



# Communication

## COMMUNICATION POLICY

As Company families, you are held accountable to know important dates and event details. In return, you can hold us accountable in getting accurate information to you in a timely manner. If you have any questions or confusion, we are always here to help!

## EMAIL

THIS IS OUR PRIMARY METHOD OF COMMUNICATION. If you have had issues receiving our emails, please let us know so that we can address the situation.

A weekly email (*subject: Company Notes*) will include important information and reminders for the week ahead. Please add the following emails to your contacts and mark them as important:

[noreply@jackrabbittech.com](mailto:noreply@jackrabbittech.com)

[dance@rootsacademy.com](mailto:dance@rootsacademy.com)

## COMPANY CONNECT

This webpage contains all important dates relating to company, as well as important links and documents to download. Please make it a habit to regularly check this page.

TIP: Bookmark this page on your iPhone home screen for easy access.

[rootsacademy.com/companyconnect](http://rootsacademy.com/companyconnect)

## SLACK

We will use an app called Slack for all direct communication. This will serve as a source for answering questions, last minute reminders, and important notifications. Each routine will have a communication channel. You will receive an invitation to join via email.

## DANCE ADMIN TEAM

The dance office hours are typically 10-6pm Monday through Friday. We kindly ask that you respect the dance staff's time outside of those hours. You are welcome to message/text/call during work hours. However, we will not respond after hours.

*(this will exclude competition/performance weekends due to different hours)*

**Saskia Harmon**  
*Dance Director*

[saskia@rootsacademy.com](mailto:saskia@rootsacademy.com)  
615-804-1177, ext 2

Personal Concerns,  
Placement, Vision

**Jessica Stillman**  
*Dance Company  
Manager*

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615-804-1177, ext 2

Events, Planning, Social  
Media, Communication,  
Company Registration

**Jen Burns**  
*Dance Operations  
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Billing, General Questions,  
Registration

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Coordinator*

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General Questions and  
Inquiries



## GETTING STARTED

1. Go to the app store and download the free "Slack" app on your mobile device.
2. Use the invite link that was sent out in the last "Company Notes" email.
3. Update your profile:
  1. Add your picture to your Slack profile so we can see your beautiful face
  2. Add the name of your student(s) under the "What I do" section of the profile so other people can put your name with your child's.

## HOW TO USE SLACK

### Slack Channels

There are 2 different types of "channels": **Public** and **Private**.

**Public** channels start with a `#` hashtag and will be used to communicate with all parents based on the topic of the channel, for example #all-company.


**Private** channels start with a lock icon. You have been invited to those channels based on what groups your student(s) is participating in. For example, if you're in `teen-performance`, you were invited into that channel with the other members of teen performance.

### Direct messages

You are also able to directly communicate with other members of the channel by sending them a direct message. Saskia (@saskia), Jessica (@jessica) and Jen (@jenn) are pretty much always on Slack during work hours. You can easily communicate with the dance admin using direct messages, instead of always sending an email. Yay!

### Notifications

To only receive notifications that apply directly to you:

1. Tap the menu icon 
2. Go to "Settings"
3. Tap "Notifications"
4. Make sure "Direct Messages, mentions or keywords" is selected. This will ensure that you are only notified when you are mentioned.

### Other Tips

To Tag someone directly, use "@" and then their name.

To add a reaction to a message, tap + hold down, then select an emoji.

# Photos & Video



## iCLOUD PHOTO STREAM



### Company 2019-2020

Each year, we create a Shared Photo Album that can be accessed by all company dancers and parents. With Shared Albums, you choose the photos you want to share, and they can directly save photos that other people have shared to the album. It's a great resource for everyone to share their pictures.

Please note that anything uploaded to this photo album could potentially be shared on other social platforms. A direct link to this photo stream will be shared in Slack and email. If you have issues joining the album, please see Jessica.

## PRACTICE VIDEOS & MUSIC



### Company Practice Videos

We will upload all practice videos and music to Google Drive. We ask that these videos be kept "within the family" and that you refrain from posting or sharing routine footage with anyone outside of ROOTS company. A direct link will be shared in Slack and email. If you have issues accessing the folder, please see Jessica.