

**Report to / Rapport au:**

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

**2 December 2024 / 2 décembre 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 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: September 2024

From: Member of the Public

OPS Member: Sergeant G. Bell, Constable T. Hearty, Constable S. Walter, Constable N. Harrison

Excerpt from Letter: My brother and I are full-time care providers for our beloved Mother. She is almost 97 years old and mobile with dementia. We have very detailed protocols for “hand-off” so that our Mum is never alone. But today, Mum awoke, and just walked out the back door onto Gladstone and kept going! In the four minutes it took for my brother (who lives with Mum) to hear the back door close and to grab his keys and run out to look for her - she had disappeared! Our fears were - to say the least - extreme: our beloved Mother is extremely vulnerable. I called 911 immediately, provided a detailed description and details. As soon as the police arrived, photos to Constable Tyler Hearty, who sent them to the central office for immediate distribution, and then we followed up with Sergeant Bell, who arrived soon after. Both were gracious and competent. They reassured me of extended dispatch of the details I had provided to police, paramedics, etc. Eventually - within an hour (that felt like an adrenaline-packed, terrifying month!) Constables Walter and Harrison contacted Cst. Hearty to say that Mum had been located: apparently she had walked down Gladstone to Elgin - and meandered to Minto Park. We are indebted to you - our Ottawa Police Services - for your nimble response, immediate dispatch, and reassurance that we were doing everything “right” and should never hesitate to call on the Police as needs require. Would you please pass on our gratitude and many thanks directly to the Officers.

Date Received: September 18, 2024

From: Member of the Public

Excerpt from Letter: I just wanted to pass along my compliments about the collision reporting system at 474 Elgin. It was efficient, and I liked the kind concierge approach. Not having to deal with uniformed officers made the system feel much less intimidating, and the whole thing seemed really efficient. Kudos!

Date Received: September 20, 2024

From: Member of the Public

Excerpt from Letter: We were indeed impressed with the presentations by Chief Eric Stubbs and his team. It was reassuring to residents like me, who live, walk, eat and shop constantly throughout the Lowertown. Our habits have resumed recently because there appears to be a concerted effort to keep us safe. I am 81 years of age, I walk an average of 7 km a day and I have “seen it all”! The police have their hands tied when it

concerns some of the social issues that must be dealt with in a more constructive manner.

Date Received: September 20, 2024

From: Member of the Public

Excerpt from Letter: This morning was a well awaited meeting. We have been at this since July 2023 - we lived through Convoy, Covid and now live and work in a community that is over concentrated in social services with homelessness, drug addiction and mental health. The impact has been significant on business owners, those with needs and those living here and visiting the National Capital. A complete unsafe environment. For me, it was emotional as it was the first time that someone acknowledged the difficulties of what we have gone through. We have lost so many good businesses here in the market. What we heard from Chief Eric Stubbs and his team is reassuring. I felt compassion, empathy and an understanding of our concerns from our Chief of Police and his team. Business owners expressed their concerns about the delay in implementing initiatives in a timely manner. He is right. Hopefully we are passed this now and we will see differences. On behalf of all of us here this morning - thank you to our Chief of Police and his team for sharing with us the programs and future programs to make the Byward market - the National Capital - a safe place again and one that continues to welcome residents and people from around the world. Yes, I believe we are seeing a tiny bit of light in the tunnel!

Date Received: October 4, 2024

From: Member of the Public

Excerpt from Letter: I wanted to take a moment to express my sincere gratitude to the Ottawa Police for the incredible work being done to improve the sense of safety in the Tanglewood community, particularly regarding the issues we were facing with youth in Medhurst Park. The increased police presence has been reassuring, and we've observed a noticeable reduction in the congregation of youth and more positive use of the park space. As a result, we've experienced a renewed sense of safety and harmony in our community. Issues like graffiti, threats, and vandalism have subsided, and we are able to breathe a sigh of relief. I felt it was important to acknowledge these positive outcomes. It's easy to focus on what isn't working, but equally important to celebrate when action leads to meaningful change. Thank you to you and your team, and the Ottawa Police for your ongoing efforts—they're making a real difference in our community! Warm regards.

Date Received: October 13, 2024

From: Member of the Public

OPS Member: Sergeant S. Lemay, Constable S. Lemieux & Constable J. Kennedy

Excerpt from Letter: On behalf of over 120 residents living in Centretown, I am writing this letter to express our deepest gratitude in appreciation of the efforts of the OPS for the recent arrest of an individual conducting illegal activities at the corner of Bank and Cooper near our residences. We have also noted an increased police presence since the arrest - a presence that is a great comfort to us all. This individual single-handedly made our daily lives quite difficult and stressful by attracting large groups of "shady" individuals in pursuit of these illegal activities only steps from our homes; homes where many seniors and single women live. We are definitely in the early days since the arrest but we have already seen a marked improvement in our quality of life due solely to the patient and diligent work of the officers on your force. Of particular note, we would mention: 1. Cst. Stephanie Lemieux - She was always very engaged, professional and provided a calming effect to our frustration. We never lost hope that the OPS would "get our man", and 2. To both Cst. James Kennedy and Sgt. Sebastien Lemay who took several hours to meet us at our home and start this 4-month investigation. They remained engaged throughout this investigation. You should be proud of these officers, and they should be commended for going above the call of duty. The residents truly appreciate the value and services your department provides.

Date Received: October 17, 2024

From: Member of the Public

OPS Member: Constable J. Rabiha-Stevens

Excerpt from Letter: My Mazda 3 broke down on King Edward Avenue close to Rideau. Cst. Stevens presented himself in a professional and caring manner while we waited for the tow vehicle. As well, he made contact with me shortly after my car was removed from the street just to follow up! It is with great pleasure that I inform you of this. Thanks again.

Date Received: October 19, 2024

From: Member of the Public

Excerpt from Letter: I was in a complete panic, crying. I saw Constable Ron and ran up to his vehicle and told him my dog was missing. I thought it was a long shot as I never would expect police to find a dog. He was so incredibly kind and took my address and my dog's info. Less than 2 hours later he came to my house with my dog. Great man.

Date Received: October 20, 2024

From: Member of the Public

OPS Member: Constable P. Kuiack

Excerpt from Letter: Dear Chief Stubbs. Just a brief note to express our sincere gratitude for the services and professionalism exemplified by Constable Philip Kuiack. We are an elderly couple living in our own home. Over a series of evenings, some

youths were coming to our door and kicking loudly. This placed us in a state of confusion and extreme nerves. Constable Kuaick showed tremendous empathy in coordinating with his colleagues and, ultimately, bringing this situation to a well thought out conclusion. He is to be commended for the time he spent with us and the kindness he has shown.

Date Received: October 22, 2024

From: Member of the Public

OPS Member: Constable M. Macdougall

Excerpt from Letter: I would like to compliment the officer who responded to my accident but I don't have a badge or name. On Tuesday October 22 at around 9:30 on Carling Road at Rifle Road an officer responded to my collision with a deer. She was professional, compassionate, helpful and positive to help me navigate my next steps. I really appreciated having her assistance and admired how she handled the situation.

Date Received: October 24, 2024

From: Member of the Public

OPS Member: Detective C. Botcher

Excerpt from Letter: Det. Botcher investigated a sexual assault on a young family member. His professional and kind attitude has been part of the healing process for us all. He supported the minor through court as well. In fact, the initial report was also handled respectfully and kindly three years ago. I'm sorry I don't remember that policeman's name.

Date Received: October 26, 2024

From: Member of the Public

OPS Member: Constable S. Walter & Constable D. Doerksen

Excerpt from Letter: My daughter was in the ER for severe gastrointestinal issues. When I went to pick her up upon discharge she was not there but all her belongings were. Staff did not know where she was. Security was called but could not find her. We contacted the police. She has psychosis and had missed her last dose of medication while at the hospital. Because she left her phone and backpack we were extremely worried. She has been suicidal in the past especially if not on medication. The hospital could not tell me her state of mind when last seen. Constable Walter met my husband and I at our house. He could not have been more professional, respectful, curious and compassionate. My daughter was located on an OC transpo bus near The Civic. Two other policemen, plus Stephane, met us at the bus. Again, all of them were patient while I tried to calm my daughter who was suffering from severe auditory and visual hallucinations. When it became clear that she needed to go to the hospital the police arranged with the bus driver to turn the bus around and drop my daughter at the

hospital so as "not to traumatize her further" by getting her off the bus, into a police car. Everyone involved was beyond compassionate. No one did anything to escalate the situation. My daughter was terrified due to the hallucinations and everyone's attitude was calm and supportive. After receiving her medication at The Civic and spending several hours there, the on-call psychiatrist was confident in sending her home with me. I don't know what we would've done without the help of the Ottawa Police. Thank you from the bottom of my heart. Please share with the officers involved and their supervisors.

Date Received: October 29, 2024

From: Member of the Public

Excerpt from Letter: Hi OPS, on April 26 of this year I was the first responder when a young woman fell to her death on Nepean Street in downtown Ottawa. It was traumatic for me, to say the least, and a blur. It has taken me this long to process it, really. The entire response - from OPS, fire, and paramedics - was exceptionally professional, fast, and efficient. Two of your members were particularly helpful and comforting to me, and I wish I had been focussed enough to remember their names. One happened to be parked on Nepean Street and almost immediately helped me with CPR and administered the AED. The other simply took my statement but did it with a poise and manner that was just what I needed in the moment. Perhaps you can track down those members and thank them for me. Failing that, let this just be a note of gratitude for the very difficult work that you all do.

Date Received: October 30, 2024

From: Member of the Public

OPS Member: Sergeant S. Lebeau, Constable P. Labao & Constable B. O'Byrne

Excerpt from Letter: Our family had a mental health crisis on October 26<sup>th</sup>. I called 911 and within 5 minutes 2 police cruisers were at our door. The officers handled the situation calmly, kindly and knowledgeably. They were able to get the volatile situation under control and get our son to hospital. We could not have asked for more. We are very grateful to those officers and to all the other people who do this work on a daily basis. It is hard work and we were very impressed and appreciative of the services they provided that night. Thank you very much.

Date Received: November 6, 2024

From: Member of the Public

OPS Member: Constable S. Lefebvre, Constable M. Nguyen, Constable P. Lafreniere & Constable C. Rissler

Excerpt from Letter: I would like to take this opportunity to thank four unknown individuals on the force for their support on the morning of Friday, January 12<sup>th</sup>, 2024. At

approximately 10:23AM, I placed a Wellness Check on my ex-girlfriend. I want to thank the two officers who went to her apartment to check on her and the two officers who came knocking at my apartment door and very calmly and gently gave me the dreaded news. It has been almost ten months now since her passing and not a single day has gone by where she hasn't been on my mind. And as I approach the Christmas season and the unknown exact date of the first anniversary of her passing, I want to acknowledge those on the force who are left with the daunting task of going to individuals homes to inform loved ones of their findings. I can't even begin to imagine what goes through their mind beforehand. While I am still in the healing process, I am beginning to have more easier days then not. I have done things in her memory to also provide some form of closure. Again, thank you to all the officers involved in conducting the Wellness Check.

Date Received: November 10, 2024

From: Member of the Public

Excerpt from Letter: I just want to thank your officers for their quick and professional response to my call regarding a young man who was in serious distress. My neighbours were very concerned (somewhat fearful) before the arrival of your officers and are equally grateful for their intervention.

Date Received: November 13, 2024

From: Member of the Public

OPS Member: Constable S. Ali

Excerpt from Letter: I would like to send a compliment to Officer Saeed Ali - Platoon C for his outstanding service and compassion when dealing with a complaint that I had. Officer Ali took the time to listen to my concerns, got me the information I needed and I am very grateful for his experience, knowledge and handling of the entire situation. He is an extremely positive reflection of the force and I wanted to take the time to thank him for his service on that date and allowing me to move forward with my concerns.

Date Received: November 19, 2024

From: Member of the Public

OPS Member: Constable G. Seguin & Constable J. McClinton

Excerpt from Letter: Dear Sir. I hope you and those dearest to you are all in good health. I am writing to you from the UK, having just today arrived home from Ottawa having spent 4 weeks there. Sir, my reason for visiting Ottawa was to attend the trial of the person accused of murdering my daughter. Throughout years since the day of the murder and the guilty verdict being delivered, I must commend the manner in which the investigating officers Guy Seguin and Jennifer McClinton have treated myself and my family. Sir, the police are quick to be bashed by the public if they make an error, or

something doesn't go a persons way, it's the police fault, so in my opinion it's only fair to praise them when they do something above and beyond what the public expect of them. Both Guy and Jen have obviously been diligent in the investigation, and secured the correct verdict, they have also been so respectful and kind to myself and my family, they invested their time and emotions into making sure we were all understanding of what went on, how things were progressing and they have become friends, they knew exactly when to reach out and look after us when things were unbearable, when the defence wanted to hurt us they supported us, even the smallest of things like a comforting hand on your arm or shoulder, may seem little to them but always landed at exactly the right time. On one occasion the situation was so tense and unbearable as the defence lawyer publicly approached me when he knew I was at a low ebb and both Guy and Jen stood alongside me and guided me, absolute brilliant. I cannot praise or thank the 2 of them for the manner in which they looked after us, even writing this email, which seems so little in comparison to their actions, leaves me feeling emotional, Sir, they are a credit to your service and I hope my highlighting this will encourage you to be proud of them and acknowledge their amazing qualities, I am arranging a donation to a women's refuge here in the uk in the name of Ottawa Police and that's because of the amazing Guy Seguin and Jennifer Mclinton. Thank you for your time.