

## ISNRV List Serv Policy

This document outlines the Islamic Society of New River Valley policy towards the appropriate uses of the ISNRV formal communication channels. These communication channels include the ISNRV list serv and the main ISNRV Facebook group. The purpose of this policy is to ensure appropriate uses of ISNRV communication channels, streamline and standardize communications, and reduce communication clutter.

### **Appropriate uses of ISNRV communication channels**

1. Communications related to the functioning and objectives of the ISNRV including major events in the Muslim community and ISNRV activities.
2. Reminders of major religious events for the community and communications related to other non-profits with goal that align with the mission of the ISNRV (e.g. MSA, Islamic Relief, local non-profits, etc.).
3. Other uses approved by the ISNRV shurah council.

### **Inappropriate uses of ISNRV communication channels**

1. Communications related to the commercial requests such as the sale of items, rooms for rent, requests for employment (these items can be shared on the ISNRV Community group on Facebook)
2. Personal grievances or complaints related to disagreements with other community members or the policies and procedures of the ISNRV. These issues should be forwarded to the ISNRV shurah ([shurah@isnrv.org](mailto:shurah@isnrv.org)) and can be discussed directly with the shurah and/or in general body meetings.
3. Events or information that are tangential to the mission and objectives of the ISNRV.
4. Defamatory, abusive, profane, threatening, offensive, or illegal materials or language.
5. Personal opinions related to contemporary and political events, controversial religious opinions, or other matters deemed inappropriate by the ISNRV shurah council.

### **Procedure for sending ISNRV communications**

1. ISNRV shurah council members can send to the list serv in line with the appropriate uses defined above. If the email is not urgent, it is preferred that Shurah members send emails via [info@isnrv.org](mailto:info@isnrv.org).
2. All email communications from non-shurah members should be sent to list serv coordinator ([info@isnrv.org](mailto:info@isnrv.org)) and which is the central email for communicating with ISNRV community members (managed by the list serv coordinator). The sender should send the communication to list serv coordinator at least six hours before they would like the email sent if during regular business hours and at least 12 hour in advance if after regular business hours.

### **Additional Permissions and Procedures**

1. General community members and volunteers will need to send desired communication to the list serv coordinator ([info@isnrv.org](mailto:info@isnrv.org)) and the ISNRV executives ([president@isnrv.org](mailto:president@isnrv.org), [vp@isnrv.org](mailto:vp@isnrv.org)). The ISNRV executives and list serv coordinator will review this content to ensure adherence to appropriate uses defined above and to propose edits to improve clarity and reduce confusion. The executives may also bundle multiple email communications to reduce communication clutter.
2. Organizers of regular events and the principle of the Sunday school principle should also send routine (e.g. weekly reminders) through [info@isnrv.org](mailto:info@isnrv.org). They will also have direct access to the list serv ONLY when unanticipated circumstances require them to cancel or change a regularly scheduled event. If this access is abused or used for any other purpose than for communicating changes to regularly planned events, this privilege will be immediately revoked.

**Approved: 9/4/2020**