

Report to / Rapport au:

**OTTAWA POLICE SERVICE BOARD
LA COMMISSION DE SERVICE DE POLICE D'OTTAWA**

22 April 2024 / 22 Avril 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 Service Board receive this report for information.

RECOMMANDATIONS DU RAPPORT

**Que la Commission de service de police 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: February 28, 2024

From: Member of the Public

OPS member: Constable Nadir Siddiqui

Excerpt from Letter: I ended a friendship with someone who was extremely controlling, and he refused to accept us splitting our ways. He started harassing me. Detective Siddiqui was very supportive and empathetic to speak with. He dealt with the situation very well and seriously. I felt assured that I can feel safe.

Date Received: March 6, 2024

From: Member of the Public

OPS member: C. Verdon

Excerpt from Letter: I am writing to express my appreciation for the service I got from the Ottawa Police Service earlier this week. Last Sunday, my brother went missing from a senior's residence. He has cognitive issues and wandered away in the middle of the afternoon. They didn't notice he was gone until dinner time, and after searching the building and the grounds, they contacted the police.

When I called the Ottawa Police main number from my home in Toronto I was put through to the dispatcher who told me Robert had been located in Emergency at Ottawa Civic Hospital and that I should call the hospital. When I called the hospital they told me they couldn't locate him in the emergency room, and they didn't think he was there anymore.

I called the police again, and the person I talked to was extremely compassionate and helpful. She asked me to give her a few minutes, and when she got back to me she not only confirmed he was still at the hospital but she gave me the name of a nurse to talk to and told me how to reach him. I followed her instructions, and a few minutes later was able to talk to both the nurse and my brother.

I am sorry I don't know the name of the person I was talking to at the Ottawa Police Service, but I am extremely grateful for her quick intervention in what was becoming a very frustrating and stressful experience dealing with the hospital. As a result of her effort I was able to connect with my brother and the medical staff looking after him, and was able to relax knowing he was safe and being looked after. Thanks again for your help on Sunday evening.

Date Received: March 13, 2024

From: Member of the Public

OPS member: Constable I. Campbell

Excerpt from Letter: The reason for my message. I was recently in Ottawa this past week. My Father is not well and in hospital the past three weeks. My Mother at home

with dementia. After several days of back and forth to the hospital while trying to maintain care for my Mom at home, and working remotely, I had to also meet with a potential in home care person. Upon completing that meeting I had to try to find somewhere along the way to grab some in home care items and groceries for my Mother. I was trying to get home as soon as I could as it had been a long day away as it was. The person I met with said there was a big Loblaws downtown on Rideau. I wont lie, I was exhausted and as I was driving I looked to my left as I thought I passed it, which I did. However, with that a light went from yellow to red and I went through it. 100%, it was red. Given I had looked left to see where the store was, I missed that. One of your members was at the intersection and pulled me over. Rightly so. I can't help but note that his officer safety and approach to the vehicle was impeccable. For context, I will also say, and on a good day I would never indicate who I knew, what I did etc...as it shouldn't matter given I was in the wrong. I say this because his professionalism, approach, compassion and skills indicate he likely performs his duties consistently, regardless.

He explained why he was pulling me over. Perfect. But more importantly then followed up with are you aware....providing the opportunity for dialogue. I immediately said," I realized I was going through the red at the last minute. That I was looking for a Loblaws and think I passed it". He indicated I did and it was a few blocks back. As he continued to provide the opportunity to listen I said I was just coming from the hospital and trying to pick items up for my Mom who is home with dementia and honestly I am a little scattered. He noted I was driving my Dad's vehicle and my license was from Nova Scotia. Short version, he went back to his vehicle and came back with a warning, but also made the extra effort to guide me to the store, help me turn around and also provide information on where I could park. The most important part of all of this, he clearly recognized I was having a day, provided an opportunity to listen without just asking for the administrative stuff, and then made a judgement call.

I can't emphasize enough the value in taking a few extra minutes to communicate when the public can be nervous with police interaction, yet he exuded that human centred approach. Appreciating this was a traffic issues, his approach, demeanor, and character leads me to believe this is something he is consistent with. He was kind and compassionate while doing his job and maintaining that level of professionalism I am sure you would expect and be proud of. It made a really tough day a little easier and reminded me there are positives to focus on as well. A little goes a long way. And as I was once taught, you can always start off being courteous, respectful and compassionate, and escalate if you have to. However, it is more difficult to come across as harsh and redeem yourself after.

I felt it was important to pass this on as Police do not always get the benefit of positive feedback, which is equally, if not important in today's climate. For reference the Member is Iain Campbell. I would appreciate if my sentiments for Officer Campbell's interaction on that day was passed along. Thank you.

Date Received: March 14, 2024

From: Member of the Public

OPS member: Constable Kathleen Holt

Excerpt from Letter: Earlier today, I called 9-1-1 because I was informed that my elderly neighbour was unresponsive. I stayed with my neighbour's wife until her sons arrived and spoke with many of the first responders to tell them what I had seen.

All of the first responders I spoke with were calm, kind and very professional, but I would like to highlight one in particular.

Officer Kathleen Holt came to speak my neighbour and I as her husband was being put in the ambulance to be taken to hospital. I was very impressed by Officer Holt's demeanour and how she interacted with my neighbour. She seemed to take cues from how she was behaving and acted in a similar way. She was very respectful and allowed her to speak without interruption.

To be honest, I'm not sure my neighbour totally understood (what I perceived to be) the seriousness of her husband's condition, and she was making a few jokes when interacting with Officer Holt. In return, Officer Holt engaged with her in a very professional way, and was very good at maintaining a calm environment and answering her questions in a way that provided a satisfactory answer without raising concern in her.

Once I left to return home, Officer Holt stopped as she was leaving to thank me for calling 9-1-1 and the help I provided. Again, I was impressed by her calm, kind, professional demeanour and wanted to take a few moments to pass along my compliments. Thank you.

Date Received: March 28, 2024

From: Member of the Public

OPS member: Constable J. Simpson and Constable E. Lepage

Excerpt from Letter: My brother had a seizure while he and I were on a 3 km walk for exercise (we do this 3 times a week). A passerby called 911 on his cell phone (I don't have one), and Ottawa paramedics arrived within 2 minutes, put him on a stretcher, and took him to the General Hospital. Officers Jennifer Simpson and Eric Lepage also arrived on the scene at around 8 pm, in case police were needed. Eric drove me to my home so that I could get my brother's OHIP card, and modestly said he didn't do much. I am grateful for his help, as it was a 10 minute walk, and police officers should be

commended for their service in helping others, and not only criticized when they have to deal with bad guys. Please forward this info to Ottawa councillor Marty Carr and the office of the Mayor, as well as to Officers Simpson and Lepage. BTW, my brother was tested and stabilized by other good people at the General Hospital, and I took him home.

Date Received: March 29, 2024

From: Member of the Public

Excerpt from Letter: All residents want to express a sincere thank you for hearing our concerns last year and continuing to keep the gate locked at the end of our street leading to the Executive Park.

Considerably less people use this street as a location for illegal activity. There still seems to be a more present police feeling of Ottawa police in our area. Since the recent shooting on Avondale, we feel more secure knowing OPS knows this is an area of concern.

I'm hoping by now employees have gotten used to this gate being locked also. Once again, thank you for your continued concern and keeping this gate locked.

Date Received: March 31, 2024

From: Member of the Public

OPS member: Constable P. Singh and Constable P. Alden

Excerpt from Letter: Last week my friend was having a mental health crisis and was not behaving like himself. I would like to thank officers Param Singh and Alden for their compassion and professionalism. They were able to calm my friend down and help realize there is light at the end of the tunnel. These veteran officers are a huge asset to our community and demonstrated amazing police work. If you could pass on the kind words to the officers and let them know how appreciative I am for their expertise, kindness and professionalism. Thank you.

Date Received: April 2, 2024

From: Member of the Public

OPS member: Constable S. Carroll, Constable K. Batson and Constable M. Ahluwalia

Excerpt from Letter: On Sunday March 3rd, my Father suffered a massive heart attack and dropped to the ground in front of my eyes in the back yard of his home. My Mother called 911 and I was given instructions how to perform CPR by the 911 operator until paramedics arrived.

Constable Sean Carroll was the first officer on the scene and the very second, he stepped out of his vehicle he sprinted to the aid of my father. He directed me how to allow him to take over CPR. Both my mother and I were very impressed with his quick actions on scene.

Two other officers were also kind enough to drive my mother and myself to the hospital. Unfortunately, after 60min of paramedics and doctors working hard in the ambulance and later at the hospital, my father could not be revived.

The thing that moved my mother and I the most is Constable Sean Carroll went above and beyond his line of duty to stop by our house 3 days later to see how we were doing. This act of compassion and kindness will always be remembered.