

Report to / Rapport au:

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

27 October 2025 / 27 octobre 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 OCTOBER 2025

OBJET: LETTRES DE MENTION ÉLOGIEUSE OCTOBRE 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: September 13, 2025

From: Member of the Public

Excerpt from Letter: I am a senior, I can't remember my last traffic infraction, maybe 40+ years ago. I wish to offer my compliments to the officer who offered a warning instead of issuing the potential of a fine for an illegal turn. I live in Aylmer, and was returning from Ottawa to my home. I was in an area of Westboro near Lanark Ave, checked my Google maps and was directed to Island Park via Clearview. I had never taken this route before, but it seemed simple enough. When I reached Island Park I proceeded to turn left towards the Champlain Bridge. Island Park was busy at the time but a motorist was stopped and gestured for me to proceed. I saw the officer right there but I failed to see the "no left turn before 6pm sign" (it was 5,45pm). The officer was very polite and pointed out the no left turn sign and I was immediately embarrassed and totally agreed to my mistake. Instead of a fine, the officer chose to educate me and let me go with a verbal warning. Although the city coffers come up short by the amount of a fine, the message brought as much impact as anything.

Date Received: September 21, 2025

From: Member of the Public

Excerpt from Letter: Thank you for stopping the loud muffler boys on Bank Street! Thank you team - you took action! I don't know what you did, but after I complained a few times about the guys on motorcycles with loud mufflers going back-and-forth here on Bank Street over the Bank Street bridge, you took effective action - what a relief! I think if you had not been so effective, it would have attracted more and more troublemakers, looking for more and more unlawful excitement, but you prevented that. I still hear one rattling his muffler a few times every night, but that is not worthy of your resources. Thank you for trying to keep our city safe.

Date Received: September 21, 2025

From: Member of the Public

Excerpt from Letter: Hello, I have been a volunteer for the route crew for the Army Run since it started. The officers posted at Birch and Sandridge were outstanding. They had such a positive attitude and took care to say good morning to motorist and take the consideration to engage with them and help them find an exit and get to their destination. They had a difficult area as they have open traffic across the runner course. They never once showed frustration, even with traffic back up. These officers should be recognized for their dedication to the community and the dignity that they upheld. Thank you OPS !

Date Received: September 22, 2025

From: Member of the Public

Excerpt from Letter: We had the SWAT team descend on our house this week. They had received a call that seemed to originate from our house, indicating the wife was being held up stairs by an armed person. The caller said he was calling from the basement. So the police arrived and had their guns out. They ended up handcuffing my husband who happened to be in the back yard and reading him in rights in the police car. As strange as this situation was both myself and my husband realized there had to be a mistake and just let the police do their job. I have to congratulate the police that came. I understand that they had to move in and take care of the situation. They were professional and polite and once they realized the call had been a hoax, they apologized several times. I cannot imagine the feelings from their end when entering a situation which they think is real, and finding out it is a hoax. But I did want to let that team of police that came, that I feel they dealt with the situation professionally and politely.

Date Received: September 23, 2025

From: Member of the Public

OPS Member: Constable C. Lalonde

Excerpt from Letter: Dear Chief Stubbs, I am writing this letter to express my appreciation on behalf of the staff and customers under the TJX banners. Your officer Cst. Christopher Lalonde has supported our stores by assisting the TJX Loss Prevention team with the apprehension and deterrence of known shoplifters. Cst. Lalonde worked diligently over several months, with our Loss Prevention Team. His outstanding support, professionalism and work ethics speak volumes for the Ontario Police Service.

Cst. Lalonde brings a strong sense of duty and integrity, and we at TJX felt it was important to ensure his efforts are recognized at a leadership level. His innovative approach and genuine concern for his jurisdiction are truly commendable. His presence not only motivated and strengthened effectiveness of our Loss Prevention team but also made both our staff and customers feel safer.

We are truly grateful for his continued support and commitment. Thank you for investing your officers' time and efforts to deal with the reoccurring shoplifting problem in Ottawa. Best regards.

Date Received: September 25, 2025

From: Member of the Public

OPS Member: Police Communicator C. Goncalves-Plimentel

Excerpt from Letter: Dear Ottawa Police Service Communications Centre / Dispatch

Team. I am writing to offer my sincere apology for the way I spoke during my 911 call today at approximately 11:00 a.m. In a moment of stress and fear, I let my frustration get the better of me, and I was rude and disrespectful toward the dispatcher who was only doing her job. I deeply regret my tone. I recognize that your team is under pressure, responding to emergencies and serving the public with patience and professionalism. I failed to show that respect during our interaction, and I am truly sorry for any extra strain my words may have caused. Thank you for the assistance you provided despite my behavior. I appreciate the vital service you perform every day for our community, and I will make every effort to remain courteous and composed in stressful situations in the future. All the best.

Date Received: September 26, 2025

From: Member of the Public

Excerpt from Letter: Hello, Dear Chief Stubbs, Deputy Chief Burnett and your brilliant constables and team. I wanted to extend my appreciation for your dedication and work, and specifically the recent weeks' efforts in Hintonburg and area. I know you are underfunded to meet many of these challenges and must prioritize. But it's good to know you are there for us when chaos and crime rear its ugly head in the community. Please forward my family's thanks to all your officers. It's not easy work. A few of us are putting together a more organised neighbourhood watch to continue feeding information into your system. Thanks again!

Date Received: October 1, 2025

From: Member of the Public

OPS Member: Constable S. Mazzarotti

Excerpt from Letter: Hello, I want to thank the officer who helped me September 29th, 2025 with the file above. He acted with utmost professionalism and took the matter seriously. If this could be forwarded to his supervisor I would appreciate it. Thank you.

Date Received: October 2, 2025

From: Member of the Public

OPS Member: Constable M. Kovac

Excerpt from Letter: Hi. I just wanted to first off say thank you all for your service and sacrifice you all make to protect and serve our community. As I grow as a person I see life and humanity from an evolving perspective. When I was younger I was a bit of a rebel at heart, perhaps a bit of a menace. I just wanted to reach out and say thank you all as officers. I specifically want to recognize Constable Kovac. I would just like to say that Constable Kovac is one of the most amazing people I have ever met. The guy has a heart of gold, he is very professional and respectful and many years ago I was called to turn myself in because of my behaviour and he was one of the officers who facilitated

that interaction. I was in a tough time in my life. I've since gotten treatment and my life has become so much better since that low point in my life. Constable Kovac I want to say is someone I admire and respect. I am so proud to see Officers of that caliber and integrity. I want you all to know that I appreciate the stern accountability. I also want to formally appreciate the many opportunities I was ultimately afforded to become a better person. I can't change my past, but I can learn and from from my past and Constable Kovac touched my heart so profoundly that I will never forget him as a person. I hope he gets to read this message. I want to let him know that you were an inspiration when I needed someone to look up to. Thank you.

Date Received: October 4, 2025

From: Member of the Public

OPS Member: Constable C. Petepiece

Excerpt from Letter: Hello! I am reaching out mainly to say thank you! My 3-year-old is diagnosed autistic and has always been fascinated by police vehicles, but was always too scared to go say hi or see one up close. At today's touch-a-truck at Plante greenhouse, the officer not only made him feel super comfortable, but he actually got him to pose for a photo (which he has literally never done). Sitting in the police car and meeting that officer was the highlight of his day. Thank you so much to that amazing officer! Sincerely, A very thankful mom.

Date Received: October 5, 2025

From: Member of the Public

Excerpt from Letter: Dear Ottawa Police Services, On behalf of everyone at the Caring and Sharing Exchange, I would like to extend our sincere appreciation for your incredible support and participation in this year's Backpack Packing Day for the Sharing in Student Success 2025 program. Your team's energy, collaboration, and commitment to community service were truly inspiring and made a meaningful impact on everyone present. Thanks to your support and the collective effort of our community partners, we reached a record 6,519 children across Ottawa, each receiving a grade-appropriate backpack filled with essential school supplies valued at \$419,367. Every backpack represents dignity, opportunity, and the message that our city stands behind its children.

Your presence reminded us that community safety and wellbeing extend far beyond enforcement. They are about connection, compassion, and showing up for those who need us most. Seeing officers work side by side with volunteers and families sent a powerful message of unity and hope across the city.

As the need continues to grow, with more than 1,000 additional children seeking help compared to last year, we are deeply grateful to have the Ottawa Police Service among our strongest partners in building a safer and more supportive community for all.

We have attached photos from this year's event and a short summary report highlighting the full impact of this year's program.

With sincere thanks and appreciation,

Date Received: October 7, 2025

From: Member of the Public

OPS Member: Constable C. Laviolette

Excerpt from Letter: Dear Officer Laviolette I hope this message reaches you in good spirits. I wanted to take a moment to express my deepest gratitude for everything you do — not just as an officer, but as a person with a kind and caring heart. I'm the girl in the red dress from the mosque in Barrhaven. You may not remember me, but your presence left a lasting impression. The way you carried yourself — calm, respectful, and compassionate — spoke volumes about your character. In a world where kindness often goes unnoticed, I want you to know that your efforts are seen and appreciated. Every act of service, every moment of patience, and every bit of understanding you show makes a difference, more than you might realize. You stand as a reminder that there are still people who serve with empathy, who protect with heart, and who lead with humility. Please continue doing what you do — because your light reaches people, even when you don't see it. May God bless you always, protect you in every step, and reward you immensely for all the good you do — both seen and unseen. With respect, gratitude, and du'a,

Date Received: October 8, 2025

From: Member of the Public

OPS Member: Sergeant D. Gervais & Constable S. Jefferson

Excerpt from Letter: Deputy Chief Patricia Ferguson, Superintendent Heather Lachine and Staff Sergeant Darren Vinet, I am writing to extend my sincere appreciation and profound thanks to Dan Gervais and Sharon Jefferson for their exceptional presentation on Deviant Sexual Behaviour, which they delivered at CSIS NHQ on October 7th. The session was attended by over 100 CSIS and CSE insider threat and security screening investigators, interviewers and related professionals. Their session was met with overwhelming positive feedback, and it is clear that their contributions were of the highest caliber.

Dan and Sharon went above and beyond in crafting a presentation that was not only informative but also highly engaging and interactive. Their ability to create a comfortable and inclusive environment, where participants felt encouraged to contribute, was particularly noteworthy. The seamless integration of humor into their delivery further enhanced the learning experience, making what could have been a difficult topic both approachable and impactful. It is rare to witness such a perfect balance of

professionalism, expertise, and relatability in a presentation.

This will have a positive impact on Canada's national security as they have contributed to efforts to identify and assess illegal activities that may impact a person's suitability or reliability to hold a top secret security clearance and, perhaps more importantly, identify situations where third parties – especially children and other vulnerable persons - may be the victims of criminal activities.

Their efforts were so impressive that our neighboring partner agency, CSE, has already requested to host a similar session for their team. This is a testament to the lasting impression Dan and Sharon made on all who attended.

We are truly grateful to have had the opportunity to work closely with them, and we want to acknowledge the significant value they brought to this event. The strength of our ongoing partnership with OPS is further solidified by their dedication and expertise, and we are eager to continue collaborating with you in the future.

Once again, thank you for allowing Dan and Sharon to contribute so profoundly to this initiative. Their work has been recognized and greatly appreciated by all involved.

Please feel free to reach out if you require any further details or have any questions.

Kind regards.

Date Received: October 11, 2025

From: Member of the Public

OPS Member: Constable C. Poulton, C. Andre Hart and Constable M. Arbour.

Excerpt from Letter: I work as a crisis counselor. Our team also works in partnership with Mental Health Unit, Ottawa Police Services. I wanted to write to acknowledge the efforts, professionalism and compassion of three of your constables, Cst. Chris Poulton, Cst. Andre Hart and Cst. Melanie Arbour. Recently, a patient involved with our program experienced an acute mental health crisis with worsening psychotic symptoms. A Form 1 was issued by the treating psychiatrist. I reviewed the circumstances with MHU and the officers responded.

I know that officers confront this situation on a regular basis and it can often be fraught with complications and escalation. In this particular situation, I cannot emphasize enough the professionalism, compassion, and humanity that the officers displayed in carrying out the potentially difficult task of having the patient brought to the hospital. In most cases, including this one, patients can be fearful, suspicious, and uncooperative. In this situation, your officers took time to talk to the patient, with compassion and respect. They explained in a caring manner why this would help the patient. They were reassuring and calming. By the time they were finished, the patient was not only willing but wanted to attend the hospital for assessment.

Police officers are often the first to interact with individuals experiencing a mental health

and/or substance use crisis. This example demonstrates the effective partnership between police services, health care providers, and the community. In this regard, I wanted to express my thanks to Cst Chris Poulton, Cst Andre Hart and Cst Melanie Arbour.