

## Phones and text messages

To be read in conjunction with 'messaging'.

Most young people have a mobile phone - with mobile phones also come text messaging. Although there are other ways of contacting members, if you use texting there are certain things you need to bear in mind:

When you send a text message or telephone a young person, you should ensure that the content of the message or call cannot be misinterpreted. The following are some points for best practice when sending messages to young people:

- 1) Ensure you use appropriate language, try not to include any words or phrases that could be misinterpreted i.e.
  - Having things in capital letters translates to them being shouted.
  - Shortened/initialised words and emojis can have different meanings to different people , for instance "LOL" can be translated as "Laughs Out Loud" or "Lots Of Love".
- 2) Copy another adult into your text messages; depending on the age of the young person, copy the parents in too.
- 3) Be conscious of the time when sending messages, avoid late at night and the early hours of the morning.

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