

**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: 07/09/2025

Type of Investigation:

Referred to Same Service:

Referred to Other Service:

Retained by LECA:

Service Investigations Referred to:

### De-identified Summary of Complaint

The Complaint alleged the Respondent Officers entered her apartment without permission or lawful authority and that one of the officers was holding a Conducted Energy Weapon (CEW) and making demands. The Complainant further reported the Respondent Officers left without providing an explanation or apology.

## Unsubstantiated Code of Conduct Allegations

Section 10 - Undermine Public Trust  
Section 11 - Unnecessary Force  
Section 19 - Neglect of Duty

## Decision and Reasons

The investigation determined that the Respondent Officers (ROs) were dispatched to a report of a suicide attempt in progress. While en route, the ROs were unable to receive updates on their mobile workstation due to a malfunction, and radio communications were congested as a result of a separate, simultaneously dispatched suicide attempt call.

The reported address was a low-rise apartment building located adjacent to another low-rise of similar appearance. Neither building displayed its address conspicuously. The ROs attended what they believed to be the correct location and entered under exigent circumstances. Upon entry, they encountered the Complainant, quickly realized they were in the wrong building, and exited immediately.

Police in Canada have a common law duty to protect and preserve life. This duty is further supported by Section 529.3 of the Criminal Code, which authorizes warrantless entry into a dwelling when officers have reasonable grounds to believe the person they seek is inside and exigent circumstances make obtaining a warrant impracticable. Exigent circumstances include situations where officers reasonably suspect that immediate entry is required to prevent imminent bodily harm or death. In such cases, delaying entry to obtain a warrant would present an unacceptable risk to life.

The ROs did not provide an explanation at the time because they proceeded directly to the correct apartment and successfully intervened in a bona fide suicide attempt. Managing that call occupied the remainder of their shift.

There was no available evidence to corroborate that a Conducted Energy Weapon (CEW) was displayed.

The ROs' entry into the incorrect apartment while attempting to locate an individual in medical crisis does not constitute misconduct under the CSPA Code of Conduct.