



## **Surfing Association of Nova Scotia Communication Policy**

**(First Draft - Dec 2021, Updated January 2023)**

### Primary Communication Channel:

The Surfing Association of Nova Scotia's administrators (Coordinator, Co-Chairs/President, Board Members, Members) will primarily communicate with the organization's members & surf community through the organization's website and Social Media Platforms including; Instagram (@surfnovascotia), Facebook (Surfing Association of Nova Scotia - SANS) page. In 2023 SANS will divest itself of the SANS community forum (Surfing Association of Nova Scotia – Community Forum) as a communication channel for the organization handing it over to the current administrators before changing the name to Surfing Nova Scotia – Community Forum.

Email communication by way of (surfingnovascotia@gmail.com) as well as any administrator's personal emails may be used to communicate with; Government officials, community members, volunteers, event organizers/attendees, other provincial & recreation organizations, sponsors, partners, coastal access committees, etc. When using a personal e-mail anyone representing SANS or conducting business on behalf of SANS is to cc' the organization's e-mail so a record of the communication can be logged in an appropriate file.

**\*Note: [sans@surfns.com](mailto:sans@surfns.com) is no longer an active e-mail address for the organization.**

### SANS Statements:

Any statements of a legal, sensitive or political nature made by SANS must obtain approval by Co-Chair's & Board of Directors prior to being announced to public.

### Appropriate Use of Language:

Any persons communicating on behalf of SANS, whether it be in person, through SANS' official platforms or through their personal accounts, shall always remain professional and avoid inappropriate language or tone.

Timely:

All communications on behalf of SANS should be attended to in a timely matter. There are instances where a response to a question or inquiry may need time to obtain Board approval or vote. Efforts shall be made to reply and acknowledge that the communication has been received and will be reviewed at the following Board Meeting. All messages or emails shall be replied to and acknowledged within 1 week of receipt, if possible.

Disciplinary Communications:

Any communications communicating an outcome from a disciplinary process must be sent from the main SANS e-mail as well as in letter form through the mail. Receipt of one or both forms of communication is to be confirmed within 30 days of being sent by whoever is managing the process.