



Before proceeding through this document, please ensure the following points are applicable:

- You have been assigned to an MWF team as a Head Coach, Assistant Coach, Manager or Trainer.
- You have your Team Staff Roster compiled. Although you can add to your roster as the season begins, it is better to have as many people in their defined roles as possible before proceeding with Certifications.
- You have confirmed that everyone on your Team Staff Roster has an existing HCR 3.0 account and Hockey Canada ID. If not, they can follow the instructions in this document for creating said accounts. These accounts are required before proceeding to the next point. The quicker these items are addressed, the quicker everyone can become fully certified for their role.
- Your Team Staff Roster has been submitted to our Registrar (registrar@metrowestforce.com). HCR 3.0 accounts and Hockey Canada IDs are required in advance of this, otherwise, the registrar cannot add them to your Roster because they do not exist "in the system".

If you have any questions about certification requirements, please reference the Frequently Asked Questions section at the end of this document. This section will answer the majority, if not all your concerns.

If you still have questions after referencing that section, please contact the Certifications Coordinator certifications@metrowestforce.com.

HCR 3.0 Accounts and Hockey Canada IDs

All courses, and clinics (with the exception of Respect in Sport) need to be registered within the HCR 3.0 platform. HCR 3.0 is the replaced for the eHockey system. If you have not created an HCR 3.0 profile, this is the **first step** to registering for courses/clinics or checking existing certifications. If you previously had an eHockey account, you can link that account to your new HCR 3.0 account and all previously existing certifications will carry over accordingly. For instructions on creating an HCR account and linking a previous eHockey account, please click [HERE](https://hockeynovascotia.ca/coach/support). <https://hockeynovascotia.ca/coach/support> For assistance with signing up for an existing course/clinic, please see the instructions located [HERE](#).

To successfully register for courses/clinics, you will also require a Hockey Canada ID. All certifications are tied to your ID and then uploaded into your HCR 3.0 profile. If you do not have a Hockey Canada ID, you can register for one by going to the following link: [Hockey Canada ID Creation](#)

Choose the option that best suits your position (Coach or Volunteer) and proceed to go through the entire process. Once finished, you will have a Hockey Canada ID. This, in addition to your HCR profile will now allow you to register for courses/clinics.

NEW: Starting this year All volunteers will have to pay for the coaching certifications that was previously paid for by Hockey Nova Scotia. This will be reimbursed by MWF Finance. To help facilitate this please



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have managers compile all successfully completed certification certificates and receipts for the team and send to certifications@metrowestforce.com and CC vpsafesport@metrowestforce.com. We will ensure that it gets to VP finance and your team will be reimbursed.

Coaching Clinic schedule can be found at <https://hockeynovascotia.ca/coach/coaching-clinic-schedule>.



Team Staff Roles

Coach

A Coach is a Head Coach or Assistant Coach and is defined as someone who is both on the bench during games and on the ice during practices.

Trainer

A Trainer is a person who is on the bench during the games to attend to any injuries. A Trainer is on the bench or in the rink during practices as well – but does not go on the ice to help with practices. Must be HU: Safety certified.

Manager

A Manager is someone who volunteers to help out a team with booking ice time, submitting tournament applications, making travel plans, coordinating team budgets and fundraising events, and other administrative tasks. This person does not go on the bench during games and does not go on the ice during practices.

Team Safety Rep

This season, the Team Safety Rep role will focus on oversight and knowledge in the following areas:

- COVID-19 (with a focus on planning for another wave or any potential new restrictions that could impact hockey)
- Safe Sport Initiatives and Policies
- Maltreatment
- Education on the complaint intake process

Additional Volunteers (Dressing Room Monitor, On-Ice Helper)

A **Dressing Room Monitor** is someone (Female only) that is present in the Dressing Room when players are either putting on or removing their hockey equipment – as part of Hockey Canada's "two-deep rule". Dressing Room Monitors ensure that the players are conducting themselves appropriately while also ensuring that males do not enter the room until such time that all players are dressed in their hockey equipment. An **On-Ice Helper** is someone who assists the team during practices but is not permitted on the bench with the team.



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Team Volunteer requirements for each MWF level are as below and have been taken from HNS website <https://hockeynovascotia.ca/coach/coaching-requirements>, if there are discrepancies between the two HNS takes precedence.

Please review this qualifications chart to ensure your teas are properly trained and ready the hockey season. All certification have to be in place prior to Dec 1, Coaching clinics may be taken after Dec but must be registered prior to that date.

U7

Team Staff Limit: 9 Coaches + 1 Manager + 1 Team Safety Rep + Up to 10 Additional Volunteers

Role	Coach Clinic	HU-Safety	Respect in Sport (RIS)	CRC/VSC	First Aid, CPR & AED
U7 Head Coach	HU Online Coach 1/2 and Intro to Coach <i>(Note: HU Online Coach1/2 must be completed first)</i>	One approved team volunteer is required to have the HU-Online Safety Program .	RIS for Activity Leaders	CRC/VSC	One approved team volunteer is required to have: CPR (Level C) & AED Emergency First Aid
U7 Assistant Coach	HU Online Coach 1/2 and Intro to Coach <i>(Note: HU Online Coach1/2 must be completed first)</i>	One approved team volunteer is required to have the HU-Online Safety Program .	RIS for Activity Leaders	CRC/VSC	One approved team volunteer is required to have: CPR (Level C) & AED Emergency First Aid



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U7 Manager	Not required	One approved team volunteer is required to have the HU-Online Safety Program .	RIS for Activity Leaders	CRC/VSC	One approved team volunteer is required to have: CPR (Level C) & AED Emergency First Aid
7 Safety Rep	Not required	One approved team volunteer is required to have the HU-Online Safety Program .	RIS for Activity Leaders	CRC/VSC	One approved team volunteer is required to have: CPR (Level C) & AED Emergency First Aid
U7 Dressing Room Supervisor	Not required	One approved team volunteer is required to have the HU-Online Safety Program .	RIS for Activity Leaders	CRC/VSC	One approved team volunteer is required to have: CPR (Level C) & AED Emergency First Aid



U9

Team Staff Limit: 5 coaches (1 Head Coach + 4 Assistant Coaches) + 1 Manager + 1 Team Safety Rep + Up to 10 volunteers

Role	Coach Clinic	HU-Safety	Respect in Sport (RIS)	CRC/VSC	First Aid, CPR & AED
U9 Head Coach	HU Online Coach 1/2 and Intro to Coach <i>(Note: HU Online Coach1/2 must be completed first)</i>	One approved team volunteer is required to have the HU-Online Safety Program .	RIS for Activity Leaders	CRC/VSC	One approved team volunteer is required to have: CPR (Level C) & AED Emergency First Aid
U9 Assistant Coach	HU Online Coach 1/2 and Intro to Coach <i>(Note: HU Online Coach1/2 must be completed first)</i>	One approved team volunteer is required to have the HU-Online Safety Program .	RIS for Activity Leaders	CRC/VSC	One approved team volunteer is required to have: CPR (Level C) & AED Emergency First Aid
U9 Manager	Not required	One approved team volunteer is required to have the HU-Online Safety Program .	RIS for Activity Leaders	CRC/VSC	One approved team volunteer is required to have: CPR (Level C) & AED Emergency First Aid



<p>U9 Safety Rep</p>	<p>Not required</p>	<p>One approved team volunteer is required to have the HU-Online Safety Program.</p>	<p>RIS for Activity Leaders</p>	<p>CRC/VSC</p>	<p>One approved team volunteer is required to have: CPR (Level C) & AED Emergency First Aid</p>
<p>U9 Dressing Room Supervisor</p>	<p>Not required</p>	<p>One approved team volunteer is required to have the HU-Online Safety Program.</p>	<p>RIS for Activity Leaders</p>	<p>CRC/VSC</p>	<p>One approved team volunteer is required to have: CPR (Level C) & AED Emergency First Aid</p>



U11 A/AA

Team Staff Limit: 4 Coaches + 1 Manager + 1 Team Safety Rep + Up to 10 volunteers

Role	Coach Clinic	HU-Safety	Respect in Sport (RIS)	CRC/VSC	First Aid, CPR & AED
U11A/AA Head Coach	Development 1	HU-Online Safety Program.	RIS for Activity Leaders	CRC/VSC	One approved team volunteer is required to have: CPR (Level C) & AED Emergency First Aid
U11A/AA Assistant Coach	Development 1	HU-Online Safety Program.	RIS for Activity Leaders	CRC/VSC	One approved team volunteer is required to have: CPR (Level C) & AED Emergency First Aid
U11 AA Trainer	Not required	HU-Online Safety Program	RIS for Activity Leaders	CRC/VSC	One approved team volunteer is required to have: CPR (Level C) & AED Emergency First Aid
U11A/AA Manager	Not required	HU-Online Safety Program.	RIS for Activity Leaders	CRC/VSC	One approved team volunteer is required to have: CPR (Level C) & AED Emergency First Aid



U11A/AA Safety Rep	Not required	HU-Online Safety Program.	RIS for Activity Leaders	CRC/VSC	One approved team volunteer is required to have: CPR (Level C) & AED Emergency First Aid
U11A/AA Dressing Room Supervisor	Not required	Not required	RIS for Activity Leaders	CRC/VSC	Not required

U11 C

Role	Coach Clinic	HU-Safety	Respect in Sport (RIS)	CRC/VSC	First Aid, CPR & AED
U11C Head Coach	HU Online Coach 1/2 and Intro to Coach <i>(Note: HU Online Coach1/2 must be completed first)</i>	HU-Online Safety Program.	RIS for Activity Leaders	CRC/VSC	One approved team volunteer is required to have: CPR (Level C) & AED Emergency First Aid



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U11C Assistant Coach	HU Online Coach 1/2 and Intro to Coach <i>(Note: HU Online Coach1/2 must be completed first)</i>	HU-Online Safety Program.	RIS for Activity Leaders	CRC/VSC	One approved team volunteer is required to have: CPR (Level C) & AED Emergency First Aid
U11C Manager	Not required	HU-Online Safety Program.	RIS for Activity Leaders	CRC/VSC	One approved team volunteer is required to have: CPR (Level C) & AED Emergency First Aid
U11C Safety Rep	Not required	One approved team volunteer is required to have the HU-Online Safety Program.	RIS for Activity Leaders	CRC/VSC	One approved team volunteer is required to have: CPR (Level C) & AED Emergency First Aid
U11C Dressing Room Supervisor	Not required	One approved team volunteer is required to have the HU-Online Safety Program.	RIS for Activity Leaders	CRC/VSC	One approved team volunteer is required to have: CPR (Level C) & AED Emergency First Aid



U13 AAA

Role	Coach Clinic	HU-Safety	Respect in Sport (RIS)	CRC/VSC	First Aid, CPR & AED
U13 AAA Head Coach	Development 1	HU-Online Safety Program.	RIS for Activity Leaders	CRC/VSC	One approved team volunteer is required to have: CPR (Level C) & AED Emergency First Aid
U13 AAA Assistant Coach	Development 1	HU-Online Safety Program.	RIS for Activity Leaders	CRC/VSC	One approved team volunteer is required to have: CPR (Level C) & AED Emergency First Aid
U13 AAA Trainer	Not required	HU-Online Safety Program	RIS for Activity Leaders	CRC/VSC	One approved team volunteer is required to have: CPR (Level C) & AED Emergency First Aid
U13 AAA Manager	Not required	HU-Online Safety Program.	RIS for Activity Leaders	CRC/VSC	One approved team volunteer is required to have: CPR (Level C) & AED Emergency First Aid
U13 AAA Safety Rep	Not required	HU-Online Safety Program.	RIS for Activity Leaders	CRC/VSC	One approved team volunteer is required to have: CPR (Level C) & AED Emergency First Aid



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U13 AAA Dressing Room Supervisor	Not required	Not required	RIS for Activity Leaders	CRC/VSC	One approved team volunteer is required to have: CPR (Level C) & AED Emergency First Aid
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U13 AA/A

Role	Coach Clinic	HU-Safety	Respect in Sport (RIS)	CRC/VSC	First Aid, CPR & AED
U13AA /A Head Coach	Development 1	HU-Online Safety Program.	RIS for Activity Leaders	CRC/VSC	One approved team volunteer is required to have: CPR (Level C) & AED Emergency First Aid
U13AA /A Assistant Coach	Development 1	HU-Online Safety Program.	RIS for Activity Leaders	CRC/VSC	One approved team volunteer is required to have: CPR (Level C) & AED Emergency First Aid
U13AA /A Trainer	Not required	HU-Online Safety Program	RIS for Activity Leaders	CRC/VSC	One approved team volunteer is required to have: CPR (Level C) & AED Emergency First Aid
U13AA /A Manager	Not required	HU-Online Safety Program.	RIS for Activity Leaders	CRC/VSC	One approved team volunteer is required to have: CPR (Level C) & AED Emergency First Aid



U13AA /A Safety Rep	Not required	HU-Online Safety Program.	RIS for Activity Leaders	CRC/VSC	One approved team volunteer is required to have: CPR (Level C) & AED Emergency First Aid
U13AA /A Dressing Room Supervisor	Not required	Not required	RIS for Activity Leaders	CRC/VSC	Not required

U13 C

Role	Coach Clinic	HU-Safety	Respect in Sport (RIS)	CRC/VSC	First Aid, CPR & AED
U13C Head Coach	HU Online Coach 1/2 and Intro to Coach <i>(Note: HU Online Coach1/2 must be completed first)</i>	HU-Online Safety Program.	RIS for Activity Leaders	CRC/VSC	One approved team volunteer is required to have: CPR (Level C) & AED Emergency First Aid
U13C Assistant Coach	HU Online Coach 1/2 and Intro to Coach <i>(Note: HU Online Coach1/2 must be completed first)</i>	HU-Online Safety Program.	RIS for Activity Leaders	CRC/VSC	One approved team volunteer is required to have: CPR (Level C) & AED Emergency First Aid



U13C Manager	Not required	HU-Online Safety Program.	RIS for Activity Leaders	CRC/VSC	One approved team volunteer is required to have: CPR (Level C) & AED Emergency First Aid
U13C Safety Rep	Not required	One approved team volunteer is required to have the HU-Online Safety Program.	RIS for Activity Leaders	CRC/VSC	One approved team volunteer is required to have: CPR (Level C) & AED Emergency First Aid
U13C Dressing Room Supervisor	Not required	One approved team volunteer is required to have the HU-Online Safety Program.	RIS for Activity Leaders	CRC/VSC	One approved team volunteer is required to have: CPR (Level C) & AED Emergency First Aid

U15 AAA/AA/A

Role	Coach Clinic	HU-Safety	Respect in Sport (RIS)	CRC/VSC	First Aid, CPR & AED
U15AAA/AA /A Head Coach	Development 1	HU-Online Safety Program.	RIS for Activity Leaders	CRC/VSC	One approved team volunteer is required to have: CPR (Level C) & AED Emergency First Aid



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U15AAA/ AA /A Assistant Coach	Development 1	HU-Online Safety Program.	RIS for Activity Leaders	CRC/VSC	One approved team volunteer is required to have: CPR (Level C) & AED Emergency First Aid
U15AAA/ AA /A Trainer	Not required	HU-Online Safety Program	RIS for Activity Leaders	CRC/VSC	One approved team volunteer is required to have: CPR (Level C) & AED Emergency First Aid
U15AAA/ AA /A Manager	Not required	HU-Online Safety Program.	RIS for Activity Leaders	CRC/VSC	One approved team volunteer is required to have: CPR (Level C) & AED Emergency First Aid
U15AAA/ AA /A Safety Rep	Not required	HU-Online Safety Program.	RIS for Activity Leaders	CRC/VSC	One approved team volunteer is required to have: CPR (Level C) & AED Emergency First Aid
U15AAA/ AA /A Dressing Room Supervisor	Not required	Not required	RIS for Activity Leaders	CRC/VSC	Not required



U15 C

Role	Coach Clinic	HU-Safety	Respect in Sport (RIS)	CRC/VSC	First Aid, CPR & AED
U15C Head Coach	HU Online Coach 1/2 and Intro to Coach <i>(Note: HU Online Coach1/2 must be completed first)</i>	HU-Online Safety Program.	RIS for Activity Leaders	CRC/VSC	One approved team volunteer is required to have: CPR (Level C) & AED Emergency First Aid
U15C Assistant Coach	HU Online Coach 1/2 and Intro to Coach <i>(Note: HU Online Coach1/2 must be completed first)</i>	HU-Online Safety Program.	RIS for Activity Leaders	CRC/VSC	One approved team volunteer is required to have: CPR (Level C) & AED Emergency First Aid
U15C Manager	Not required	HU-Online Safety Program.	RIS for Activity Leaders	CRC/VSC	One approved team volunteer is required to have: CPR (Level C) & AED Emergency First Aid
U15C Safety Rep	Not required	One approved team volunteer is required to have the HU-Online Safety Program.	RIS for Activity Leaders	CRC/VSC	One approved team volunteer is required to have: CPR (Level C) & AED Emergency First Aid



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U15C Dressing Room Supervisor	Not required	One approved team volunteer is required to have the HU-Online Safety Program .	RIS for Activity Leaders	CRC/VSC	One approved team volunteer is required to have: CPR (Level C) & AED Emergency First Aid
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U18 AA/A

Role	Coach Clinic	HU-Safety	Respect in Sport (RIS)	CRC/VSC	First Aid, CPR & AED
U18 AA /A Head Coach	Development 1	HU-Online Safety Program.	RIS for Activity Leaders	CRC/VSC	One approved team volunteer is required to have: CPR (Level C) & AED Emergency First Aid
U18 AA /A Assistant Coach	Development 1	HU-Online Safety Program.	RIS for Activity Leaders	CRC/VSC	One approved team volunteer is required to have: CPR (Level C) & AED Emergency First Aid
U18 AA /A Trainer	Not required	HU-Online Safety Program	RIS for Activity Leaders	CRC/VSC	One approved team volunteer is required to have: CPR (Level C) & AED Emergency First Aid
U18 AA /A Manager	Not required	HU-Online Safety Program.	RIS for Activity Leaders	CRC/VSC	One approved team volunteer is required to have: CPR (Level C) & AED Emergency First Aid



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U18 AA /A Safety Rep	Not required	HU-Online Safety Program.	RIS for Activity Leaders	CRC/VSC	One approved team volunteer is required to have: CPR (Level C) & AED Emergency First Aid
U18 AA /A Dressing Room Supervisor	Not required	Not required	RIS for Activity Leaders	CRC/VSC	Not required



U18 C

Role	Coach Clinic	HU-Safety	Respect in Sport (RIS)	CRC/VSC	First Aid, CPR & AED
U18C Head Coach	HU Online Coach 1/2 and Intro to Coach <i>(Note: HU Online Coach1/2 must be completed first)</i>	HU-Online Safety Program.	RIS for Activity Leaders	CRC/VSC	One approved team volunteer is required to have: CPR (Level C) & AED Emergency First Aid
U18C Assistant Coach	HU Online Coach 1/2 and Intro to Coach <i>(Note: HU Online Coach1/2 must be completed first)</i>	HU-Online Safety Program.	RIS for Activity Leaders	CRC/VSC	One approved team volunteer is required to have: CPR (Level C) & AED Emergency First Aid
U18C Manager	Not required	HU-Online Safety Program.	RIS for Activity Leaders	CRC/VSC	One approved team volunteer is required to have: CPR (Level C) & AED Emergency First Aid
U18C Safety Rep	Not required	One approved team volunteer is required to have the HU-Online Safety Program.	RIS for Activity Leaders	CRC/VSC	One approved team volunteer is required to have: CPR (Level C) & AED Emergency First Aid



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U18C Dressing Room Supervisor	Not required	One approved team volunteer is required to have the HU-Online Safety Program .	RIS for Activity Leaders	CRC/VSC	One approved team volunteer is required to have: CPR (Level C) & AED Emergency First Aid
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Please note the following:

Metro West Force will cover certification fees for the above Team Staff totals. Anything over these totals will be covered by the individual(s) themselves (without MWF involvement).

Additional Volunteers: Metro West Force will certify up to 10 additional volunteers. These volunteers can be Dressing Room Monitors (to support the Hockey Canada two-deep rule), On-Ice Helpers or a combination of the two. Teams should track the number of additional volunteers they have involved with the team.



NEW Safety Requirements

As part of our ongoing commitment to prioritize the safety and well-being of our members, the Board of Directors of Hockey Nova Scotia has implemented some important changes.

HNS introduced a new requirement for all Hockey Nova Scotia volunteers. Over the course of the next three seasons, we will be phasing in **First Aid, CPR, and AED (Automated External Defibrillator) training requirement for volunteers**. This implementation will ensure that our members are equipped with the necessary skills to provide immediate care in the event of any injury or medical emergency.

NEW REQUIREMENTS FOR this upcoming 2023-24 SEASON

During the 2023-24 hockey season, the following will be required:

U7/U9: At least one (1) on-ice team volunteer is required to have the [HU-Online Safety Program](#) and **CSA Basic First Aid** (often called **Emergency First Aid** by providers), **CPR (Level C)**, and **AED** certification. This volunteer must be on the ice at all times, and present for all team events and activities.

All Other Minor, Female, Junior, and Elite Levels: All team volunteers (excluding Dressing Room Supervisors) are required to have the [HU-Online Safety Program](#). At least one (1) team volunteer is required to have **CSA Basic First Aid** (often called **Emergency First Aid** by providers), **CPR (Level C)**, and **AED** certification. This volunteer must be present for all on and off-ice team events and activities.

By the 2025-26 season, **all** Minor and Female AA and A team volunteers (excluding Dress Room Supervisors) will be required to have **CSA Basic First Aid (often called Emergency First Aid by providers)**, **CPR (Level C)**, and **AED** certification.

Please note that your **CSA Basic First Aid** (often called **Emergency First Aid** by providers), **CPR (Level C)**, and **AED** certification remains effective for use with Hockey Nova Scotia until the conclusion of the hockey year coinciding with its expiration. For example, if your certification expires in 2025, it will be honoured by Hockey Nova Scotia until the end of the 2024-25 season. If your certification expires in 2026, it will be valid with Hockey Nova Scotia until the end of the 2025-26 season

HOW TO SUBMIT YOUR CERTIFICATION

Once completed, the HU-Online Safety Program will be reflected on your Hockey Canada Registry (HCR) account.

However, all **CSA Basic First Aid** (often called **Emergency First Aid** by providers), **CPR (Level C)**, and **AED** certificates must be sent to info@hockeynovascotia.ca. please CC



certifications@metrowestforce.com and yvsafesport@metrowestforce.com. In your email, please include your **full name, hockey association, and date of birth.**

FINDING A CSA BASIC (EMERGENCY) FIRST AID, CPR (LEVEL C), AND AED PROGRAM NEAR YOU

We understand that various workplaces in Canada already require First Aid, CPR, and AED certified employees for ensuring immediate response during emergencies, and we believe that this standard should be upheld in our hockey community as well. These life-saving skills can make a significant difference when faced with unexpected situations on and off the ice.

To facilitate the process of obtaining the required certification, we encourage each Hockey Association (HA) to collaborate with a local service provider that specializes in offering First Aid, CPR, and AED training programs. We have compiled a list of some potential providers below. Please note there are several qualified independent providers across the province. In the upcoming years MWF will endeavor to have courses for the coaches to ensure that by the 25 season we are fully certified.

- [St. John Ambulance](#)
- [Priority First Aid](#)
- [Canadian Red Cross](#)
- [Lifeshield](#)
- [Commissionaires](#)

Please ensure that the training program includes **Emergency First Aid, CPR (Level C), and AED** certification as the *minimum requirement*.

Training programs are available in various formats, such as in-person sessions over a weekend or multiple evening sessions, as well as online content to accommodate different schedules and preferences.

We want to emphasize that these changes by HNS are being made with your players safety in mind. By ensuring that all our members are equipped with these vital skills, we are taking a proactive approach to handle any medical emergencies that may arise during our hockey activities.



ADDITIONAL INFORMATION

- You must be at least 16 years old to take a Coaching course with Hockey Nova Scotia.
- Individuals who are 16 or 17 years of age and wish to volunteer must complete the required certifications except for the CRC/VS.
- Anyone under the age of 16 wishing to volunteer must be on a hockey team registered with Hockey Nova Scotia. These individuals must wear full gear and be under the direct supervision of a fully certified Coach. They can demo the drills, but not participate in the drills.
- Coaches must register in the clinic appropriate to the division in which they are coaching.
- Registration for all courses/clinics is now done online using your HCR 3.0 account. Complete information regarding the registration process and course schedules can be found [HERE](#). Hockey Nova Scotia will invoice Metro West Force for all courses. Metro West Force will pay only invoices for courses that were required to be taken and charge individuals who are not assigned to teams for courses taken. Consequently, it is important that you register and take courses that are required. Extra Costs paid by Metro West Force for clinics taken by staff of competitive teams (AAA, AA, A, B) will be invoiced to the teams. Individuals are encouraged to sign up for their desired clinics as soon as possible as clinics fill up quickly.
- It is very important that individuals commit fully to the courses in which they are registered. The association pays for clinic registrations whether the individual participates or not. Should an individual not participate in a course in which he/she is registered, the costs will be charged to the individual, not the team.
- It is the responsibility of the individual to notify Hockey Nova Scotia of any change in their Criminal Record Check.



Frequently Asked Questions

Q: What is the deadline for certifications?

A: The certification deadline is December 1st of each season. All certifications must be completed by this date, or individuals will run the risk of being removed from the bench or involvement with the team. The only exception to this are Coaching Clinics. If the only course you need is a Coaching Clinic, you must be registered for the clinic by December 1st, but it is acceptable if the course doesn't start/finish until a later date.

Q: Do I need an HCR 3.0 account and Hockey Canada ID?

A: Yes. Both are required. The HCR 3.0 account is what stores your certifications. Several certifications are good for more than one year. Having them stored in this profile allows us to reference them for your clearance and further prevents MWF from paying for certifications that are already done. Many certifications are not accepted if they do not appear within this system. The Hockey Canada ID is what allows you to register for the courses/clinics within the HCR system. Without it, you cannot register.

Q: Can I send an email for each individual person as our Team Staff increases?

A: I would prefer you didn't! The certification period is extremely busy for the first couple months of the season leading up to the December 1st deadline (and slightly beyond). To ensure that everyone's requirements are handled accordingly, it would be more beneficial (for everyone) to have one email sent per team that includes all Team Staff names, email addresses and positions. Future email correspondence will occur, but this will cut down on multiple back-and-forth email trails.

Q: When I login to myBackCheck to complete the CRC/VS, it asks me to choose between "Individual" or "Organization". Which is correct?

A: As this invite is being sent out by the MWF Organization, please choose "Organization".

Q: Do I need the Vulnerable Sector (VS) part of the BackCheck performed?

A: Generally speaking, yes. The only position that does not require the VS part is the Safety Rep role. However, if the Safety Rep is also a Dressing Room Monitor, they would require the VS.

Q: My BackCheck was returned to me by Halifax Regional Police saying they weren't going to conduct a VS for my role. What do I do?

A: HRP is looking for specific verbiage in these instances. They need to know that your role involves some level of supervision of minors. Specifically, here is the response from HRP on what they're looking for "What we are looking for to meet that requirement is generally information around being in dressing rooms, teaching/coaching, supervising children, or providing some type of care such as first aid.". If you receive one of these emails from HRP, please reply back to them indicating a more appropriate description of your involvement with the team/minors – based on the above.



Q: I know I've been involved with Hockey before and thought I had an HCR#, but you're telling me you can't find me. What should I do?

A: Great question! This one is generally caused by last names. You may be communicating as "Jane Doe" right now, but perhaps your HCR account is under "Jane Smith". This is common with married versus maiden names. Unfortunately, HCR doesn't tie these together for us. If you do not reference that your account may be under a different last name, we cannot find you and cannot confirm whether you may already have valid certifications. Always let us know whether you were previously involved in hockey.

Q: I was previously involved with another Hockey Organization and have certifications that should still be valid. Can you confirm this?

A: Yes. However, we need to know this information as soon as possible. In many instances, while I can see your profile with Bedford, or Halifax (as examples) within HCR, I can't view all the details. I need to submit a transfer to allow me to see the entire profile and verify certifications, if any. This can sometimes take a few days to complete so the sooner I know about it, the better.

Q: Can I continue to add people to our roster up to December 1st?

A: Yes. However, each addition to your roster needs to be communicated to our Registrar (registrar@metrowestforce.com) first. This allows these additions to "officially" appear on your team and further allows HNS to audit their involvement with the team. As December 1st quickly comes each season, the sooner you can complete your roster, the better. This allows more time to complete certifications.

Q: I'm a Team Manager (or Head Coach). Can you check my roster and tell me if everyone has completed their certifications?

A: Yes... and no. Generally speaking, once I am made aware of a Team Roster, I compile the list of required certifications and send individual emails to everyone. These emails indicate what is required and, in many instances, include instructions on how to proceed. Once this information is sent out, I do not follow up with anyone to see whether they're doing what is required. Although I can check on this, certifications are extremely busy for the 6 week rush that starts a season. It is easier – in almost every instance – if you reach out to the individuals on your team and inquire whether they're completing their courses/clinics, instead of asking me.

Q: I have completed my BackCheck and shared the results with MWF. Why hasn't it been cleared or uploaded into my HCR profile yet?

A: The primary reason for this, which accounts for 95+% of instances, is the Vulnerable Sector piece. When your BackCheck is completed, you will receive an email from HRP containing an attachment. That attachment will be your Vulnerable Sector details. It will contain a Serial Number that needs to be entered into your BackCheck (online in myBackCheck.com). Once entered, you reshare the CRC/VS with MWF (me) and everything should clear within 24hrs.



Q: I completed my CRC/VS and/or my Respect in Sport course outside of the MWF official process. Who can I send the receipt to for reimbursement?

A: Unfortunately, MWF does not reimburse anyone for any CRC/VS or Respect in Sport course that is completed outside of our official process.

Q: I already took Respect in Sport. Why am I being asked to take it again?

A: There could be a couple reasons for this. The most common is that you previously took the "Parent" level RIS course. The one required for volunteer involvement within MWF is "Activity Leader". On rare occasions, even when the correct RIS course was completed, it doesn't upload into your profile in HCR. This could be because you didn't have an HCR account created, OR, because of a system related glitch. These are corner cases and will be handled on a one-by-one basis if encountered. It will typically culminate with me requesting a copy of your completed certificate – which can also be obtained by logging into the RIS site – so that I can have it uploaded into your HCR profile.

Q: I'm entering the prepaid code you gave me for Respect in Sport, but it isn't working.

A: This typically happens when you are trying to register for the Parent program rather than Activity Leader. The code you were sent only works for Activity Leader.

Q: Do I need to send confirmation of courses once they're complete?

A: Yes and No, while they will be entered into your HCR we will require your certificate confirmation and receipt if you wish to be reimbursed.

Q: I completed a previous CRC/VS with my company (or other organization). It's still valid, will you accept this?

A: Possibly. For a CRC/VS in these instances to be accepted, it needs to have been conducted within **6 months** of the start of the hockey season. Provided that is the case, yes, it will be accepted. If the BackCheck was completed using myBackCheck, it can be shared with MWF.

Q: My BackCheck that I had completed outside of MWF is valid (within 6 months) but it is a paper copy (not electronic). Is this still valid?

A: Yes. However, I will need to physically see the CRC/VS (not a photo) and take a copy of it.

Q: When completing the VS part of my CRC/VS, I had to go get fingerprinted. If the results aren't back in time, can I be given an exception to continue with the team?

A: Unfortunately, no. When it comes to a CRC/VS there are no exceptions that are given for circumstances like this, even though it is largely out of the individual's hands. This is why it is so important to start the CRC/VS process as soon as Team Staff Rosters are defined, as it can take 4-6 weeks to have a CRC/VS returned as clear.