



**Q1 2022 REPORT TO THE
EDMONTON POLICE COMMISSION**



The following report is submitted for:

- Approval
 Ratification
 Information

**PROFESSIONAL STANDARDS BANCH
April 21, 2022 EPC MEETING**

Approved by:

**Dale R. McFee
Chief of Police**

**Sean Anderson
Inspector**



April 21, 2022

TO: Dale McFee
Chief of Police

FROM: Inspector Sean Anderson
Professional Standards Branch

RE: QUARTERLY REPORT – Q1 of 2022

This report has been prepared for the April 21, 2022, Edmonton Police Commission meeting

During the first quarter of 2022 (Q1), Professional Standards Branch received 409 new files:

- 28 Public complaints as defined by Part 5 of the *Police Act*;
- 22 Internal complaints as defined by Part 5 of the *Police Act*;
- 34 EPS Matters; and
- 325 Citizen Contacts.

There were 11 files directed for Criminal Investigation (*Statutory Complaints*) during Q1 of 2022 (9 are related to notifications under s.46.1 of the *Police Act* and 2 related to officers being charged).

Concluded 363 files:

- 4 *Statutory* complaints;
- 23 Public complaints as defined by Part 5 of the *Police Act*, including two (2) complaints regarding policies or services provided by the EPS;
- 12 Internal complaints as defined by Part 5 of the *Police Act*;
- 29 EPS Matter; and
- 295 Citizen Contacts.

The Edmonton Police Service dispatched 36,017 of calls received and recorded opening 17 compliments.

Inspector Sean Anderson
Professional Standards Branch

cc: John McDougall/Chair,
Edmonton Police Commission



**Professional Standards Branch
January - March 2022
Q1 Report
Edmonton Police Service**

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STATISTICAL SUMMARY

First Quarter of 2022 Update

1. RECEIVED FILES

The following figure shows the number and type of files received during the first quarter (Q1) of 2022. Blue colours represent complaints and concerns made by members of the public and red colours represent complaints and concerns initiated by the Chief of Police. Lighter shades indicate files being handled outside of the *Police Act* and darker shades indicate *Police Act* complaints. As can be seen below, during Q1 of 2022, PSB received 353 public files and 56 internal files.

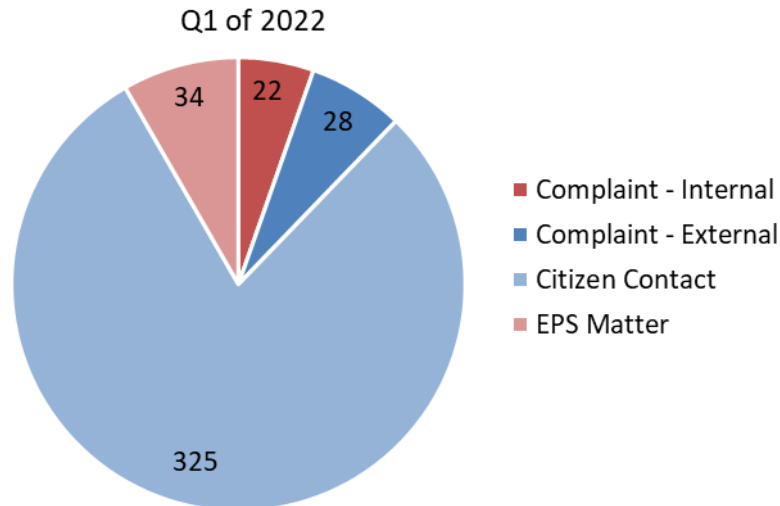


Figure 1-1. Type of Files Received During Q1 of 2022

The following figure shows the yearly trends in public and internal complaints to PSB. Solid bars are the total complaints to PSB (YTD) and lines indicate the number of complaints meeting the criteria of the Police Act. Public complaints/inquiries to PSB are up by 8% compared to 2021. Of the 353 public complaints received in Q1 of 2022, 148 have already been concluded (including 57 resolved through dispute resolution), 133 are in the process of dispute resolution or are being considered for dispute resolution, and 15 are being investigated under the Police Service Regulation.

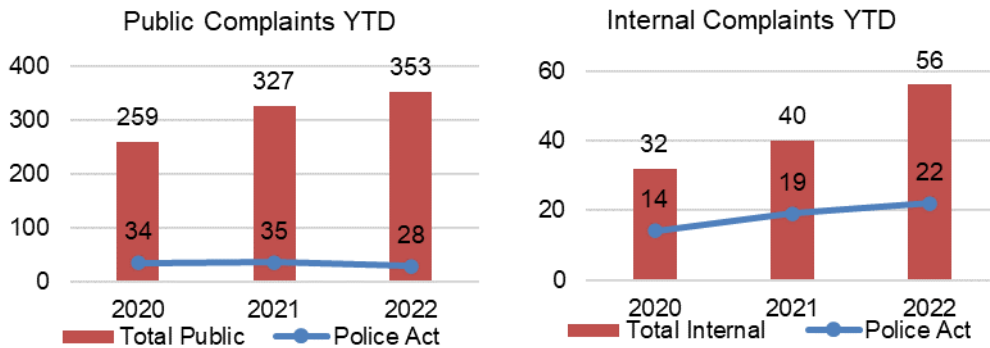


Figure 1-2. Yearly Changes in Public Contacts to PSB

2. CURRENT WORKLOAD

As of March 31, 2022, PSB had 483 open investigations broken down as follows:

- 194 Complaints External
- 103 Complaints Internal
- 145 Citizen Contacts
- 44 EPS Matters

94 Statutory Complaints (all 94 statutory complaints are associated with open PSB files and therefore are considered duplicate files).

The following table shows the age and status of all open PSB investigations. The table shows files that are listed as Active, Suspended, and Forwarded. An investigation is listed as “Suspended” when it is not currently being advanced (e.g. executive review of the investigation, disciplinary hearings, criminal investigation, court proceedings, etc.). An investigation is listed as “Forwarded” when it is ongoing but not under the control of PSB (e.g. supervisory reviews, obtaining legal opinions, investigation by outside investigators, etc.).

This table will break down these files by year, to show the total number of files in each status for the corresponding year (not including Statutory Complaint files, which as mentioned above, are usually considered duplicate files).

Age and Status of all Open Investigations				
Year	Active	Forwarded	Suspended	Total
2014	0	0	1	1
2015	0	0	2	2
2016	0	0	0	0
2017	0	0	2	2
2018	3	1	8	12
2019	3	0	15	18
2020	11	3	37	51
2021	121	6	80	207
2022	126	37	30	193
Total	264	47	175	486

Figure 2-1. Age and Status of All Open Investigations

The following figure shows the stages of investigation for formal complaints by month. This is a snapshot of the files that were in a particular stage as of the last day of the month.

The stages of investigation include:

- Intake / Intake Management Review / ADR
- Clarification (interviewing the complainant to determine the specific details of the complaint);
- Collection (collection of evidence and witness interviews);
- Subject Officer Interviews (explanatory reports and/or interview of the subject officer);
- Report (compiling the final report);
- Investigative Review (review by the Investigative Manager);

- Executive Review (review by the Inspector, Chief, and final concluding processes).

Investigations may also be pending other processes (e.g., dispute resolution, legal review, hearing, etc.) or may be undetermined (e.g., for complaints that are not proceeding to formal investigation).

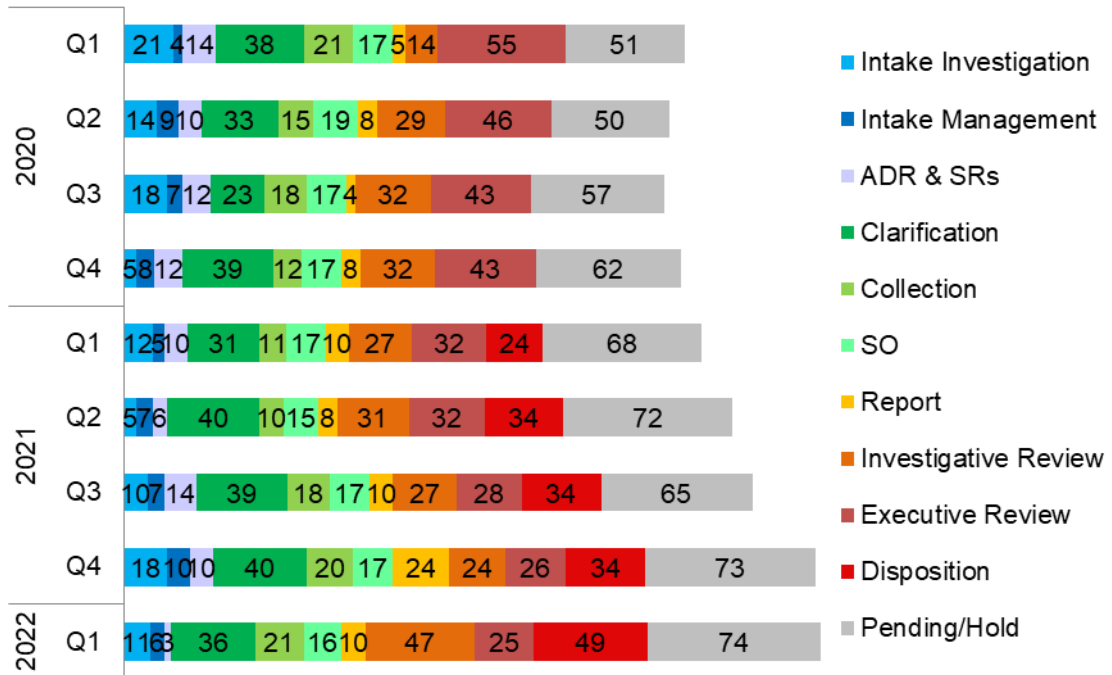


Figure 2-2. Quarterly Comparison of Complaint Stages

3. CONCLUDED FILES

The following figure shows the disposition of all Police Act Complaints and Statutory Complaints concluded during Q1 of 2022 (34 Complaints, 4 Statutory Complaints).

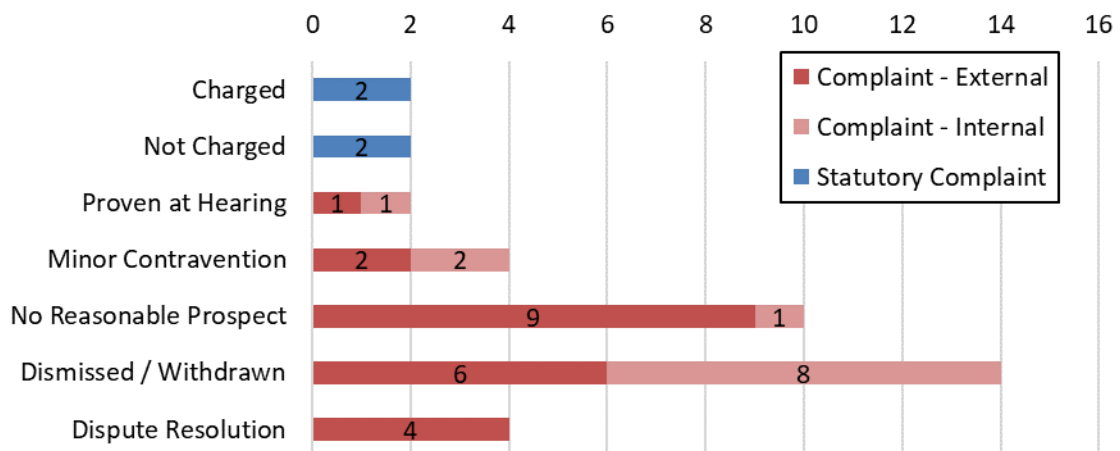


Figure 3-1. Dispositions of Concluded Police Act Complaints

	2020		2021		2022	
	Q1	YTD	Q1	YTD	Q1	YTD
Received						
Public Complaints/Concerns	259	259	327	327	353	353
Police Act Complaint	34	34	45	45	28	28
Citizen Contact	225	225	282	282	325	325
Internal Matters	32	32	40	40	56	56
Police Act Complaint	14	14	19	19	22	22
EPS Matter	18	18	21	21	34	34
Total	291	291	367	367	409	409
Concluded						
Public Complaints/Concerns	277	277	325	325	318	318
Police Act Complaint	45	45	47	47	23	23
Citizen Contact	232	232	278	278	295	295
Internal Matters	27	27	27	27	41	41
Police Act Complaint	11	11	6	6	12	12
EPS Matter	16	16	21	21	29	29
Total	304	304	352	352	359	359

Figure 3-2. Three-Year File Comparison
 Total numbers do not include Statutory Complaints

4. LEGAL

DISCIPLINARY HEARINGS	Total	File Number
Directed	0	
Concluded	2	PSB2016-0940 (Dismissal from Service) PSB2020-0140 (SWOP 10h, Reprimand, Training)
LERB	Total	File Number
Appeals Received	5	PSB2016-0940 PSB2019-0520 PSB2020-0548 PSB2020-0909 PSB2021-0407
Decisions Rendered	2	PSB2018-0613 (2 appeals, both dismissed)
Appeals Withdrawn	1	PSB2019-0671
EPC APPEALS	Total	File Number
Appeals Received	0	
Decisions Rendered	0	
EPC Matters Ongoing	1	PSB2020-0384

Figure 4-1. Disciplinary Hearings and appeals during Q1 of 2022

CONCLUDED DISCIPLINARY HEARINGS

1. File Number: PSB2020-0140
Date of Complaint: February 12, 2021
Subject Officer: Cst. OLSSON
- Deceit x 1
- Presenting Officer: M. Baldasaro, McLennan Ross LLP
Presiding Officer: F. Kamins, Chief Supt (Rtd.)

On February 10, 2022, Cst. Olsson plead guilty to one count of Neglect of Duty. By way of an Agreed Statement of Fact and joint submission on penalty, he was issued a reprimand, a 10 hour suspension without pay and was directed to take training through FOIPP on how a member of the Edmonton Police Service should respond to FOIPP requests.

2. File Number: PSB2016-0940
Date of Complaint: October 05, 2016
Subject Officer: Cst. AHLSTROM
- Neglect of Duty x 1
 - Insubordination x 1
 - Discreditable Conduct x 3
 - Deceit x 2
 - Corrupt Practice x 3
- Presenting Officer: D. Cranna, Field Law LLP
Presiding Officer: F. Kamins, Chief Supt (Rtd.)

The penalty decision of this matter was issued on February 28, 2022. For ten proven counts of misconduct, Cst. Ahlstrom was terminated from the Edmonton Police Service under Section 17(1)(f) of the *Police Service Regulations*.

Presiding Officer: F. Kamins, Chief Supt (Rtd.)

PENDING DISCIPLINARY HEARINGS

1. File Number: PSB2020-0983
Date of Complaint: September 29, 2020
Subject Officer: Cst. A.B.
 - Discreditable Conduct x 2Presenting Officer: C. Plante, Bishop and McKenzie LLP
Presiding Officer: The Honorable Justice V. Ouellette

This matter is pending written submissions from counsel on final arguments.

2. File Number: PSB2017-0890
Date of Complaint: September 19, 2017
Subject Officer: Det. A.B.
 - Neglect of Duty x 5
 - Deceit x 8
 - Discreditable Conduct x 1Presenting Officer: M. Hankewich, Edmonton Police Service
Presiding Officer: F. Kamins, Chief Supt (Rtd.)

Open Disciplinary Hearing is scheduled for April 20 and 21, 2022.

3. File Number: PSB2015-0180/PSB2015-0160
Date of Complaint: March 04, 2015
Subject Officer: Det. A.B.
 - Discreditable Conduct x 4
 - Insubordination x 2Presenting Officer: D. Cranna, Field Law LLP
Presiding Officer: F. Kamins, Chief Supt (Rtd.)

Open Disciplinary Hearing is scheduled for April 27-29 and May 02-06, 2022.

4. File Number: PSB2020-0777
Date of Complaint: August 07, 2020
Subject Officer: Cst. A.B.
 - Deceit x 2Presenting Officer: M. Baldasaro, McLennan Ross LLP
Presiding Officer: F. Kamins, Chief Supt (Rtd.)

Open Disciplinary Hearing is scheduled for May 09-12, 2022.

5. File Number: PSB2017-1148
Date of Complaint: December 12, 2017
Subject Officer: Cst. A.B.
 - Discreditable Conduct x 3
 - Unlawful or Unnecessary Exercise of Authority x 2
 - Insubordination x 9Cst. C.D.

- Insubordination x 4
- Unlawful or Unnecessary Exercise of Authority x 1
- Discreditable Conduct x 1
- Deceit x 2

Presenting Officer: D. Cranna, Field Law LLP
Presiding Officer: F. Kamins, Chief Supt (Rtd.)

Open Disciplinary Hearing is scheduled for October 12-14, 2022.

6. File Number: PSB2013-0314
Date of Complaint: March 26, 2014
Subject Officer: Cst. A.B.
- Neglect of Duty x 2
 - Unlawful or Unnecessary Exercise of Authority x 1
 - Discreditable Conduct x 1
- Presenting Officer: G. Crowe, Edmonton Police Service
Presiding Officer: F. Kamins, Chief Supt (Rtd.)

Court of Appeal dismissed the Appeal; new matter not yet scheduled.

7. File Number: PSB2017-0701
Date of Complaint: June 12, 2018
Subject Officer: Cst. A.B.
- Unlawful or Unnecessary Exercise of Authority x 1
 - Neglect of Duty x 1
- Cst. C.D.
- Unlawful or Unnecessary Exercise of Authority x 1
 - Neglect of Duty x 1
- Cst. E.F.
- Unlawful or Unnecessary Exercise of Authority x 1
 - Neglect of Duty x 1
- Cst. G.H.
- Unlawful or Unnecessary Exercise of Authority x 1
 - Neglect of Duty x 1
- Cst. I.J.
- Unlawful or Unnecessary Exercise of Authority x 1
 - Neglect of Duty x 1

New matter not yet scheduled.

8. File Number: PSB2021-0621
Date of Complaint: May 13, 2021
Subject Officer: Cst. A.B.
- Deceit x 1

New matter not yet scheduled.

9. File Number: PSB2019-1144
Date of Complaint: January 13, 2020
Subject Officer: Cst. A.B.
- Insubordination x 3
 - Discreditable Conduct x 1

New matter not yet scheduled.

COMPLETED COMPLAINTS OF SERVICE
(Section 44 *Police Act*)

There were two (2) Complaint of Service under Section 44 of the *Police Act* that were resolved or concluded during the first quarter from January 1, 2022 to March 31, 2022.

1. Concluded by the Chief
File Number: PSB2020-0140
Date of Complaint: February 12, 2020
Investigator: Detective Josh Kilb

Summary

PSB received a complaint of service on February 12, 2020, in relation to EPS policy improperly condoning and/or encouraging communication with suspects exclusively through text message and selfies.

On July 30, 2021, the Chief concluded this file with no requirement for the EPS to create or amend current policy and procedure for officers use of issued cell phones related to communicating with persons via text messages.

2. Concluded by the Chief
File Number: PSB2020-0561
Date of Complaint: June 10, 2020
Investigator: Intake Manager Kevin Kobi

Summary

PSB received a complaint of service on June 10, 2020, regarding the use of restraint bars in holding cells by the Edmonton Police Service. The complainant alleged the use of restraint bars was a breach of the Charter of Rights and Freedoms, is dehumanizing, and causes severe pain to those who are subject to it's use. PSB Intake Manager in consultations with three key stakeholders within EPS determined the restraint bar policy had been amended in August 2019. The amendments included a requirement for members to obtain approval from their Staff Sergeant for use, reinforced regular visual checks of detainees (every 15 minutes), introduced the practice of arousal checks and clarified reporting requirements. These changes were a result of a complaint trend surrounding the use of the restraint bar in EPS cells. Based on the consultation with these three areas it was clear the EPS had not recently examined whether we should continue to use restraint bars.

Through this review it was determined changes should be initiated to Edmonton Police Service policy, equipment and training associated to restraint bars. On October 18, 2021 Chief's Committee approved the Operational Review recommendations and directed they be implemented with a target completion date of January 30, 2022. As a result of the review, changes were initiated to EPS policy and procedures and was concluded by the Chief on January 31, 2022.

COMPLIMENTS

During Q1 2022, Seventeen (17) letters of appreciation were entered by the Edmonton Police Service. Professional Standards Branch would like to present nine (9) of these letters.

1. **SUBJECT:** Excellent Officer

MESSAGE: I had dealings today with Cst. Christopher Hilgendorf (Northeast Division). He did an excellent job of helping me navigate the system. He made sure my complaint was handled appropriately. And he kept me updated. The file resulted in no charges, which was still very satisfactory in the circumstances. I am very happy with the way he dealt with my matter and was impressed with his professionalism. Excellent job! Thank you.

2. **SUBJECT:** My Gratitude

MESSAGE: I have a story of satisfaction and thanks for the Edmonton Police Service which i am compelled to share.
On January 25, 2022, at about 1000h, i stepped out of my apartment door to use my van. It was gone from its parking stall. I called your non-emergency phone number and was assisted competently and compassionately by ESO #0103. I was not disturbed by the wait-time in the automated telephone system.
That day, at about 2300h, i received a call from Officer badge # 3501, initial A, informing me he found my van and identified suspects. He saw to the recovery of my damaged vehicle and it was towed to storage. He also asked about my property in the van. I could not have asked for more help.
At the Yellowhead storage, damage to the vehicle was confirmed. Not road-safe. "Heather" answered all my questions about how to arrange pick-up. This was done by my insurer. Regrettably the vehicle is likely a write-off.
Finally, i attended your station on 100 ave to give my statement and was ably assisted by Reg.# 3233, Cst Fryk. Timely and capable assistance.
Having a vehicle stolen, first time in my 68 years, is stunning. Could have been quite personally devastating. Public servants make a difference to Society. These frontline people were stellar in their performance of duty. I am a retired public servant and respect that extra effort. It is said in public service that one can always expect to get the blame; so when credit is due; take it. You are at liberty to, hopefully, enjoy and utilize my letter as you wish.
My thanks to EPS. Please respect my privacy. I will have no further comment. Except to family, friends and neighbours. This is as good a news story, as any vehicle-theft can be.
Best regards,
(Redacted)

3. **SUBJECT:** letter of appreciation for Member with Missing Persons Unit
MESSAGE: For two years now I have been trying to find about my brother (Redacted). He was one of the many mentally challenged people homeless and living on the streets of Edmonton. All my requests with the different support services, not including the EPS, were met with rejections. This October, after seeing a missing persons poster of a homeless person found in 2020 in the river valley, I called the number on the poster. A Member with the Missing Persons Unit took down my information and sadly reported to me that my brother was indeed the person on the poster.
A Member with the Missing Persons Unit was very supportive and professional in his help. I now have closure and my family in Ontario now has closure although sad. Please give him my dearest thanks in this difficult time. The truly is a hero in my books. He did not request this note of thanks, my immediate family and I just want to express our deepest gratitude and thanks for his caring and professional service he gave us.

4. **SUBJECT:** Thank a Police Officer
MESSAGE: South Campus/Fort Edmonton Transit Centre
Responded to a person (me) having a seizure
Due to family members , as well as having child and family services in my life as a youth, I haven't had the best experience with Police officers.
But today my level of trust for EPS changed, Officer M. Dahl who just happened to be around the corner helped while I was having a seizure by putting his jacket behind my head, as well as calling EMS. After the event was over, he drove me home to make sure I was safe. No one has ever done that. He treated me with respect and care. In the car we talked about school and my dreams for post secondary education. He's the first adult to have ever asked me about that, a stranger to me. I felt safe for the first time in a while. That 30 minutes with Officer M.Dahl changed my perception of EPS entirely in a positive light.

5. **SUBJECT:** Dear sir or madam
MESSAGE: I just wanted to reach out to pass my most sincere thanks and compliments to Constable Daniel Melton. Like I said in the attached email, his approach and professionalism has definitely made me and my family feel safer in our community. I really hope he is commended and that recognized!!
Thanks,

6. **SUBJECT:** Compliment the EPS
MESSAGE: I am writing you to express our gratitude about officer Marc-Andre Gagnon. We had a series of incidents which caused damage to the family owned business I work at Officer Gagnon is well-spoken, attentive, friendly, and I believe in the years to come he will continue to make a huge difference in the communities that he serves. We appreciate all he has done for us. Thank you

7. **SUBJECT:** Cst. Aube; Cst. Scott; Cst. Whitecross; Cst.Kewley;
Cst.Naranjo-Villada
MESSAGE: Dear Mr.Mcfee, I am sending you this email today to let you know my Experiences with the Edmonton police in the past month. On three occasions I called for a welfare check on my son . I had six direct contacts with your members. In each contact I was treated with understanding and empathy. Even though I felt that I was imposing and my asks were frivolous. These were for checks on my son who has a serious addiction problem and can cause death.Why am I sending you this Chief? I am an older man who still worries about his children. The members who responded were comforting to me and my wife they were sincere and well...it's emotional they were so understanding and caring. These people that I interacted with in my opinion are the ideal that I expect of our protectors. So yes this is a kudos to these members and to you as a leader.yes you may share this internally only and of course with the members I spoke with.
(Redacted)
8. **SUBJECT:** Good Morning Constable Bruneau.
MESSAGE: You will likely say it is part of your job, but wanted to thank you again for speaking to XXX. My hope is that he no longer harasses me and, most importantly, the family. Just wanted to tell you that your professional, respectful, and caring approach to this situation speaks to your dedication to the safety of not just my family, but the safety of all Edmontonians! Just wanted to share a quote - as you made us feel safer!! "I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel." (Redacted)
Many thanks again!
9. **SUBJECT:** Constable Nicholas
MESSAGE: On Saturday we had an abusive patron at Millwoods Rec Centre and Constable Nicholas was the responding officer. We had a teenager making multiple threats against staff, and by all means he should have been removed from the facility quickly. Constable Nicholas spent a lot of time with this teen, explaining his options, how he could make the situation better and how they could come to an agreeable ending of the situation. He displayed incredible patience and kindness towards the teenager and showed that he wanted to do things differently by meeting our patron where he was at instead of immediately arresting this teen. We at Millwoods Rec centre were extremely impressed with his demeanour and conduct and wanted you to know that he did incredibly well. Thank you for all the Edmonton police force does for making our lives safer each day

Edmonton Police Service Professional Standards Branch

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