



Hockey Eastern Ontario

BULLETIN

HEO I1601

Type: Information

Created: October 2, 2016

From: Debbie Rambeau, Executive Director HEO/Garth Stonier Respect in Sport Group

Subject: Respect in Sport Administration Information

Sent to: HEO Board/HEO Staff/HEO Minor Executive/District Chairs/Association Presidents

Greg Stonier with the Respect in Sport Group asked for the below to be sent out. Please send to your registrars or those who do the administration for the RIS Parent or Activity Leader programs

Respect Group has been very busy with some new development intended to benefit Admins and registrars, and it is our hope you will see the benefits of these enhancements immediately.

First, I would like to ensure you are aware of a new email address providing direct access to our Tier2 support personnel. Our main helpdesk is in place only to assist with end-user issues and does NOT have the access or training to assist with questions admins or registrars may have, nor permission to lookup end-users on an Admins behalf. For this reason we have an email account specifically for Admins and Registrars that is a direct line to personnel with the knowledge and access to assist you efficiently. The exclusive email address for Admins and Registrars is adminhelp@respectgroupinc.com . If you have any





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questions about The Respect in Sport Parent or Activity Leader programs, this should be your first stop.

Second, a new look-up tool has been launched that will be seen by all parents as they register for the Respect in Sport Parent program. As a part of adding children to their profile, parents will now be shown a listing of children who are already in the HCR and closely match the child information provided. For example, in the case of a child with a First Name of Bailey, a Last Name of Stonier, and a birth date of December 16, 2007, all children with the exact same last name, a birthdate within 7 days, or an only slightly misspelled first name will be displayed allowing the parent to select the correct profile. We expect this will be particularly beneficial in cases of Mike vs Michael, Jen vs Jennifer etc. In the example below, the middle entry is correct, the top entry has a misspelled first name, and the bottom entry has an incorrect date. The parent would simply select the correct profile from the list and move on.

Finally, beginning this week, during registration, we will start asking coaches if they would like us to share their certification information with the Coaching Association of Canada's Locker. Coaches will now be eligible to receive 3 professional development credits towards the maintenance of an NCCP certification.

Should you have any questions, comments, concerns or suggestions, please contact myself or reach out to our administrator support team at adminhelp@respectgroupinc.com.

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