



**The Western District  
of The Alliance Canada**

# **Social Media Policy and General Communication Guidelines**

Created by: Cindy Bartlett, Ministry Safety & Risk Consultant  
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WCD Operations: Safe Church Ministry



## Form Template:

[CHURCH LOGO]

[NAME OF CHURCH]

Social Media Policy and General Communication Guidelines

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Relationships between children and ministry personnel are to be conducted within the parameters set by the church. Communication outside of scheduled programs should only occur with parents' knowledge and, when possible, with the participation of the parent, guardian and/or caregiver.

Church members and Ministry Personnel (volunteer leaders) are encouraged to demonstrate and model purity, integrity, transparency, and accountability in all communications.

## General Communication Guidelines

- When communicating by phone, include parent, guardian or caregiver on the call whenever possible.
- All email communication must copy parents, guardian and/or caregiver and the ministry lead.
- Communication on Instagram, Snapchat, Facebook messenger, or other online social networks should be avoided for the protection of the child, youth, and ministry personnel.
- Private one-to-one messaging should be avoided.
- Communication with youth should occur only (8:00 a.m. – 9:00 p.m.), unless related to a ministry event.
- Avoid social media apps where messages disappear.
- All communication must be:
  - With parent, guardian or caregiver and ministry leader knowledge and **written approval**
  - Used for communication of information only
  - Not used for intimate conversations, during school hours, or late at night

## Age-Specific Guidelines

- **Children 12 years of age and under**  
Email or text communication with children aged 12 and under is **prohibited**.
- **Youth 13 years of age and older**  
Communication via social media, phone, or texting is permitted **only under the following conditions**:
  - a) Communication with a youth via phone, email, text, Instagram, Snapchat, Facebook Messenger, or other social media platforms must have **written parental permission** and will be closely monitored.
  - b) To avoid isolation in online communication, **one of the following must occur**:

- i. Ministry Personnel may communicate with youth via email with written parental permission, and **parents must be copied on all communications;**  
**or**
- ii. If Ministry Personnel communicate with youth via email, text, or social media without copying parents, **another Ministry Personnel must be included** in the communication; **or**
- iii. Communication may occur using a **public social media option** (e.g., wall-to-wall posts, church-owned pages or accounts). In all cases, **parental permission is required** to contact youth directly

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Ministry: \_\_\_\_\_

Volunteer Role: \_\_\_\_\_

Date: \_\_\_\_\_

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OFFICE USE ONLY

Entered into Database: Date: \_\_\_\_\_ Signature: \_\_\_\_\_