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: 06/02/2025

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 provided the following details in her complaint to LECA on June 2, 2025:

Officer failed duty to care in multiple instances:
1. Failed to provide privacy during my medical care
2. Failed to provide proper medical care, I was cleared and never saw a doctor at the hospital. Officer lied about this.
3. I was taken to the wrong facility I was having severe asthma attack and officer ignored me.
4. Officer impounded all my medications and did not assist in obtaining them.
5. Officers declined my request for an medical ambulance and took me to the hospital instead which could have been life threatening and also impeded my rights to medical care.
6. Officer wouldn't allow me any water when I was facing a medical emergency or call the nursing staff on my behalf.
7. Officer watched me struggle to drink my water and then let water spill onto me, and ice and left me sitting in it and refused to call the nurse when requested.
8. Officer let me bleed through my pants and wouldn't provide me access to female care. I had no access to toilet paper or menstrual products and was left walking around covered in my own menstrual blood and no one advised me or assisted me.
9. Officer also left me inside their vehicle in the garage for approximately 10 + minutes alone with the vehicle off and all windows up in 20-degree weather while wearing a jacket.
10. Requested assistance in removing jacket as it was weighing on my cuffs and they refused to provide help. I'm covered I severe bruising to my hands and wrist as a result.
11. Officer refused to provide me their name and badge when I requested at the scene, hospital and the precinct. Only received once I got my paperwork

Unsubstantiated Code of Conduct Allegations

Allegation 1 - Performance of Duties - CSPA O.Reg 407/23 Code of Conduct.
Section 19: A police officer shall not, by act or omission, fail to perform their duties appropriately without lawful excuse if, at the time, they know or reasonably ought to know that their act or omission would amount to a failure to perform their duties appropriately.

It is alleged that on May 31, 2025, Respondent Officer 1 (RO1) and Respondent Officer 2 (RO2) did not provide adequate care to the complainant while she was experiencing a medical emergency.

Decision and Reasons

This investigation finds the Respondent Officers performed their duties appropriately and provided adequate attention and care to the complainant.

The complainant was arrested for impaired operation over 80. She was placed in the rear of RO1's police vehicle, immediately complained of a medical emergency and requested EMS. EMS attended the scene, conducted a medical assessment and, at the request of the complainant, transported her to the hospital. The complainant was medically cleared by a doctor and transported to the Oakville police station, Central Lock-Up to conduct a Breathalyzer test. The complainant passed the tests and was released unconditionally with a 3-day suspension.

In view of the videos provided by ICCS and Booking Room footage, this evidence supports the statements provided by both Respondent Officers. The evidence shows that all 11 complaints made did not occur as outlined by the complainant and disprove the allegations.
There is no evidence that the Respondent Officers engaged in misconduct by failing to perform their duties. In addition, there is no evidence the officers engaged in misconduct by failing to provide their names and badge numbers to the complainant.

This allegation is unsubstantiated.