

The Shift Forward: Evolving Hockey Culture - Frequently Asked Questions

The Why:

1. Why did Hockey Canada launch *The Shift Forward: Evolving Hockey Culture*?
 - a. Hockey Canada is embarking on a pivotal change and launched *The Shift Forward: Evolving Hockey Culture* following a National Training Needs Analysis concluded that training within hockey would help lead to changing behaviours if it was age-appropriate, role-specific, and geared towards the experiences of participants and not a one-size-fits-all approach. *The Shift Forward: Evolving Hockey Culture* is focused on transformational change on how we approach training to achieve creating a safe and welcoming environment and empowering those who engage in the game to manage unhealthy behaviours.
2. Why is *The Shift Forward: Evolving Hockey Culture* focused on hockey-specific training?
 - a. Although hockey specific training is a pivot away from a long-standing practice of acquiring certification that can be transferred to other sports, Hockey Canada heard through a National Training Needs Analysis that there was significant benefit to having training being geared toward the experiences of participants.
3. Why is *The Shift Forward: Evolving Hockey Culture* building training that is for more audiences than just coaches?
 - a. The Future of Sport Commission released preliminary findings and recommendations which outlined that limiting education to only select groups that are in the sport ecosystem can undermine the collective responsibility to prevent and respond to maltreatment. As such, all groups should be included in education and training, including coaches, officials, parents/guardians, support staff and even children, if the education is age-appropriate.
<https://www.canada.ca/en/canadian-heritage/campaigns/future-sport/participate/interim-report/chapter-14.html>
4. How will this new education program be relevant to my role in hockey?
 - a. The modules that have been developed as part of *The Shift Forward* have been tailored for each specific audience (coaches, officials, rostered staff and parents and guardians). The training for each audience group may have similarities as some content is appropriate for all audiences, but all examples, scenarios and additional elements have been tailored for the realities of the role you fulfill within hockey.

The What:

5. What topics will the program cover?
 - a. The program will cover a variety of topics covers topics focused on shifting hockey's culture forward. For the 2026-27 season, the modules within the program will cover the following themes: hockey culture, being an active bystander, how to have crucial conversations, autonomy, individual rights, grooming and consent.
6. How long will the program take to complete?

- a. The time it will take to complete the program will vary depending on what role(s) you have in the hockey ecosystem and how intentional you are when taking each module. The below table outlines how long learners can expect the program to take:

Learner Role	Welcome to Hockey / Hockey Culture	Be the Change	Talk it Out	Lead with Respect	Total Estimated Seat Time
Coaches	50	11	16	13	90
Official	50	8	11	11	80
Rostered Staff	50	11	13	12	86
Parents / Guardians	50	11	16	12	89

7. Will there be additional courses on other topics released?
- a. Additional courses on a variety of topics are being planned in collaboration with Hockey Canada’s Members. These additional topics will be informed by the issues that are being identified within the game. Additional information will be released at a later date.
8. If I took the course in the 2025-26 season, will I need to complete more courses to complete the program?
- a. For those individuals who took the first module of *The Shift Forward* program in the 2025-26 season, you will need to re-enter the program to complete the 3 new modules being released for the 2026-27 season.
9. Once I take *The Shift Forward: Evolving Hockey Culture*, will I be required to re-certify at some point?
- a. Hockey Canada is committed to providing progressive education to the hockey community. Hockey Canada and its Members are collaborating on what re-certification cadence would respect everyone’s time, while focusing on addressing unhealthy behaviours in the game. Information will be shared at a later date.
10. Will new courses that are being built and added later become mandatory?
- a. Whether a new course will be mandatory or not will be determined after consultation with the Members of Hockey Canada.

The Who:

11. Who is *The Shift Forward: Evolving Hockey Culture* program for?
- a. For the 2026-27 season, the program is launching for Coaches, Rostered staff, Parents/Guardians and Officials. Each individual Member is required to determine which participants in their environment are required to complete for this season. If you have questions on if you need to complete the program, please contact your Member directly.
12. Who is a rostered staff?

- a. Any individual who becomes rostered for a season who may not be coach. These individuals could include positions like Managers, Safety Person(s), and Equipment Managers. If you are unsure if you are required to take *The Shift Forward: Evolving Hockey Culture*, please contact your Member Branch for clarification.
13. What happens if I have multiple roles within hockey (coach & parent/guardian or official & rostered staff, etc.)? Will I need to take the course multiple times?
- a. As the curriculum is being built to have tailored and specific education for different audiences in hockey, there will be the need to take portions of the education that are specific to the roles that you hold in hockey. To simplify, if you are a coach and a parent/guardian, you would be required to take *The Shift Forward: Evolving Hockey Culture* for Coaches and the Parent version of the content that was not already covered in the Coach version.
14. Will players have to take this education program?
- a. The intention is for players to take age-appropriate education through *The Shift Forward* program. The training is currently being developed with experts and Hockey Canada is collaborating with its Members to align on the best approach to release this content. More details will be released at a future date.

Fees

15. How much does this new program cost for Coaches, Rostered Staff and Officials?
- a. The program for Coaches, Rostered Staff, and Officials costs \$27.00, although we encourage you to connect with your Member branch to confirm if there are nuances in your region.
16. How much does this new program cost for Parents / Guardians?
- a. The Parent / Guardian program costs \$11.50, although we encourage you to connect with your Member branch to confirm if there are nuances in your region.
17. Where does the fee for this program go?
- a. The fee for *The Shift Forward: Evolving Hockey Culture* has three components: a fee for the Learning Lab, which is the platform for delivering the course and the fee goes to the provider, a Hockey Canada fee that supports the significant and continued investment for content creation and a Member fee to support the overall administration of monitoring and compliance of *The Shift Forward: Evolving Hockey Culture*.
18. If I paid in the 2025-26 season, will I need to pay again for the new modules that become available in the 2026-27 season?
- a. No. Your completion in the 2025-26 season will be tracked, and you will be able to complete the courses launched in the 2026-27 season for no additional fee.
19. If players are eventually going to take this training, will there be a fee?
- a. Hockey Canada and its Members are committed to offering player education at as minimal a cost as possible, and all avenues to reduce cost are currently being explored. In advance of launching player education, any fee information will be available in advance.

The When:

20. When will *The Shift Forward: Evolving Hockey Culture* be fully released?

- a. *The Shift Forward* program has been released as of April 1, 2026. Additional content will be created that participants or Members can choose to add into the program. Hockey Canada is focused on progressive education and working to create an environment of life-long learning within its participants. Stay tuned as new content is developed and released in the coming seasons.

Course Access & Technical Questions

21. How can I register for *The Shift Forward* as a coach, rostered staff, or official?

- a. Registration for the new course will be done through the Hockey Canada Registry. Full steps on registering can be found here:

<https://help.spordle.com/space/HDNE/2569273348/Registration+for+a+Clinic>

22. How can I register for *The Shift Forward* program as a parent / guardian?

- a. Registration for the new course will be done through the Hockey Canada Registry. Full steps on registering can be found here:

[https://help.spordle.com/space/HDNE/4148035597/The+Shift+Forward:+Welcome+to+Hockey%2FHockey+Culture#Signing-up-via-Spordle-Page-\(as-a-parent\)](https://help.spordle.com/space/HDNE/4148035597/The+Shift+Forward:+Welcome+to+Hockey%2FHockey+Culture#Signing-up-via-Spordle-Page-(as-a-parent))

23. If I run into technical issues with the new course, is there a help desk available?

- a. Please contact hcr@spordle.com for any technical issues.

24. The organization my child plays in does not use the Hockey Canada Registry for registration, how can I access the course?

- a. Regardless of the system used for registration, all Hockey Canada participants end up in the Hockey Canada Registry. All participants are still able to register for *The Shift Forward* program and the qualifications will appear in the Hockey Canada Registry.

25. Where do I find the completion of this new program (official, coach, rostered staff)?

- a. Once you complete the course, the qualification will be automatically added to your Hockey Canada Registry profile for your hockey association to see.

26. If I move to a different part of the country with a different Member, will they be able to see my qualification for *The Shift Forward* program?

- a. Yes, your Hockey Canada Registry profile, including all qualifications, will be available for your new Member Branch and MHA to see.

27. Where do I find the completion of the program as a Parent / Guardian?

- a. Once you complete the Parent / Guardian program, the qualification will automatically be added to the Hockey Canada Registry profiles of your child(ren).

28. How will the qualification be added to my child(ren)'s profiles? Is there anything I need to have before beginning the registration process?

- a. When registering for the clinic, the first pop-up window provides you with crucial information. By registering under your child's name, they and any other profiles associated with your account will inherit your qualification. Only your child(ren) and/or participants under your legal care should be linked to your account.

29. Is this new course offered in English and French?

- b. Providing an equivalent learning experience in both French and English was a priority. All courses made available on the Learning Lab will be available in both official languages.

MHA Registrar Questions

1. If a parent has multiple children, will their completion of *The Shift Forward - Parent*, be attached to all children?
 - a. By registering under their child's name, they and any other profiles associated with a parent's account will inherit the qualification. They will need to ensure all of their children and/or participants under their legal care are linked to their Hockey Canada Registry My Account.
2. Our MHA normally bought codes for other programs to reduce the administrative load, is that an option with *The Shift Forward - Coach* and *The Shift Forward - Rostered Staff* version?
 - a. MHAs will no longer need to buy codes in bulk for participants. If your association is covering the cost of The Shift Forward registration for participants, Member Branches will set up a private, no-charge Clinic in Hockey Canada Registry and can share that clinic link with MHAs that request it. Member Branches will then be able to invoice MHAs based on the clinic registration numbers.
3. If our Member has deemed this mandatory for individuals to take as part of the registration and rostering process, how will we monitor compliance?
 - a. This will be up to the Member Branch to manage. Through Team Restrictions in the Hockey Canada Registry, the Member Branch will be able to add these new qualifications and may choose to Enforce them so that a participant cannot be added to a roster without the appropriate qualification(s).
4. If there is a re-certification requirement with this program, how will we manage the expiration notifications and subsequent re-certification?
 - a. Member Branches will be responsible for this. They have the ability to set qualification expiration notifications as well as the communication that is included in those notifications. If we have members of our MHA who are struggling with accessing the course or other technical difficulties, where should we direct them for support?
 - b. If the MHA is unable to support participants, the first step would be to refer to *The Shift Forward* documentation. If the issue persists, please contact hcr@spordle.com for any technical issues. If we have a member of our MHA question why hockey is changing to *The Shift Forward* program over other established programs, what should we tell them?
5. If a child in our MHA has multiple parents/guardians, we would like all parents/guardians to take *The Shift Forward* program, is that possible?
 - a. The tracking system only allows for 1 parent or guardian's completion to be added to a child's Hockey Canada Registry account. Your MHA is welcome to encourage that all parents / guardians complete the parent program, but there is no defined way to track completion in this way.
6. Our Member used to cover the cost of training for Coaches and Rostered Staff, will this continue for *The Shift Forward* program?

- a. Each Member can determine whether they will cover the cost and offer *The Shift Forward* at zero cost to the participant, please confirm with your respective Member.