

**Report to / Rapport au:**

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

**24 February 2025 / 24 février 2025**

**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: January 19, 2025

From: Member of the Public

OPS Member: Sergeant J. Wellman, Constable A. Carmo, Constable C. Munier, Constable S. Zackrias, Constable V. Antone, Constable E. Krummenacher

Excerpt from Letter: Hello, I am writing to express my deepest gratitude for the incredible kindness and compassion shown by your officers during a difficult time for our family. On Sunday, January 19, 2025, my cousin entered his father's apartment for a wellness check and tragically discovered him deceased. It was later determined that his passing occurred four days earlier. Understandably, this was a deeply traumatic and emotional experience for my cousin. When we spoke about it today, he shared how amazing the officers were. Their kindness and professionalism during what was the worst day of his life brought a sense of comfort amidst the pain. While we cannot recall the officer's name, we believe he was the one who signed the death certificate and remained with us until the funeral home arrived to collect my uncle's body. His presence and empathy made an unbearable situation just a little more manageable, and for that, we are profoundly grateful. Please extend our heartfelt thanks to this officer and the entire team involved. Their actions truly made a difference, and we will always remember their support during this incredibly challenging time.

Date Received: January 19, 2025

From: Member of the Public

OPS Member: Sergeant C. Tessier, Constable S. Raffa, Constable J. Hamilton & Constable G. Frechette

Excerpt from Letter: I would like to thank and compliment the three officers who responded to a tenant eviction situation involving two very elderly women in the evening of Thursday 16 January. Unfortunately, I did not ask for the Officer's names. I would like to mention them to the Chief of Police and the Mayor as examples of outstanding professional community service. Is it possible to identify the three responding officers? If so, please convey this message to Chief Eric Stubbs and the Officers' immediate supervisor. Regards.

Date Received: January 24, 2025

From: Member of the Public

OPS Member: Acting Sergeant A. Tam

Excerpt from Letter: On January 24, 2025, I found a stash of keys held on the snow. They were held together by different key rings. I realized the importance of dealing with my finding as there were a number of keys with tags for different addresses. I phone the Ottawa police and had the enormous luck of talking with Sargent Tam who took the time

and all the necessary steps to solve the situation. In doing so, he helped keeping safe the persons in the different buildings in question. Also, he helped saving a small business from considerable losses and potential liabilities. I am very grateful to Sargent Tam for his patience, diligence and professionalism. In my opinion, Sargent Tam greatly embodies the definition of a great officer, for his service and attention to public. I feel safer having an officer like him being a member of The Ottawa Police.

Date Received: January 27, 2025

From: Member of the Public

OPS Member: Constable A. Abou-Arab

Excerpt from Letter: Colleagues / Supervisor(s) of Constable Ahmed Abou-Arab, I hope this email finds you well. I am writing to formally commend Constable Ahmed Abou-Arab for his exceptional service during an incident on January 3rd, when a fire occurred around 4:30 a.m. at the Foster Farm building located at 1065 Ramsey Crescent, near our workplace. Constable Abou-Arab went above and beyond to assist the community in need. His professionalism, calm demeanor which was both comforting and reassuring greatly contributed to helping so many people. Many families, including toddlers and newborns, were stranded outside in -20°C temperatures with little clothing or footwear, devastated and in shock. Due to frequent false alarms in the building, many residents initially stayed inside, only realizing too late that this was a real fire. By the time they attempted to evacuate, several floors were already filled with thick black smoke, making escape extremely challenging and dangerous. Recognizing the urgency of the situation, myself, and another colleague opened the Ron Kolbus Clubhouse as an emergency shelter to help the families in our community. Even after OC Transpo buses arrived, they quickly filled up, leaving many still in need of a safe, warm space. By 5:45 a.m., nearly 100 people had gathered inside our building.

Constable Abou-Arab remained with us in the Ron Kolbus Clubhouse throughout the morning, offering calm reassurance and frequent updates about when people might return home. Understandably, many people were frustrated due to the early hour and the uncertainty about when they could return to their apartments. Despite this, Constable Abou-Arab was excellent in helping us manage the chaos and he was focused on keeping everyone as calm as possible. His true empathy and understanding of everyone's circumstances helped in an immeasurable way.

Constable Abou-Arab also coordinated communication between us and the paramedics, ensuring families received timely medical attention. He helped facilitate the arrival of multiple ambulances at our parking lot, where the elderly and very young victims were assessed for smoke inhalation. A few people who had been trapped on balconies due to smoke-filled apartments were transported directly to the hospital from the Clubhouse on

priority. Beyond these efforts, Constable Abou-Arab actively helped manage the crowd, guided families to and from the clubhouse. His presence was a source of comfort during a chaotic and frightening situation, and his dedication to serving the community was truly commendable.

My colleague and I were extremely grateful for his unwavering support. It is very important to recognize officers like Constable Abou-Arab who exemplify the values and commitment of the Ottawa Police Service. His actions reflect positively on your department and serve as a reminder of the vital role law enforcement plays in safeguarding our community. Please extend my sincere gratitude to Constable Abou-Arab for his outstanding efforts. I believe his dedication and professionalism deserve acknowledgment. Best regards.

Date Received: January 28, 2025

From: Member of the Public

OPS Member: Acting Sergeant M. Jones, Constable J. Kabuya & Constable D. Doerksen

Excerpt from Letter: The officers were making a wellness check with a young woman who lives in my building. I offered to help calm her down. When she was calm they suggested she go to the General for assistance. Throughout their very thorough interview, they were calm and very kind. They were exceptional and I am very grateful that they were there for her. Thanks.

Date Received: January 31, 2025

From: Member of the Public

OPS Member: Acting Staff Sergeant J. Coady, Constable K. Waucaush & Constable N. Desaulniers

Excerpt from Letter: On behalf of myself and our team at Capital Funeral Home and Cemetery, please extend my gratitude to Staff Sgt. Coady, with whom I spoke with on Thursday, for facilitating a request regarding traffic control.

We are located at 3700 Prince of Wales Drive, and at any given time of day it can be challenging to make a left hand turn onto Prince of Wales Drive due to traffic volume and at time the excessive speed of some of the traffic. This morning we had a funeral procession going to church, that involved 6 vehicles (one of which was a hearse, and four of which were 7 - passenger limousines), leaving around 9:20 am.

Sgt. Coady indicated he would convey this to the day shift and let them coordinate if possible. As we prepared to leave two OPS vehicles were in position at the ready to leave with us as we made our way from the funeral home to exit onto Prince of Wales. The relief of knowing that we would be able to safely make our way off the property in a timely manner was of great value and immensely appreciated.

As we were preparing to leave the church, good fortune smiled upon us again. Around 11:30/11:40 am, an OPS- Community Officer was, as they say, at the right place at the right time, assisted in allowing the procession to safely depart from the church.

I unfortunately did not have an opportunity to get the names of the 3 officers involved today, but would ask that if possible, through work logs etc., please convey to these individuals our sincere thanks for their assistance today, and for what they do for our community on a daily basis.

Date Received: February 4, 2025

From: Member of the Public

OPS Member: Constable C. Lapierre & Constable B. Marmar

Excerpt from Letter: I was observing and recording a rental unit inspection by a landlord of my friend and employee's apartment. There is an unfortunate history between my friend and his landlord that has escalated to the Tribunal and other actions. Trust is very low between them. The landlord chose to call the police to observe this latest in a series of apartment entries. The officers were courteous, respectful and intervened well to keep the peace without taking sides notwithstanding it was the landlord who called them. They helped ensure everyone stayed focused on quickly passing through what was a tense experience. Their presence was welcome and while everyone should regret the the escalation of what could be viewed as trivial concerns, I sincerely appreciated their efforts. It helped.

Date Received: February 6, 2025

From: Member of the Public

OPS Member: Constable L. Finch

Excerpt from Letter: Dear Sir/Madame, I just want to take a minute to personally express our deepest gratitude to Officer Finch and her colleague (which I forgot the name - I am so sorry ) who went above and beyond to help us out today. Officer Finch showed a very high level of professionalism , compassion and empathy. Her knowledge and support were exceptional. Thank you again to Ottawa Police. Best regards.

Date Received: February 7, 2025

From: Member of the Public

Excerpt from Letter: Hola! Bonjour! Hi! Please thank your team who were directing traffic at Industrial Road and Trainyards earlier today (it was nearby the Metro grocery store distribution warehouse; the trailer came off its hitch and was blocking traffic on the right lane). Professional, friendly, and efficient. And please thank the entire OPS team (front line police officers and the back office team) for keeping the city safe. Have an amazing weekend.

Date Received: February 7, 2025

From: Member of the Public

OPS Member:

Excerpt from Letter: Safe Trade Zone - A great facility which I have used in the past.

Date Received: February 10, 2025

From: Member of the Public

OPS Member: Constable S. Ferguson

Excerpt from Letter: Hello, I am writing this email to express my appreciation for the work of Constable Shannon Ferguson of Frontline Operations Platoon E West. Const. Ferguson came to our home in response to a call about a creepy neighbour harassing our 8 year old daughter and taking her picture on the way to school. Const. Ferguson was very considerate and caring and went out of her way to make my daughter feel comfortable and safe after this strange experience. She related well to our child and it is all now a fading memory. We'd like to express our gratitude to Shannon and hope that this compliment makes its way to her superiors as a mark of excellent performance!  
Cheers.

Date Received: February 10, 2025

From: Member of the Public

OPS Member: Constable D. Sinclair

Excerpt from Letter: I would like to express my sincere appreciation and gratitude for Cst Sinclair. During my interactions with Cst Sinclair, I was incredibly impressed by his responsiveness, professionalism and expertise. He handled the situation in a calm and respectful manner, while also taking the time to ensure I felt safe and understood. His interest in seeking a solution by way of following up demonstrated a level of care for personal and community safety. Cst Sinclair has truly gone above and beyond - Thank you for your service and making a difficult situation easier to handle. Your contribution has made a huge impact, and eased my anxieties.

Date Received: February 10, 2025

From: Member of the Public

OPS Member: Constable R. Titley

Excerpt from Letter: 0330 a.m. on my way to the gym and while I am not in the habit of doing so normally, I had gotten into the habit of running the 4 way stop at this time of the morning. I guess I was getting some kind of teenage thrill out of doing something I'm not allowed to, I'm pushing 70 yrs LOL. Anyway, Constable Titley caught me this morning. I am fond of a saying that goes something like the measure of your integrity is how you behave when no one is watching. I guess I flunked. Cst Titley was most

understanding even though I received a ticket. I just wanted to thank him for the way he conducted himself and for making me give my head a shake.

Date Received: February 11, 2025

From: Member of the Public

OPS Member: Constable S. Ferguson & Constable M. Hafizi

Excerpt from Letter: We did not get the names of the two officers involved today but hope our sincere thanks for their assistance can be conveyed to them. They were both calm, friendly, extremely helpful and sensitive to us and our family member in what was a very stressful situation for us. What could have been a very difficult situation went very smoothly thanks to their patience and professionalism. Thank you.

Date Received: February 13, 2025

From: Member of the Public

Excerpt from Letter: Today, I'd like to share a word of good faith: On this day, I first would like to say thanks for your support and encouragement of the promotion of goodness, kindness and most importantly, unity. Secondly, I'd like to say, from my opinion, that I believe is nice to say, is that what's important is to be courteous, encouraged and determined to promote positivity, and on the day it happens, that day is That Day! Forgiveness, as we all make mistakes. And we are forgiven and always thanked for our good deeds, as the big day will come, all will be thanked on that day. No hate, just love. Have a great snowy day!