



INFORMATION BULLETIN

Bulletin No: 17/13

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SUBJECT: **Respect in Sport – Required Recertification**

In the spring of 2017, Hockey Alberta announced that – effective for the 2018-19 season – Parents and Coaches/Team Officials would be required to recertify their Respect in Sport every four seasons. The requirement to recertify comes into effect on May 1.

For the 2018-19 season, the requirement to recertify affects Parents and Coaches/Team Officials who completed their Respect in Sport certification prior to the 2015-16 season.

The Respect in Sport Parent Program helps define a standard of behaviour for all parents and create a more rewarding, safe and respectful environment for everyone involved. Parents want to do a great job supporting their kids. Respect in Sport provides parents with the tools to do just that.

The Respect in Sport Activity Leader/Coach Program educates coaches and activity leaders to recognize, understand and respond to issues of bullying, abuse, harassment and discrimination. It may be the single most important training your leaders will receive to assist them in creating a safe, healthy and respectful environment for all participants. **NOTE: Speak Out is no longer recognized as a relevant program for Coaches.**

As with any change, there will be questions. Enclosed with this Bulletin is an FAQ designed to assist Minor Hockey Association Registrars with the process of identifying those parents, coaches and team officials who are required to recertify, and contacting them to ensure they know about the recertification requirement.

A set of FAQs has also been designed for Parents, Coaches and Team Officials. It is available on the Hockey Alberta website under the Members tab, and any of your members with questions should be directed there. That FAQ will be updated as new questions are presented.

If you have any questions regarding required recertification of Respect in Sport, please contact the Hockey Alberta office, info@hockeyalberta.ca.



Respect in Sport – Required Recertification Frequently Asked Questions for Registrars

1. What will happen effective May 1?

For those individuals required to recertify, as of May 1, the following will occur:

- In the Respect Group system, his/her Profile will be reset to “Recertification”.
- In the Hockey Canada Registry (HCR), the system will be reset for the 2018-19 season to indicate that you are required to complete Recertification every four (4) hockey seasons.

2. How will an individual know if recertification is required?

An email will be sent to the address on file with Respect in Sport indicating the certificate has expired. The email will provide directions for logging in to access the new program and complete recertification.

Sample Email for a Parent

Hello Tessa Stoney

This email is to notify you that your Respect in Sport Parent certification for Hockey Alberta has now expired and your profile has been set for re-certification. The life-cycle of your certificate and the expiry date are determined by Hockey Alberta.

*Certificate Number: RGP-6850761-1-T6A
Completed on: January 12, 2017
Expiring on: March 30, 2017 (Note: this is a fictional date)*

The web address for re-certification is hockeyalbertaparent.respectgroupinc.com. If you are no longer connected to this organization, [click here](#) and you will not receive further email related to re-certification for Hockey Alberta.

To initiate re-certification, login to hockeyalbertaparent.respectgroupinc.com and select Program Access.

Sample Email for a Coach/Team Official

Hello Tessa Stoney

This email is to notify you that your Respect in Sport Activity Leader certification for Hockey Alberta has now expired and your profile has been set for re-certification. The life-cycle of your certificate and the expiry date are determined by Hockey Alberta.

*Certificate Number: RGP-6850761-1-T6A
Completed on: January 12, 2017*

Expiring on: March 30, 2017 (Note: this is a fictional date)

The web address for re-certification is ha.respectgroupinc.com. If you are no longer connected to this organization, [click here](#) and you will not receive further email related to re-certification for Hockey Alberta.

To initiate re-certification, login to ha.respectgroupinc.com and select Program Access.

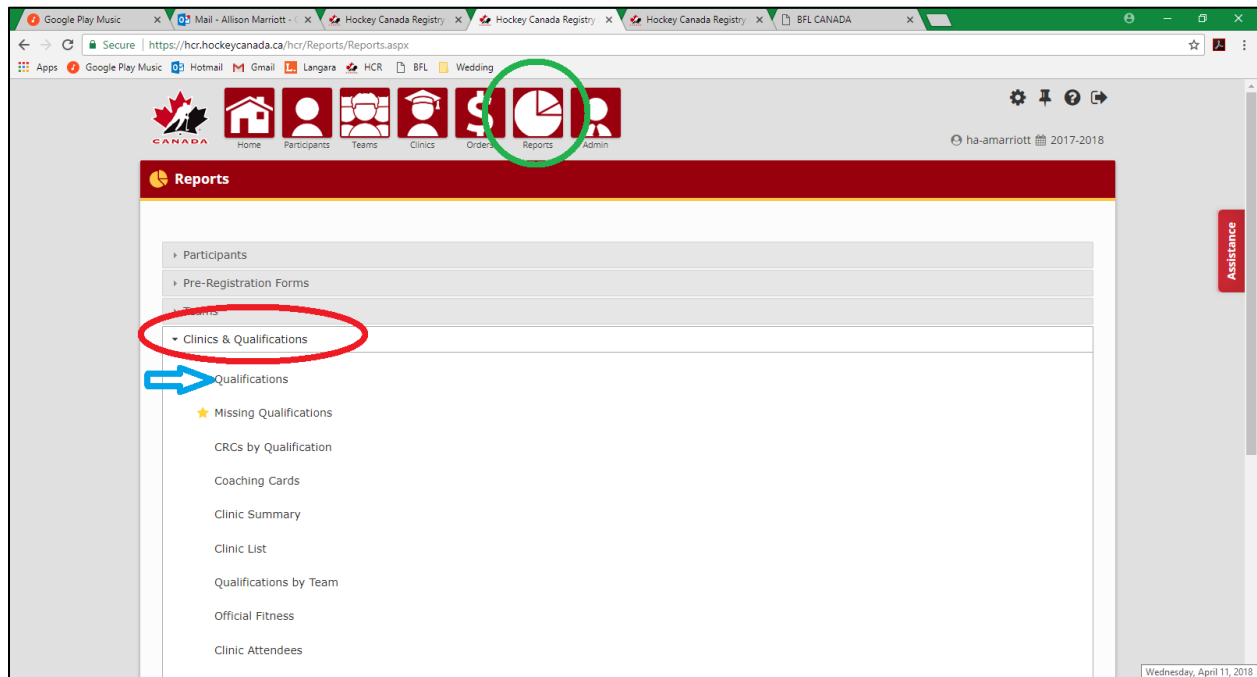
3. What happens if the individual’s email address has changed?

If the individual’s email address has changed from the one used when originally completing Respect in Sport (for example, s/he used a work address, and has a new job), the individual will not receive an email notification from Respect in Sport.

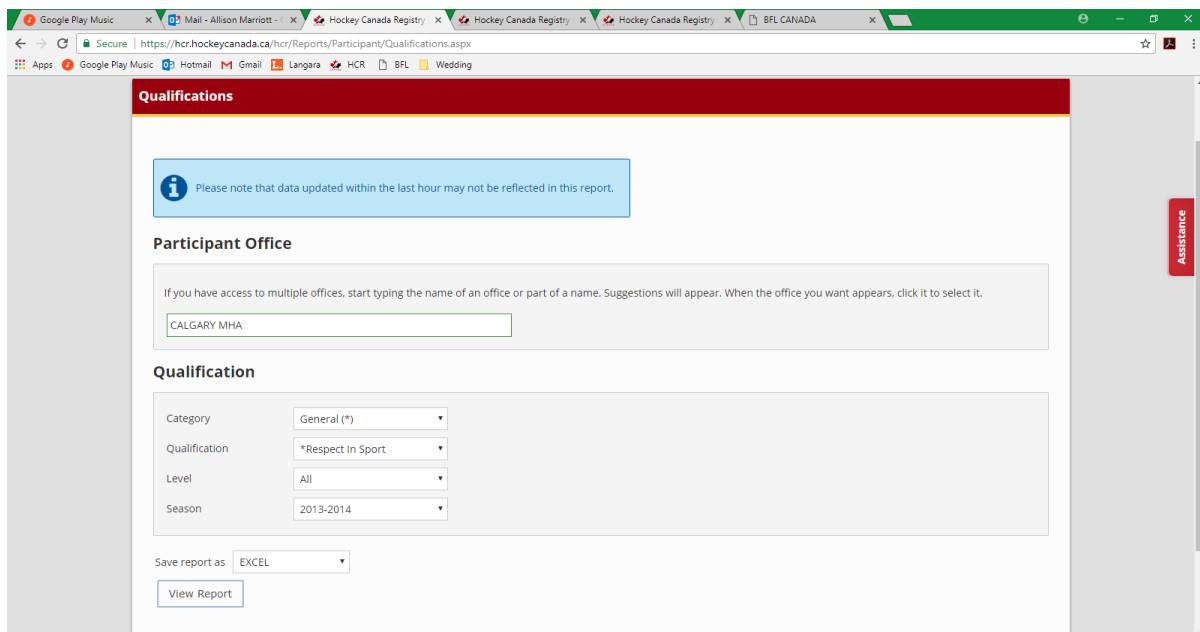
Therefore, it is very important that each Minor Hockey Association determine who is required to recertify and contact them directly by email. The list of who is required to recertify can be generated from HCR:



Respect in Sport – Required Recertification Frequently Asked Questions for Registrars



Click the REPORTS icon at the top of the screen (green circle)
In the menu options, click Clinics & Qualifications (red circle), and then click Qualifications (blue arrow).



On the Qualifications screen:
Participant Office: The Minor Hockey Association associated with username/login should be selected



Respect in Sport – Required Recertification Frequently Asked Questions for Registrars

Qualification:

- Category
 - o Select “General (*)” from drop down menu
- Qualification
 - o Select “*Respect In Sport” from drop down menu
- Level
 - o Can either leave as “all” or select “Parent” for parent program or select “Passed” for activity leader program
- Season
 - o Select “2014-2015” from drop down menu as an expiration date has been applied to courses completed prior to the 2015-2016 season

Save Report as: select EXCEL from drop down menu and click “View Report”. Use email addresses from report to inform those members who are required to recertify for the 2018-19 season. A sample report is shown below

| Name | Patient | Date | Qualification | Level | Status | Expires | 12343 | Alberta | 1/1 / N/A | Education | AB | AB | Mailing address | email address | phone number |
|---------------|---------------|------------|------------------|--------------------------|--|---|-------|----------------|-----------|-----------|----|----|-----------------|---------------|--------------|
| Name: Patient | 1500000385250 | 12-22-2006 | 2013 GENERAL (*) | *Respect In Sport Parent | HAP-59 GRT776G HA-ZY- G22544G | Yes Yes Yes 10-15-2013 05-03-2017 | 12343 | Alberta | 1/1 / N/A | Education | AB | AB | Mailing address | email address | phone number |
| Name: Coach | 1500000457305 | 07-26-1970 | 2013 GENERAL (*) | *Respect In Sport Passed | | Yes Yes Yes 10-25-2013 | 11492 | HOCKEY ALBERTA | 1/1 / - | - | AB | - | Mailing address | email address | phone number |

4. How does an individual log in to Respect in Sport?

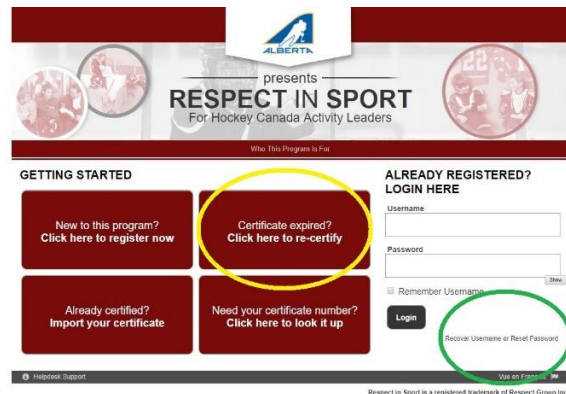
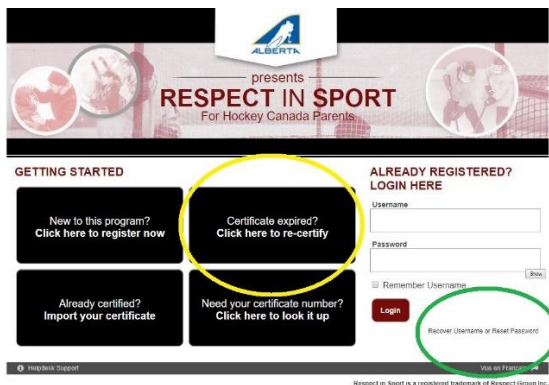
Go to the appropriate website address indicated below. Once at the website, the individual will need to know his/her user name and password.

Parents

hockeyalbertaparent.respectgroupinc.com

Coaches/Team Officials

ha.respectgroupinc.com





Respect in Sport – Required Recertification Frequently Asked Questions for Registrars

5. How does an individual recover his/her Username or reset password?

The individual must know his/her username to reset the password.

- Ensure the correct website is being used
 - **PARENTS:** hockeyalbertaparent.respectgroupinc.com
 - **COACHES/TEAM OFFICIALS:** ha.respectgroupinc.com
- Click “**Recover Username or Reset Password**” link (green circle in images above in question 4) in the bottom right hand corner of the main page under the **Login** button

To recover **username**:

1. Click **Recover Your Username Name**
2. Enter **Last Name**
3. Enter **Important Date** using calendar feature
4. Click **SUBMIT Recover your username**

To reset **password**:

1. Click **Reset Your Password**
2. Enter **Username**
3. Click **CONTINUE Reset your password**
4. Enter **Response** to security question
5. Click **VERIFY Verify your answer**
6. Enter **New Password**
7. Enter new password again to **Verify Password**
8. Click **SUBMIT Save your new password**

If additional help is required with User Name, Password or other issues accessing a Respect Group account, contact the Respect Group Helpdesk:

Phone: **1-866-945-9906**

Email: **rgihelp@respectgroupinc.com**

6. What happens if someone recertifies prior to May 1?

Both HCR and Respect Group databases will reset as of May 1. If someone recertifies prior to May 1, s/he will lose a year of Respect in Sport qualification and would now be required to recertify again in three years, rather than four years.

7. What happens when Recertification is complete?

Once recertification is complete, a new certificate number will be issued and updated in the profile.

For Parents, this will also be sent to HCR using the child information on file. Each parent must ensure this information is 100% in agreement with the information in the child’s HCR profile.

For Coaches/ Team Officials, the information will be sent to HCR. Please ensure the information is completely accurate.



Respect in Sport – Required Recertification Frequently Asked Questions for Registrars

8. How did Hockey Alberta determine that recertification was necessary?

Hockey Alberta identified a need to better serve and support the parents, family members and coaches of our participants through the creation of a Parent Engagement Strategy for the 2018-19 season.

A report submitted by the Hockey Alberta's Risk and Player Safety Committee made multiple recommendations including the recertification of Respect in Sport for both the Parent and Coach/ Team Official programs and no longer recognizing Speak Out as a relevant program for Coaches.

A study conducted by Mount Royal University reported that 70% of families recommended that the Respect In Sport program be taken a minimum of every three years and wanted all adults certified.

A study conducted by the University of Toronto showed that following completion of the Respect In Sport program that 94% of parents became more child-centred.

9. How much does it cost?

The cost is unchanged: \$12 for the Parent program; \$30 for the Activity Leader/Coach program, plus applicable GST. Hockey Alberta is confident that the values are not a barrier to continue to foster an improved player experience.

10. Why is Speak Out no longer being recognized?

Since the implementation of Respect In Sport in 2011, many topics from the Speak Out program are no longer relevant or to the same standard as the Respect In Sport program. Our goal is to ensure players are supported by Coaches with the same level of knowledge on concussions, social risks, etc.

11. Has the program changed?

The content of the Respect in Sport program has been updated since the previous time you completed certification. Respect Group has committed to developing new content that addresses new research and changing social challenges. The Parent program has new content and experts, and in 2017 added a full screen interface, closed captioning and a faster pace as part of the improved experience. The Activity Leader/Coach program updated content in 2016.

12. How long does it take to complete the new programs?

The programs have been condensed. The Parent program: 60-90 minutes. The Activity Leader/Coach program: 120-150 minutes. Users can stop at the end of any module and continue later.