SND Division's WhatsApp Chat Guidelines for the MOA Network;

The Surrey-North Delta Division has created this WhatsApp Community to **encourage MOA-to-MOA networking, and to provide updates from the Division to MOA members.** When you engage in chat group conversations, please kindly follow the community principles, guidelines and rules below.

Principles and guidelines

- We encourage **positive, healthy and active** conversations and engagement. Please respect and be considerate of everyone's perspective. Stimulate ideas and explore opportunities.
- Please remember that this is a **MOA-only group** which also contains Division staff group administrators. However, information may be shared with external parties or made public by the members of the chat. Always be mindful of what you share, your intent and how you share.
- Please remember that this is a group of colleagues and ensure that your posts are professional and kind.
- To foster a healthy community and trust-building, **please identify yourself** either by including your name in your WhatsApp profile or by signing off on any messages you post to the group.
- **Please use your judgement** before posting unnecessary videos, pictures, etc. that may be irrelevant to our community. We encourage you share those in your private chat groups.
- We encourage you to raise issues of concern in a positive manner, looking for opportunities and solutions rather than focusing only on the problem.
- If you have a question you are uncomfortable posting to the whole group, please contact your MOA Network Lead.
- If you are asking a question to the group, please ask only once, to avoid creating multiple messages.
- If you expect a response from a specific person, please reach out to them directly.
- Please be respectful when you post your messages, such as avoiding sending comments in the late evening and early morning unless you deem it extremely important.
- To avoid disruptive chat notifications, please "mute" the chat – you will still be able to read the chat whenever you like.

Rules
If a participant in the chat decides to not abide by the following, it may be grounds for removal from the WhatsApp group.

- **Always check your sources** before sharing content and please state your source. In particular, please remember not to portray opinions as factual. This could be considered defamation and it has possible legal implications. Defamatory statements will not be tolerated and may be grounds for being removed from the WhatsApp group.
- Patient confidentiality is non-negotiable; never share identifiable details.
- We encourage all members to share their experiences—positive or negative—in a way that's respectful, factual, and constructive and could be helpful to other MOAs. Please avoid personal or defamatory comments about services, focusing on what happened, not who's to blame. This helps keep our group discussions professional, supportive, and solution-focused.
- Please **do not use this group to air personal disagreements, or to solely speak negatively about something or someone.** Concerns about a MOA's conduct or care must be addressed through appropriate formal channels, such as approaching a MOA Steering Committee members — not via this chat.
- The group is **not** a political platform. Please avoid heated political arguments or controversialopinions.
- WhatsApp groups are **not** to be used for **promotional** purposes. For example, to promote businesses that

are not related to the purposes of this group.

- Posts, including jokes, should be **sensitive to the diversity of the group** and should not containmaterial that may be offensive to any gender, ethnic group, religious group or race.

We thank you for your active participation and for contributing to building andfostering a strong and healthy MOA-to-MOA network. The division staff is here to help, so please do not hesitate to reach out if you have any questions or concerns.