



Carleton Place Soccer Club Inc.

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Policy #17-2013

Social Media Policy

The Carleton Place Soccer Club Social media and Guidelines

This policy is meant to provide some guidance in the publication of and commentary on social media by volunteers, employees and members of the Carleton Place Soccer Club. For the purposes of this policy, social media means any facility for online publication and commentary, including but not limited to blogs, social networking sites such as Facebook, LinkedIn, Twitter, Flickr, and YouTube. Club volunteers, employees and Members are free to publish or comment via social media in accordance with this policy.

All uses of social media must follow the same ethical standards that the Club would otherwise follow.

Confidentiality (Directors)

It's perfectly acceptable to talk about the Club and what the Club is doing within the Community, your work, and have a dialog with the community, but it's not okay to publish confidential information. Confidential information includes things such as unpublished details about our financial information, upcoming projects, membership, research, and Board Meetings.

Protect your own privacy

Privacy settings on social media platforms should be set to allow anyone to see profile information similar to what would be on the club website. Other privacy settings that might allow others to post information or see information that is personal should be set to limit access. Be mindful of posting information that you would not want the public to see.

Transparency/Honest

Do not blog anonymously, using pseudonyms or false screen names. We believe in transparency and honesty. Use your real name, be clear who you are. Do not say anything that is dishonest, untrue, or misleading. If you have a vested interest in something you are discussing, point it out. But also be smart about protecting yourself and your privacy. What you publish will be around for a long time, so consider the content carefully and also be cautious about disclosing personal details.

Respect copyright laws

It is critical that you show proper respect for the laws governing copyright and fair use or fair dealing of copyrighted material owned by others; including the Clubs own copyrights and brands.

Respect your audience, the Club, and your colleagues

The public in general, and the Club employees, volunteers and members, reflect a diverse set of customs, values and points of view. Don't be afraid to be yourself, but do so respectfully. This includes not only the obvious (no ethnic slurs, offensive comments, defamatory comments, personal insults, obscenity, etc.), but also proper consideration of privacy and of topics that may be considered objectionable or inflammatory - such as politics and religion.

Protect our customers, business partners and suppliers

Members and partners should not be cited or obviously referenced without their approval. Never identify a member and partner by name without permission and never discuss confidential details of a customer engagement. It is acceptable to discuss general details about kinds of projects and to use non-identifying pseudonyms for a customer (e.g., Customer 123) so long as the information provided does not violate any non-disclosure agreements that may be in place with the member or make it easy for someone to identify the member. Your blog is not the place to "conduct business" with a member or partner.

Controversial Issues

If you see misrepresentations made about the Club in the media, you may point that out. Always do so with respect and with the facts. If you speak about others, make sure what you say is factual and that it does not disparage that party. Avoid arguments.

Be the first to respond to your own mistakes

If you make an error, be up front about your mistake and correct it quickly.

Think About Consequences

For example, consider what might happen if a Club Member is in a meeting with a member or partner, and someone on the customer's side pulls out a print-out of your blog and says "This person at the Club says that member sucks." Saying "Project X needs to have an easier learning curve for the first time user" is fine; saying "Project X sucks" is risky, unsubtle and amateurish. Once again, it's all about judgment: using your blog to trash or embarrass the Club, our customers, or members, is dangerous and ill-advised.

Disclaimers

Many social media users include a prominent disclaimer saying who they work for, but that they're not speaking officially. This is good practice and is encouraged, but don't count on it to avoid trouble – it may not have much legal effect. Wherever practical, you must use a disclaimer that states while you're a member, work or volunteer for the Club, anything you publish is your personal opinion, and not necessarily the opinions of the Club.

Social Media Tips

The following tips are not mandatory, but will contribute to successful use of social media.

- a. The best way to be interesting, stay out of trouble, and have fun is to write about what you know. There is a good chance of being embarrassed by a real expert, or of being boring if you write about topics you are not knowledgeable about.
- b. Quality matters. Use a spell-checker. If you're not design oriented, ask someone who is whether your blog looks decent, and take their advice on how to improve it.
- c. The speed of being able to publish your thoughts is both a great feature and a great downfall of social media. The time to edit or reflect must be self-imposed. If in doubt over a post, or if something does not feel right, either let it sit and look at it again before publishing it, or ask someone else to look at it first.

Enforcement

Enforcement is a difficult issue to implement and enforce. It is the responsibility of all members, Club Directors, Volunteers and Employees to ensure they are mindful in what they are posting to any Social Media site, personal or public. If any infractions are observed it is recommended that it is sent to the Club's Administrator with as much detail as possible so it can be dealt with quickly and effectively by the clubs Board of Directors.

Policy Voted Accepted at the Board of Director's meeting:

EMAIL VOTE, 21/22 MARCH 13

Policy Signed by: Bradley Simpson on 22 MAR 13
Bradley Simpson, President Date

Policy Signed by: Mark Dorland on 22 MAR 13
Mark Dorland, Secretary Date