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: 11/13/2025

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 outlines that while on the phone with her social worker, police entered her unit and handcuffed her, dragging her out of her unit. The complainant states police dropped her onto her wheeled walker's bench but she landed partially on the floor and was pushed into the police vehicle. The complainant states it was wintertime and she was wearing a t-shirt and no jacket or shoes.

Unsubstantiated Code of Conduct Allegations

Allegation # 1 - Unsubstantiated:
Unnecessary or Excessive Use of Force (Section 11, Ontario Regulation 407/23)
Allegation # 2 - Unsubstantiated:
Neglect of Duty (Section 19, Ontario Regulation 407/23)
Allegation # 3 - Unsubstantiated:
Conceal Identification (Section 13, Ontario Regulation 407/23)
Allegation # 4 - Unsubstantiated:
Treat person in contravention of HRC (Section 5(1), Ontario Regulation 407/23)

Decision and Reasons

Allegation # 1 - Unsubstantiated:
Unnecessary or Excessive Use of Force (Section 11, Ontario Regulation 407/23)

The allegation was unsubstantiated as the entire event was capture on Body Worn Camera and the footage did not support the claims of Unnecessary or Excessive Use of Force.

Allegation # 2 - Unsubstantiated:
Neglect of Duty (Section 19, Ontario Regulation 407/23)

The allegation was unsubstantiated as the entire event was capture on Body Worn Camera and the footage supports the officer's decision to operate under the authority granted to them under the Mental Health Act.

Allegation # 3 - Unsubstantiated:
Conceal Identification (Section 13, Ontario Regulation 407/23)

The allegation was unsubstantiated as the entire event was capture on Body Worn Camera and the footage and showed the officers in full uniform with their badge numbers and names in full display in addition to identifying themselves verbally to the complainant.

Allegation # 4 - Unsubstantiated:
Treat person in contravention of HRC (Section 5(1), Ontario Regulation 407/23)

The allegation was unsubstantiated as the entire event was capture on Body Worn Camera and the footage did not support the claims of Treating a person in contravention of the Human Rights Code.