

Report to / Rapport au:

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

23 June 2025 / 23 juin 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 JUNE 2025

OBJET: LETTRES DE MENTION ÉLOGIEUSE JUIN 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: April 15, 2025

From: Member of the Public

OPS Member: Sergeant B. Albert & Constable S. Zumberi

Excerpt from Letter: Hi there, I just wanted to send a sincere thank you to Constable Shpresa and Constable Ben for being there on April 5th, 2025, around 3:17 PM when my sister called for a wellness check on our dad. He hadn't been answering his phone, and we were really worried.

Both officers were kind and respectful during this really hard moment for us. A special thanks to Constable Shpresa for staying with our dad's body until the funeral home arrived. Her presence meant a lot — she showed so much compassion and also took the time to make sure my sister and I were doing okay mentally and emotionally. That kind of care doesn't go unnoticed, and we're incredibly grateful for it. Please pass along our thanks to both Officers. We really appreciate them.

Date Received: April 15, 2025

From: Member of the Public

OPS Member: Constable B. Otterson, Police Communicator R. Flis & Civilian member C. Racicot

Excerpt from Letter: Saturday evening I filed a report and I was grateful to be assisted by two officers from the Intimate Partner Violence Unit who attended my home on Sunday afternoon. Their conduct was nothing short of exemplary. They were respectful, thorough, trauma-informed, and handled the situation with professionalism and deep empathy. They took the time to ask thoughtful, detailed questions and created space for both myself and my friend to share our reports independently. The care they took in respecting my home — including small gestures like inviting me outside when they needed to speak with my friend privately — made a profound difference in how safe and respected we felt.

Throughout the evening, both Constables followed up by phone with us individually to explain how they would be engaging with the individual and the steps being taken to prevent any further contact. These follow-ups were timely, clear, and incredibly reassuring.

I especially want to express my appreciation to the Officer who helped me understand my right to change the locks to my condo under these circumstances. In the whirlwind of legal complexity, fear, and exhaustion I've been managing, that detail has been difficult for me to fully grasp. He took the time to explain it, to call his supervisor for clarity, and to reassure me — even while being careful to note he was not offering legal advice.

That care, patience, and initiative meant a great deal.

I would also like to recognize Constable Blake Otterson, who attended my home on April 16 in response to a related incident. I'm relieved to share that as of yesterday afternoon, for the first time in weeks, I feel safe. And it is because of the diligent, compassionate work of these officers that I now have the clarity and capacity to respond to your original message with the gratitude it deserves.

In addition, I want to recognize the extraordinary support we received from Ms. Cassandra Racicot, of the Ottawa Victim Crisis Unit. Her presence and encouragement during this time — from affirming my right to change the locks, to providing ongoing support before and after the peace bond applications — was nothing short of incredible. I had no idea these kinds of resources existed through the Ottawa Police Service, and her care has transformed my understanding of what support for victims can and should look like. OPS has shown not just a commitment to protection, but to healing — and that is something I will never forget.

As a member of the LGBTQ2I+ community — and someone who has experienced significant discrimination throughout my life — I want to highlight that at no point did either myself or my friend feel that our identities had any bearing on how our cases were assessed or handled. The professionalism, neutrality, and dignity we were shown is not something we take for granted. That kind of equitable treatment is still, sadly, not universal — and the respect we received from OPS left a lasting impression. If there is any way I can formally submit this feedback to support commendations or performance recognition within OPS, I would be more than happy to do so. With sincere thanks.

Date Received: April 16, 2025

From: Member of the Public

OPS Member: Constable S. Rehel & Constable S. Carroll

Excerpt from Letter: Good morning, I just wanted you to know of the excellent experience that we had with Officer Steeve Rehel and Officer Shawn. Officer Rehel was called to attend a follow-up. He was very kind and helpful. He even followed up with me again this morning and I want to thank him for re-explaining how my daughter reported the incident and didn't want to pursue it any further. He was very professional and very compassionate. Thank you Officer Rehel. Additionally, at this time I would also like to thank Officer Shawn who attended to 911 calls that were placed on Feb 11, 2025.

Officer Shawn, provided excellent communication skills and a clear grasp of the consequences of my daughters behavior. Thank you to all of the officers who attended to our calls. A job well done. Thank you all officer's involved in both situations.

Date Received: April 16, 2025

From: Member of the Public

OPS Member: Constable C. Bourguignon

Excerpt from Letter: Hello, I just wanted to extend my deepest thanks to Detective Corey Bourguignon and the Ottawa Police for your work with helping me secure and reclaim my Facebook account from a phishing takeover. Detective Bourguignon was exemplary in keeping me up to date on the process of the investigation. He was able to resolve this matter, helping me reclaim my account very speedily. A matter of days... In my mind, this is remarkable, considering how many customers there are at Meta. Many of whom have the same problem. He noted once how he was working non-stop on my case since our first contact. I am endlessly grateful to him and the Ottawa Police for helping me resolve this issue. I say as a Catholic faithful man, God bless you.

Date Received: April 17, 2025

From: Member of the Public

OPS Member: Constable J. Kabuya

Excerpt from Letter: We had a suspected break-in at our home, and Officer Kabuya responded with incredible professionalism and care. He kept us calm, and took the time to explain everything clearly. His reassuring presence made a very stressful situation feel much more manageable. We're so grateful for his support and the work of the Ottawa Police Service.

Date Received: April 25, 2025

From: Member of the Public

Excerpt from Letter: Fantastic service and Class act Officers! Dear Chief, I just wanted to take a few moments to complement your team for the truly wonderful service provided on February 09, 2025. My friend and tenant, suffering from extreme late stage cancer passed away naturally at the above residence in an unusually traumatic fashion. 911 was called and your team arrived, myself, moments after, and they dealt with the situation, and myself, in an extremely professional and caring manner. Hats off and thanks to all at OPS for their professionalism and diligence in all they do for the city of Ottawa!

Date Received: April 26, 2025

From: Member of the Public

Excerpt from Letter: Ottawa Police Service... Thanks for all the good work you do!

Date Received: April 26, 2025

From: Member of the Public

Excerpt from Letter: Hi, I just wanted to write to thank you for the police presence on our street today on the corner for people not stopping at the stop sign. It's great that people will have seen you and expect that you may be back. Would have love to see

you myself to thank you in person for your service. My daughter saw you but was to shy to stop but she was very happy as well. Keep up the good work!

Date Received: May 11, 2025

From: Member of the Public

Excerpt from Letter: This is a message to compliment the officers that on the late evening of April 29 or 30th assisted us in locating our son and having him sent to the Montfort Hospital. The lead officer was more diligent in locating my son than I had expect from any law enforcement. I am more than grateful for the efforts of the whole team. Thank you! Another more important compliments to the 2 teams that assisted us on the 4 May. I was personally feeling surprised, wondering and being overwhelmed by the number of people on the front lawn and in my home. Yes I was very distressed, loud, foul language, etc., very on the edge and I had never seen me this way. My most deep-felt apologies. I sincerely want to thank everyone that helped me out in this stressful situation. It takes kindness, understanding, patience, so many countries, cultures to make Canada, remember me. Thanks!

Date Received: May 13, 2025

From: Member of the Public

OPS Member: Special constable R. Perez Hernandez

Excerpt from Letter: Good evening, I would like to leave a glowing review for Special Constable Ryan Pérez-Hernandez. He was on scene of an accident that happened hours ago. However, I wasn't apart of that accident. I'm complimenting him on him welcoming my 3yo and 5yo who walked by and wanted to ask him questions about police officers and what they do. He answered all questions (in perfect French too, as my boys only know French). He showed them that the computer can show the map of Ottawa, and his coworkers near by, and the lights for a few seconds. His shoulder radio was talking and he then explained that it was his coworkers telling him what's going on. My boys were so excited to talk to him, he was absolutely polite, warm and welcoming to my boys. They really like cops and what they do and Special Constable Ryan Pérez-Hernandez made their day. As a homemaker & homeschooler, he even gave me great tips on how to find events for my boys to attend with other officers, firefighters and paramedics that is open to the public. He even answered my husband's questions about our car break-in we had last fall and what to do. He was honestly a gentlemen, and if I can use all the best compliments in the dictionary I would, but that would be a long email. This is just to say Special Constable Ryan Pérez-Hernandez was amazing and pass along my many thanks to him for taking the time to speak to my boys! Warmest regards.

Date Received: May 15, 2025

From: Member of the Public

Excerpt from Letter: Dear Ottawa Police Service, I'm writing to express my sincere appreciation for the respectful and professional conduct of one of your officers during a traffic stop this morning, Wednesday, May 15, at approximately 8:05 AM near the intersection of Viewmount Drive and Merivale Road. Unfortunately, I did not catch his name or badge number, but I hope this timeframe and location may help identify him so this message can be passed along. I had mistakenly driven ahead of a long line of vehicles, thinking they were turning into a nearby school, when in fact they were lined up to turn left at the light. The officer who stopped me handled the situation with calm authority and fairness. He gave me a chance to explain, offered a firm but respectful reminder, and chose not to issue a ticket or formal warning. Despite the initial nerves, I left the interaction feeling grounded and genuinely grateful. His approach turned a potentially stressful moment into a constructive and human one. I know traffic enforcement has become especially important with the recent rise in pedestrian incidents across Ottawa, and I support the increased presence on our roads. Please extend my thanks to the officer involved. I imagine your team doesn't often receive praise for traffic stops, but I felt this deserved to be acknowledged. With appreciation.

Date Received: May 16, 2025

From: Member of the Public

Excerpt from Letter: Hi there, Sorry to follow up so soon but I had a request if its alright. There have been a few officers who helped me recently with mental health-related calls and I wanted to know if it was possible to get some of their information so I can send them a gift, and also to know what kind of gifts are allowed. Though words may be sufficient for others to express their gratitude, the manner in which they handled my cases was extremely professional and they made me feel incredibly safe and well taken care of. If this is a fair request please let me know. I was planning on maybe writing them each some letters just to express my thanks, and maybe a gift like a snack from Tim's or something just to contribute. Thanks again for your time.

Date Received: May 16, 2025

From: Member of the Public

OPS Member:

Excerpt from Letter: Hello, I wanted to reach out to thank the Ottawa Police Department for their help today in response to the 911 call that was placed regarding the rental issue at our apartment complex. I wanted to simply thank both the Officers, however I did not get a chance to get the other gentleman's name. They were both professional, kind, and helpful in their interaction with me today. Notably Officer Ben also shared his

time to give me some general life advice which I appreciated greatly. In addition to my compliments to the officers today, I simply wanted to extend an apology to them for keeping them as long as I did. Due to my attention deficit and troubles with autism, it takes me sometimes longer to consider or weigh my thoughts. I appreciate their patience greatly. To the reader, thank you for your time, and I hope this thanks & apology reaches them.

Date Received: May 24, 2025

From: Member of the Public

Excerpt from Letter: Hi, I called 911 today, 24 May 2025. Following my call, Officer Richard and his partner knocked on my door. Richard took my statement. He was wonderful. Friendly, calm, professional, thorough, and he entertained my sons while I completed the witness/victim form. Shortly after he left, he called me at around to let me know that his partner - also wonderful - had made an arrest. I was absolutely terrified today. But OPS acted SWIFTLY. I am relieved knowing that at least tonight I can sleep well. Thank you OPS. Please send my absolute highest commendation to your officers today!

Date Received: May 28, 2025

From: Member of the Public

OPS Member: Constable K. Batson

Excerpt from Letter: To whom it may concern, I was stopped this morning, May 28, 2025 on River Road by an Officer, K. Batson. I wanted to commend the officer, who was respectful, friendly and aside from the circumstance, which was entirely my fault, a total pleasure to deal with at 6:45 on a Wednesday morning. Officer Batson was a total gentleman, and I truly appreciated the interaction; he is a credit to the uniform he serves in. Thanking OPS for keeping us safe, and with admiration.

Date Received: May 29, 2025

From: Member of the Public

Excerpt from Letter: Good morning I attended the Royal festivities along Wellington on Tuesday morning. Although the vast majority of the crowds were in good spirits, there was a group of freedom fighters were standing present. I was so impressed by the officers professionalism. The freedom fighters relentlessly taunted the officers as they stood at their posts. I know that someone could say they were just doing their job. Maybe, but I was really proud of these men and women. They represent what professionalism really looks like. I would also note, 2 officers extended kindness to a gentleman trying to get over a curb with his scooter. They walked over, lifted the scooter up into the sidewalk and walked right back. Police are under constant scrutiny and criticism. I wanted to pass along my thanks for their service and professionalism.

Date Received: June 1, 2025

From: Member of the Public

OPS Member: Civilian Member R. Lefebvre

Excerpt from Letter: I would like to note the excellent service that I recently received from your records department and specifically Mr. Robert Lefebvre. I will very shortly be deployed to the Middle East for 13 months and a few days prior to leaving I have the opportunity to act as a parent chaperone on my 12 year olds end of year trip. I had previously submitted a record check months ago, and the school, rather at the last minute, indicated that it was the wrong level of record check. I contacted Mr. Lefebvre and he was immediately able to assist me in obtaining the proper record check. I really appreciate that Mr Lefebvre recognized the unique nature of my request and what my attendance on this trip will mean to both my child and myself. I am grateful for his action.

Date Received: June 4, 2025

From: Member of the Public

OPS Member: A/Sergeant J. Guilbeault & Constable S. Love

Excerpt from Letter: Dear Ottawa Police Service, I wanted to take this opportunity to recognize the exemplary service and support we received from the Ottawa Police Service (OPS) in resolving a recent criminal matter at our residence. Specifically, I would like to acknowledge Cst. Jon Guilbeault and Det. Stephen Love. Late last year, we were the victims of vandalism at our home. Our residence was egged on two separate occasions. The second time, the perpetrators caused property damage by breaking one of our windows. I promptly reported this to OPS. We later learned that several students at one of our kids' school were being targeted. Over the next several months, I was in regular contact first with Cst. Guilbeault and subsequently with Det. Love to share additional information, photos and details as I became aware. Throughout the process, they both demonstrated a high level of professionalism, responsiveness and commitment in assisting us. We felt very supported and appreciate the importance and attention they devoted to this matter. We are very pleased that, thanks to their efforts, the perpetrators of these acts were eventually identified and held responsible for their actions. We would like to express our sincere thanks to Cst. Jon Guilbeault and Det. Stephen Love and acknowledge that they really went above and beyond in assisting us with this matter.

Date Received: June 8, 2025

From: Member of the Public

Excerpt from Letter: Good Afternoon, I just wanted to say that I really like your map dashboard of the crime rates in Ottawa. Thanks and great work!

Date Received: June 9, 2025

From: Member of the Public

OPS Member: Constable S. Aubry & Constable N. Mayo

Excerpt from Letter: Yesterday I called police. I just want to compliment the officers who helped me. They went above and beyond and understood my problem and were very supportive and able to calm my anxiety. Officers Aubry and Nicholas. They should be recognized for their kindness and professionalism on dealing with people who suffer with anxiety. Thanks again and job well done.