

**Report to / Rapport au:**

**OTTAWA POLICE SERVICE BOARD  
LA COMMISSION DE SERVICE DE POLICE D'OTTAWA**

**23 June 2025 / 23 juin 2025**

**Submitted by / Soumis par:**

**Chief of Police, Ottawa Police Service / Chef de police, Service de police d'Ottawa**

**Contact Person / Personne ressource:**

**Superintendent Robert Drummond, Executive Officer to the Chief of Police  
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**SUBJECT: REPORT ON THE SPECIAL INVESTIGATIONS UNIT 24-OCD-510**

**OBJET: RAPPORT SUR L'UNITÉ DES ENQUÊTES SPÉCIALES – ENQUÊTE  
24-OCD-510**

**REPORT RECOMMENDATIONS**

**That the Ottawa Police Service Board receive this report for information.**

**RECOMMANDATIONS DU RAPPORT**

**Que la Commission de service de police d'Ottawa prenne connaissance du  
présent rapport à titre d'information**

**BACKGROUND**

This document outlines a police interaction that resulted in the Special Investigations Unit (SIU) invoking their mandate. The background of the incident, along with SIU findings and recommendations are provided. As required by legislation, the Professional Standards Unit (PSU) subsequently completed an investigation into the policy, services and conduct of the Ottawa Police Service (OPS) in relation to this incident.

**DISCUSSION**

On November 27, 2024, at approximately 3:00 p.m., police officers were requested to attend an apartment in the area of St. Patrick Street and Cobourg Street, Ottawa, to check on the well-being of a female, the Complainant. The caller, Witness (W) #1, was the Complainant's friend. Police responded, assessed the Complainant, and concluded there were no grounds to apprehend her under the *Mental Health Act* (MHA). The

Complainant agreed to voluntarily attend the hospital to be further assessed. Police officers followed the Complainant to the hospital to assist with the triage process and left shortly thereafter. It was subsequently learned that the Complainant was released from the hospital by medical staff. On November 28, 2024, at 1:03 a.m., another friend of the Complainant, W #2, contacted the OPS after receiving several text messages from the Complainant threatening suicide. Police were dispatched, and attempts were made to ping the Complainant's phone to ascertain her whereabouts. Reportedly, an officer had successfully contacted the Complainant by telephone at 1:45 a.m. The Complainant indicated that she "wanted to jump". At 1:51 a.m., three police officers attended the Complainant's apartment and knocked on the door. Two additional police officers attended the base of the apartment building and located the Complainant. Ottawa Emergency Medical Services (EMS) attended the scene. The Complainant was pronounced deceased shortly thereafter.

The SIU was called and invoked its mandate.

## **INVESTIGATIONS**

### **SIU Investigation:**

On March 28, 2025, the OPS received a letter from the Director of the SIU concerning the outcome of their investigation. In his letter, Director Martino stated that the file has been closed, and no further action is contemplated. He was satisfied that there were no grounds in the evidence to proceed with criminal charges against the Subject Official who was involved in this incident. The SIU investigative report was also disclosed to the Chief.

The SIU collected evidence, including interviews with police and non-police witnesses.

In his report, the SIU Director stated: "The officers who dealt with the Complainant on November 27 and 28, 2024, were acting pursuant to their lawful duties, though the events in question. An officer's foremost obligation is the protection and preservation of life. Aware of concerns expressed by the Complainant's friends, and the Complainant herself, with her wellbeing, the officers were duty bound to do what they reasonably could to prevent harm coming to the Complainant."

The Director added: "The SO and the officers at the Complainant's apartment door were equally vigilant in their efforts. The SO responded promptly to W #2's residents and attempted to dissuade the Complainant from a distance over the phone. Over at the Complainant's apartment, there is a distinct possibility that the Complainant had already fallen from the balcony by the time of the officers' arrival."

The Director concluded that he was satisfied with the SO's actions, and there is no basis for proceeding with criminal charges in this case.

**Professional Standards Unit Investigation:**

Pursuant to Section 8 of Ontario Regulation 90/24, Section 81 of the Community Safety and Police Act (CSPA), PSU initiated an investigation into this incident to review the policies and services provided by the OPS, and to determine if the conduct of the involved police officers was appropriate.

During the PSU investigations, it was noted that the involved officers and the SO followed the policies, procedures, and their training when tending to the Mental Health call.

PSU's investigation confirmed what the SIU concluded, in that the officers were in the lawful execution of their duty. Furthermore, the SO was successful in locating the Complainant and attempted to talk to her out of harming herself. There are no indications that the SO acted outside of their lawful authority. The SO was compassionate and worked very diligently to assist the Complainant.

After further review of the incident, no issues were identified in relation to service delivery or corporate policy, as well as the conduct of the attending officers.

**Conduct Findings** – No conduct issues identified.

**Service Findings** – No service issues identified.

**Policy Findings** – No policy issues identified.

**CONCLUSION**

PSU has completed its Section 81 investigation into this incident and no further action is required.