

**Report to / Rapport au:**

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

**27 January 2025 / 27 janvier 2025**

**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: November 18, 2024

From: Member of the Public

OPS Member: Sergeant V. Lenworth, Constable T. Watson, Constable C. Lamarche, Constable S. Doucette, Constable J. Fawaz, Constable J. Demers, and Constable C. Wistaff-Welch

Excerpt from Letter: Dear Chief Stubbs, I am writing to express my deepest gratitude for the outstanding efforts of Sergeant Lenworth Vaz, Constable Trevor Watson, Constable Christian Lamarche, Constable Samuel Doucette, Constable James Fawaz, Constable Justin Demers, and Constable Cody Wistaff-Welch, in locating a child who had run away. The rapid response and professional handling of the situation by your officers brought tremendous relief to the child's family and the community during an incredibly stressful incident.

The care and compassion demonstrated by the officers was truly remarkable. They kept us informed every step of the way, and their unwavering dedication helped to facilitate the quick location and return of the child. I am personally thankful for their terrific work and the comfort they provided to the family.

Beyond this specific incident, I want to reiterate what I have said to you previously. We appreciate the invaluable service the Ottawa Police provide to our community on a regular basis. Your commitment to public safety and your unwavering efforts to protect the citizens of Ottawa are truly admirable. The residents of this city are fortunate to have such a professional and caring law enforcement team.

Please extend my heartfelt appreciation to the officers involved in this incident, as well as to the entire Ottawa Police Service. Your actions have left a lasting impact, and I am deeply grateful for your service.

Date Received: November 27, 2024

From: Member of the Public

Excerpt from Letter: I just wanted to send a huge "Thank You" to the officer on patrol on Nepean early this am at approximately 4:25 am. I was leaving for work at a much earlier time than normal and as I exited the garage and was just parked in the driveway a vehicle came down the road slow and passed by, it was the officer. I am sure they were thinking "what is this one doing?" and they turned around and drove slowly back past. I just want to say "thanks" for doing that. Knowing that you are out there checking the neighborhood is very comforting I also know that night shift can suck but thanks for keeping us safe.

Date Received: December 2, 2024

From: Member of the Public

OPS Member: Constable J. Liu

Excerpt from Letter: Two months ago I had to take Jack to CHEO in the middle of the night. Jack has several medical conditions, one of which is his body's inability to fight illness or heal from injury. We have a team of specialists and are known by name in the emergency room. On October 22nd, Jack had another adrenal crisis so after hours of treating him at home, we had to give him a steroid injection at home then take him to emerg. When I got there, there was an officer dealing with another situation. Jack LOVES police and wants to be a police officer when he's older. He was so sick and could barely walk but his face lit up when he saw. "Mom look! It's a real life police, can I say hi?" I asked the officer if he had a minute and explained how my 3 year old is obsessed and wanted to say hi. It's was after midnight and this man clearly had a lot going on but he did not hesitate. He crouched down to Jack's level and talked to him. He told us when he was little he was in the hospital a lot to and told Jack he was so brave and strong. Not only was that all Jack talked about that night but 2 months later he still brings it up. He tells everyone about that officer and how he is brave and strong and will be just like him one day. That officer had such a massive impact on my son that night. Jack's health is a rollercoaster and the worst is still to come but seeing him still light up about a time that's usually very traumatic makes me so happy.

So from the bottom of my heart, thank you to the officer that took the time to light up the dark with my 3 year old. They say never to meet your heros but Jack did and he did not disappoint!

Date Received: December 2, 2024

From: Member of the Public

Excerpt from Letter: At about 22:10 on December 1<sup>st</sup> 2024 my wife called 911 because we had concerns about our youngest daughter's safety and a possible suicide attempt. Two female officers were dispatched to the Ottawa River Pathway. Your officers displayed incredible empathy and understanding. They took the care and time to assess my daughter's state of mind. They treated my wife and I with kindness and respect. They clearly wanted to help and they did everything they could to do so. I assumed they were part of a mental health crisis team and was very surprised when they said they weren't. I regret not getting their names, as I feel they deserve some recognition for being the best example of a police officer. I'm hoping you'll be able to pass on my thanks.

Date Received: December 2, 2024

From: Member of the Public

OPS Member: Sergeant D. Tapp

Excerpt from Letter: I worked with Dodd many years ago in Cornwall and I always knew

he would be a great asset to the OPS. I'm currently a member of the Client Advisory Council at the Royal Ottawa Mental Health Centre and my bipolar disorder is under control. I want to congratulate Dodd on his good work with the Mental Health Unit as he has the perfect personality and skills for this position. In 2018 two officers from the Mental Health Unit took me to the hospital for assessment. They were respectful and patient and I could tell they were sympathetic to me. I wish I could remember the name of the officer who went above and beyond to drive me home. I very much appreciated that care and it demonstrated that many things had improved with interactions between clients and the police. There is a great need for mental health support and I hope to see this unit expand to reflect this need. Together we can work to support people with mental illness in a positive way. Way to go Dodd!! Keep up the good work. It's an honour to know you.

Date Received: December 2, 2024

From: Member of the Public

OPS Member: Constable J. Delia & Constable A. Bowen

Excerpt from Letter: I want to send my sincere appreciation to the Officers and Detectives and the Sergeant. From the moment that I met officer Delia till the end that I met Detective Bowen. I feel safe and finally I get a night sleep. So professional and so caring. Thank you, OPS, and sending all the love and positive energy to you all.

Date Received: December 6, 2024

From: Member of the Public

OPS Member: Constable D. Bisimwa

Excerpt from Letter: Hi, a huge compliment to the officer who was called in to take my mom to the hospital almost a year ago. She had dementia and the retirement home called the police as when she became agitated and threw a glass (the home did not do the appropriate de-escalation). She was 90 and very frail and very sick. Sadly she passed in June. I will never forget his kindness to my mom. We were mortified that the home called in police. But he handled it the best he could. He was very kind. But I will never get over it. She was so frail. I don't recall his name. I'd like to thank him. Cheers.

Date Received: December 15, 2024

From: Member of the Public

Excerpt from Letter: I was in the midst of a life threatening mental health crisis involving an intentional overdose with the intent of seriously harming myself and called 911 shortly after midnight on the 26th in order to request care. The police officers that responded to the call showed up at my house shortly after and since the ambulance was delayed in arriving to my house, they kept me company and were very kind. I want to thank them for their kindness and empathy in asking me questions, as well as their

attempts at distracting me by making lighthearted conversation. I remember expressing that I felt like I was wasting their time and one of the officers, I believe Dan, quite politely assured me that that was absolutely not the case and I felt very safe in their presence. I have had a few months now to recover from what was undoubtedly one of the worst nights of my life, and I want to thank those three officers for being so cavalier and kind in their treatment of me.

Date Received: December 16, 2024

From: Member of the Public

Excerpt from Letter: Children Christmas shipping - Hi I live in Saskatchewan and just saw CTV news and wanted to say you guys are awesome for helping them and warms my heart to know you're looking out for them. Good job and I hope I see for years.

Date Received: December 18, 2024

From: Member of the Public

OPS Member: Acting Sergeant M. Corbeil, Constable O. Van Welzenis & Constable K. Dutrevil

Excerpt from Letter: We are writing to commend and to thank above-named officers of the Ottawa Police Service who assisted our family on the evening of Tuesday, December 17. They attended our family home on the death of our mother. Our mother was 96 years old but her death was unanticipated and it happened fairly quickly. We are our mother's three (senior citizen) children. We were present and we were quite shaken by what had happened. After the paramedics who attended had completed their work, the police officers engaged with us in what we feel was a very helpful and considerate manner. They attended to certain formalities, particularly a report to the coroner and the wait for the coroner's permission to proceed. They were very helpful in contacting Beechwood Cemetery funeral service on our behalf to arrange for our mother to be transported to Beechwood. It was a stressful time for each of us siblings one of the ways in which we sought to cope was to talk a fair bit. Each of the officers chatted with us in a friendly, patient manner and this was very comforting to us. In addition, they kept us informed as to what was happening in each step of the process. Our interaction with these officers speaks very well of them individually and does credit to the Ottawa Police Service. Thank you.

Date Received: December 18, 2024

From: Member of the Public

OPS Member: Constable L. Polesello

Excerpt from Letter: I reported my vehicle stolen. The 3 officers involved verified with the central system to see if it was towed. My wallet and phone was in the vehicle. Within 2 hours they located my vehicle. It was parked 2 blocks futher than where I thought I

had parked. I tried my key fob to see if the lights of the vehicle would flash but I guess the vehicle was too far and I thought I parked it at a certain spot and thought it was stolen. The Officers also picked me up and brought me to the vehicle. They were very polite, courteous and professional. Thank you all

Date Received: Dec 31, 2024

From: Member of the Public

OPS Member: Constable D. Thevathas Constable E. Valladares-Cleroux, Constable K. Saunders, Sergeant J. Belanger, Constable M. Desjardin & Constable A. Kaushal

Excerpt from Letter: Hello. I am writing on behalf of my daughters to send a heartfelt thank you to the attending officers on the night of December 15, 2024 at the above noted address. My daughter Mackenzie and I had just found Mackenzie's mom who had passed away in her sleep. All of the officers that arrived after our call to 911 were kind and respectful. The senior officer - I do not recall his name, was direct about the process that followed, but sensitive to the situation. He provided clear guidance in particular when we had a call with the coroner. Officer Emilie was in the room with us and respectful as we made the very difficult phone calls to relatives. Officer Devon was gracious in advising Mackenzie against seeing her mother as the funeral home staff was ready to transport her. In an age when police officers do not get enough credit for the difficult work they do, we want these officers to know that we are very appreciative and grateful for their service. We wish them a happy and healthy year ahead. Regards.

Date Received: January 10, 2025

From: Member of the Public

OPS Member: Civilian Members R. Hector & Acting Sergeant A. Won

Excerpt from Letter: I am writing to express my deepest gratitude for the exceptional service and support provided by two members of your team during a recent visit to the Elgin Street Police Station. I brought my mother to the police station starting on December 26 after her accident on December 23 to file a collision report. Here is information on her our experience.

First, I want to acknowledge Rena. Despite the collision centre being closed when we arrived, she went above and beyond to assist us. She answered our questions thoroughly, provided additional support, and took the initiative to escalate our concerns to her superior when she noticed red flags regarding the tow truck company involved in our situation. Her dedication, professionalism, and willingness to go the extra mile were truly commendable.

Second, I would like to extend my heartfelt thanks to Sergeant Andrew Won. After being briefed by Rena, he took immediate action to address our concerns. He contacted the tow truck company, provided us with critical information we were previously unaware of,

and encouraged us to follow up with him if needed. When we returned the following day, Sergeant Won not only remembered us but continued to offer his unwavering support. His patience, thoroughness, and commitment to resolving our situation left a lasting impression on my mother and me.

Both individuals demonstrated exceptional professionalism, kindness, and care, which made a significant difference during what was a very stressful time for us. Their actions not only exemplify excellent police work but also highlight the compassion and dedication that are so crucial in building trust within the community.

I hope their outstanding efforts are recognized and appreciated as they deserve. Please extend my sincerest thanks to both Rena and Sergeant Won. They truly went above and beyond, and my mother and I are deeply grateful for the kindness and professionalism they showed us. Thank you for taking the time to read this letter. If additional details are needed, please feel free to contact me.

Date Received: January 12, 2025

From: Member of the Public

OPS Member: Constable D. Turner

Excerpt from Letter: Today at approx 14:50 we were parked near the entrance to the Rideau trail on Roger Stevens Road. We were getting ready to walk into the forest and I was preparing my hunting rifle in case I saw a rabbit. At this point, Officer Turner drove up, and said he wanted to ask a few questions as we looked like we were unloading something from the vehicle. He turned around and parked his cruiser behind my vehicle. He got out and introduced himself. He asked for my documentation, I immediately provided my PAL and small game license. At this point he asked a few questions and I revealed that I might actually not end up hunting as I was having trouble with one of my locks. He assisted me with the lock and helped me troubleshoot it with success. Throughout the interaction, the officer was very friendly and helpful. I just wanted to highlight this positive experience with Officer Turner. It's often only the negatives that get reported, but I believe it is important to highlight the good ones that are often overlooked. This is the kind of encounter that helps promote a positive relationship between officers and the community. I hope officer Turner is advised that his excellent service and communication did not go unappreciated. Thank you for your time. Regards.

Date Received: January 13, 2025

From: Member of the Public

Excerpt from Letter: Just a note to shout out the outstanding service by one of your officers. He was directing traffic in this lousy weather and took the time to stop traffic and escort an elderly lady across Carling Ave near the transit way. Great work. Just

shows that all super hero's don't wear capes. Well done officer. I'm sorry I did not get his/ her badge number.