



IFN COMMUNICATION POLICY

Islamic Foundation North (IFN) is committed to providing multiple methods and platforms of communication to the community members and general public at large. The intent of this document is to identify the IFN Policy/Procedures for communication within the bounds of the by-laws and best interest of the community as established by the Executive Committee (EC) and Board of Trustees (BOT). Also, this policy describes guidelines when providing feedback/comments and appropriate response time and format.

Responsibility

All administration, members, and visitors of IFN.

Communication Platforms

IFN has various platforms in which communications shall be sent out to the community members and public at large, along with options to allow its members and public to contact the IFN Administration. The IFN Administration is defined as the members of the Executive Committee, Board of Trustees, and/or Committee Leads.

The platforms include:

- Website – www.ifnonline.com
- Email – IFN_Community@yahoo.com
- YouTube – IFN North A/V Channel
- Twitter – @IFNCommunity
- Facebook – www.facebook.com/IslamicFoundationNorth

Each platform shall have a similar policy/functionality; however, since the platforms have their own unique features, are subject to change by the IFN Executive Committee.

Website (www.ifnonline.com)

The website is meant to be as a primary communication tool regarding the various activities, events, services, and announcements regarding the IFN Community. The information conveyed is monitored and updated under the direction of the Executive Committee.

The website also does provide the community members to provide feedback electronically to the Executive Committee and Board of Trustees. The link is www.ifnonline.com/contact

The feedback provided shall not be publicly displayed to preserve anonymity, however, does require contact information to be submitted for security purposes as well as any follow-up dialogue that may be needed.

Email (IFN_Community@yahoo.com)

The quickest updates and announcements typically are made via email. All are encouraged to subscribe to the IFN emails. A link is provided from the website and is completely free. Since the IFN membership and email subscriptions have increased so heavily, a yahoo group is currently the only available platform that allows for email distribution while maintaining security and screening of any communications. Ideally, yahoo emails addresses work best when subscribing to IFN emails, but other emails are also accepted. It is wise to also make sure that these emails are not mistakenly filtered as spam. Individuals can contact IT@ifnonline.com for troubleshooting.



If anyone would like a communication to be sent out to the community regarding upcoming events, activities, they can simply email IFN_Community@yahoo.com. Once this email is sent, it is reviewed by the IFN Executive Committee, and provided that it is pertinent to IFN and its community (as decided by the EC), it will then be released to the full mailing list recipients.

Acceptable Communications:

- Upcoming IFN Events/Activities
- Volunteer Requests for IFN related items
- Birth/Obituary Announcements
- Awards Received by IFN Members
- Events in the IFN Community Area or impact the IFN Community (within 2 weeks of the event)
- Various Lake County Political/Social Hearings (provided they pertain to IFN)

Unacceptable Communications:

- Solicitation of any kind not related to IFN
- Feedback of various events (past and present) – these can be emailed directly to the EC/BOT
- Publicity of events/activities not pertinent to IFN (as determined by the EC/BOT)
- Business or any other revenue generating solicitation without approval from IFN

YouTube (IFN North A/V Channel)

IFN does post various videos of events held at or by IFN on its own YouTube Channel. This channel is available to the public and is monitored/approved by the EC/BOT. All community members are encouraged to subscribe to the IFN North A/V Channel via YouTube to see any events that were missed and posted.

Twitter (@IFNCommunity)

Announcements that are made via Email and/or Website are also posted on IFN's Twitter Account. For those who do have a Twitter account, access to these notifications can be made by following @IFNCommunity. These tweets can be retweeted and favorited at a follower's discretion. However, any comments regarding events/activities will not typically be responded to unless the response requires pertinent information to the event/activity. Feedback to events will not be responded to on any social media platform.

Facebook Page (Islamic Foundation North)

Announcements that are made via Email and/or Website are also posted on IFN's Facebook Page. For those who do have a Facebook account, access to these notifications can be made by following to the Islamic Foundation North Facebook Page. Settings to your personal Facebook Account can prioritize the posts made to the page.

It should be noted, this page is not meant to be a sounding board, and if the EC feels that this is causing more harm than help, the page will be removed. Feedback and comments are encouraged provided that they are in line with the Feedback section (See below) of this policy.

Feedback & Constructive Criticism

The IFN Administration is genuinely open to feedback and various opportunities to improve any facet within the IFN Community whether it be pertaining to policies/procedures, events/activities, services (existing and new), volunteer opportunities, etc. However, not all feedback and criticism can be responded to in a timely manner as some feedback and criticism provides little value at times and



communication can be misunderstood when only done electronically, hence phone conversation and in-person discussions are also encouraged.

When feedback is provided, the EC/BOT can respond accordingly when the feedback provided contains the following:

- Contact Information of the Individual
- Specific Details Regarding the Feedback/Criticism
- Resources Available (i.e., not all feedback/changes can be implemented without more resources)
- The individual providing feedback/criticism is willing to help implement the changes

Feedback/Criticism that does not include the above items cannot and be addressed in a timely manner and therefore may be tabled for the future if time permits. This is primarily to encourage IFN members to be further involved with IFN and to ultimately increase the functionality of IFN as a whole.

Enforcement

IFN Executive Committee, Complaints regarding violations of this policy should be forwarded to the IFN Executive Committee.