



Metro St. Brigid's AC Communication Policy

1 Statement of Policy

Communication is key to our success as an athletics club. This policy ensures that all communication, both written and oral, between participants within MSB and between the club and external parties are transmitted efficiently; are clear, courteous, and constructive; and are dealt with in a prompt and professional manner. Our club communications will endeavour to protect our members' privacy. Our club communication policy adheres to associated Athletics Ireland guidelines and policies including Code of Conduct (parent, coach, young people), GDPR and Child Safeguarding. These are available on our club website, www.msbac.ie

2. Scope

Our communication policy applies to all Coaches, Committee Members, Volunteers, Parents/Guardians and members.

3. Communication Channels

I. **ClubZap App**: For all official training, racing and general information sharing by coaches to their training groups and for all official club communication to all members. This is the primary method of communication within the club and is GDPR compliant. All members including parents and guardians should have access to the MSB ClubZap platform. Privacy is respected and excessive messaging should be avoided.

II. **MSB Email accounts**: May be used to provide additional information about important updates, club events, and other official club business. Email will also be used to communicate with non-members and other associated external bodies.

III. **MSB social media accounts**: Used for promoting events, sharing achievements, and engaging with the wider community.

IV. **Meetings**: Regular meetings will be held for planning, feedback, and discussion. Attendance is encouraged for all relevant members.

4. Communication Etiquette

I. **Respect**: Always communicate respectfully and professionally. Avoid offensive language, personal attacks, and inappropriate content.

II. **Clarity**: Be clear and concise in your messages. Ensure that the purpose of the communication is easily understood.

III. **Inclusivity**: Ensure communication is through official club communication channels for consistency of access for all members.

IV. **Integrity**: Respect the confidentiality of sensitive information. Do not share personal or club-related information without permission.

V. **Timeliness**: Respond to communications in a timely manner. Acknowledge receipt of important messages and provide updates as needed.

5. Verbal Communications

I. Coaches, Volunteers, Parents/Guardians, and Members are each responsible for creating a supportive environment.

II. If a Coach or volunteer has an issue with a member and/or Parent/Guardian, they should approach that member and/or Parent and attempt to discuss the matter in an amicable, sensitive, objective, and professional manner.

III. If a member or Parent/Guardian has an issue with a Coach or Volunteer, they should approach the Head Coach of the training group or a member of the Committee directly and attempt to discuss the matter in a sensitive, objective, and professional manner.

IV. The club's Welfare Officer will act as the main point of contact to deal with any concerns around safeguarding within the club. There may be instances where it is more appropriate to approach a Welfare Officer for advice and assistance.

6. Electronic Communication

The club uses a range of platforms to communicate with our members as set out below:

I. **ClubZap App**: To streamline our communications and ensure everyone stays informed, we use ClubZap as our primary platform for all club communications. Coaches, members and parents of juvenile members (under 18yrs) should ensure the following:

➤ *Centralised Communication*: ClubZap must be used for all club-related messages, training schedules, races and important club updates. This helps keep everything in one place and accessible to all members.

➤ *Download ClubZap*: All members and parents of juvenile members (under 18) should download ClubZap to ensure they are receiving all MSB club communications.

➤ *Notifications*: Enable notifications on ClubZap to stay updated on important announcements and changes.

➤ *Training Groups*: Use ClubZap training groups to access all training, racing and event information for each training group. This must replace other personal messaging platforms and ensures transparency, inclusivity and GDPR compliance.

➤ *Training, Racing and Team Events*: RSVP to training sessions, races and training group events through the ClubZap App to help with planning and attendance tracking. Coaches will use ClubZap only to communicate around events for transparency and inclusivity.

➤ *Privacy*: ClubZap helps protect members' privacy by keeping personal contact information secure and within the app. ClubZap is fully GDPR compliant.

II. **Website:** The MSB website will include current information on membership, training schedules, committees, policies, constitution, etc.

III. **Email:** Committee Members may also use the official club email account to provide information about competitions, training, club events, and other official club business. Email will also be used to communicate with non-members and other associated external bodies. Communication involving children (under 18) will be directed through their Parents/Guardians.

IV. **Social Media:** The club treats all social media posts, blogs, status updates and comments 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 might bring MSB 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 social media sites and subject to disciplinary action.

7. Member's Responsibilities:

We expect our members to conduct themselves appropriately when using electronic communications to share information with other members or posting material on public websites and social media sites 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, and must not bring the club into disrepute. Coaches and others who work with children (under 18) must direct all electronic communication through the child's parent or guardian via ClubZap. Juvenile athletes (under 18 years) are not eligible to join ClubZap.

8. Conflict Resolution

I. **Address Issues Promptly:** If conflicts arise, address them promptly and respectfully. Seek to resolve issues through direct communication.

II. **Mediation:** If direct communication does not resolve the issue, seek mediation from a coach or club official.

III. **Documentation:** Keep records of significant communications and resolutions for future reference.

9. Confidentiality

I. **Respect Privacy:** Do not share personal or sensitive information without permission.

II. **Secure Information:** Ensure that any confidential information is stored securely and only shared with those who need to know.

10. Enforcement

I. **Monitoring:** Club officers will monitor communication channels to ensure compliance with this policy.

II. **Consequences:** Violations of this policy may result in disciplinary action, including warnings, suspension, or termination of membership.

11. Review

This policy will be reviewed annually and updated as necessary to ensure it remains relevant and effective.