

Rugby Alberta Communication Protocol

As is the case with all not-for-profit organizations determining the communication protocol can be a daunting task. There are several levels of communications that need to be dealt with on an ongoing basis and limited staff to handle these tasks. Rugby Alberta recognizes the importance of effective and accurate communications and therefore has outlined the following protocols.

Rugby Alberta to Clubs/Clubs to Rugby Alberta

Rugby Alberta relies heavily on the sub unions of RAMOA, AJRA, CRU, and ERU to communicate issues, strategies, plans and ideas to their club members. Therefore:

- A representative from each association will be represented on the Rugby Alberta Board of Directors and will be expected to communicate the minutes of each meeting to their membership through their website, monthly and/or Annual General Meetings or other means that they see fit.
- Rugby Alberta will produce a newsletter that will be placed on the website and emailed to those who register on our website to receive it as well as to each club president, Rugby Alberta Board member and sub union representatives. This newsletter will be produced by the Edmonton office staff and be released a minimum of once per month. Clubs, members, staff, board members unions are encouraged to submit articles to the Edmonton office for inclusion. Rugby Alberta will have the final say as to what will be distributed through their newsletter.
- Rugby Alberta requests that each club, sub union, (RAMOA, AJRA, ERU, CRU) submit their minutes to Rugby Alberta simply as an additional communication tool.
- Communication pertaining to the general administration of the Rugby Alberta office or administration on behalf of a club or organization should be sent to the Rugby Alberta office in Edmonton either by phone or email.
- If the communication is program specific the communication should be sent to the chairman of that committee (listed on our website) and or the president. Members should feel free to contact the Rugby Alberta office for the proper line of communication if unsure.

Rugby Alberta to Rugby Canada/Rugby Canada to Rugby Alberta

Communication to and from Rugby Canada is important and of course valuable. Conference calls, telephone conversations, email and regular mail is distributed on a regular basis and often is lost in the paper shuffle of the day. In an attempt to streamline the continuous flow of information to and from Rugby Canada the following will apply:

- All conference call meetings will involve the President of Rugby Alberta and/or his delegate.
- Minutes from any meetings (phone, email or in person) will be documented and filed in the Edmonton office.
- When individuals are communicating with Rugby Canada the president of Rugby Alberta should be cc'd on all correspondence
- If the communication is a phone call a follow up email should be recorded outlining the discussion with a copy sent to the President of Rugby Alberta, and to the person within Rugby Canada the initial discussion was with, e.g. "The following is my understanding of the conversation that we had today"

Board of Directors to Staff/Staff to Board of Directors

1. Membership Concerns regarding staff

- Any member of Rugby Alberta (including Board Members) wishing to discuss staffing issues should direct their concern to the President of Rugby Alberta. If that is not possible or is not desirable than the Treasurer shall be the designated authority to handle staffing issues. Those issues will be taken to the Board of Directors for further discussion and a follow up letter outlining any decisions will be sent to the individual as well as a copy being kept on file in the Edmonton office.
- In the case of the Board of Directors having to take disciplinary action towards staff and or volunteers, two members of the Board of Directors will speak to the individual face to face with a follow up letter being sent to the individual and a copy being kept on file in the Edmonton office. This directive will be given by a majority of the Board of Directors.
- Matters regarding discipline outside of the above shall be covered in the "Staff" Policy & Procedure and at all time the laws of the Province will be adhered to.

Staff having issues with Board Members or other Members

- Staff will follow the above protocol whereas they will report their concern in writing to the President/Secretary. The Board of Directors will, at its next Board meeting, discuss and plan a course of action (if that is necessary) and report back to the staff person in writing with the outcome.

Rugby Alberta Committees

- A committee shall be formed under a directive of the Board of Directors
- One member of the Board of Directors will be appointed as chair for that committee. In addition, the President will be an ex officio of all committees.
- Communication from Committee meetings whether the meeting is by conference call, email, or in person shall be recorded and distributed through the next Board meeting by the official Chairman of that committee. In the absence of the Chairman of the committee the President will be brought up to date and will report to the Board of Directors.
- Staff members are not Chairman of any committees and therefore do not call meetings, or initiate conference calls but are deemed an important resource tool for that committee. Staff can, if asked to do so, record the minutes of the committee meeting for distribution to the Chairman of the committee.
- The Board of Directors will discuss and make a motion to accept or deny the report and/or suggestions from the committee.
- Standing committees should be formed each year with a minimum of the following:
 - Finance
 - Rules and Regulations

Media Communication

Media relations are an important marketing and communication tool.

- Press Releases will be issued within 7 days of Long lists being finalized for Rep Teams
- A second press release will be sent when Short lists are finalized for Rep Teams
- A press release will be issue indicating the outcomes of all Championship Tournaments including: Senior Women, Rep Team, Alberta Cup etc.
- These press releases will include individual names and their club affiliation.
- These press releases will be prepared by the Rugby Development officer and issued within 7 days of the information being finalized. Press releases will also be sent to the Edmonton office for inclusion in the newsletter and/or website.
- Media from the hometowns of the participants should be included in the distribution list.
- All other media releases pertaining to Rugby Alberta events will be prepared by the individual (or their delegate) and sent to all relevant media. A copy of these releases should also appear on the Rugby Alberta website.