

Mayo Bulls Ice and Inline Hockey Club



COMMUNICATIONS POLICY

Communications within Club

Communications through social media, electronic mail, phone calls, etc. must be carried out in a correct and safe manner. This is to safeguard leaders, parents and most important the participants. Below is our rules regards communications of its members and also good practices for our juniors to make sure that everyone knows what to do when a rule has been broken or inappropriate communication arises.

Parents to Leaders

- Contact club through the secretary using e mail, the clubs e mail is mayobullshockeyclub@gmail.com.
- Secretary will look for reply or direct email to appropriate person; this should be done within 24hrs.
- A reply will come directly from secretary to ensure all communications are monitored and recorded by the club. This should be done within a reasonable time frame and never more than 5 days.
- Phone calls can be arranged but e mail confirmation and a follow up email regards conversation is needed. This is to keep record of all correspondence to ensure accurate records and identify problems if they arise.
- We ask all e mails are without emotion and kept professional, this means no offensive language, free from racial comments or form of belittlement. We are volunteers at end of the day.
- We will strive to maintain this same standard in our reply, please see our code of discipline regards any complaints you have towards the club or its members.

Leaders to Member/U18

- A leader shall not communicate with any member less than 18 years of age without the parents/guardians knowledge.
- If communication is necessary between a leader and player that it is done in a group setting where parents can view the messages live, or conference call.
- Where members are playing on the senior teams, communication is done in the same manners above, unless written permission is obtained to allow communication otherwise. Even so the club will ask that this is done via electronic mail, whats app, etc. so that conversations are recorded on both sides.
- Conversations that happen in the above mentioned manner or in emergencies will be sent to the clubs secretary and then forwarded to the appropriate parent/guardian by end of day.
- No bad, offensive, sexual language or images are to be communicated ever! The secretary, CSO, DLP as well as local authorities will be contacted immediately.
- If a leader receives a communication from a junior, please tell them that you are unable to talk to them and that their parent/guardian needs to contact them, and then send copy or details of communication to secretary immediately, this will be forwarded to junior's parent/guardian.
- Leaders are advised not to answer or send friend requests on social media, this will in turn prevent any issues arising regards allegations and reduce chance of inappropriate communication.

Mayo Bulls Ice and Inline Hockey Club



Member/U18 to Leaders

- Please do not send leaders friend requests; also do not take offence when they do not reply if you have, they are doing in your best interest.
- Never contact leaders privately
- If it is a query, ask your parent/guardian to make contact, or ask on a public forum such as main FB page.
- If contacted privately, do not reply and inform parent/guardian immediately.

Exceptions for All

- Emergencies, situations where you are distressed, lost, in trouble and may not be able to get a hold of the appropriate person.
- When a junior is scared or reporting forms of abuse, they may contact the CSO, or any leader in fact. This will be dealt with appropriately and even local authorities are called immediately after if serious enough.