



The following are some of the important details from the Club Communication Policy.

## Website

Our website is hosted at [www.shannonpaddlers.ie](http://www.shannonpaddlers.ie)

A webmaster will be appointed to provide accountability and control over material published on the club website and also on any related discussion groups or social media websites such as Facebook.

- We will aim to develop our website to include current and up to date information on events, committees, policies, constitution and rules.
- No offensive photos or content 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 publish identifying information
- We will seek feedback from members to improve the site and information shown on it.

## SMS, WhatsApp, Slack and email

Committee members and club members may use SMS, email, WhatsApp and Slack to provide information about club activities. The following guidelines apply:

- Messages should be as short as possible and about club matters.
- Members should avoid posts late at night (after 10.00 PM) unless in exceptional circumstances.
- The Club Secretary/Chairperson should be added to any WhatsApp/Slack groups created relating to club business.
- Email can be used by committee members to communicate with members when more information is required.

A number of different WhatsApp groups/Slack channels are used to help manage the different activities in the club.

### **Shannon Paddlers Oneway**

All members should be included on the Shannon Paddlers Oneway WhatsApp channel as this will be the main means for communicating to the club. All committee members must be able to post and read posts in this channel. It is the responsibility of Club Secretary to add new members to this channel. Committee members are obliged to ensure they are able to view these posts. *Any Club member who does not wish to be on this channel must nominate*



*another club member who is on the channel to represent them and ensure they get all up to date information posted. In this case they should advise the club secretary via email with the name of the person who they have agreed shall represent them.*

### **Shannon Paddlers Info**

All members are also included, by the Club Secretary, on the Shannon Paddlers Info WhatsApp channel and this is a channel where members can discuss events and trips. Discussion on this channel should be restricted to necessary information only and ideally will not usually include pictures and chat to avoid overwhelming all members with information.

### **Shannon Paddlers Pictures & Informal Chat WhatsApp**

Members are invited to join this if they wish to use a channel that is more focused on sharing club activity-related pictures and informal chat. Any pictures shared on this channel may also be used in Club Social Media Posts. For this reason, all members are required to bear in mind the general rules regarding publication of images as described in Social media policy above, before posting any images or videos into any club channel.

### **Committee Communications**

Committee communications will normally be issued via committee Whatsapp group and committee group email. On comms where input approval is requested unless a negative response is received, approval is implied, this also applies to committee meetings where non attendance is recorded.

### **Slack**

As part of an experiment, we are using Slack for Leaders only to see if it is a feasible alternative to using WhatsApp, which some people prefer not to use. After the trial period it will be decided by the committee if this is indeed a good solution for the club.

### **Zoom**

In cases where it is not possible for a meeting to be held in person, zoom can be used for wider discussions and for committee meetings.

## **Club Ethos**

The motto of the club is "Wellness on the Water" and members should bear this in mind when communicating with each other. Club members have a responsibility to behave in a considerate way towards each other, to give people the benefit of the doubt and work on the assumption that everyone in the club is working for the good of the club and with the best of intentions.

Dealing with conflicts and disagreements- the club approach is outlined in the full Communications Policy



In general, the underlying principle of all our communication has been as follows: start by believing the best of each other and if there is any doubt about the other person's meaning or motive, we begin by giving the other person the benefit of the doubt.

This outlook should take care of 90% of what might otherwise materialise into conflict or negativity without the need for any further action.

### **Responsibilities of members**

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

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.

A full copy of our Communication Policy is available if you want to request a copy.