

**Communication Policy**

**Exeter Otters Wheelchair Basketball Club**

Exeter Otters

communication policy

# Our commitment

Electronic communication is essential for sharing club news and information with our members. Our communication will be timely, appropriate and related to club business.

# What we will do

We use a range of electronic tools to communicate with our members.

Our communication will protect members’ privacy, maintain clear boundaries and ensure that bullying and harassment does not occur – For more information on bullying refer tour Safeguarding Environment policy.

We have a safeguarding environment policy which states rules and guidelines with communication with minors using technology including social media

A webmaster will be appointed to provide accountability and control over material published on our club’s website and any related discussion groups or social media websites, such as Facebook, YouTube or Twitter.

## Website

* Our website will include current information on competitions, social events, committees, policies, constitution, rules and by-laws.
* No offensive content or photos will be published.
* If we intend to publish a photo of a child, we will first seek permission from his or her parents and take care not to provide identifying information.
* We will seek feedback from members to improve the information available on the site.

## SMS and email

Committee members, coaches and team managers may use SMS and email to provide information about competition, training, club-sanctioned social events and other club business, however:

* SMS messages should be short and about club/team matters
* email communication will be used when more information is required
* Communication involving children will be directed through their parents.

## Social media websites

* We treat all social media postings, blogs, status updates and tweets as public ‘comment’.
* Postings (written, photos or videos) will be family-friendly and feature positive club news and events.
* No personal information about our members will be disclosed.
* No statements will be made that are misleading, false or likely to injure a person’s reputation.
* No statements will be made that might bring our club into disrepute.
* Abusive, discriminatory, intimidating or offensive statements will not be tolerated. Offending posts will be removed and those responsible will be blocked from the site.
* Communicating directly with under 16’s via social media, email, text message or any other digital source should only occur if the parent is copied in and the content of the communication should only be directly related to club activities.
* Communicating directly with 16 to 17 year olds via social media, email, text message or any other digital source should only occur if there is signed consent from a parent/ carer and the content of the communication should only be directly related to club activities.
* Subject to parental consent, coaches can communicate with young people over the age of sixteen years either by group e-mails/texts or by copying correspondence to either the Club
* It is inappropriate for adult members to communicate with basketball players under the age of 18 years without the guidelines stated above.
* Mobile phones should be turned off in the sports hall except in the case where a phone is used as a club contact number or for emergencies.
* • Coaches should limit communications to training related issues.

# What we ask you to do

We expect our members to conduct themselves appropriately when using electronic communication to share information with other members or posting material on public websites connected to the club.

Electronic communication:

* should be restricted to club matters
* must not offend, intimidate, humiliate or bully another person
* must not be misleading, false or injure the reputation of another person
* should respect and maintain the privacy of members
* Must not bring the club into disrepute.

Coaches and others who work with children and young people must direct electronic communication through the child’s parents.

# Non-compliance

Members may face disciplinary action for sending inappropriate electronic communication or posting online content or comments that harass, offend, intimidate or humiliate another member, as outlined in our member protection policy or code of conduct.

Under certain circumstances, cyber bullying (e.g. bullying that is carried out through an internet service such as email, a chat room, discussion group, instant messaging or website) is a criminal offence that can be reported to the police.

In addition, members who publish false or misleading comments about another person in the public domain (e.g., Facebook, YouTube or Twitter) may be liable for defamation.

|  |
| --- |
| I, Hayleigh Ostler have read and understood the policy and will abide by it as a member of Exeter Otters |
| Signature: HAOSTLER |
| Date: 10.09.19 |
| If under 18 years of age, parent/guardian: |
| Signature: |
| Date: |