

**Report to / Rapport au:**

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

**23 October 2023 / 23 octobre 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 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).

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: 13 September 2023

From: Member of the public

OPS member: Constable Jermaine Spence

Excerpt from Letter: My brother was missing and Constable Jermaine Spence was very calm, professional, and understanding of what my family and I were going through. He was extremely helpful and his communication was excellent through phone calls and emails. I greatly appreciated everything he did for us in being able to track my brother down and providing an answer in a timely fashion. A big thank you to Cst. Spence and the rest of his team for the hard work put in to help my family and I.

Date Received: 18 September 2023

From: Member of the public

OPS member: Nicole Langevin, Benjamin Marmer, Elizabeth Graysen, Katrina Emo

Excerpt from Letter: Unfortunately, I have had several reasons to phone 911 over the last few weeks. I wanted to take a minute to let you know how very impressed I have been by each and every member of the Ottawa Police Service who I have had contact with. Everyone has been kind, empathetic, and professional. The response time has been impressive and has resulted in some progress with regard to identifying the group that has been repeatedly banging on my doors, and the doors of my neighbours. I can't thank you enough for giving me a sense of calm during a period of great stress.

Date Received: 20 September 2023

From: Member of the public

OPS member: Constables Denis Roy, Richard Jaggon, Matthew Sweet, Ruthran Udayakumar

Excerpt from Letter: Ottawa Police and Paramedics responded to a 911 call regarding a possible heart attack. Within minutes there were four police vehicles, one firetruck, one paramedic vehicle and two ambulances. Everyone dedicated themselves in a very quick, professional and respectful manner to save a man's life. We would especially like to commend Constable Denis Roy for the way he handled this situation with the family. In a very calm and personable manner, he kept us informed about what the paramedics were doing at all times. He was very reassuring and comforting in this highly stressful situation.

Date Received: 26 September 2023

From: Member of the public

OPS member: Constables Troy Messam, Alicia-Jade Mackenzie, Christine Tardiff, Anthony Carmo, Victoria Hanniman, Kevin Dorion

Excerpt from Letter: I have come into contact with multiple (30+) officers in the past few months, some more than once, who have gone above and beyond when it comes to my daughter who has mental health needs. Every single responding officer has been understanding, compassionate, empathetic to me and my situation, caring, funny, and just overall great officers to interact with. Having the ability to talk to someone about how I feel and having them listen to me and understand makes me feel so much better. They try really hard to listen to me and help me whilst dealing with my daughter. It just goes to show how Ottawa has chosen really good people to protect and take care of this city. I want them to know that they are good people with great hearts.

Date Received: 26 September 2023

From: Member of the public

OPS member: Constable Wayne Clayton

Excerpt from Letter: I have come to consider Constable Wayne Clayton a real ally and someone who gives great emotional support. In my neighbourhood, I have been physically assaulted twice, with both suspects located and arrested. Cst. Clayton helped myself and my roommate in all these cases giving us a lot of valuable knowledge and support. In another incident, I was robbed of my purse, wallet and cellphone leaving me destitute. Cst. Clayton came by with food bank groceries and a new cellphone, which I desperately needed to keep doctor's appointments and my recovery in a 12 step program. When I was first diagnosed with my mental challenges I wasn't on the proper medication and it was noticeable that I wasn't well, Cst. Clayton supported my efforts to advocate for myself to get the medication and help that I so desperately needed. Today, mentally, I'm so much better. Cst. Clayton and his unit do so much more for our area than arrest criminals; they care about the residents and try to assist them if possible in any way they can. Cst. Clayton is even well known on two Facebook sites concerning our area. People send him camera footage and there is so much praise for him and his unit. I wish all Ottawa communities had officers like Constable Clayton and his team. Thank you.

Date Received: 27 September 2023

From: Member of the public

OPS member: Constable Richard Jaggon

Excerpt from Letter: Last Monday, Ottawa Police officers came to my home and I would like to express my gratitude towards them, they are genuinely nice persons, very soft-spoken and understood my concerns, they were calm and good listeners. Many blessings to them, thank you.

Date Received: 29 September 2023

From: Member of the public

OPS member: Constable Keith Jay

Excerpt from Letter: Constable Keith Jay responded to a 911 call I placed. His calm demeanour during the incident and his professionalism led me to feel safe and to finally be able to open up and write a statement regarding what had been happening in my life. He stayed with me past the end of his shift while I was writing the statement and made sure I got home safely. His wisdom, prudence, and good judgment provided me with the courage to follow through and seek justice for the harm that was done to me. When things were dark, I always remembered his words that evening, and I carried on. He deserves the highest commendation. He is an exemplary officer and asset to the Ottawa Police Service our community.

Date Received: 29 September 2023

From: Member of the public

OPS member: Constable Josee Provencal

Excerpt from Letter: I would like to express my gratitude to the police officers who responded to our medical emergency when my young daughter went into cardiac arrest at home. The officers were compassionate, helpful, and reassuring. I could not have asked for a better team to have responded to the emergency. An extra special thank you to the officer who drove me to the hospital and gave me a hug when she saw me in the hallway at CHEO. I would also like them to know that my daughter survived and is recovering very well.

Date Received: 2 October 2023

From: Member of the public

OPS member: Sergeants Shane Lebeau, David McCullough, Shawn Graham, Robert Cleroux, Leslie McCarthy, and Constables Vince Arlotta and Mark Tereschuk

Excerpt from Letter: I would like to recognize these officers for their outstanding service. They have all been there responding to calls and providing a safe environment. They have acted in a professional, unbiased manner. Their demeanour has always been polite, respectful and mindful of the situation I was in. That allowed me to have moments of calmness and stability throughout a traumatic, stressful period in my life. They are well deserving of a commendation.

Date Received: 2 October 2023

From: Member of the public

OPS member: Sergeants Mireille Clement and Steven Sauve

Excerpt from Letter: Sergeants Mireille Clement and Steven Sauve were investigators assigned to my case. They both showed immense dedication, professionalism, and determination in their roles. They were fair and unbiased throughout a lengthy process. I was able to trust them and be open with them during many difficult, sensitive

conversations and frightening times. Along the way, they were always available to answer my questions and concerns with clarity, honesty, and patience. They are exemplary officers who I hold in very high regard. They deserve commendation for their service to the Ottawa Police Service and to the community.

Date Received: 3 October 2023

From: Member of the public

OPS member: Sergeant Stephen Plummer

Excerpt from Letter: I witnessed a person fall from their balcony and rendered aid to them until paramedics/police arrived. I was extremely upset and in shock over what I had seen. Sergeant Stephen Plummer was the senior officer on the scene. He contacted the Victim Support Unit at Ottawa Police Service and arranged for someone to come and see me that evening. He stayed with us while we spoke. Sgt. Plummer is a tremendous asset to the OPS. He is a leader and dedicated to his job. His communication skills, demeanour, and compassion helped me to recover from the trauma of the incident. He is well deserving of recognition for his actions.

Date Received: 3 October 2023

From: Member of the public

OPS member: Constable Emma Gilligan

Excerpt from Letter: When I returned to my car, I discovered that someone had crashed into it with such force that it was probably a total loss. I would like to express my appreciation for the excellent service I received from Constable Emma Gilligan. She was very professional, empathetic, and helpful. As my vehicle was registered in Quebec, she ensured that I would get documents in French. While I was dealing with my insurance and deciding how to proceed, she was patient, answered all my questions, ensured I had everything I needed and helped me find the best course of action given that my vehicle is registered outside the province. Cst. Gilligan was so sincere and kind that she truly helped me be more at ease with this very unfortunate situation.

Date Received: 4 October 2023

From: Member of the public

Excerpt from Letter: Controlling traffic is anything but a glamorous part of policing. I'd like to say thanks to one of your officers. The traffic lights were out at a busy intersection in my neighbourhood. The officer on duty was magnificent! His directions were crisp, precise, and clear. He made sharp eye contact with both drivers and pedestrians and kept the traffic flowing well, ensuring that nobody was left waiting too long. A textbook example of perfect traffic direction. Well done, thanks!

Date Received: 5 October 2023

From: Member of the public

OPS member: Constable Darien Trudel

Excerpt from Letter: I was at a gas station where a police officer was also filling up her vehicle. A few young children were out of school and commented on her police car and how it was so cool. She didn't even hesitate and asked if they wanted to check out the vehicle. They were soooooo excited; she pulled over to the side of the gas station opened up both doors and let them explore. It was an amazing example she was setting to have the police engaging with our youth.

Date Received: 5 October 2023

From: Member of the public

OPS member: Constables Laura Koupsi, Rebecca Brown, Jennifer Harper, Scott Zackrias, Luc Plante, Sarah Lally, Kyle Dodgson, Peter Koch, Vince Arlotta, Nicola Harrison, Kathy Bradley, Kevin St-Jean, and Jeffrey Renaud.

Excerpt from Letter: Myself and my partners just wanted to take the time to compliment some of the regular officers we have had respond to our calls at our grocery store. These officers are always very helpful and often go above and beyond. They are all stand-up officers and we look forward to seeing them any time they attend our store or are on the phone with them through the Ottawa Police Service's Alternate Response Unit.