

**Report to / Rapport au:**

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

**25 September 2023 / 25 septembre 2023**

**Submitted by / Soumis par:**

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

**Contact Person / Personne resource:**

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**SUBJECT: LETTERS OF COMMENDATION**

**OBJET: LETTRES DE MENTION ÉLOGIEUSE**

**REPORT RECOMMENDATIONS**

**That the Ottawa Police Services Board receives 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).

We are always happy to receive feedback about the great work our members do in service to the public. To help make that easier, we have introduced a new form on our website that will allow residents to provide direct feedback about the member who went above and beyond to help. Comments will be shared with the member and their supervisor and will be included in the monthly commendation report to the Ottawa Police Services Board (Board). All identifying information will be removed prior to its inclusion in this monthly report.

## DISCUSSION

Date Received: 6 July 2023

From: Prescott-Russell Emergency Services

OPS member: Sergeants Tim Karwaski and Leslie McCarthy

Excerpt from Letter: I am writing this letter to express my deepest gratitude and appreciation for the way you took care of our paramedics during a recent incident. Please accept my heartfelt thanks for the kindness, support, and assistance you extended to us. Your team's support and actions have made a significant impact that day. I am truly grateful for your generosity and the time you dedicated to our paramedics. In addition, please extend our gratitude to Sergeants Tim Karwaski and Leslie McCarthy who were present that morning. Their warmth, patience, and understanding created a comfortable environment for our paramedics. Your team's selflessness and willingness to go above and beyond have left a lasting impression on all of those involved. I look forward to continuing our relationship and, if possible, returning the favour in the future.

Date Received: 11 July 2023

From: Member of the public

OPS member: Neighbourhood Resource Teams

Excerpt from Letter: A thank you to the Ottawa police for intervening in the open intravenous drug use on Bank Street this evening. This behaviour is proving to be an enormous public safety issue in our neighborhood and has been exacerbated by the closure of a local pharmacy. We have seen open use, dealing and discarding of used paraphernalia now that never existed before. I've lived in this neighborhood for 25 years and I've never seen anything like it. The assistance of law enforcement to create some disincentive to engage in this drug use is very much appreciated by a lot of us who live here. I hope we see a continuation of this work in the future.

Date Received: 14 July 2023

From: Member of the public

OPS member: Constable Avedis Wazirian

Excerpt from Letter: I would like to express my sincere thanks and gratitude to Constable Avedis Wazirian and three accompanying officers for the care and understanding shown to my son. The compassion and measured response displayed by Cst. Wazirian with my son and three of his friends sets the standard for best-in-class policing and community protection. Thank you.

Date Received: 17 July 2023

From: Member of the public

Excerpt from Letter: My wife and I live in Lowertown and as I am sure you are aware it's a complex and often challenging neighbourhood, and today was no exception as we had a shooting very close to our home. As my wife and I were sitting out back we heard five shots ring out. We immediately called 911. I wanted to take a moment to say how thankful and appreciative we are for the rapid and overwhelming response we received from the OPS. The dispatch agent who took my call was efficient, professional, clear and concise. Within moments there was an immediate response from OPS officers who quickly sectioned off the area where the shooting occurred. They were cruisers and officers in place, visible and interviewing witnesses but also speaking to community members. I went over to speak to the officers briefly and they provided me with information, and were very sympathetic, understanding and thoughtful. Please let the officers who were on the scene today know their efforts and client service were greatly appreciated today by us. In our over 20 years of living in this neighbourhood my wife and I have never heard gunshots, as you can imagine this was very unsettling. The response from your officers made us feel safe and secure knowing that they were in the neighbourhood, on the job, and making sure that we were protected. We want your membership to know that they are appreciated and that their presence, dedication and hard work go a long way to helping the rest of us feel safe, secure and able to go about our daily lives even on days like today. Best wishes to you and thank you for all that OPS does for our community.

Date Received: 18 July 2023

From: Member of the public

OPS member: Sergeant Hugo Giocondese and Constable Gillian Brown

Excerpt from Letter: Thank you to the two officers who helped my father and me after my mother died of a heart attack. Their courtesy, respect for my mom, and all-around professionalism made this very difficult situation bearable. Their care for our well-being, support and people skills were impeccable. Thank you so, so much gentlemen.

Date Received: 19 July 2023

From: Member of the public

OPS member: Constable Edward Ellis

Excerpt from Letter: I wanted to take a moment to thank Constable Edward Ellis for his kindness and understanding. I was stopped for speeding, and I mentioned that I was driving my spouse home because he had back issues and couldn't bring himself to drive. I was totally at fault. Anyway, given the situation perhaps, he was expedient and very polite and even inquired as to the nature of my spouse's back problems (which was

scoliosis with several surgeries). He made me feel at ease and gave encouraging words. I just wanted to highlight that Cst. Ellis was a good person with great empathy. Thank you for your service.

Date Received: 19 July 2023

From: Member of the public

OPS member: Constable Amanda Smith

Excerpt from Letter: Last year Constable Amanda Smith stopped me when I was trying to go the wrong way down a one-way street. The young, respectful officer took my licence and allowed me to explain my reasons to her and after listening to me gave me a verbal warning. She could have easily given me a ticket, but it gave me an opportunity to speak with her about my apprehensions about police. By the end of the conversation and my first time experience with Canadian police I realized she was an amazing officer.

Date Received: 19 July 2023

From: Member of the public

OPS member: Constable Jeff Kipping

Excerpt from Letter: As a part of our Regional Base Hospital Program, outcome reports are provided to our paramedics as a part of their ongoing learning. We received a case last week regarding a call that occurred where a patient was transported to the Civic site for treatment. The patient arrived with a tourniquet in place, which the Trauma Team noted as follows; Our trauma medical director wanted to inform the crew that their proper and timely application of the tourniquet was the key intervention that saved the patient's life. When assessing the documentation, it was noted that it was Ottawa Police Service officers who applied the device. If you could pass on the kudos for an excellent job, we would appreciate it. If you have any questions or concerns, feel free to reach out.

Date Received: 21 July 2023

From: Member of the public

OPS member: Constable Marcus Cibischino

Excerpt from Letter: Hello, I wanted to let you know about a conversation I had with a longterm client. One of her coping techniques is to visualize (and actually see) someone supportive from her past who then gives her good advice on how to cope with what is occurring. She identified that Constable Marcus Cibischino has been added to her support list! This is a big compliment as I believe she only feels confident with four of us. She visualized Cst. Cibischino sitting in her living room telling her what she needed to do (like a vivid memory) and listened to the advice and resolved the situation herself. While he was not actually there this time, the only way for her to visualize a person is if

they have been very helpful, kind, and understanding in the past. I have had the opportunity to work with Cst. Cibischino in the past with other clients in the south district and I know how helpful he is. Thank you for supporting our hard-to-serve clients, it's appreciated so much.

Date Received: 25 July 2023

From: Member of the public

OPS member: Constable Andrew Primeau

Excerpt from Letter: On Sunday, I experienced a very upsetting incident involving family members for which I needed police intervention afterwards. The officers who arrived listened attentively and caringly, asked pertinent and shrewd questions, and kindly asked what would help me most in this situation, providing various options. Constable Andrew Primeau took the time to call and keep me updated. I was impressed by his gentlemanly demeanour, obvious humanity, and calm professionalism which perfectly matched the tone of the situation. I felt very fortunate to have had his intervention.

Date Received: 26 July 2023

From: Member of the public

OPS member: Constable Dakota Bashford

Excerpt from Letter: My family and I really appreciate the way Constable Dakota Bashford handled our case. He was professional and personable, he listened patiently, and he took our concerns seriously. He made the experience the best it could be, under the circumstances. He was prompt about returning our calls and updating us about the case. Thank you so much!

Date Received: 28 July 2023

From: Member of the public

OPS member: Constables Donald Duff and David McKenzie

Excerpt from Letter: I am a victim of two incidents and Constables Donald Duff and David McKenzie answered all my calls and gave me the information I needed to follow up with Ottawa Victim Services. They made themselves available when I needed them and helped me through two video statements and a DNA test. It was all done in a very professional manner; they respected me as a victim of crime and I honestly thank them for that. It was my first experience with the OPS and it was better than I expected. Thank you gentlemen for not just doing your job but doing it well.

Date Received: 28 July 2023

From: Member of the public

OPS member: Constables Satara Stephens and Taylor Bronstein

Excerpt from Letter: I wanted to recognize the service and efforts of Constable Satara Stephens and her colleagues. We contacted the OPS concerning a potential fraud issue we had at our bank's branch and Csts. Stephens and Bronstein arrived within record time. Both officers acted in an extremely professional manner, and were beyond accommodating and collaborative. It's not often we get to send these notes and I wanted to take the time to write a quick recognition for their amazing efforts, professionalism, and friendliness. Thank you for continuing to protect our community!

Date Received: 2 August 2023

From: Member of the public

OPS member: Constable Troy Messam

Excerpt from Letter: I want to commend Constable Troy Messam who was helping to direct traffic after a fatal car accident. In order to ease traffic that was building up, Cst. Messam was outside his vehicle directing commuters to help them get to their destination in a timely manner. He used common sense to be of service to the community and to drivers.

Date Received: 2 August 2023

From: Member of the public

Excerpt from Letter: Your officers responded to a call that was made from one of our convents regarding an elderly Sister who has Alzheimer's and was nowhere to be found. I really want to commend your officers who were there and congratulate you and your team. They were efficient, very professional, compassionate, and very concerned to find this elderly woman. We want to thank the quick and efficient response we received. I was on site and saw, first-hand, the response. They brought security to our anguish. We know you are very busy but these officers took the necessary time until we found the "lost Sister". Again and again, thank you so much!

Date Received: 8 August 2023

From: Member of the public

Excerpt from Letter: I called you for an emergency with my partner. I want to let you know how appreciative we are of your fast and humane response and also for the way you handled me while he was going through a seizure. He is ok today, thank you so much from both of us.

Date Received: 8 August 2023

From: Member of the public

OPS member: A/Sergeant Scott McRae

Excerpt from Letter: I am writing this letter to thank you for keeping me safe during my trip to Ottawa. You are the exact person I needed to be with that evening. Your demeanour and how you handled my very emotional state was admirable. I will forever be grateful for your caring and professional service.

Date Received: 9 August 2023

From: Member of the public

OPS member: Constable Steven McLaughlin

Excerpt from Letter: We all benefited immensely from the skillful, compassionate and person-centered approach that Constable Steven McLaughlin demonstrated in our outpatient department today. We are all thinking of you Cst. McLaughlin after you handled the knife attack by the patient you were assisting in transport. Ultimately, today's events highlighted the need for more security staff present. As our hospital's operations continue to evolve, we have been extremely fortunate to have this collaborative partnership with your mental health unit, with capable and hard-working constables like Steve, Vanessa, Chris and others. Thank you again Steve, and take good care.

Date Received: 13 August 2023

From: Member of the public

OPS member: Constable Duncan Collis

Excerpt from Letter: After I played hockey, I came out and loaded my gear into my car, the left lift support on the rear hatch of my SUV seized and as I closed the hatch, the lift support broke and snapped down into the left rear light of my car. I was unable to close my trunk after. Fortunately for me, Constable Duncan Collis and his partner were present in the parking lot in their cruiser. He walked over to my car to have a look with his flashlight, I asked if he had any tools as I had none. He mentioned he had a pair of vice grips and went to get them. I was very impressed with how quickly he removed this car part before having to leave for another call. I want to reiterate that this saved me from damaging the paint and rear tail light on my car from any damage. It also made it so I did not have to drive with my trunk open unsafely. This act of kindness went a long way and removed a lot of stress from my night.

Date Received: 21 August 2023

From: Member of the public

OPS member: Constable Kirk Batson

Excerpt from Letter: I recently read a news article that showed a photo of a police officer showing great sympathy, understanding, and caring for an obviously very affected citizen. He went the extra mile in comforting an individual touched by this very sad and violent event. Well done Ottawa Police!

Date Received: 31 August 2023

From: Member of the public

OPS member: Sergeant Michael Rose, Constables Tom De La Fosse, Marenda McCutcheon and Luc Derocher

Excerpt from Letter: I wanted to write to thank and compliment the Ottawa Police Service for their response to our 911 call. The team who responded was incredibly professional. I appreciated how we were engaged by all of the responding members and they did an excellent job of assessing the situation, proactively managing our expectations and explaining their course of action. They were calm and careful in their actions and the way they engaged and interacted with all involved. Their presence was reassuring, and I appreciated your patience during the time it took to record our statements and give us explanations given about what comes next. I also appreciated the follow-up contact and information about the release of the individual as it allowed us to be more prepared. I was grateful, reassured and impressed with the service provided by the Ottawa Police. Thank you very much.

Date Received: 1 September 2023

From: Member of the public

OPS member: Constable Chris Miller

Excerpt from Letter: Last Sunday our family lived through a traumatic event. Constable Chris Miller was the responding officer. From the moment that he arrived until he left, he was absolutely extraordinary. He handled the situation in a very professional and compassionate manner. I commend him for his patience and kindness toward my family, and especially with my nephews. He is an excellent officer and a caring person. Thank you from the bottom of our hearts.

Date Received: 4 September 2023

From: Member of the public

Excerpt from Letter: My wife was driving on Hunt Club West while towing a small trailer. For the first time in my life, I actually forgot to latch it correctly. It came undone after she hit a very large pothole and luckily it was captured by the safety chains. A little bit of metal sheared off, but no accident. She called me very worried as to what to do

especially considering she was on a very busy section of the road and pulled over in a limited space. One of your police officers happened to pull up and secured the situation and helped her relatch the trailer. This very much reassured her (and me) and got her back on the road very quickly and safely.

Date Received: 7 September 2023

From: Member of the public

OPS member: Constable Daniel Alary

Excerpt from Letter: Last night I worked with Constable Daniel Alary on a wellness check. He was very patient, easy to speak with and understanding during our conversation. I very much appreciated that he followed up with me via email early in the morning. If you could please thank him for me, it would be greatly appreciated.