

CENTRAL MAINE TWIRLING CORPS

Communication Policy

Due to the nature of our program and the geographic span of all who participate, efficient and clear communication is a big part of making the Central Maine Twirling Corps work, and creating the best possible experience for your child. That said, the volume of channels through which people now can and do communicate can quickly become very time consuming and burdensome for the Director and coach (and parents, too!), undermining the intent of quick and clear communication. For this reason, a communication policy has been established for the Central Maine Twirling Corps program. We do everything we can to make this easy on families; however, being attentive to and reading notices and emails, knowing what is going on and where to find information when needed is the responsibility of each family. Thank you in advance for your support and respect of this policy, and help in ensuring instructors are able to spend the most time and energy twirling with our twirlers!

Website: The "Current Members" section of the Central Maine Twirling Corps website is just for you! This is updated when information changes, and will have the most current schedules, announcements, materials and reminders for twirling classes (for example, due dates and Recital dates). Please bookmark this page and use it for the most up to date information. Your password for this site is provided to you upon registration. If something arises that warrants a change to this password during the season, this will be communicated to you. If you have trouble accessing this element of the site, please let Andrea know.

Class Emails: Class information is distributed via email, usually the last week of a twirling month for Capital and River City Twirlers, and include payment reminders, schedule updates, information for upcoming events, etc. Look for the subject "Twirling Class Reminders and Updates" in your email! © Additional emails are sent only in urgent situations, or as reminders in close proximity to a performance or event. Please read these emails carefully and note important dates and updates!

Email: Email is used from the coach to the Central Maine Twirling Corps for class or performance reminders, unexpected changes for performances or events, or other forms of mass messaging in between classes. In providing an email address, please use one that you check frequently to ensure you do not miss timely information.

****Email should NOT be used as a means of engaging in conversation with the Director or coach.**** I thank you in advance for reserving email for quick questions ("Can you order Sammy tights?") or notes ("Katie is sick and will not make it to class this week"). Please do not use email for lengthy notes, startling or sensitive news, or topic/concerns that deserve a back and forth discussion. For anything more than a few sentences, I do prefer and respectfully ask that you call me or talk to me in person rather than email as it saves time, stress and potential miscommunication or misunderstanding. Please also note that most of my email responses are sent via cell phone, which is not conducive to thoughtful and effective communication.

Email is not checked daily. Time sensitive information should always be communicated in person or by phone. Thank you!

Phone Calls and Messaging: You can reach me by phone during the week; however, please keep in mind that I do work full-time in addition to coaching four days a week (Tues-Thurs, Sat). All messages will be returned as soon as possible. For urgent or emergency situations, you can reach me on my cell phone at (603) 401-2747. Older twirlers may also contact me via text message for quick items (again, lengthy or sensitive conversations should be phone calls or discussions before/after practice). *For twirlers in classes taught by Junior Instructors, all communication should still be directed to Andrea as all information is usually standard for all classes involved in the program (Instructors are there to teach and have fun with your twirler! ☺) Should a need, question or problem arise, it can be most quickly addressed and resolved by speaking to Andrea.*

Remind: We use the Remind app/system for quick mass program-wide communication including class reminders, and urgent information (health information, performance cancellations, snow emergencies, etc.) that arise between class emails. These alerts can be received via email or text message, whichever is preferred by the family. [Instructions for utilizing this technology are included on our website.](#) Only subscribers will receive this information.

BAND: Main-E-Act team members and parents utilize the BAND app for team specific reminders, schedules, updates while traveling, and other urgent updates that arise between weekly team emails.

Social Media: Central Maine Twirling Corps' official social media platforms (Facebook, Twitter and Instagram) are strictly for the purposes of promoting the sport of baton twirling, the Central Maine Twirling Corps program, and the community engagement/involvement of our twirlers and twirling families. Internal information such as class announcements, performance and/or program information will not be communicated via social media.

Overall, thank you for your help and for always being thoughtful, respectful and considerate in your communication and correspondence with the Director and all CMTC instructors – it does make a big difference! ☺