

**Report to / Rapport au:**

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

**27 May 2024 / 27 mai 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 Service Board (Board). All identifying information will be removed prior to its inclusion in this monthly report.

## DISCUSSION

Date Received: April 2, 2024

From: Member of the Public

OPS member: Constable T. Tang and Constable A. Abdelaal

Excerpt from Letter: I am writing to express my thanks for and appreciation of the quality of the work done by several Ottawa emergency responders the evening of Monday, March 25, 2024 when I had to call 911, around 8:30 p.m., following finding my husband, immobile and not breathing, in bed. The team arrived a few minutes after my panicky telephone call and did all they possibly could. Unfortunately, my husband had suffered a cardiac arrest and could not be resuscitated. He was 83 years of age.

I have addressed this letter to you because I did not know to whom, in particular, it should be sent. The two Ottawa police officers who arrived kept me and the other family members present calm and informed in extremely upsetting circumstances. All of them are to be warmly commended for the polite, kind, thoughtful, pleasant, calm and sensitive manner we were treated and spoken to at various stages of the emergency responders' efforts. The follow-up procedures, once my husband had been declared deceased, were explained in a calm, clear and concise manner. In addition, I would like to express my thanks to "Nick" of the Victim Services Unit for his kind, thoughtful phone call the following day.

Date Received: April 4, 2024

From: Member of the Public

OPS member: Constable K. Flanagan

Excerpt from Letter: On Wednesday, March 27<sup>th</sup> around 3pm, I was walking home along Ogilvie Road when I came towards a group of about seven teenagers at the intersection of Naskapi Drive in Beacon Hill. When I came to the group, I found they were standing around a frail elderly woman lying on the grass in some distress. They were gently engaging the lady in conversation.

Thinking as the only adult, I should take charge and asked the lady her address, "we already found that out," said one teenager, "and someone has gone there." Smart kids! Just then, one of them looked over my shoulder and saw a police vehicle come into the Esso gas station at the corner of Montreal Road. "There's the police, they can help," said one kids and he ran across the road. A few seconds later the lights on the police vehicle lit up. The car came across the road, pulled up on the grass and I had the pleasure of meeting Constable Flanagan. She approached the lady in a sympathetic manner, asked if she could tell her what was wrong, and if she would like her to call a paramedic? The lady said no but she did accept an offer from the Constable to drive her

home and we helped her into the back of the police vehicle and they drove off. I suppose as police incidents go, this was a relatively low stress event. However, it was an occasion when police presented as being very helpful to a citizen in difficulty. I suspect the teenagers might have been impressed by police being helpful.

I commend Officer Flanagan to you for her thoughtful, considerate, sympathetic, helpful approach to the lady in distress. I was impressed! She is a credit to the Ottawa Police.

Date Received: April 10, 2024

From: Member of the Public

OPS member: Constable C. Doran

Excerpt from Letter: Constable Doran was very kind to me during a difficult time. He treated me with respect and dignity and used our shared history of military service to connect. I appreciate that policing is very challenging right now, as you try to find the balance between public scrutiny and simply doing the difficult work at hand. As a veteran, I understand the fragile line between community and chaos...it is difficult work, and I want to recognize Constable Doran as providing me a safe space.

Date Received: April 12, 2024

From: Member of the Public

Excerpt from Letter: Dear Chief Stubbs, I want to let you know how much I appreciated the professional, courteous, and caring manner in which a number of your officers helped me when a family member was going through a mental health crisis between November 2022 and April 2023. Similarly, when I called 911 on the occasion of my brother-in-law's unexpected death, the officers showed compassion and patience.

I can't speak highly enough of the manner in which your officers conducted themselves –including members of your Elder Abuse Unit who met with me and one of my daughters. I know that we expect a great deal of our police officers and are often quick to criticize when we feel they do not meet our expectations. But in my experience, I couldn't have asked for anything more. I am sorry to say that I did not keep track of all the officers' names who came to my house during that difficult time

Date Received: April 13, 2024

From: Member of the Public

OPS member: Constable J. Richardson

Excerpt from Letter: I would like to send my gratitude towards the officer who handled my call today. She is an amazing person and made me comfortable the way she handled the situation. Thank you so much for the work you are doing and keeping everyone safe! Lots of blessings to all of you.

Date Received: April 17, 2024

From: Member of the Public

OPS member: Constable B. Issa and Constable G. Daher

Excerpt from Letter: Constable Issa and Constable Dahir came to my home tonight to take in a report from my 14-year-old daughter who was physically assaulted by a boy at school. They were incredibly kind, patient, understanding and made her feel safe to open up about the situation and much more. They gave her great tools and skills as well to prevent future issues and reassured her. They personally took charge of the situation and went out late in the night in an attempt to solve the problem. I commend OPS for having such great gentlemen working for them and ask that they be recognized and rewarded.

Date Received: April 18, 2024

From: Member of the Public

OPS member: Constable K. Holt and Constable T. Murray

Excerpt from Letter: I wanted to pass along my thanks and deepest appreciation for Constable Holt and the other OPS representative responding on a case on the 16<sup>th</sup> of April. It took some time for units to respond, I understand the reasons for this (and also commend the dispatch call takers for their professionalism and for taking interest in my case), but once on scene Constable Holt acted swift, professional, polite and listened patiently; gathering all she needed to conduct her investigation. The other officer perfectly complimented her actions, setting me at ease and communicating in a friendly manner, ultimately returning my dog and his belongings with a smile and reassurance. Excellent example of community policing. My hat is off to OPS on this day having had a pleasurable and satisfying interaction with said officers and, I wish them safe and satisfying careers plus good health and happiness in all their endeavours. Thanks again! Best regards.

Date Received: April 29, 2024

From: Member of the Public

OPS member: Constable S. Hickey

Excerpt from Letter: Dear Chief Stubbs, On April 9 I attempted suicide by cutting my wrists and driving my car into the Ottawa River at Crown Point. After I had been in the water for some time Constable Shawn Hickey arrived on the scene, called an ambulance, waded out into cold and deep water, extracted me from the car and got me to shore. I was suffering from severe blood loss and hypothermia, and the Paramedics lost my pulse a couple of times on the way to the hospital.

Without Constable Hickey's prompt and courageous actions, I would not have survived this episode. I did survive, will make a complete recovery, and I am extremely grateful to

have been rescued. I want to formally commend Constable Hickey for his actions in saving my life.

Date Received: April 30, 2024

From: Member of the Public

OPS member: Constable J. Liu

Excerpt from Letter: I would like to comment on Constable Johnathan LIU's ability to assist a person in need of assistance.

On the weekend, he showed up beside my car that had stopped and would not start in the middle of a busy area. I inconvenienced a lot of angry motorists who were signaling me to move out of the way some politely and some impolitely so that they can move on. Unfortunately, I needed help in accommodating the traffic flow. I made a call to CAA for roadside assistance, but my stalled vehicle was there at least 15-20 minutes before Constable Liu assisted in the matter.

Constable Liu, along with a friend helped me push my vehicle to a safe area in a parking lot where CAA would easily be able to tow my vehicle to a nearby mechanic shop. He remained with us and kept us calm and less anxious waiting for CAA's tow truck. He left and came back to check on us. We waited 45 minutes through a cancelled call not of our doing and a 2nd call I made requesting the same help which took another 45 minutes.

I give credit where credit is due, and I cannot emphasize enough how Constable Liu represented your East Division Ottawa's precinct's worthiness. He arrived and immediately showed me some empathy and assisted me by researching a possible nearby garage where my car could be towed to, was patient, pleasant and cheerful engaging in a meaningful conversation with both my friend and I for at least half an hour and displayed professionalism throughout and shared that he is proud of his calling as an officer of the law. I will mention that he has such a great smile that we appreciated in our circumstance. You are lucky to have him on your team! He's definitely a keeper. Thank you.

Date Received: May 2, 2024

From: Member of the Public

OPS member: Constable S. Jones

Excerpt from Letter: Good Morning, I had the opportunity to meet officer Shawn in the very early morning hours of Saturday, April 26, 2024, during the course of his duties while he was responding to a call about me trespassing. During our interactions at the time of the incident, Officer Shawn was very patient, understanding with me and all of my issues. He still took the time to listen to me and reassure me that WE would find a solution to the situation. After the incident Officer Shawn took the time to drive me all

the way back to my new apartment to get my much needed medications for depression and mental illness as well as food for my Service Dog Max. He then drove me all the way back to my out of commission RV where we would have to spend the weekend until Monday morning to get it fixed so that I could be sure that all my life possessions were safe. Before leaving he once again asked me if I needed any more help or support. He also took more time to check on me during the course of the weekend. I'm just coming out of 6 years of homelessness on the streets of Ottawa and Officer Shawn helped me get through my crisis by being very professional during the course of his duties but, still very supportive and caring afterwards. It's often easy to complain but I believe that we should also take the time to compliment those who go out of their way to do an exceptional job. Officer Shawn and his supporting team of officers did just that, an exceptional job. Thank you Officer Shawn and your team.

Date Received: May 6, 2024

From: Member of the Public

OPS member: Constable T. Tang and Constable A. Abdelaal

Excerpt from Letter: I would like to take this opportunity to thank you and your whole team for the outstanding service you all provide to this community. Specifically, I would like to extend my heartfelt thanks to Constable Timothy Tang and his associate Constable Abdelaal for their exceptional professionalism, compassion, understanding and patience on the night of Sunday 28<sup>th</sup> of April. I was in the Montfort ER and not myself at all and left before being released. The 2 constables found me a block from home and treated me in a totally professional and especially compassionate and patient manner and delivered me home to my spouse. They tried to convince me to return to see a doctor and get checked but I chose to go home. They took the time to talk to my spouse when we arrived at home and treated her very supportively, compassionately, and lots of patience as well. They performed in a truly remarkable manner! So please pass on and accept our sincere thanks to you, your team and specifically Constables Tang and Abdelaal for their outstanding service. They are a true asset to you, the OPS, and the Community!! Thank you!

Date Received: May 7, 2024

From: Member of the Public

Excerpt from Letter: A huge thank you to your team for your work before and during the 2024 CN Cycle for CHEO! This was our 17<sup>th</sup> annual event and we hit new records! We welcomed over 7,000 participants, 500 volunteers and raised a whopping \$2,175,200 for oncology care and research at CHEO. I hope you feel personally connected to how your impact contributed to the incredibly good that this funding will do for oncology families at CHEO.

We are very proud of our partnership with OPS and respect your expertise and guidance in creating a safe, enjoyable experience for all. Thank you again, without your support this event could not happen. We thank you from the bottom of our hearts.

Date Received: May 15, 2024

From: Member of the Public

OPS member: Constable J. Hamilton and Constable M. Donoghue

Excerpt from Letter: Dear Chief Eric Stubbs

The purpose of this letter is to highlight to you the superlative police assistance I received from Constable J. Hamilton and his partner Constable M. Donoghue on 6th February of this year.

As a prosocial, middle-class, senior woman I presented at the Elgin police station completely distraught and overly concerned that I was involved in a scam involving my insurance company, and possibly my husband. Explaining that I had a mental health history, I informed the officers that I was not sleeping, did not know what to do and was unsure if I was psychotic or not. They patiently helped me develop a safety plan, encouraged me to phone a girlfriend to arrange to stay there, followed me to my home so I could pack a bag, and escorted me out of the house. I had explained to them that my husband never would have allowed me to leave stating that I was not well.

Their action turned out to be exactly what I needed. They were both knowledgeable about mental health and sensitive to my needs. Standing outside in my driveway I told them which girlfriend's I was going to stay with and they allowed me to leave. Although I know now the I was psychotic at the time, they allowed me my independence, knowing that if I followed the safety plan we developed together that I would be fine.

After a good nights sleep at my girlfriend's home, I had regained my sanity and knew that I had been psychotic and paranoid about my husband the day before. With two good nights sleep I had completely recovered, was capable to accomplish all tasks set before me and was no longer emotionally fragile.

The outcome of me reaching out for the help of the police department was so positive because your officers were well trained, astute, and compassionate to my needs. I want to sincerely thank them both for the help they gave me that day. They certainly were of assistance in my desperate hour of need.

I trust, that by becoming aware of this superlative action by these two officers, you will reward them for a job well done. Also, please know, that because of their action, I now have a safety plan in place that includes my husband, my brother, my psychiatrist, my doctor, a sleep specialist and 5 of my closest friends.

Date Received: May 15, 2024

From: Member of the Public

Excerpt from Letter: I recently wrote Mayor Sutcliffe concerning excessive speeding on Klondike Road and the need for a traffic camera, similar to what we're hearing about and seeing in rural areas of Ottawa. Various officials from the city responded to me, saying that they are studying the situation and Klondike Road, if warranted, is on the radar for a traffic cam in late 2024 or early 2025. So, kudos to the city and to the Ottawa Police Service for showing a interest in my concern. Briarbrook has been an area of more and more development in recent years, bringing with it more traffic and safety concerns. Citizens, city officials and police all have a responsibility to work together to keep our communities safe.

Date Received: May 15, 2024

From: Member of the Public

Excerpt from Letter: Dear Ottawa Police Department, Thank you. I was at the grassroots flag raising yesterday at city hall and just wanted to let you all know how much your presence there was appreciated. We wouldn't have felt as safe as we did without your organized, systematic vigilance. It gave us the moments we needed to be profoundly grateful. Thank you for stepping up for us. Showers of blessings to each of you. May we go from strength to strength. All the best.