

Report to / Rapport au:

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

28 July 2025 / 28 juillet 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 JULY 2025

OBJET: LETTRES DE MENTION ÉLOGIEUSE JUILLET 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: June 7, 2025

From: Member of the Public

Excerpt from Letter: Dear Ottawa Police. I wanted to say thank you to the officer who took the time to say hi to my daughter. He was on foot patrol at Manotick's Dickenson's Day parade Friday evening. She was so happy and proud the officer gave HER a high five. Thank you for making her evening! This is what community policing is all about and we love seeing the officers engage with the community.

Date Received: June 7, 2025

From: Member of the Public

Excerpt from Letter: I got pulled over last year. 103 in an 80 on Rockdale rd. I was oblivious of my speed. I had no wallet with me either. Just a bad day made worse by my mind being somewhere else. It was a difficult, overwhelming day that day. Family stuff. Officer pulled me over and he must have sensed that. We ended up talking for over 20 minutes that day on the side of the road about things in our lives. It was just what I needed. I told him I deserve the ticket, I should have been more aware of my speed, he declined. I think about that officer often and how that 20 minutes of chatting made more of a difference than he could know.

Date Received: June 25, 2025

From: Member of the Public

OPS Member: Constable A. Masneri

Excerpt from Letter: Hello, I would just like to say thank you to one of your officers who took the time out of his busy day to go beyond for me. I had my brand new cell phone stolen at the Tim Hortons and I asked Officer Masneri who was at the Tim Hortons on another call if he could check the cameras cause they were gonna get erased after a certain amount of time. He took the time actually an hour and a half looking through video and he found it! He didn't have to do thatthere is definitely a lot more pressing things he could of been doing. I just wanted to say thank you Officer Masneri. Thanks for taking the time out for me! Hope you have a safe and great career. Thank you.

Date Received: June 16 , 2025

From: Member of the Public

Excerpt from Letter: Please express my gratitude to the 911 Operator who answered my call around 11:15AM on Sunday, June 15th and asked for an ambulance to Primrose Park. I came across my neighbour trying to retrieve a dead squirrel from her dog's mouth. Things escalated quickly and she lost part of her finger because she had her hand in her dog's mouth. I definitely panicked, mainly because I was trying to control her 150+ pound dog, calm her and use her mobile and deal with the squirrel. I was totally

losing it, but the Operator was firm and reassured me. I needed that! I'm very grateful for his assistance.

Date Received: June 18, 2025

From: Member of the Public

OPS Member: Constable J. Monroe & Constable J. Beauchamp

Excerpt from Letter: Hello, I support individuals with intellectual disabilities. Yesterday Constable Monroe and another officer came to the program to help an individual I support, file a report. I felt it important to reach out and commend both of them. Constable Monroe did most of the interactions with the young lady filing the report. I was impressed with how patient, empathic and non-judgmental he was with her. This is not the usual experience the people I support have with the general public. Constable Monroe and his partner saw the person and not the disability. I was able to take a back seat and was able to provide support without having to be an advocate. It was a positive experience for her in a very stressful situation. Please let them know that what they did yesterday mattered and made a difference for somebody whom is struggling.

Date Received: June 19, 2025

From: Member of the Public

Excerpt from Letter: Hi! Twin toddler boys had a great day yesterday meeting some wonderful officers and their vehicles and furry companions!

Date Received: June 25, 2025

From: Member of the Public

OPS Member: Constable O. Andullah & B. Cullen

Excerpt from Letter: Good morning, I am reaching out to say thank you so much to Constables Cullen and Abdullah for their support during our family's time of need about a month ago. Cst. Cullen and Abdullah were incredibly professional and supportive when they paid our family a visit during a wellness check for our child. We are very grateful for their calm communication style when they engaged with our family. Their communication style was authentic and we could feel like they really cared about our child. We also truly appreciated all the follow-up support that was available to us. We never expected the Constables to follow up afterwards, but not only did they follow up but they offered additional visits by other members of the OPS team. Our interaction with the OPS team truly demonstrated to us how strong our city's safety net can be to help keep our young folks safe. We truly appreciate the OPS teams help and really value your important work. Kudos and thanks!!!

Date Received: July 1, 2025

From: Member of the Public

Excerpt from Letter: Many years ago I was arrested by Officer Kerr who was a detective working in Ottawa. I sometimes think of my interaction with him, and if the Ottawa Police could please reach out to him and wish him a great day it would mean a great deal as I remember him being a kind man overall. Just let him know people think at times about those that cross paths. Have a great day.

Date Received: July 4, 2025

From: Member of the Public

Excerpt from Letter: Hello, I'm a Program Coordinator at a community center. I just happened to be outside earlier today when I noticed two of your Officers passing by on horseback. They were kind enough to take a few moments to stop and engage with the children in our summer camps. Their visit brought so many smiles and excitement to our campers. It was truly a highlight of the day. While I unfortunately didn't catch their names, I wanted to express my sincere thanks to both officers for their kindness and generosity with their time. We truly appreciate the positive connection they helped foster between your team and the community. Wishing you all a wonderful weekend!

Date Received: July 8, 2025

From: Member of the Public

OPS Member: Constable C. Grant & Constable F. Sit

Excerpt from Letter: Good morning. A hate crime was reported near the construction site downtown near the Parliament train station stop. I have attached a picture of where the individual had crossed the road after shoving me and calling me a (racial epithet). The picture shows a camera that would have picked up the incident. The officers who took my report was very helpful and really calmed my spirit. Kind Regards.

Date Received: July 8, 2025

From: Member of the Public

Excerpt from Letter: A big thank you to the Officers who responded to the incident at school Friday. My son was outside with his childcare group when the gentlemen was caught and arrested and my son really appreciated the police officers coming to his class and speaking with the kids/answering their questions and giving them stickers.

Date Received: July 10, 2025

From: Member of the Public

OPS Member: Constable V. Blanco

Excerpt from Letter: An Officer who helped me more than I can ever express. My son has been having a mental health crisis for more than 5 years now. We had to have

Officers come to our house today because my son attempted to kill my wife in one of his episodes. They were able to de-escalate the situation quickly and got my son to the hospital quickly. However, I really need to say that the Officer who came to the hospital when the hospital was trying to discharge my son who I believe his name was Blanco has done more for my family than I'll ever be able to repay. He went above and beyond to express the seriousness of the situation and even looked up so many supports that could assist us.

I know police usually save lives in much more dramatic ways than this but I truly cannot put into words how much him convincing the hospital that my son was unsafe to come home really means to me.

The hospital was telling me I had to either take my son home or abandon him to CAS custody before he stepped in. We've been given this ultimatum the past 3 times he's been sent to CHEO; however, given the severity of his most recent episode which sent my wife to the hospital, we were stuck feeling like we had to pick between our son and the safety of the rest of the family. We have 3 other kids who are significantly younger than him and have been targets of my eldest before.

I truly believe that whatever way Officer Blanco explained the situation and how serious this incident was got both CAS and the hospital to take actions they haven't/wouldn't taken otherwise. He saved me from having to chose between the safety of my family and giving up on my eldest son.

I will never be able to say how much not having to make that decision means to me. I don't want to abandon my eldest son he just really needs professional help 24/7 and we just don't have professional training so we can't provide that.

Regardless I don't know if officer Blanco will ever realize the difference he made in my family's life but I hope this email some how makes its way to him so I can say thank you, it might not seem like much to you but it meant the world to me and my family.
Best regards.

Date Received: July 11, 2025

From: Member of the Public

Excerpt from Letter: Hello, At approximately 5:30 this morning, a woman in Tim Hortons at Montreal Road was having a mental breakdown. She didn't appear to be a person living on the streets. The officer was very kind, gentle, understanding and empathetic. Shortly after the Officers arrived, the situation was under control and the individual left willingly. Afterwards customers at Tim Hortons discussed how professional the Officer handled the situation.

Date Received: July 14, 2025

From: Member of the Public

OPS Member: Constable V. Dupont-Choiniere

Excerpt from Letter: Sir, please convey my thanks to Constable Dupont-Choiniere for his rescue of me after an accident. On the 16th of June 2025, at 5:30am I attempted to move two large garbage bins from my garage to the curb. I fell and could not get up. I realized my age of 82 would not allow me to return to a standing position. I called out repeatedly for "Help". The Constable promptly arrived and carefully helped me to sit up and finally stand. He helped me into my home and carefully examined my scraped knee for serious harm. The bruises and scratches healed within three weeks. He offered prompt and reassuring care, for which I remain grateful. He offered a paramedic, which I welcomed. Please convey to him my appreciation for his professional attention and my ongoing gratitude. I apologize for my delayed response.