

Report to / Rapport au:

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

24 March 2025 / 24 mars 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 MARCH 2025

OBJET: LETTRES DE MENTION ÉLOGIEUSE MARS 2025

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: February 10, 2025

From: Member of the Public

Excerpt from Letter: I was coming to report a sexual assault, and doubted coming because I was scared how police officers would react and what questions they would ask me. Instead, the officers that helped me were incredibly nice, empathic and respectful. I was listened, not judged and my emotions were welcomed and acknowledged. I am extremely happy about the help I received and so grateful for the officers. I wish I could thank them more than I already did.

Date Received: February 13, 2025

From: Member of the Public

Excerpt from Letter: Officer Young, I wanted to take a moment to thank you for your help after my car accident on the morning of February 13/25. I'm ever grateful that you were driving by and stopped to check on me. You showed great kindness and compassion when you allowed myself and my dog to keep warm in your car while I sorted out my insurance/tow, and made sure to get us home safely afterwards. The reassurance and lighthearted conversation helped to ease the anxiety of a stressful situation, and my dog, Zoey, really appreciated the treats and pets. I'd also like to thank you on behalf of the many people that you helped after the snowstorm. Your care and vigilance over our community was evident when you slowed to check on multiple people needing help during the short drive to bring me home. Although pushing a stuck car out of the snow can seem inconsequential, it can turn around someones whole day. IMHO, 10/10 excellent officer.

Date Received: February 22, 2025

From: Member of the Public

OPS Member: Constable P. Askin & Constable R. Parker

Excerpt from Letter: Good evening. I wanted to take the time to thank 2 of your officers; Paul Askin and Robbilyn Parker for their outstanding work today to locate my teenage daughter. They were very professional, and very kind and caring during a difficult situation. They took the time to listen and worked very hard to find my daughter. I am thankful that we have such dedicated officers keeping our community safe. Thank you.

Date Received: February 22, 2025

From: Member of the Public

Excerpt from Letter: A homeless young man suffering from poor mental health was disruptive at the Tim Hortons at 3691 Strandherd Drive. Officer Stephanie approached him, introduced herself and asked how his day was going. Although he was not cooperative, she continued to interact with him with respect, listening to him, and

treating him with dignity. Eventually another officer was called, and the young man eventually did leave without further escalation - largely due to Stephanie's reasonableness and firm but respectful interactions with him. I'm not a parent, but I wish my young nieces were here to witness and learn how difficult it can be to suffer with our mental health, but also to witness what it looks like to work with this population in a caring, respectful but firm manner. Fantastic job Stephanie.

Date Received: February 24, 2025

From: Member of the Public

Excerpt from Letter: Dear Chief of Police I hope this message finds you well. I wanted to take a moment to recognize two outstanding Officers, Tate and Dennis, for the phenomenal job they did while assisting us during a difficult situation. Monday, February 24th, my friend and I volunteer of behalf of the Montfort Hospital to help a senior who was evicted from her apartment to collect some of her belongings, we had the privilege of being escorted by these two officers to the apartment. Their compassion and kindness in such a dire situation were truly remarkable. The senior and another elderly lady had been living with out electricity for three months, and as she sat on the couch in tears having to leave many of her belongings behind it was heart breaking to witness. Despite the challenges, officers Tate and Dennis demonstrated incredible patience and care, treating this senior with dignity and respect. It was inspiring to step back and watch them handle the situation with such professionalism and humanity. If it weren't for their presence and support, this difficult moment would of been harder. I don't know their last names, but I wanted to ensure their efforts did not go unnoticed. I deeply appreciate not only what they did that day but also what all of you do every day to keep our community safe-not just through enforcement but through genuine compassion for those in need. Please extend my gratitude to them and to the entire team. Warm regards.

Date Received: February 26, 2025

From: Member of the Public

Excerpt from Letter: My elderly father went missing after going to a restaurant for lunch. He was missing about 4-5 hours before my mother reported it. He is elderly & has dementia & does not walk very well. The police arrived quickly after the call (around 5 pm). My mother gave a description & where he was supposed have gone for lunch. The officers were able to find him quickly (less than 30 min). Our family so thankful & grateful for the amazing empathy & response. I live in Toronto but I wish I could have been there to help my mother & thank the officers for being there.

Date Received: February 27, 2025

From: Member of the Public

Excerpt from Letter: I was assaulted on the LRT between Hurdman and Tremblay stations shortly after 11 am. The attacker got off at Tremblay station and walked to Via Rail station. The two police officers stationed at the rail station quickly joined the OC Transpo special Constables to assist in locating my attacker. In less than 30 minutes they were able to apprehend the person who violently attacked me. I would like to compliment both officers for their quick professional response and their kind empathetic words while dealing with me at the scene! It makes a difference knowing that the person who attacked me got caught. Thank you for your service!

Date Received: February 27, 2025

From: Member of the Public

OPS Member: Constable N. Regimbal

Excerpt from Letter: Hello. I thought I would take a moment to send you a message, as I imagine you must unfortunately hear more negative comments than positive ones. This will perhaps help to balance the scales a bit. Recently, I was pulled over by Officer Regimbal. Although no one wants to receive a ticket, as I did, I would like to express my appreciation for his display of professionalism and his courteous manner. As strange as it is to say, my encounter with him was an entirely pleasant one (though not necessarily for my wallet). I feel that most people only speak up when they have something negative to say, so I think it's important that we also take time to offer praise when warranted. Thank you!

Date Received: February 27, 2025

From: Member of the Public

OPS Member: Constable E. Cleroux-Valladares, Constable J. Rybak and Constable P. Smeriglio

Excerpt from Letter: At about 2210 on December 1st 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: March 3, 2025

From: Member of the Public

OPS Member: Constable D. Neilly

Excerpt from Letter: Dear Dawn Neilly, and the kind folks at the Ottawa Police. With the changing of the years, and the changing of the seasons, we here at Chrysalis House have been taking the time to reflect on, and acknowledge those who have brought change to the lives of the families and residents of CH.

Much like how the change in seasons inspires the world to grow and change- so too has your generosity helped the people of CH continue to grow, flourish, and begin anew. It is thanks to your kindness and compassion that the mothers at CH did not have to worry about providing holiday cheer for their families. It is thanks to you, that the weight of the world no longer rests on the shoulders of the children. It is thanks to you that their laughter and joy has now been echoing through the halls of CH.

It is thanks to you, that our residents are able to breathe fully for the first time in a while. It is thanks to you, that each and every single person and child here knows that they are appreciated, important, cherished and cared for. With full and happy hearts, we sincerely thank you for all that you do.

We couldn't do it without you – thank you for believing in our mission and helping us make a positive impact in the lives of so many. Wishing you the best of the rest of your 2025 and beyond.

Date Received: March 4, 2025

From: Member of the Public

Excerpt from Letter: I would like to thank the police officers who came yesterday. We had called 911 for an ambulance because we thought our baby was choking and was told that the wait time could be long, we were stressed but understood that it was a busy evening for them. A minute later the police arrived to check on us, we felt so well-cared for to have them come by while we waited for the ambulance. The officers were very kind, professional and reassuring. Please share this with them, I want them to know they are doing a great job serving our community.

Date Received: March 4, 2025

From: Member of the Public

Excerpt from Letter: My car broke down at the 174 highway split and I had to pull over to the side. I'm 20 and this is the first time this has happened to me so I was very nervous and scared. Officer Sam checked on me when I was pulled over to make sure I was okay, and he could tell I was nervous so he stayed with me until my dad came to get me. He also left the police car lights on so other cars wouldn't drive into me. It was very kind of him to stay with me until my dad got there, it made me feel calmer and I really appreciated it.

Date Received: March 4, 2025

From: Member of the Public

OPS Member: Constable R. Poitras

Excerpt from Letter: Dear Chief Stubbs. I just wanted to take a moment to express my gratitude for the excellent support Constable Poitras (I hope I remembered his name correctly) provided to those of us who came out to express our concerns about the policies of the new US administration at the embassy today. Community policing at its best!! We felt our right to demonstrate peacefully was respected and protected. Thank you!

Date Received: March 5, 2025

From: Member of the Public

OPS Member: A/Sergeant M. Corbeil, Constable C. Paquet, Constable S. Armstrong, Constable J. Malette, Constable W. Ridley & Constable Z. Simpson

Excerpt from Letter: My grand daughter was at daycare the morning of March 5, 2025. She collapsed had a seizure and was unconscious. First responders arrived including OPS members. To my knowledge, one member took my granddaughter to the paramedics, offered transport to my son-in-law, and then later showed up at CHEO to check in on the well-being of my granddaughter, offering her a teddy bear. These officers showed the ultimate compassion during an extremely stressful period for the parents and family members. It is important that the public know of these above and beyond instances of selflessness. I, and the family, would like to follow up with the officers in person to thank them! Please have them contact me so we can arrange a proper thanks.

Date Received: March 6, 2025

From: Member of the Public

Excerpt from Letter: I phoned the non-emergency number on March 6th to request a Wellness Check for my 91-year-old mom. I hadn't heard from her in days and as I live in Paris, I was truly concerned that she was not answering her phone. The gentleman who took my call was very kind, understanding and professional. The officers who were dispatched to my mom's home checked on her and made sure that she was okay. I was very grateful and also very surprised that the officer took the time to call me to let me know that everything was okay. He was a very nice man! I was in transport at the time so my connection was not so great, and we were cut off at some point. I wanted to call him back when I got home, but was afraid to disturb him. So I just wanted to say a big thank you to the dispatcher and also to the 2 officers who went to check up on my mother.

Date Received: March 6, 2025

From: Member of the Public

OPS Member: Constable J. Bunster, Constable C. Schulz & Police Communicator A.

McLeod

Excerpt from Letter: To whom it may concern. I would like to thank all those involved in an incident last Saturday. I called about a homeless person trespassing on the third floor of my building. When I woke him up and asked him to leave he started to get violent. I called 911 and had a very calm and thorough dispatcher. She was very polite and helpful. Within a very reasonable time frame Constable Schultz and Bunster arrived. They were simply excellent. Extremely professional and once again very thorough. An excellent representation of your service members. Thank you for having such great people.

Date Received: March 7, 2025

From: Member of the Public

OPS Member: Police Communicator M. Carter

Excerpt from Letter: I don't even know how to begin this letter, except to say that if I had an emergency for myself, I would certainly want this particular operator to take my call. I called in witnessing a car blocking traffic and a man pulling a woman out of a car, and the operator that took my call was so articulate, calm, and hyper aware of all going on. He literally was able to read through my overwhelmed Confusing statements and get what I was saying 100% even though it really wasn't that clear he was able to read between the lines. I cannot thank the Ottawa Police enough for having someone like him on staff! I think he needs to know his value if he doesn't already. Please feel free to call me to get further details. I also would like to say that the first two police officers that responded, the male acknowledged that I was pulling away and gave me a sign to say thank you and that made me feel like it was OK that I was leaving and that is communication that a lot of people don't give or have understanding of. I think 1,000,000% all involved need to have accolades. The two first officers immediately got out of their vehicle and separated the two people in question and it was amazing. Like I said earlier, I don't know where to start, but it seems like I don't know where to finish. Thank you for taking the time to read my letter

Date Received: March 7, 2025

From: Member of the Public

Excerpt from Letter: Today while I was out walking I was attempting to cross Brian Coburn at around 1100hrs. I used the marked crosswalk and activated the lights to warn vehicles that I was attempting to cross. Three cars ignored the lights and just looked at me standing there! Thankfully right behind them was a police SUV who immediately reacted and pulled at least one vehicle over. I presume to issue a ticket. THANKS! Earlier this morning at around 0900hrs I was nearly run over by a young male at the same crosswalk! I literally had to jump back off the road as he headed straight at me.

He couldn't have cared less as he was chatting on his phone using a headset. Thanks for trying to help keep us safe.

Date Received: March 8, 2025

From: Member of the Public

OPS Member: Constable D. Tetreault, Constable V. West, Constable H. Pedley & Constable Y. Shcherbatyuk

Excerpt from Letter: I am writing to you today to let you know about four Officers who responded to my 911 call on Saturday, March 8, 2025. I had called because I found my father unresponsive and believed he had passed away. After EMS confirmed his passing, I was obviously distraught and was there by myself, awaiting family support. I had never dealt with a parent dying at home so was unsure about protocol and panic was starting to set in with my grief. On one of the worst days of my life, these four officers stepped up immediately and worked to inform me of the procedure when someone passes away at home. Step by step, Officer Tetreault was with me and made sure I was okay and understood the delay in trying to coordinate with the coroner. He was patient and kind and I would have been lost without his help. For over four hours these officers stayed with us at one time or another, provided care and comfort while guarding my father until the coroner could arrive. I cannot thank them enough for their amazing service and just wanted to let the OPS know how lucky they are that these four officers are members of the Ottawa Police Service. They were professional, caring, thoughtful and went above and beyond in trying to help the coroner situation. Thank you so much to them for making this day bearable with their tremendous support! An extra special thank-you to Officers Tetreault & West.