DISCLAIMER: In accordance with the *Community Safety and Policing Act* and the *Freedom of Information and Protection of Privacy Act*, the summary below has been de-identified to remove the personal information of individuals, including public complainants and persons who were the subject of the investigation.

DE-IDENTIFIED SUMMARY UNDER SECTION 167(2) OF THE CSPA

Original Police Service:

Date of Complaint: 03/17/2025

Type of Investigation:

Referred to Same Service: ◉ Referred to Other Service: ○ Retained by LECA: ○

Service Investigations Referred to:

De-identified Summary of Complaint

On the morning of November 9, 2024, the complainant and her son were walking toward a business when they entered a pedestrian crosswalk at a four-way stop. As they proceeded across, someone yelled for them to stop and return, but they were unaware of any wrongdoing. Believing it unsafe to stop in the middle of the crosswalk and hold up traffic, they continued walking.

Suddenly, an officer ran toward them, grabbed their shopping cart, and began demanding the complainant's name. When she asked why, he refused to provide an explanation and continued to insist. When she did not comply, he threatened to issue a ticket for disobeying an officer and requested her driver's license, which she also declined to provide. Her son recorded the interaction.

As the exchange escalated, the officer became visibly frustrated and forcefully pushed the cart into the complainant, causing her to jump back and tell him not to do that. The officer then proceeded to arrest her, shouting and using profanity. Another officer intervened to assist, and she was placed in handcuffs, read her rights, and led to a police vehicle.

While being escorted, one officer maintained a firm grip on her arm, which, while not painful, was noticeable. Upon reaching the cruiser, she began shouting that an officer was hurting her. As she attempted to enter the vehicle, an officer positioned himself in front of her and placed his hand on the bottom of her neck and upper chest, applying pressure. She feared he was going to choke her and repeatedly stated that she would comply.

Once inside the vehicle, a female officer was instructed to search her. When she questioned why this was necessary for crossing a pedestrian crosswalk, the officer responded by yelling that this was exactly what was going to happen. She was then informed that Officer Dingwall would issue her a ticket and that she would be released.

She asked for the ticket so she could leave, but the officer became agitated and loudly asserted that she would not dictate how the process would unfold.

Upon being uncuffed and exiting the vehicle, the complainant experienced extreme distress, describing herself as being in "fight or flight" mode. She struggled to breathe and could not tolerate physical contact, even from her family members who tried to comfort her.

The officer attempted to hand her the ticket, she moved away, expressing that she did not feel safe. officer then intervened, ordering her to stop moving. When the complainant explained that she could not be near the officer , she was told that he, as the arresting officer, had to issue the ticket. She pleaded with the officer for assistance, but instead, she was threatened with being taken to the station if she did not comply.

Additionally, the complainant states that an officer threatened to take her for a mental health evaluation. At no point, she alleges, was she informed of any specific offense other than failing to obey an order to stop. Ultimately, the ticket was dismissed.

The complainant asserts that excessive force was used, that she was unlawfully arrested without being informed of the reason, and that officers failed to deescalate the situation. She further claims that when she sought assistance from the officer, she was ignored. As a result of the incident, her mental health has significantly deteriorated, and she is now in counseling to cope with the trauma.

She questions why she was the only one targeted despite being accompanied by her adult son and expresses concern over how this experience has affected his perception of law enforcement. She believes the situation could have been handled differently and notes that she has video evidence of the arrest.

Unsubstantiated Code of Conduct Allegations

Allegation #1

S. 10 (1) YOU ARE ALLEGED TO HAVE COMMITTED MISCONDUCT IN THAT, YOU CONDUCTED YOURSELF IN A MANNER THAT UNDERMINED, OR WAS LIKELY TO UNDERMINE, PUBLIC TRUST IN POLICING, contrary to Section 10 of the Schedule Code of Conduct of Ontario Regulation 407/23 and therefore, contrary to Section 195 (a) of the Community Safety Policing Act, R.S.O. 2019, as amended

Allegation #2- S.11(1) YOU ARE ALLEGED TO HAVE COMMITTED MISCONDUCT IN THAT, YOU USED UNNECESSARY OR EXCESSIVE FORCE AGAINST ANY PERSON, contrary to Section 11 (1) of the Schedule Code of Conduct of Ontario Regulation 407/23 and therefore, contrary to Section 195 (a) of the Community Safety Policing Act, R.S.O. 2019, as amended. UNSUBSTANTIATED

Allegation #2

S.11(1) YOU ARE ALLEGED TO HAVE COMMITTED MISCONDUCT IN THAT, YOU USED UNNECESSARY OR EXCESSIVE FORCE AGAINST ANY PERSON, contrary to Section 11 (1) of the Schedule Code of Conduct of Ontario Regulation 407/23 and therefore, contrary to Section 195 (a) of the Community Safety Policing Act, R.S.O. 2019, as amended.

Decision and Reasons

Allegation #1- S. 10 (1) YOU ARE ALLEGED TO HAVE COMMITTED MISCONDUCT IN THAT, YOU CONDUCTED YOURSELF IN A MANNER THAT UNDERMINED, OR WAS LIKELY TO UNDERMINE, PUBLIC TRUST IN POLICING, contrary to Section 10 of the Schedule Code of Conduct of Ontario Regulation 407/23 and therefore, contrary to Section 195 (a) of the Community Safety Policing Act, R.S.O. 2019, as amended. UNSUBSTANTIATED

Allegation #1 was unsubstantiated

Allegation #2- S.11(1) YOU ARE ALLEGED TO HAVE COMMITTED MISCONDUCT IN THAT, YOU USED UNNECESSARY OR EXCESSIVE FORCE AGAINST ANY PERSON, contrary to Section 11 (1) of the Schedule Code of Conduct of Ontario Regulation 407/23 and therefore, contrary to Section 195 (a) of the Community Safety Policing Act, R.S.O. 2019, as amended. UNSUBSTANTIATED

Allegation #2 was unsubstantiated