

## **Who we are**

MSS offers counselling, community workshops, diversity training workshops, seminars about Islam and Muslims, as well as training workshops for schools, administrators, university and college staff, health professionals, police, social workers and other community organizations.

Such training workshops help members of organizations develop a keen sense of awareness of Islam devoid of stereotypes and grasp the diversity of Muslims in Canada. It helps them find a way to support their Muslim students, clients or colleagues in a supportive and culturally sensitive.

## **Our Values**

Faith-based principles: Demonstrating the strengths and caring of the Islamic faith.

Inclusivity: Filling the gaps that prevent people from feeling they are a valued member of the Kitchener-Waterloo community.

Compassion: Treating everyone in a sincere, generous, kind, and compassionate manner.

Respect: Treating all persons equally and fairly in an accepting and non-judgmental manner.

Confidentiality: Holding the highest regard for trust and privacy, and upholding the highest professional ethical standards. No information about the participants will be revealed regarding their identity or circumstances.

Social Justice: Creating a society that encourages and celebrates the value of all persons.

Muslim Social Services are community based and due to the nature of our programming.

Muslim social services works with other community agencies to provide Muslim oriented resources and programs. Since Muslim social services is within the community,

services are located throughout the region in community centers, mosques, parks. Community partners are an important part of the work MSS does, and as such we continue to be engaged with various members of the Kitchener-Waterloo communities.

Some workshops and programming is conducted on zoom, and others are conducted in the spaces provided by partner agencies as well as our home office at the family and children's centre.

### ***Overview of Current Programs***

#### **Ongoing Programming**

- Individual and Family Counselling at the family center and Carizon.
- Summer Children's Camp
- Community Groups and Workshops:

#### **Code of Conduct**

- Uphold mission and statement of MSS.
- Serve all community members that need help for the common purpose of doing good.
- Work with one another harmoniously for the common purpose of doing good.
- Treat each other with mutual respect and dignity.
- Provide personal and emotional safety for all members.
- Acknowledge and celebrate diversity in our community.
- Learn from and be enriched by each others experiences.
- Keep the interests of MSS in mind at all times and consistently display the highest standards of honesty and personal integrity in performing my volunteer role.
- Perform your duties to the best of your ability throughout your time with us.
- Treat all people with respect and fairly regardless of background.

- Work with others in a cooperative and respective manner and refrain from the use of profane, insulting, harassing or otherwise offensive language.
- Maintain confidentiality and respect the privacy of others.
- The signing of the Volunteer Agreement form is required and sets out the expectation that volunteers will carry out their assigned responsibilities efficiently and effectively, and in the best interests of the Agency and those whom it serves.
- Circumstances under which a volunteer may be released from duties include, but are not limited to failure to comply with policies and procedures and/or professional/ethical violations.
- When issues arise and opposing views are expressed, participants will attempt to articulate their understanding with respect.
- Listen and discuss with an open mind without monopolizing the discussion.

## **Health and Safety**

We value the health and safety of all residents, team members, visitors, and volunteers. We are committed to providing a safe and organized response to emergency situations.

MSS will provide a safe environment for the health, safety and welfare of volunteers, employees, visitors and members of the public who may be affected by its work.

All staff and Volunteers will adhere to a collaborative effort at ensuring people feel safe. We will create this safe environment by adhering to the following:

- Work according to good safety practices as posted, instructed, and discussed; in particular, be familiar with universal precautions.
- Report any unsafe situations or acts immediately to your supervisor.
- Refrain from any unsafe act that might endanger oneself, the people we serve, staff, or other volunteers.
- Develop and maintain safe systems of work, and safe working environment

- Assume your share of responsibility for thoughtless or deliberate acts that cause injury to oneself, staff, or those we serve.
- If you or someone you are interacting with discusses a lack of safety and you are unsure talk to the staff people and supervisor for support.

## **POLICY TITLE: Social Justice and Diversity**

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In keeping with our Fundamental Principles MSS is committed to social justice and diversity. We welcome all who share our mission and want to help, and are determined that those who need our service have full access. We continue to provide humanitarian services to all people in need, without regard to race, ancestry, place or origin, colour, ethnic origin, citizenship, creed, religion, gender, sexual orientation, age, marital status, same-sex partnership status, family status, or disability.

To ensure our services are free of barriers, employee diversity is an integral part of the Society's business practices. Individual differences are respected and valued. Fair and equitable treatment will apply to all aspects of employment. To ensure this, the Society will actively remove barriers to ensure that each person has equal access to the benefits of employment.

Pro-active accommodation at work will be provided, where necessary and reasonably practical, to provide ways that support the employee's dignity, worth and productivity, or to hire or retain qualified employees disabled through either injury or illness, or otherwise belonging to groups protected under the applicable Human Rights Code.

### **Scope**

This policy applies to all employees and volunteers of the Society.

### **Discrimination**

Discrimination is defined as any action, behaviour or attitude, whether intentional or unintentional, which negatively affects or could negatively affect the employment of an

employee/volunteer, on the basis of one or more of the prohibited grounds contained in the legislation. Discrimination that is prohibited can be intentional and direct, or can take the form of indirect, unintentional or “systemic” discrimination.

### **Barriers**

Generally fall into three areas: attitudinal/behavioural, procedural, and physical. Barriers prevent people from maximizing their contribution to MSS because of their race, ancestry, place or origin, colour, ethnic origin, citizenship, creed, religion, gender, sexual orientation, age, marital status, same-sex partnership status, family status, or disability.

### **Work Accommodation**

Work accommodation is any modification made to the way in which an individual works that enables that person to fulfill the essential job tasks for his or her assigned position. Modifications may be temporary or permanent.

### **Reasonably practical**

Efforts to accommodate a worker will be deemed to be reasonably practical based on several factors. Those that should be considered include sources of funding, undue hardship, health and safety requirements, and cost. Factors that may be excluded are business inconvenience and third party preferences.