

**Report to / Rapport au:**

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

**5 December 2025 / 5 décembre 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 NOVEMBER 2025**

**OBJET: LETTRES DE MENTION ÉLOGIEUSE NOVEMBER 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 30, 2025

From: Member of the Public

OPS Member: Constable O. Campbell

Excerpt from Letter: Officer Campbell was one of two attending police officers following an interaction between me and a pedestrian. In the context of that interaction my personal anxiety levels were remarkably high, relating to the incident itself and perceived concerns for my personal safety. Officer Campbell, who was the primary officer that interacted with me, was wonderful in her approach and manner. She approached the situation, and my reactions and anxiety to it, with calm professionalism, empathy and effective communications. By her approach, my anxiety was calmed and the situation resolved. My gratitude to Officer Campbell is significant and, as a former professional working in a high-risk/high-stress front-line setting, I very much appreciate the skill and manner that she brought to all aspects of this situation and our interactions. She is to be commended and, still at this later date, I reflect on those moments with gratitude and comfort in the ways of this very capable member of the OPS.

Date Received: October 3, 2025

From: Member of the Public

OPS Member: Sergeant J. Simpson, Constable J. Melcer, Constable O. Jolicoeur, Constable K. Heit, Constable V. Affricot, Constable H. ElSargi & Constable T. Lomax

Excerpt from Letter: My husband went missing. I discovered upon my arrival home from work, around 4:20 on Friday, October 3. After canvassing a broad downtown area with my 2 children and a daughter-in-law, trying to find him on the known routes, we finally realized that we'd need to contact the Ottawa Police for help. Upon filing a missing person with dementia report over the phone, 2 young female officers came to our home, talked to us in details, canvassed the building, while showing top professionalism and that beautiful human touch and respect in communicating with us. They checked the building video and realized that my husband had left at noon. They told us, while still talking to us, that his picture that we provided had already been sent to all police staff, so the waiting time started. It was at around 7:20 on Saturday morning, some 19 hours after my husband went missing, that a young constable called to tell me that my husband had been located in the Carling and Kirkwood area and that he was bringing him home in his cruiser. The best news of all! They arrived to our building some 15 minutes later and my daughter and I tried using every single word of gratitude to the young constable, who told us that an amazing off-duty officer had located him!

I could write a novel about the whole experience, but what is the most important to us, aside of having him back safe and sound, is an impeccable, highly professional action

of the Ottawa Police staff, for which we are in awe and forever grateful. You should be very proud of your staff, which I am sure you are, they do serve and protect the way it makes us, the citizens, feeling safe, recognized and respected. THANK YOU!!! With much respect and warmest regards.

Date Received: October 7, 2025

From: Member of the Public

OPS Member: Constable A. AlHaj Abdullah

Excerpt from Letter: Hi, I am a Child and Youth Counsellor at CHEO in the Emergency Department working in Crisis Intervention. I just wanted to take a moment, and sincerely thank Officer AlHaj and his partner, who brought a young ASD youth to CHEO for a Mental Health Assessment on a Section 17. Your patience, compassion, and empathy towards both the patient and his mom were truly remarkable. The Crisis Team in the ED deeply appreciates the collaborative spirit you demonstrated. It was heartening to see such positive and respectful engagement with the youth, especially given the youths needs. Your professionalism and kindness made a significant difference - Thank you for your outstanding support towards the youth we see every day in the ED.

Date Received: October 9, 2025

From: Member of the Public

OPS Member: Constable M. Donoghue, Constable E. Lopez & Constable R. Norgaard

Excerpt from Letter: I called 911 around 6:30 a.m. to ask for police service at my home because my son, who is living with a serious mental illness, was about to call a cab to take him to the U.S. border based on a delusion that he would be able to get good food there (he has delusions about supermarkets in Canada are trying to poison him). I stalled him by telling him that I would drive him to the border and, since the police didn't come right away, I drove him to the Civic hospital ER, citing that I was having heart pains (not true) all in an effort to stall my son from heading to the border. I was able to call 911 again telling them that I was at the ER entrance. Just as my son was calling for a taxi, the three officers mentioned above walked towards us slowly. Constable Myles Donoghue took the lead. Luckily, he had a background as a paramedic so he was able to de-escalate the situation by using active listening and sharing his concerns about my son's safety. They gave my son a chance to vent and allowed him to yell a bit to express his feelings about how horrible it feels to be poisoned by all the supermarkets in town. Constable Lopez gave my son a reassuring pat on the back to show that they were on his side and offered reassuring words. The patrolmen were making it clear to him that they had my son's best interests at heart. Donoghue spoke with him in a calm and gentle voice throughout, even when our son was highly agitated. Through the gift of sensitivity, rather than harshness, they were able to de-escalate the situation in less

than an hour and bring our son to his hospital of choice. I hadn't made a mental health call to 911 in ten years, but I know that I could not have handled this situation myself. Kudos to this team lead by Donoghue and accompanied by Lopez and Norgaard. Donoghue was an example of how to be clever using de-escalation techniques when dealing with a mental health crisis. I hope that other officers can learn from the excellent listening skills and sensitivity of this team. THANK YOU ! MERCI MILLE FOIS !

Date Received: October 8, 2025

From: Member of the Public

OPS Member: Civilian Member N. Isaac

Excerpt from Letter: My friend and I called the Victim Support Unit to ask for advice to help our friend who is undergoing criminal harassment from a former partner. Nancy was very professional, compassionate, and so very helpful in providing us with details on how we can support our friend, resources we can recommend for them, and also making sure that we, as the friends, are taking care of ourselves. Both of us are very relieved and I am so very impressed with the service and quality of care that Nancy took with us. Thank you so much!

Date Received: October 20, 2025

From: Member of the Public

OPS Member: Constable P. Chicoine

Excerpt from Letter: I was recently pulled over by Officer Chicoine and wanted to commend him for his professionalism and courtesy during the interaction. He was polite, respectful, and handled the situation in a calm and pleasant manner. I appreciated how professional the entire encounter was, and I believe he represents the department very well.

Date Received: October 26, 2025

From: Member of the Public

Excerpt from Letter: I am a retired adjutant of the French National Gendarmerie, and during my stay in Ottawa, I had the great pleasure of meeting three Ottawa police officers on duty. One of the three officers spoke perfect French and acted as interpreter for his two colleagues as we discussed various topics, including the Canadian police, the French police, and the National Gendarmerie, of which I was a member for 35 years. I greatly appreciated their hospitality and willingness to have a photo taken in front of their vehicle. I would like to personally thank them and hope that if any police officers come to France, they will be welcome to contact me on my phone number and I will show them around. Thank you again, and please pass on my compliments and warm thanks to them.

Date Received: November 3, 2025

From: Member of the Public

OPS Member: Constable D. Trafford & Constable M. Hopkins

Excerpt from Letter: Dear Ottawa Police Service, I am writing to express my deepest gratitude and appreciation for the two officers who responded to my call during a recent personal crisis. Their compassion, professionalism, and humanity profoundly impacted my life. On November 3, 2025 I was experiencing a severe mental health crisis/emergency and was in a very vulnerable state. The officers who arrived demonstrated extraordinary empathy and care. They treated me with dignity, respect, and understanding—not as a patient, but as a person. Their calm presence and kindness helped stabilize me during one of the most difficult moments of my life and I'm forever in debt. These two constables exemplify what it means to serve and protect with heart. I, now, finally have hope in the justice system again. They not only ensured my safety but inspired me deeply. Because of their support, I am now looking ahead with hope and purpose I am currently pursuing my PhD and my second Master's degree, and I will soon begin a new role. Their compassion reminded me of the power of service and the importance of humanity within leadership and I will never forget their dedication and support I truly believe these officers deserve formal recognition for their exceptional service, and it would be an honour to be present should they receive a commendation or badge of distinction. They saved my life, and I will never forget their kindness. With sincere gratitude.

Date Received: November 7

From: Member of the Public

OPS Member: Constable DJ Martin & Police Communicator C. Marchand

Excerpt from Letter: Good morning, yesterday morning, November 6, 2025, I made a call to 911 to report a homeless man trying my door and my tenants as well as my neighbours. I'm writing to compliment the 911 female operator as well the male constable who phoned me after locating the homeless man. Both were thoroughly professional while demonstrating concern and empathy for me as well as the homeless man with mental illness issues. I was reassured by their responsiveness to the situation and was warmed by the constable's respect and care for the homeless man.

Unfortunately, I did not write down their names but would appreciate if you forwarded this message to them on my behalf and also to their supervisors and Chief Eric Stubbs.

Date Received: November 10, 2025

From: Member of the Public

Excerpt from Letter: On behalf of the Old Ottawa East Community Association and residents of Old Ottawa East and other nearby communities, I would like to express my

great gratitude for three OPS officers providing traffic control during our Remembrance Ceremony at the Brantwood Gates on Main Street yesterday morning. The officers were extremely effective in ensuring traffic safety and efficiently detoured around the ceremony site and they sensibly altered the original detour route when they realized it would be more difficult than the one they implemented. We fully realize that OPS has many critical matters to attend to but making time to make our solemn event safe and quiet is also important. With dignity, one of the officers laid a commemoration wreath at the Memorial Gates and this was also greatly appreciated. We also appreciate the efforts of Mayor Sutcliffe and Councillor Shawn Menard in ensuring that OPS was able to assist. We look forward to OPS continuing its tradition of providing critical traffic control for the Montgomery Branch RCL and our Remembrance ceremony.

Date Received: November 12, 2025

From: Member of the Public

Excerpt from Letter: Hi Ottawa Police, God bless good moral people.

Date Received: November 14, 2025

From: Member of the Public

OPS Member: Constable F. Maheu

Excerpt from Letter: Good afternoon, First, I'd like to Thank a female officer who helped us in Orleans today with a young lady who was lost and having a mental health crisis...the female officer heard my call on the dispatch from 911 and recognized the young lady as someone who she brought to the hospital this morning but it seems this young lady isn't getting the medical support she needs. I would like to follow up and see if I can reconnect her with her family.

Date Received: November 14, 2025

From: Member of the Public

OPS Member: Constable S. Tajdar

Excerpt from Letter: I am writing to express my appreciation following a call I received today from Cst. Sher Tajdar. I had been awaiting—( not very long ) —for an in-person visit from an officer to take my report; however, Cst. Tajdar contacted me to inquire whether I would be willing to complete the report by telephone. I agreed. Throughout the interaction, Cst. Tajdar conducted himself with the highest level of professionalism. He was courteous, composed, and demonstrated no judgment at any point during our discussion. The conversation was clear, respectful, and free of any tension. Regardless of the eventual outcome of the matter, I wish to formally acknowledge my experience with Cst. Sher Tajdar was exceptionally positive.

Date Received: November 16, 2025

From: Member of the Public

OPS Member: Sergeant M. Bradley, Constable S. Holmes, Constable D. Boettcher & Constable M. Campagne

Excerpt from Letter: Hello, I'm never someone to send an email of gratitude and thanks especially not to the police. My partner has been struggling with their mental health for a while, and it came to head today while they were at work when I got the text that a police officer responded to their call for help. I was worried my partner is a trans person and a racialized man who has had some very difficult encounters with police over the years that left him sceptical of accepting police help when your officers picked up my partner from his workplace tonight and transported him to the Hospital. They did so with an amount of care that I have never seen another officer(s) give. They were so professional so kind so caring they waited with my partner at the hospital for a good number of minutes They helped convince him to stay at the hospital and get the Care and the treatment that he needed This may not have made a lot of sense but genuinely thank you to you, your department and your officers for the community service that they do It is easy to see the changes being made within the Ottawa police service to better help the communities that suffer for mental health, illnesses. Thank you, please keep going. It's working My partner is getting genuine mental health help for the first time and I can not be more thankful and appreciative to your community at OPS

Date Received: November 16, 2025

From: Member of the Public

OPS Member: Constable M. Donoghue & Constable R. Norgaard & Constable K. Delangis

Excerpt from Letter: Good afternoon, My car was stolen overnight. All of my interactions with the Ottawa Police Service – from when I reported the theft over the telephone to the officers who attended the call – were incredibly positive. The officers M. Donoghue and his partner – whose name I didn't catch, were incredibly professional, kind and compassionate, and went so far as to return the contents of my car that were recovered. I wanted to make sure that their supervisors were aware of how wonderful they were to deal with. All the best.

Date Received: November 18, 2025

From: Member of the Public

OPS Member: Constable J. Seary & Constable R. Guenette

Excerpt from Letter: I drove from my house to Casselman on highway 417 yesterday morning to get a specialized car repair. Unfortunately, I was mistaken in the exact location in Casselman I was to visit, so returned home unsuccessful. In the meantime,

the person I was to meet called my wife to report that I had not arrived. This led her to call the Ottawa police to report that I was missing. I understand this led to a very thorough attempt to find me, including locating my cell phone. I was of course oblivious to all this, and arrived home between 3 and 4 pm, to find a police car stationed at my house. This was all due to my going to the wrong house in Casselman, a house confusingly served by the same driveway as the address I wanted, but the wrong house. This alarm was entirely due to my error. This is to express my appreciation to Ottawa police for their efforts, and to especially recognize the friendly and helpful approach of the two officers who spent time in their car, waiting for me to arrive home. Unfortunately, I did not obtain their names, but that should be on record. I hope they can be identified, and my appreciation conveyed to them. I would like this exemplary and comforting conduct, and the other efforts to find me, to be recognized.

Date Received: November 19, 2025

From: Member of the Public

Excerpt from Letter: Hello, This morning a police officer spent some time chatting with my four-year old grandson while we were waiting for the school bus. It was such a lovely interaction and had such a big impact on my grandson that I think you should know about it. It happened this morning, Wednesday November 19th, sometime between 8:30 and 8:40 am, outside the Sandy Hill Community Centre. We had seen the police car drive around the block a few times and then stop at the community centre, and the police officer got out to check the doors of the centre. My grandson had spotted the police car and saw the police officer. When I suggested we go talk to him he was afraid at first but we kept walking towards the officer. When my grandson said hello, the police officer stopped and was incredibly kind and friendly and chatted with him a while, my grandson told him about his school and that he was happy, the officer listened and asked a few questions. After a bit the officer went on his way and left behind a very happy and excited child. He told the bus driver and his mother, after school, about his encounter with the police officer. Note that my grandson is black and his community does not always have a positive relationship with the police. For that reason alone, this was a good interaction. What the police officer could not know is that my daughter was in an abusive relationship with the child's father and managed to leave him when my grandson was two. Since then, because of the violence and abuse and the presence of the police in various stressful situations, my grandson has been afraid of the police. The encounter this morning has broken through some of that lingering trauma, and I do want to thank that police officer for being so friendly and so kind to my little grandson. I would appreciate it if you can thank him for me.