

Lindsay Park Yacht Club (LPYC) Communication Protocols

1. Internal Communication

a) Chain of Command – (See website for names and contact information)

- **Commodore** – Provides overall leadership and oversight of club communications.
- **Vice Commodore** – Assists the Commodore and assumes leadership in their absence.
- **Rear Commodore** – Oversees specific operational areas and reports to the Vice Commodore.
- **Treasurer** – Manages financial communications and reporting.
- **Secretary** – Handles official documentation, meeting minutes, and correspondence.
- **Board of Directors** – Oversees various club operations and reports to the Commodore.
- **Committee Chairs** – Lead specific committees and coordinate with relevant directors.
- **Volunteers & Staff** – Report to their respective committee chairs or designated leaders.

b) Regular Meetings

- **Board of Directors Meetings** – Monthly meetings involving club leadership to discuss strategic and operational matters. Per board determination, board meetings are on the second Monday of each month.
- **New Board Members** - Orientation will occur at the April Board Meeting
- **Committee Meetings** – Scheduled as needed, chaired by Committee Chairs.
- **Staff Meetings** – Bi-weekly meetings led by the Club Manager for operational updates.

c) Reporting and Documentation – held in binder for member review. Located in Clubhouse

- **Meeting Minutes** – The Secretary records and distributes minutes within one week of meetings.
- **Monthly Treasures Report**
- **Monthly Reports** – Directors and Committee Chairs submit reports to the Commodore and Vice Commodore.
- **Annual Meeting** – the 3rd week in March.
- **Annual Reports** – Summarized reports presented at the Annual General Meeting.

d) Communication Tools

- **Email** – Primary mode of formal communication among members, staff, and committees. Contact information can be provided on the LPYC.org website or provided to club Manager
- **Messaging Apps** – For quick, informal coordination (e.g., Slack, WhatsApp).

- **Bulletin Boards** – Physical and digital boards for key announcements.
- **Newsletters** – Weekly and Monthly updates sent to members covering events, announcements, and important notices.
- **On line updates** -LPYC.org calendar of events

2. External Communication

a) Media Relations

- **Spokesperson** – The Commodore is the primary media contact; the Vice Commodore or another designated representative serves in their absence.
- **Press Releases** – Must be approved by the Commodore and coordinated by the Secretary.
- **Media Inquiries** – Direct all inquiries to the Commodore or designated spokesperson.

b) Public Relations

- **Social Media** – Managed by the Club Manager under the direction of a designated Director. Content must align with LPYC’s values and mission.
- **Website** – Updated regularly by the Webmaster or IT Committee with club news and event details.
- **Public Events** – Organized by the Events Committee and overseen by the Rear Commodore. Public announcements require approval from the Commodore.

c) Member Recruitment and Engagement

- **Member directory**- LPYC may choose to develop a member directory as outlined in the Bylaws – not to be used for solicitation
- **Open Houses** – Hosted periodically and promoted through local media, social media, and the club website.
- **Community Outreach** – Engage with the local community through events, partnerships, and volunteer initiatives.
- **Promotional Materials** – Flyers, brochures, and other materials require approval from the Marketing Committee and Commodore before distribution.

3. Communication Protocols

a) Internal Communication Guidelines

- **Respect and Professionalism** – All communication should be conducted with courtesy and professionalism.
- **Timeliness** – Respond to communications within 48 hours.
- **Confidentiality** – Sensitive matters must remain private within appropriate channels.

b) External Communication Guidelines

- **Consistency** – Public messages should align with LPYC’s mission and branding.
- **Accuracy** – Verify all information before dissemination.
- **Transparency** – Keep members informed about significant changes or issues.

c) Emergency Communication Protocols

- **Emergency Contact List** – Maintain an updated list of key contacts.
- **Notification System** – Use text alerts, phone trees, or mass emails for urgent messages.
- **Crisis Management Team** – Led by the Commodore to coordinate emergency responses and communication.

4. Summary

By adhering to these communication protocols, LPYC ensures clear, professional, and consistent communication within the club and with external stakeholders. This structure fosters member engagement, strengthens community relations, and maintains the club’s positive reputation.