

Report to / Rapport au:

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

22 January 2024 / 22 janvier 2024

Submitted by / Soumis par:

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

Contact Person / Personne resource:

**John Steinbachs, Executive Director of Strategy & Communications / Directeur
Exécutif Stratégie & Communication**

SteinbachsJ@ottawapolice.ca

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: 5 December

From: Member of the public

Excerpt from Letter: Your profession requires a lot of courage. Thank you for your dedication. Thank you for your sacrifices. Protect your lives during police operations and interventions. Respectful greetings.

Date Received: 18 December 2023

From: Member of the public

Excerpt from Letter: I am a Jewish woman living in Ottawa. I wanted to thank the OPS for their hard work keeping our community safe right now. It has been a terrifying time for our community. Thank you so much for protecting our institutions and for your recent work to arrest a young person who was planning a bomb attack on the Ottawa Jewish community. I will be forever grateful for your hard work and protection.

Date Received: December 31, 2023

From: Member of the Public

Excerpt from Letter: Hi there, What a pleasure to have received your service at the right time! Yesterday I fell on the sidewalk on Metcalfe Street/Nepean around 1pm. A white van full of police officers took the time to stop. Two of them came to my rescue quickly, checking on my condition, after hitting my head, and helped me to my feet. I followed their recommendation to put ice on my cheek. Still reeling from the fall and their presence, I didn't take the time to thank them. From the bottom of my heart, I sincerely thank them for their professionalism and their calm and reassuring approach.

Date Received: December 22, 2023

From: Member of the Public

Excerpt from Letter: My partner and I went in to report a collision today. It was both of our first times being in an accident, and we had no idea what to expect when we arrived. We were greeted by an extremely polite and well spoken member named Naika. She explained the process perfectly and walked us through it with ease. She made it feel simple and easy, we were so relieved. Another member named Kate helped us with correcting information on our report. She was kind and patient, offering to help us at multiple different points as we received important information after already submitting the report. Both of these members represented the Ottawa Police in a professional and respectful manner, and deserve recognition for their efforts. On a side note, management should hire additional officers because these two deserve a much earned promotion!