

Report to / Rapport au:

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

26 February 2024 / 26 février 2024

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: 16 January 2024

From: Member of the public

Excerpt from Letter: During my commute home, I had to navigate from my office building to the transit station. There was a protest happening at the time regarding the Hamas-Israeli conflict. There was an appropriately heavy police presence given the high level of tension. I had to navigate many officers conducting a variety of function (crowd management, traffic, some kind of special operational unit, etc). I must have encountered a least a half dozen officers as I made my way through two very busy intersections and around a decent sized crowd of agitated protesters. What struck me most was how well trained and professional all the officers were: friendly, calm, respectful, professional and prepared. I felt that all were in safe hands, including the protesters. It seemed like everyone's rights were being protected. I was very glad they were there, they helped me get through the area, everyone benefited from their presence in a situation that could easily have gotten way out of hand. Well done to all involved.

Date Received: 19 January 2024

From: Member of the public

OPS member: A/Sergeant W. Clayton and Constable Hebert

Excerpt from Letter: I only know these officers through their posts in our neighbourhood Facebook group. Both constables are a testament to community policing. They post regularly to our group - keeping us so well informed about incidents in the neighbourhood and what they're doing about them. They also jump into online conversations with advice and next steps when someone is posting about actual criminal behaviour (or even just suspicions). Every neighbourhood in Ottawa would be lucky to have two officers as diligent, effective & communicative as these two. They are fantastic ambassadors of the Ottawa police force and instill a strong sense of security that we're being well looked after. They are the gold standard on how community policing can work. I sure hope management values them as much as we do!

Date Received: 28 January 2024

From: Member of the public

OPS member: Constable P. Kuiack, R. Kelleher, S. Trstena and K. Ritz

Excerpt from Letter: I wanted to pass along my appreciation for the subject case, which was brought to a conclusion in late-December 2023. I'd like to acknowledge the efforts of Constables Kuiack, Kelleher, and Trstena for their initial response and quick work to arrest the suspects. I'd also like to sincerely thank Constable Ritz for what I believe were 'above and beyond' actions in working with my wife and I, as well as the youth

involved in the callous vandalism to our home, to ultimately bring both sides together through an alternative diversion intervention process (as opposed to pressing charges and potentially further tying up police and justice resources).

Constable Ritz was very professional and proactive in our communications with him, took the time to explain potential next steps clearly, and was highly conscientious about ensuring a satisfactory resolution.

I sincerely appreciate the efforts of OPS in this matter, and hope these Constables can be recognized for their good work.

Date Received: 30 January 2024

From: Member of the public

Excerpt from Letter: I'm writing in regard to the shooting in Little Italy yesterday. As I read the news this morning, I felt overwhelmed with gratitude for the officers who responded to the call to secure the area and conduct the investigation. I know the area residents took great comfort in your presence. Please let the team know that their courage is deeply appreciated. Thank you for helping to make the community safe.

Date Received: 2 February 2024

From: Member of the public

OPS member: Constable J. Liu and Sergeant K. Meam

Excerpt from Letter: Ottawa Police attended a 911 call as my mother-in-law passed away in her home. Constable Liu and Sgt. Meam were extremely professional and empathetic with my wife and father-in-law. They explained the process of collecting details for the coroner's report while they awaited the arrival of the coroner. Thank you for all you folks do!

Date Received: 4 February 2024

From: Member of the public

OPS member: Constable B. Chaaoui

Excerpt from Letter: Is there a way I can give an officer a recommendation/praise? Just want to bring to light the super positive encounter I had with constable Chaaoui I believe his name was. Super friendly professional and took time out to do great community policing and interact with my son.

Date Received: 7 February 2024

From: Member of the public

OPS member: Constable K. Moore, A/Sergeant T. Burgess and Constable M. Wheaton

Excerpt from Letter: On the evening of Feb 7th, 2024, I called Ottawa Police for a wellness check on my friend. The response was quick, and I received a call from, I believe, was the sergeant on the scene. I don't know his name unfortunately. It was a

stressful evening. The officer called me at home to inform me that he had been found dead in his apartment. The sergeant was very patient and compassionate, which helped me a lot. A detective called Katrina, followed up with me and was extremely professional and kind. I would like to commend all the officers and staff involved for a thoroughly professional handling of the situation. I hope this commendation reaches them. Thanks to you all!

Date Received: 8 February 2024

From: Member of the public

OPS Member: Constable E. Stewart and Constable M. Ringel

Excerpt from Letter: Last Thursday morning an officer responded to a call here. A man was in our garage equipped with tools to either do some damage or steal something. First of all, I am very grateful to the officer for how quickly he responded. Secondly, having seen our video of the arrest, it was encouraging to see how professionally and appropriately he handled the person.

It must be so difficult for you all, being called to all sorts of potentially violent or otherwise disturbing situations to retain a calm and balanced demeanor. Complaints fly quickly so I just want this compliment to jump to the front of the queue.

Date Received: 9 February 2024

From: Member of the Public

OPS Member: Constable M. Sweet

Excerpt from Letter: On the evening of August 13, 2023 we called 911 to complete a wellness check on our Dad. He had not shown up for work and no one had heard from him all day. Officer Sweet arrived and was professional, calm, gathering information until we had confirmation my Dad's phone was in the radius of his home. He entered the home with his partner and found my Dad had hung himself. He had to tell this to me and my sister. He was calm and warm when he told us. Providing his sympathies which appeared very genuine. He answered our questions and gave what information he could with compassion. On the worst evening of me and my sister's lives, and our most vulnerable, Officer Sweet provided genuine warmth, compassion, and professionalism for us. We will never forget that evening and we would like to thank Officer Sweet for his sensitivity and empathy to the situation as I am sure it was not easy for him either. I don't know if that genuine compassion and sensitivity is something that can be taught, but if it can, Officer Sweet needs to teach it.

Date Received: 12 February 2024

From: Member of the Public

OPS Member: Constable P. Kane

Excerpt from Letter: Compliments to the officer that pulled me over for speeding on

Saturday. He was very professional and a great guy. I know I was in a rush but also realize that speeding is dangerous. I know that I will drive within the speed limit in the future and apologize for my stupidity.

Date Received: 13 February 2024

From: Member of the Public

OPS Member: Constable S. Barakat and G. Bean

Excerpt from Letter: At the Canadian Tire Centre for a hockey game. I left my drivers side window down. They looked up my info, managed to find my cell phone, attempted to call 3 times with no answer. They texted but I was skeptical. They persisted to get a hold of me and the 4th call I answered. They gave me my car description, and details and informed me my window is down. It is also snowing so aside from potential vehicle theft, damage to the interior was also possible. I came down to the car to close the window. They were waiting by the car to make sure I secured my vehicle. Over the course of 30 minutes, diligently getting a hold of me and waiting. Very professional and serving the community. I'm passing my appreciation onto them. This incident went above and beyond my expectations.

Date Received: 3 February 2024

From: Member of the Public

OPS Member: Sergeant D. Tapp and Constable C. Poulton

Excerpt from Letter: I thought I would take a minute to let you know that the efforts of those listed above are sincerely appreciated.

I retired from OPS in 2011 and began coaching a special needs sports team. Over the years, I have met many amazing families and athletes. Our program is so much "More than Sports" supporting those in times of personal need in their difficult life journeys.

Recently, I was made aware of an incident involving one of our players that involved an aggressive and assaultive outburst, that by all accounts, caused real fear to individuals who were present, and tried to assist.

The player is a strong individual, with many difficult health challenges, and lives alone with his mother. I have known this family for 12 years, and have seen in the past, a very similar outburst, where the individual attacked was his mother. She is an amazing loving mother, who has devoted her entire life to him.

I have noticed some subtle changes in his demeanor over time, and had that discussion with his mother recently, she confirming as well making similar observations. Then the recent incident at a sports event occurred, and I was notified by an outside source.

The incident, sadly forced me to remove him from our program, concerned for the safety of everyone. But this concern for me was much bigger than sports, and needed some external help, guidance and support.

Knowing what I knew, had witnessed, and the changes surfacing, it was my opinion that this was a family crisis that presented very serious risk.

I sent an e-mail to your Mental Health Crisis Unit, providing some background, and indicated that there were real safety concerns in the home for his mother, something she confirmed with me later as being real, and that she lived in fear daily, and has for some time.

I was so impressed, when on the same day that I reached out to your unit, Sgt. Dodd Tapp and Cst. Christopher Poulton contacted me, supportive in my concerns, and immediately had contact with the Ottawa Hospital Mobile Crisis Unit, and a plan was put in place and into motion.

The Ottawa Hospital Mobile Crisis Team has contacted his other and reassured her she was no longer alone, with many follow-up appointments to get an updated complete assessment of him, provide ongoing support, including the consideration of a safe placement for him.

Please pass on and acknowledge everyone who has stepped up here so quickly, recognizing like me, that the reality of serious bodily harm or worse, needed to be taken seriously and addressed with the proper resources put in place.

From my initial contact with your unit, their professionalism, communication and actions cannot be overlooked as being a game changer for the mother and player. She is beyond appreciative.

Thank you to all for helping me out, and giving her a chance to, as she said to me, Breath again.