

## **Belleville and District Girls Minor Hockey Communication Policy**

It is expected that members of BDGMHA will return telephone calls and emails in a prompt manner (including to fellow executive members) with an appropriate level of professionalism, courtesy and clarity.

### **Executive Member Character and Personality Profile**

- Caring
- Committed
- Team Player
- Ethical
- Fair
- Passionate
- Enthusiastic
- Responsible
- Sensitive

### **Executive Member Style, Tone and Manner**

- Knowledgeable
- Flexible
- Reliable
- Honest
- Responsible
- Professional
- Caring

All correspondence (to members, co-executives, and all others when representing BDGMHA) is to be professional, clear, honest and reader-focused.

Care should be taken to ensure that proper grammar is used and that spelling mistakes are avoided.

Review correspondence prior to sending it, to ensure that the tone you wish to convey is reflected. When in doubt, have a fellow executive member review the wording before finalizing it.

### **Email etiquette**

- Think about the content before sending
- Use proper tone, grammar and spelling
- Include a relevant subject line
- Quote from the original message when responding (where relevant)
- Use humour and irony sparingly (it can easily be misinterpreted) and never use sarcasm
- Delete anything that is unnecessary or trivial
- Do not reply to an e-mail when you are angry
- Do not use all capital letters
- Do not include graphics or generic “quotes” in your email (they can be hard to open/view)

## **Web Posting**

- Know the Privacy Policy and the Code of Conduct
- Blogging is prohibited. Game facts and statistics are admissible
- Personal opinion and negative remarks towards players, parents, facilities, officials, bench staff (of either team) is prohibited
- Be mindful that what you write will be public for a long time – protect everyone’s privacy
- Identify yourself. Make it clear that you are speaking for yourself and not on behalf of a team or other association within BDGMHA
- Do not disclose personal information about anyone other than yourself
- Do not provide any confidential information regarding the team or the BDGMHA
- Respect your audience. Don’t use ethnic slurs, personal insults, obscenity, etc.
- Do not use the website as a venue for personal grievances. Do not bring up topics that may be considered objectionable to other or inflammatory.
- Do not quote or reference others without their expressed consent
- Do not pick fights, be the first to correct your own mistakes
- Do not alter anyone else’s posts
- Try to add value.
- Provide worthwhile information and perspective.