



OFFICIAL HOME OF ALASKA STATE HOCKEY ASSOCIATION

## USAH SAFESPORT

### USA Hockey SafeSport FAQs

#### 1. Do I need to take the SafeSport Training every season?

YES. As of 4/1/19, SafeSport Training and the Refresher Course Training are valid for only one (1) season. **PLEASE NOTE:** If you completed training for the 2018-19 season, your training is valid for the 2018-19 and 2019-20 seasons. Due to updated content, anyone due to retake SafeSport Training will need to complete the new core SafeSport Training.

#### 2. Can I use the same email address as someone else in my family to complete the SafeSport Training?

**No**, since an email address can be used to login for training, the same email address cannot be used to register multiple persons for SafeSport Training. You will need to use a separate email address for the training.

#### 3. How do I register for the SafeSport Training?

You will need to access/register for SafeSport Training using the link provided on our site under "Register for SafeSport Training" or "How to Register for SafeSport." Instructions on how to register and access the training courses can be found **here**.

#### 4. What is the access code?

We do not use or have an access code. You will need to register for the training by using the link provided under "Register for SafeSport Training" or under "How to Register for SafeSport."

#### 5. Why can't I just take Refresher Training again?

Please note that there is new and updated content for the Core SafeSport Course. Everyone **must** complete the Core SafeSport course before being eligible to complete the Refresher course.

#### 6. What if I don't receive the email confirmation to start SafeSport Training?

Please contact [help.desk@safesport.org](mailto:help.desk@safesport.org).

#### 7. What if I am locked out of my account?

Once you have registered you will receive an email from [No-reply@safesport.org](mailto:No-reply@safesport.org) with the subject titled "SafeSport Account Created." Please open the email and click on the "confirm email address." If you do not receive an email, please contact [help.desk@safesport.org](mailto:help.desk@safesport.org). If you have received the email and confirmed and are still locked out please contact user support at [help.desk@safesport.org](mailto:help.desk@safesport.org) or 720-676-6417.

#### 8. What if the site says my email is already in use?

Please contact user support at [help.desk@safesport.org](mailto:help.desk@safesport.org).

#### 9. What do I do if I receive a "verification" error when I enter my USA Hockey confirmation number or referee number?

Please be sure to use your **CURRENT** USA Hockey confirmation number. Sometimes when you copy and paste your number there is an added space at the end. If you are a referee, please use your referee number and last name only (be sure confirmation number field is blank). Please make sure there are NO SPACES before or after the confirmation number or referee number.

#### 10. What if the training won't start or it freezes?

The course videos require Adobe Flash Player when being viewed on desktop and laptop computers. It is possible that your network administrator or ISP is blocking Vimeo videos. If the video does not play then you will want to contact your network administrator or ISP to have them allow Vimeo, or you will need to take the training from another location. If you need additional help, please contact [help.desk@safesport.org](mailto:help.desk@safesport.org).

### **11. How come I didn't receive an email after I completed the SafeSport Training?**

You will not receive an email notification once you complete the training. Your SafeSport Trained certificate is proof that you have completed the course.

### **12. How do I obtain a copy of my SafeSport Trained certificate?**

- Log in on website: <https://www.safesport.org/authentication/signin>
- Click on Menu
- Click on SafeSport Trained
- Click on the green Certificate button
- Save and print certificate

Please note that certificates of completion cannot be downloaded on tablets or mobile devices.

### **13. How will my program know that I completed SafeSport Training?**

Information from the training site is automatically downloaded to the USA Hockey database on a nightly basis. Local program registrars will also be able to check (through the USA Hockey Registry) to see if athletes/coaches/managers/volunteers in their association have completed SafeSport Training and it will be indicated on team rosters. If you are a referee, SafeSport Training will be indicated on your referee profile, though it can take a few days for this to appear on your profile.

### **14. What if the SafeSport training is not appearing on my USA Hockey Courses page?**

We receive information on a **nightly** basis. If you completed the training last night or today, it will appear in your record tomorrow. Also, please make sure that information is being uploaded for the current 19-20 season. You can check by logging in here <https://courses.usahockey.com/public/>.

1. Go to My Profile
2. Click on Settings (wheel icon next to ? towards top right) and make sure Season is 2019-20.
3. If yes, go to Step 4 below, if not, click on Update Memberships to enter your 2019-20 USA Hockey Confirmation Number.
4. Go to My Profile and hit refresh button (next to Profile Last Updated).
5. Go to Coaching or Officiating Information (under My Profile) and you should see SafeSport Verification with a green check mark as verified.

## **SafeSport Quick References**



## SafeSport for Coaches: Bullying



**Did you know?** More than half of reported SafeSport incidents occur in the locker room. Many of them involve bullying, hazing and similar behaviors. **Properly monitored locker rooms can deter these incidents.**

**Bullying.** A vast majority of reports to USA Hockey involve bullying either by a coach or by a teammate. Distinguishing between behavior that is just plain mean or rude and actual bullying can be difficult. The USA Hockey SafeSport Handbook has comprehensive information to use as a guide..... However, sometimes more perspective is needed to make a good determination. These resources have been assembled to help in those instances.

**Bullying affects everyone involved.** Whether the child is the target, a witness, or the person who bullies, the end-result is that everyone feels less safe – vulnerable, compromised and nervous. We understand that you became a coach because you love the sport and enjoy working with and teaching young people. We appreciate your passion! However, it is import to recognize that you may be called upon to manage negative behaviors and issues that arise on your team.

**What is it? A Quick Guide:**  
**Rude** = accidentally saying or doing something hurtful.  
**Mean** = saying or doing something to hurt a person on purpose, once or maybe twice.  
**Bullying** = cruel behavior, done on purpose and repeated over time, that involves an imbalance of power.

### How can you deter and mitigate bullying?

- Put an emphasis on team-building and creating a “family” atmosphere. This can reduce the chances that bullying will occur and create a cohesive team experience that will benefit everyone. **One of the best protections against bullying is a sense of belonging and connection.**
- Let your staff, parents and players know that if they witness bullying or any other inappropriate behavior (whether the target is their child or not), you expect it to be **reported – to you** – immediately.
- Sometimes you may see actions by older players that seems harmless. Remember if the behavior has a power imbalance (like a group of players ganging up on one player), is intentionally hurtful and repeated, you may be witnessing bullying behavior. **Check it out!**
- Sometimes the player being bullied may be trying to ignore or avoid confrontation, so they do not complain or might even laugh it off. Just because the player does not appear bothered by the treatment does not mean the behavior is acceptable.
- If you think a player is being bullied, talk to the player and tell them what you have noticed. Provide specific details (hanging out alone, missing articles of equipment, level of play has decreased, interest in game has decreased). Then listen to the player. Discuss your concerns with the player’s parents and the association’s SafeSport Liaison.
- Enforce a zero tolerance policy regarding bullying, hazing and any similar behaviors.
- As a coach, you can often quickly defuse a situation by acting quickly and helping correct the misbehavior.
- If you need to make a report about bullying, you can do so at [www.usahockey.com/safesport](http://www.usahockey.com/safesport).



## SafeSport: Quick Reference for Coaches

### Locker Room Policy:

- Your organization is required to have one. It can be more stringent, but not less stringent, than the USA Hockey locker room policy which can be found at [www.usahockey.com/safesport](http://www.usahockey.com/safesport). You can also develop a team policy (same conditions apply).
- Choose your locker room monitor(s) early - and choose wisely. **Support them – they need it.**
- Hold a team meeting so that everyone - players, parents, coaches, team managers, and locker room monitors – all have the same understanding and expectation of the locker room monitor(s) role.
- While the head coach does not have to be the locker room monitor, the head coach is ultimately responsible to ensure that the locker room is properly monitored.
- Locker room monitors must either be inside the locker room or if directly outside the locker room, monitors must be in the immediate vicinity (near the door within arm's length and so that the monitor can sufficiently hear inside the locker room) **regularly and frequently entering the locker room to monitor activity inside.**
- **Enforce a zero tolerance policy regarding inappropriate behavior in the locker room.**

### Electronic Devices:

- No devices can be used to record sound, images or video in the locker room.
- No devices should be used to show video or images in the locker room unless a coach is using it for play review, etc.
- **Best practice? No phones in the locker room.**



**Did you know?** Coaches are the primary responsible party for the team in the hockey environment – whether they are present or not when an incident occurs. This means the locker room, the hotel, etc. **Not just on the ice. Set the expectation, and set the example!**

### Staying Connected:

- If a coach communicates via email or text with any player, the parents/guardians must be included in the correspondence.
- **Communication via social media accounts between a coach and player is prohibited.** If a coach utilizes social media pages as a team communication tool, it must be accessible to all participants, parents and guardians.
- All correspondence between a coach and player (and parent/guardian) must be non-personal in nature.

### Travel Policy:

- Your organization is required to have one. It can be more stringent, but not less stringent, than the USA Hockey travel policy. You can also develop a team policy (same conditions apply).

### Bullying and Hazing:

- Bullying and hazing are **NOT TOLERATED.**
- Talk to your players about bullying and hazing. The USA Hockey SafeSport Handbook has comprehensive education regarding bullying, hazing and related behaviors.
- **Enforce a zero tolerance policy regarding bullying, hazing and any similar behaviors.**

### SafeSport – When / How / Who to Report:

- Meet your organization's SafeSport Liaison and keep their contact information with you. This person is your link to the affiliate SafeSport Coordinator, USA Hockey, and can also guide you when law enforcement and/or the U.S. Center for SafeSport need to be notified.
- Physical abuse: Law enforcement should be called, and your SafeSport Liaison should be notified.
- Sexual abuse or misconduct: Law enforcement **must be notified.** The U.S. Center for SafeSport and the national office must be notified.



# Locker Rooms: Monitoring and Supervision



## *Ask Yourself:*

### ***Would you leave fifteen 12-year old kids in your home without supervision?***

The presence of adults in the locker rooms is critical to maintaining a safe and positive environment. Over the past five years it has become clear that **more than half of all SafeSport incidents reported each year occur in locker rooms.** In all but a few cases, there was no locker room monitor present.

**Whenever players are present in the locker room, there must be at least one screened and SafeSport-trained adult present either in the locker room or near the door** (within arm’s length and so the monitor can sufficiently hear inside the locker room), **frequently checking and communicating with the players so they understand they are being monitored.** Coaches can act as locker room monitors, however, we strongly encourage volunteer parents to fill this role to enable the coaches to focus on game or practice planning and preparation.

The prevention of hazing, bullying, harassment, or other inappropriate behaviors in addition to physical harm caused by horseplay, can be lessened by following some fundamental strategies outlined below:

- **Hold a team meeting focused on locker room monitoring and behavior expectations:**
  - Include players, parents, coaches, team managers, and locker room monitors.
  - Clearly explain the rules and expectations for players.
  - Clearly explain the rules and expectations of the locker room monitor.....including the corrective action that will be taken if necessary (player could be benched, suspended, or worse).
  - Ensure players and parents understand the locker room monitor is there to help ensure there is a safe environment for all members of the team.
  
- **Opening and use of the locker room:**
  - Ideally, the designated locker room will only be opened once players arrive.
  - If a single player is present, the locker room should be monitored by at least two adults until additional players arrive.
  - If there is only one adult present, whether a coach or volunteer parent, they should wait for multiple players to arrive before allowing access to the locker room.
  - Limit the time the players are in the locker room to the amount of time necessary for them to get ready for their game or practice.
  - If the coach needs additional time to address the team, the coach should be in the locker room as well.
  - Locker rooms must be monitored for any team event, regardless of location (not just games, and not just at home).

**Alaska State Hockey Association  
SafeSport Coordinator:**

**Andrew Good**  
907-203-1500

E-Mail: [aksafesport@gmail.com](mailto:aksafesport@gmail.com)