

Good Practice when Communicating with Young People



COMMUNICATION WITH YOUNG PEOPLE

- When communicating with young people it is recommended that you:
 - contact players only when necessary
 - if players need to be contacted urgently i.e. a change in training arrangement, set up a 'grapevine' system
 - copy parents into written communication (i.e. letters or emails)
 - speak with a player and their parents if there is a need to communicate information in relation to playing, training or competition
 - clearly state the club's policy on communication, including social media (see guidance below) with young people and their parents / carers.
- You should avoid:
 - contacting a young person unnecessarily
 - contacting young people by phone, text or email should never be undertaken without parental consent.
 - emailing young people directly as individuals (can be done as part of a disclosed list, once permission gained to do so).
 - using text as a medium of contact with a young person individually
 - making or receiving calls on a mobile phone during training or at competition (coach). It is inappropriate to compromise the safety of a session.
 - emailing one young person without copying in parents, other players or club members
 - allowing any young person to be part of your personal social networking sites.

DO'S AND DON'TS FOR THE USE OF SOCIAL NETWORKING SITES

England Hockey recognises the use of social networking sites to allow people to engage, connect and disseminate information virally to a network of individuals. Whilst these technologies provide exciting opportunities, if they are misused they can have negative consequences. It is therefore important for anyone who has a position of trust over young people within hockey to give careful consideration to their use of social networking sites.

The following is some guidelines to consider when using social networking sites:

DO

- Use social networking to engage your hockey club with young people.
- Set up your club as a 'Page' rather than a personal profile.
- Consider the age of the people you will be interacting with (the minimum age for most sites is 13).
- Involve parents/carers with parental responsibility in communication with young people.
- Protect yourself, your privacy and all confidential information.
- Be clear to users what the site is and isn't to be used for.
- Include good practice use as part of your club code.
- Promote positive communication.
- Ensure users are aware of the clubs reporting procedures.
- Ensure you are consistent in dealing with any inappropriate use.
- Always act in accordance with the England Hockey's Safeguarding policy, procedures and good practice guidelines.

DON'T

- Use a personal social network profile to engage with young people in hockey.
- Accept friend or follower requests on your personal account if:
 - o You are in a position of trust in respect of that young person.
 - o You hold a position of trust in the club.
 - o Your contact with the young person is through the club and consent from the parent/guardian has not been given.
- Post information that you don't want everyone seeing.
- Use social networking to abuse or criticise another club or association member.
- Use inappropriate language or humour, or link to any unsuitable content.
- Use photos of young people without gaining written consent from the player and parents/legal guardians.

**Remember Think before you post! -
What is illegal offline is also illegal online.**

England Hockey provide additional guidance on social networking see '**Think before you post**'.