

**Report to / Rapport au:**

**OTTAWA POLICE SERVICES BOARD  
LA COMMISSION DE SERVICES POLICIERS D'OTTAWA**

**26 September 2022 / 26 septembre 2022**

**Submitted by / Soumis par:**

**Chief of Police, Ottawa Police Service / Chef de police, Service de police d'Ottawa**

**Contact Person / Personne ressource:**

**John Steinbachs, Executive Director of Strategy & Communications / Directeur  
Communications générales  
*Steinbachsj@ottawapolice.ca***

**SUBJECT: LETTERS OF COMMENDATION**

**OBJET: LETTRES DE MENTION ÉLOGIEUSE**

**REPORT RECOMMENDATIONS**

**That the Ottawa Police Services Board receive this report for information.**

**RECOMMANDATIONS DU RAPPORT**

**Que la Commission de services policiers 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).

Date Received: 08 July 2022

From: Member of the public

OPS members: Mona Martin and Constable Chris Poulton

Excerpt from Letter: I would like to express my deep gratitude to the Police Reporting Unit agent and the constable who attended a call relating to my son. He is currently in the psychiatric ward of the Ottawa General Hospital being treated for mania. Recently he has become paranoid that his life was in danger. Yesterday afternoon he called the Ottawa Police and was treated seriously by the PRU agent, who took the time to get the details straight that he was sharing. My son's existential concerns were taken seriously

and he was given a considerable amount of time to discuss his fears. Constable Chris Poulton attended the hospital and met with my son. He asked serious questions and provided excellent counsel that was critical to my son resolving his paranoia and stabilizing him. Since meeting with Cst. Poulton, my son has been much calmer and is steadily improving. I want to thank you for taking my son's call, for taking him seriously, and for resolving his fears. Your careful management of his call has helped him, and us, enormously.

Date Received: 11 July 2022

From: Member of the Public

OPS members: Constables Nicholas Tookenay and Rebecca Brown

Excerpt from Letter: Constables Nicholas Tookenay and Rebecca Brown were on a mental health call with us yesterday. These two officers went above and beyond in their duty; they were kind, compassionate and professional with the patient and the bystanders on the scene. They worked seamlessly with us to develop a care plan that was acceptable and best for the patient. I would like praise them for their hard work and recognize the spectacular way they conducted themselves and how it made our job and lives that much easier.

Date Received: 15 July 2022

From: Member of the public

Excerpt from Letter: I didn't quite know how to thank all the police officers who came from across Canada to help clear out our city, so I am starting with you and the Ottawa Police Service, with the hope that you can relay my appreciation to all. Although I don't live in Centertown it was still a very scary and anxious time and I personally appreciate the hard work and dedication of police officers in making my city safe again. I hope many Ottawa residents have taken the time to express their gratitude and, if they haven't, please consider this 65-year-old widow's recognition of your efforts to reach out to us as the first step in gaining back our trust in our police service.

Date Received: 19 July 2022

From: Member of the public

Excerpt from Letter: I just wanted to say thank you to everyone who attended an incident in my neighbourhood. We were impressed by the response and the speed of it. I really appreciate all you did for us at an incredibly difficult time. Thank you again and all best.

Date Received: 20 July 2022

From: Member of the public

OPS members: Police Liaison Team

Excerpt from Letter: Thank you from our family to the two officers who stopped at the bus stop at Baseline and Greenbank and gave my kids and everyone at the bus stop a popsicle. They thought it was amazing.

Date Received: 24 July 2022

From: Member of the Public

Excerpt from Letter: Sending a big thank you to the officer who responded to me at Lansdowne today. I was in the middle of a panic attack and she showed me kindness and compassion. I'm so grateful; she helped me and prevented a total meltdown.

Date Received: 25 July 2022

From: Member of the Public

OPS members: Constables Erik Sundholm, Keith Jay and Darren Cousineau

Excerpt from Letter: Your officers had the unenviable job of having to inform me of my father's passing. Their patience and understanding cannot be understated.

Date Received: 27 July 2022

From: Member of the Public

OPS members: Constables Dan Avlijas and Matthieu Couture-Lauzon

Excerpt from Letter: I was sitting on the grass having a picnic feet away from where the man was tased because he was naked and had assaulted someone. Responding officers addressed the man politely a few times. He ignored them and began making his way towards me – he was zapped in the butt which instantly locked his legs – he collapsed. I left at this point to respect everyone's privacy, but I saw officers gently and quietly restrain him: no shouting, no aggression. I just wanted to thank those officers for protecting everyone involved, including the man involved. He was clearly unwell, and it was clear that the officers adjusted their actions to accommodate. Everyone was treated with dignity and respect, and it makes me so proud to be an Ottawan. Thank you!

Date Received: 28 July 2022

From: Member of the Public

Excerpt from Letter: I just wanted to give a quick shout to the Ottawa Police. You guys are amazing, keep up the good work!

Date Received: 28 July 2022

From: Member of the Public

OPS member: Sergeant Dan Bergeron

Excerpt from Letter: Nous tenions à remercier le policier Dan Bergeron et son équipe pour leur assistance suite à un vol. La présence de policiers communautaires dans notre quartier est d'une grande importance et nous apprécions notre relation avec les

hommes et les femmes qui veillent à la sécurité des aînés servis et du personnel. Merci beaucoup.

Date Received: 30 July 2022

From: Member of the Public

OPS member: Constable Stephane Walter

Excerpt from Letter: In 2019, I fell five floors from my apartment balcony while dealing with addiction issues. Some of your staff helped me. In the months that followed, I had several relapses and at one point, I came across one of your officers again and they were kind to me. I wanted to tell Constable Stephane Walter that I still think of him, all of your officers are heroes. You put your life on the line for civilians to be safe and if that is not a hero, then I do not know what it is. Since that event, I have been clean for two years now and I am walking again. Thankful for that.

Date Received: 31 July 2022

From: Member of the Public

OPS member: Constable Ahmedkhador Ali

Excerpt from Letter: Constable Ahmedkhador Ali was dispatched to deal with a situation with my 91-year-old mother who's showing signs of possible dementia. He was informative and caring. My mom was in distress and didn't trust anyone, including her sons. Cst. Ali, assessed the situation and made everyone feel comfortable. He informed us of resources available and asked my mom questions that put her at ease. Thank you!

Date Received: 01 August 2022

From: Member of the Public

OPS members: Constable Jason Feng

Excerpt from Letter: Over the course of the last few months I have had interactions with police officers mostly regarding my mental health. Just recently I called police because I was in a crisis and wanted to jump off the Alexandria Bridge. After safely getting back on the bridge, I threw a tantrum. Although I do not remember his name, I would like to sincerely apologize to him as well as to the other responding officers for the tense environment I created that night. Furthermore, I would like to give my gratitude and thanks for each of the different police officers that had responded to calls about me the last few months. I am deeply grateful and lucky to be able to be supported and helped - whether that means transporting me to the hospital or just having a chat - because my mental health was not something I could have done by myself. I honestly wish I could thank all of them in person and tell them how much of a difference they each made. Looking back at each of the calls, they collaboratively made me better understand the situation I was in and progressively helped me to get out of it.

Date Received: 02 August 2022

From: Member of the Public

OPS members: Constable Kristina Neilson

Excerpt from Letter: Constable Kristina Neilson is a example of how the Ottawa Police Service should treat everyone. On two occasions I was treated with dignity, respect, and compassion. She had a non-judgemental attitude and a listening ear.

Date Received: 02 August 2022

From: Member of the Public

Excerpt from Letter: I was driving when I witnessed a man running into traffic at an intersection. An unmarked police car stopped and the officer who go out proceeded to act in the calmest, most gentle manner towards the man. Instead of grabbing him, he took his arm and they walked together toward the sidewalk, where they continued to talk. The conversation appeared to calm the man down. I was extremely impressed with the way this was handled, and the police officer should be commended.

Date Received: 04 August 2022

From: Member of the Public

OPS member: Constable Kevin Bradford

Excerpt from Letter: I would like to thank Constable Curtis Bradford for helping me out. I keep him in my prayers always, and the rest of you, who have also helped me out. Thank you so much!

Date Received: 06 August 2022

From: Member of the Public

Excerpt from Letter: I had fallen on the sidewalk and could not get back up. It was so hot! The officer who responded was very supportive, helped me to get back home, and made sure I had the necessary family support. Thank you!

Date Received: 12 August 2022

From: Member of the Public

Excerpt from Letter: I would like to thank every officer who has responded to wellness checks for me. I want them to know that they did more than save my life. First, your officers not only helped me push through it, but you also helped me realize I was important and good enough to push through. The strength that you gave me helped me to reunite with my kids. So, this thanks doesn't just go to them, it goes to the entire Ottawa Police Service. I will always be in debt to you.

Date Received: 14 August 2022

From: Member of the Public

Excerpt from Letter: It is unusually quiet in Barrhaven this evening. I live near an area

where street racing and excessive noise is common every night. Thanks to your recent arrests, I will be able to sleep with my window open and breathe fresh air. Keep up the good work!

Date Received: 15 August 2022

From: Member of the Public

OPS members: Constables Christopher Vandertoorn and Shannon Hilton

Excerpt from Letter: I would like to thank the Ottawa Police officers who worked at the Hearst 2022 HOG Chapter Festival the past weekend. They showed great skill with the motorbikes, great professionalism, and contributed to the success of the festival. They were very friendly and we all enjoyed their presence in Hearst.

Date Received: 15 August 2022

From: Member of the Public

OPS member: Constable Amanda Budzinski

Excerpt from Letter: My house was broken into and the criminal left finger and handprints on my just-washed windows and sills. Constable Amanda Budzinski came to take evidence and she was amazing - totally professional, detailed, and made sure she captured everything possible. She listened carefully to my explanation of what happened. She was very pleasant and did an excellent job. This is the kind of officer we need on all police forces. She is exemplary. She put me at ease and I had confidence that she cared about resolving my case.

Date Received: 16 August 2022

From: Member of the Public

OPS member: Constable Stephen Irvine

Excerpt from Letter: I am writing to express my gratitude to Constable Stephen Irvine who made a truly positive impact on my teenage son. He and his friend were selling lemonade on our street when an officer pulled over and said hello to them. He asked how long they would be there and promised to return to buy a glass. A few hours later the officer returned, had a glass of lemonade, and a 10-minute conversation at the door with my son about school, sports, life, and future plans. He was generous with his time (and his money). My son talked about this amazing gesture/experience for days. I hope that the Ottawa Police Service can express my gratitude for this officer's thoughtfulness and efforts to reach out to youth in our community. Well done!

Date Received: 16 August 2022

From: Member of the Public

OPS member: Constable Reno Batog

Excerpt from Letter: I was locked out of my apartment building after I had arrived from a

flight from U.S.A., and my husband was asleep and unable to let me in. Constable Reno Batog arrived to help this frightened 74-year-old woman in need of assistance. He was friendly, kind, and helpful to me. After about 15 minutes, my husband finally answered my calls. I'm grateful that Cst. Batog stayed with me until my husband finally answered my calls. If Constable Batog is an example of the Ottawa police force, I am impressed, and feel safe in this city! Thank you!!

Date Received: 20 August 2022

From: Member of the Public

OPS member: Constable Andrew Chen

Excerpt from Letter: I would just like to thank Constable Andrew Chen for helping me out this morning. I really appreciate your kindness!

Date Received: 21 August 2022

From: Member of the Public

Excerpt from Letter: Your job is not easy. It's not for the street cops, not for dispatch, not for the secretaries at the front desk of your office. I worked for 24 years in the military, and unfortunately got PTSD and the problems that come with it. In the past seven days I was picked twice by some of your officers. Their politeness, understanding, respect, and above all kindness calmed me, even in my stressed drunken state. Please reach out to those officers who helped me and tell them how much I appreciate them and wish them and their loved ones all the love and health they can muster. Thank you all, be well, and stay safe out there.

Date Received: 27 August 2022

From: Member of the Public

OPS member: Constable Chris Powers

Excerpt from Letter: I wanted to extend my thanks to the police officer who was working the main gate at the Ladies Golf Tournament on Hunt Club Road. My grandmother's funeral procession drove by, and the kind member saluted as the hearse drove by. The action meant a great deal to my family and myself. The day was difficult, to say the least, and that small act of kindness did a world of good for my grandfather. As an off-duty officer, that kindness meant a lot to me as well.

Date Received: 27 August 2022

From: Member of the Public

OPS member: Constable Chris Powers

Excerpt from Letter: I was one of the bus drivers bringing the caddies/media/staff from lot 5 to lot 1 during the week of the CP LPGA event. Constable Chris Powers was there to direct traffic at the extremely busy intersection of Hunt Club Road and Paul Benoit

Driveway. His leadership and the courtesy he displayed during his duty were exemplary. His quick reaction and decision-making allowed us as bus drivers to go back and forth with a minimum amount of delays and risks of collisions. I cannot speak for all the drivers but the ones I spoke to want to relay the same message: thank you for an outstanding job and good luck in your career.

Date Received: 28 August 2022

From: Member of the Public

OPS member: Constable Shane Nakic

Excerpt from Letter: I woke up early one morning only to be met with a series of police cruisers in front of my house as they responded to a dispute at my neighbour's house. Curious by nature I watched and listened as the events unfolded. I was absolutely mortified at the insults, slurs, homophobic curse words, and any other verbal garbage being thrown at your officers. Never in my years did I think I would witness such disrespect towards police officers, or anyone really. The officers in attendance were truly professional. In the face of some of the most disgustingly disrespectful insults I've ever heard hurled at someone, your officers remained calm and peaceful. Over and above that, they even offered to relocate the individual who had been nothing but ill-mannered and rude. I must commend them on their professionalism and calm demeanour. They were a great example of remaining calm, and courteous but firm. Kindly forward my kudos to these officers for a job well done.

Date Received: 29 August 2022

From: Member of the Public

OPS member: Christophe Gingras and Constable Christopher Warren

Excerpt from Letter: My car was discovered stolen at 3:00 p.m. and reported recovered 3.5 hours later. The Ottawa Police have my appreciation, for their professional and compassionate service. I owe them a debt of gratitude. Many, many thank to all those serving to protect us.

Date Received: 31 August 2022

From: Member of the Public

OPS member: Constable Andre Hart

Excerpt from Letter: Shout out and huge thank you to Constable Andre Hart. He had a very busy afternoon safely directing traffic, trucks, buses, pedestrians, cyclists & parade participants at the corner of O'Connor and Gladstone. Great personality. Solid Officer, job well done.

Date Received: 05 September 2022

From: Member of the Public



Excerpt from Letter: I witnessed speed enforcement and ticketing for folks driving above the speed limit on Highway 174. Many thanks for your action. It's way overdue. Thank you for taking care of our community. All the very best to all of you.

Date Received:05 September 2022

From: Member of the Public

OPS member: Constables Michael Blair and Claude Enwyse

Excerpt from Letter: We, unfortunately, had to call 911. Lucky for us, there were two amazing police officers that showed up. Constables Michael Blair and Claude Enwyse were professional, polite and so knowledgeable regarding mental health. They treated the person with dignity and compassion. Because of their interaction, the person decided to be more open with the doctors at the hospital and he finally accepted the help. It has been a rough two years, but these two officers made a world of difference. A huge thank you also to the 911 operators. I am incredibly happy with how nice they were in handling my frantic call.

Date Received:09 September 2022

From: Member of the Public

Excerpt from Letter: My wife's vehicle was stolen from the west end and recovered by the OPS. I just wanted to reach out and give a huge thank you and kudos to all the officers involved, especially the officer who initiated the vehicle stop on the 417 and the brave K9 unit that sniffed the culprit out. Please pass along our heartfelt appreciation to all officers involved.