

Report to / Rapport au:

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

27 April 2026 / 27 avril 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 APRIL 2026

OBJET: LETTRES DE MENTION ÉLOGIEUSE AVRIL 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 23, 2026

From: Member of the Public

OPS Member: T. Pchenitchnikov

Excerpt from Letter: I called for hit and run driver damaging my fence. Second time in Dec! Five days later hit AGAIN for third time. Officer T. Pchenitchnikov attends. This officer is solution driven and thinks outside the box. The Officer keeps his word. Dedicated with follow thru. Where did you get this guy? Don't promote him out of the field, he's very effective where he is. He did follow up and asked if everything was settled. I said yes as far as your efforts go and he did an excellent job.... you guys are the best.

Date Received: January 12, 2026

From: Member of the Public

Excerpt from Letter: I would like to comment on the behaviour of an Ottawa police officer from this morning. I do not know his name. I'm 70 years old and retired. Not quite sure how I did it, but I completely locked myself out of the house. No access at all. The officer was sitting in his vehicle on my street so I walked up to the car and asked if he could help me. He gave me a couple of suggestions which did not include knocking the door down. He was just so calm and reassuring. And yes, I did get in the house. Please send him my thanks.

Date Received: February 3, 2026

From: Member of the Public

Excerpt from Letter: Hi, just a short email thanking the Ottawa Police Service for yesterday's services. I am a family physician and had to issue a Form 1 with the assistance of a geriatric psychiatrist. Tragic case but with the assistance and guidance of the intake person at Ottawa Police Service, I was able to give a 'head's up' to the challenges of the Form 1 for the individual. I received update notices from the police, and the individual eventually voluntarily went to emergency for the Form 1. Thank you. The service I received was most understanding, focused, helpful and professional.

Date Received: February 7, 2026

From: Member of the Public

Excerpt from Letter: I want to extend sincere words of gratitude to the two OPS officers who assisted me in a time of big distress. The call to OPS, likely from a good, minded citizen, went in around 8 or 9 pm on Feb, 06, 2026 to location somewhere near Orleans Blvd & St. Joseph. "Man passed out." I presume. I was drinking too much alcohol that evening and I should not have went outside my house. Sometimes I do get very dizzy

due to a heart condition & medication for that. Often I am falling down without booze. Mixing those with excess alcohol is a certain mistake. I am fine now and very sorry to cause trouble / expense to OPS. From what I recollect and from what my wife told me this morning, the officers acted in a most professional manner and they were super helpful big angels to help me. Huge Kudos. Happy to report that there was no further incident last night, other than me having to sleep in the doghouse. Possibly again tonight. Penance accepted. Thanks again to OPS and the officers. Feel free to add comments above to any official reports.

Date Received: February 9, 2026

From: Member of the Public

OPS Member: Constable A. Abdelaal

Excerpt from Letter: A quick note to thank the wonderful officer who stopped me this morning. I had a doctor's appointment at the Riverside Hospital and couldn't access parking because of construction at the site. A very nice construction worker told me to take the ramp from Smyth onto Riverside Drive and I would see where to park and enter the hospital. I was stressed because my appointment was looming, and didn't see a sign to park. Unfortunately, I have a terrible sense of direction, took a wrong turn, and ended up back on Smyth where I was stopped. It took me a while to stop too, never being stopped before, but finally pulled over when I realized the flashing lights were for me--so embarrassing. In any case, the officer asked if I knew why I was pulled over and if I was okay. She was so nice, so calm, so polite. I explained my dilemma, and she got me on track. I didn't get the officer's name, but hopefully she gets to read this email, because she deserves a big thank you from me. By the way, I did make my appointment; only two minutes late.

Date Received: February 10, 2026

From: Member of the Public

OPS Member: Constable P. Zili, Constable M. Thabit and Constable M. Elchamaa

Excerpt from Letter: I am the APR for the Loblaws 2210 bank street. We had a busy day yesterday with multiple incidents in the store. OPS officers were attended and helped us with the cases. I want to thank them. I want to thank the Officers for tracking and identifying one of our store's repeat offenders. Thank you all.

Date Received: February 14, 2026

From: Member of the Public

OPS Member: Constable F. Sit

Excerpt from Letter: Good afternoon, on February 12th around 530pm, I was pulled over by Officer Sit. I want to send a thank you for his compassion issuing a warning rather than a ticket. My license had expired the day before (my birthday) and it wasn't even on

radar of things to do. Thank you so much. I had never been pulled over before and the whole experience was extremely calm and straightforward. This means the world to me, especially since my daughter got to witness- our protectors doing their duties - I've always taught her that Police are here to protect and ensure everyone follows the rules...even moms have rules to follow. This made a valuable teaching moment. I went straight to service Ontario the next day (a friend drove me) and got everything renewed! Thank you so much!

Date Received: February 17, 2026

From: Member of the Public

OPS Member: Constable M. Lewinson

Excerpt from Letter: Hello, I am reaching out to let you know of a recent great experience I had with a fellow officer. I don't know if you even know him, but I know that you guys don't receive enough positive praise for the work you do and so I wanted to pass this along, hoping that you can get it to the right people! On Sunday, my family and I had a crazy interaction happen with a random stranger and an officer had to be called to intervene. His name is Officer Lewinson. He was so very helpful. He diffused the situation without taking sides and without being a super-dominating presence. After the situation was settled, he stayed behind and talked with my family and made sure we understood everything and were completely comfortable. He was so pleasant, and easy to talk to and deal with, and that is a rarity with most of the officers I have dealt with. I know that you guys are supposed to be stern and straight faced and almost not human sometimes, and that many situations call for that in order to get and maintain control of a situation, but that isn't the interaction that best fits all situations, and that was the case here. Officer Lewinson definitely remained that way throughout the public interaction, but then after, he showed a human side, an understanding side, and even a kind side. It was very appreciated and really made us proud that we live in a community where officers can do their job well and still maintain compassion and humanity in their public interactions. Thank you to Officer Lewinson!

Date Received: February 24, 2026

From: Member of the Public

Excerpt from Letter: On February 7 at 12:52 am I awoke from a deep sleep while on medication for progressive MS and called 911 because I thought an intruder had entered my home. I was home alone. My spouse and dog were away for the weekend. I was very distraught and the 911 operator stayed on the phone with me while waiting for the police to arrive. She was very reassuring until the 3 policemen arrived. They were very kind and thoughtful while ensuring my safety. One of the policemen talked gently to me, closed the blinds on the 2 large patio doors while the 2 others checked the

basement. He also recommended I closed the bar across the patio door to foil any potential intruders. They assured me there was no intruder and I was safe. At no time was I made to feel bad about calling 911. It is still not clear to me what made me believe there was an intruder. For now, I will blame it on my medication that knocks me out to deal with the spasms in my legs. I wanted to pass on my thanks to the kind and compassionate 911 Operator and the 3 policemen for looking out for me in the week hours of February 7. Please feel free to contact me with any questions or comments.

Date Received: February 25, 2026

From: Member of the Public

OPS Member: Constable C. Lalonde

Excerpt from Letter: I am the LP for the Loblaws store. There was an active repeat offender suspect for the store and she was always stealing from us. The mention officer and his work partner arrested the suspect and showed up on time. I wanted to say thanks to officers and the dispatcher who coordinate the event. Using this opportunity I want to thank officer Christopher Lalonde for following up cases of another repeat offender for our store. Thanks you OPS.

Date Received: February 27, 2026

From: Member of the Public

Excerpt from Letter: As I was driving behind a dark coloured SUV in Stittsville this afternoon, I observed a driver repeatedly punching themselves in the head with such force so as to be concerned for their safety. Called non-urgent line, call was handled professionally and expeditiously moved to Comms instead where incident could have put traffic and other drivers at risk. Comms was also professional, asked identifying features of which I did not have, but I had the plate, a very general description of the driver, and expressed the difficulty in obtaining any information with salt covering the vehicle. Comms indicated they were sending police. I provided my information, received a text at the end of the call and another within the hour indicating resolution. For all the challenges law enforcement has had in this city, thank you for responding with care when a fellow citizen needs your compassion. Wishing that driver a speedy recovery from their self injuries and a very special thanks to both law enforcement staff with whom I had spoken.

Date Received: February 28, 2026

From: Member of the Public

OPS Member: Constable Y. Monsour

Excerpt from Letter: I would like to commend Constable Monsour and the OPS Community Liaison team for their outstanding support and professionalism. As members of diverse communities, we sometimes come together to echo the voice of our

people or mark significant milestones related to our home countries. Knowing that we have strong, respectful support from our local law enforcement is both reassuring and empowering. During Saturday evening community gathering to celebrate a significant milestone for people in Iran as well as diaspora, Constable Monsour, with very short notice, was responsive, approachable, and just a text away, ready to step in and support us in any way needed to ensure the event could take place safely and respectfully. His commitment to community engagement and trust-building truly reflects the values of the Ottawa Police Service.

Date Received: March 4, 2026

From: Member of the Public

Excerpt from Letter: I just wanted to send a thank you, I have noticed multiple times this week during high traffic times that you have been present on Bridge St in Manotick. We desperately need that in our little village, and I was very happy to see you there. Thank you.

Date Received: March 4, 2026

From: Member of the Public

OPS Member: Constable A. Bao and Constable V. Cho

Excerpt from Letter: They were just simply amazing dudes. Very humane and compassionate experience. Kudos. cheers for saving my life. Likewise for the duo that replaced them later on, forgot the names but one of them is snowboarder.

Date Received: March 7, 2026

From: Member of the Public

OPS Member: Constable J. Masimango Olame

Excerpt from Letter: Hello. Yesterday, at the Bearbrook and St Joseph Blvd. intersection, around 4:45pm, I ran out of gas in the centre lane. (A little embarrassing and stressful). An OPS officer happened by, turned on his overheads, and awaited my CAA assistance. I didn't catch the officer's name. But he was professional, polite, and helpful. Thank you!

Date Received: March 9, 2026

From: Member of the Public

OPS Member: Constable E. Barrett

Excerpt from Letter: I am the Asset protection representative for the Loblaws 2210 Bank St. store. Last week the cops were near our store investigating an incident, meanwhile a theft happened. Officer with her colleague helped us to recover the items and shoplifter arrested. Thanks to the cops.

Date Received: March 9, 2026

From: Member of the Public

Excerpt from Letter: My sincere compliments and appreciation to the above policemen that saved my life February 13, 2026. I will try to reenact the following story. The day started with preparations for Winterlude in Ottawa and looking forward to sharing love and celebration of Winterlude. My family consisting of my niece and great nieces were on their way from the Niagara region, all adults. Coming from both sides of the border. Their wonderful husbands taking care of the children so they could enjoy winterlude. They were all born in Canada. Excitement was in the air sharing news of the skating on the canal. Their first time to visit Ottawa and visit their great aunt. I, was preparing for their arrival we had plans to enjoy the winter activities planned on the canal. I rose early morning and prepared a recipe of chilli and a young turkey for dinner now in the oven. Anticipating their arrival. My morning airing the bedding for guests arrival I place the duvet outside briefly to air. Still in my light pyjamas, I returned the duvet inside and went out briefly on my balcony to rearrange a pot. I closed the balcony sliding door as I wanted to keep the cold out of the living room. Oh no! The door automatically locked being in my new home after 30 years recently moved to our condo, I was locked out and not prepared for the minus C temperatures. This event was about 3 hours dehydration and freezing set in. I called and yelled help please get help> It was about noon now. a large dog was let out and heard my cry he started to bark that alerted someone on the next street. They called the police, Cody and Richard called the paramedics, when paramedics arrived, the police were able to carry on their day after being heroic and caring, giving me water and warmth. Rescuing me. luckily, I left the front door unlocked after my husband went to work in the am, awaiting my company's arrival. The communication of following my lead was most welcome, Cody came to the aid of the party. Two policemen, two paramedics and a dog and the wonderful person who called it in saved my life. I'm so ever grateful. On Friday the 13th. Due to there intervention and help from the community in Sandy Hill, all were able to make the festivities next day and the turkey was perfect. Rejoicing to be alive. Kind regards.

Date Received: March 10, 2026

From: Member of the Public

Excerpt from Letter: Good evening, I'd like to extend my deepest thanks to the two officers that expeditiously and expertly handled my call tonight. They were very informative and genuinely took their time to talk to me about the situation which was quite kind of them. I really appreciate their professionalism and tact, and how they handled the situation overall with both myself and my neighbour. They were able to de-

escalate the situation and helped me feel safe at home. Hoping you can extend my gratitude to them. Very best.

Date Received: March 11, 2026

From: Member of the Public

Excerpt from Letter: I finally called the non-emergency line tonight after several disruptive/violent outbursts from my next-door neighbour so that I could request a wellness check. I should have requested their names, but I had two officers come by within an hour of me calling the non-emergency line (amazing!!) to check in on my neighbour to ensure he wasn't a safety hazard to himself or to anyone else on the floor of my building. Having cleared any potential threat, they were more than willing to speak to me personally at length about my experience and my options moving forward if his behaviour continued. They made me feel empowered, safe and comfortable before leaving the premises and were very professional while also remaining human / kind to me. They spoke to me patiently and did not rush me at all despite the fact I'm sure they had other, more pressing things to do. This was not only super nice but meant a lot to me personally as a young woman living alone downtown. I truly cannot overstate enough how appreciative I am to have had them handle this situation with such tact and efficiency. These two officers represent everything great about the Ottawa Police and I hope you can extend my thanks to them.

Date Received: March 11, 2026

From: Member of the Public

OPS Member: Constable V. Kostenko

Excerpt from Letter: Officer Kostenko stopped me today failing to make a complete stop. I was on my way to the Perley Health volunteer 14yrs I talk with residents and veterans plus work gift shop. Officer Kostenko was very kind and caring to me. I was under a bit of duress my resident was palliative I travel that road often and obviously I have to now take better care of stops. No Excuses. I have a clean record never been stopped in my life, but Kostenko handled me with grace and kindness. Please put this comment on his record

Date Received: March 13, 2026

From: Member of the Public

Excerpt from Letter: Dear Ottawa Police Service, I wanted to express my sincere thanks for your assistance last night. I truly appreciate the time, care, and professionalism your officers showed during the wellness check for my brother. I know it was a busy night with high call volumes, and I am grateful that you still made the effort to follow up and ensure everything was handled safely. Please extend my thanks to the officers who attended the call and to the communications staff who kept me informed throughout the

process. Your work made a very stressful situation much easier to navigate, and I am genuinely grateful. With appreciation

Date Received: March 13, 2026

From: Member of the Public

OPS Member: Constable J. P. Joseph and Constable O. Van Welzenis

Excerpt from Letter: I am the APR for the Loblaws Bank Street store. On Mar 13, 2026 four officers helped us to avoid a shoplifting incident. Four police officers attended the scene and arrested the suspect. I want to thank the OPS dispatcher who coordinated, mentioned officers and the other two officers who I don't know the names. THANK YOU.

Date Received: March 17, 2026

From: Member of the Public

OPS Member: Constable J. Mlynaryk

Excerpt from Letter: Hello, I would like to express my sincere gratitude to the entire Ottawa Police Service for your swift, effective, and compassionate response following the disappearance of my father, on March 15, 2026. During a particularly difficult time for our family, your professionalism and compassion made all the difference. Your attentiveness, support, and immediate response deeply touched us and helped alleviate the stress and anxiety caused by this situation. I would also like to give special mention to Officer Mlynaryk and his colleague, whose name we unfortunately do not know. Their compassion, patience, and valuable advice brought us immense comfort. Their caring and reassuring demeanor was of inestimable help to us during these difficult times. We wanted to highlight the exceptional quality of your work and express our gratitude to you. Knowing that such dedicated teams are watching over our community is extremely reassuring. Thank you again for your commitment and kindness.

Date Received: March 17, 2026

From: Member of the Public

OPS Member: Sergeant E. Yeoumans

Excerpt from Letter: Dear Sergeant Yeoumans, On behalf of the Ontario Tour Paramedic Ride, I would like to extend our heartfelt thanks to you and the team from District Traffic South for your generous support of our 2025 event. Your assistance helped keep our riders and crew safe as they started their cycling journey from Ottawa to Toronto. Your support played an important role in helping us honour paramedics who have made the ultimate sacrifice in the line of duty, while also raising awareness about the mental health challenges faced by first responders. Thanks to supporters like you, we are able to continue building a national monument and expanding trauma recovery programs for paramedics and their families. We are truly grateful for your partnership

and your commitment to supporting Canada's frontline heroes. Your kindness and community spirit inspire us all. With appreciation.

Date Received: March 17, 2026

From: Member of the Public

OPS Member: Constable P. Jeon

Excerpt from Letter: Officer Jeon was on the second plover shift following my son's suicide attempt. He showed incredible humility toward us and my son. My son was calm the whole time and while the first officers had him handcuffed to the bed and to use the washroom, Officer Jeon didn't see that as necessary and even walked with us to Tim Hortons. He was so calm and kind and this made a huge difference to bring some humanity to a terrible situation.

Date Received: March 21, 2026

From: Member of the Public

Excerpt from Letter: On March 17, a parishioner delivered a purse she had found on the street near our downtown church. Our office contacted the OPS for guidance. The officer took the extra time to telephone the owner after researching the ID we provided from the purse, and a young woman arrived shortly to retrieve her purse. The officer went out her way to resolve a stressful experience for the young owner and deserves recognition and thanks.

Date Received: March 25, 2026

From: Member of the Public

OPS Member: Constable K. Dutreuil and Constable R. Omara.

Excerpt from Letter: Good Morning, I am writing to express my sincere gratitude for the exceptional support provided by two of the Ottawa Police officers during a recent situation in our Emergency Department on March 23rd, Officers Dutreuil and Officer Omara. During a particularly challenging case involving a patient in a vulnerable mental health crisis, these officers demonstrated a level of professionalism, compassion, and open-mindedness that truly stood out. Their calm presence and respectful approach helped create a safe and supportive environment for both the patient and our healthcare team. In addition to their kindness, they were instrumental in obtaining crucial information that significantly contributed to our ability to fully assess and care for this patient. Their collaboration and willingness to go above and beyond did not go unnoticed. This experience was also a powerful example of how your officers and our staff at CHEO can work together to achieve the best possible outcome for a patient. It truly reflected the strength of community supports coming together with a shared goal, resulting in a positive and meaningful outcome during a very critical time. Please extend my heartfelt thanks to these officers. Their actions reflect great credit upon themselves

and your department, and they made a meaningful difference during a very critical moment.

Date Received: April 11, 2026

From: Member of the Public

OPS Member: Sergeant M. Morgan

Excerpt from Letter: At 9am I phoned the non-emergency line to report a man putting up a homeless encampment on a vacant lot in Centretown. Within 2 hours the encampment materials were removed from the lot. I did not witness the interaction between the police and the individual but greatly appreciate the timely response by the Police!