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TAMRMS#: B05

INFORMATION REQUEST (IR) - Safe Working Environment for Staff - 2024 Statistics

Requested by: Councillor Joly
Date of Request: February 11, 2025
Date Response Due: March 11, 2025
Confidential Response: No

QUESTION

Could we get an update to IR-24-013 - Safe Working Environment for Staff - with 2024 statistics? Also, do the stats in this report include vulgar and/or abusive emails/other communications? If not, do we keep stats on these?

RESPONSE

Please refer to IR-24-013 for the question and previous response.

Update: The City continues to utilize an electronic safety system (Intalex) to manage all aspects of the health and safety program, including the reporting and investigation of incidents. This reporting process includes all forms of harassment or threat related incidents, **including** vulgar and/or abusive language. However, in review of the reported incidents we have seen minimal reporting of instances of abuse through electronic means and/or social media posts. Throughout 2024 the City completed additional system user training and identified areas we can focus effort on improving awareness regarding the types of incidents that require reporting and investigation. Through this engagement, safety staff heard there are a number of instances where abusive behavior is occurring online or via electronic means, but many were not reported in the City’s safety system. Although trending appears to be improving, we remain cautious that some number of incidents may not be reported and therefore not included below.

City of St. Albert Incident Trending		
Year	Harassment and/or Threat Related	Year Over Year Change
2024	103	-37.57%
2023	165	44.73%
2022	114	20%
2021	95	116%

Note: For the chart above, the departments experiencing the largest number of the above incidents include Recreation and Parks followed by Public Operations.

Consistent with IR-24-013, the City continues to have a variety of Safety hazard controls (safety

measures) in place to mitigate harassment and/or threatening hazards, including hazards of working alone, which include:

1. Position specific hazard identification, assessment and control (HIAC) procedures that includes, in cases where applicable, harassment and threats and controls in place to prevent injury. If harassment is a hazard for a position a HIAC exists, supervisors are responsible for discussing the hazard and controls with current and new employees.
2. Directive to address violence, violence prevention and applicable responsibilities. Of relevance in this directive is the following:

“The City firmly stands against any form of violence, whether directed towards or perpetrated by any employee, contractor, or member of the public. Such acts are strictly prohibited and will face appropriate actions. We ensure comprehensive support for victims in reporting and addressing incidents of violence. Furthermore, this Violence Prevention Directive complements, rather than supersedes, employees' rights under relevant laws.

In the event of a Workplace Violence Incident: The employee’s priority is to protect themselves and others. If possible, they should remove themselves from the area/situation immediately. In situations involving assault or potential for injury, the supervisor must contact the RCMP immediately. “

3. Directive to address expected respectful workplace behaviors, procedures and applicable responsibilities. Of relevance in this directive is the supervisor’s responsibility (among other responsibilities) to:
 - Ensure that workers are trained in recognizing and responding to situations involving workplace harassment and violence;
 - Ensure that every reported incident of violence is investigated, in an objective and timely manner, and potential areas of improvement are identified;
 - Advise the employee(s) affected by the incident to consult a health professional of their choice and provide them with contact information for the Employee and Family Assistance Program (EFAP);
 - Maintain the confidentiality of the individuals concerned, except where disclosure is necessary for the purposes of investigating the complaint or taking disciplinary measures in relation to the alleged complaint if discipline is being imposed;
 - Take appropriate action to ensure a violence free workplace. This could include employee discipline up to and including termination, barring a person(s) from facilities, or discontinuing business with contractors or suppliers;
 - Take the necessary measures to deal with and resolve matters of inappropriate behavior by the public.
4. Employee Training on the above, position specific hazard assessment and hazard control procedures.
 - “Working alone” specific procedures (i.e. check-in processes, 2-way communication process)
 - Certain facilities have CCTV security cameras
 - Supervision of employees
 - Certain locations have panic button and/or emergency alarm capability

- Locations have highly visible signage posted
- Reoccurring training offerings: Leadership for Safety Excellence, Dealing with Difficult Customers, Building a Respectful Workplace (employees), Respectful Workplace for Leaders

Since IR-24-013, the following additional actions have occurred or are planned for 2025:

1. City council has approved a “Corporate Security Specialist” business case and this is expected to be recruited in April 2025.
2. Simulations/Exercises to prepare staff or council in the event of violence or abuse.
3. Managing Aggressive People Course (occurred June 2024; next offering is April 2025)
4. Patron Code of Conduct Directive Review and Update is in progress (2025).
5. Reviewing security contracts and patrols (2025)

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