

DONNER SWIM CLUB

COMMUNICATION POLICY

2026–2027 Membership Year

Clear, timely, and appropriate communication is essential to athlete development and Club operations.

Donner Swim Club uses designated communication channels for team information, athlete-specific communication, schedules, meet information, and other Club business. All communication involving minor athletes must comply with current USA Swimming Safe Sport and Minor Athlete Abuse Prevention Policy (MAAPP) requirements.

1. Official Club Communication

Donner Swim Club will designate official communication platforms for Club and team communication.

Families are responsible for:

- maintaining accurate contact information;
- monitoring the Club's designated communication platforms;
- reviewing information distributed by the Club; and
- notifying Donner Swim Club when contact information changes.

The Club may change or add communication platforms when reasonably necessary. Families will be informed when an official communication method changes.

Current designated platforms:

- **Commit:** primary team communication, schedules, meet information, registration, and Club announcements;
- **Email:** formal, administrative, financial, and athlete-specific communication; and
- **Team Website:** official source for Club policies, schedules, team information, member resources, and other information intended for ongoing reference.

Information communicated through an official Club channel is considered provided to the family.

2. Coach, Athlete, and Parent Communication

Athletes should become increasingly involved in communication about their own development as age and maturity allow.

Questions involving training, athlete development, expectations, goals, or other athlete-specific matters should generally be directed to the athlete's coach.

Parents remain responsible for matters involving:

- registration;
- billing;
- transportation;
- scheduling;
- medical information;
- consent;
- significant participation decisions; and

- other matters requiring parent or legal guardian involvement.

Older athletes are encouraged to communicate directly with coaches about appropriate training and competition matters rather than relying exclusively on parents.

3. Communication With Minor Athletes

Electronic communication between Adult Participants and Minor Athletes must comply with the current USA Swimming MAAPP. The complete current MAAPP is the controlling standard for electronic communication involving Minor Athletes.

Among other requirements:

- electronic communication must be professional in nature;
- one-on-one electronic communication with a minor athlete must include the athlete's parent/legal guardian or another adult family member unless a MAAPP exception applies;
- when an Adult Participant communicates electronically with a group of minor athletes, another Adult Participant must be included;
- Adult Participants may use only communication platforms that allow communication to remain open and transparent; and
- applicable MAAPP restrictions on social-media connections and direct messaging must be followed.

If a minor athlete privately contacts a coach or other Adult Participant, the adult remains responsible for bringing the response into compliance with MAAPP.

The current USA Swimming MAAPP controls if its requirements differ from or are more restrictive than this policy.

4. Communication Hours

Electronic communication involving minor athletes must occur within the hours permitted by current MAAPP.

Under the current 2025 MAAPP, electronic communication may generally be sent only between **5:00 a.m. and 10:00 p.m. local time where the minor athlete is located**, except for emergency circumstances or during competition travel.

Donner Swim Club encourages routine communication to occur during reasonable daytime and evening hours whenever practicable.

5. Social Media and Private Messaging

Official Donner Swim Club social-media accounts may be used for team information, recognition, promotion, and other legitimate Club purposes.

Coaches, staff, and other Adult Participants must comply with current MAAPP requirements concerning personal social-media relationships and communication with minor athletes.

Personal social-media accounts, disappearing-message applications, or private direct messages must not be used to circumvent Safe Sport or MAAPP requirements.

Athlete or parent interaction with official Donner Swim Club social-media accounts does not replace the Club's designated channels for athlete-specific, administrative, or time-sensitive communication.

6. Communication Expectations

Communication between athletes, parents, coaches, staff, and Club leadership should be:

- respectful;
- direct;
- accurate;
- relevant to the issue being discussed; and
- consistent with the Parent & Athlete Standards and other Club policies.

Questions, disagreement, and requests for clarification are appropriate.

Harassment, threats, abusive language, repeated hostile communication, or communication intended to undermine or disrupt Club operations may be addressed under applicable Donner Swim Club policies.

Coaches are not expected to respond immediately to non-urgent communication.

Parents should avoid attempting to resolve substantial athlete-specific concerns while coaches are actively supervising practice or competition.

7. Group Chats and Team Messaging

Group messaging involving athletes must use Club-approved communication methods and comply with current MAAPP requirements.

Group chats should be used for legitimate team purposes such as:

- schedules;
- reminders;
- meet information;
- training information;
- team logistics; and
- appropriate athlete-development communication.

Group communication should not be used for bullying, harassment, inappropriate content, exclusionary behavior, or unrelated disruptive discussion.

The Club may remove individuals from a group communication channel or restrict its use when necessary to maintain appropriate communication or comply with Safe Sport requirements.

8. Urgent and Emergency Communication

Urgent schedule changes, facility closures, weather issues, meet changes, or other time-sensitive information may be communicated through any appropriate official Club channel.

Emergency circumstances may require communication outside normal procedures or communication hours.

Safety takes priority over routine communication procedures.

9. Requests to Limit Electronic Communication

Parents or legal guardians may exercise any rights provided under current MAAPP regarding electronic communication with their minor athlete.

Current MAAPP permits a parent/legal guardian to request in writing that their minor athlete not be contacted electronically by the Club or an Adult Participant, subject to applicable emergency exceptions.

Families requesting such a limitation should notify the Head Coach in writing so that appropriate communication arrangements can be established.

10. Concerns and Reporting

Concerns about routine communication should generally follow the Donner Swim Club Grievance Reporting Policy.

Suspected Safe Sport or MAAPP violations may be reported directly through the appropriate Safe Sport reporting process and do not need to proceed through the normal Club communication pathway first.

Retaliation for making a good-faith communication or Safe Sport concern is prohibited.

11. Relationship to MAAPP

This policy supplements, but does not replace, the current USA Swimming Minor Athlete Abuse Prevention Policy.

USA Swimming requires member clubs to implement MAAPP in full, including its electronic communication requirements.

When current MAAPP requires a different or additional procedure, **MAAPP controls**.

Relationship to Other Club Policies

This policy supplements the:

- Donner Swim Club Membership Agreement
- Parent & Athlete Standards
- Grievance Reporting Policy
- Current USA Swimming Safe Sport and MAAPP requirements

When this policy differs from or is less restrictive than an applicable MAAPP requirement, the current MAAPP controls.