



club gan ainm!

The No Name! Club

Communications Policy

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Communications Policy

The No Name! Club is committed to having effective communications. We are also committed to consulting with all stakeholders on a regular basis as we believe that this results in a better organisation for all. To be effective, communication and consultation has to be a two-way process.

- Important information will be communicated throughout the organisation on a regular basis through newsletters, memos, the use of e-mail and text message.
- For meetings, newsletters, memos and use of email and text messages, the No Name! Club website will be used to keep people informed of developments within the organisation.
- The organisation will consult with its stakeholders on matters of importance.
- Employees, volunteers, members and clubs are encouraged to communicate with the organisation on matters of importance to them and to use the various channels such as meetings, emails etc.
- All involved in the organisation should be aware of the importance of good and effective communication and should ensure that the method of communicating is appropriate for the persons being communicated with, and for the message being conveyed.

Internal Communication Policy

Communication is a vital part of creating and maintaining a safe and efficient workplace environment. Two of the main forms of communication used internally include both written and verbal communication.

Types of written communication used include:

- Email, text messages and letters (internal and external)
- forms, reports and memos (internal and external)
- minutes and agendas for meetings (internal)
- technical and procedural manuals, training documents (internal)

Communication Hierarchy

In all organisations there is a correct line of communication. At the No Name! Club, the first line of communication for Staff is the Line Manager. Clear lines of communication, authority and decision-making are that employees/volunteers have well-defined procedures and a consistent approach for handling all communication issues.

Communication Process

Please Note: Nothing shall prevent an important message being communicated at or to any level when urgent or required.

No Name! Club encourages good open communication and strives to ensure that all parties receive information promptly.

In local clubs, concerns should be made firstly to the Chairperson of the club. If the issue remains unresolved, it can be escalated to the Executive Programme Manager or Chairperson of the board.

Volunteers, young people and staff regularly interact with members of the board, and nothing will prevent an important message being communicated to or at any level when urgent or required.

Staff

All staff will deal direct and in the first instance with the Executive Programme Manager for all operational/employment issues.

In the event that an issue arises which cannot be resolved, the Executive Programme Manager will address it with the Chairperson of the Management Committee.

An employee has the right to escalate any issue which is not resolved following due process as outlined in the employee handbook.

Sub –Committees:

Each sub-committee will delegate a minute's secretary for their meetings. Their minutes will be read into the board meeting, and retained by the Chairperson of that sub-committee.

A copy of sub-committee minutes will be forwarded to the Executive Programme Manager, except for the management committee, who will read their minutes into the board discussion and the company secretary will retain those (board discussion) minutes.

The Chairperson of each sub-committee shall report to the board at meetings and shall consult with the Executive Programme Manager regarding staff supports and requirements for the sub-committees. It is the responsibility of the Executive Programme Manager to ensure that workloads are managed appropriately, and in the event of a conflict of priorities, the final decision rests with the Executive Programme Manager.

The Board of No Name! Club

The Board of No Name! Club will have open clear communication with all members of the organisation, however the board will communicate directly with the Executive Programme Manager regarding all operational and employment matters. The role of the Executive Programme Manager is to communicate and instruct all staff regarding the wishes and directions of the Board. It is inappropriate for a member of the board to contact a member of staff in a professional capacity unless a complaint has been escalated and the board member has been nominated by the board to resolve the issue.

How we communicate with Young People

In our social interaction with others, the words we use to express ourselves and the way we express those words in both tone and emphasis lets others sense our sincerity and respect for them and their views.

When speaking with young people, adult leaders should maintain the conversation at the appropriate level for the age and communication ability of the young member. This provides a positive experience for the young person and helps avoid causing misinterpretation of your intentions.

Adults should speak respectfully of others and never engage young people in conversations that are critical of others. It is paramount at all times that we ensure that the voice of all young people within the No Name! Club is heard, respected and valued, and that avenues are provided for young people to facilitate that communication.

How we communicate with parents/guardians

When a young person joins the No Name! Club their parents /guardians should be made aware of how the club operates and what they can expect in terms of communication from the No Name! Club in relation to their child and to group activities. A positive relationship between the No Name! Club leaders and parents/guardians should be nurtured and maintained through open communication in both directions.

Parents should be made aware of policies and procedures that operate in the club (e.g. anti-bullying policy, procedures for dealing with disruptive /challenging behaviour) as well as the No Name! Club's policy and procedures in relation to child protection.

Please note the following;

- Listen carefully to what parents say about their children.
- Ensure that parents are aware of the No Name! Club's Child Protection Policy.
- Inform parents of any accidents and how they happened. Parents understand and they will accept that bumps and scrapes occur.
- Should a difficult issue or misunderstanding arise with a parent always use calm, respectful, and supportive language when communicating with them to avoid the situation becoming confrontational. Try to ensure that a small issue does not turn into a stand-off. In this situation it is the young person who is caught in the middle and who loses out.
- The No Name! Club should be advised by the parents in advance of membership in the event that a young person has a specific medical condition of which the No Name! Club should be aware (such as; use of inhalers or Epi Pens).
- Anything you distribute to parents in writing should accurate and clearly stated. Be accurate on times, dates, locations and avoid the use of club jargon.
- For notifications, consent forms, requests and explanations of No Name! Club activities, use a format that is clear, easy to read and which is uniform.
- If you expect a response, ensure that any communication sent to parents go out far enough in advance.
- Keep a copy of written communications.

Ongoing good communication with parents develops a better understanding by parents of the positive benefits of the No Name! Club for the child and of what is expected of both the child and themselves to improve their experience within the No Name! Club.

Ensuring that parents feel comfortable to talk with club leaders will allow parents to openly voice any concerns or queries that they may have.

Information Technology and Internet Usage Policy

Continuing advances in technology, e.g. mobile phones, email, internet, have broadened the means and speed by which people can communicate and share information. These technologies have also brought the need to ensure that they are used for their positive benefits and to minimise the potential negative or harmful uses for which they can be used.

While the use of email and the internet brings many benefits to the No Name! Club, it can also pose risks, particularly where they are used outside the purposes intended for their use by the organisation or where they are used incorrectly. For this reason, the No Name! Club has written this policy for the protection of all concerned.

Each member/employee/volunteer, when using electronic resources (email, computers, mobile phone and internet) in connection with the organisation, has a responsibility to use these in a productive manner and to avoid placing the organisation and our young people at risk for legal or other liability, based on his/her use. In particular members/employees/volunteers must ensure that they do not use email, club mobile phone and/or the internet: -

- For personal gain or profit.
- For any business other than the No Name! Club, except where authorised.
- To represent themselves as someone else.
- To post or download messages that contain inappropriate, obscene, intimidating, racial, harassing, defamatory, disruptive language, imagery or otherwise that will reflect poorly on the No Name! Club.
- To access websites with sexually explicit content, with pornographic content, with a focus or content on racial issues, hate, gambling or any matter illegal.
- To provide confidential information about No Name! Club employees, volunteers, officials or club members without approval.
- To legally bind the organisation contractually, without the proper authority being obtained internally.
- For forwarding chain-mail type emails.
- For circulating written words, pictures or other material which a person may reasonably regard as offensive (this may be seen as harassment).

To access, download or send any indecent, obscene, pornographic, sexist, racist or other inappropriate material as well as the circulation of such materials will be a dismissal offence and will be dealt with accordingly. This rule will be strictly enforced and is viewed as very serious with potential liabilities arising from it.

Social Media Usage Policy

There are a number of options to communicate with individuals through web based/internet facilities using social networking sites. These pages can be viewed privately or can be open to the general public. The No Name! Club recommendations would be as follows:

- Young people must be encouraged to be careful with the type of information they post to online sites.
- Where a site (National Facebook page) is public, it should be used to transmit very general information only and is not to become a personal conversation.
- Clubs should encourage the safe use of social media sites especially where the Club uses such a site.
- Any information posted to social media sites should not contain any personal facts or details and should be positive in nature.
- Parents should understand the need for monitoring content and any public interactions involving children to be moderated.
- Young people must be actively discouraged from entering into private exchanges with unknown individuals.
- Leaders should not interact with young people on social media in any inappropriate manner.

Social Media	Policy
Facebook	<p>All club Facebook pages must be made private with viewing rights restricted to host/hostess and adult volunteers. If a club chooses to open a public Facebook account i.e. any member of the public can view, that club must first agree to follow the guidelines for public Facebook accounts as set out by the No Name! Club.</p> <p>The National Facebook account is for information about the organisation and other relevant or topical sources of information that may be of interest to our followers.</p> <p>Adult leaders should not contact young people directly or accept friend requests through their personal social media accounts and they shall not give young people access to their personal social network accounts.</p> <p>All Facebook pages should have a community policy on display, which should define a list of rules for the Facebook Page, stating what is and what is not acceptable content on their No Name! Club Facebook Page, declaring that any negative or unsolicited content will or can be deleted and the user removed from future access to the No Name! Club page.</p>
Twitter	<p>No adult should follow a personal twitter account of a young person. The National twitter account is for tweeting about the organisation and other relevant or topical sources of information that may be of interest to the No Name! Club followers.</p> <p>The National Twitter account will be administered by authorised personnel only.</p> <p>If a club chooses to open a twitter account, they must first agree to abide by the guidelines set out by the No Name! Club.</p>
YouTube	<p>All videos should be approved by club adult leaders before they are uploaded Head office is to be informed within 3 working days.</p>
Linked In	<p>Profiles should be personal and not relate to the No Name! Club.</p>
Google Plus+	<p>Profiles should be personal and not relate to the No Name! Club.</p>
Instagram	<p>No branded Images of the No Name! Club should be uploaded without approval from club leaders.</p>

Snap Chat	A National No Name! Club snapchat account will be available for the promotion of the No Name! Club. This will be a public account with the username being provided to adult volunteers to share with hosts/hostesses within their club. Individual clubs may request permission to use the No Name! Club account for special events in which the No Name! Club snapchat guidelines will have to be adhered to and this will be administered by head office. If clubs choose to open their own snapchat account they must first agree to abide by the guidelines set out by the No Name! Club.
Vine	No branded Images of the No Name! Club should be uploaded without approval from club leaders.
Ask.fm	Not an Approved Site.

In the event of a club closing, all social media is to be deleted/deactivated.

No Name! Club Facebook Guidelines

If a club wishes to set up a private (invisible to public) Facebook page, these standards should be adhered to;

1. A minimum of three committee members should have administrator rights to the account.
2. A Community Policy must be visible on the Facebook page for all Facebook members to see. The wording of this can be as follows;
 - a. Any comments deemed unsuitable or inappropriate will be removed.
 - b. Offensive language of any kind will not be tolerated.
 - c. No bullying or targeting of any kind will be tolerated.
 - d. Users who are repeatedly in breach of these standards will be removed.
3. In the event of a club closing, their Facebook account must be deactivated.

Facebook (Public Account)

If a club wishes to set up a public (visible to all Facebook users) Facebook page, these standards must be adhered to;

1. A minimum of three committee members should have administrator rights to the account, in addition to this, administration rights must be given to the communications team in the No Name! Club head office. Changes to the Facebook account will not be made by the communications team unless there is a breach in the Community Policy, in which immediate action needs to be taken.
2. A Community Policy must be visible on the Facebook page for all Facebook members to see. The wording of this can be as follows;
 - a. Any comments deemed unsuitable or inappropriate will be removed.
 - b. Offensive language of any kind will not be tolerated.
 - c. No bullying or targeting of any kind will be tolerated.
 - d. Users who are repeatedly in breach of these standards will be removed.
3. In the event of a club closing, their Facebook account must be deactivated.
4. Should negative content be posted to this account by a member of the public, the following steps should be taken:

- a. Acknowledge the individual publically stating that you will address their concerns in a private setting. This could be a private message, phone call, email etc.
 - b. Notify head office of incident.
 - c. Remove negative content following contact with the individual.
5. All content on the Facebook page should be suitable and reflect the Ethos and Values of the No Name! Club.



No Name! Club Snapchat Guidelines

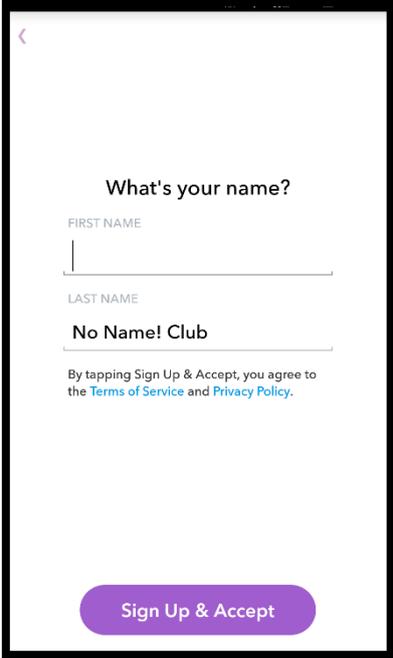
Snapchat provides clubs with the opportunity to highlight their activities in a media format that is very popular with our service users. It is a growing social media platform and has proven to be very popular due to its unique delivery style of time limited photos/videos before the message is deleted forever. Many clubs may choose to engage in this social media platform as they promote their activities. However, a higher degree of risk can be associated with youth clubs using Snapchat, due to the inability to record conversations between users. These guidelines have been created to ensure that any No Name! Clubs that use Snapchat, do so in a safe and open manor, to protect all users.

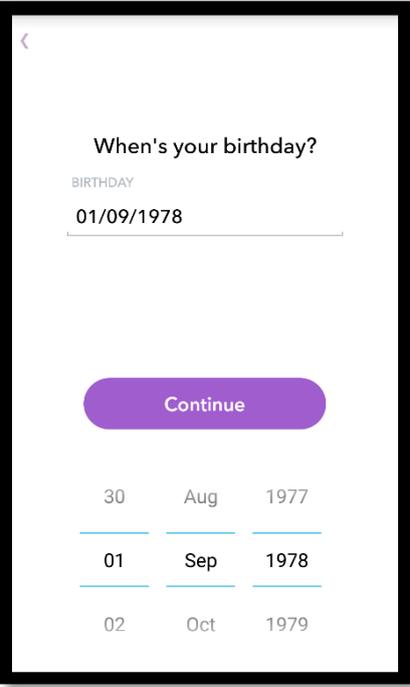
If a No Name! Club wishes to set up a Snapchat account, these standards must be adhered to;

1. A minimum of three committee members should have administrator rights to the account.
2. In the event of a club closing, their Snapchat account must be deactivated.

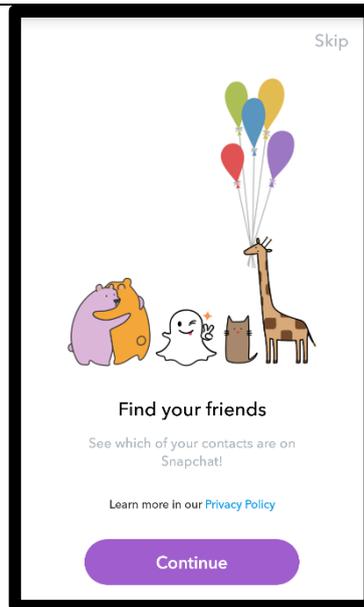
3. All content on the Snapchat should be suitable and reflect the Ethos and Values of the No Name! Club.
4. The account should be used to send public messages only to all that follow the account, with restrictions put in place to restrict incoming messages (detailed below).
5. The account should not be used for communication on a one to one level.
6. The Club account must not connect directly with members. i.e. not adding them as friends (detailed below).
7. No screenshot should be saved or redistributed.
8. Failure to comply with the guidelines may render the club subject to a sanction and closure of the Snapchat account.

Setting up the Account

<p>1) Nominate a designated person within the club to open the account.</p>	
<p>2) Ensure at least 2 other committee members are aware of account login details.</p>	
<p>3) Name the account <u>(Club Name)</u> No Name! Club</p>	

<p>4) Choose a birthday/date that is memorable to the club and make a note of it.</p>	
<p>5) Choose a user name- this should be all one word. Example KilkennyNoNameClub</p>	
<p>6) Choose a Password for the account and inform all designated committee members of the details.</p>	
<p>7) Nominate a secure email address for the account (this can be changed later if needed)</p>	
<p>8) Nominate a phone number or select skip in the top right corner</p>	

9) You will then be given the option to find friends. Clubs should **skip** this option. The skip button is located on the top right the screen.



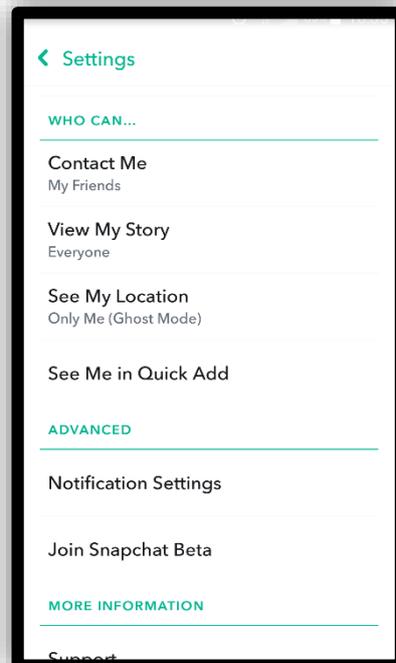
10) Once the account has been activated, please adjust the settings to restrict snapchat messages to the following:

In settings under the heading Who Can...

Contact Me: Select **My Friends**

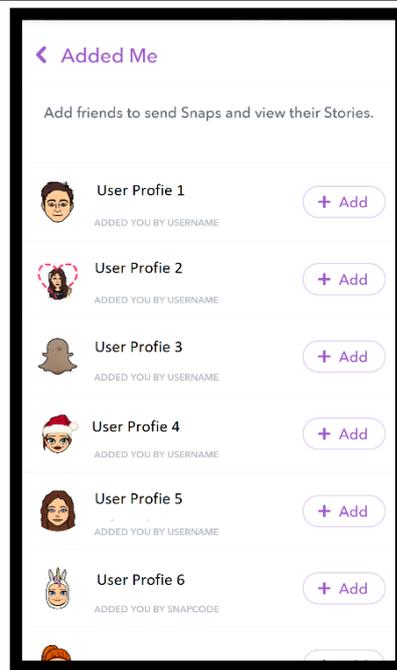
View My Story: Select **Everyone**

By selecting this option, combined with not having direct friends linked to the account, the account is now restricted to send out messages only. Snaps are visible to all who follow the account. This protects both the user of the account and young members who follow it by ensuring there is no option for direct private messages between users.



11) Inform your members of the account name so they can find and add you to their list of contacts so they can see any updates from the club.

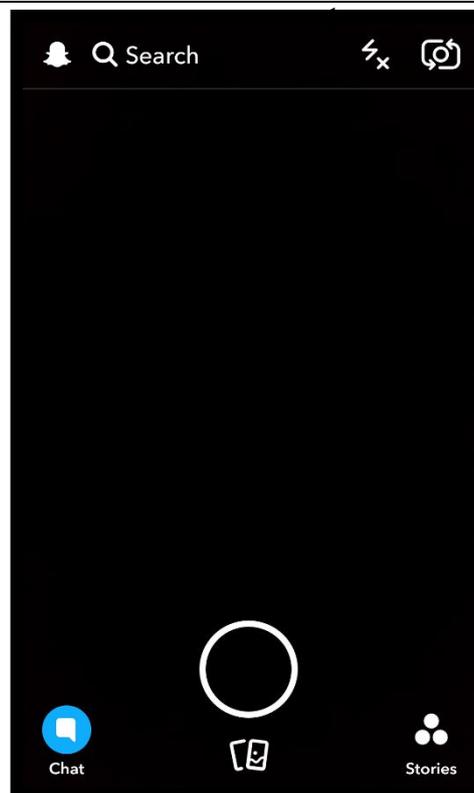
Clubs should not add friends to the account.



NO Friends should be accepted or added to the account.

12) To send out a message, user should add all snaps to “My Story”

Any user that has followed the account will now see any update from the club.



Sensible use of mobile phones

A mobile phone can be a great communication method and potentially a safety tool for everyone, including children. However, club leaders need to be aware of the potential difficulties associated with communicating with a young person via the young person’s personal mobile phone. The No Name! Club recommendations are as follows:

- Prior parental consent should be obtained for children to be contacted directly on their mobile phones about No Name! Club activities.
- If a club chooses to use a mobile phone for text messaging, we recommend that it is either a dedicated club mobile phone or a group message from a personal phone.
- If a Leader gives his/her mobile as the contact phone when on a club activity, they must ensure that the phone is constantly charged and available for the duration of the activity.

Camera Phones

- Camera phones should be used safely and responsibly. Camera phone users should respect the private lives of others and not take or distribute pictures of other people without their consent.
- Club leaders and members should not send pictures that are obscene, indecent or menacing and should be sensitive about other people's gender, colour, religion or personal background. Young people should be advised to avoid sending a picture or video to someone they don't know very well.
- Adult volunteers should be advised to consider where they allow hosts and hostesses to use camera phones.

Photographic images

Prior parental consent should be obtained for children to be photographed taking part in No Name! Club activities. All images of young people taken by staff and volunteers should be uploaded to a database within five working days and deleted from mobile phones.

Use of Email

It is advised that leaders do not email youth members as individuals when communicating information in relation to events, but do so as part of a disclosed list, having received prior permission to disclose in group email. Disclosed lists should be used for sending group information via a designated, registered and vetted adult leader. Group emails should give recipients the opportunity to have their contact details removed from the list by including a statement such as:

“If you wish to be removed from this email list please contact the administrator.”

Clubs communicating with the No Name! Club.

The Board and staff of the No Name! Club are there to help, support and provide advice and good governance for all Clubs. It is very important that clubs use the resources available to them and communicate regularly with the organisation, as this results in better outcomes for all our young people. The No Name! Club will be in contact with clubs throughout the year, as will the clubs Programme Officers who are happy to help at any time. The No Name! Club appreciates our volunteers and we are privileged to work with them.

- Clubs shall complete Part one of the Affiliation Form and return to head office with an up to date Financial Statement.
- Clubs shall provide a contact person to whom all correspondence will be sent.
- Clubs shall complete Part Two of the Affiliation Form and return to head office.
- Clubs shall hold their AGM and upload an up to date Financial Statement to the Charity Regulation Authority and changes to any of the Clubs Trustees
- Clubs shall complete, with their Programme Officer, the Health and Safety Statement, National Quality Framework standards statement and all paperwork as required by Head Office, please note that your Programme Officer will be happy to help you at any time in relation to any issue you may have.
- Clubs shall hold all sign in Sheets for seven years.
- Clubs shall inform head office of any incidents or accidents that may be brought into the public domain immediately or within 3 working days, this is to ensure that head office can offer advice and support to clubs should they require this. Where incidents may result in third party claims against the No Name! Club or any individual or member, advice from our insurers must be strictly followed. In such cases our insurers are likely to decide on what legal advice and legal advisers are to be employed.
- Care must be taken that no individual or stakeholder is liable or compromised.
- Where Garda investigation is commenced or where a child protection issue arises comment by the No Name! Club is not advised as it might jeopardise any investigation.
- Clubs shall be aware of the policies of the No Name! Club and use the club manual as a resource.
- Matters that showcase local clubs should ideally be dealt with by officers of that club.
- Where a local club is likely to receive adverse publicity, advice should be sought from head office as to the correct course of action and that advice followed.

Publicity

The No Name! Club has a responsibility to all of its stakeholders, members, staff and volunteers to manage the organisation and to prepare and plan for any eventuality that may affect the organisation or its good reputation and interests.

Communication is the key to managing any occasion, event or crisis within the No Name! Club.

The Executive Programme Manager and the Chairperson of the Board are authorised to deal with these events. They may choose to authorise a third party if required.

In the event of an issue arising, the No Name! Club will:

Inform relevant Stakeholders of the possibility of adverse publicity and work with them to manage outcomes in the best interest of both.



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