

**Report to / Rapport au:**

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

**28 October 2024 / 28 octobre 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 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: August 11, 2024

From: Member of the Public

OPS Member: Constable H. Neilson

Excerpt from Letter: I am writing to express my sincere appreciation for the assistance provided by your department during a recent, highly stressful situation. I was dealing with significant anxiety due to false allegations made against me and my family online. This situation was further complicated by the potential damage to my career and reputation, along with serious concerns for my family's safety. The officer who assisted was incredibly kind, thoughtful, and professional throughout the process. Thanks to his efforts, the review was promptly removed, which brought me considerable relief. His understanding and reassurance were invaluable during a time of great concern for my family's safety and my professional reputation. I wanted to take a moment to acknowledge the exceptional support I received, which truly made a difference in addressing this difficult situation. Please convey my deepest thanks to the officer involved. His dedication to his duty, combined with his compassionate approach, made a significant difference to me during a very challenging time. Thank you for the important work you do.

Date Received: August 20, 2024

From: Member of the Public

OPS Member: Constable C. Williams, Constable C. Arlotta & Constable A. Mihailov

Excerpt from Letter: On August 20th, I was out running errands when my mother sent me a message to say she had not heard from my brother in almost 2 days. They would text daily. She was worried something was wrong with his phone, so she asked me to call him/check social media. He had not posted anything in 2 days. I told her I was driving to his place to check on him. I started looking in the windows; it was dark. I knocked on his door. No answer. I tried the door, and it was open. It was dark, his phone was on the table charging, keys, glasses, wallet, computer and papers. He was not there. I started looking through the papers and found a map that read: "where I can be found," showing an X by the water, by a bridge. I called 911. I needed the police. I begged... within minutes, Constable Williams came. He listened to me explain and took the map immediately to send it out to everyone who was available to start searching, and they did. Constable Alotta came in moments later and stayed with me as Constable Williams came in and out. My mother arrived, we waited. Constable Mihailov found my brother deceased and stayed with him. We were notified, and Cst. Williams came in and told us that he was found deceased by the water. I am grateful for Cst. Williams not wasting a moment to share the map and have every available officer start searching the

bridges and waterways. I am grateful for Cst Arlotta who's absolute professionalism, compassion and respect for us and my brother was so calming and reassuring. We are grateful for Cst. Mihailov who went into the brush and rocky shoreline based on the map to find the hidden spot my bother chose as his final resting spot and then calling on his week off to explain where he found my brother so we could go to the place and grieve. I am grateful for Cst. Arlotta went out of her way to find the map I requested for silly grieving reasons and to get the police report I wanted should I ever want to read it. The officers hugged my mother and me as we cried in their arms. We are lost, broken, and will never be the same. We lost my brother. A son, an uncle a friend. A good human being. No one could have stopped this. There were no warning signs. The things in our hearts that we needed: the police, help, support, compassion, the location, the map and to talk to Cst. Milailov. Your officers went above and beyond. We are forever grateful to them and to the Ottawa Police Service for the unbelievable response and care we received in this absolutely devastating loss. You are all forever in our thoughts, our family and our gratitude.

Date Received: August 22, 2024

From: Member of the Public

OPS Member: Constable J. Lui & Constable J. Frederick

Excerpt from Letter: My son was in a bad motorcycle accident on the date listed above. The two officers attended the scene. When I arrived at the hospital, officers met me. I was briefed on what happened to my son in a very professional and compassionate manner. We were also given contact info if we had any other questions or requested help. I just want to say thank you to those two officers and the OPS as a whole for all of your hard work.

Date Received: August 27, 2024

From: Member of the Public

OPS Member: Constable D. Levesque & Constable T. Tierney

Excerpt from Letter: The two officers intervened with our widowed daughter's violent Autistic 8-year-old. They were so gentle, kind, and patient with the boy. Their help allowed us to get him to CHEO without further escalation. I just want to acknowledge their excellent professionalism and support in that difficult situation!

Date Received: September 3, 2024

From: Member of the Public

OPS Member: Constable M. Dunn, Constable A. Osman & Constable M. Cathcart

Excerpt from Letter: Hello, I would like to thank the Ottawa Police Service for the professional and courteous help they provided me and my family on Saturday, July 27, 2024. I found my wife unresponsive and called 911. Emergency services (paramedics,

fire, and police) did all they could to help, but unfortunately, she passed away. Everyone was considerate during this very difficult time and guided us through the call to the coroner and the funeral home.

Date Received: September 4, 2024

From: Member of the Public

Excerpt from Letter: Thank you, Thank You. I'm totally amazed that Ottawa Police were able to recover my stolen trailer as quickly as they did. It was stolen from my home in Manotick during the day on Wednesday, August 28th. The trailer was recovered by Police on the back of a stolen vehicle full of stolen items, in spite of the fact that the license plate was removed and they painted parts of the trailer and tried to remove the Vin number. Police were able to identify it as my trailer and I had it back on my yard. Not an expert, but that is outstanding police work in my book. Appreciated.

Date Received: September 6, 2024

From: Member of the Public

OPS Member: Acting Sergeant C. Powers & Constable C. Arlotta

Excerpt from Letter: A false alarm resulted in two Police Officers being dispatched to my residence. They reached me while on-site and explained all was ok, but the rear door was left unlocked. I explained how to lock it properly, which was done. The Officer who spoke to me was very polite, courteous and professional. I can feel he knew I was genuinely worried about this event. Calm and composed, he really reassured me all were ok. Real professionals.

Date Received: September 10, 2024

From: Member of the Public

OPS Member: Constable D. Cousineau

Excerpt from Letter: We wish to express our sincere gratitude to the Ottawa Police, and most especially towards Constable Darren Cousineau for his kind and compassionate services this past month, regarding a family crisis that involved the placement of our daughter at Montfort Hospital mental health unit on August 12th.

Constable Cousineau was fully apprised of the background situation as he had been called upon previously in response to neighbour complaints about disturbances coming from our daughter's place. As such, he was instrumental in advocating on her behalf to ensure her acceptance at the hospital, where she remained under its care until this past Friday.

During the entire process Constable Cousineau and his colleagues showed us much empathy and understanding which we very much needed during such a trying time for us.

Date Received: September 10, 2024

From: Member of the Public

OPS Member: Constable C. Pinder

Excerpt from Letter: Our daughter was so excited to see an officer at our local coffee shop. She was eager to get out of the truck to say hi and immediately shouted out when the door opened. Officer Pinder immediately engaged with her by saying hi and asking if she wanted to see his car. She was so excited and had such a wonderful experience and has not forgotten about him asking her if she would join the force one day. Please thank Officer Pinder for an experience she won't soon forget, not to mention any of her classmates or teachers as she told everyone that day! Thank you!

Date Received: September 13, 2024

From: Member of the Public

OPS Member: Constable A. Sabeeh & Constable B. Joly

Excerpt from Letter: Hello, I would like to thank your officers for their professionalism, calm, and excellent situational awareness. On Tuesday Sept 3, it was my role to ensure that an elderly woman move from her residence in Ottawa to a long-term care facility in Toronto. She was distraught and very confused, uncooperative. Your officers showed-up and did a great job helping her to understand what had to happen. They were calm, clear, very positive and so very helpful. She is now in the long-term home and has settled there really well. Her family is there and happy to have her there. Many thanks to them both.

Date Received: September 13, 2024

From: Member of the Public

OPS Member: Constable M. Bickford, Constable C. Proulx & Constable D. Panagakos

Excerpt from Letter: We were the victims of a break and enter. My wife and daughter interrupted the robbery and came face to face with the suspect. It was a bad and scary day on a few levels for them. The responding officer (Proulx) was deeply empathetic and professional and gave us piece of mind that allowed us to feel safe and secure. He was especially kind to my wife and daughter and spoke to them in such a gentle, caring manner. The second officer (Bickford) came to do some forensics work. When he was informed that my daughter was considering studying forensics at university next year, he made a point of including her in all of his work for the next hour, describing and explaining what he was doing and why. He single-handedly managed to turn a really bad day into one that had her smiling and engaged. This was an incredible act of kindness and we are especially grateful for it. Officer Bickford dropped by the house again the next evening to inform us that the suspect had been caught, providing relief to our family. This was yet another act of kindness as he went above and beyond for my

family for a second time. Lastly, Detective Panagakos and his partner have been exceptionally professional and helpful as they have spent considerable effort to explain the process to us along with returning some of our stolen items. We are deeply appreciative of the work that OPS does for our community. The core values of service, honour and community were exemplified in all of the officers we had the pleasure of dealing with. We hope that they will be recognized for their outstanding work. Thank you.

Date Received: September 13, 2024

From: Member of the Public

Excerpt from Letter: Thanks so much for the tireless work you all do to keep our citizens safe. Most of us have no idea of the stuff that you folks have to deal with on a daily and nightly basis. We are all very quick to put forward our complaints but slow to say thanks for a job well done. Regards.

Date Received: September 13, 2024

From: Member of the Public

Excerpt from Letter: Good morning! I am a Crossing Guard with the Ottawa Safety Council. I've been a Crossing Guard with OSC for 10 years+ and I just wanted to say "Thank You" to the officer who was at my Crossing Intersection this morning from approximately 8:50-9:20 am. It was the first day back to schools for both schools in our immediate area (French Public & English Public). Having a presence from the Police in our area was really appreciated. It is an all-way stop and it is a busy intersection with the OC Transport, School buses, all the parent drivers and the walkers etc. Having the police officer there made things go smoothly for our first day back to school. Thank you so much!

Date Received: September 27, 2024

From: Member of the Public

OPS Member: Constable T. Verney

Excerpt from Letter: My son was assaulted and he and his friends were threatened both in person and following the Carp Fair online. My son sought out the assigned Police at the Fair and was met with compassion, concern, and interest in ensuring their physical and mental welfare. My son and his friends immediately left the fair out of fear for anything else happening while Cst. Verney and her team looked for the assailants. Several days later, my son's friend was receiving threats online, so the OPS was called to be involved and potentially investigate. Cst. Verney, by pure coincidence, was the Officer dispatched to take statements from my son at his friend. The intention of this message is simple; to share with you how impressed I am with Cst. Verney's care and diligence in the performance of her duties. From her first telephone call, it was apparent

she cared deeply and concurrently knew what could be done in addressing this situation. Whether speaking to myself or my son, her professionalism was of the highest level. It is very clear that this Police Officer is fully committed to her calling, that she wants to make a positive difference, and knows how important it is to not only be of service but to do so with a victim-centric mindset sets the right tone throughout. After several days she ensured a follow-up was conducted to close the loop and to reassure the boys the assailant/subject was notified to cease this behaviour or additional actions may be warranted. At every stage of this response she personified "Excellence" and brought great credit to the Ottawa Police Service. I am sure she does not seek these accolades and from my limited interactions I am sure she would overtly brush them aside. Nonetheless, in an age when everyone is critical of our Police and emergency services, it is important that we celebrate those who answer the call and recognize/share when they have brought great credit to themselves and their Service. Please convey my sincere appreciation to Cst. Verey and her supervisors because she is most deserving of a collegial "pat on the back" and being told that her service to our community is noticed and deeply appreciated. Stay safe! Well done, Cst. Verey and thank you!

Date Received: September 27, 2024

From: Member of the Public

OPS Member: Constable S.Ali

Excerpt from Letter:

Good morning,

I would like to share my experience working with Cst. Saeed Ali. Cst Saeed Ali was very quick on the scene when we called in for a wellness check on one of my tenants.

Even though the result of the wellness check was not what we were looking for, Cst Saeed was very professional and went above and beyond to assist us.

The Ottawa police department should be proud to have Cst . Saeed to be part of their team.

Date Received: September 27, 2024

From: Member of the Public

OPS Member: Constable D. Bisimwa, Constable T. Bailey & Constable S. Ali

Excerpt from Letter: Hello, just to let you know, following a call for police assistance, regarding a man who broke into the Main Entrance of the War Museum last night. Your officers did an excellent job. They are Constables Ali, Bailey and Bisimwa. The man who broke into the Museum did not answer any of our questions and your officers quickly confirmed his identity as a runaway who was wanted by the Gatineau police as a missing person. They also confirmed that the man suffered from autism without the

use of speech. The 3 constables dealt with the situation in the best possible way. They were patient and understanding in their interventions, and above all they were able to return this man to the care of his family. Thank you for your good work.

Date Received: September 30, 2024

From: Member of the Public

OPS Member: Constable S. Lally

Excerpt from Letter: Dear Mr. Stubbs, it is with great pleasure to be writing you this letter on behalf of our administrative team to inform you of the excellent service Glebe Collegiate Institute was provided by your incredible officers on Tuesday September 24, 2024.

Glebe Collegiate Institute went into lockdown and within minutes our school had an entire team arrive and were ready to serve our school needs.

Officer Lally took the lead from the moment she arrived in the school. Officer Lally was calm, cool and collective. She was able to decipher amongst the chaos what was happening and collected a team quickly to sweep the school. Officer Lally organized the team into groups and had them deploy to various areas of the school. Officer Lally communicated with her team at all times. Officer Lally should be commended for her professionalism and approach to serving our school community.

All officers that were present were professional and kind to our students and staff.

Reports from both staff and students indicated that they felt safe with police interactions.

Our community has also expressed their gratitude for our lock down response and we have boasted with pride about the Ottawa Police Service and their professional response.

Thank you for leading your wonderful force that was able to ensure the safety and well being of over 1500 people in one building.

Date Received: October 5, 2024

From: Member of the Public

Excerpt from Letter: Hello everyone, over the past year, and particularly since last July, I've had to call the police 3 or 4 times to chase away trespassers and homeless people who are taking up permanent residence in a private parking lot in downtown Ottawa that gives direct access to both commercial and residential units. This phenomenon has become more marked over the past year or so. On the last three occasions, the police were on the scene within 40 minutes (which in my opinion is quite fast for this type of intervention) and did their job well, which is not always easy to do with people who sometimes have drug or mental problems. That was the case last time. Most of the time, they waited for the intruders to leave before leaving the premises, otherwise the homeless people would stick around. Just recently, however, they had to return



because the homeless person wouldn't leave and, what's more, was causing a ruckus. I'd like to take this opportunity to thank all those who responded to the appeal for their past and future (!) interventions because the number of 'offenses' is increasing, and the problem is far from being solved. We hear more often than not the criticisms levelled at the police force. But I think they should also be congratulated when appropriate, and that's the case here. Our safety depends in part on your work and the care you put into it. Homeless people are on the increase, more present in the area, more aggressive too, often becoming a risk in enclosed spaces, not visible from the street and where there are no witnesses, especially in the evening. Thank you, ladies and gentlemen, for intervening and please continue this important work for the safety of the residents of downtown Ottawa. We really appreciate it. Yours sincerely.

Date Received: October 9, 2024

From: Member of the Public

OPS Member: Constable D. Williams

Excerpt from Letter: I am writing to express my family's gratitude for the professionalism and care shown by PC Williams, who was dispatched to our home on Wednesday, October 9th, 2024, to take a statement from our eldest son, regarding a hate/bullying incident report. Throughout the process, PC Williams conducted himself with utmost professionalism, ensuring that the experience was as stress-free as possible for our son. He patiently explained the steps involved and addressed all of our sons questions with clarity and empathy. We are especially impressed with PC Williams' calm demeanor and professionalism, particularly as a young officer. His interaction with our family made a stressful situation easier to handle. We would like to extend our personal thanks to PC Williams and to the Ottawa Police Service for your dedication to serving and protecting our community. Your work is often thankless, but it is deeply appreciated by our family.

Date Received: October 9, 2024

From: Member of the Public

OPS Member: Constable J. Rybak & Constable R. Udayakumar

Excerpt from Letter: I called 911 for a medical emergency at 4:44 a.m. Police were on the scene at 4:55 a.m. Paramedics were on the scene at 5:00 a.m. In the early morning hours of Tuesday, September 3, 2024, I called 911 for a medical emergency on behalf of my father. He was in medical distress and going in and out of consciousness. The primary first responders to show up at our residence were two Ottawa Police officers, Constable Jessica Rybak and Constable Ruthran Udayakumar. Approximately five minutes after their arrival, two Ottawa Paramedics arrived. The two Ottawa Police officers and two Ottawa Paramedics were very professional and understanding of the

situation. I want to extend my sincere thanks to these individuals for their level of professionalism and respect during an extremely stressful and unforeseen time for my family and myself. On behalf of my family and myself, I would like to sincerely express my utmost gratitude to these four individuals. I truly believe that the quick response by both the Ottawa Police service and especially the Ottawa Paramedic Service helped immensely to save my father's life. If it were not for the quick actions of the paramedics that early September morning, my father would not have survived. He was transferred to the Monfort Hospital that morning. As of today, he is still in the recovery phase, but doing much better health wise and most importantly he is alive to spend cherished time with his loved ones and friends alike.

I would like to personally thank Constables Jessica Rybak and Constable Ruthran Udayakumar of the Ottawa Police Service, the Ottawa Paramedic Service, doctors from the Monfort Hospital, nurses and support staff from the Monfort Hospital, as well as staff from the Ottawa Heart Institute, who cared for my father during his brief stay at the hospital. He was admitted on Tuesday and discharged from the Monfort on Thursday. An amazing and very positive turnaround of events, in my opinion.

All the individuals mentioned above demonstrated the utmost professionalism, respect, and patience, during a very stressful and difficult time for my family and myself. I would like to express my many thanks for their quick action in saving my father's life.

If at all possible, I would like to thank the two police officers and two paramedics in person and give them a thank you card. If there is a way to facilitate this, I would be grateful. I can be reached on my cell phone, number provided below.

Thank you in advance for any assistance you may be able to provide and have a wonderful day!

Date Received: October 10, 2024

From: Member of the Public

Excerpt from Letter: Hello, I'd like to take 2 minutes to tell you about the excellent work, professionalism and very human side of the police who helped me and stayed with me for as long as possible, in fact until the tow truck arrived. I can't remember his name because my car broke down, but I can at least tell you that he was very tall, on a bike, and that this event happened on the corner of Cumberland/Besserer at 11:45am. This police officer is a GREAT asset to your team !