

Report to / Rapport au:

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

23 September 2024 / 23 septembre 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: June 13, 2024

From: Member of the Public

OPS Member: Constable C. Nungisa

Excerpt from Letter: On June 13, 2024, I contacted the Ottawa Police Services to report that our daughter had been missing for a couple of days. Our 42-year-old daughter has a significant substance abuse issue and although currently has an apartment and roommate, she is frequently on the street. Sadly, this has been our reality for many years now. We stay in touch with her as much as possible. It is not her nature whatsoever to avoid us and in fact, she usually lets us know if she's "off the radar" for any length of time beyond a day or so. Despite her addiction issues, we have a close and loving relationship with her and are there for her 100 per cent. We are ready and willing to help her however she has yet to make recovery her mission. When we couldn't reach her for a couple of days, we were very concerned about her mental health state as well as her safety. Following my call with OPS and filing a report with a very empathetic intake person, we were visited by Constable Nungisa. Constable Nungisa took the time to listen to our concerns and in my opinion, went out of his way to alleviate our apprehensions. He explained the legal complexities and issues surrounding dealing with adults that have been reported missing and offered an alternative to our request by making a health and welfare check at her residence. Although it was clear the officer was "managing" our concerns and expectations, I would like to point out that he did so with a high level of empathy, caring and genuine concern for us, as much as for our daughter. I believe that he truly cared about our worries as much as our daughters wellbeing. Shortly after our visit, Constable Nungisa visited my daughter's apartment and was able to get her roommate to confirm her whereabouts, something I was not able to get him to do. As it turned out, Officer Nungisa's instincts were correct. She had been staying with a friend. Following our meeting with constable Nungisa, it occurred to me that over the years, we've had other interactions with OPS officers related to our daughter and I have to say, these have always been conducted with the same level of respect and never have we ever walked away feeling ignored or otherwise disrespected. I have also personally seen police officers dealing with my daughter when she's been at her worst and never have, I seen them behave in an unprofessional way and in fact, regardless for the reason of the interaction, they have treated her with kindness and respect. Constable Nungisa exemplifies this sort of conduct, and I would say that the city of Ottawa is beyond fortunate to be served by such an outstanding officer and police force. Please offer our heartfelt thanks and gratitude to Constable

Nungisa. To us, he is both an outstanding officer and gentleman and we wish him all of the best in his career.

Date Received: June 19, 2024

From: Member of the Public

Excerpt from Letter: Dear Ottawa Police Service, I wanted to express my gratitude to you for your dedicated service to our community. In the past, I struggled with mental health challenges and my actions were not reflective of the person I strive to be today. Through self-reflection and support from the Royal Hospital, I have made significant progress in my personal journey. I am now focused on my education and pursuing my passions. Thank you once again for all that you do.

Date Received: June 19, 2024

From: Member of the Public

OPS Member: Constable S. Adams

Excerpt from Letter: My husband went missing and I just wanted to say... I don't even know how to begin to thank all the officers that took the time to search for him. You brought him home, you gave me back my life, my air, my heart, and my soul. My God, I can never repay all of you for what you did for us. You were all so kind, even when faced with the challenges of the weather and the discomfort you faced having to walk hours in it, and still you kept searching. I even appreciated the little breaks from panic some of you provided with a bit of humour. It kind of reset my mind a bit and kept me from completely spinning out of control with panic. I was appreciative of how you kept me informed on the progress and how you kept telling me that you were still searching. You took time to not just tell me to call a department, you wrote out the numbers and gave me the times of which one I should call if I had questions, or if I found or had more information. Thank you, thank you so much. I may not remember all your names, but I will remember your kindness and the determination that you had to find my husband. I will be forever grateful to you, especially for bringing him home to me. You are truly very special people. I am sure most days you are faced with difficult, uncomfortable and horrific situations, but you're still willing to do the job. And from what I have personally seen and experienced, you do it with an amazing amount of grace and kindness. So thank you. Thank you so much. I have no idea how to express what you gave me when you brought him home. But I wish I could give you that moment back ten folds just so you know how we felt when you delivered that miracle to me and my daughter. I want you to know you are appreciated, amazing incredible people, and are my Heroes. THANK YOU, THANK YOU, THANK YOU It just doesn't seem like enough, but thank you.

Date Received: June 21, 2024

From: Member of the Public

OPS Member: Constable O. Jolicoeur

Excerpt from Letter: Would you please pass on my compliments to Constable Jolicoeur. She was extremely helpful and extremely supportive in regard's too an incident that happened to me on June 20th, 2024. Constable Jolicoeur is a great treasure for our city and for being a great person as well. What a great role model she is to every young lady that would like to have a positive career as a front line hero.

Thank you! Please stay safe.

Date Received: June 23, 2024

From: Member of the Public

OPS Member: Civilian Member N. Roy

Excerpt from Letter: Earlier today I called to request a Wellness Check on an old friend who we had been unable to contact by phone or email for the last week. I was extremely worried and upset, as he has significant health issues. An Ottawa Police Communicator was able to tell me that my friend had been transported to another hospital, other than the ones I checked, and gave me the hospital's number. She was compassionate, courteous and very calm, despite the fact I started crying during the conversation.

I realize it is this lady's job, but I just wanted to say thank you again for your assistance, and your professionalism. You have a difficult job and you do it well. Thank You.

Date Received: June 25, 2024

From: Member of the Public

Excerpt from Letter: Great outreach! Just saw some children approach a cruiser in a parking lot across the street and the officer gave them a tour of the car, with lights and they for to press the horn.

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: July 2, 2024

From: Member of the Public

OPS Member: Sergeant Santiago De Los Santos, Constable A. Abdulkadir, Constable K. Dutrevil and Constable J. Russell.

Excerpt from Letter: My brother died of natural causes in my home; because of his mild dementia and mental illness, I had been looking after him for 21 years 24/7. Officers Abdulkadir, Dutrevil and one other officer both supported me emotionally as well as doing their professional job investigating the death. Sergeant Santiago is a supervisor well-liked and respected by his officers, and competently led the investigation, contacted the coroner and funeral home for me, and asked a very good question which led to my revealing that my brother had been under palliative nursing care with documentation for months, which helped clarify the situation for all concerned. Officer Abdulkadir helped me with my cell phone call to the funeral home and called them to return, after the paperwork had not been ready the first time they arrived. All four officers showed by their words, attitudes, and actions that the Ottawa Police must be respected as public servants who are here to help the weak, and not just to do their job of apprehending criminals. Please send a copy of this review to all concerned, including their personnel files for use in performance reviews and promotion meetings. Feel free to include these words in any internal police newsletter showing the appreciation of one taxpayer for the work done by the police force.

Date Received: July 6, 2024

From: Member of the Public

OPS Member: Constable S. Coulthart

Excerpt from Letter: Unbeknownst to me I was speeding. Officer Coulthart pulled me over. This gentleman was simply amazing! He was very clear and concise with what I had done and what he was going to be doing. I also was asked to give a breathalyzer test. I can't say enough positive things about him. He actually made my day, and helped restore some of my faith in the Ottawa Police Force. It could certainly do with multiple Officer Coultharts on the streets representing the force.

Date Received: July 18, 2024

From: Member of the Public

Excerpt from Letter: As I was leaving my home to go for a walk yesterday afternoon, I was met with a sight that not everyone gets to see. Several police officers with the acronym R.O.P.E. on their vests were present, and I knew immediately that these were highly trained professionals who work tirelessly behind the scenes to keep us safe. It's easy to take their efforts for granted, but I want to express my heartfelt appreciation for their dedication and bravery.

The officer I interacted with yesterday was a perfect example of the professionalism and kindness that defines your force. He was polite, considerate, and ensured my safety above all else. Even when I returned to the scene, he recognized me and made sure I got home safely. I was so grateful for his presence that I immediately said a prayer for his safety and well-being, and I have been doing the same for all the officers involved in the incident.

I want to acknowledge that I am not alone in my gratitude. I know that there are many others in our community who appreciate your service and sacrifice. However, I also worry that some of you may feel underappreciated or overlooked at times. Please know that your efforts do not go unnoticed, and I will do my best to include you in my prayers for as long as I can. Your safety and well-being are not taken for granted, and I am honored to be under your protection.

Once again, thank you for your professionalism, kindness, and dedication to our community. You are truly the unsung heroes of our society, and I feel blessed to live in a city where your service is available to us all.

Sincerely,

P.S. My gratitude extends to all personnel in the emergency services, thank you.

Date Received: July 19, 2024

From: Member of the Public

Excerpt from Letter: I was visiting Ottawa from Streetsboro Ohio. I pushed down on sidewalk across from the Red Blacks football stadium. I just wanted to say thank you for taking my statement about the homeless person that knocked me down. The two police officers I spoke with were very attentive and I appreciate that. The homeless person that knocked me down was totally out of line. The lady officer and the young policeman were very kind. Thank you for being in the area. My son and daughter-in-law were very appreciative too. I think you have a wonderful City. Thank you again.

Date Received: July 20, 2024

From: Member of the Public

OPS Member: Constable M. Kovac

Excerpt from Letter: Hi, I wanted to share a story about an officer who was working in Richmond late Saturday afternoon (around 5pm). My 4yr old son, 17-month-old daughter, and myself were visiting friends and were out for a walk. The officer saw us and turned on his lights. He pulled over and showed my son a few things on the computer as well as letting him talk into the loudspeaker. It really made his day. It was even more special because for some reason even though we've had no interaction with police he has told us more than once that he is afraid of them. We have tried everything to change his thought process so he knows they are there to help keep him safe, but

nothing worked. Since Saturday he is now saying that the police are his friends. Those few moments are more appreciated than he will ever know. Thank you!

Date Received: July 20, 2024

From: Member of the Public

OPS Member: A/Sergeant S. Lemay & Constable M. Hunt

Excerpt from Letter: Compliments to two of your best we have met in the last week.

Acting Sergeant Sebastien Lemay is an excellent Community Policing Officer. He is very knowledgeable about law enforcement, provided valuable suggestions, and he has a personality well-suited to policing: calm, friendly, and in-charge.

Constable Matt Hunt provided a recent CPTED audit our our property. He was very experienced in property audits and gave us lots of information in a friendly and helpful way. These two officers are a credit to OPS and we are very fortunate to have them serving us in our city. Thank you very much!

Date Received: July 26, 2024

From: Member of the Public

Excerpt from Letter: No specific incident occurred. I am simply writing because I am incredibly satisfied with the Friday evening and night patrols that officers are conducting in Barrhaven/Kanata. The traffic offences being committed daily had made this area seemed lawless for any and all highway traffic act offences. I am so happy to be reading your updates every week that PONs are being issued and stunt driving in the city's west end is being addressed. I thank the members of Ottawa Police Service for their work on the frontline. I understand traffic duty isn't the most exciting but, know that to the people who live in the area it is very appreciated that our concerns for enforcement were heard and charges are continually being laid.

Date Received: August 5, 2024

From: Member of the Public

OPS Member: Constable M. Pelletier

Excerpt from Letter: Chief of Police Mr. Eric Stubbs. Dear Sir, I am an ex-police officer of Cambridgeshire Constabulary in the United Kingdom. I have recently had the good fortune to have come in contact with an officer from Ottawa's Police Department, whilst on vocation in the Dominican Republic, Detective Michael Pelletier.

Whilst swimming in one of the hotels pools, I suffered a medical condition which resulted in me passing out. Michael witnessed the incident and, single handedly, rescued me from the bottom of the pool and, in my view, certain drowning. There is no doubt in my mind that Michael's observations, quick thinking and professional training

saved me from my death that day. Indeed, unbeknown to Michael, I had an out of body experience where I saw, felt and recognised that my life was escaping me.

Michael's instant response and his humble attitude to his actions emphasis's the dedication of Police Officers around the world. The 'job', as it is called in the UK, is not an eight-hour shift but 24/7, 365 days a year and a life commitment wherever you find yourself. To have my life saved by such a person is something I, and my family will never forget and are enterally grateful.

I would respectfully ask that Michael's actions are brought to Ottawa's Police Board's attention and, if deemed appropriate, Michael is commended for his actions.

Of course, in my eyes. there is no accolade high enough for Michael's actions that day!

Date Received: August 8, 2024

From: Member of the Public

OPS Member: Constable A. Abdelaal & Constable J. Liu

Excerpt from Letter: About 3-4 weeks ago, my little brother suffered a mental breakdown at home. He was smashing plates on the ground, throwing soap all over my room and threatening to steal the family car. My mom and I were in complete and utter shock by his behavior as it had never been this bad before.

At the time, she and I weren't sure if we should call the emergency contact. Yes, it was an emergency of some sort but we couldn't recognize what a police officer would necessarily do in this situation. However, we gave it a shot and called 911.

Once they arrived, Officer Abdelaal as well as Officer Liu introduced themselves to us before assessing the situation. We explained to them what was happening as well as some patterns we've noticed over the few couple of months passed. They were not only understanding of what we were enduring, but Officer Liu immediately recommended a site for those in need of help concerning their mental health.

They then proceeded to carefully open up a conversation with my brother whilst my mom and I waited for them to finish. That conversation lasted 3 hours. These dedicated officers took as much time as required to engage in a deep and broad conversation with my little brother. They were patient and empathetic.

Once they were done, they returned upstairs to talk with all of us and relieved us by admitting they had both worked/volunteered at a helpline or crisis line regarding people's mental health before. Therefore, they were definitely experienced and more than qualified to take care of the situation.

Ever since then, there are still some ups and downs. Yet, due to the actions displayed by Officer Abdelaal and Liu, I don't need to worry or question myself if I should call the cops anymore since they were there to HELP, not to JUDGE and to conversate our way

to a solution.

All this to say...Thank you. Thank you a millions times over.

Date Received: August 14, 2024

From: Member of the Public

Excerpt from Letter: I was the victim of a burglary in my flat. The Carlington neighbourhood police team was alerted and intervened effectively. The thief was caught and my computer was also recovered.

I am writing this message to express my gratitude and thanks to all the Ottawa police, especially the Carlington team. Thank you.

Date Received: August 17, 2024

From: Member of the Public

OPS Member: Constable J. Plue

Excerpt from Letter: Hello. Yesterday, my 89-year-old brother was found deceased in his home by a friend. My brother had failed to attend a weekly Thursday lunch he always let someone know if he would not attend so after calling and getting no answer, his friend's wife checked in on him on Friday and found him dead. The friend contacted one of his daughters who's out of town and she subsequently got in touch with me to both let me know what had happened and to ask me to handle things until she could get back. She called police and let them know I would be coming to the house.

As soon as I could I went to his house and was met by Constable Plue and his supervisor who explained next steps in the process - contacting coroner etc and all that that involved.

That is the background but what I am really writing to say is how wonderful these officers were. The kindness they showed in explaining the needed steps and just being there went way beyond "doing what was required". I am very very grateful for their professionalism and the kindness they extended to me when I was in rather a state of shock.

So please, if someone could say thank you to them and tell them how appreciative the whole family is for the way they steered us through this sad and difficult situation.

With gratitude

Date Received: September 8, 2024

From: Member of the Public

OPS Member: Sergeant P. Le & Constable D. Van Zutphen

Excerpt from Letter: To whom it may concern. I just wanted to reach out and give some positive feedback re the police today in downtown Ottawa. Firstly, I'm from Calgary

visiting and decided to join the Palestinian protest at city hall. Police were professional but what stood out was the two liaison officers Phong and Derek. It's nice to see Police interacting with the community in a respectful and calm way. I felt valued as a Canadian citizen that my right to protest and free speech was upheld and I felt safe. When you look at other countries and cities sometimes Police can be brutal and disrespectful adding to tensions..but not in this case. Police kept the protesters, and the public, safe. It was really nice to see. So I just wanted to thank the Police today for their professionalism and care. Thank you.