



# Sylvan Lake Lacrosse Association

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## Communication Guidelines

Sylvan Lake Lacrosse Association

### Introduction

Effective communication is essential for the success of the Sylvan Lake Lacrosse Association (SLLA). These guidelines are designed to ensure clear, respectful and productive interactions among all members of our community, including players, coaches, parents, officials and volunteers.

### General Principles

- **Respect and Courtesy:** All communication should be conducted respectfully and courteously. Personal attacks, harassment, or inappropriate language will not be tolerated.
- **Clarity and Precision:** Be clear and concise in your messages. Ensure that your communication is easily understood and to the point.
- **Timeliness:** Respond to communications promptly. Aim to reply within 48 hours during the season and within a week during the off-season.
- **Confidentiality:** Respect the privacy of all members. Do not share personal information without consent.

### Communication Channels

- **Email:** The primary mode of communication for official SLLA business. Check and respond to emails regularly.
- **Website:** The SLLA website will be regularly updated with important information, including schedules, announcement and resources.

- **Social Media:** Used for general updates, highlights and community engagement. Follow SLLA's official social media channels and adhere to the social media policy.
- **Meetings:** Face-to-face or virtual meetings for detailed discussions, planning and conflict resolution. Attend scheduled meetings punctually and participate actively.
- **Instant Messaging:** For urgent matters or quick updates, use agreed-upon platforms (e.g. WhatsApp, SMS). Keep messages brief and professional.

## Specific Guidelines

### For Players

- **Respect:** Show respect to coaches, teammates, officials and opponents at all times.
- **Responsibility:** Communicate availability for practices and games promptly.
- **Feedback:** Provide constructive feedback and be open to receiving it.

### For Coaches

- **Leadership:** Set a positive example through clear and respectful communication.
- **Instruction:** Provide clear instructions and constructive feedback to players.
- **Parents:** Communicate regularly with parents regarding their child's progress, team events and any issues.

### For Parents

- **Support:** Encourage and support your child positively. Avoid criticizing players, coaches or officials.
- **Engagement:** Stay informed about team activities and events. Communicate any concerns directly with coaches in a constructive manner.
- **Volunteer:** Participate in volunteering opportunities and communicate your availability.

### For Officials

- **Professionalism:** Maintain a professional demeanor in all interactions.
- **Clarity:** Provide clear expectations of decisions when appropriate.
- **Conflict Resolution:** Handle disputes calmly and follow the established procedures for conflict resolution.

### For Volunteers

- **Commitment:** Honor your commitments and communicate any changes in your availability as soon as possible.
- **Collaboration:** Work cooperatively with other volunteers and SLLA members.
- **Positive Representation:** use social media to positively represent SLLA and its values.
- **Privacy:** Do not share personal information or images of members without consent.
- **Official Accounts:** Only designated individuals should post on behalf of SLLA's official accounts.

## Conclusion

Adhering to these communication guidelines will help foster a positive and supportive environment within Sylvan Lake Lacrosse Association. By respecting each other and communicating effectively, we can ensure the continued success and enjoyment of lacrosse for all our members.