Town of Bon Accord
AGENDA
Committee of the Whole Meeting
October 27, 2026 4:15 p.m. in Council Chambers
Live streamed on Bon Accord YouTube Channel

1. CALL TO ORDER AND LAND ACKNOWLEDGEMENT

2. ADOPTION OF AGENDA

3. DELGATIONS

3.1. 4:20 p.m. Brenda Gosbjorn and Joyce Curtis-Bonardi – Bon Accord Public Library Board 2027 Budget Presentation (enclosure)

4. BYLAWS | POLICIES | AGREEMENTS

4.1. Workplace Violence and Harassment Policy (enclosure)
4.2. One-Time Emergency Funding Policy (enclosure)

5. CLOSED SESSION

6. ADJOURNMENT

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Town of Bon Accord Library Board Annual Budgets	2025 Actuals	Approved 2026 budget	2026 YTD	Proposed 2027 budget
Expenses				
Wages (includes vac. Pay & employer contributions, WCB)	92,622.23	90,400.00	73,200.00	95,000.00
Payroll Admin Fee	973.00	1,200.00	640.00	1,200.00
Staff Professional Development (incl Travel & Hotel)	476.38	500.00	272.00	500.00
Mileage		50.00	0.00	50.00
NLLS Transfer fee	8,363.63	8,400.00	8,485.95	8,562.40
Telephone	697.30	700.00	585.00	700.00
Miscellaneous		50.00	0.00	50.00
Insurance	3,071.53	2,800.00	2,820.00	3,000.00
Equipment Rentals & Maintenance Contract	2,334.80	1,500.00	1,475.00	1,700.00
Programming	250.00	100.00	0.00	100.00
Library Supplies (incl General Office Supplies)	4,312.72	1,300.00	206.00	1,000.00
Lost and damaged materials	34.86	100.00	70.00	100.00
Bank Fees/Debit Machine	416.61	600.00	573.00	700.00
Total Expenses	**113,553.06**	**107,700.00**	**88,326.95**	**112,662.40**
Income				
Town Contribution	50,342.98	53,000.00	53,000.00	55,000.00
Provincial Grant	17,562.00	17,562.00	17,562.00	17,562.00
Sturgeon county Operating Grant	6,000.00	6,000.00	6,000.00	6,000.00
Sturgeon County Rural Grant	15,243.89	15,243.89	15,077.43	15,000.00
Fees and Fines (Card fees and fines)	3,989.31	3,000.00	3,140.96	3,500.00
Other revenue (copies, faxes,)	1,144.15	500.00	586.00	700.00
Programming Income	631.00	500.00	497.30	700.00
Used Book Sales	1,497.95	1,200.00	2,400.00	3,000.00
Interest	28.98	30.00	16.06	30.00
Donations/Fund Raisers		1,000.00	580.00	1,000.00
Total Income	**96,440.26**	**98,035.89**	**98,859.75**	**102,492.00**
Net Income	**-17,112.80**	**-9,664.11**	**10,532.80**	**-10,170.40**

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October 2026 Library Budget Report

The library delivered a busy, successful year of programs that strengthened community participation and access to learning and culture.

This year we offered a diverse range of well-attended programs for residents of all ages and interests. These activities supported literacy, creativity, social connection, and lifelong learning throughout the community.

Through a partnership with the town, the library also hosted larger community events including the Easter Egg Hunt and Spooktacular. By sharing costs and volunteers, these events achieved record attendance while making efficient use of resources.

Continued investment in library programs and services is essential to maintaining community engagement and ensuring that residents of all ages have access to meaningful educational opportunities.

Programs Offered:

BOOK CLUB
PIRATE WEEK
HALLOWEEN PARTY
KNIT OR KNOT
TAYLOR SWIFT PARTAY
JANE AUSTEN TEA
MONTHLY COLOURING CONTESTS
PUZZLE COMPETITION
LEGO
BINGO
OUTREACH PROGRAMS AT THE LOCAL SCHOOLS
PI DAY
STUFFIE SLEEPOVER
PASSIVE CRAFTS ADULTS/CHILDREN
CONVERSATION CAFÉ
BOARD GAMES
SUMMER READING PROGRAM
PANCAKE DAY
WINTER READING PROGRAM
MONTESSORI DAYCARE STORYTIME AND VISIT
COMPUTER/CELL PHONE LITERACY
COMIC BOOK DAY
BLIND DATE WITH A BOOK
LAST DAY OF SCHOOL CELEBRATION
STORYTIME
LAST DAY OF SUMMER CELEBRATION
BOOKS AND BLOOMS
KINDERGARTEN VISIT
SIDEWALK CRAFTS
ALBERTA SCIENCE NETWORK
KRAFTY KIDS

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Annual Report

Report Run for Year: 2025

Bon Accord Public Library

This report supplies data from Polaris intended to assist with the PLSB Annual Report

NOTE: In the following report "Print Items" refers to 'Book', 'Large Print' ,'Paperback', and 'Magazine'
All other material types are captured in "Non Print Items"

Collection Management

Print Items Acquired

639

Print items created within this year's period

Non Print Items Acquired

23

Non Print Items created within this year's period

Print Items Withdrawn

761

Print Items withdrawn within this year's period

Non Print Items Withdrawn

72

Non Print Items withdrawn, lost, missing, or claimed within this year's period

Item Totals

Total Print Items

11302

Counts items based on creation date that did not become missing, lost, withdrawn or claimed

Total Non-Print Items

1755

Same as above for Non Print Items

Electronic equipment for Loan

These items are not captured in Polaris, please provide counts from your own records

Circulation

Total Print

11300

All circulation of Print Items

Total Non Print

1289

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Annual Report

Report Run for Year: 2025

Bon Accord Public Library

All circulation of Non Print Items

Total Electronic Equipment

These items are not captured in Polaris, please provide counts from your own records

E-Books, E-Audiobooks, Other E-Conent

Stats will be provided from another source, not captured in Polaris

Interlibrary Loan

Items Borrowed Within Alberta (including within your library system)

3377

Counts all items borrowed within Alberta

Items borrowed Outside of Alberta

0

Counts all items borrowed from outside of Alberta

Items Lent Within Alberta (including within your library system)

5396

Counts all items lent within Alberta

Items Lent Outside of Alberta

3

Counts all items lent outside of Alberta

In Library Use

In House Circ Items

915

Counts all items checked in using the In House check-in workform

NOTE: This was not tracked prior to 2025, reports run for prior years will show 0 here

Total Cardholders

Total Cardholders (Resident and Non-Resident)

Active Patrons

367

Counts all patrons who actively used the library within the select time period.

InActive Patrons

65

Patrons who expired during the year and didn't check out any items.

Expired Patrons

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TOWN OF BON ACCORD

COMMITTEE REPORT

Meeting:	Committee of the Whole
Meeting Date:	October 27, 2026
Presented by:	Jessica Spaidal, Legislative Services & Communications Supervisor
Title:	**Workplace Violence and Harassment Policy**
Agenda Item No.	4.1

BACKGROUND/PROPOSAL

The Workplace Violence and Harassment Policy was approved on June 18, 2019, and is now due for review, as the last review was July 4, 2023, and the policy requires a review every 3 years.

DISCUSSION/OPTIONS/BENEFITS/DISADVANTAGES

The Town's Health and Safety Advisor has worked with administration to make the following changes to the policy:

- Grammatical updates.
- Added a definition for Employee to include volunteers and contractors.
- Updated the definition of Council.
- Replaced all instances of Town Manager with Chief Administrative Officer and the definition of Town Manager has been removed. Chief Administrative Officer does not require a definition, as it is already defined in the MGA.
- The definition of "Workplace Violence" was removed, as there are already definitions of "Workplace" and "Violence", thus, the definition of "Violence" was amended to include the examples of Violence outlined in the definition of "Workplace Violence".

STRATEGIC ALIGNMENT

***Priority #2: Great Governance* –** Policy, Standards, and Accountability

COSTS/SOURCES OF FUNDING

N/A

RECOMMENDED ACTION (by originator)

THAT the Committee direct administration to bring the Workplace Violence and Harassment Policy to an upcoming Regular Council Meeting for approval.

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Town of Bon Accord
building for tomorrow

Policy 19-175

WORKPLACE VIOLENCE AND HARASSMENT

SECTION: Administration / Council
DEPARTMENT: All
COUNCIL APPROVAL DATE: June 18, 2019
LAST REVIEWED BY COUNCIL: July 4, 2023

POLICY STATEMENT

The Town of Bon Accord is committed to maintaining a safe and respectful place to work that is free from Harassment and Violence. Harassment and Violence are serious matters and will be addressed promptly and appropriately.

PURPOSE

The Town strives to meet and exceed compliance with applicable human rights and occupational health and safety legislation. The Town believes that all individuals have the right to work in an environment free from Harassment and Violence, where they are physically and psychologically safe.

Any Harassment or Violence committed by, against, or affecting any Employee, Council member, or member of the public is unacceptable and will not be tolerated. The Town is committed to preventing Harassment and Violence, responding promptly to incidents and Complaints, and fostering a respectful, inclusive and safe Workplace for all.

SCOPE

This policy will govern all Employees and Council members. This policy applies to Harassment and Violence at all Town facilities, online/social media forums, vendor/supplier/customer sites, and sites of work-related social gatherings. This policy applies at the Workplace and Extended Workplace.

The Town recognizes that Employees and Council members may interact with members of the public, customers, contractors, suppliers, visitors, and other external parties as

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part of their duties. The Town will take reasonable steps to identify, assess, eliminate, or control risks associated with interactions with the general public and will implement appropriate measures to protect Employees from Violence and Harassment.

The Town will not tolerate threatening, abusive, intimidating, discriminatory, or violent behaviour directed toward Employees or Council members in the course of Town business.

The Town will consult with the Joint Health and Safety Committee, Health and Safety Representative, or affected Employees, as applicable, during the development, implementation, and review of this policy and associated prevention plans.

Complaints of Workplace Violence or Harassment will be taken seriously, and the Town will investigate and act upon incidents quickly and provide appropriate support for victims. The reporting of all incidents is strongly encouraged.

DEFINITIONS

"Bullying" means hurtful or disrespectful treatment of people by yelling or ridiculing, undermining an individual or groups with vindictive or humiliating words or acts, including malicious exclusion, and any acts of intimidation including stalking.

"Chief Elected Official" means the Mayor of the Town of Bon Accord.

"Complainant" means a person who files a Complaint against a Respondent.

"Complaint" means a report of Harassment or Violence submitted to the Town in accordance with this policy.

"Corrective Measure" means a measure taken and/or hazard control implemented to prevent an incident from reoccurring.

"Council" means the elected officials of the Town of Bon Accord.

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“Discrimination” means an action, practice, system, or policy that has an adverse impact on an individual or group’s employment or terms and conditions of employment for reasons related to a protected ground. Under the *Alberta Human Rights Act* the protected grounds are race, religious belief, colour, age, sexual orientation, gender, gender identity or expression, source of income, marital status, family status, disability (physical or mental), place of origin, and ancestry. Harassment based on these characteristics is considered Discrimination, including sexual Harassment.

“Domestic Violence” means a pattern of behavior used by one person to gain power and control over another with whom the person has or has had a personal relationship, including dating, marriage, adult interdependent partnerships, custody, blood relationships, and adoption.

"Employee" means Town employees, and any person who performs a service for the Town as an appointee, volunteer, student, or under a contract or agency relationship with the Town.

“Extended Workplace” means work-related activities including but not limited to official company trips, company parties/meetings outside the regular Workplace, and sites of work-related social gatherings.

“Harassment” means any single incident or repeated incidents of objectionable or unwelcome conduct, comments, Bullying, or action by a person that the person knows or ought to reasonably know will or would cause offence or humiliation to a worker, or adversely affect the worker’s health and safety and includes but is not limited to:

i. Conduct, comments, Bullying or actions because of race, religious beliefs, colour, physical disability, mental disability, age, ancestry, place of origin, marital status, source of income, family status, gender, gender identity, gender expression, and sexual orientation. Harassment may be presented in person or via electronic communications, cyberbullying, online Harassment, or inappropriate social media conduct, and

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ii. A sexual solicitation or advance

Harassment excludes any reasonable conduct of an employer or supervisor related to the normal management of Employees at a Workplace.

“Interview” in relation to this policy means questions put forward to the Complainant, Respondent, and witnesses in a conversational manner with the purpose of gathering information and determining the alleged behavior. This Interview is non-judgmental.

“Poisoned Work Environment” means a Workplace that becomes hostile, intimidating, offensive, or unwelcoming due to inappropriate conduct, comments, displays, or actions that negatively affect an Employee’s psychological or emotional well-being.

“Respondent” means the person against whom a Complaint has been filed in accordance with this policy.

“Sexual Violence” means a Workplace hazard referring to any sexual act, attempt to obtain a sexual act, or other act directed against a worker’s sexuality using coercion, by any person regardless of their relationship to the victim, in a Workplace or work-related setting. Sexual Violence exists on a continuum from obscene name-calling to rape and/or homicide and includes on-line forms of Sexual Violence (e.g. Internet threats or Harassment) and sexual exploitation.

“Town” means the Town of Bon Accord.

“Vexatious” means denoting an action or the bringer of an action that is brought without sufficient grounds, purely to cause annoyance to the Respondent.

“Violence” whether at a Workplace or work-related, means the threatened, attempted, or actual conduct of a person that causes or is likely to cause physical or psychological injury or harm, and includes a physical attack or aggression, threatening behavior, verbal or written threats, and Domestic or Sexual Violence.

"Workplace" means a work site as defined in the Occupational Health and Safety Act: a location where an Employee is, or is likely to be, engaged in their duties, and includes any vehicle or mobile equipment used by an Employee for the purposes of their job.

"Zero Tolerance" means a strict application of the rules up to and including termination.

RESPONSIBILITIES

1. The Town is obligated to protect all Employees from prohibited behavior during Town related activities. The Town is committed to providing a respectful Workplace free of Discrimination and Harassment and meeting its obligations under the *Alberta Occupational Health & Safety Act* and the *Alberta Human Rights Act.* The Town is responsible for maintaining a Harassment and Violence policy.
2. The Town is responsible for thoroughly investigating any Workplace Violence incidents.
3. Managers and the Chief Administrative Officer (or designates) are responsible for creating and maintaining a Workplace environment free from Harassment, Discrimination, and Violence. Managers must maintain the confidentiality of Complaints, disclosing only the information necessary to investigate. Managers will support the individuals involved in an investigation of alleged Harassment or Violence, and ensure no individual suffers from retaliation as a result of filing a Complaint or providing information pertaining to an investigation.
4. Managers and Supervisors are responsible for ensuring that Employees under their supervision are not subject to Harassment or Violence at the Workplace, and that there is compliance with this policy.
5. Managers and Human Resources are responsible to provide and coordinate training on Workplace Harassment and Violence, provide advice and sources of support for those involved in an incident, collaborate with all parties involved to deal with Harassment, and coordinate the timely investigation of Harassment Complaints in collaboration with the investigation team.

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6. Employees have a shared responsibility to create and maintain a respectful Workplace free from Harassment, Discrimination, and Violence. All Employees have the right to be treated in a fair, reasonable, and respectful manner. Employees have a responsibility to report alleged Workplace Violence and Harassment incidents. Employees must review and certify that they have read the Workplace Violence and Harassment Policy, as well as complete training to recognize and avoid Workplace Violence and Harassment.

PREVENTATIVE PLAN

1. In support of the Workplace Violence and Harassment policy, we have put in place Workplace Violence and Harassment prevention procedures. This includes measures and procedures to protect Employees from the hazards of Violence and Harassment and a process for Employees to report incidents or raise concerns. Measures and procedures include:
    a. Creating a safe, supportive, and positive work environment.
    b. Conducting documented hazard assessments relating to Workplace Violence and Harassment and implementing controls to eliminate or reduce identified risks.
    c. Communicating Zero Tolerance for behaviors not in compliance with this policy.
    d. Encouraging Employees who feel they are experiencing Harassment to report the matter appropriately.
    e. Providing training to Employees including a review and explanation of this policy.
    f. Investigating all forms of Harassment and Violence as required per the Investigation Procedures in this policy.
    g. Ensuring proper resources and skilled personnel are assigned for the intake, resolution, and/or investigation of all incident occurrences.

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h. The policy will be formally reviewed at minimum every 3 years and may be reviewed earlier where operational, legislative, or Workplace circumstances require. The policy will also be reviewed after an allegation of Workplace Violence or Harassment is reported.

i. Providing third-party resources for medical and psychological support for Employees through the designated Employee and Family Assistance Program.

2. The Town will not tolerate or condone Harassment and/or Violence that creates a Poisoned Work Environment. This includes proper training on behavior that is and is not appropriate, investigating Complaints, taking Corrective Measures, and providing supports for victims.

EDUCATION & TRAINING

1. The Town is committed to provide training to its Employees including a review and explanation of this policy and any accompanying procedures, as well as a description of the Town's expectation of Employees regarding their behavior in the Workplace. This training will include the following:
    a. How to recognize Workplace Violence and Harassment.
    b. Appropriate response to incidents of Harassment and Violence.
    c. The procedure for reporting, investigating, and documenting incidents of Workplace Violence and Harassment.
2. Refresher training on Workplace Violence and Harassment and review of the policy will occur every 3 years. Training records will be maintained by Human Resources.

REPORTING PROCEDURE

1. Should an incident of Workplace Violence and Harassment occur, the Employee who believes they are experiencing prohibited behavior is encouraged to

communicate, either verbally or in writing, to the Respondent responsible as soon as possible to indicate that the action is offensive or concerning and ask that person to stop. If the communication to the Respondent is in writing, the Complainant should keep a record of the incident and associated document. If a Complainant is not comfortable confronting the Respondent or if the actions do not stop, the Complainant can proceed with the informal procedure.

2. **Informal Procedure:** The Complainant may report the incident of Workplace Violence and Harassment to their immediate manager or supervisor. If the Complainant is uncomfortable reporting the incident to their immediate manager or supervisor, they may report the incident to the Human Resources or the Chief Administrative Officer.
    a. If the Complaint involves the Chief Administrative Officer, the Complainant may report the incident to Human Resources or directly to the Chief Elected Official. Should the informal Complaint involving the Chief Administrative Officer be brought to the attention of Human Resources, Human Resources will report the incident to the Chief Elected Official and the Deputy Mayor.
    b. An Informal Complaint may be addressed through informal resolutions where appropriate and where the Complainant is comfortable with this approach. An Informal Complaint does not automatically require a full investigation in accordance with the formal Investigation Procedures. However, the Town may determine that an investigation is necessary based on the nature, seriousness or circumstances of the Complaint. A Complainant may also request that an investigation be conducted.
3. All Complaints of Workplace Violence or Harassment will be treated seriously and handled confidentially, while recognizing that information may need to be shared where necessary to assess, investigate, or respond to the Complaint or as required by law.
        a. Attempts will be made to resolve the Complaint informally. The individual listed above to whom the Complaint was reported will

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arrange for the Complainant and Respondent to come together to resolve the issue.

b. Should the Complainant be uncomfortable with resolving the issue directly with the Respondent in this way, due to the nature of the incident, the manager or supervisor, Chief Administrative Officer, and Human Resources, or the Chief Elected Official and Deputy Mayor should the Complaint involve the Chief Administrative Officer, will take further steps to resolve the issue and ensure it does not reoccur. This includes speaking with the Respondent to advise them of their prohibited behavior, ensuring the Respondent understands the policy and what does and does not constitute Workplace Violence and Harassment, and initiating an investigation if necessary.

c. Complaints reported using the informal procedure are subject to the consequences listed in this policy up to and including termination depending upon the nature of the incident.

d. Should the informal procedure not solve the issue, the Complainant may proceed with a formal Complaint process. A formal Complaint will supersede an informal Complaint. It is not required to initiate an informal Complaint prior to proceeding to a formal Complaint.

4. **Formal Procedure:** A formal Complaint is made in writing and includes all details of the alleged incident.

    a. This written Complaint can be filed with the Complainant's direct manager or supervisor, Human Resources, or the Chief Administrative Officer. In the case where the incident is regarding the Chief Administrative Officer, the report can be filed with Human Resources or the Chief Elected Official and the Deputy Mayor. Should the formal Complaint involving the Chief Administrative Officer be brought to the attention of Human Resources, Human Resources will report the incident to the Chief Elected Official and

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Deputy Mayor. The formal Complaint will be reviewed for completion and to ensure that it is not Vexatious.

b. To proceed with resolving the Complaint, an investigation team will be arranged in collaboration with Human Resources and the Chief Administrative Officer. Depending on the situation, the investigation will either be completed internally or an external third party investigator will be hired. For Complaints involving the Chief Administrative Officer, a third party investigator will be hired.
c. Attempts to resolve a formal Complaint through conciliation may continue throughout an investigation so long as both the Complainant and Respondent agree.
d. Formal Complaints should contain all the following:
    i. Date, time, and location of the incident.
    ii. The nature of the incident.
    iii. Full description of what occurred.
    iv. Name of person(s) involved in the incident.
    v. Name of any potential witnesses to the incident.

SUPPORT

1. The Town recognizes that an Employee who has been a victim of Workplace Harassment and/or Violence requires necessary support. The Town will ensure the victims or those exposed to a Harassment and/or Violence incident that they are not to blame, and the incident does not reflect on them.
2. The Town is committed to ensuring that Employees subject to harassing and/or violent behavior or exposed to an incident of Harassing and/or Violent behavior are encouraged to consult a health care professional of their choice for treatment or referral. The Town will also advise the individual that access to the Employee and Family Assistance program for 24/7 consultation is available, 1-844-880-9142.

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3. In addition to these options, the following supports are also available: Alberta Occupational Health and Safety (OHS) and the Alberta Human Rights Commission as well as the Canadian Mental Health Association of Edmonton Distress Line at 780-482-4357 available 24/7. Employees may also approach Human Resources for further contacts for information support.
4. Employees will be provided with time off with pay to attend support appointments that are scheduled during their regular working day and that are related to a Workplace Violence and Harassment incident.

INVESTIGATION PROCEDURES

1. The Town is committed to conducting thorough and timely investigations of any Complaints received. If the investigation is to be completed internally, the Town will appoint an internal investigation team comprising of the Complainant's manager or supervisor, the Chief Administrative Officer, and Human Resources. Should the Complaint be directed at the Chief Administrative Officer, a third-party investigation team will be hired.
2. Following the receipt and review of a Complaint, the Town will ensure that:
    a. The Complainant and Respondent do not work together, up to and including remote work, temporary reporting changes, no-contact directions or being placed on administrative leave with pay.
    b. The Complaint will be acknowledged within 2 business days,
    c. The investigation will commence within 5 business days,
    d. The investigation will be completed within 30 business days where practicable.
3. The investigation team will then proceed with an investigation in the following manner:
    a. Request a written statement from the Complainant, if not already received. Interview the Complainant for clarification of details and determine the specifics of the incident and receive a list of witnesses.

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b. Provide the Respondent with a copy of the Complaint and the name of the Complainant. Ask for the Respondent's written statement of events and Interview the Respondent.
c. Interview any witnesses or other parties that may be relevant to the investigation of the incident.
d. The investigation team will provide an assessed outcome of the investigation of the incident:
    i. Harassment and/or Violence did occur.
    ii. Harassment and/or Violence did not occur.
    iii. The incident of Harassment and/or Violence cannot be substantiated based on the available evidence.
e. Produce a detailed Investigation Report including the specifics of the Complaint and the date it occurred, the details of all Interviews including names, dates, and times, details of all evidence assessed, the credibility of the interviewees, the outcome, and the recommendations.
f. All parties involved in an investigation are expected to maintain confidentiality and refrain from discussing the matter except as necessary to participate in the investigation, obtain support, seek legal advice, or as otherwise required by law.
g. All records, including written Complaints, Interviews, witness statements or any other form of documentation will be kept secure by Human Resources.
h. Where hazards are identified, the Town will implement appropriate corrective actions to prevent recurrence.

INVESTIGATION OUTCOMES

1. If an investigation leads to the support of the Complaint of Harassment and/or Violence, the Respondent will be disciplined accordingly. This discipline may include one or more of the following consequences:
    a. The Respondent is directed to provide a formal apology.
    b. The Respondent receives a written warning placed in their Employee file.

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c. The Respondent is referred to counselling either through a counsellor of their choice or the Employee and Family Assistance Program.
d. Reassignment.
e. Suspension or termination.
f. Any other measures as determined appropriate by the Chief Administrative Officer, or Chief Elected Official should the incident involve the Chief Administrative Officer.

2. If the investigation does not lead to a support of the Complaint of Harassment and/or Violence, there will be no reference to the Complaint placed in the Respondent's Employee file.
3. If the Complaint was made without malicious or Vexatious intent, there will be no disciplinary action taken against the Complainant, regardless of the outcome of the investigation.
4. The consequences of this policy do not prohibit a person subjected to Harassment and/or Violence from directing a Complaint to the local police detachment if it is of a criminal nature or reporting the incident to the Alberta Human Rights Commission or filing a Complaint under any other applicable law.
5. The Town will make all reasonable efforts to conduct the investigation with intent to protecting the privacy of all individuals involved. All persons involved must keep the Complaint and the details thereof confidential. Despite these efforts, anonymity and complete confidentiality cannot be guaranteed once a Complaint is made due to the requirement for a complete investigation. Information collected and retained as part of the investigation may be subject to release as part of a legal process or under the *Access to Information Act and Protection Privacy Act.*

FALSE ALLEGATIONS

1. Where a Complaint is determined to have been made knowingly false, maliciously, Vexatiously, or in bad faith, one or more of the following consequences will apply:

a. The Complainant is directed to provide a formal apology.
b. The Complainant receives a written reprimand placed in their Employee file.
c. The Complainant is referred to counselling either through a counsellor of their choice or the Employee and Family Assistance Program.
d. Reassignment.
e. Suspension or termination.
f. Any other measures as determined appropriate by the Chief Administrative Officer, or Chief Elected Official should the incident involve the Chief Administrative Officer.

2. Disciplinary action will only occur where a Complaint is found to have been made knowingly false, maliciously, Vexatiously, or in bad faith.

REPRISAL

1. Individuals submitting a Complaint will not be penalized or subjected to prejudicial treatment because of filing the Complaint. Correspondence regarding the Complaint will not be placed on the Complainant's file unless the Complaint is found to be malicious or Vexatious in nature and such consequences are determined warranted under this policy.
2. No Employee may retaliate against a Complaint either in efforts to punish the Complainant or to dissuade the Complaint or a witness to the incident. If retaliation occurs, the alleged offender will be subject to disciplinary action.

SPECIAL CIRCUMSTANCES

1. If an incident of Domestic Violence occurs, all attempts will be made to de-escalate the situation by removing the victim from the scene and having the Chief Administrative Officer ask the offender to leave the premises immediately. Should the situation be more serious, the Town will immediately contact the local

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police, either the non-emergency line or the emergency line 911 depending upon the situation.

2. In the event someone enters the premises with a weapon or otherwise becomes Violent, all Employees must vacate to a safe location and contact 911.
3. If an Employee discloses that they are a victim of Domestic Violence and believe there may be a threat to their safety or the safety of others, the Town will take appropriate safety measures which may include:
    a. Individualized safety planning
    b. Confidential accommodation measures
    c. Temporary scheduling/location adjustments
4. Should there be special circumstances not covered by any section within this policy, the Employee is encouraged to bring the matter forth to Human Resources or the Chief Administrative Officer, or the Chief Elected Official and Deputy Elected Official if the circumstance involves the Chief Administrative Officer.

RECORDS RETENTION

Investigation records and reports will be securely retained for a minimum of 2 years in accordance with Alberta OHS requirements and applicable legislation.

QUESTIONS

1. Questions regarding this policy can be brought forward to Human Resources, the Employee's direct manager or supervisor, or the Chief Administrative Officer. This policy does not prohibit Employees from directing questions to the Alberta Human Rights Commission, Alberta Occupational Health and Safety, the local police detachment, or any other support program.
2. Additional information resources can be found by visiting the following websites:
    a. https://albertahumanrights.ab.ca/what-are-human-rights/about-human-rights/protected-grounds/ Alberta Human Rights

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b. https://www.alberta.ca/ohs-act-regulation-code.aspx Alberta OHS Code & Regulations

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Town of Bon Accord
building for tomorrow

Policy 19-175

WORKPLACE VIOLENCE AND HARASSMENT

SECTION: Administration / Council

DEPARTMENT: All

COUNCIL APPROVAL DATE: June 18, 2019

LAST REVIEWED BY COUNCIL: July 4, 2023

POLICY STATEMENT

The Town of Bon Accord is committed to maintaining a safe and respectful place to work that is free from Harassment and Violence. Harassment and Violence are serious matters and will be ~~treated as such~~addressed promptly and appropriately.~~.~~

PURPOSE

The Town strives to meet and exceed compliance with applicable human rights and occupational health and safety legislation. The Town believes that all individuals have the right to work in an environment free from Harassment and Violence, where they are physically and psychologically safe.

Any Harassment or Violence committed by, ~~or~~ against, or affecting any ~~worker, contractor, volunteer, elected or~~official,Employee, Council member, or member of the public is unacceptable and ~~such conduct~~ will not be tolerated. The Town is committed to preventing ~~h~~Harassment and ~~v~~Violence, responding promptly to incidents and ~~c~~Complaints, and fostering a respectful, inclusive and safe ~~w~~Workplace for all.

SCOPE

This policy will govern all ~~employees~~ Employees and ~~including but not limited to temporary, seasonal, and contract, as well as council~~ Council members~~, volunteers, and contractors~~. This policy applies to Harassment and Violence at all Town facilities,

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online/social media forums, vendor/supplier/customer sites, and sites of work-related social gatherings. This policy applies at the Workplace and Extended Workplace.

The Town recognizes that Employees and Council members may interact with members of the public, customers, contractors, suppliers, visitors, and other external parties as part of their duties. The Town will take reasonable steps to identify, assess, eliminate, or control risks associated with interactions with the general public and will implement appropriate measures to protect Employees from Violence and Harassment.

The Town will not tolerate threatening, abusive, intimidating, discriminatory, or violent behaviour directed toward Employees or Council members in the course of Town business.

The Town will consult with the Joint Health and Safety Committee, Health and Safety Representative, or affected ~~workers~~Employees, as applicable, during the development, implementation, and review of this policy and associated prevention plans.

Complaints of Workplace Violence or Harassment will be taken seriously, and the Town will investigate and act upon incidents quickly and provide appropriate support for victims. The reporting of all incidents is strongly encouraged.

DEFINITIONS

"Bullying" means hurtful or disrespectful treatment of people by yelling or ridiculing, undermining an individual or groups with vindictive or humiliating words or acts, including malicious exclusion, and any acts of intimidation including stalking.

"Chief Elected Official" means the Mayor of the Town of Bon Accord.

"Complainant" means a person who files a Complaint against a Respondent.

"Complaint" means a report of Harassment or Violence submitted to the Town in accordance with this policy.

"Corrective Measure" means a measure taken and/or hazard control implemented to prevent an incident from reoccurring.

"Council" means the elected officials of the Town of Bon Accord.

"Discrimination" means an action, practice, system, or policy that has an adverse impact on an individual or group's employment or terms and conditions of employment for reasons related to a protected ground. Under the *Alberta Human Rights Act* the protected grounds are race, religious belief, colour, age, sexual orientation, gender, gender identity or expression, source of income, marital status, family status, disability (physical or mental), place of origin, and ancestry. Harassment based on these characteristics is considered Discrimination, including sexual Harassment.

"Domestic Violence" means a pattern of behavior used by one person to gain power and control over another with whom the person has or has had a personal relationship, including dating, marriage, adult interdependent partnerships, custody, blood relationships, and adoption.

"Employee" means Town employees, and any person who performs a service for the Town as an appointee, volunteer, student, or under a contract or agency relationship with the Town.

"Extended Workplace" means work-related activities including but not limited to official company trips, company parties/meetings outside the regular Workplace, and sites of work-related social gatherings.

"Harassment" means any single incident or repeated incidents of objectionable or unwelcome conduct, comments, Bullying, or action by a person that the person knows or ought to reasonably know will or would cause offence or humiliation to a worker, or adversely affect the worker's health and safety and includes but is not limited to:

i. Conduct, comments, Bullying or actions because of race, religious beliefs, colour, physical disability, mental disability, age, ancestry, place of origin, marital status, source of income, family status, gender, gender identity, gender expression, and sexual ~~orientation, .Harassment~~orientation. Harassment may be presented in person or via electronic communications, cyberbullying, online ~~h~~Harassment, or inappropriate social media conduct, and

ii. A sexual solicitation or advance

Harassment excludes any reasonable conduct of an employer or supervisor related to the normal management of ~~workers~~ Employees at a ~~work site~~Workplace.

"Interview" in relation to this policy means questions put forward to the Complainant, Respondent, and witnesses in a conversational manner with the purpose of gathering information and determining the alleged behavior. This Interview is non-judgmental.

"Poisoned Work Environment" means a Workplace that ~~is~~ becomes hostile, intimidating, offensive, or unwelcoming ~~because of~~due to inappropriate conduct, ~~insulting or degrading comments or offensive actions aimed at an employee or other.~~ comments, displays, or actions that negatively affect an ~~e~~Employee's psychological or emotional well-being.

"Respondent" means the person against whom a Complaint has been filed in accordance with this policy.

"Sexual Violence" means a Workplace hazard referring to any sexual act, attempt to obtain a sexual act, or other act directed against a worker's sexuality using coercion, by any person regardless of their relationship to the victim, in a Workplace or work-related setting. Sexual Violence exists on a continuum from obscene name-calling to rape and/or homicide and includes on-line forms of Sexual Violence (e.g. Internet threats or Harassment) and sexual exploitation.

"Town" means the Town of Bon Accord.

~~"Town Manager" means the individual appointed by Council to manage the affairs of the Town, otherwise referred to as the Chief Administrative Officer (CAO).~~

"Vexatious" means denoting an action or the bringer of an action that is brought without sufficient grounds, purely to cause annoyance to the Respondent.

"Violence" whether at a ~~work site~~Workplace or work-related, means the threatened, attempted, or actual conduct of a person that causes or is likely to cause physical or psychological injury or harm, and includes a physical attack or aggression, threatening behavior, verbal or written threats, and ~~domestic~~ Domestic or Sexual Violence.

"Workplace" means a work site as defined in the Occupational Health and Safety Act: a location where an ~~employee~~ Employee is, or is likely to be, engaged in their duties, and includes any vehicle or mobile equipment used by an ~~employee~~ Employee for the purposes of their job.

~~"Workplace Violence" means Violence in the Workplace that could put the worker at risk of physical or psychological harm. Workplace Violence can include physical attack or aggression, threatening behavior, verbal or written threats, Domestic Violence, and/or Sexual Violence.~~

"Zero Tolerance" means a strict application of the rules up to and including termination.

RESPONSIBILITIES

1. The Town ~~of Bon Accord~~ is obligated to protect all ~~employees, contractors and council members~~ Employees from prohibited behavior during Town related activities. The Town is committed to providing a respectful Workplace free of Discrimination and Harassment and meeting its obligations under the *Alberta Occupational Health & Safety Act* and the *Alberta Human Rights Act.* The Town is responsible for maintaining a Harassment and Violence policy.
2. The Town is responsible for thoroughly investigating any Workplace Violence incidents.

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3. Managers and the ~~Town Manager~~Chief Administrative Officer (or designates) are responsible for creating and maintaining a Workplace environment free from Harassment, Discrimination, and Violence. Managers must maintain the confidentiality of Complaints, disclosing only the information necessary to investigate. Managers will support the individuals involved in an investigation of alleged Harassment or Violence, and ensure no individual suffers from retaliation as a result of filing a Complaint or providing information pertaining to an investigation.
4. Managers and Supervisors are responsible for ensuring that ~~workers~~ Employees under their supervision are not subject to Harassment or Violence at the Workplace, and that there is compliance with this policy.
5. Managers and Human Resources are responsible to provide and coordinate training on Workplace Harassment and Violence, provide advice and sources of support for those involved in an incident, collaborate with all parties involved to deal with Harassment, and coordinate the timely investigation of Harassment Complaints in collaboration with the investigation team.
6. Employees have a shared responsibility to create and maintain a respectful Workplace free from Harassment, Discrimination, and Violence. All ~~employees~~ Employees have the right to be treated in a fair, reasonable, and respectful manner. Employees have a responsibility to report alleged Workplace Violence and Harassment incidents. Employees must review and certify that they have read the Workplace Violence and Harassment Policy, as well as complete training to recognize and avoid Workplace Violence and Harassment.

PREVENTATIVE PLAN

1. In support of the Workplace Violence and Harassment policy, we have put in place Workplace Violence and Harassment prevention procedures. This includes measures and procedures to protect ~~workers~~ Employees from the hazards of Violence and Harassment and a process for ~~workers~~ Employees to report incidents or raise concerns. Measures and procedures include:

a. Creating a safe, supportive, and positive work environment.

b. Conducting ~~an initial Workplace assessment and taking actions necessary to mitigate risks identified.~~ documented hazard assessments relating to ~~w~~Workplace ~~v~~Violence and ~~h~~Harassment and implementing controls to eliminate or reduce identified risks.

c. Communicating Zero Tolerance for behaviors not in compliance with this policy.

d. Encouraging ~~employees~~ Employees who feel they are ~~being Harassed~~experiencing Harassment to report the matter appropriately.

e. Providing training to ~~employees~~ Employees including a review and explanation of this policy.

f. Investigating all forms of Harassment and Violence as required per the Investigation Procedures in this policy.

g. Ensuring proper resources and skilled personnel are assigned for the intake, resolution, and/or investigation of all incident occurrences.

h. The policy will be formally reviewed at minimum every ~~three (~~3~~)~~ years and may be reviewed earlier where operational, legislative, or ~~w~~Workplace circumstances require. The policy will also be reviewed after an allegation of Workplace Violence or Harassment is reported. ~~Ensuring this policy and any applicable supporting procedures are implemented, maintained, and reviewed every three (3) years.~~

i. Providing third-party resources for medical and psychological support for ~~employees~~ Employees through the designated Employee and Family Assistance Program.

2. The Town ~~of Bon Accord~~ will not tolerate or condone Harassment and/or Violence that creates a Poisoned Work Environment. This includes proper

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training on behavior that is and is not appropriate, investigating Complaints, taking Corrective Measures, and providing supports for victims.

EDUCATION & TRAINING

1. The Town ~~of Bon Accord~~ is committed to provide training to its ~~employees, contractors and council members~~Employees including a review and explanation of this policy and any accompanying procedures, as well as a description of the Town ~~of Bon Accord~~'s expectation of ~~employees~~ Employees regarding their behavior in the Workplace. This training will include the following:
    a. How to recognize Workplace Violence and Harassment.
    b. Appropriate response to incidents of Harassment and Violence.
    c. The procedure for reporting, investigating, and documenting incidents of Workplace Violence and Harassment.
2. Refresher training on ~~workplace~~ Workplace ~~violence~~ Violence and H~~h~~arassment and review of the policy will occur every ~~three (~~3~~)~~ years. Training records will be maintained by Human Resources.

REPORTING PROCEDURE

1. Should an incident of Workplace Violence and Harassment occur, the ~~employee~~ Employee who believes they are experiencing prohibited behavior is encouraged to communicate, either verbally or in writing, to the Respondent responsible as soon as possible to indicate that the action is offensive or concerning and ask that person to stop. If the communication to the Respondent is in writing, the Complainant should keep a record of the incident and associated document. If a Complainant is not comfortable confronting the Respondent or if the actions do not stop, the Complainant can proceed with the informal procedure.
2. **Informal Procedure:** The Complainant ~~can communicate~~may report the incident of Workplace Violence and Harassment to their immediate manager or supervisor. ~~Should this be~~If the Complainant is uncomfortable~~, the Complainant~~

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reporting the incident to their immediate manager or supervisor, they may report the incident to the ~~may advise~~ Human Resources or the ~~Town Manager~~Chief Administrative Officer.

a. ~~Should the incident~~If the Complaint involves the ~~Town Manager~~Chief Administrative Officer, the Complainant ~~is advised to inform~~may report the incident to ~~either~~ Human Resources or ~~report the incident~~ directly to the Chief Elected Official. Should the informal Complaint involving the Chief Administrative Officer~~Town Manager~~ be brought to the attention of Human Resources, Human Resources will report the incident to the Chief Elected Official and the Deputy Mayor.

b. An Informal Complaint~~s~~ may be addressed through informal resolutions where appropriate and where the Complainant is comfortable with this approach. An Informal Complaint does not automatically require a full investigation in accordance with the formal ~~do not require a full investigation per the~~ Investigation Procedures ~~in this policy.~~, ~~however~~ However, the Town may determine that an investigation is necessary based on the nature, seriousness or circumstances of the Complaint. A Complainant may also request that an investigation be conducted.~~it does not prohibit the request for an investigation.~~

~~2.~~3. All Complaints of Workplace Violence or Harassment will be treated seriously and handled confidentially, while recognizing that information may need to be shared where necessary to assess, investigate, or respond to the Complaint or as required by law.

a. Attempts will be made to resolve the Complaint informally. The individual listed above to whom the Complaint was reported will arrange for the Complainant and Respondent to come together to resolve the issue.

b. Should the Complainant be uncomfortable with resolving the issue directly with the Respondent in this way, due to the nature of the incident, the manager or supervisor, Chief Administrative

Officer~~Town Manager~~, and Human Resources, or the Chief Elected Official and Deputy Mayor should the C~~c~~omplaint involve the Chief Administrative Officer~~Town Manager~~, will take further steps to resolve the issue and ensure it does not reoccur. This includes speaking with the Respondent to advise them of their prohibited behavior, ensuring the Respondent understands the policy and what does and does not constitute Workplace Violence and Harassment, and initiating an investigation if necessary.

c. Complaints reported using the informal procedure are subject to the consequences listed in this policy up to and including termination depending upon the nature of the incident.

d. Should the informal procedure not solve the issue, the Complainant may proceed with a formal Complaint process. A formal Complaint will supersede an informal Complaint. It is not required to initiate an informal Complaint prior to proceeding to a formal Complaint.

~~3.~~4. **Formal Procedure:** A formal Complaint is made in writing and includes all details of the alleged incident.

a. This written Complaint can be filed with the Complainant's direct manager or supervisor, Human Resources, or the Chief Administrative Officer~~Town Manager~~. In the case where the incident is regarding the Chief Administrative Officer~~Town Manager~~, the report can be filed with Human Resources or the Chief Elected Official and the Deputy Mayor. Should the formal Complaint involving the Chief Administrative Officer~~Town Manager~~ be brought to the attention of Human Resources, Human Resources will report the incident to the Chief Elected Official and Deputy Mayor. The formal Complaint will be reviewed for completion and to ensure that it is not Vexatious.

b. To proceed with resolving the Complaint, an investigation team will be arranged in collaboration with Human Resources and the Chief

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Administrative Officer~~Town Manager~~. Depending on the situation, the investigation will either be completed internally or an external third party investigator will be hired. For ~~complaints~~ Complaints involving the Chief Administrative Officer~~Town Manager~~, a third party investigator will be hired.

c. Attempts to resolve a formal Complaint through conciliation may continue throughout an investigation so long as both the Complainant and Respondent agree.
d. Formal Complaints should contain all the following:
    i. Date, time, and location of the incident.
    ii. The nature of the incident.
    iii. Full description of what occurred.
    iv. Name of person(s) involved in the incident.
    v. Name of any potential witnesses to the incident.

SUPPORT

1. The Town ~~of Bon Accord~~ recognizes that an ~~employee~~ Employee who has been a victim of Workplace Harassment and/or Violence requires necessary support. The Town will ensure the victims or those exposed to a Harassment and/or Violence incident that they are not to blame, and the incident does not reflect on them.
2. The Town is committed to ensuring that ~~employees~~ Employees subject to harassing and/or violent behavior or exposed to an incident of Harassing and/or Violent behavior are encouraged to consult a health care professional of their choice for treatment or referral. The Town will also advise the individual that access to the Employee and Family Assistance program for 24/7 consultation is available, 1-844-880-9142~~1-833-300-9511~~.
3. In addition to these options, the following supports are also available: Alberta Occupational Health and Safety (OHS) and the Alberta Human Rights Commission as well as the Canadian Mental Health Association of Edmonton

Distress Line at 780-482-4357 available 24/7. Employees may also approach Human Resources for further contacts for information support.

4. Employees will be provided with time off with pay to attend support appointments that are scheduled during their regular working day and that are related to a Workplace Violence and Harassment incident.

INVESTIGATION PROCEDURES

1. The Town ~~of Bon Accord~~ is committed to conducting thorough and timely investigations of any Complaints received. If the investigation is to be completed internally, the Town will appoint an internal investigation team comprising of the Complainant's manager or supervisor, the Chief Administrative Officer~~Town Manager~~, and Human Resources. Should the Complaint be directed at the Chief Administrative Officer~~Town Manager~~, a ~~third party~~third-party investigation team will be hired.
2. Following the receipt and review of a Complaint, the Town will ensure that: ~~the~~
    a. The Complainant and Respondent do not work together~~.~~, up to and ~~This may include~~ including ~~working from home~~remote work, temporary reporting changes, no-contact directions or being placed on administrative leave with pay. ~~or providing the Respondent with a leave of absence with pay.~~
    b. The ~~c~~Complaint will be acknowledged within 2 business days,
    c. The investigation will commence within 5 business days,
    d. ~~t~~The investigation will be completed within 30 business days where practicable.
3. The investigation team will then proceed with an investigation in the following manner:
    a. Request a written statement from the Complainant, if not already received. Interview the Complainant for clarification of details and determine the specifics of the incident and receive a list of witnesses.

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b. Provide the Respondent with a copy of the Complaint and the name of the Complainant. Ask for the Respondent's written statement of events and Interview the Respondent.
c. Interview any witnesses or other parties that may be relevant to the investigation of the incident.
d. The investigation team will provide an assessed outcome of the investigation of the incident:
    i. Harassment and/or Violence did occur.
    ii. Harassment and/or Violence did not occur.
    iii. The incident of Harassment and/or Violence cannot be substantiated based on the available evidence.
e. Produce a detailed Investigation Report including the specifics of the Complaint and the date it occurred, the details of all Interviews including names, dates, and times, details of all evidence assessed, the credibility of the interviewees, the outcome, and the recommendations.
f. All parties involved in an investigation are expected to maintain confidentiality and refrain from discussing the matter except as necessary to participate in the investigation, obtain support, seek legal ~~or union~~ advice, or as otherwise required by law.
g. All records, including written ~~c~~Complaints, ~~i~~Interviews, witness statements or any other form of documentation will be kept secure by Human Resources.
~~a.~~h. Where hazards are identified, the Town will implement appropriate corrective actions to prevent recurrence.

~~CONSEQUENCES~~INVESTIGATION OUTCOMES

1. If an investigation leads to the support of the Complaint of Harassment and/or Violence, the Respondent will be disciplined accordingly. This discipline may include one or more of the following consequences:
    a. The Respondent is directed to provide a formal apology.

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b. The Respondent receives a written warning placed in their ~~employee~~ Employee file.
c. The Respondent is referred to counselling either through a counsellor of their choice or the Employee and Family Assistance Program.
d. Reassignment.
e. Suspension or termination.
f. Any other measures as determined appropriate by the Chief Administrative Officer~~Town Manager~~, or Chief Elected Official should the incident involve the Chief Administrative Officer~~Town Manager~~.

2. If the investigation does not lead to a support of the Complaint of Harassment and/or Violence, there will be no reference to the Complaint placed in the Respondent's ~~employee~~ Employee file.
3. If the Complaint was made without malicious or Vexatious intent, there will be no disciplinary action taken against the Complainant, regardless of the outcome of the investigation.
4. The consequences of this policy do not prohibit a person subjected to Harassment and/or Violence from directing a Complaint to the local police detachment if it is of a criminal nature or reporting the incident to the Alberta Human Rights Commission or filing a Complaint under any other applicable law.
5. The Town will make all reasonable efforts to conduct the investigation with intent to protecting the privacy of all individuals involved. All persons involved must keep the Complaint and the details thereof confidential. Despite these efforts, anonymity and complete confidentiality cannot be guaranteed once a Complaint is made due to the requirement for a complete investigation. Information collected and retained as part of the investigation may be subject to release as part of a legal process or under the *Access to Information Act and Protection Privacy Act.*

FALSE ALLEGATIONS

1. ~~Should the~~Where a ~~Complaint c~~Complaint is determined to have been made knowingly false, ~~be found to be false or made with~~ maliciously ~~or~~, ~~Vexatious v~~Vexatiously, or in bad faith~~intent~~, one or more of the following consequences will apply:
    a. The Complainant is directed to provide a formal apology.
    b. The Complainant receives a written reprimand placed in their Employee file.
    c. The Complainant is referred to counselling either through a counsellor of their choice or the Employee and Family Assistance Program.
    d. Reassignment.
    e. Suspension or termination.
    f. Any other measures as determined appropriate by the Chief Administrative Officer~~Town Manager~~, or Chief Elected Official should the incident involve the Chief Administrative Officer~~Town Manager~~.
2. Disciplinary action will only occur where a Complaint is found to have been made knowingly false, maliciously, Vexatiously, or in bad faith.

REPRISAL

1. Individuals submitting a Complaint will not be penalized or subjected to prejudicial treatment because of filing the Complaint. Correspondence regarding the Complaint will not be placed on the Complainant's file unless the Complaint is found to be malicious or Vexatious in nature and such consequences are determined warranted under this policy.
2. No ~~employee~~ Employee may retaliate against a Complaint either in efforts to punish the Complainant or to dissuade the Complaint or a witness to the incident. If retaliation occurs, the alleged offender will be subject to disciplinary action.

SPECIAL CIRCUMSTANCES

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1. If an incident of Domestic Violence occurs, all attempts will be made to de-escalate the situation by removing the victim from the scene and having the Chief Administrative Officer~~Town Manager~~ ask the offender to leave the premises immediately. Should the situation be more serious, the Town will immediately contact the local police, either the non-emergency line ~~at 780-939-1545~~ or the emergency line 911 depending upon the situation.
2. In the event someone enters the premises with a weapon or otherwise becomes Violent, all ~~employees~~ Employees must vacate to a safe location and contact 911.
~~2.~~3. If an ~~e~~Employee discloses that they are a victim of ~~d~~Domestic ~~v~~Violence and believe there may be a threat to their safety or the safety of others, the Town will take appropriate safety measures which may include:
    a. Individualized safety planning
    b. Confidential accommodation measures
    c. Temporary scheduling/location adjustments
~~3.~~4. Should there be special circumstances not covered by any section within this policy, the ~~employee~~ Employee is encouraged to bring the matter forth to Human Resources or the Chief Administrative Officer~~Town Manager~~, or the Chief Elected Official and Deputy Elected Official if the circumstance involves the Chief Administrative Officer~~Town Manager~~.

RECORDS RETENTION

Investigation records and reports will be securely retained for a minimum of ~~two (~~2~~)~~ years in accordance with Alberta OHS requirements and applicable legislation.

QUESTIONS

1. Questions regarding this policy can be brought forward to Human Resources, the Employee's direct ~~Manager~~ manager or ~~Supervisor~~supervisor, or the Chief Administrative Officer~~Town Manager~~. This policy does not prohibit Employees

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from directing questions to the Alberta Human Rights Commission, Alberta Occupational Health and Safety, the local police detachment, or any other support program.

2. Additional information resources can be found by visiting the following websites:
    a. https://albertahumanrights.ab.ca/what-are-human-rights/about-human-rights/protected-grounds/ ~~https://albertahumanrights.ab.ca/publications/bulletins_sheets_booklets/sheets/Pages/protected_grounds.aspx~~ Alberta Human Rights
    b. https://www.alberta.ca/ohs-act-regulation-code.aspx Alberta OHS Code & Regulations

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TOWN OF BON ACCORD

COMMITTEE REPORT

Meeting:	Committee of the Whole
Meeting Date:	October 27, 2026
Presented by:	Falon Fayant, Corporate Services Manager
Title:	One-Time Emergency Monetary Support Program
Agenda Item No.	**4.2**

BACKGROUND/PROPOSAL

At the August 25th Committee of the Whole meeting, the committee reviewed Policy 19-372 One-Time Emergency Monetary Support policy and directed administration to bring a rewrite of the policy forward to a future meeting. Other options considered by the committee were to maintain the existing policy and procedure or to discontinue the policy.

Council approved the One-Time Emergency Monetary Support Policy on November 19, 2019, through Resolution #19-372. The policy was established to allow the Town to provide one-time assistance to residents experiencing emergency circumstances. The original policy is short and does not provide guidance or appropriate guidelines to follow in the administration of the policy, nor does the accompanying procedure.

Since implementation, the program has seen limited utilization, and specific historical utilization data is unavailable. Through ongoing community services and referral activities, Administration has identified circumstances where the program could provide valuable short-term assistance to residents.

Administration has revised the policy to clarify eligibility, establish consistent assessment criteria, define approval responsibilities, and improve accountability for the use of municipal funds.

DISCUSSION/OPTIONS/BENEFITS/DISADVANTAGES

A one-time emergency monetary support program has several positive characteristics:

- It provides Community Services with a mechanism to respond to residents experiencing an immediate hardship.
- The financial exposure to the Town is very limited. One-time funding is small and the budget is determined by Council on a yearly basis.

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- The program is consistent with a community services role focused on assisting residents during exceptional circumstances.
- Council maintains control over the overall budget.

The revised policy provides a clearer governance framework for administering a limited emergency assistance program. It establishes consistent criteria for assessing requests, defines funding limits and approval responsibilities, and requires decisions to be documented. These measures support fairness, transparency, and accountability while maintaining administrative flexibility to respond to individual circumstances.

A governance scan identified the Town of Morinville's Emergency Funding Program as a relevant municipal comparator. The fund provides residents access to emergency funding when other sources have been exhausted or are not accessible in a timely manner. Other municipalities in the surrounding area provide community support and referrals, although directly comparable municipal monetary assistance policies were not verified in all cases.

Other available income supports through provincial and federal programs include:

- Alberta Income Supports – need to meet eligibility requirements, covers things like basic expenses, childcare, utility connections and arrears, unexpected emergencies, etc.
- AISH and ADAP for those with disabilities
- Alberta Seniors Benefit
- Alberta Child and Family Benefit
- Canada Child Benefit
- Employment Insurance
- Canada Workers Benefit (tax credit)
- Canada Pension Plan Disability

The budget section references that Council will determine the annual budget through the municipal budget process. Historically, the budget for the program has been $500 per year. Not putting a dollar value in the policy for the budget allows Council to determine an appropriate budget value in relation to the town budget as a whole. If budget funds remained unused at the end of the year, Council can approve the unused funds to be transferred to reserves and then carried forward to the following year’s budget. This approach also avoids unnecessary policy amendments should Council change the budget.

STRATEGIC ALIGNMENT

Strategic Priority Focus Area #2: Great governance

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COSTS/SOURCES OF FUNDING

Operating budget

RECOMMENDED ACTION (by originator)

THAT … the Committee directs administration to bring back the One-Time Emergency Monetary Support policy for review as discussed.

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Policy 19-372

ONE-TIME EMERGENCY MONETARY SUPPORT

SECTION: Administration

DEPARTMENT: Community Services

COUNCIL APPROVAL DATE: November 19, 2019

LAST REVIEWED BY COUNCIL:

POLICY STATEMENT

The Town of Bon Accord may provide One-Time Support to Eligible Applicants experiencing an immediate and Essential Need, subject to the eligibility requirements, limits, and available funding established by this policy. Support is intended to provide short-term assistance in circumstances where the applicant has limited or no other immediate means of addressing the identified Emergency.

PURPOSE

To provide limited, short-term financial assistance to Eligible Applicants experiencing an unexpected Emergency or immediate financial hardship where a small amount of assistance may help address an Essential Need. The program is intended to provide temporary assistance and is not intended to replace provincial, federal, charitable, or other financial assistance programs.

SCOPE

This policy applies to individuals that reside in or consider Bon Accord as their home base and that meet the eligibility requirements.

DEFINITIONS

“Eligible Applicant” means a person who resides in Bon Accord or can demonstrate that Bon Accord is their primary community or home base.

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"Emergency" means an unexpected circumstance that creates an immediate need for essential assistance and made adversely affect a person's basic health, safety, housing, or ability to meet an Essential Need.

"Essential Need" may include, but is not limited to, Emergency food, essential transportation, Emergency accommodation, essential personal necessities, or another immediate need determined to meet the intent of this policy.

"One-Time Support" means assistance provided once to an Eligible Applicant during a calendar year under this program.

"Town" means the Town of Bon Accord.

I. RESPONSIBILITIES

1. Council is responsible for establishing the annual budget available for the program through the Town's budget process, including approving any increase to the annual program budget.
2. The Chief Administrative Officer is responsible for ensuring the program is administered in accordance with this policy and applicable municipal polices and legislation. The CAO will provide direction to Community Services regarding the interpretation or application of the policy as necessary and provide approval where necessary.
3. The Community Services Coordinator is responsible for administering the program. This includes receiving and reviewing applications and determining whether the request meets the eligibility requirements of the policy. Community Services will maintain confidential records related to applications and the assistance provided and will manage program records for reporting and review purposes.
4. The Corporate Services Manager is responsible for approving the applications based on the Policy.
5. Applicants are responsible for providing accurate and complete information to

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facilitate the assessment of an application. Applicants must also provide supporting documentation as reasonably requested. Applicants must use the assistance provided for the purpose for which it was approved.

II. GENERAL REQUIREMENTS

1. Eligibility
    a. To qualify for assistance, an applicant must:
        i. Meet the definition of Eligible Applicant;
        ii. Demonstrate that an unexpected Emergency or immediate financial hardship has occurred;
        iii. Demonstrate that the requested assistance relates to an Essential Need;
        iv. Provide sufficient information to allow the Town to determine eligibility and the appropriate amount of assistance; and
        v. Demonstrate that reasonable alternative sources of assistance are unavailable or cannot reasonably address the immediate need.

    The Town may request supporting documentation where reasonably necessary to assist with the application.

2. Amount and Form of Assistance
    a. An Eligible Applicant may receive Emergency monetary assistance of up to $100 per household per calendar year, subject to the assessment criteria established in this policy and the availability of funds within the approved budget limit.
    b. Assistance will be provided in increments of funding up to $25, between $26 and $50, between $51 and $75, and between $76 to $100, based on assessment of the applicant's circumstances and the nature, urgency, and extent of the identified Essential Need.
    c. The amount approved must not exceed the lesser of:

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i. The amount determined through the assessment matrix;
ii. The actual cost of the eligible Essential Need; or
iii. The remaining funds available within the approved annual budget.

d. Approval of assistance is not guaranteed. The maximum amount of $100 represents the upper limit of assistance available, rather than an automatic payment or entitlement.
e. Where the annual program budget is insufficient to meet all eligible requests, Community Services will prioritize requests based on urgency, the severity of the Essential Need, and the availability of alternative resources.
f. Assistance may be provided in the form of:
    i. A gift card;
    ii. Direct payment to a service provider or supplier;
    iii. Payment by credit card where appropriate; or
    iv. Another form of payment approved by the CAO.

    Where practical, direct payment or a gift card should be used rather than cash to ensure the assistance is directed towards the identified Essential Need.

3. Application and Assessment
    a. Eligible Applicants may request assistance through a meeting or discussion with the Community Services Coordinator. During this meeting, the coordinator will gather sufficient information to understand the applicant's circumstances and assess the nature and urgency of the identified need. The applicant must provide any additional information or supporting documentation reasonably required to determine eligibility and the appropriate level of assistance.
    b. The Community Services Department will assess each application using the Emergency Monetary Support Assessment Matrix attached to this policy as Schedule A.

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c. The assessment will consider:
    i. The urgency of the need;
    ii. The essential nature of the requested assistance;
    iii. The number of individuals directly affected;
    iv. The extent to which the requested assistance addresses the identified need; and
    v. The availability of other reasonably accessible resources.
d. The assessment matrix will guide the recommended amount of assistance. The amount approved must reflect the actual eligible expense and the circumstances of the applicant, rather than the assessment score alone.
e. The Community Services Coordinator will document the assessment and recommend an appropriate amount of assistance to the Corporate Services Manager for approval.
f. Applications will be assessed on their individual circumstances and will not automatically be approved on a first-come, first-served basis.
g. Assistance is intended to address an immediate, one-time Essential Need. Where an applicant requires ongoing financial assistance, the Town may provide referrals to the appropriate municipal, provincial, federal, or community-based programs.
h. Assistance will not be provided until eligibility has been established, the assessment has been documented, and approval has been obtained from the authorized approver.
i. The funding provided will be considered a One-Time Support.

4. Annual Budget Limit
    a. The total assistance provided under this policy must not exceed the annual budget approved by Council. Council will establish the annual budget for the program through the municipal budget process.
    b. Community Services must consider the remaining program budget when

assessing applications. Where funding is limited, priority will be given to the most urgent and significant Essential Needs.

c. Requests that cannot be accommodated within the remaining budget may be declined or deferred where appropriate. Administration must not commit funding beyond the approved budget without further authorization from Council.

5. Other Assistance Programs
    a. Applicants may be referred to other municipal, provincial, federal, charitable, or community-based assistance programs where appropriate. Eligibility for the Town's Emergency monetary support program will not require an applicant to qualify for or complete an application for other assistance programs. Where another program or organization is able to fully address the identified need, the Town may decline or reduce assistance to avoid duplication of funding.
6. Confidentiality
    a. Information collected through the application process will be treated as confidential and will only be accessed, used, and retained for the purposes associated with assessing, administering, and reporting on the program, subject to applicable legislation and the Town's records management requirements.

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SCHEDULE A

EMERGENCY MONETARY SUPPORT — ASSESSMENT FORM

The information collected on this form is authorized under Section 4(c) of the Protection of Privacy Act (POPA). It will be used to assess Emergency monetary support applications for the Town of Bon Accord. If you have any questions about the collection and use of the information, contact the Town of Bon Accord at 5025 - 50th Avenue, Bon Accord, AB, T0A 0K0 or by calling (780) 921-3550.

CONFIDENTIAL — FOR ADMINISTRATIVE USE ONLY

SECTION A — APPLICANT INFORMATION

Applicant name: _____

Date of request: _____

Household size: _____

Amount requested: $_____

Purpose of request:

_____

_____

SECTION B — NEEDS ASSESSMENT MATRIX

Select one response for each criterion and record the corresponding score.

1. Urgency of the Need

Assessment	Score
Can reasonably be delayed; no immediate consequence	0
Needed soon, but delay is manageable	1
Time-sensitive need with a meaningful consequence if delayed	2
Immediate need affecting health, safety or access to an essential service	3

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2. Nature of the Essential Need

Assessment	Score
Does not meet the definition of an eligible Essential Need	0
Limited Essential Need with a practical alternative available	1
Essential Need with few reasonable alternatives	2
Essential Need directly affecting basic health, safety, food, shelter or necessary transportation	3

3. Number of People Directly Affected

Assessment	Score
One Eligible Applicant affected	1
More than one person affected, including multiple household members	2

4. Availability of Alternative Resources

Assessment	Score
Another accessible resource can address the need in time	0
Some alternatives exist, but they are limited or may not meet the full need	1
Alternatives have been explored but are unlikely to meet the need in time	2
No reasonably accessible alternative is available within the required timeframe	3

TOTAL ASSESSMENT SCORE: _____ / 11

If Criterion 2 receives a score of zero, the request does not qualify under this policy and must be declined. A low total score alone does not automatically make an applicant ineligible.

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SECTION C — FUNDING LEVEL DETERMINATION

Use the total score as a guide for the recommended funding level. The descriptions below should also be considered when determining the appropriate amount.

Total score	Funding level	General assessment
1–4	**Up to $25**	*Limited immediate need* — a specific, low-cost essential expense where a modest amount would address the immediate need. *Examples: A small amount of fuel to attend an essential appointment; cab fare to access an essential service; basic personal hygiene supplies; a small amount of Emergency food; an essential item needed to attend a scheduled appointment.*
5-7	**$26-$50**	*Moderate immediate need* — an essential expense where assistance would meaningfully address the immediate problem and alternatives are limited. *Examples: Emergency transportation costs for an essential appointment; groceries to address a short-term food shortage for an individual or small household; essential clothing needed for employment or protection from weather; basic necessities following an unexpected disruption to living arrangements; or essential supplies for a dependent where no timely alternative is available.*
8-9	**$51-$75**	*Significant immediate need* — an urgent Essential Need affecting basic well-being, with few reasonable alternatives. *Examples: Emergency groceries for a household experiencing a substantial food shortage; essential transportation required to access urgent medical care or maintain employment; essential personal necessities for a household following an unexpected hardship; Emergency accommodation-related necessities where other assistance is unavailable; or a significant essential expense affecting more than one household member.*
10-11	**$76 - $100**	*Critical immediate need* — a serious and immediate Essential Need where the full amount is justified by the circumstances and eligible expense*. Examples: Emergency groceries for a family of four facing an immediate food shortage with no timely alternative assistance; an urgent transportation expense necessary to access essential medical care when no alternative exists; essential necessities for a household affected by an unexpected Emergency; or an immediate essential expense affecting several household members where the full amount would materially address the need.*

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The score guides the funding recommendation but does not determine the amount automatically. The recommended amount must reflect the actual eligible expense, the applicant's circumstances, and the remaining annual budget. Examples provided are illustrative only. Each application must be assessed on its individual circumstances.

Eligible expense amount: $_____

Recommended funding level: ☐ $25 ☐ $50 ☐ $75 ☐ $100

SECTION D — RATIONALE AND APPROVAL

Briefly explain the circumstances supporting the recommended funding amount, including any relevant assessment factors.

_____

_____

_____

Other resources or referrals provided, if applicable:

_____

Assessed by: _____

Date: _____

APPROVAL

☐ Approved

☐ Approved at a reduced amount

☐ Declined

Amount approved: $_____

Remaining annual program budget: $_____

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Reason for adjustment or decline, if applicable:

Approval signature: _____

Date: _____

ADMINISTRATIVE REQUIREMENTS

1. Assistance must not exceed $100 per eligible household per calendar year.
2. Assistance must not exceed the actual eligible expense, the amount justified by the assessment, or the remaining approved annual budget.
3. Completion of an assessment does not guarantee approval.
4. The Community Services Department will document its recommendation, and the authorized approver will make the final decision in accordance with the policy.
5. Where the annual budget is insufficient, priority will be given to the most urgent and significant Essential Needs.
6. All application and assessment records must be handled in accordance with the policy's confidentiality and records-management requirements.

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TOWN OF BON ACCORD
DRAFT POLICY STATEMENT

SECTION: Community Services

POLICY RESOLUTION NO.: 19-372

SUBJECT: One- time emergency monetary support

RESPONSIBLE AUTHORITY: Community Services

REVIEWED & APPROVED BY COUNCIL: *November 19, 2019 RMC; Resolution #19-372*

PURPOSE AND INTENT: Emergency monetary support allows one-time support to residents in need.

POLICY STATEMENT: One-time monetary support can assist Bon Accord residents and those who consider Bon Accord as their home base, in dire situations.

Original Policy

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TOWN OF BON ACCORD COMMUNITY SERVICES
Emergency Monetary Support

SECTION: ***Community Services***

SUPPORTED BY POLICY NO.:

SUBJECT: Emergency Monetary Support

RESPONSIBLE AUTHORITY: Community Services Department

REVIEWED & APPROVED BY COUNCIL:

Original Procedure

DEFINITIONS:

Emergency: a situation that poses an immediate risk to health, life, property, or environment.
Monetary: meaning Gift card, cash, or credit card payment.

PROCEDURE:

The Town of Bon Accord Community Services Coordinator or CAO may provide a one-time monetary support for emergency situations to Bon Accord residents or residents who use Bon Accord as there home base.

Applicants will need to fill in a Referral Form which will include basic information, which will allow the Coordinator or CAO to make the best judgement on what need is required.

Applications will be accepted and processed as a 'First Come, First Serve' order.

Applicants must complete the Karing for Kids subsidy application and provide all supporting documentation. Applications will be held in strictest confidence.

Applicants must meet all subsidy requirements.

Providing subsidy must not incur any additional direct operational expenses beyond the approved budget unless otherwise approved by Council.

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