



January 13, 2016

TO: Rod R. Knecht  
Chief of Police

FROM: Inspector Kevin Brezinski  
Professional Standards Branch

RE: QUARTERLY REPORT – Q4 of 2015

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This report has been prepared for the January 21, 2016, Edmonton Police Commission meeting.

During the fourth quarter of 2015 (Q4), Professional Standards Branch received 310 new files:

- 44 Public complaints as defined by Part 5 of the *Police Act*;
- 17 Internal complaints as defined by Part 5 of the *Police Act*;
- 38 EPS Matters; and
- 211 Citizen Contacts.

There were 8 files directed for Criminal Investigation (*Statutory Complaints*) during Q4 of 2015.

Concluded 331 files:

- 3 *Statutory* complaints;
- 42 Public complaints as defined by Part 5 of the *Police Act*, including seven (7) complaints regarding policies or services provided by the EPS;
- 25 Internal complaints as defined by Part 5 of the *Police Act*;
- 29 EPS Matter; and
- 232 Citizen Contacts.

The Edmonton Police Service received 130,448 calls in Communications Section (including calls answered by the dispatch line and 911 calls extended to police), dispatched 40,593 of those calls and recorded opening 62 compliments.

A handwritten signature in blue ink, appearing to be "KB", written over a horizontal line.

Inspector Kevin Brezinski  
Professional Standards Branch

cc: Gary McCuaig, A/Chair  
Edmonton Police Commission



## Q4 2015 REPORT TO THE EDMONTON POLICE COMMISSION



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The following report is submitted for:

- Approval  
 Ratification  
 Information

PROFESSIONAL STANDARDS BRANCH  
January 21, 2016 *OPEN MEETING*

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Approved by:

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**Rod R. Knecht**  
Chief of Police

\_\_\_\_\_  
**Kevin Brezinski**  
Inspector



**Professional Standards Branch  
October – November 2015  
Q4 Report  
Edmonton Police Service**

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STATISTICAL SUMMARY

**Fourth Quarter of 2015 Update**

**1. RECEIVED FILES**

The following figure shows the number and type of files received during the fourth quarter (Q4) of 2015. Blue colours represent informal files and red colours represent formal investigations. Lighter shades indicate internally generated files and darker shades indicate externally generated files. As can be seen below, during Q4 of 2015, PSB received 249 informal files and 61 formal complaints.

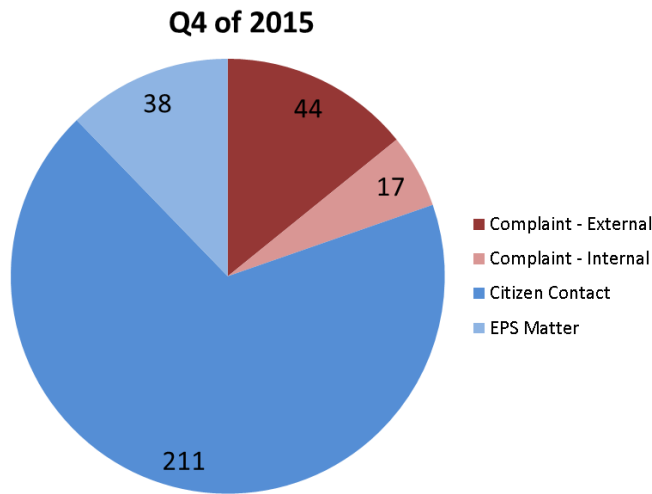


Figure 1-1. Type of Files Received During Q4 of 2015

The following figure shows the yearly percentage increase or decrease in formal complaints and total files received compared to 2014 values. Year-end change in Formal Complaints received represents an increase of 12 complaints (+4.8%) as compared to 2014. The Year-end Total Files Received represents an increase of 74 files (+6.8%) as compared to 2014.

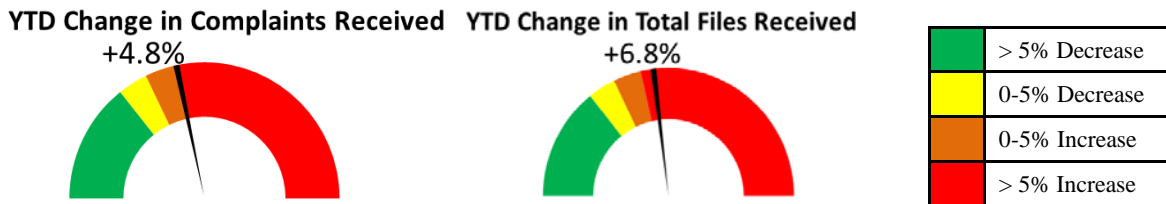


Figure 1-2. Yearly Changes in Files Received

## 2. CURRENT WORKLOAD

As of December 31<sup>st</sup>, 2015, PSB had 381 open investigations broken down as follows:

- 147 Complaints External
- 59 Complaints Internal
- 108 Citizen Contacts
- 39 EPS Matters

28 Statutory Complaints (of the 28 statutory complaints, 25 are associated with open PSB files and therefore are considered duplicate files, the remaining 3 files are associated with completed PSB files and therefore are not considered duplicates).

The following table shows the age and status of all open PSB investigations, including all Statutory Complaints. 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. Reasons for suspending a file may include executive review of the investigation, disciplinary hearings, criminal investigation, or court proceedings. An investigation is listed as "Forwarded" when it is ongoing but not under the control of PSB. Reasons for forwarding a file may include supervisory reviews, obtaining legal opinions, or investigation by outside investigators.

This table will break down these files by year, that will show the total number of files in each status for the corresponding year.

<b>Age and Status of all Open Investigations</b>				
<b>Year</b>	<b>Active</b>	<b>Forwarded</b>	<b>Suspended</b>	<b>Total</b>
2011	0	0	1	<b>1</b>
2012	2	0	2	<b>4</b>
2013	2	1	7	<b>10</b>
2014	24	9	33	<b>66</b>
2015	154	58	88	<b>300</b>
<b>Total</b>	<b>182</b>	<b>68</b>	<b>131</b>	<b>381</b>

*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:

- 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).

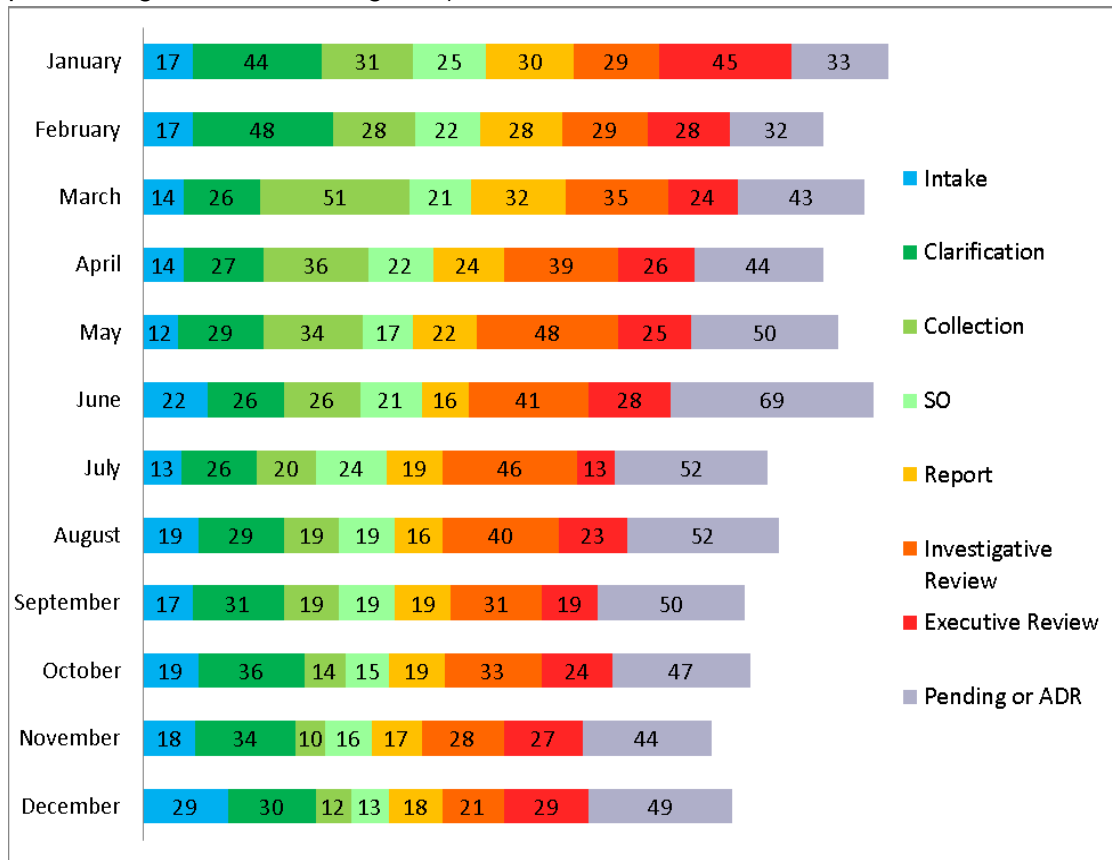


Figure 2-2. Monthly Comparison of Complaint Stages

### 3. CONCLUDED FILES

The following figure shows the disposition of all Formal Complaints and Statutory Complaints concluded during Q4 of 2015 (67 Formal Complaints, 3 Statutory Complaints).

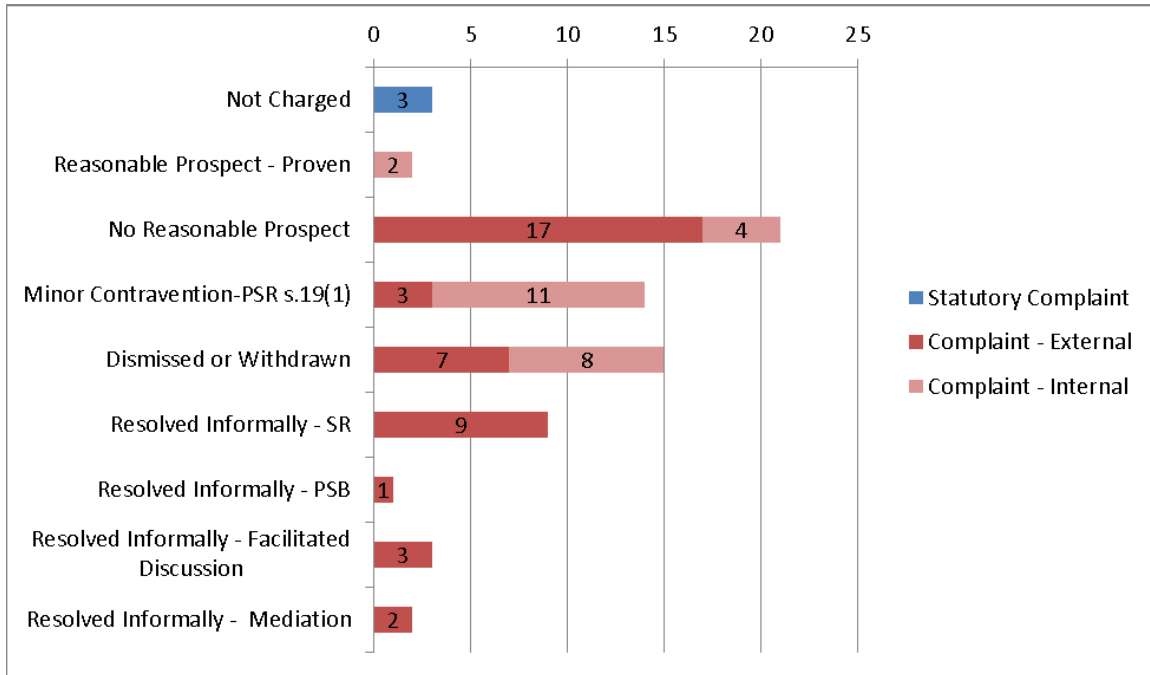


Figure 3-1. Dispositions of Concluded Formal Complaints

	2013		2014		2015	
	Q4	YTD	Q4	YTD	Q4	YTD
<b>Received</b>						
Complaint	23	216	53	248	61	260
Citizen Contact	174	723	195	751	211	764
EPS Matter	26	105	27	87	38	136
<b>Total</b>	<b>223</b>	<b>1044</b>	<b>275</b>	<b>1086</b>	<b>310</b>	<b>1160</b>
<b>Concluded</b>						
Complaint	82	271	20	194	67	317
Citizen Contact	148	727	145	628	232	932
EPS Matter	16	116	18	82	29	126
<b>Total</b>	<b>246</b>	<b>1114</b>	<b>183</b>	<b>904</b>	<b>328</b>	<b>1375</b>

Figure 3-2. Three-Year File Comparison for Q4 of 2015  
 \*\*Total numbers do not include Statutory Complaints\*\*

The following figure shows the yearly percentage increase or decrease in formal complaints and total files concluded compared to 2014 values. The year-end change in Formal Complaints concluded represents an increase of 123 complaints (+63.4%) as compared to 2014. The year-end Total Files Concluded represents an increase of 471 files (+52.1%) as compared to 2014.

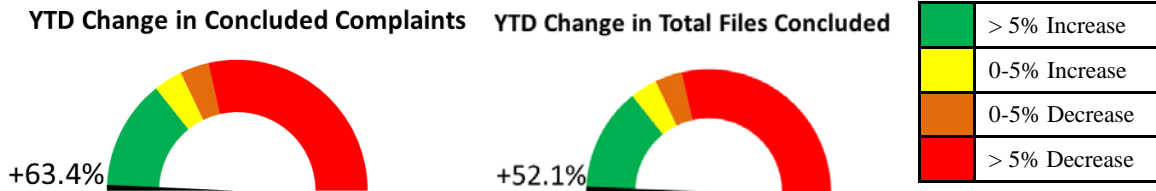


Figure 3-3. Yearly Changes in Files Concluded

#### 4. LEGAL

DISCIPLINARY HEARINGS		
Hearings	Total	File Number
Directed	4	IA2012-0179
		PSB2015-0631
		PSB2015-0721
		PSB2015-0794
Concluded	2	PSB2013-0916
		PSB2015-0524
LERB		
LERB	Total	File Number
Appeals Received	4	PSB2013-0386
		PSB2013-0448
		PSB2013-0478
		PSB2014-0030
Decisions Rendered	6	IA2006-0649a
		IA2006-0899
		IA2011-0999
		PSB2013-0354
Appeals Withdrawn	1	PSB2013-0558
		PSB2013-0709
Appeals Withdrawn	1	PSB2013-0661

Figure 4-1. Disciplinary Hearings and LERB during Q4 of 2015



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**DISCIPLINARY ACTION TAKEN AGAINST MEMBERS**  
**October 2015 - January 2016**

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1. File Number: PSB2013-0478  
Date of Complaint: June 23, 2013  
Subject Officer: Constable A.B.
- Discreditable Conduct x 1
  - Unlawful or Unnecessary Exercise of Authority x 1
- Presenting Officer: T. Magee, Edmonton Police Service  
Presiding Officer: Justice M.A. Binder

On September 30, 2015, Cst. A.B. was found guilty of one count of Unlawful or Unnecessary Exercise of Authority and one count of Discreditable Conduct.

On October 27, 2015, Cst. A.B. received a 20 hour forfeiture of banked time for the Unlawful or Unnecessary Exercise of Authority and a reprimand for the Discreditable Conduct.

2. File Number: PSB2013-0916  
Date of Complaint: November 4, 2015  
Subject Officer: Constable A.B.
- Insubordination x 1
- Presenting Officer: G. Crowe, Edmonton Police Service  
Presiding Officer: Supt. M. Logar, Edmonton Police Service

On October 27, 2015, Cst. A.B. plead guilty to one count of Insubordination and received a 20 hour forfeiture of work accumulated through over time.

3. File Number: PSB2015-0184  
Date of Complaint: March 4, 2015  
Subject Officer: Constable A.B.
- Discreditable Conduct x 2
- Presenting Officer: D. Cranna, Field LLP  
Presiding Officer: Supt. M. Logar, Edmonton Police Service

On November 28, 2015, the officer formally resigned from the Edmonton Police Service resulting in a loss of jurisdiction in the matter.

4. File Number: IA2011-0094  
Date of Complaint: February 1, 2011  
Subject Officer: Reg No. 1868 Constable E. Toy  
• Deceit x 2  
Presenting Officer: D. Morrow, Field LLP  
Presiding Officer: Supt. T. Grue, Edmonton Police Service

On August 17, 2015, Cst. Toy was found guilty of two counts of Deceit.

On December 3, 2015, Cst. Toy was dismissed pursuant to 17(1)(f) of the *Police Service Regulation*.

5. File Number: PSB2015-0524  
Date of Complaint: June 22, 2015  
Subject Officer: Reg. No. 3005 Cst. R. Hankewich  
• Discreditable Conduct x 1  
• Insubordination x 1  
Presenting Officer: M. Sallaberry, Edmonton Police Service  
Presiding Officer: Chief Supt F. Kamins, (Rtd.)

On December 9, 2015 Cst. Hankewich was given a 20 hour suspension without pay for the one count of Insubordination and a 60 hour suspension without pay for the one count of Discreditable Conduct.

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**PENDING DISCIPLINARY HEARINGS**

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1. File Number: PSB2015-0510  
Date of Complaint: June 19, 2015  
Subject Officer: Constable A.B.  
• Discreditable Conduct x 1  
Presenting Officer: G. Crowe, Edmonton Police Service  
Presiding Officer: Justice M.A. Binder

Open Disciplinary Hearing is scheduled for January 13, 2016.

2. File Number: IA2006-0499a  
Date of Complaint: May 15, 2006  
Subject Officers: Constable A.B.  
Constable C.D.  
• Unlawful or Unnecessary Exercise of Authority x 1  
Presenting Officer: C. Bailey, Field Law LLP  
Presiding Officer: Supt. M. Logar, Edmonton Police Service

Open Disciplinary Hearing is scheduled for January 19, 2016.

3. File Number: PSB2013-0829  
Date of Complaint: October 16, 2013  
Subject Officer: Constable A.B.  
• Unlawful or Unnecessary Exercise of Authority x 1  
Presenting Officer: K. Agnihotri, Edmonton Police Service  
Presiding Officer: Supt. T. Grue, Edmonton Police Service

Open Disciplinary Hearing is scheduled for January 19, 2016.

4. File Number: PSB2014-0721  
Date of Complaint: September 08, 2014  
Subject Officer: Constable A.B.  
• Insubordination x 3  
• Discreditable Conduct x 2  
Presenting Officer: T. Magee, Edmonton Police Service  
Presiding Officer: Supt. M. Logar, Edmonton Police Service

Open Disciplinary Hearing is scheduled for January 21 & 22, 2016.

5. File Number: PSB2015-0721  
Date of Complaint: August 24, 2015  
Subject Officer: Constable A.B.  
• Discreditable Conduct x 2  
Presenting Officer: T. Magee, Edmonton Police Service  
Presiding Officer: Chief Supt F. Kamins (Rtd.)

Open Disciplinary Hearing is scheduled for February 02, 2016.

6. File Number: IA2010-0115a  
Date of Complaint: February 12, 2010  
Subject Officers: Constable A.B.  
Constable C.D.  
Constable E.F.  
• Unlawful or Unnecessary Exercise of Authority x 1  
Presenting Officer: D. Cranna, Field Law LLP  
Presiding Officer: Justice M.A. Binder

Open Disciplinary Hearing is scheduled for April 26 – May 06, 2016.

7. File Number: PSB2013-0914  
Date of Complaint: November 14, 2013  
Subject Officer: Constable A.B.  
• Deceit x 2  
Presenting Officer: D. Morrow, Bennett Jones  
Presiding Officer: Supt. T. Grue, Edmonton Police Service

Open Disciplinary Hearing is scheduled for June 15, 2016.

8. File Number: PSB2015-0631  
Date of Complaint: July 25, 2015  
Subject Officer: Constable A.B.  
• Deceit x 1  
Presenting Officer: G. Crowe, Edmonton Police Service  
Presiding Officer: Supt. M. Logar, Edmonton Police Service

New matter not yet scheduled.

9. File Number: PSB2015-0794  
Date of Complaint: September 13, 2015  
Subject Officer: Constable A.B.  
• Discreditable Conduct x 2  
Presenting Officer: Not yet determined  
Presiding Officer: Not yet determined

New matter not yet scheduled.

- 10.** File Number: IA2006-0899a  
Date of Complaint: August 18, 2006  
Subject Officer: Constable A.B.  
• Unlawful or Unnecessary Exercise of Authority x 1  
Presenting Officer: Not yet determined  
Presiding Officer: Supt. P. Manual, (Rtd.)

This matter was sent back by the Law Enforcement Review Board for reconsideration before Supt. P. Manual, (Rtd.)

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

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There were seven (7) Complaints of Service under Section 44 of the *Police Act* that were resolved or concluded during the fourth quarter of 2015.

1. Concluded by the Chief  
File Number: PSB2013-0448  
Date of Complaint: June 5, 2014  
Investigator: Detective Dwayne Welfl

Summary

PSB received a written letter of complaint on June 5, 2014, with regard to the conditions of Detainee Management Unit. The complainant alleges that EPS failed to provide the complainant with vegan food while detained. This allegation was perceived as being “disingenuous” by the Judge during court. It is also alleged that they were not provided with a blanket, or warmer clothes. Upon review of the CCTV footage it was captured that the complainant had removed their pants and laid at the floor. In court, the complainant agreed that they were only “guessing” that a blanket was asked for. Regardless of that, it is policy within Detainee Management Unit that blankets are not provided to detainees for their well-being and medical health. The complainant also alleged that injuries were sustained while being transported due to a lack of seatbelts. It was determined that the complainant was transported in a Patrol Transport van which is not equipped with seat belts for safety reasons. The lack of participation by the complainant made it difficult to clarify their concerns. However, upon review and conclusion by the Chief it was determined that changes to EPS Policy and Procedure were not warranted based on the information provided. This matter was concluded on November 5, 2015.

2. Concluded by the Chief  
File Number: PSB2014-0261  
Date of Complaint: July 10, 2014  
Investigator: Blair Edl

Summary

PSB received a written letter of complaint on July 10, 2014, when EPS responded to a call for service at a residence formerly belonging to the individual EPS was seeking. As their contact information had not been updated in the database, EPS responded to the address they had on file. The mistake caused embarrassment to the complainant and some minor damage to the residence. Once the identity of the complainant was confirmed an explanation was provided to the complainant regarding the circumstances. The investigation revealed that there was considerable effort by Police Communications Branch to identify the

actual location of the individual. Coincidentally, the complainant had walked out of their residence at the same moment EPS arrived who then proceeded to deal with the complainant. They did so acting on information available to them at the time before Police Communications Branch could update EPS members as to the new location of the intended individual. Upon review and by the Chief the circumstances were unfortunate but as subscribers contact information are outside of Police Communications Branch it could not have been avoided. The events had also transpired rapidly before EPS members could receive a location update. The Chief concluded this matter on October 13, 2015, with no changes to EPS Policy or Procedure required.

3. Concluded by the Chief  
File Number: PSB2014-0500  
Date of Complaint: June 20, 2016  
Investigator: Detective Ian Strom

Summary

PSB received a written letter of complaint on June 20, 2016, where it was alleged that EPS failed to attend their residence promptly after reporting they were being chased by a male and his unleashed dog. Upon review of the complaint and the steps taken by EPS members it was determined that the call was appropriately prioritized and that the delay in police attendance was due to scheduling conflicts with the complainant and a narrow time margin for police to attend their residence. The Chief determined that changes to EPS Policy and Procedure were not required and concluded the matter on October 9, 2015.

4. Concluded by the Chief  
File Number: PSB2014-0728  
Date of Complaint: August 12, 2014  
Investigator: Detective Ian Strom

Summary

PSB received a written letter of complaint on August 12, 2014, where it is alleged that the complainant's vehicle was not returned to them and that the vehicle was subsequently disposed of. Upon review of the complaint and the actions taken by the Police Vehicle Seizure lot, it was determined that PVSL had taken the appropriate steps in notifying the complainant that their vehicle would be considered abandoned under Section 16 of the *Vehicle Seizure and Removal Regulation* and would be disposed of. The Chief concluded this matter on December 4, 2015, with no changes to EPS Policy or Procedure.

5. Concluded within PSB  
File Number: PSB2015-0706  
Date of Complaint: August 18, 2015  
Investigator: Intake Section

Summary

On August 18, 2015, PSB received a written letter of complaint where in part, was a complaint with regard to the response time of EPS when a call was made to Police Communications Branch. It was alleged that there was a lack of police response when an initial 911 call was made by a co-worker of the complainant, which was not accepted as an emergency call. The complainant agreed to have their complaint with respect to the policies and procedure of EPS informally resolved by way of a Divisional Review. The complainant was contacted by a supervisor within Police Communications Branch and upon review of the audio calls the initial call was answered appropriately but was not forwarded to police via the emergency line and was rather forwarded to the non-emergency line. This error was discussed with the employee and conveyed to the complainant who was satisfied with the results of the Divisional Review. The complainant signed a complaint resolution form on October 2, 2015.

6. Concluded within PSB  
File Number: PSB2015-0741  
Date of Complaint: August 26, 2015  
Investigator: Intake Section

Summary

PSB received a written letter of complaint with regard to EPS response time when the complainant called into 911. The complainant indicated that after 20 minutes, police had not yet arrived. The complainant called 911 Police Communications Branch when a man showed up outside their door asking for the complainant to call 911 because they had been attacked with a knife. When 20 minutes has passed, the complainant made a second call to 911 and felt due to the immediate situation EPS response time was too slow. The complainant agreed to have her complaint handled informally by way of a Divisional Review. The complainant was contacted by a supervisor with Police Communications Branch and their policies and procedures were reviewed with the complainant. It was determined that the call was properly coded and prioritized, the complainant was satisfied with the results of the review and explanation provided and agreed that no further action will need to be taken. This matter concluded on December 23, 2015.



7. Concluded within PSB  
File Number: PSB2015-0812  
Date of Complaint: September 15, 2015  
Investigator: Intake Section

Summary

On September 15, 2015, PSB received an emailed complaint with respect to the complainant's stolen vehicle being recovered by the Edmonton Police Service and the vehicle being towed to Police Vehicle Seizure lot where it accrued excessive storage fees. The complainant felt that EPS failed to make reasonable attempts to contact the complainant so that their vehicle could be claimed, and because of this the complainant was required to pay expensive impound fees. Upon review by a supervisor in Exhibit Management Branch, the complainant was contacted and the actions taken by PVSL in order to contact the complainant were explained. They were contacted by PVSL by phone and were unable to leave a voicemail message, due to a shortage in staffing; follow up that same day was not possible. The following day also presented itself to be very busy and as such a letter was to be generated to notify the complainant. The complainant was satisfied in the knowledge that they would have been notified very soon had they not already followed up with EPS for an update on the stolen vehicle. In addition, the complainant was fully reimbursed the impound fees since it was discovered they were not contacted at the time their vehicle was recovered and given the option to pick up the vehicle prior to being towed. This matter was concluded on November 19, 2015, by way of a signed complaint resolution form.

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## COMPLIMENTS

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During Q4 of 2015, sixty-two (62) letters of appreciation were entered by the Edmonton Police Service. Professional Standards Branch would like to present ten (10) of these letters.

1.

Hello, I have heard people are being ticketed for texting at red lights and I think this is great. I think this is great because I am often tempted to send a quick text while at a red light. I am glad this is being ticketed now because it is a deterrent. I am sure you get lots of complaints about speeding tickets, distracted driving etc and I just wanted to send you a positive message.

Thanks for keeping us safe!

2.

I really appreciate the EPS for the Xmas gifts my kids received (at about 4pm, December 16, 2015). It was unexpected but well appreciated. I also appreciate Officer [REDACTED] (I hope I spelt his name correctly) who delivered the gifts. He was full of smiles, a very cheerful person. He was like the Santa my kids have been waiting for. To officer [REDACTED], my kids say God should bless you and also bless the EPS. Thank you.

3.

To Whom It May Concern:

On Sunday November 29<sup>th</sup>, I made a call to 911. I do not wish to recount the full nature of the call but do feel the need to voice gratitude to the Constables that responded.

Constable [REDACTED] and [REDACTED] were exceptional in their professionalism and compassion. Their actions towards myself, and my family, during such a stressful situation will always be remembered.

4.

Dear Sir,

On November 10, 2015 my home was broken into at approx 1:30 in the afternoon. Upon returning home after being gone approximately 45 minutes I noticed my back door open and muddy footprints in the hall way. I had reason to believe that someone may still be in my home so I exited by the front door that had been kicked in. I called 911 and was told not to go back into the home. Police were on their way. Within 7 minutes of my call 3 cars arrived. (5 officers and a dog) .

I want to thank the Edmonton Police Service for their prompt response. I would also like to thank Constable [REDACTED]. He is a caring and compassionate

individual and listened to my concerns regarding the incident and in doing so I know he allowed me to calm down.

I am 73 and live alone. My husband passed away 10 years ago. Having my front door kicked in was scary. Constable [REDACTED] told me not to hesitate to call him if I have any concerns. On November 12th a suspicious van was parked across the street from my house for approximately 30 minutes. I was not home. A neighbour got a description and license number and I forwarded this information to Constable [REDACTED].

On November 13th Constable [REDACTED] attended at my home to let me know that he checked out the owner of the van and she lets her son and a couple of friends use it to look for odd jobs. He assured me they were not looking to cause trouble. I very much appreciated the information as it put my mind at ease.

Again thank you to the EPS and Constable [REDACTED] for the prompt and caring manner in which my break-in was handled.

5.

Hello, Tonight, Thursday Nov 26th, 2015, around 10:15 pm, I accidentally lost a personal item in the snow near Whyte avenue. At 10:30pm I received a call from EPS saying that it was turned in, and the officer said that he could bring the item to me since he was going to be in the area. Two youngish officers on duty showed up and helped me big time.

It's a small favour, but something so very appreciated. I understand that officers don't always have time to respond to such matters, but the service they provided me was so nice. I wanted to say thank you to them and maybe even send them a thank you card, but I don't know the officers names. I'm wondering if there's any way to track who they were based on the date, time, and area.

Thank you very much.

6.

Our son started learning to take the ETS bus this week. Today he got on the wrong bus at WEM. After 3 hours he was very scared and had two very worried parents. We are so thankful for the police help tonight and want to pass on our sincere thanks to Constable [REDACTED] and the two officers in the cruiser who quickly found [REDACTED].

Sincerely and with heartfelt gratitude!

7.

I am writing to commend the officers and team that responded to a call on Halloween night. Here is the story...

We had just finished taking the kids trick or treating. We had gathered at a friends place while waiting for our older children to return home. After all kids were warmed up it was

time for the different families to go home. As we were leaving the front door, we see a police officer walking in front of the house, armed and focused. We quickly returned into the house (as only 2 had stepped onto the porch) and had all of the children and adults quickly move into the basement. My friend quickly moved around her house, turning off the lights and locking the doors. When we felt as safe as we could, we did watch the situation unfold.

I cannot express my gratitude and awe for the team of officers who took hold of the situation. They acted quickly, safely and remained focused on the task at hand. From watching out an upstairs window (as human nature takes over), we saw officers remain calm, act with patience, treat one of the persons involved with care and respect. At no point did we feel that the officers were not in control nor that they were acting hastily. They appeared to be calm and careful in a very stressful and potentially scary situation.

After a while, when the immediate danger was over, two officers came to the door to assure us that the situation was under control and that we could take our families home. Although they could not give us any details, they were quick to be assuring that there was no reason to be concerned for the evening. And to offer support if my friend felt uncomfortable in the future.

Watching the team of officers made me feel extremely grateful to the amazing service men and women who work to keep our neighbourhoods safe. It was with pride tonight, that I told my children how grateful and proud of the officers we should be for making sure we were safe. This team deserve to be told how grateful we are that they were there and how honourably they acted in a scary stressful situation. They had no idea what they might find in the other side of the front door. And yet they acted with calm and caring for the neighbours and the persons involved.

Please pass on my thanks and pride. My children learned tonight about true heroes.

8.

Congratulations

I was pleased to read that the PSD has constructed a monument for police dogs killed in action. In my book all officers including dogs are heroes putting their life on the line every single day.

9.

Please accept our heartfelt gratitude for being an integral part of our event and helping us launch [NeedHelpNow.ca](http://NeedHelpNow.ca) #change the story campaign in Edmonton. You guys are amazing and we couldn't have done it without you! You are doing fantastic work every day and we cannot thank you enough for the extra effort and commitment you put into our event. We look forward to seeing you again!

Thank you, thank you, thank you!

10.

My neighbor was causing disturbances to all the tenants on a nightly basis. He would have all his street friends yell and whistle below my apartment all hours of the night. This caused me and other tenants lack of sleep. This pleasant young officer not only rectified the problem, reassured me I took all appropriate steps and stated he would fix the issue.

It is so nice to see the new generation of officers are not showing arrogance but confidence! No inappropriate comments, or refusing to addresses the complaint appropriately. This young officer deserves this complement. My son is going into the Winnipeg police service, and I have faith that he will be an asset to the police division. If this young officer is any example of the upcoming police service, the Edmonton police have a chance of redeeming themselves from previous reputations.

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# Edmonton Police Service Professional Standards Branch

## **Location**

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