

ALBERTA TABLE TENNIS ASSOCIATION (ATTA)
COMMUNICATION AND OFFICE HOURS POLICY
(October 2025)

Communication and Office Hours Policy

The Alberta Table Tennis Association (ATTA) is committed to maintaining clear, consistent, and professional communication with members, clubs, athletes, and parents. As a small provincial sport organization with limited staffing resources, the following communication guidelines are established to ensure effective administration and reasonable response expectations.

1. ATTA Office Hours

Monday – Friday
10:00 AM – 2:00 PM (Mountain Time)

Closed:

- Weekends
- Statutory Holidays

Messages received outside of office hours will be addressed on the next business day.

2. Administrative Communications

General administrative inquiries include matters such as:

- Membership registration
- Program information
- Event inquiries
- General organizational questions

Administrative emails and messages will normally be responded to within 48–72 hours during business days.

ATTA staff are not expected to respond to administrative messages outside of established office hours.

3. Official Communication Channels

To ensure proper tracking and response, members and parents are encouraged to use official ATTA communication channels, including:

- ATTA official email accounts
- ATTA approved messaging platforms (where applicable)

Messages sent through personal social media or informal channels may not receive timely responses.

4. Program and Event Communications

For program-specific matters (such as training sessions, competitions, or team activities), communication may be coordinated through designated program channels. Response times may vary depending on program schedules and staff availability.

5. Board of Directors Communications

The ATTA Board of Directors serves in a volunteer capacity.

Communications relating to governance matters, policies, or Board decisions will be reviewed and addressed based on:

- Urgency of the matter
- Availability of volunteer Board members
- Appropriate governance processes

Response times for Board-related matters may therefore vary.

6. Respectful Communication

ATTA expects all communications with staff, volunteers, and Board members to be conducted in a respectful and professional manner.

Harassing, abusive, or inappropriate communications will not be tolerated and may be addressed in accordance with ATTA policies.

ATTA reserves the right to prioritize communications relating to athlete safety, competition matters, and urgent organizational issues

7. Appreciation

ATTA appreciates the cooperation and understanding of all members, athletes, parents, and clubs as we work together to support the development of table tennis in Alberta.