

Report to / Rapport au:

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

24 June 2024 / 24 juin 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: May 13, 2024

From: Member of the Public

OPS member: Constable J. Kabuya, Constable P. Labao, Constable A. Cohen and Constable S. Trebinskie

Excerpt from Letter: We have an adult son with a serious mental health condition and there was problem with his medications, and he was experiencing delusions and psychosis. He had disappeared on Friday night, which was very unusual for him, so I went to Elgin Street headquarters to file a missing persons report at 3 p.m. on Saturday. I was panicking and person at the reception was very helpful, and we set it up for an Officer to come to my home. Once I reached home Constables Labao and Trebinskie arrived shortly after I got home (around 4 p.m.). Constable Labao waited with me at home, took photos of my son and got his phone number, communicated with Constable Kabuya and calmed me down while he was on the phone with Constable Kabuya who was searching the area (where his cell phone was pinging) with Constable Cohen. They were getting closer and closer to finding our son and then Constable Kabuya reached our son and was very warm and disarming to him, just being cool and casual, asking him how he was (our son related this to me later and still has great memories of meeting and talking with Constable Kabuya). Overall, WITHIN TWO HOURS from when I first went down to the Police station, (and on that busy Saturday), the team had not only found our son, they were so welcoming to him that he agreed to go to hospital where he was subsequently admitted. I was super impressed and very grateful for the quick and competent work, especially Constable Kabuya who demonstrated his knowledge and competency for dealing with neurodiverse persons. He de-escalated the situation and showed empathy and understanding for our son who has a serious mental health diagnosis. Kudos to this team, I could not let this great work go unnoticed. Please continue diversifying your force and giving them training regarding providing sensitive services to our diverse community (i.e. disability, racial/ethnic background and sexual orientation.. Thank you from all our family!

Date Received: May 14, 2024

From: Member of the Public

OPS member: A/Staff Sergeant J. Arbuthnot, Constable J. Melcer, Constable L. House and Constable C. Williams

Excerpt from Letter: Police responded to our call for an intoxicated male on school property. The first Officer on the scene was calm, cool and collected not to mention very

empathetic towards the young man. He made sure the male was safe and would be taken care of by escorting him to the Sheperds. The assisting officers were also very professional. He and his co-workers should be commended for their approach.

Date Received: May 14, 2024

From: Member of the Public

OPS member: Constable V. Arlotta

Excerpt from Letter: Just wanted to compliment and thank Officer Arlotta once again for being so nice and kind to my wife and I today. We were at Dirienzos in my wife's white Mazda and he let us know the front windows were tinted too dark. I know very well he could have given us a ticket but was kind enough to explain things and polite and courteous enough to let us know we need to get the tint lowered. It was an absolutely perfect interaction with a member of the public, he let us know to enjoy our sandwiches and have a great day. I felt I had to let someone know who can pass it up the chain since we left with an incredibly good and positive feeling in the way we were treated by a member of law enforcement who all too often only get slammed and criticized.

Thank you Mr. Arlotta for your service and for having a positive impact and representing your colleagues on the Police Force with kindness, compassion and class! Please pass this along to Officer Arlotta if you can, it's not fair that only the negative encounters are shared like wildfires!

Date Received: May 15, 2024

From: Member of the Public

OPS member: Sergeant E. Yeomans

Excerpt from Letter: I was trapped in construction on my motorcycle and Srgt Yeomans was incredibly helpful and friendly. It was super crowded and I was on my motorcycle trying to avoid the potholes and the steel grids. Thank you!

Date Received: May 17, 2024

From: Member of the Public

OPS member: Sergeant M. Lemieux

Excerpt from Letter: Today my son had a mental health issue. We took him to CHEO but he refused to get help and so we called the Ottawa Police to help get him the help he needed from the hospital. As you can imagine that was the most difficult thing I've had to do as a parent.

Officer Mike responded and handled the situation with professionalism, empathy and firmness that was needed. He was firm but caring and quickly connected with my son. He handled the situation perfectly - eventually allowing him to go into the hospital on his own to get the help he needed.

I don't know if I have his last name correct - it was hard for me to focus at the time. I

think I have it right, but if not it was Officer Mike who responded to CHEO around 12 noon today. Please pass along my thanks to him. I am so thankful we had him come to help us today. Thank you.

Date Received: May 18, 2024

From: Member of the Public

OPS member: Constable G. Brown and Constable K. Saunders

Excerpt from Letter: Police were called to assist with my friend who was in great mental health distress, agitated and very upset her family members called for ambulance. The paramedics required Ottawa Police due to the escalation of the situation. Police Officers were very respectful of family members' request if at all possible to present slowly, quietly as there were seniors with dementia also in the home (upstairs away from the situation). The Officers worked collaboratively with paramedics to transport my friend to the Ottawa Hospital. Much respect and appreciation.

Date Received: May 19, 2024

From: Member of the Public

Excerpt from Letter: As a person who supports a ceasefire and the ending of the occupation of Palestine, I have attended many of the weekly marches since October and want to say that I appreciate your presence every week. You block traffic so we can proceed through intersections in a timely way. As a participant - Thank you and your team.

Date Received: May 21, 2024

From: Member of the Public

OPS member: Sergeant C. Charron

Excerpt from Letter: Hello. I want to compliment Officer C. Charron for her outstanding help in returning my lost wallet. On the evening of May 20, I left my wallet on my vehicle's roof while pumping fuel at the Esso Gas station.

Officer C. Charron saw my wallet and its contents fly off my roof onto the street. She retrieved my wallet and its contents, and shortly afterwards I received a call from her whereby she informed me of my lost wallet.

Officer Charron clearly went out of her way to help me tremendously. I want to thank and compliment Officer Charron for her assistance. She was kind, courteous and I believe she is the model of what a police officer should be. Thank you.

Date Received: May 23, 2024

From: Member of the Public

OPS member: Constable C. Pinder

Excerpt from Letter: Just want to commend Constable Pinder for his professionalism

and general policing insight throughout his time interacting with me as he took my testimony on the accident in Barrhaven where a pedestrian was hit by a car near the Walmart. The way he walked me through the process of things and was able to engage in more casual conversation to ease the intensity of the situation was really well done. His general approach to policing and mindset about it all was also really great to hear about, and I hope he rises high in the department as he is the embodiment of the type of officer that can instill trust in a community and perhaps even change the perceptions of those that hold a negative view on the force. Honestly, everyone at the scene was kind, considerate and courteous, but my extended interactions with Const. Pinder warranted me reaching out.

Date Received: May 26, 2024

From: Member of the Public

Excerpt from Letter: Hi there, I just wanted to note a recent positive interaction I had with an Ottawa Police Officer. I was pulled over for not coming to a complete stop at a stop sign. Rather than give me a ticket I was issued a warning. In my 35 plus years of driving, I have gotten a few tickets, but never a warning. It was a really positive experience and interaction, which is usually rare when coming in contact with the police (not to diminish or slight the work that officers do on a daily basis). I just wanted to say thanks and provide you with positive feedback.

Date Received: May 28, 2024

From: Member of the Public

Excerpt from Letter: Our daughter has been having a severe mental health crisis for the last six weeks. She and we have had to call for police assistance many times to deal with her.

All the police officers we have dealt with have been wonderful. They have handled her with care and empathy and they have been very helpful to my husband and me in terms of offering support and suggestions. Kudos to all of them. They are filling an essential role in dealing with mentally ill people that Ottawa hospitals are incapable of helping.

Date Received: May 30, 2024

From: Member of the Public

Excerpt from Letter: Hello, I called 311 to report some homeless people causing a disturbance near my condo and they transferred me to the OPS Comm Centre. They dispatched two officers right away and our issue was solved much quicker than I had expected. I know the police have much more important issues to deal with and I very much appreciate the fast and efficient response in this case. The problem was resolved right away. Thank you for your hard work.

Date Received: June 1, 2024

From: Member of the Public

OPS member: Constable I. Maloba and Constable C. Laroche

Excerpt from Letter: I wanted to share the exceptional experience I had with Officer Idris Mcloba as well as Christine Laroche on June 1st 2024: The officers brought in a youth to CHEO on a sec. 17 who spoke very little English; Swahili being her first language.

The officers had been called to the group home where the youth was residing due to her perceived aggression in the home. I was told when the officers responded the youth did attempt to strike them with her fists. It was evident Idris was able to connect with the youth as by the time she presented in the ED her mood was much calmer and more relaxed than the reasoning for her to be brought in. Idris remained in the hospital room with the youth the entire time, ensuring she had someone to talk to and to help occupy her time.

When it came time for the assessment, and to deliver some bad news, I mentioned to Idris the hospital has access to zoom based interpreters so that he does not need to feel pressured into being the one responsible for translating and delivering the bad/upsetting news. After less than a minute of contemplation he agreed to participate. He not only faithfully translated the meeting, but he also empathized with the youth and provided her with the reassurance he could.

Thank you to both Idris and Christine for the support they provided to this youth.

Date Received: June 5, 2024

From: Member of the Public

OPS member: Constable P. Alden

Excerpt from Letter: Dear Chief Eric Stubbs. This is a letter of thanks and appreciation for the support received from Officer Alden on the night of March 20th, when my lifelong friend passed suddenly at home, after a lengthy illness. Officer Alden spent hours with us explaining everything, comforting, and coordinating all the steps required in a professional, kind and caring manner. What a pro! However, I know he went far beyond in terms of support, it is hard to explain how much he helped the deceased's partner and myself to handle the shock. What a beautiful human he is. You should somehow pass this on to him and his Senior Officers, as a most sincere commendation. Our gratitude is of the highest order possible for this amazing Police Officer!