

SafeSport – USA Softball Local Association Commissioner FAQ

Q: What is SafeSport?

A: Safe Sport is the Olympic community's initiative to recognize, reduce, and respond to misconduct in sport. Safe Sport is composed of 3 individual lessons that subject matter focus on sexual misconduct awareness, mandatory reporting, and emotional and physical misconduct.

Q: Why does USA Softball participate in SafeSport?

A: USA Softball is excited to offer the USOC's SafeSport program, at no charge to our members, as an online training/educational tool. SafeSport's purpose is to help our members in becoming more aware and informed on how to help stop and prevent abuse from occurring in our sport. At USA Softball our goal is to aid in spreading awareness and to protect all participants in our sport from our grassroots programs all the way up to our National Teams. The United States Olympic Committee (USOC) has implemented a mandate for this program with all of the national governing bodies (NGB's). Within each NGB, all qualifying members are required to complete the SafeSport program prior to participating within their designated sport.

Q: Who within my Local Association will be required to obtain SafeSport training?

A:

- Board of Directors
- Commissioners appointed by USA Softball
- JO Commissioners appointed by the USA Softball Commissioners
- Player Representatives appointed by USA Softball Commissioners
- Umpires-In-Chief appointed by USA Softball Commissioners
- National Championship Tournament Directors appointed by USA Softball or USA Softball Commissioners
- A.C.E. Program Coaches of the USA Softball's Local Association Members

Q: As a local USA Softball association what is expected of us to help implement the SafeSport program for our staff and A.C.E. Coaches?

A:

- Utilize provided resources to familiarize yourself and staff with the process of creating a SafeSport account, linking your USA membership, & completion of each lesson. (There is a USOC SafeSport section posted within our Help Document Section on RegisterUSASoftball.com that provides step-by-step instructions for creating your account as well as completing each SafeSport lesson.)
- Understand the structure of completing SafeSport as an A.C.E. coach in order to be prepared to provide your coaches with timely and effective Customer Service.

Q: How will we know if our A.C.E. Coaches completed their SafeSport training?

A: Beginning this past December (2017) the A.C.E Exam does not become active for coaches to complete until their SafeSport training has been completed. Coaches will be able to link their SafeSport account to their RegisterUSASoftball.com account using their RegisterUSASoftball.com Member ID. Each SafeSport lesson is listed with Red Text on the RegisterUSASoftball.com account within the ACE education section. As members complete their SafeSport lessons SafeSport will relay their completion codes to RegisterUSASoftball.com turning the text from Red to Green. Once all 3 lessons have been completed and updated to Green text on RegisterUSASoftball.com the A.C.E. Exam link will become available.

**September associations: any coaches who have completed A.C.E. prior to December (2017) will need to return to RegisterUSASoftball.com to start and complete SafeSport.*

Q: What if an A.C.E. Coach forgets to add their USA Softball Membership to their SafeSport account?

A: They can still add their USA Softball Membership to their account after completion of SafeSport. (A help document is provided for this within our RUSA Help document section)

Q: What if an A.C.E. Coach has linked their USA Softball Membership to their RegisterUSASoftball.com account and has completed all lessons to be SafeSport trained however their account does not reflect one or more of the lessons completed?

A: There can be a lag or delay in communication between SafeSport.org and RegisterUSASoftball.com sites. When this occurs, please advise your member to access their SafeSport account and confirm they have completed all 3 lessons. Request for them to download each certificate and then to log back into their RegisterUSASoftball.com account to see if the lessons have updated to reflect completions. If they have not updated, then please advise them to send you the certificate of completion for each lesson that is not showing as completed. Once you have received the certificates, please impersonate their RegisterUSASoftball.com account to confirm the lessons do not show as completed and that they have sent the correct certificates needed. (We ask that you do this due to the lag or delay in communication between the two sites as during this time the system lesson status may have updated on its own. If the lessons have updated you will be able to inform your member and allow them to access and complete their A.C.E. in a timelier manner). If their lessons have not updated to show completion, you can then forward those certificates to Savannah Edwards at the National Office. In the body of email to Savannah, please include the individuals Member ID number and Lesson Title for each SafeSport Certificate attached to the email. This will ensure a quicker turnaround time for your members account to be updated so they may complete their A.C.E. Exam.

Available Resources:

You can find more information on SafeSport by clicking on either of the following links: <https://www.teamusa.org/usa-softball/resources/safesport> or <https://www.safesport.org/>

We also have a USOC SafeSport section under our Help Documents on RegisterUSASoftball.com for members to utilize when creating their SafeSport account as well as completing each lesson. <https://registerusasoftball.com/Account/Docs.aspx#>

Below is the standard reply from the National Office Help Desk to A.C.E. Coaches whose RegisterUSASoftball.com account is not showing their SafeSport lessons as complete:

“Did you assign your USA Softball Membership to your SafeSport account? If not, please refer to the attached PDF help document on how to add your USA Softball membership to your SafeSport account.

If you do have your membership attached and your lessons still do not reflect as completed, please take the following actions. Access your SafeSport account and check the completion circle for the each lesson. Make certain that circle is showing you are 100% complete. Once you have checked and confirmed your test completions, please access and download the certificate for each completed lesson. Once you have done that, please check your RegisterUSASoftball.com account to view if your lessons are now showing as completed. If your SafeSport lessons still do not reflect completion on RegisterUSASoftball.com upon taking these actions, please reply to this email with your SafeSport certificates attached for each lesson that is not reflecting as completed on RegisterUSASoftball.com. Once we have your certificates for those lessons, we will confirm your completion of the courses and manually push your result through.”

Please feel free to utilize this message for your members if desired.

If you, any of your staff, or your members have issues with their SafeSport account, they can email the SafeSport Help Desk for assistance at help.desk@safesport.org