

**Report to / Rapport au:**

**OTTAWA POLICE SERVICES BOARD  
LA COMMISSION DE SERVICES POLICIERS D'OTTAWA**

**31 October 2022 / 31 octobre 2022**

**Submitted by / Soumis par:**

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

**Contact Person / Personne ressource:**

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**SUBJECT: LETTERS OF COMMENDATION**

**OBJET: LETTRES DE MENTION ÉLOGIEUSE**

**REPORT RECOMMENDATIONS**

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

**RECOMMANDATIONS DU RAPPORT**

**Que la Commission de services policiers d'Ottawa prenne connaissance du  
présent rapport à titre d'information.**

**BACKGROUND**

Attached for the information of the Board are excerpts from letters of appreciation /  
thanks received from the public since the last regular meeting for services rendered by  
members of the Ottawa Police Service (OPS).

Date Received: 16 September 2022

From: Member of the public

Excerpt from Letter: I am a bus driver that called in a report of a strange man following  
us. The officer that came to help was wonderful. He greatly impressed the children on  
the bus and calmed both the parents and me. Please send him my thanks!

Date Received: 16 September 2022

From: Member of the public

Excerpt from Letter: I was a victim of child sexual abuse when I was 14, and a police

officer helped me a lot through this situation, and I never got a chance to say thank you to him. I want to tell him how much he changed my life, and how grateful I am.

Date Received: 22 September 2022

From: Member of the public

Excerpt from Letter: I wanted to write to commend the two officers who responded to a mentally ill young man. I inadvertently approached a man who was holding a paring knife to his neck, while with my two young children and dog. I didn't even notice him until I noted the two police vehicles and had an officer call out to me to move away from the area. I was quickly able to call my children to safety as I watched the officers approach the man and detain him in a humane and safe manner. I am grateful to these officers for their professionalism. I can imagine this situation must have been extremely stressful for them, given the weapon and the presence of small children in the vicinity. Please pass on my regards to these officers.

Date Received: 29 September 2022

From: Member of the public

OPS member: Constables Mohsen Mautbur and Shpresa Zumberi

Excerpt from Letter: We had to call to get support for a young woman who was actively suicidal and refusing help. Constables Mohsen Mautbur and Shpresa Zumberi showed empathy, patience, and kindness that we don't even always see from our own CHEO staff towards mental health struggles. They were very reassuring, used humour appropriately to get the youth to cooperate, and were very approachable. They were very transparent about the process - and were particularly patient. One of the most difficult parts of my job is when I risk losing my therapeutic alliance with a youth when I need to involve the authorities. The experience we had with both these officers, I know, will have a big impact and will allow me to retain that trust. Knowing we have such empathetic and kind officers in our community and supporting our youth is very reassuring and such a necessity. Thank you to both of you.

Date Received: 29 September 2022

From: Member of the public

OPS member: Constable Curtis Hebert

Excerpt from Letter: Someone attempted to steal my parents' vehicle and I decided to post our camera footage on a local Facebook page to get this crook's image out into the community. The area my parents reside in has always been a quiet neighbourhood. Lately there have been many problems from drug dealing to vehicle burglary and so on. I received a message from Constable Curtis Hebert. He was very concerned about what happened and wanted to investigate further. I shared my surveillance videos and still photos with him and he answered my questions and made my family and I feel safe

again. We have always been big supporters of our police force and will continue to be because of officers like Cst. Hebert. He is known in the Alta Vista area as being proactive and very involved in the residents' safety! I hope you take a moment and thank this officer for being the perfect example of what community means! Working together! Thank you for reading this!

Date Received: 29 September 2022

From: Member of the public

OPS member: Sergeant Jonathan Conohan

Excerpt from Letter: This is to thank Sergeant Jonathan Conohan for taking steps to locate the critical identification I had lost. Thank you again from the bottom of my heart.

Date Received: 30 September 2022

From: Member of the public

OPS member: Constables Bassam Chaaraoui and Sara Nesbitt

Excerpt from Letter: Constables Bassam Chaaraoui and Sara Nesbitt took time to hear, listen to, understand, and worked to build trust with my brother, and with me on a recent call. Importantly, they did this by validating the realities my brother was experiencing in the situation. They spelled out clearly what they can and cannot do within their role in this situation as police. They helped us understand what the landlord can and cannot do within the Landlord and Tenants Act. When it became known late in our conversation that my brother and I are members of a First Nation, both Csts. Chaaraoui's and Nesbitt's approaches seemed to shift towards being even more open and focused on understanding. It was after that that they helped us brainstorm immediate solutions of how to deal with the next steps (like where my brother could stay after the eviction move was done) and once their police involvement was done. They, especially Cst.

Chaaraoui, used an increasingly conciliatory, cooperative, and warm tone and approach that helped me feel like they genuinely were interested in helping everyone come away from this situation as best as everyone could, given the circumstances. I am grateful for both Csts. Chaaraoui's and Nesbitt's involvement in this situation, and how gracefully and diplomatically they handled it.

Date Received: 2 October 2022

From: Member of the public

Excerpt from Letter: While I can't speak of other streets in Sandy Hill, I can say that this year on Russell Avenue was a big improvement over last, and I'd like to thank the officers who helped. I have no objection to young people having a good time -- I vaguely recall being young and stupid myself back in the late Stone Age -- and we were much closer this year to striking a decent balance between their needs and those of the more permanent residents here on our block. I hope it was the same for everyone in the area.

So, at least from this little old taxpayer, thank you, and I hope to see your presence become a part of future Panda Games and, if possible, maybe also St. Patrick's Day?

Date Received: 4 October 2022

From: Member of the public

Excerpt from Letter: I would like to thank the officers who so quickly identified and arrested the person who assaulted two women in my neighborhood. I am most grateful for the speed in which this happened. I am a senior living in that area and was wary to venture out while he was at large. Thank you from the bottom of my heart.

Date Received: 9 October 2022

From: Member of the public

OPS member: Constable Jenna Gauthier

Excerpt from Letter: I just want to say thank you for your kindness and patience with me. In particular, the female officer who responded. She is the model of upright and reasonable administration of service and deserves to be commended. Thank you. She makes for good leadership.

Date Received: 12 October 2022

From: Member of the public

OPS member: Constable Ahmad Hafizi

Excerpt from Letter: I had the pleasure of meeting Constable Ahmad Hafizi this morning during a traffic stop, and while it was unfortunate on my part to be pulled over, he was nothing but kind and understanding during the entire process. He even had a conversation with my daughter in the back seat who just loves police officers and wants to be just like Chase (paw patrol). He was very clear during the conversation, and even took the time to try to help me sort out how to go about renewing the plates of my spouse's vehicle. He made a not-so-great experience so much better, and I am very grateful. Thank you, Cst. Hafizi!

Date Received: 12 October 2022

From: Member of the public

Excerpt from Letter: My 3- and 4-year-old children LOVE police officers and police anything! We saw an officer in an SUV turn near our street and my kids were YELLING and screaming POLICE OFFICERRRRR and waving like crazy! He so very enthusiastically waved to my kids through many red lights. I hope it made him smile as much as it made my kids so happy! A superhero in real life waving and smiling- nothing better than that for my littles! Thanks again I hope this finds its way to him somehow!

Date Received: 17 October 2022

From: Member of the public

OPS member: Constable Kurtis Ritz

Excerpt from Letter: I just wanted thank Constable Kurtis Ritz He was fantastic with my son. Despite being busy filling out paperwork, he stopped what he was doing and got out of his car to talk with my young son. He even took pictures with him. My son loves police and this made his day! Thank you very much to your officer for taking the time to engage with the community he serves.