



Grandragons Team Communication Guidelines

Purpose

To create consistent, respectful, and transparent communication among paddlers, coaches, captains, and the executive committee.

Good communication supports safety, teamwork, and a positive club culture.

1. Communication Channels

- **Official Channels:**
 - Primary: Team email list or WhatsApp group.
 - Secondary: In-person announcements at practice or race events.
- **Unofficial Channels:** ◦ Social media, personal texts, What's App, GD Social or direct messages may be used for casual communication only.

2. Communication from the Executive Committee

The **Team Executive** (Captain, Vice-Captain, Past Captain, Secretary, Treasurer, and two members at large) is responsible for communicating key information to members in a timely and transparent manner. This includes:

- Upcoming season and registration details
- Practice and race schedules
- Safety updates, policies, and code-of-conduct information
- Club meetings, volunteer opportunities, and social events
- Any changes to fees, membership rules, or governance decisions

Executive Communication Guidelines:

1. All official announcements will be made **in writing** via email or the team's designated platform.

2. When appropriate, the executive will summarize decisions and updates at practices or meetings.
3. Executive members will aim to respond to member inquiries within **3–5 business days**.
4. Sensitive or confidential matters (such as member conduct or health issues) will be discussed privately, not in group channels.
5. All communication from the executive will model the team's values — respectful, inclusive, and transparent.

3. Communication to the Executive

Team members are encouraged to:

- Direct all formal questions or concerns to the appropriate executive contact (e.g., Treasurer for payments, Coach for training, Captain for policy matters).
- Use email for formal issues, not group chats.
- Allow reasonable time for volunteers to reply (within 3–5 days).
- Keep messages constructive and specific.

4. Internal Team Communication

- Use team chats primarily for updates, reminders, and coordination.
- Keep tone positive and inclusive; avoid gossip or criticism.
- Refrain from posting sensitive or confidential information.
- Confirm attendance or RSVPs promptly when requested.

5. Feedback and Dispute Resolution

- Team members will raise matters of concern with other team members directly with respect and courtesy.
- Team members will raise matters of leadership decisions or communication privately with the team captain or relevant executive member.

- If unresolved, submit a written concern to all members of the Executive
- Respect confidentiality throughout the process.

6. Review

- These guidelines will be reviewed annually by the Executive Committee and updated as needed. Feedback from members is welcome to improve communication processes.