

**August 1, 2025**

**To Whom It May Concern,**

**Subject: Incident Report – Hydrotherapy Program Safety Threats, Disruptions, and Harassment**

Please find attached a detailed incident report concerning multiple ongoing disruptions, threats, and inappropriate behaviors occurring during the Hydrotherapy Program at the Wayne Gretzky Sports Centre.

As both the Head Guard and Hydrotherapy Class Instructor, I have documented the escalating incidents involving specific participants, the resulting impact on the safety and effectiveness of the program, and the emotional toll taken on staff. This report outlines relevant dates, direct quotations, actions taken, and recommendations for immediate follow-up.

My intent in submitting this report is to ensure the continued safety of both staff and participants, reinforce standards of respectful conduct, and request formal support from leadership to help address and resolve these ongoing concerns.

Please review the enclosed documentation and advise on any additional steps required. I am available to meet and discuss the matter further at your convenience.

Thank you for your attention to this matter.

**Sincerely,**

**Lisa Hartmann**

Head Guard & Hydrotherapy Class Instructor  
Wayne Gretzky Sports Centre

## **Incident Report - Wayne Gretzky Sports Centre**

### **Dates of Incidents:**

- May 9, 2025 (John suspended)
- May 16, 2025
- May 19 and following weeks
- July 11, 2025
- Week of July 14-18, 2025
- August 1, 2025

### **Location:**

Hydrotherapy Program - Wayne Gretzky Sports Centre

### **Individuals Involved:**

- James (a.k.a. Jim - participant)
- John (participant)
- Gerard (participant)
- Ken (participant)
- Two unnamed female participants
- Liam (staff/witness)
- Supervisors (various)
- Lisa Hartmann – Head Guard & Instructor (Reporter)

### **Background Summary:**

I, who serve as both the Head Guard and Hydrotherapy Class Instructor, have experienced ongoing inappropriate and escalating behavior from a participant named James, dating back to at least May 2025. Issues have included verbal sexual harassment, discriminatory and threatening language, refusal to follow class instruction, and an incident of direct public intimidation. In response to earlier inappropriate behavior, I adopted a neutral and professional boundary by ceasing to acknowledge participants except when necessary for instruction

## **Chronological Incident Summary:**

### **May 16, 2025:**

James verbally confronts John, swears at participants, then shouts vulgarities across the pool. Later verbally attacks Ken, who leaves. After class, James tells staff: "Everybody hates homosexuals - Trump would put them all on a boat and blow them up."

### **July 11, 2025:**

James sees John in the pool, yells loudly: "Get him out - he's not supposed to be here!" After I respond, James yells: "YOU are the problem - YOU are going to pay." This is perceived as a direct personal threat.

### **Week of July 14-18, 2025:**

Nearly all class participants disengage from instruction. James walks around socializing. Only two new participants follow the class plan. I continued to lead the class under supervision.

### **August 1, 2025 - 9:25 AM:**

Two female participants were visibly upset that the instructor did not acknowledge them. One responded with: "Let's see how your next class goes." This was perceived as a veiled threat or pressure tactic. I appropriately addressed the situation and notified on-site supervisors.

### **Ongoing Measures & August 1 Follow-Up:**

Due to continued threats and instability, two supervisors have been assigned to stand by during each class for the past four weeks.

On August 1, one of the previously upset women asked to speak with me just before class. I appropriately called out the on-duty supervisors. The woman then completely reversed her tone, saying: "I love your class - I'm glad you're teaching."

This behavior occurred shortly after she had reacted angrily for not being acknowledged and made a comment perceived as a threat. The emotional inconsistency may suggest deeper group pressure, manipulation, or performative behavior rather than genuine feedback.

**Impact Summary:**

- I have faced ongoing threats, intimidation, and group disruption
- Required supervisory protection to safely perform duties
- Public undermining has made normal class operation increasingly difficult
- Mixed participant behavior suggests group influence or instability
- My safety, authority, and well-being are at risk

**Injuries or Damages:**

Nonphysical. Ongoing emotional stress and workplace tension reported.

**Witnesses:**

- Liam (staff)
- Supervisors on duty (various)
- Participants across incidents
- Headguard room staff (August 1)

**Recommended Follow-Up Actions:**

- Formal behavioral investigation into James and other disruptive participants
- Documentation of all support measures (e.g., supervisors present) - Continued supervisor presence as long as needed
- Clear communication to all participants on behavioral expectations and instructor authority - Reinforcement of zero-tolerance policies on intimidation or retaliation - Internal support for instructor (HR/mental health/administrative)
- Consideration of class restructuring or removing individuals causing repeated disruption

**Reported By:**

Lisa Hartmann

Head Guard & Hydrotherapy Class Instructor

**Date Submitted:**

August 1, 2025