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: 02/05/2025

Type of Investigation:

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

Service Investigations Referred to:

De-identified Summary of Complaint

The complainant is a manager of a long-term care home and filed a complaint with LECA after hearing about an interaction one of her employees had with a member of the police service.

On February 4th, 2025, the complainant ' s employee contacted police after an elderly male walked into the long-term care home confused, believing it was his residence. The elderly male then walked out the front door, and the employee contacted police.

According to the complainant when the police officer responded he was rude with the employee, questioning why she let the male leave and stating that now he had to start an investigation because of this.

Later when police called the employee back, they made a disparaging comment about their last name, which the employee found offensive.

Unsubstantiated Code of Conduct Allegations

Allegation 1 - Undermining Public Trust, CSPA O/Reg. 407-23 Section 10
Allegation 2 - Use of Insulting Language, CSPA O/Reg. 407-23 Section 12(1)

Decision and Reasons

Allegation # 1 - Unsubstantiated Based on a review and analysis of all information, it was determined that there was insufficient evidence to establish that misconduct occurred. The investigator spoke with the employee who had initial interaction with the police, and she could not recall the name of the officer she spoke with. She recalled that the interaction with police was not a positive experience, but when looking at the incident in totality it did not appear that conduct arose to a level that could be considered misconduct.

Allegation # 2 - Unsubstantiated Based on a review and analysis of all information, it was determined that there was insufficient evidence to establish that misconduct occurred. When speaking with the employee who interacted with the officer, she could not recall the exact phrase that the officer said regarding her name, but did recall that it was not professional. While it is the belief of the Investigator that the officer acted in a manner that could be considered discourteous, and certainly behavior that is not representative of the [redacted], it does not rise to the level of Misconduct.