

Report to / Rapport au:

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

26 January 2026 / 26 janvier 2026

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 JANUARY 2026

OBJET: LETTRES DE MENTION ÉLOGIEUSE JANVIER 2026

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: December 11, 2025

From: Member of the Public

OPS Member: Constable A. AlHaj Abdullah & Constable B. Spears

Excerpt from Letter: I would like to go on record and thank Constable AlHaj and Constable Spears for their exceptional professional manner in which they handled the callout today. The officers were very respectful and helpful in dealing with the situation! They went on further to meet with my son to sternly and clearly explain to him about the unacceptable behaviour and action he took and the potential danger it posed! They went on to calmly and positively advise him on how he should handle dealing with whatever frustration that may come his way! Both officers took turns talking to him in a respectful and positive manner! Both were very knowledgeable about teenagers and the struggles they have at that age that affects behaviour. Officer AlHaj also provided me ways to try and mitigate situations that may arise between my son and I! He went on further and provided me his contact for follow up or guidance if needed! I commend these officers for going beyond the call of duty and really letting my son clearly understand his actions yet providing sound advise of how to deal with situations moving forward! Thank you thank you immensely officers. May God keep you both safe in your challenging job!

Date Received: December 13, 2025

From: Member of the Public

OPS Member: Constable S. Levesque

Excerpt from Letter: I am a Loss Prevention Officer. I called and reported about a theft in progress. The cops arrested the suspect and recovered the items. I am really thankful to both officers. I want to say thank you to them and the dispatcher.

Date Received: December 14, 2025

From: Member of the Public

OPS Member: M. Challal

Excerpt from Letter: I am the Security Guard for the Loblaws. A constable apprehended one of our store shoplifters and successfully recovered and returned the merchandise. I want to thank him.

Date Received: December 14, 2025

From: Member of the Public

OPS Member: Constable O. Jolicoeur & Constable C. Arlotta

Excerpt from Letter: On Saturday, we drove to Toronto to bring home our new dog. She is a 2-year-old rescue. Sunday morning, she bolted from the front door. She spent over

an hour running along the canal, on Queen Elizabeth, before eventually jumping down into the canal. When she got closer to the Bank St. Bridge, she finally stopped running because she was injured. During this entire time, the police officers mentioned above were trying to help us catch her and wouldn't give up. We are so grateful and appreciative of the kindness and support they showed us during a highly stressful and chaotic time. We wanted to be able to say "thank you" from the bottom of our hearts. Please pass along our heartfelt thank you to both of them. Happy holidays.

Date Received: December 16, 2025

From: Member of the Public

Excerpt from Letter: Good evening, I just wanted this chance to say thank you to everyone who helped me find my missing daughter tonight. Both 911 and the police dispatchers and officers were very kind. I was scared out of my mind driving around looking for her. The information that I was given wasn't very accurate but my daughter is home safe. I appreciate everything all of you have done to help us. Thank you.

Date Received: December 17, 2025

From: Member of the Public

OPS Member: Constable C. Kenwell & Constable S. Lang

Excerpt from Letter: Dear Members of the Police Department, I am writing this email with deep sincerity and gratitude to express how profoundly thankful I am for the care, compassion, and professionalism shown to me by your officers during one of the most difficult moments of my life. At a time when I was experiencing intense anxiety, emotional distress, and the weight of my mental health struggles—including periods of mania and depression—your officers did far more than simply respond to a call. They showed up with humanity. They showed patience, understanding, and a level of emotional intelligence that made an immeasurable difference in my well-being. From the moment they arrived, I felt safe. Not judged. Not dismissed. Not rushed. Instead, I was met with calm voices, respectful communication, and a genuine effort to understand what I was going through. They took the time to listen to me, to reassure me, and to ensure that I felt supported both mentally and emotionally. In a moment where I felt vulnerable and overwhelmed, their presence grounded me and helped me regain a sense of stability and security. I want to acknowledge that relationships between police departments and communities are not always easy or positive. There can often be mistrust or misunderstanding. However, the officers who assisted me demonstrated exactly how compassion, patience, and respect can bridge that gap. Their conduct not only reflected well on themselves but also represented your department in the best possible light. They reminded me that policing, at its core, is about service, care, and protecting human dignity. The way they handled my situation—with sensitivity,

emotional awareness, and patience—was truly exceptional. They were sensible in their approach, careful with their words and actions, and deeply understanding of my emotional state. It was clear that their priority was my safety, my mental well-being, and ensuring that I did not feel alone during that moment. I cannot adequately express how much this experience meant to me. Their kindness and professionalism helped ease my anxiety, calmed my distress, and reminded me that there are officers who truly care about the people they serve—not just physically, but emotionally and mentally as well. Please extend my heartfelt thanks to the officers involved. Their actions made a lasting impact on my life, and I will always remember how safe, respected, and cared for I felt because of them. Thank you for the work you do and for fostering a culture of compassion within your department. Moments like these matter more than words can fully capture. With sincere appreciation and gratitude.

Date Received: December 17, 2025

From: Member of the Public

Excerpt from Letter: Dear Chief Stubbs, On Saturday, December 6th, I walked from my residence in Centretown to do some shopping. I then walked back to my residence. The time must have been about 15:30 when I arrived at the intersection of Somerset Street West & Elgin streets. Crossing Elgin Street to the southeast corner of Elgin & Somerset Street West, I noticed an OPS 'Cruiser' parked at the corner. Around from the driver's side came an OPS officer. We acknowledged each other and he then asked me if he could "give me a lift" somewhere. I thought that he may have been joking in the course of small talk so I countered saying that I always understood that OPS officers were prohibited from transporting the public at large. He replied that the OPS helps people. I am 88 years of age and may have been presenting as tired carrying two shopping bags. So, I gratefully accepted his offer of transport which, as it so turned out, was only about 500 meters further on Somerset Street West. He told me that his name was Justin. Needless to say we shared a laugh about the success of that name in various contexts. So I wanted you to know about this event and the kindness that officer Justin displayed. I believe that he should be given a 'well done,' from his immediate superior.

Date Received: December 18, 2025

From: Member of the Public

OPS Member: Constable C. Jenkyn

Excerpt from Letter: Good afternoon, I just wanted to pass on my sincere appreciation for the assistance Constable Jenkyn provided to me today at the Ottawa Courthouse. I was attending the courthouse for a pre-trial today, and my Apple watch was stolen from a bin when going through security. Constable Jenkyn undertook efforts to review the security footage, make inquiries among court staff, was able to ID the individual, make

contact with them, and compel them to return to the courthouse and return my watch, all within the day. I am so impressed with this level of commitment and professionalism. Thank you very much Constable Jenkyn!

Date Received: December 19, 2025

From: Member of the Public

OPS Member: Constable B. Sullivan & Constable M. Hopkins

Excerpt from Letter: I would like to sincerely commend Officer Hopkins, Officer Sullivan, and the 911 call taker who assisted me with my stolen vehicle report. Thanks to their professionalism and quick action, my stolen vehicle was located in less than two days. From my very first 911 call to the follow-up by the officers, everyone involved was smart, understanding, calm, and extremely polite. They took the situation seriously, explained everything clearly, and treated me with respect throughout what was a very stressful experience. Officer Hopkins and Officer Sullivan demonstrated excellent investigative skills and genuine care, which made a huge difference. The 911 dispatcher was equally professional and reassuring, setting the tone for the entire process. I am very grateful for their dedication and outstanding service. They are a true credit to your department, and their work reflects the highest standards of policing. Thank you for having such exceptional officers serving the community.

Date Received: December 19, 2025

From: Member of the Public

OPS Member: Constable C. Montpetit

Excerpt from Letter: I just wanted to forward this email to both of you so that you are aware of the great work done this past Wednesday by four of your members who came in on their own time and on their day off to spread some Christmas/holiday cheer. The officers who were in uniform were able to utilize two Emergency Services Unit vans to assist the Ottawa Boys and Girls Club in delivering 41 hampers to needy families. Cst Montpetit was the organizer and the lead of the event. What a great way to help out some members of our community and represent OPS in such a professional and compassionate manner while asking nothing in return. Also, what a great way to help out the Boys and Girls Club and spare them the expense of renting a van to replace their stolen one so that the money could be put towards our community. Christian, thanks again for organizing and I'm really proud and impressed with what you did. Kyle, Everton, and Kayden thank you so much for helping out and for being great community supporters. The four of you are awesome! Thanks again.

Date Received: December 19, 2025

From: Member of the Public

OPS Member: Constable R. Lewis

Excerpt from Letter: Constable Lewis showed up this morning and was able to issue multiple tickets in an hour and a half to drivers that blatantly blew the stop sign at Featherston and Jefferson. His professionalism with the drivers and with the students when he interacted with them while waiting for another driver to go through a stop sign was impeccable. In talking with Constable Lewis, he stated that he is looking for various spots that have been underserved by the Traffic Unit. He also stated that he just got onto the traffic unit this week. As a member of school council, I have had conversations with council members that involve the traffic and parking in the area. I've been able to get bylaw to come by but have yet to see Ottawa police come by until today. A big thank you to Constable Lewis for coming out and ensuring that our kids can go to school safely without running the risk of being hit by a car. Also, a big thanks to the East District traffic unit for bringing Constable Lewis on board so that he can make a difference in every neighborhood in the East District that he can actually get to. I know that resources are limited but to have someone like Constable Lewis going out and finding those areas that have been underserved and problematic is a huge win for any community that he steps in.

Date Received: December 24, 2025

From: Member of the Public

OPS Member: Constable C. Lalonde

Excerpt from Letter: Hello!! I just wanted to say thank you to the Ottawa Police Service and the North Gloucester Giants for the turkey and all the trimmings that were provided to my family. It was incredibly appreciated. Please also pass along my thanks to the Constables who took the time to visit and check in on us. Their support and kindness truly means a lot. Thank you again for everything you do in the community. I wish everyone a safe and happy Christmas and a wonderful New Year!

Date Received: December 25, 2025

From: Member of the Public

OPS Member: Constable D. Teixeira

Excerpt from Letter: I had my vehicle documents checked by an Officer. He demonstrated exceptional humanity. I am an Uber driver. I only drive at night to avoid any xenophobic acts. My Arab appearance truly frightens people and has caused me many problems. I am also disabled and the father of a child with a disability. I have settled permanently in Ottawa with my family since 2022, and unfortunately, returned to school in order to be able to work. Alongside my studies, I drive for Uber. When I encountered the officer I thought I was going to receive a \$10,000 ticket and that my driver's licence would be affected. To my great surprise, he issued me only a simple warning, a gesture I will never forget. The Officers humanity reflects a rigorous police

recruitment and selection process. Officers are not selected solely based on physical strength and mental resilience, but also on morality, ethics, and personality. I would therefore like to thank the leadership of the service as well. Based on experience, I would say that it is very easy to be a bad police officer... to issue tickets rightly or wrongly, to arrest and charge people rightly or wrongly for contempt; to destroy families rightly or wrongly. But it is very difficult to be humane, understanding, and to put oneself in the citizen's place. This Officer rose to that challenge in my case. He is a good Police Officer. Thank you again.

Date Received: December 25, 2025

From: Member of the Public

Excerpt from Letter: My mother passed away in her home on Christmas morning. Two Constables and one Sergeant attended the scene. They were fantastic. They were emotionally supportive and kind and very compassionate. They were caring and communicative and showed extreme empathy and sympathy throughout our dealings. They were so kind and helpful and they need to be recognized for their outstanding professionalism and kindness. They offered support and helped us navigate a very distressing time in our lives. Their words and actions made it so much better and they were so kind to my 82 year old Aunt. I know the two constables were young but they showed a level of compassion way beyond their years. The sergeant was so kind and provided me with much needed advice and guidance in next steps and what needed to be done. In short, I am very proud of the OPS members who were on site that morning and I owe them a debt of gratitude for how they dealt with us that morning. An example of how their professionalism is when they found my mother deceased they came to us with compassion and used my mothers name and gently announced that they had found her deceased. They then added it didn't look like she suffered and there was no evidence of anything suspicious. I could tell it was heartfelt and warm and caring. Please pass on my family's sincere appreciation to those involved and I hope they never lose that care for the citizens of Ottawa they showed that day.

Date Received: December 26, 2025

From: Member of the Public

Excerpt from Letter: I had to call the Ottawa Police due to my Christmas gift package got stolen by one of my building neighbors. The police officer who came was super professional. After he heard the story and details of the incident and reviewed the proofs, he and his partner took action. They went to talk to the person and made him tell where the package was, and then they even went to find it, after which they brought it back to me! I am very grateful for their effort! Thank you!

Date Received: December 30, 2025

From: Member of the Public

Excerpt from Letter: Dear 911 service, Thank you thank you thank you! On the evening of Nov 19, I found my mother collapsed on the floor and I called 911 in an absolute panic. Instead of quizzing me, which I honestly expected, the 911 operator simply asked the nature of the emergency and my current location. Paramedics arrived in minutes I will thank them as well, but the 911 operator who took my call saved my mom's life. You guys do a vital service to our community. Thank you so much for what you do. I actually don't know how you do it. Thank you for saving my mom.

Date Received: December 31, 2025

From: Member of the Public

OPS Member: Staff Sergeant P. Frost

Excerpt from Letter: I just struck up a conversation with Pat in the Starbucks, such a nice well-spoken Officer! Please let him know I was very impacted talking to him and he made my day!

Date Received: January 8, 2026

From: Member of the Public

OPS Member: Acting Sergeant P. Crescenzi & Officers V. Powers

Excerpt from Letter: I am writing to express my heartfelt gratitude to Officer Paolo Crescenzi and Officer Vicky Powers for the compassionate care they showed during a very difficult time in my life. On November 22, I lost my mother, and these officers were the first to respond to the scene at my home. Their presence was a great comfort to me in a moment of overwhelming sorrow. In the midst of such a painful experience, both officers demonstrated not only professionalism but also genuine kindness and empathy. They took the time to listen, offered their support, and ensured I was safe and taken care of. Their gentle manner and thoughtful approach provided a sense of calm, something I deeply appreciated when everything felt so chaotic. I will never forget the way they treated me with dignity and respect during a time when I was grieving the loss of my mother. It is clear that they are not only dedicated to their work but also truly care about the people in their community. Please extend my sincere thanks to both Officers for their incredible service. Their actions went beyond the call of duty, and I am deeply grateful for the kindness they showed when I needed it most. Thank you once again.

Date Received: January 10, 2026

From: Member of the Public

OPS Member: Constable L. Polesello

Excerpt from Letter: Dear Constable Polesello and your Sergeant, I am writing to you today with a heavy heart, but also with a profound sense of gratitude. I wanted to

formally thank you both for your attendance and assistance following the death of my aunt. Losing a family member is never easy, and the circumstances requiring police attendance can often add a layer of confusion and stress to an already difficult situation. However, from the moment I arrived at the scene, your presence brought a much-needed sense of calm and stability. I want to commend you both on the exceptional professionalism you displayed. It is one thing to perform a duty, but it is another to do so with the level of genuine empathy and respect that you showed my family. You navigated the necessary procedures with efficiency, yet you never made me feel rushed or like I was just another file number. You treated my aunt with dignity, and for that, I will be forever grateful. To Constable Polesello, thank you for your patience in answering my questions during such a difficult time. To the Sergeant, thank you for your leadership and for ensuring that the environment remained respectful and controlled. It was evident that you are not only dedicated officers but also compassionate individuals. In the midst of our grief, it was a relief that my aunt was in such capable hands. Please accept this letter as a small token of my father's and my appreciation. It is comforting to know that officers of your caliber are serving our community. With sincere thanks.

Date Received: January 10, 2026

From: Member of the Public

Excerpt from Letter: Hello service members. I just wanted to take a moment to express my gratitude and appreciation for all the officers who go through so much and do so much for the society in which you all serve. I want to let you all know that as I grow as a person I see something that I feel is under appreciated in our society either directly or indirectly. I want to let everyone in the police community know that I see you guys. I see the facts of life as I live life and experience life as an individual. Ultimately when I start to really understand the dynamics of life as an individual as well as a community member it's increasingly clear to me that officers and police members have the greatest pressure in many ways and really it must be acknowledged on my behalf on behalf of myself and my community in which you all serve. The vast majority of you are the most valuable members of society. You should be honoured and you are honoured and appreciated I can tell you that. I've been through a few difficult times and as I reflect on those times and hurt from the memories I see now what officers deal with on a daily basis. The uncertainty of each call, the personal hardships that come also with having to enforce the laws at times knowing its effect on not just lives effected by evil but also the interaction with evil itself. I see more and more officers today being so patient and caring with their authority and their decision makings. We are all humans. But at the end of the day police officers show up each day having to put that vest on. Put the gun on, worry about each call and each person and the volatile situations that are encountered

daily time after time. I see you guys and gals. I have so much love and respect for you all. I want you all to know that I see you all and see your love and care and dedication and inspirational bravery. For what it's worth I want you all to know that I admire and appreciate your service so much that it's changed my whole life in a positive way. I'm proud of myself for getting better as a person and I owe a great deal of appreciation and respect to you great people. I will always show my appreciation, my gratitude and respect for our community service members and I will always do my best to help out if I see I can. May the lord forever bless our communities. Thank you all so much from the bottom of my heart I appreciate the good members of service. I love you all.