected by words and actions and to sensitively challenge inappropriate, offensive, racist, or abusive language and behaviour, when safe and appropriate to do so.
- Listen to staff members and adhere to their instructions at events, activities, and campaigns.
- Reflect on and respect the faith based nature of our organisation and adhere to the Islamic and Human Appeal values of: Trust, Compassion, Transparency, Empowerment, Justice, Accountability, Excellence & Respect.
- Try to respect and keep up segregation at best or wherever possible.
- Respect others privacy and boundaries - physical, social and mental.
- Raise any causes of concern, about a staff member, team leader, stakeholder of Human Appeal or fellow volunteers to a member of the Volunteering Team as soon as possible.

**Volunteers are an important and valued part of Human Appeal and we want to ensure their time with us is enjoyable, meaningful, and worthwhile.**



## Volunteer Confidentiality Agreement

This agreement applies to all Human Appeal volunteers associated with and/or involved in the activities or affairs of Human Appeal:

All data, materials, knowledge and information generated through, originating from, or having to do with Human Appeal or persons associated with its activities, is to be considered privileged and confidential and is not to be disclosed to any third party. This includes, but is not limited to, pages, forms, information, designs, documents, printed matter, policies and procedures, conversations, messages (received or transmitted), resources, contacts, e-mail lists, e-mail messages, clients, staff or public information is confidential and the sole property of Human Appeal.

In addition, this also includes, but is not limited to, any information of, or relating to, our staff, clients, donors, operations and activities. This privilege extends to all forms and formats in which the information is maintained and stored, including, but not limited to hardcopy, photocopy, microform, automated and/or electronic form.

Customer information (i.e. Donors, Beneficiaries, Staff, Volunteers, Partners, Trustees etc.), including all file information, is not to be disclosed to any third party, under any circumstances, without the written consent of Human Appeal.

### What happens when a volunteer does not follow the Code of Conduct?

Where a volunteer does not follow the code of conduct, policies, and procedures it will be considered a breach of the code. If it is believed you have breached the code, this will be formally investigated and taken through the misconduct process, which could lead to a misconduct warning and/or the termination of your volunteering with Human Appeal.





# POLICIES AND PROCEDURES

## Call to action

After completing a registration form, you will be sent an online induction to complete and once you have done this you will be added to your local volunteering group chat. We encourage you to get involved and be active, providing you with an opportunity to learn more about our work and ways you can get involved.

## Changes in personal data

You must notify us of any change of name, address, telephone number, etc., so that we can maintain accurate information on our records and contact you in an emergency.

Human Appeal is committed to protecting volunteer privacy and managing all personal information in accordance with Canadian privacy laws and best practices. You can change how we communicate with you at any time by calling us on **1-844-225-2251** or emailing **volunteers.ca@humanappeal.ca**. Please visit our website to view our Privacy Policy for more information about how we use and protect your data.

## Communication

We really value all the work our volunteers do and realise that time is precious.

We will do our best to ensure that we are respecting volunteers' time. Therefore, volunteers will not be contacted by any Human Appeal staff member before 9am or after 9pm on any given day. Please note that volunteers and staff members may not respond until after 9am.

There are certain exceptions to these norms, for example during Ramadan or event days when volunteers and staff members are working and travelling beyond the 9am-5pm remit. A staff member or team leader may want to know whether you got home safely after an event that finished late for example. In a case like this, communication is not only justifiable but also necessary for safety reasons. In any case, the only ways Human Appeal volunteers and staff may communicate is via WhatsApp, text message, phone call, and email. No other form of communication will be accepted. Any breaches of this rule or unjustifiable and/or unreasonable communication, particularly outside of normal hours, will result in the person being taken through a misconduct process.

## Convictions and offences

Whilst volunteering with us, you must declare any unspent convictions and immediately report to the charity any convictions or offences with which you are charged, including traffic offenses during your time with us. This is because ensuring transparency and accountability to our donors is paramount in addition to safeguarding those involved with our organisation. In most cases, having a criminal record does not mean you cannot volunteer for us, but we may need to change your role accordingly.

## Disclosures

Sometimes we will hit small bumps in the road and there may be issues that you find concerning and would like to raise. Please speak to a member of the Volunteering Team who will try and resolve the matter for you in the first instance. If this does not improve matters, the volunteer's manager will take the next steps to resolve the matter for you.

## Dress standards

As a volunteer you are an ambassador for Human Appeal. Subsequently, it is important that you present a professional appearance and standard of dress and maintain a good personal hygiene. Where purple vests are provided it is your responsibility to wear these at all times whilst volunteering, represent human appeals values and etiquettes. It is also your responsibility to hand back the vest to a member of staff.



## Fire procedures

Make sure you know the fire procedures, the location of fire alarms, the fire exits and your assembly point anywhere you are holding an event, campaigning or doing any type of volunteering.

You will usually be notified of emergency procedures such as alarms and building evacuation within the induction process, and you must observe such instructions.

In the event of fire or other emergencies, you should:

- Raise the alarm.
- Follow the specific building instructions in respect of evacuation and listen to instructions.
- Attempts to extinguish a fire should only be made if it is safe to do so.
- Assemble at the designated fire assembly point.
- Do not run or stop to collect personal belongings.
- Not re-enter any building until instructed that it is safe to do so.

## First aid

When you are volunteering, you should find out:

- Where the first aid kit is if there is an identified first aider, and if so how to contact them in an emergency where the accident book is.
- How to report an accident.
- Who you need to tell.

## Health & Safety

We do all we can to make sure your volunteer experience is safe and enjoyable, and that you get the guidance, training and supervision you need. As part of your induction, your Regional Volunteer Officer / Volunteer Team Leader (or appropriate other member of staff or volunteer) will make sure you have the relevant information to keep you and those around you healthy and secure.

Following the advice set out below will also help keep you and others safe.

Make sure you are aware of health and safety measures where our volunteering. Your Regional Volunteer Officer can advise you if you're unsure.

When you're volunteering, if you ever feel you are

not physically able to do something or do not have the required knowledge or skills, please let us know so we can support you.

It's important to ensure that our actions do not put other volunteers, staff, or the general public at risk.

All the procedures and precautions in the world are no substitute for vigilance. If you spot a risky situation, a safety hazard or an accident waiting to happen, take action and let other people know straight away. And if you're not sure, then always ask.

All the most up-to-date health, safety and security policies can be found in the 'Policies' section of our website here:

**[humanappeal.ca/about-us](https://humanappeal.ca/about-us)**

## Lone Working

Lone working is not unhealthy, unsafe or a threat to a persons' well-being in its own right. Rather the circumstances of lone working may introduce certain risks to that environment that could threaten the health, safety or well-being of a volunteer who finds him or herself working within that environment.

You should not work alone unless that is part of your role and is outlined in the role profile. If working alone is part of your role, then before you start your Regional Volunteer Officer / Volunteer Team Leader should discuss it with you so that you're both comfortable the right health and safety procedures are in place. Your Regional Volunteer Officer / Volunteer Team Leader may be able to provide you with an emergency contact number or follow up with you after you've volunteered to see how it went.

If you find yourself volunteering alone unexpectedly then you should stop and let your Regional Volunteer Officer / Volunteer Team Leader know. If, under any circumstances, you ever feel at risk, please do not feel you need to continue volunteering. Contact your Regional Volunteer Officer / Volunteer Team Leader to say you have stopped and gone home. If you believe you are in danger, contact 911.

## Media Relations

No comments or stories should be given to media outlets or journalists about Human Appeal. Our media relations are handled by a trained team and interviews can only be given with Senior Management approval. If approached by a media source, seek advice from Volunteering Team.



## Misconduct

Human Appeal will not tolerate any rudeness displayed towards other volunteers, staff, or members of the public. Objectionable or insulting behaviour, or bad language is not tolerated, and suitable action will be taken where appropriate. Volunteers are expected to behave in a kind and pleasant manner. We have a zero-tolerance policy when it comes to misconduct related to bullying, harassment, and safeguarding. If we have evidence of any of the above, this will be investigated and may result in termination to your relationship with Human Appeal. We will only ask a volunteer to leave their role if all other means for resolving the situation have been exhausted or in response to gross misconduct.

## Professional boundaries

Staff members and volunteers should not allow their relationship to exceed that of a healthy working relationship. If either party feels this is something that may happen, they must inform the volunteering manager as soon as possible who will be able to advise further.

## Respecting confidential information

When you're volunteering, you will gain access to our communication group chats within which we share information regarding upcoming campaigns, impact reports and announcements. The information communicated through any of our channels E.g WhatsApp, email etc. must not be disclosed externally. Whilst in group chats- you are not able to contact other volunteers individually as numbers are shared in these spaces. Any breaches will lead to disciplinary action in line with our strikes policy.

## Safeguarding

Everybody has the right to be safe no matter who they are or what their circumstances. Safeguarding is about protecting everyone from harm, abuse, or neglect. This includes the beneficiaries and clients we work with, staff and volunteers. At Human Appeal we take your concerns very seriously. If you have safeguarding issues to raise, please email **[speakout@humanappeal.ca](mailto:speakout@humanappeal.ca)**. Safeguarding concerns raised do not have to be related to Human Appeal. This will allow for immediate advice and management of safeguarding situations. We have your back!

Human Appeal takes a 'zero-tolerance' approach to abuse and exploitation of vulnerable people

and holds clear recognition that vulnerable people are at the heart of our work. We also recognise that safeguarding is everyone's responsibility and that we have an obligation to put in place reasonable measures to ensure, as far as possible, the safety and wellbeing of vulnerable people with whom we work, and those within the communities we seek to help, as well as our own people who may become vulnerable.

Child protection is a core part of, but not separate to, safeguarding. It is the process of protecting individual children identified as either suffering or at risk of significant harm as a result of abuse or other acts, influences or omissions. It also includes measures and structures designed to prevent and respond to abuse.

## Smoking and substance abuse

Smoking on the premises of our offices/shops or in the surrounding area is not permitted.

This is extended to any of our event or meeting venues. Volunteering whilst under the influence of alcohol or drugs will not be accepted. If your performance is affected because of alcohol or drugs, or we believe you have been involved in any drug related action/offence, dependent on the circumstances, this could result in your dismissal.

## Use of social media

As a volunteer, we ask you to take care when posting anything related to our organisation on your personal social media accounts.

Of course, we want you to share our posts and help our community to grow but remember that you are our community representatives. Any posts which could put our reputation in jeopardy could result in disciplinary action.

It is imperative that permission has been granted from those involved before you post any picture.

Please read our Social Media Policy for more information:

**[humanappeal.ca/about-us](https://humanappeal.ca/about-us)**



## Vetting checks

As a Human Appeal Volunteer, you should complete an induction and provide details of at least one referee from whom we can obtain a reference. For volunteers who are undertaking internships, two references will be required.

As part of our vetting checks, we will also complete a Thomson Reuter check and online media check using the details you have included in your registration form.

If you fail to provide us with referee details when requested or do not make a reasonable effort to complete an online volunteer induction, this will limit your involvement with us. If you have any questions regarding vetting checks, please do get in touch.

## Whistleblowing

Human Appeal takes malpractice and wrongdoing in relation to the organisation's procedures and actions very seriously. We aim to ensure that as far as possible, our employees and volunteers are able to blow the whistle and tell us about any wrongdoing at work which they believe has occurred or is likely to occur.

If you feel unable to raise a concern about safeguarding or another matter through the usual reporting process, then you can follow Human Appeal's Whistleblowing Policy. This identifies the named people – the executive director of HR, the CEO or the Whistleblowing trustee – you can contact.

Individuals should in most cases, report their concern to their Regional Volunteer Officer / Volunteer Team Leader who is expected to respond to that matter. If the relevant team leader / manager cannot deal with the matter, he or she will refer the concern to the Whistle-blowing Officer.

Dependent on the seriousness and sensitivity of the matter, and who is suspected of the wrongdoing, the individual can, if necessary, report directly to the Whistle-blowing Officer.





# VOLUNTEER FAQs

## Q: What age restrictions are there for volunteering?

A: The minimum age to volunteer with us is 16 years old. We do not have an upper age limit for volunteers.

## Q: If I move overseas, can I still volunteer with Human Appeal?

A: Due to migration laws, we only accept volunteers who have a registered address in one of our operating countries.

## Q: How much time do I need to give?

A: Aside from our internships, which are usually a three to six-month arrangement, there is no minimum volunteering requirement unless otherwise stated. Our volunteering opportunities are very flexible, and it is up to you how much time you wish to give.

## Q: Do I need any qualifications or experience to become a volunteer?

A: No, we encourage people from all walks of life with a variety of skills and experience to join our volunteer family. You just need the enthusiasm, energy, and drive to get involved and help those who are suffering in the world.

## Q: If I am experiencing any problems, who should I talk to?

A: There are many ways that you can reach out to us. If you have any concerns or issues, you can contact your Regional Volunteer Officer. You can also email [volunteers.ca@humanappeal.ca](mailto:volunteers.ca@humanappeal.ca)

## Q: Are Human Appeal Projects Zakat-applicable?

A: Yes, much of Human Appeal's work is Zakat applicable. Our Zakat-applicable projects are sustainable and impactful, continuing to benefit people for years to come.

## Q: How do I get involved with a volunteering opportunity?

A: An email will be sent to you from the Volunteering Team, so please make sure you add ([volunteers.ca@humanappeal.ca](mailto:volunteers.ca@humanappeal.ca)) to your email address book.

## Q: Why does Human Appeal have an admin fee?

A: Our admin fee is about ensuring that skilled people can safely deliver your donation and maximise its impact. To perform their duties successfully, charities need to charge an admin fee. Our staff are on the frontline every day in the world's most hostile places, often putting their lives at risk. Our admin fee is about ensuring that expert hands safely deliver donations to those intended. Find out more: [humanappeal.org.uk](http://humanappeal.org.uk)

## Q: Do all of Human Appeal's costs go on admin fees?

A: No. The vast majority of donations go directly to the people we support. Your money is used to transform the lives of those who are suffering most in the world.

## Q: How does money reach the beneficiaries?

A: Once the funds are in Human Appeal's bank account, donations are transferred from Human Appeal UK to the selected country of the specific project. From there, our local programmes team or local partner team implements the project according to the delivery and budget.

## Q: What expenses can I claim back as a volunteer?

A: We value our volunteers immensely and want to ensure there are no barriers to volunteer involvement. If you volunteer for five hours or more, we will provide you with a complimentary meal or snack.



For volunteering enquiries please email:  
**[volunteers.ca@humanappeal.ca](mailto:volunteers.ca@humanappeal.ca)**

[www.humanappeal.ca/volunteer-with-us](http://www.humanappeal.ca/volunteer-with-us)

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Human Appeal Foundation is a registered  
charity with the Canada Revenue Agency  
CRA no. 749 264545 RR001

