

**Report to / Rapport au:**

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

**29 September 2025 / 29 septembre 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 SEPTEMBER 2025**

**OBJET: LETTRES DE MENTION ÉLOGIEUSE SEPTEMBRE 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 14, 2025

From: Member of the Public

OPS Member: Constable K. Zumaeta, Constable C. Larocque, Constable N. Toor, and Constable J. Ryan.

Excerpt from Letter: Hi Chief, I am sure you have someone who deals with stuff like this, but I don't know who that is, so I am sending this to you. I am a Captain with Ottawa Fire, and we just had a call on Montreal Rd. for an occupant who started a small fire while filling needles with drugs. I requested OPS as the person was aggressive and agitated as we were going through the unit to ensure everything was out. Staff had also asked that he leave. Four of your officers arrived within minutes of my request. They were all extremely professional with the person and did a great job de-escalating what could have been a bad situation. At one point the person aggressively took off his jacket and said "this is worth going to jail for" and appeared ready to fight. Your guys calmed him down and completely turned the situation around. He was a difficult individual, under the influence of drugs, and angry. By the time we left they were working out an arrangement with him and the staff to prevent him from being evicted but which addressed the concerns staff had. In a time when the police seem to always be getting bad press, I thought it was important to recognize a small part of the good that they do. I didn't get their names, but all four of them are a credit to the uniform. We have a great relationship with the officers we deal with in this district on a day to day basis, and really more of them need to be acknowledged. In this case I thought that, based on the situation, I should at least take a few minutes and write an email. You should be proud of those four officers. Take care

Date Received: July 14, 2025

From: Member of the Public

OPS Member: Constable P. Upadhyaya

Excerpt from Letter: I am sending my regards and appreciation for Officer Upadhyaya. Thank you, Constable, for showing up and responding and staying until the end. Very caring for public safety and being ethical and professional. Much appreciated.

Date Received: July 20, 2025

From: Member of the Public

OPS Member: Sergeant G. Bell

Excerpt from Letter: Hi, I would like you to pass along my sincere gratitude and professionalism to Sergeant Greg Bell. He made a difficult situation into a simple solution.

Date Received: July 29, 2025

From: Member of the Public

OPS Member: Adult Pre-Charge Diversion Unit

Excerpt from Letter: I just wanted to thank you. My husband was murdered 5 years ago, which caused me to become an addict because I couldn't deal with the loss. And my addiction caused me to shop lift. I begged for counselling for 5 years to help me learn to grieve and accept his loss so in return I could get sober. It wasn't until you guys got me to do this diversion that I actually was able to get the help I needed for the trauma and grief. And I'm happy to report , even tho my diversion is completed, I'm still continuing on with my sessions at Elizabeth Fry. I'm so grateful they are allowing me to do this. Because I'm finding it's really helping me. The last 5 years I didn't even recognize myself. That person wasn't me, I never had criminal record in my life. I worked in health care. I owned my house outright my car outright. I was a devoted mother and wife. I had my life together. It's sad how one thing could impact my life so drastically. When I lost my husband I lost myself. So thank you so much for opening this door for me and allowing me to get back to that person I was, for seeing that I'm not that person who got caught stealing. That's not me , I actually don't even like that person. And it was because you guys seen past that and seen that I needed help more than anything. I will never forget that and I appreciate it more than you will ever know.

Date Received: August 3, 2025

From: Member of the Public

Excerpt from Letter: I want to thank all the officers that went out looking for my son on July 30th into July 31st. Most importantly I want to thank the 2 officers that were at my house and took my son to Cheo and back. They went above and beyond. I know that they are not a taxi service, and I am incredibly grateful to them for what they did, and how they handled the situation.

Date Received: August 6, 2025

From: Member of the Public

Excerpt from Letter: I spoke to my tenant yesterday evening. During that conversation, he stated that due to protection and safety a Police Officer suggested to replace his front door lock. My tenant replied that he had \$30 in his pocket, and this was for his gas to work. The Officer then took money from his pocket and gave it to him. Exchange it and buy a lock (deadbolt) the Police Officer mentioned. I've helped my tenant throughout the years and more recently I've called to get the necessary resources he needs during this difficult time with his son, however, this Police Officer simple act of kindness with giving pesos for a lock to provide him protection, safety and

peace of mind is simply remarkable. Thank you for his act of kindness. We need more humans like him.

Date Received: August 8, 2025

From: Member of the Public

OPS Member: Constable A. Nasim & Constable F. John-Simon

Excerpt from Letter: I would like to state our deep appreciation to you, Cst. Nasim and Cst. John-Simon for representing the Ottawa Police Services with such grace, humility, and great professionalism. Your presence made a meaningful impact, and the community was excited and warmly received the team as they interacted with the community members including children and thoughtfully engaged and answered all their questions, without doubt, the display of approachability and warm communication has helped to strengthen the OPS relationship with the community, bolstered trust and positive dialogue. Best Regards.

Date Received: August 10, 2025

From: Member of the Public

OPS Member: Constable E. Caizapanta, Constable R. Xu & Constable A. Almoflehi

Excerpt from Letter: Good evening Staff, I wanted to bring to your attention some excellent work by Cst. Edmundo Caizapanta, Cst. Ryan Xu and Cst. Aiman Almoflehi, during a call for service early this morning. In August three constables were dispatched to a home in relation to a 32 year old male, who attempted to kill himself by stabbing himself in the arm. Officers arrived on scene and were let in by his mother. They located the male in the bathroom on the 2<sup>nd</sup> floor of the residence. He was sitting in the tub and bleeding profusely from a puncture wound to his left forearm, and two other puncture wounds to his chest. I arrived on scene as the officers were providing first aid to him. Recognizing that he was losing a great deal of blood, the constables began wrapping his forearm with gauze, applying a tourniquet to his upper left arm and applying chest seals to the puncture wounds on his chest. All the while, Cst. Almoflehi remained with his mother and gathered crucial details relating to her sons medical history and kept her calm as she was clearly in a state of shock. Officers were successful in stopping the active bleeding due to the first aid they provided. This turned out to be crucial as it took OAC 21 minutes to arrive on scene. While waiting for OAC to arrive, officers kept an open dialogue with him, who was actively experiencing auditory hallucinations and delusions and making attempts to remove his tourniquet. OAC transported him to the Ottawa Civic Hospital where he was later determined to be in life-threatening condition due to the amount of blood he lost. He was later returned to stable condition and placed on a Form 1 for further psychiatric assessment. Hospital staff remarked to the officers at the hospital that they had done a great job applying the tourniquet and gauze

and that had they not done so, he likely would have lost his life. I was extremely impressed by the calm demeanor, professionalism and sound decision making displayed by the constables during the course of this call. Without their intervention, I believe there is a strong chance that this man would have lost his life due to his self inflicted wounds. Thank you.

Date Received: August 12, 2025

From: Member of the Public

OPS Member: Constable A. MacTavish

Excerpt from Letter: Hello, I just wanted to send an email to thank Officer Mactavish for her kindness today. She pulled me over and was very kind and informative about the situation. She made sure I understood my ticket and what my options were. Overall, she really eased the stress of the situation and not once did she speak to me condescendingly, big shoutout to her. Thank you for your service.

Date Received: August 12, 2025

From: Member of the Public

Excerpt from Letter: I wish to use this opportunity to extend my greatest appreciation for the service of the Ottawa police. On Thursday, August 7th, 2025, an incident occurred at The Embassy between 9 a.m. and 12 p.m. The Ottawa police resolved the incident tactfully and safely. I highly commend the officers of the Ottawa Police Service for their outstanding service, cooperation and competence during the incident and immensely appreciate their help. I would also like to express my gratitude to the phone operator who handed the call for their professionalism and approach during the event. Please accept the assurances of my highest consideration and esteem.

Date Received: August 14, 2025

From: Member of the Public

OPS Member: Constable A. Mineault, Constable J. Simpson & Constable V. Dupont-Choiniere

Excerpt from Letter: Please thank Constable A. Mineault and J. Simpson for the amazing help they provided me and my daughter. Due to her crisis in the community, she was referred to the Youth Diversion Program and I am hopeful that this is the turning point to the path she is currently on. To have Constable Mineault handle the situation as calmly and caring as he did given the position he was put in was handled with the utmost care and professionalism. There is nothing in the manual that prepares you for what he had to do to take control of the situation and yet he did so in such a caring way. To have him also tell me to keep doing what I'm doing and that I'm a good person and good mom is also very comforting. Constable Simpson was a responding officer when my sister passed away in 2022 and was very supportive and

compassionate. She recognized me. She was the one who suggested the YDP for my daughter and I am and will always be grateful for her. And lastly Constable Dupont-Choiniere. I personally had a mental health crisis last week and had to be taken to the Monfort and he was one of the responding officers, because he knows my situation with my daughter, the sadness I saw in his eyes when he saw me in cuffs in the back of the car. He spoke to me and he made me promise him that I would never do anything like that again and that I would put myself first and take care of myself. And I am a person who has never in my life broken a promise and he knows that. And I stand by that promise for him. Every constable that I have come into contact with over the last 3 years have all touched my life in a positive way in one way or another. But these 3 warrant my upmost gratitude and I wish there was a way for me to thank them personally again but I'll settle with the message getting to them this way. It's a thankless job that they do sometimes so I want to make sure that they know they are appreciated for what they do. Please express my deepest thanks and appreciation. It's nice being validated, even if it only comes from OPS.

Date Received: August 15, 2025

From: Member of the Public

OPS Member: Constable K. Holt

Excerpt from Letter: On Sunday, Aug 10th, I had called on behalf of the Distress Centre of Ottawa & Region around 10:30 am for a wellness check for a service user of an unknown location, who expressed pain, hopelessness, and potential for high risk to themselves but unfortunately vague and unknown outcomes after calling. I was unable to connect with the individual through callbacks. There is always hesitation sending emergency services without consent, but Constable Holt (if I heard correctly) followed up with me over the phone prior and after the visit. The individual ended up being safe with his puppy, were informed of resources and supports, and it sounded like they appreciated the visit. I missed the post-visit follow-up call from Officer Holt and heard it through voice message and was unable to say thank you. We don't often hear back about outcomes, especially when they're positive and supportive to the receiving end. I want to extend the thank you for Constable Holt's care, caution, compassion, and follow up. This is a genuine demonstration of "serve and protect". I hope this reaches Constable Holt and also that the individual is able to connect with further supportive services and find deep healing.

Date Received: August 17, 2025

From: Member of the Public

OPS Member: Constable D. Slater

Excerpt from Letter: Hello Ottawa Police, just a heartfelt thank you to the staff at Ottawa

Police who helped us find our child. on Friday, August 15th. He was biking with his Dad and brother when they got split up along the Ottawa River bike path. My husband called Ottawa Police to report our missing child and was put through to dispatch right away. A kind bystander had found our son by this time and also reported it in. Officer Slater was with him when I frantically reached City Centre. Someone also called my parents' place informing them he had been found. I am eternally grateful to the staff at Ottawa Police Services for helping our family today. We are so lucky to be living in this community. Thank you so very much.

Date Received: August 18, 2025

From: Member of the Public

OPS Member: Constable M. Leach

Excerpt from Letter: I would like to compliment Constable Leach on being extremely professional in a phone call I had with him on Saturday, Aug 16<sup>th</sup> at approximately 5:30pm. Constable Leach called me concerning a traffic altercation I had with another driver, due to the other driver calling in a complaint. Constable Leach let me fully explain myself and even though I repeated myself several times he let me continue. I cut off Constable Leach several times to disagree with him during the conversation and he remained professional. I was raising my voice several times out of frustration and Constable Leach remained calm. I had a brutal experience with police a few years ago being pre-judged on what another person complained to the police about. Thank you Constable Leach for not prejudging me and understanding. There are 2 sides to a story. Thank you.

Date Received: August 21, 2025

From: Member of the Public

Excerpt from Letter: Dear, I wanted to take a moment to extend my sincere gratitude for the outstanding work you do in keeping our city safe, orderly, and welcoming. After a recent visit to one of Canada's largest cities, I returned with a renewed appreciation for Ottawa. The sense of safety, the respectful presence of law enforcement, and the overall calm and cleanliness of our streets are a testament to your dedication and professionalism. Your efforts in maintaining road safety, responding to community needs, and fostering trust do not go unnoticed. Thank you for your continued service and commitment to making Ottawa a great place to live. Warm regards.

Date Received: August 21, 2025

From: Member of the Public

Excerpt from Letter: I wish to thank the two officers who arrived at my apartment after my 9-1-1- call yesterday. Both of them were helpful, attentive, and sympathetic to my needs, and took the time to sit and talk with me while I was in great distress, as well as

offer much help and many options for my situation. Please pass on my compliments and thank them again for me. They are a great credit to the OPS.

Date Received: August 26, 2025

From: Member of the Public

OPS Member: Sergeant A. Ahmed

Excerpt from Letter: On 19 August, my sister in Ottawa called 911 when she found my deceased brother in the house. I was not present but was on the phone with her until the paramedics and police arrived. I understand that seven squad cars responded to the call. I believe that Sergeant Ahmed led the response. Based upon what I could hear over the phone and from what my sister described, it seems that the Sergeant and his team did a superb job. They were all compassionate and caring. They helped my sister during a most stressful and upsetting ordeal. May I please thank Sergeant Ahmed and all officers who responded. I would imagine that the Ottawa Police encounter unhappy and unpleasant circumstances more often than the general public is aware. Please know how grateful our family is for your assistance and professionalism. Thank you very much.

Date Received: August 26, 2025

From: Member of the Public

Excerpt from Letter: Good Evening, I would like to extend my sincere appreciation for the professionalism and dedication that officers show whenever they respond to our calls. As Loss Prevention, it is reassuring to know we can count on your quick response, support, and teamwork in difficult situations. Over the past 8 months, these officers' commitment has stood out. Their service has truly made a difference in keeping our workplace and community safe. These officers are always very helpful and often go above and beyond. They are all stand up officers and we look forward to seeing them any time they attend our store or are on the phone with them through the ARU.

Date Received: August 28, 2025

From: Member of the Public

Excerpt from Letter: Our Beloved Neighbour passed away tragically earlier this week after being missing from his home for three days. We are writing this letter to congratulate you and your many officers, for the long hours and intensive work done in an effort to find our good friend alive. His tragic passing was despite the fact the Ottawa Police Force spared no effort in your search and this is being echoed by his many neighbours and by his family with whom we have spoken to directly. On behalf of us all, a most sincere thank you.

Date Received: September 1, 2025

From: Member of the Public

OPS Memner: Sergeant S. Catral, Constable G. Chow Chong, J.C. Semenzin

Excerpt from Letter: My family wishes to extend our sincere thanks and gratitude to the officers who attended the midday's call. The traumatic event of discovering that our 90 year old father had suddenly passed was made more bearable by the support and compassion we received by all of the officers who attended. Regretfully, in the shock of the situation, we fail to remember all of the officers by name but believe they include, Sergeant Steve Catral, Officer Hong Chow, and Officer JC Semenzin and the lovely female officer who calmly prepared us for what to expect when my husband and I arrived, as my sister and brother were both present for the discovery. All the officers were kind, supportive, and professional. They each walked us through a difficult time with great humanity and respect for which we are sincerely grateful and for staying with us, sharing stories of Dad's accomplishments, until the coroner arrived. Officer JC and Officer Chow remained on scene until the transport arrived to bring our Dad to the funeral home. It is our belief that they were also instrumental in ensuring that our Dad was removed from the home draped in the Canadian flag; honouring his service as an RCAF veteran. It moved us all to tears as a fitting and final farewell for all of us. Again, our heartfelt thanks and sincere appreciation to all the officers involved. We're so very proud of you all.

Date Received: September 2, 2025

From: Member of the Public

Excerpt from Letter: I was a witness to this incident involving a man who was sitting on a couch on a patio. There were many patrons there at that time . A couple who were panhandling in front of the Quickie were screaming at the man. The situation escalated when the man on the patio took a knife and was attempting to stab them. It was awful to witness all this. Multiple officers were dispatched and I really want to commend them all for their outstanding work. I have lived on Elgin St for over 40 years and have never witnessed anything like this. The couple who was panhandling I am familiar with and they have always been pleasant when I pass by. Again, thank you to all the officers involved. They used their skills appropriately in making the situation safe. Thank you for your service.