

Water Orton & District Tennis Club Communications and Social Media Policy



This document outlines Water Orton & Districts Tennis Club's policy for communication and social media. The policy specifically addresses communication with Under 18s and the use of WhatsApp, Facebook, Twitter, emails and texts.

Communication with Under 18s

- Written informed consent needs to be obtained from parents/carers before written communications, email, group email or texts are used to communicate with U18s. Get consent from parents/carers before using either of these methods of communication with children or young people.
- Explain to parents/carers and club members the purpose and method to communicate by either text, email or both with their son/daughter.
- Only use group texts or emails and always copy in the parent/carer or the designated member of the club to all communications with young people.
- Make sure texts or emails are only in relation to specific club related activities e.g. informing young people about changes in travel arrangements, training times or venue changes etc.
- Report to the club welfare officer any instance(s) where you have received any inappropriate communications from a young person. The club welfare officer will then agree what action the club will take, notifying parents/carers and any other appropriate individuals or agencies.
- Don't use text or emails for personal conversation, sending pictures, jokes or other items of a personal nature. - Don't respond to emails from young people other than those directly related to club matters. Advise your club welfare officer of any non club related emails you receive.
- Don't use language that is directly or indirectly racist, sexist, derogatory, threatening, abusive or sexualised in tone.

WhatsApp

WhatsApp is a popular instant messaging app, which lets you send messages, images and videos to friends. You can have 1-1 conversations as well as group chats. The app is being increasingly used within tennis as a useful communication tool. This guidance recognises good practice for using the app and highlights some risks when using it.

Do

- Have a coach, committee member or manager set up the group
- Tell people what the group is/isn't to be used for
- Inform parents of its intended use
- Ensure that if players under 18 are included on a WhatsApp group that their parents are also included and that you have parents consent to include their child

- Keep language appropriate

Don't

- Assume that everyone is on WhatsApp
- Use the app to send private messages
- Use the app to deliver feedback.

Social Media including Facebook and Instagram

It is important that all members, volunteers, coaches, or anyone working on behalf of the club or in a position of responsibility are aware of this policy and agree to the following terms in order to communicate responsibly. Nominated club members will monitor the club social networking page regularly to approve pending posts and requests to join and will remove access to the page from anyone behaving inappropriately.

Water Orton & District Tennis Club's social media page(s) are not to be used as a place to meet, share personal details or have private conversations. Everyone who submits posts should:

- Refrain from publishing negative comments or pictures about the club, players, team mates, club members, or other clubs, and any controversial or potentially inflammatory subjects.
- Avoid hostile, harassing or discriminatory communications based on a person's race, sex, gender identity, national origin, colour, disability, age, sexual orientation, veteran status, marital status, religion or any other status protected by law.
- Identify all copyrighted or borrowed material with citations and links. When publishing direct paraphrased quotes, thoughts, ideas, photos or videos, give credit to the original publisher or author

The nominated club member who will monitor the club social networking page is Sarah Heaton.