



Katy Girls Softball Association

Katy, Texas

Communication Policy

The **Communications Policy** serves as a guideline for the usage of internal and external communication within the organization, our members/families, and partners through written and verbal channels.

- All communication within the organization, our members/families, and partners will be conducted respectfully and professionally – Ensuring the language and message supports our softball community, sanctioned activities, events, information, etc. Any inappropriate language viewed as malicious, intimidating, or in a threatening manner to this policy are subject to investigation and possible removal from the Board.
- Ensure that all private information remains confidential. This includes but is not limited to official business of the Board (i.e., financial records) and personal information regarding league members, families, and board members.
- All Board positions that act as mediators of information between parents, volunteers or our partners will ensure the VP of Communications is introduced as a point of contact if the primary contact is unable to function in that capacity due to work, illness or other extenuating circumstances.

Email

- The Communications Coordinator will be the primary sender of any league-wide communication through our current website system unless otherwise approved by the President.

Social Media

- The Social Media Coordinator and/or Communications Coordinator will ensure that all messaging, photography, and images are professional, accurate and represent KGSA and its members.
- Responding to inquiries: The Social Media Coordinator or Account Administrators are the only authorized representatives of the Board that will respond/interact to Facebook, Instagram, Twitter or any other social media/group platform messaging service through the approved KGSA Accounts. Any unauthorized responses or messages will be removed.

Group Chats

- All chat rooms (GroupMe, TeamSnap, etc.) in which Board members interact with Managers, Coaches, Team Parents, etc. will be created and initiated by the VP of Communications. The VP of Communications will add the approved/appropriate Board members and will ensure our Communications Policy is enforced. Any unprofessional or abusive language will not be tolerated and is subject to removal from the group.
- Please limit any non-action items/discussions outside of normal day/night time hours (7am-9pm)

General Best Practices that are to be Utilized:

- Proofread messages before sending. Please limit/refrain from deleting posted messages when engaging others in a Group chat
- Do not initiate or engage in conversations related to politics, religion or non-KGSA related topics
- Do not disclose any personal information regarding yourself or others.