

Report to / Rapport au:

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

22 July 2024 / 22 juillet 2024

Submitted by / Soumis par:

Chief of Police, Ottawa Police Service / Chef de police, Service de police d'Ottawa

Contact Person / Personne resource:

**John Steinbachs, Executive Director of Strategy & Communications / Directeur
Exécutif Stratégie & Communication
SteinbachsJ@ottawapolice.ca**

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: June 8, 2024

From: Member of the Public

Excerpt from Letter: I am writing to express my great appreciation for the efficiency and kindness of OPS officers and constables for responding to my missing person report on June 7, 2024 at 6:37 PM.

My wife, who has mental health issues, mostly auditory hallucinations, but is otherwise healthy, had left our apartment to “see her mother” (who had passed away in 1989 but one of my wife’s hallucinations is hearing her voice) without saying she was going, and after searching the building I filed the above missing person’s report.

The OPS responded in strength – at one point there were five police vehicles outside out building - and she was found by OPS personnel. She was perfectly healthy and was taken home, chatting with the police, in Hungarian which she defaults to when explaining something. (Regrettably, I did not note the exact time, but it was within several hours of being reported missing.)

Please convey this message of thanks and gratitude to the highest echelons of the Ottawa Police Service. With thanks.

Date Received: June 8, 2024

From: Member of the Public

OPS Member: Constable J. Flynn

Excerpt from Letter: I called for a wellness check on my son today. The police found my son deceased in his home. Constable Flynn sat in his vehicle with me to take details. I believe he just started on Monday. He was so kind compassionate and professional. He needs accolades. He asked if he could give me a hug which I accepted as he escorted me to my vehicle. I so appreciate all the aid I got from the police today.

Date Received: June 8, 2024

From: Member of the Public

OPS Member: Constable K. Cooper and Constable T. Bristow

Excerpt from Letter: I'm writing to say a gracious and much deserved thanks to Constable Cooper and Constable Bristow. I am the owner of a bicycle and ski store. Since 2008 we have never had a break in and despite the increase in crime around the city our area seems pretty safe. In the last few years, we have noticed an increase in drug use and petty theft around the businesses near us but we were luckily over looked. In late April we had our first break-in where the thief took over \$80k worth of custom bicycles, lap tops and drills. We couldn't find the source of the entrance so we bolted up the windows and changed the batteries in the alarm system. Two weeks later it happened again and they managed to avoid the cameras and grab another 2 bikes,

lap tops and the new drills (Another \$30K) we just replaced. Again, we couldn't figure out how they got in. The third time we got the thief on camera. We went looking for him and got some decent info which we then called the police. Constable Cooper and Constable Bristow took the information we gave them and managed to get enough witness' to generate an arrest and get this thief with multiple priors off the street. Sadly, they weren't able to retrieve the bikes from the initial thefts but after some hours and solid police work they were able to retrieve the last bicycle that was stolen (\$6000 value).

I do realize that resources are limited, and the politicians are under funding an already underfunded, understaffed and underpaid police force and that there are far more important crimes to deal with than stolen bicycles (regardless of the value). A small business owner to take more than a \$100k hit in the span of a month in a down economy pushed us to the brink with our insurance and with the patience of our clients who lost their bikes not to mention our own inventory. Just to be able to get one clients bike back and know that the thief is behind bars gives me some hope for the future. I just want to give these officers on the case the praise they deserve as we were really struggling on how to deal with the financial fall out from multiple break ins. Hopefully stories like this get out more often so that the city realizes that the current system of safe shoot up houses, room houses and lack of policing could lead us to becoming another San Francisco. The force needs more officers and Cooper and Bristow and the funding to train more officers not to mention increase powers for the police. Despite some of the non-sense you may here in the press, the majority wants more funding for the force and more power to help get the crime under control. You all have my respect, loyalty and any voting power that leads to more funding to the force. Thank you for your time.

Date Received: June 9, 2024

From: Member of the Public

Excerpt from Letter: Thank you to the officer(s) sitting at the end of the 417 on ramp at Woodroffe at 9 am this morning. Their lights were flashing as a family of geese was navigating the shoulder of the highway. It made me smile

Date Received: June 9, 2024

From: Member of the Public

OPS Member: Constable J. Seary

Excerpt from Letter: On New Years Day, our car was hit head-on advancing on a green light at an intersection near the Ottawa University Campus. According to the traffic video acquired by your Department, the other car, which was stopped at a red light advanced into the intersection turning into my lane. Our car was totalled, and two of the three

occupants required medical attention at the Ottawa Hospital and involved follow-up lasting a couple of months.

Within several minutes of calling 911, two requested ambulances, a fire truck (as the car was smoking) and Constable Joshua Seary arrived. All services given were highly professional.

Constable Seary made a true difference at the accident scene with his calm, collective and respectful handling of a difficult situation. We remain thankful for his professionalism and acumen, which was extended to the follow-up investigation.

Date Received: June 10, 2024

From: Member of the Public

OPS Member: Constable M. Briggs, Constable J. Flynn and Constable A. Haggerty

Excerpt from Letter: Wednesday, June 5th, 2024 I called in to ask for a wellness check for my mother, the dispatcher was very helpful and was able to reassure me and answer my questions. From there we decided to head to Ottawa from Kingston as well. During our trip, I was contacted by an officer who was on scene and it was determined something was wrong. She agreed to wait for me as I had a key with me and we were only 45 minutes out. When we arrived there were 3 officers there and I am very grateful for that. I have to say your officers went far above any expectations I have ever had. I know the media paints a bad picture of the police, but this is not my experience. These three officers were nothing short of wonderful in a very bad time for my family. I cannot thank these three very passionate, caring individuals enough for their help. This of course also extends to the Paramedics who took great care of my mom, they were very caring and compassionate individuals. They made us all feel very at ease and that everything would be ok. If you could please pass this along to everyone involved in this service call I would greatly appreciate it.

Thank you Ottawa Police and Paramedics for being there when my family needed you.

Date Received: June 13, 2024

From: Member of the Public

OPS Member: Constable Sarah Bell

Excerpt from Letter: On 13 Jun 2024, during an aggressive wellness check and missing persons event, there was a female Constable named Sarah who was very tall and a former bodybuilder who was a remarkable human. She was kind and understanding through a very unnecessary ordeal. She continuously treated and spoke to me professionally and understood my request for female escort.

Date Received: June 14, 2024

From: Member of the Public

OPS Member: Constable C. Schulz

Excerpt from Letter: It's with a great pleasure that I would like to send you this commendations letter, to highlight the exemplary work from your police officers during a missing patient event that happened at our Bruyère hospital site on Bruyère street, Tuesday June 4th.

The case was immediately managed by Constable Christine Schulz – Frontline Operations Platoon A Central – and we've heard that there were many officers helping on the search. The patient was found safe and sound downtown 5-6 hours after his disappearance.

With this message, we would like to thank you for your commitment for helping us that day. It was reassuring to know that while our Bruyère staff were searching for him downtown, at the same time your officers were searching too. It was a great collaborative effort, and your action showed us that you are true professionals devoted to our community.

On behalf of Bruyère Continuing Care and as the director of Bruyère Security and Emergency preparedness, please accept our gratitude.

Date Received: June 19, 2024

From: Member of the Public

OPS Member: Constable A. Hafizi

Excerpt from Letter: On May 18th, police officers from our police department went to a Hotel to intervene in a family dispute.

When the officers arrived, the man was highly intoxicated with alcohol and very aggressive. He punched one of the officers in the face. The officers intervened with the suspect and, during the altercation, received several punches. The suspect acted with rare violence towards the police officers, who struggled to subdue the man. One of your officers, was on the scene at the time of the events and didn't hesitate to come to the aid of our police officers. We were very fortunate to have him there at that moment. Without his help, the outcome could have been very different. We wanted to let you know how grateful we are towards Ahmad Hafizi for all the help he has provided us.

Date Received: June 26, 2024

From: Member of the Public

Excerpt from Letter: Good day, I was reading about the new traffic enforcement initiative on the news today. It said that OPS laid 94 charges in one night in barrhaven regarding dangerous driving, speeding etc..Just wanted to say way to go and hope that Ottawa police keeps it up! My family and I appreciate the police taking road safety seriously and

better yet, taking action against those who don't respect the safety of others and don't respect the privilege of driving.

Date Received: June 26, 2024

From: Member of the Public

OPS Member: Constable C. Larocque

Excerpt from Letter: Just wanted to thank Chris for his friendly service this afternoon at Lorry Greenberg and Blohm Drive, where a road closure due to paving on Conroy Road was taking place. Chris was helpful and professional while I was at the location to assist children leaving school during my crossing guard shift with the Ottawa Safety Council. I really appreciated the open and positive interaction provided by Chris, his commitment, and his community sensibility. Amidst the challenges faced by the police service, particularly over the last few years, Chris' actions go a long way towards reestablishing mutual trust and respect in the communities we serve.

Date Received: June 27, 2024

From: Member of the Public

OPS Member: T. Watson

Excerpt from Letter: I was pulled over in a traffic stop, I'd like to commend officer Watson for being polite, respectful and professional. I hope more police officers can follow his example.

Date Received: June 27, 2024

From: Member of the Public

OPS Member: Constable A. Saeed

Excerpt from Letter: Just wanted to offer my appreciation for the interaction I had with Constable Ali (didn't get his first name, unfortunately). He responded to my bike collision today and was super helpful, reasonable, and was an all-around reassuring presence in a pretty stressful situation. Very nice guy treated us all respectfully and went above and beyond to make sure I made it home in one piece. Great guy, and a great first (and hopefully last) experience with the OPS! Cheers.

Date Received: July 4, 2024

From: Member of the Public

Excerpt from Letter: I would like thank the Officers that help me find my husband on Canada day at Pesimi station. My husband has Alzheimer and we were separated when a train arrived at the station and people were walking up the hill while we were going down.

The Police Officers that responded were extremely professional and compassionate. They reacted swiftly and in retrospect averted a situation that could have deteriorated

quickly once the firework were over as thousands of people would of descended into Pesimi station. Thank you for your compassion and service!