

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: 04/16/2026

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 alleges misconduct during a Mental Health Act apprehension and subsequent detention at the hospital. Allegations include:

- 1-The failure to promptly advise the Complainant of the reasons for the detention.
- 2-Prolonged handcuffing and officers refusing to loosen handcuff after being applied too tightly.
- 3-That the Respondent Officers refused the Complainant basic necessities, personal property and/or facilitating supervised phone call.

Unsubstantiated Code of Conduct Allegations

Allegation 1 – Conduct that undermines public trust in policing O. Reg. 407/23 S.10

Allegation 2 – Unnecessary or excessive use of force O. Reg. 407/23 S.11(1)

Allegation 3 – Neglect health or safety of person in custody O. Reg. 407/23 S. 9

Decision and Reasons

Allegation 1 - Despite the Complainant alleging the officers did not promptly advise of the reason for the Complainant's detention, Body Worn Camera footage clearly recorded the Complainant being advised prior to being apprehended, as well as repeatedly again shortly after including the reasons for the apprehension. This allegation is unsubstantiated.

Allegation 2 - The Respondent Officers handcuffed the Complainant during the Mental Health Act apprehension and made efforts to ensure the handcuffs did not tighten. No requests were made by the complainant to adjust or loosen the handcuffs on the body worn camera footage. No other physical force was used, aside from handcuffs, which were applied and maintained lawfully and in accordance with service procedure. This allegation is unsubstantiated.

Allegation 3 - The Respondent officers made multiple attempts to gather belongings for the Complainant prior to transporting them to the hospital. With each request from the officers, the Complainant declined or refused to reply or provide information in order for the officers to accommodate any requests. The Complainant was appropriately dressed, and no evidence was presented that the Complainant's health or safety was neglected. This allegation is unsubstantiated.