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: 06/08/2026

Type of Investigation:

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

Service Investigations Referred to:

De-identified Summary of Complaint
The Complainant alleges that during a mental health call, police unnecessarily escalated, used force, and detained the complainant and transported the complainant unsafely and was treated in a degrading manner.

Unsubstantiated Code of Conduct Allegations

Allegation 1 – Unnecessary Force s.11
A police officer shall not use force unless,
(a) The force is used for the purpose of carrying out a duty.
(b) The officer is entitled, by statue or common law, to use force for the purpose of carrying out that duty.
(c) The officer is acting on reasonable grounds: and
(d) The force used is no more than is necessary given the circumstances.

Decision and Reasons

It is alleged that the Respondent Officers used unnecessary force against the complainant and treated the Complainant in a manner that undermines public trust.

Respondent Officer 1 (RO1)
Respondent Officer 2 (RO2)

Finding: This investigation has revealed the officers were in the lawful performance of their duties and acted in accordance with all governing authorities. CW1 provided information that was concerning to the mental health of the complainant. The Respondent Officers attempted to speak with the complainant about the concerns at which point the complainant refused to cooperate. The Complainant was non-compliant with the direction of the officers. The Respondent Officers showed compassion and at no time treated her in a degrading manner. The Complainant was a passive resistant subject in her refusal to speak with the officers and during the apprehension. BWC confirmed the Complainant was escorted by her right arm. The BWC confirmed the Complainant was unharmed and transported to the hospital. She refused to walk on her own strength at some points and was escorted by the Respondent Officers.
Upon review of the information and evidence available, the Investigator has concluded that the amount of force used was lawful, minimal, reasonable, proportional and necessary under the circumstance to overcome the Complainant's non-compliance.

Based on the available information, the Investigator has concluded that there is insufficient evidence to establish reasonable grounds that misconduct has occurred.

Therefore, the allegation is unsubstantiated.