



Cambridge University Real Tennis Club

Communicating with Under-18s and Vulnerable Adults Policy

Professionals, markers, volunteers and committee members

Overview

This policy document outlines the acceptable use of communication and social networking between professionals, markers, volunteers and committee members with child or vulnerable adult club members.

Acceptable Conduct

Professionals, markers, volunteers and committee members of age 18 or above must not:

- Communicate directly with an individual member aged under-18 on a one-to-one basis via text message, social networking, email or any other electronic means. This includes written, photographic and video forms of communication
- 'Friend' or link in any other way with the social networking profile of an individual member aged under-18.

One-to-one communication is permitted in the following exceptional circumstances:

- In emergency situations
- Via telephone if the call is witnessed/recorded wherever possible
- To 16 and 17 year olds with parental consent and copies of all correspondence sent to the welfare officer/senior club official.

Best Practice

Should professionals need to contact under-18 club members:

- Communications should be via the members' parent(s)/carer(s) and the content should not be of a personal nature

- Where necessary, only contact members en mass with contact information hidden from recipients (eg using BCC)
- Make communications impersonal, professional and, where possible, final – without inviting response
- If communication is needed with a child for training purposes, this must only occur in 'group' messages, which can be seen by the child and the child's parent(s).

All professionals and committee members within the club must enforce the following:

- Participants must not use mobile phones or other communication devices in sessions
- Posts by the club on social networks must not be of a personal nature or one-to-one
- Professionals and committee members should 'post' as the club and not as an individual where possible
- Inform the appropriate welfare officer(s) of any breaches of this policy by any adult professionals, markers or volunteers
- Encourage responsible use of social networking and communications within the club by all members.

More Information

Contact your club Welfare Officer, whose name and contact details are given on the Welfare Officer poster on the noticeboard, and on the website www.curtc.net/wp/membership/#welfareofficer