

Report to / Rapport au:

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

25 March 2024 / 25 mars 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 February 2024

From: Member of the Public

OPS member: Constable K. Batson

Excerpt from Letter: Good day. At about 1520 hrs, 16 Feb 2024, at the intersection of Leitrim Rd and Albion Rd, the traffic lights were being worked on by a road crew and a police officer was doing traffic control. This is a busy intersection at this time and there was a lot of traffic being Friday, close to quitting time. The police officer, a large specimen of a man, appeared to be a man of colour, was doing a great job in controlling the traffic, providing clear directional instruction with his arms and hand signals, highly visible with his hi- vis jacket and white gloves. In the blowing wind in this open intersection, he went about his duty paying close attention to everything around him and keeping the flow of traffic moving. No one was waiting any great length of time before this officer got the lines of traffic flowing. Very impressed with his presence, signals and keeping us moving. This officer deserves our thanks and a pat on the back for keeping us safe and having traffic moving in an efficient and effective manner. Well done to him!

Date Received: 21 February 2024

From: Member of the Public

OPS member: Staff Sergeant P. Frost and Constable A. Mihailov

Excerpt from Letter: Commendation for outstanding work! I drove through the intersection of Laurier and Nicholas at 8:25 on Feb 21 2024. The traffic lights were out while being replaced and an officer was directing traffic. They were doing such an outstanding job that I believe it warrants praise to be shared with them and their superior. They were giving extremely clear directions, were calm, were clearly attentive, and were managing the flow in a surprisingly fluid manner; especially considering this was rush hour on a Wednesday, by uncharacteristically cold weather I might add. I understand that directing traffic is unlikely to be one of the incentives for one to join the police force and that it is probably not one of the preferred functions for most officers but seeing this officer engage in this task with professionalism and dedication is commendable. Kudos to that officer, may they have a long, fulfilling, and successful career. I hope this recognition for their hard work makes its way to them. Kind regards

Date Received: 23 February 2024

From: Member of the Public

OPS member: Constable D. Martin

Excerpt from Letter: Ottawa Police Service, this is to express my appreciation for Constable David Martin's support to my wife and me following a car accident at about 11:15 a.m. on February 9, 2024. My wife was driving our car. A truck driver ran a red

light, and the truck ran over the front of our SUV. My wife was taken to the emergency. She was released later that day and is resting at home. Our car was a total loss.

Constable Martin and EMT were quickly on the scene and took good care of my wife. Constable Martin saw my wife at the hospital and called me to provide a clear, helpful, compassionate update on the accident and my wife's status in emergency.

I was extremely impressed by the constable's professionalism, clarity and efficiency in giving me the information and support I needed. We are thankful for the support provided by the Ottawa Police and Constable Martin.

Date Received: 22 February 2024

From: Member of the public

OPS member: Constable Y. Monsour and Constable E. Roshanafshar

Excerpt from Letter: Good morning! I am writing to say thank you to the two officers who enthusiastically waved and smiled to my son this morning while our cars were both stopped at a traffic light. He was seated in his rear-facing car seat, was delighted to spot a police car in the lane next to us, so I rolled his window down to see better. The officers were so kind to him. It absolutely made his day. It might sound like a small thing, but to a three-year-old, it meant the world. What the officers didn't know is that he was taking a little drive to calm him a bit before his surgery at CHEO. He's had a very long medical road and I didn't think this would be an especially good day for him, but all he can talk about now is that "the polices waved to me, Mom!" Thank you so much for your kindness.

Date Received: 22 February 2024

From: Member of the public

OPS member: Constable A. Dhaliwal, Sergeant N. Freill, Constable R. Juergensen

Excerpt from Letter: Last night at a restaurant my aunt collapsed and was in full cardiac arrest. Unfortunately, the efforts of the team were not successful. She passed away peacefully in my mind. My family and I wanted to thank you for all the efforts, the understanding and empathy all of you gave during this difficult time. My family was impressed by your professionalism and all the competence you had. Everyone had their position and tasks to do. All of you were simultaneously organizing the best care possible in the circumstances! Please pass these words of kindness the entire team!

Date Received: 5 March 2024

From: Member of the Public

Excerpt from Letter: Officers Patty and Scott of the Ottawa Police provided an escort to my nephew's wife and the volunteer moving group that assisted her, whilst they retrieved her belongings in Kanata. They were professional, kind, empathetic and such

a good example of what our men and women in blue represent. Their presence was appreciated by all. During the move a young boy (who seemed non verbal) was outside admiring the police cruisers. The officers took the time to speak with him, show him the cruisers and spent time with him. This boy was so excited he stayed throughout the move and when all was done the officers flashed the lights for him as they left. Thank you so much for having such quality personnel on our police force.

Date Received: 8 March 2024

From: Member of the Public

Excerpt from Letter: Sending comfort and gratitude to our frontline hero's who put themselves before others. For those who faced the tragedy this week, may you find peace.

Date Received: 8 March 2024

From: Member of the Public

Excerpt from Letter: I'm a citizen of Lévis and I carefully followed your press conference on the atrocity that took place in your area today. I would like to congratulate the speakers, who delivered their message in English and very good French.

Congratulations again!

Date Received: 8 March 2024

From: Member of the Public

OPS Member: Constable M. Donoghue

Excerpt from Letter: I wanted to call attention to the assistance I recently received from one of your officers at about 2:15AM. I'm a retired soldier and recent amputee; I use a wheelchair to get around. After visiting friends, I was attempting to return to the long-term care hospital where I've been staying and I called for a cab at 8:30PM. Despite multiple assurances that the cab company was attempting to find me an accessible vehicle, after waiting 4 hours I decided that I would just wheel back to the hospital on my own power at 1:30AM. I hadn't taken into account just how treacherous the sidewalks were due to uneven and sloped surfaces that often rolled me into the street or, how difficult it would be to travel over the asphalt road as an alternative. In any case, I must have looked in some degree of distress because your officer stopped and asked me how things were going and expressed concern that I wasn't using another means of transport. After attempting to find other options for me as well, but having no luck, he decided to give me a lift in his cruiser. Now I wouldn't be advocating that Police regularly give people "lifts", but in this particular case, it was a very welcome assist in the finest traditions of community policing. I remember a time when police officers were looked upon as pillars in our community; people that you could seek out when you needed advice or assistance. The officer continued the tradition I remember fondly from

my youth, and he should be complimented for going the extra mile to help a member of the community. I'd also like this to be brought to public attention and directly counter some of the negative narratives we see and hear in the media about the police. With your blessing, I will write letters to the local newspapers and other media talking about this event. We need to restore and reinforce the image of police officers as trusted members and supporters of the community. Please extend my appreciation to the officer, and his hand in helping maintain the image of police being vital members and supporters of our community. To the force in general: continue the great work that that you do but may not get enough recognition for. Keep the faith; there's a silent majority who knows and appreciates you.

Date Received: 8 March 2024

From: Member of the Public

Excerpt from Letter: I wanted to take this time to send my most sincere condolences and my deepest sympathies to the people of the City of Ottawa, the Mayor and Council and city staff, and the Police Department and the members and staff of the force, including Chief Eric Stubbs, on the heinous act of horrific violence that took place today on Berrigan Drive in the suburb of Barrhaven, that left six dead, including young children. This was an intolerable, unacceptable act, and I trust that the alleged perpetrator, a 19-year-old Sri Lankan national and student if found guilty and convicted, will receive full justice. I will keep all of you, and the family and friends of the victims, in my thoughts and prayers. (I have visited Canada briefly three times: in the Minnesota border lakes area, to Niagara Falls, and to Toronto. It is a lovely country. St. Paul College, operated by the Oblates, and the University of Ottawa, are wonderful).

Date Received: 8 March 2024

From: Member of the Public

Excerpt from Letter: So sorry to the victims and their families and to the first responders that attended. Thank you for your service. You are so important to us. Thank you for everything you do for us.

Date Received: 8 March 2024

From: Member of the Public

Excerpt from Letter: It's always a bit off-putting when something like this happens in our city. Thinking about Barrhaven a lot this morning. Thank you to Ottawa Police and Ottawa Paramedics for your good work in response to this terrible incident.

Date Received: 9 March 2024

From: Member of the Public

Excerpt from Letter: As a mother and a Barrhaven neighbour who lives close to this

week's horrific crime I want to take a moment to thank all of you, not just for the work that you do every day for our city and for us but especially for all you have done & are doing this week.

I drive through the intersection of Berrigan & Wanstead every day to go to work.

Thursday a.m. I was overcome with emotions going through that intersection to get to work. I cannot even begin to imagine as a parent what the police officers & first responders go through when such an unbelievable tragedy like this occurs.

Our once quiet and peaceful neighbourhood is filled with media and others driving by Berrigan.

I bought a coffee card on Friday & gave it to an officer but that does not begin to portray my gratitude for all of you nor does it help the pain that all of you must be feeling.

So please accept my gratitude for what you do. You are professionals but you are also mothers, fathers, sons & daughters too.

I know that our whole city has the father, his family & friends in our thoughts & prayers. You are all in mine as well.

Date Received: 13 March 2024

From: Member of the Public

Excerpt from Letter: I am a Gatineau resident. These past few months, my daughter has been struggling with many issues. It has been very difficult for all of us. She started running away, and somehow takes refuge around the Shepherd of Good Hope. This obviously worries us immensely. Last Sunday night she ran away again. We knew she was in Ottawa and Informed the Gatineau Police. As a Gatineau resident, it can somewhat be frustrating to face the challenges of living on the border of 2 provinces , 2 cities, 2 health care systems, 2 police services. I want to thank the Ottawa Police for working collaboratively with the Gatineau Police in searching and locating my daughter Monday afternoon and evening. Because of that collaboration and the work of your officers, my daughter was brought back quickly to safety. I can only imagine that what you deal with on a daily basis is often not easy. I felt the need to let you know that I am thankful for your work and that of the officers who contributed to her safe return. Hopefully you can relay my gratitude and thanks to those involved. Thank you again for bringing her back.

Date Received: 13 March 2024

From: Member of the Public

Excerpt from Letter: Good afternoon Ottawa Police. I would like to formally compliment and commend the professionalism and promptness of the Police Officers involved in the situation I desperately needed their services for. I do apologize, for I did not have the chance to write the names of the Officers and Phone Operator that helped me, but I'm

hoping this message gets to them. This situation that happened on March 11th 2024 at 11:30, was about an employee of mine that was missing for his morning shift, because of his past history of his absenteeism from work and an injury sustained, I was extremely worried for his safety. He didn't reply to his messages, phone calls and even his emergency contact was not available and I had nowhere else to turn except the emergency services.

The services provided to me by the Ottawa Police Officers went above and beyond my expectations. The response was extremely fast, the Police Officer that was in contact with me was communicating to me in my first language (French), he was very polite, professional and kept giving me regular updates throughout the whole incident.

Because of the presence of the Officers I believe my employee realized that he should probably be seeking help and consult, which I am extremely grateful.

Thank you Ottawa Police, you should be proud of the Officers that serve the force.

Date Received: 11 March 2024

From: Member of the Public

Excerpt from Letter: I am so thankful to all of your wonderful, professional, competent & compassionate officers that tried helping me over the last several years from various calls of domestic violence. To make a very long story short my compliment is to all of the officers who attended the many calls to my home for domestic violence. I always was worried you'd stop coming because I had refused your help so many times before. But you guys always came quickly when called despite my history of not wanting to work with you. Your officers always reminded me of how important my safety was even though I obviously didn't take my safety very serious. They cared and really had my safety as their paramount concern. Your officers took the time to find beds at shelters for abused women. They kept pursuing a place of safety and even transported me to it. Many if the officers were the same ones who had shown up before and remembered me but they never made me feel stupid or ridiculous. Over time I started to realize that I could trust the police. That they truly were invested in my safety. They never made me feel judged. They set me up with very good victim services helped with safety planning, providing me with things to make my apartment safer. The police also connected me with the victim/witness program to support me in participating through court process. I really owe it all to the many years of patience, tenacity, professionalism, competent and compassionate officers who came to help me so many countless amount of times and never gave up on me. I don't know all your names but I sure do remember a lot of the faces but mostly what I remember so clearly are the words of advice, encouragement and assurance that you'd keep coming back no matter what. You definitely kept up to

those promises and I'm now in a much better place thanks to your officers never giving up on me over the years!