

<i>Policy:</i> Communication Policy	<i>Policy no.</i> 2012-2013-07	<i>Date</i> June 2012	<i>Date Revised</i> July 2023
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Purpose:

To have a clear understanding of the lines of communication between parents, coaching staff and members of the WNMHA.

Everyone will refrain from making communication through personnel social media ie: (Messenger, Facebook, snap chat) to communicate with managers, coaches, convenors, or members of the WNMHA. Failure to follow proper communication procedure will result in disciplinary action.

The current systems in place for communication are outline below:

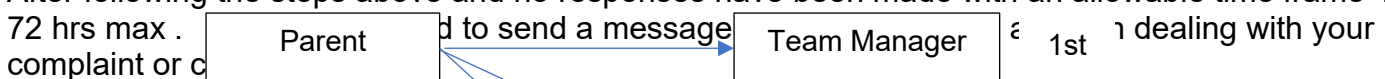
1. SportsHeads: members affiliated with teams will use the message function to communicate with team manager, coaches and convenor when required.
2. Email – emails can be sent to coaches , managers, convenors and manager liaison . This process should be use to convenor concerns and address issues.

Things to remember before sending messages:

- a) Am I sending the message to the proper person. Follow the chain of command. Sending messages to the proper person will ensure that your concern or issue is address on a timely matter.
- b) Use the 24hr rule before sending any communication relating to a complaint or a concern. Always better to take the time to think things over then in the heat of the moment.

- c) Follow the proper chain of command

After following the steps above and no responses have been made with an allowable time frame 48-72 hrs max .



In the event of a serious matter that needs immediate attention the email correspondence should

Convenor 2nd



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