

7.3 LEARN THE FAQS

We have developed a list of frequently asked questions to support your communication, and education of prospective new participants and their parents. Become familiar with, and feel free to reference the **NHL/NHLPA First Shift** FAQs when you receive program inquiries.

THE NHL/NHLPA FIRST SHIFT PROGRAM

1. How is the NHL/NHLPA First Shift different from other learn-to-play programs?

The **NHL/NHLPA First Shift** is a program designed to ease kids and their families into the sport of hockey in a fun and friendly environment. We begin with a Welcome Event offering information and activities to help build kids' confidence and make them, and their parents, more comfortable in the hockey environment. There are six sessions - one per week on the same day, at the same time to make it convenient for parents to schedule. The focus of the on ice sessions is fun, teaching kids basic skating and fundamental hockey skills through play.

2. What is a Welcome Event?

The **NHL/NHLPA First Shift** kicks off with a Welcome Event which is our opportunity to welcome you into our hockey community. We will introduce kids and parents to local program administrators and coaches, provide an overview of the six-week program, and offer important information about proper fit and maintenance of equipment, as well as demonstrate how to get dressed. After the 30-minute information session, each child is individually fitted for the equipment they will collect and take home - ready to start the first session!

3. If my child is older, will he/she skate with the younger kids?

All skaters are on the ice together at one time. However, the instructor/skater ratio of 1:4 ensures participants will be divided into small groups according to age and skating experience.

4. How many kids will be on the ice at one time?

Program **A** will be maxed out at 45 skaters, program **B** will be maxed out at 30.

5. What is the ratio of instructors to skaters?

The ratio of instructors to skaters is 1:4, which allows instructors to create smaller groups within each session and provide maximum individual attention.

6. What will my child learn over the course of the six-week program?

Your son or daughter will have fun! In addition, participants will move at their own pace through fundamental skating and hockey skills. The program runs six sessions, which allows kids time to build confidence and improve in order to experience a sense of achievement.

7. What kind of follow-on programs will be available for my child after program ends?

Our goal is to create a path forward for each child that participates in the **NHL/NHLPA First Shift**, with programming that continues to be accessible, affordable and fun. Your local hockey

association will be offering a Transition Program with similar program parameters in terms of the length of the program, consistent timing of sessions, and cost. Information on the Transition Program will be available over the course of the program. We believe hockey is a wonderful sport to be enjoyed at the recreational level, for life, and we hope the **NHL/NHLPA First Shift** is the first step in that direction.

ENROLLMENT

8. Who is eligible to enroll?

The **NHL/NHLPA First Shift** is open to boys and girls ages 6-10, who have not previously registered for hockey (not registered in the HCR).

9. Does my child need any equipment to enroll?

Your child does not need any equipment to enroll. Each participant will be expertly fit at our Welcome Event and will take home all the equipment ready to start the **NHL/NHLPA First Shift** program.

10. How do I find out if there is a program available in my area?

To find out if there is a program available in your area, visit www.firstshift.ca and click on the program locator. If there is a program in your area you will be directed to contact your local hockey association to begin the registration process.

We are committed to introducing new families into the sport of hockey over multiple years, which includes assisting local hockey associations across Canada in delivering the **NHL/NHLPA First Shift** program. Therefore, if there is not a program in your area today, you will be directed to the appropriate branch as we encourage you to call and inform them of your interest and inquire about future programs.

11. How do I enroll my child?

To enroll your child, visit www.firstshift.ca and click on the program locator to see if there is a program in your area. Once programs in your area are visible, you can register and pay directly through the website.

12. What does the \$299 registration fee cover?

The \$299 registration fee covers the six-week program, head-to-toe hockey equipment and insurance

EQUIPMENT

13. When do we get the equipment for our child?

You will receive an invitation from your local hockey association for the **NHL/NHLPA First Shift** Welcome Event, generally 1-2 weeks prior to your child's first on-ice session. At the Welcome Event your child will be expertly fit and will bring home all the equipment required to play hockey.

14. What is included in the equipment my child receives?

Head-to-toe BAUER gear, including:

- Helmet combo with facemask
- Shoulder and elbow pads
- Neck guard
- Jersey, pants and socks
- Shin guards
- Jock/jill under protective shorts (for every gender)
- Gloves, stick and skates
- Bag

15. How do I know my child is getting the proper equipment he/she needs to play safely?

At the Welcome Event, we provide important information on proper fit and maintenance of equipment, including a demonstration on how to get dressed. Following the information session, your child will be expertly fit for each piece of equipment to ensure the proper fit.

Once your child has been fit head-to-toe, they will take all the equipment home in preparation for the **NHL/NHLPA First Shift** on-ice session.

16. Do we get to keep the equipment after the program is complete?

Yes. Once you complete the **NHL/NHLPA First Shift** program, you keep the equipment.

COMMUNICATION & RESOURCES

17. Will I receive any updates on what the kids are learning over the course of the six weeks?

Yes. Your local hockey association will send out a weekly newsletter with information on the program objectives for the session, what your child learned, along with highlights and maybe a few photographs capturing your kids in action.

18. Who do I contact if I have a question, or need help?

The program administrator at your local hockey association is your best resource for any questions.