



Document Number	MAB-POL-22-002	Document Name:	MAB Communications Policy
Effective Date	March 1st, 2022	Policy Owner	MAB
Document Status	Active	Revision	1

Purpose:

The MAB BOD outlines these provisions to streamline the communication process for key stake holders

Scope:

This communication policy applies to MAB employees, MAB BODs and key volunteers who play a leading role for specific event/area.

Policy details.

• **Policy Elements:**

The MAB communication policy is defined to cover the different areas/venues of communication such as:

- Dawah
- Projects and Programs Updates
- Community related announcements
- Community work.
- City official / Politician communication
- Important Information Sharing.
- Communication between MAB and MAB employees

We have given each Person their roles and responsibilities, and they are as follows:

President & Vice President:

- responsible for uploading information related with the City Officials/Politician
- Relationship between Muslim Community and other communities
- Important Information related with the community

General Secretary & 1 nominated Board Member:

- Up-date of projects
- Community related announcements
- Community work
- Masjid operational affairs

Board Members:

- If Board Members would like to share any information with the community, they will forward the information onto MAB Board Group.
- The President, Vice-President, or General Secretary will review the post, and if necessary then they will share the information on behalf of MAB with the community.

Imam:

- Will share information using dedicated MAB groups which is related with Dawah and religious matters.

Existing Scenarios and Guideline:

1. Only WhatsApp MAB approved groups used for MAB communication.
2. Any MAB stake holder can share the mosque message with friends and family, however changing the message will not be allowed.
3. Each member is limited to 8 posts per month in normal circumstances. In case more messages needs to be sent must be shared and approved with MAB BOD / Masjid discussion group first.
4. No repetition of the post.
5. Each MAB stake holder is responsible to follow every new rule for smooth implementation.

Official Email Usage:

All MAB stake holders shall use the Official Mosque email for communication. This includes communication with community members and Board Members, and any official email. No one is allowed to respond to any email from any external entity using their personal email.

The General Secretary will be responsible for implementation. If any MAB official uses their personal email, the General Secretary will send a reminder, while also keeping the President in CC for information.

- Maximum 3 reminders will be sent by the General Secretary.
- If the individual has already gotten 3 reminders, the final email will be sent by the President.
- If still not followed, then the particular stake holder will be issued a warning letter.
- If the issue still exists the General Secretary / President will ask for written explanation. The response must be received within 5 business days.
- MAB BOD discussion on response with in 30 days of the explanation receipt date.

Communication between MAB and Employees:

- All communications using designated WhatsApp group or to info@brantfordmosque.ca
- If phone call is needed whatsapp group call is recommended to avoid any communication gap.
- At least one meeting with each Imam per month by at least three MAB designated committee members.
- Any query from either employee or MAB must be responded within 24 hours.



The Muslim Association
Of Brantford

Definition:

- Stake holder:
MAB – BOD, MAB Employee, MAB volunteer at a leading role.

Revision History:

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Revision: 1