



HOW A MOSQUE MANAGED A CRISIS

REIMAGINING
**MUSLIM
SPACES**

How should a mosque respond when the unthinkable becomes a reality?

CASE STUDY: The ISBCC Response to the Boston Marathon Bombing



What does ISBCC's response teach about navigating a crisis?

Before a Crisis:

1. Build Strong Relationships

with media, law enforcement, government agencies, and interfaith leaders.

2. Conduct Media Trainings

for community members to build capacity for effective media engagement.

3. Be Prepared

with a crisis management plan and run practice drills.

During a Crisis:

1. Communicate Regularly

with law enforcement and government agencies to help provide information and support without sacrificing respect for civil rights and legal protections.

2. Reach Out

to allies and professionals both inside and outside the Muslim community. Be prepared to invest in the services of professional agencies to help navigate the crisis.

3. Be Consistent

in communicating a clear and coherent message to the media that highlights American Muslims' identity as Americans, not Others.

4. Engage the Community

such that in times of crises, community members can be easily identified to carry out tasks, like working with the media or organizing relevant committees.

5. Focus on Agility

by streamlining internal processes and decision-making for effective crisis management.

6. Provide Support

to leaders at the frontline of the crisis. Mental health support and community backing help leaders manage the stress of the situation.

After a Crisis:

1. Reinforce the Message Through Action

by proactively planning for events such as anniversaries of the crisis or memorials.



The success of how the Boston bombing was handled started before the bombing.

- Imam Suhaib Webb,
former ISBCC Senior Imam



During "the marathon crisis we were telling people that we were Bostonians, the anniversary we showed them how we were Bostonians."

- Yusufi Vali, ISBCC Executive Director