

**Report to / Rapport au:**

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

**27 November 2023 / 27 novembre 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: 27 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 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: 27 September 2023

From: Member of the public

OPS member: Constable Gillian Brown

Excerpt from Letter: Constable Gillian Brown was dispatched to a call initiated by one of our neighbours following an unfortunate/unpleasant interaction between this individual and myself. Cst. Brown and her partner were very polite and listened to our explanations/version of the incident, and made us feel heard. Following this visit, my husband and I were still very upset and overwhelmed at the thought of this situation repeating itself, and concerned. The next day I spoke with another officer over the phone who encouraged me to contact Cst. Brown by e-mail, which I did. I am so glad that I did! Cst. Brown went out of her way to reply to me multiple times over the course of the next nine days, carving out time for me in her busy schedule. Her professionalism, empathy, rationality and kindness has left us in awe. We not only feel safer and more at peace following this upsetting situation, we also feel so confident in OPS and its ability to truly take the time to understand and help the citizens of Ottawa. I always felt listened to and respected, and I truly felt that my concerns were taken seriously. Cst. Brown truly cared about making us feel at peace. She was informative and reassuring while remaining professional and unbiased. This is exactly what we have been teaching our children about police officers, that they are there to protect us and help us feel safe in our community.

Date Received: 10 October 2023

From: Member of the public

Excerpt from Letter: I just wanted to thank you for the visible police presence outside the Jewish Community Centre today. While I understand that the city has finite resources, I want you to know that their presence provides us in Ottawa's Jewish community with a meaningful sense of security. The reassurance that the city's police

service offers to the community, especially for those with children attending daycare/school is immeasurable.

Date Received: 10 October 2023

From: Member of the public

Excerpt from Letter: Sincere thanks to Ottawa Police for your protection of Congregation Beth Tikvah of Ottawa, as well as other synagogues, schools and other communal buildings. We pray for an end to the hostilities.

Date Received: 10 October 2023

From: Member of the public

Excerpt from Letter: Thank you so much for being so vigilant today and watching over our community in Craig Henry. May we all be able to live in peace without fear in the near future.

Date Received: 10 October 2023

From: Member of the public

Excerpt from Letter: Thank you so much for your presence in our community today and around our synagogues. At a time of insecurity, it is great to know that Ottawa and the OPS have our back.

Date Received: 11 October 2023

From: Member of the public

OPS member: Constable Graham Harrison

Excerpt from Letter: Yesterday I put in a request for a safety check on my adult daughter who suffers from mental illness and addictions. Constable Graham Harrison called me after completing the visit with her and updated me about her status. He even offered her resources and encouraged her to call me. I am deeply grateful for the kindness and compassion of Cst. Harrison.

Date Received: 12 October 2023

From: Member of the public

OPS member: Constable Mike Cudrasov

Excerpt from Letter: We met Constable Mike Cudrasov earlier this month at a park where an event was being held. We did not participate in the event but my daughter wanted to meet the officer. Cst. Cudrasov was so kind and patient with her, she is 13 years old, an avid soccer player and is looking forward to joining the police force in the future. He took the time to explain what it meant to be a police officer, gave her a tour of a police vehicle, and she was so happy! Let's just say that it's been two weeks and it's still being talked about!

Date Received: 13 October 2023

From: Member of the public

Excerpt from Letter: I wish to congratulate the City for the recent improvement to Dundonald park. We live in front of the park and have a young child. We appreciate feeling safer when going there as a family. The number of large groups drinking in public and causing trouble was down this summer compared to the last few years. We were very, very, very happy to see officers actively enforce bylaws related to drinking in public. Less drinking leads to fewer fights and chaos making the entire park more accessible. I look forward to future improvements to the park such as the addition of a family-friendly splash pad. Dundonald park is the definition of a multi-function park. It serves a diverse community from young to old.

Date Received: 16 October 2023

From: Member of the public

Excerpt from Letter: Thank you for cracking down on speeding and reckless drivers and cars causing excessive noise! I've noticed this past year that drivers were getting away with way too much. Thanks again to all the men and women who help keep us safe!

Date Received: 16 October 2023

From: Member of the public

Excerpt from Letter: I am writing to commend the officers who assisted my wife. She has mental health issues, had wandered away from our apartment and had gotten herself trapped between the outer and inner front doors of our building. The officers escorted her to our apartment (which is listed on her MedicAlert bracelet) and took details such as our phone numbers, in case it happens again. The two male officers and one female officer were so kind and professional, and they should not go without commendation.

Date Received: 19 October 2023

From: Member of the public

Excerpt from Letter: I was thinking about an event that happened last year on my nephew's 10th birthday. My sister had balloons and everything up outside for his birthday and an officer stopped by to give him a gift card. I just wanted to express my appreciation for this gesture. I don't know if you guys know how much impact these things have, and how far something like that moment of kindness can go. My first thought when I saw the police car was "oh no, now what", which is an automatic thought for many who live around there. It is not impossible for kids who grow up in tougher situations, to grow up being good citizens and I know you had a huge impact on this little guy. So thank you again and please keep doing that good work in our neighbourhoods.

Date Received: 12 October 2023

From: Member of the public

OPS member: Constable Aiman Almoflehi

Excerpt from Letter: I would like to take a moment to express my heartfelt gratitude to Constable Aiman Almoflehi for the exceptional professionalism and compassion he demonstrated when he pulled me over. This particular time in my life was marked by severe emotional trauma, and it also happened to be my first encounter with a DUI charge. Despite being the accused, Cst. Almoflehi displayed an extraordinary level of compassion and concern for my well-being throughout the entire ordeal of my trial. Cst. Almoflehi was a beacon of compassion and understanding, a stark contrast to the treatment I received from others, including my own defence attorney. His refusal to treat me as a mere criminal and his profound understanding of my emotional turmoil during the accident and trial's initial stages were a source of comfort. Individuals like him, who exhibit compassion and empathy in positions of authority, are desperately needed. Cst. Almoflehi, you are a shining light in an otherwise dark and challenging situation. Do not allow anyone or any system to diminish the compassion and kindness that you bring to your role. Your actions and empathy are the embodiment of what our society needs.

Date Received: 25 October 2023

From: Member of the public

OPS member: Constables Kristopher Montgomery and Marie Nissan

Excerpt from Letter: My family was out for a walk on Wellington Street near Parliament Hill when my daughter noticed two police officers standing outside of their cars on a side street. I saw the leash in one of the officer's hands and knew it was a canine unit. My daughter was so excited, not only does she love police officers, but she absolutely loves canine officers and their dogs. Constable Kristopher Montgomery gave her some dog treats, opened the door (while maintaining full control of the dog, of course), and let her feed Nero a few treats. We asked many questions about police dogs and he took the time to answer every question. To her, this was better than anything else in the whole world! We can't thank you enough for being so kind to our daughter and making her day! And rest assured, I think I speak for most of us, we can't thank you enough for all that you do to keep us safe.

Date Received: 26 October 2023

From: Member of the public

Excerpt from Letter: I was making a left turn and unfortunately turned onto the wrong side of the median. It was dark with heavy rain and I misjudged the median and thought I was turning into the correct lane. I was fortunate to have a police vehicle in the oncoming lane immediately activate their emergency lights. Clearly at this time, I knew I

misjudged my turn and was facing oncoming traffic. I stopped right away and a female officer approached me. She was professional and asked if I had been drinking (a logical first question considering what I had just done). I had not been and explained that likely my windshield was perhaps foggy which contributed to my misjudging my turn in poor weather. She was empathic and helped me reverse my vehicle. I was able to turn my vehicle around and proceed to the intersection and onto the correct side of the median this time. This is the first time I was stopped by a member of your service in the 25 years I've lived in Ottawa and I must say, I was sure was glad they were in the right place at the right time! Please pass along my thanks to the officer for her help and understanding. It was a simple traffic stop but I am so pleased that they just happened to be there in the exact moment I needed a bit of help.

Date Received: November 4, 2023

From: Member of the public

OPS member: Constable Mike Cudrasov

Excerpt from Letter: I wanted to send a little note with a BIG thank you inside and to share how our 7th Annual Ottawa Butterfly Run went. Wow! What an impact your officers had on our team and our participants - specifically Officer Mike Cudrasov. What a gem of an Officer. We have been lucky enough to have always had incredible officers join us on race day but this year - it was something special. Thank you for allowing them to join us. The entire team that arrived came with swag, props and ALLLLLLLLLLL the energy. From engaging with kids who were excited to turn the lights on to chatting with the next generation of recruits about the joy of policing - their presence elevated our participants experience. No question about it. It's a tricky thing participating in an event that is focused on bereaved families, and still trying to bring joy and light to the day. I honestly can't sing Mikes praises enough. As a loss parent myself it was so incredibly touching to see our local Police Service represented in such a thoughtful and engaging way. Our living daughter was so excited to crawl in the car and see just how 'cool' policing is. It was really great to watch. With your help we were able to raise \$68,000 for the Children's Hospital of Eastern Ontario charity, with all the money being put directly back into the Perinatal Loss program at Roger Nielsen House. As of today our team has raised over \$500,000 for RNH and we honestly couldn't do it without incredible community partners like you. Thank you for helping us put on an event that honoured all of our babies that we hold in our hearts instead of our arms. Thank you for believing in and supporting our team. Thank you for showing up and standing along side our community. It means so much to so many. We hope to partner with you again next year for our 8th Annual Ottawa Butterfly Run on Oct 6th 2023.

Date Received: November 4, 2023

From: Member of the public

OPS member: Diane Nickerson

Excerpt from Letter: Thank you for updating the report and all of the assistance that the OPS has done in resolving this matter. As a downtown resident, I would also like to take this opportunity to thank OPS for removing the convoy occupiers in February 2022 and keeping myself and the community safe; this includes any subsequent actions that the convoy attempted to conduct in Ottawa since February of 2022. You have my permission to forward this mail to anyone at OPS in that they are aware of my gratitude to the OPS in regard to the convoy situation.

Date Received: November 5, 2023

From: Member of the public

Excerpt from Letter: I want to congratulate you on your professionalism and superb performance during the Gaza demo yesterday in downtown Ottawa. I'm a journalist and I have covered large demos (some, sadly, turned into riots and bloody confrontations) for more than 40 years across Canada, the US, Europe, Asia and Africa. Your work yesterday, preserving public safety and the rights of people to demonstrate peacefully, was as good as anything I have ever seen. It made me proud that I live in Ottawa. Well done.

Date Received: October 1, 2023

From: Member of the public

Excerpt from Letter: I had a medical incident while waiting to turn left at Carp Rd & Hazeldean Rd. This incident did involve another vehicle although there was no damage or injuries (thank goodness!). I was in a confused state and the officers at the scene were so helpful and friendly. They contacted my partner and even moved my car for pickup by us later. I wish that I could supply some names but I wasn't in a state to make note of the officers at the scene. I'm sure the incident report contains this information and I just want to say 'Thank You' to all involved who assisted that day. Much appreciated.

Date Received: November 13, 2023

From: Member of the public

OPS Member: Jennifer Hill

Excerpt from Letter: I would like to extend my appreciation for the wonderful assistance I have received from Jennifer Hill, with the Ottawa Police Reporting Unit. It has been reassuring to know there is an individual who is there to assist with the reporting process. Jennifer has been very kind, supportive and helpful. From my perspective she does her job well and makes a difference to those who require the service.

Date Received: November 16, 2023

From: Member of the public

Excerpt from Letter: We would like to extend our deepest appreciation to the whole team of police officers who we were helping to locate our 92 year old father after 15 hours of missing. Sorry we don't remember their names even though they properly introduced themselves, but we didn't register during the confusing and "scary" time. The incident took place on Thursday night, November 16th, 2023, when our dad left his residence on foot, around 3:30pm for a hair cut at the location that is about 5 blocks from his house. When he wasn't back at the hours after a few hours, we reported the missing person to the Ottawa Police. We didn't have a lot of information to provide but it's the officers' professionalism and their empathy that gave us a lot comforts. We can't say enough thank you, especially to the officer who located our father, walking on foot about 10km from his house, at 4 AM the next day, in the Ottawa winter weather. We feel like it's a miracle, channeled by the officers that found our father before unfortunate events could take place. Again, thank you very much for your works!

Date Received: November 15, 2023

From: Member of the public

OPS Member: Constable Sarah Lally and Constable Brady Bird

Excerpt from Letter: I would like to thank the officers who helped my sister. She was having a mental health crisis at my dad's house. I called them for a wellness check. Thank you for your service. You guys are much more important during peace times. Thank you, thank you.