

**Report to / Rapport au:**

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

**28 April 2025 / 28 avril 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 APRIL 2025**

**OBJET: LETTRES DE MENTION ÉLOGIEUSE AVRIL 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**

Received: March 22 2025

From: Member of the Public

Excerpt from Letter: We wanted to express our appreciation for the response of your officers to the alarm at our home on February 26. We believe that the alarm was triggered by a faulty connection at our patio doors and we are having the system checked as well as the installation of security cameras in the front and back of the house. That said, we very much appreciated that the officers took the time to follow up with us to ensure that my husband (who is 83 with health issues) was not on the premises. I know that the officers spoke with neighbours who alerted them to my husband's vulnerability and the officer who called me was concerned and very kind.

Date Received: April 8, 2025

From: Member of the Public

OPS Member: Constable R. Emmons

Excerpt from Letter: I was stuck in Cedarview Church parking lot on a snowy and blustery day. Had the wrong car key with me after shuffling cars at home to snowblow. An officer happened to drive into the lot to make some notes. I asked him to drop me off at home to get other keys. Very politely and professionally he helped me out after finishing his notes. A quick drive home and light conversation much appreciated. Thank you, Rylie, for a nice bit of community service!

Date Received: March 28, 2025

From: Member of the Public

OPS Member: Constable B. Otterson, Constable J. Prince-Finkelstein, Constable D. Ward & Constable N. Soontiens

Excerpt from Letter: I was apparently in shock after an incident involving my neighbour. Although my memory is somewhat vague, I do recall that the two officers that responded to the call treated me appropriately and with respect, despite my confused condition.

Date Received: March 28, 2025

From: Member of the Public

OPS Member: Constable P. Upadhyaya

Excerpt from Letter: Just wanted to quickly reach out and recognize Constable Upadhyaya who has been attending our APR's calls for a while now and is always going above and beyond with our suspects. Another theft in progress call was made today which resulted in a \$700+ recovery due to his assistance. Thank you!

Date Received: April 2, 2025

From: Member of the Public

Excerpt from Letter: Hi! I'm a paramedic for ottawa. Yesterday we had a call for an unknown in the march/klondike area that ended up being a cardiac arrest. The initial responding officer was very helpful, recognized agonal respirations, started CPR and helped keep the family member out of our way so that we could appropriately treat the patient. I hope this reaches her and that she knows how much we appreciated her help!

Date Received: April 2, 2025

From: Member of the Public

OPS Member: Constable T. Burns, Constable K. Heit, Constable Donoghue, Constable N. Harrison, Constable G. Bean, Constable P. MaGill, Constable J. Maseruka, Constable S. Kendall, Constable Yousef, Constable Thomas, Constable Guilbeault, Constable Fargey, Constable Harper, Constable Couture-Lazon, Constable Frechette, Constable Joseph, Constable Turgeon, Constable Goudie, Constable O'Byrne, Constable Cooper, Constable St-Jean, Constable & Avlijas

Excerpt from Letter: Good afternoon, My colleague and I would like to recognize the following officers for their continued professionalism and support. Our job as Loss Prevention officers can be very difficult at time and these officers have always made our days better and been amazing when attending calls. I am leaving the company as of tomorrow and wanted to recognize these officers one last time as they have been a pleasure to deal with all these years. Please pass this along to them/their Sergeants so they can be recognized as the amazing officers they are. It has been a pleasure working with each and every one of them and they will be missed when I move on from this position.

Date Received: April 6, 2025

From: Member of the Public

OPS Member: K. Holt and B. Ross

Excerpt from Letter: Early Sunday morning my brother-in-law suddenly and unexpectedly passed away at home early Sunday morning. My sister was, of course, frantic and devastated. Along with many other first responders, Officers Holt and Ross attended the scene. I would like to highlight the admirable sensitivity and professionalism of both of these officers. Officer Ross provided helpful information and provided important leadership. Officer Holt was with my sister and her family for hours as we waited for the coroner and funeral home. She was caring and supportive throughout this very difficult time. On behalf of my sister and our entire family I would like to extend our thanks to the Ottawa Police Services and the other first responders and in particular to Officers Holt and Ross.

Date Received: April 7, 2025

From: Member of the Public

Excerpt from Letter: Dear Ottawa Police Services. From the bottom of my heart, I commend you and wish to personally thank you for your services.

Date Received: April 8, 2025

From: Member of the Public

Excerpt from Letter: Hi OPS, we meant to write and thank you earlier, but if our thanks are late, they are nonetheless sincere. On January 28 in late morning, my friend was not answering his phone, and I had not talked him since January 26 (supper time).

As it turned out, he had suffered an ischemic stroke that affected the left side of his body, and he had fallen and then gotten wedged under his bed.

He would have been there something like 36 hours, wearing nothing in a cold room with open windows.

On that day, all your officers who attended were helpful, thoughtful, and kind. I remember how long it took for one officer to diligently pick the lock (I did not have a key). And another, senior officer stood on the landing a few steps down and kept me talking about my friend and the cottage where we spend time in the summer, and whatnot, while I waited for the door to be opened to admit the waiting paramedics. At that time, I feared that he was either unconscious or dead. But he was not dead. And he was conscious, though his speech was slurred. When he was being placed in the ambulance, that same officer who had kept me talking while we waited asked me if I was okay to drive. I appreciated him asking that. Now here we are, just past the 2-month mark my friend's remarkable recovery from the stroke. From the bottom of our hearts, thank you for your quick, kind, and timely efforts on that day.

Date Received: April 8, 2025

From: Member of the Public

OPS Member:

Excerpt from Letter: To the Officers of the Ottawa Police Service, As I approach a milestone in my personal journey, I wanted to take a moment to express my heartfelt gratitude to each and every one of you. On April 11<sup>th</sup>, I will celebrate 20 years of continuous sobriety, and I owe a debt of thanks to two Officers who visited my home many years ago. After a night of reckless behaviour, I had just been fired from my job that afternoon, I was fortunate to have two Officers knock on my door. While I'm sure their intentions were to arrest me that night, and man was I being a royal a-hole, our conversation had a profound impact on my life. Their kindness, empathy and concern for my well-being helped to plant a seed that would eventually grow into my decision to seek help and start my journey towards sobriety. I regret not being able to recall the

names of those two Officers, but I want you all to know that their actions that night were a turning point in my life. Your work goes beyond enforcing laws and maintaining order, you have the power to change lives.

I want to thank each of you for your dedication, compassion and selflessness. Your work is not always easy, and it often goes underappreciated. But I am proof that you make a difference. You are the thin line between chaos and order and your presence in our community is a beacon of hope. Please know that your efforts have not gone unnoticed. I'm just one example of the countless lives you've touched and I'm honoured to express my gratitude to each of you. Thank you for your service. Thank you for being there when it matters most. And thank you for helping people like me find a second chance.