

**Report to / Rapport au:**

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

**26 June 2017 / 26 juin 2017**

**Submitted by / Soumis par:**

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

**Contact Person / Personne ressource:**

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**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: 9 May 2017**

**From: Member of the public**

**OPS Member: Constable Keri Saunders**

**Excerpt from letter:** Thank you to Constable Keri Saunders and your partner for helping me at my hour of need when I hit a deer on the road back in February. I was really frightened. You and your partner took me home that night after reassuring me. Your report and pictures that you took were a big help with the insurance. Your

professionalism and kindness surpassed my expectations of the Ottawa Police. Thank you and your partner.

**Date Received: 15 May 2017**

**From: Member of the public**

**OPS Member: Constable Kenneth Muse**

**Excerpt from letter:** Constable Kenneth Muse investigated a car accident in which my wife was involved. Although Cst. Muse charged my wife with a traffic offence, he did so in a very professional and compassionate manner, given the circumstances.

**Date Received: 16 May 2017**

**From: Member of the public**

**OPS Member: Kim Landry, Constables Elvis Nguyen and Katarzyna Dumont**

**Excerpt from letter:** This afternoon, I called Ottawa Police to conduct a welfare check on my neighbour. I'd like first to thank the person who answered my phone call, she was exceptionally courteous and helpful. I'd also like to thank the two officers who conducted the check, only to find my neighbour passed-out drunk. I am so grateful for this service, and the fact that at no time did anyone make me feel I was wasting their time.

**Date Received: 17 May 2017**

**From: Member of the public**

**OPS Member: Constable Kellen Moore**

**Excerpt from letter:** I would like to let you know that Constable Kellen Moore is absolutely terrific. I had to file a missing person report for my mother, who is battling advanced dementia among other health problems. She went missing for four hours and I was worried. From the moment I opened the door I could tell Cst. Moore was invested in finding my mother and he made me feel comfortable. Within half an hour he located and brought my mom home safe and sound. My mother felt comfortable and had nothing but good things to say about Cst. Moore; in fact she now wants to marry a police officer. Cst. Moore went above and beyond later that night when he recognized my sister and niece; he stopped them quickly to ask how my mother was doing. I am forever grateful to the Ottawa Police Service and Cst. Moore for bringing her back safe and sound!

**Date Received: 19 May 2017**

**From: Member of the public**

**OPS Member: Sergeant Nuria Delossantos**

**Excerpt from letter:** I went in to report an accident and Sergeant Delossantos was very kind through it all. After I left, she emailed asking for some information I forgot to add,

and also let me know that she had called the other person involved in the accident. It all was an easy process and I really appreciated her continued contact after I left.

**Date Received: 20 May 2017**

**From: Member of the public**

**OPS Member: Constable Adam Gal and Sergeant Maria Keen**

**Excerpt from letter:** I would like to express my sincere admiration and gratitude for a number of police officers who assisted me and others following a vehicle accident. In particular, I would like to thank Constable Adam Gal and Sergeant Maria Keen. All of the officers and other first responders were amazing. Thank you so much!

**Date Received: 23 May 2017**

**From: Member of the public**

**Excerpt from letter:** You don't usually run bike patrol in west end of Ottawa so I asked what was up and I was informed of the search. The police were working diligently, I was impressed. Your officers were working hard to find the missing woman and her dog and that dedication is uplifting to the community.

**Date Received: 26 May 2017**

**From: Member of the public**

**OPS Member: Constable Francois Perron**

**Excerpt from letter:** Today I was in an accident when I was struck from behind while trying to turn into a mall. There were two officers that came to the scene and they handled the incident very well. I would however like to personally thank Officer Frank Perron again for the help he provided to me. As bad as the situation was, he made it much easier to deal with.

**Date Received: 26 May 2017**

**From: Member of the public**

**OPS Member: Constable Doug Stevenson**

**Excerpt from letter:** Ottawa Police Constable Doug Stevenson has gone the extra kilometer for myself and my family. Thank you.

**Date Received: 29 May 2017**

**From: Member of the public**

**OPS Member: Constables Kelly Dayment, Caroline Gallant and Kyle McIntyre**

**Excerpt from letter:** Thank you very much to the officers who returned Max back home. We are getting extra bolts for the doors so he cannot get out of the house so easily. He said he isn't sorry though because he liked his ride in the police car. I'm working on that.

**Date Received: 29 May 2017**

**From: Member of the public**

**OPS Member: Statement from Nelliya Karbisheva's Family**

**Excerpt from letter:** The family of Nelliya Karbisheva, who passed away on May 25, 2017, would like to express heartfelt gratitude to everyone who has helped and supported us during this difficult time. We are deeply saddened by the tragic loss of Nelliya, but comforted by the beauty of hearts and the spirit of community that we have witnessed. Words cannot express our gratitude to the Ottawa Police for the tremendous work they have done in their search for Nelliya and her beloved dog. We know that in addition to their professionalism and expertise, each one of them put their heart and soul into this effort. From the very bottom of our hearts, we would like to thank the Stittsville and Kanata communities and all the volunteers who came together to search for Nelliya. Our sincere appreciation and gratitude extends to Search and Rescue Volunteers, our neighbours, friends and colleagues, Stittsville Moms and Kanata Moms Facebook groups, Yogatown and PranaShanti Yoga communities, Blessed St. Xenia of Petersburg Cathedral, Protection of the Holy Virgin Memorial Church, the media and everyone who has helped us throughout this hard time. We are absolutely astounded by the outpouring of compassion, generosity and kindness that we have received.

**Date Received: 1 June 2017**

**From: Member of the public**

**OPS Member: Sergeant Walter Duhme**

**Excerpt from letter:** I approached Sergeant Duhme a couple weeks ago regarding the Walk to Make Cystic Fibrosis (CF) History, which was held in Stittsville. Sgt. Duhme took it upon himself to come and represent the OPS colours, as well as show his support to the community who battles this disease. This was greatly appreciated by all the event goers, especially the young ones! On behalf of the Ottawa CF community, I wish him my heartfelt thanks!

**Date Received: 2 June 2017**

**From: Member of the public**

**OPS Member: Constable Ashley Nisbet**

**Excerpt from letter:** I wanted to take a moment to commend the professionalism of one of Constable Nisbet, who pulled my vehicle over yesterday for an infraction. She was extremely professional, respectful and courteous, as was her partner. I was in the wrong. This officer was kind and empathetic while performing her duties and should be commended for her representation of the OPS.

**Date Received: 5 June 2017**

**From: Member of the public**

**Excerpt from letter:** I just saw some OPS officers on motorcycles directing the flow of traffic on Wellington Street; making way for some VIPs. One officer thanked the crowds of pedestrians for their patience. I was quite impressed with that bit of professionalism! Thanks to all our officers; you make Canadians look really good.

**Date Received: 5 June 2017**

**From: Member of the public**

**Excerpt from letter:** I left work to go to Ottawa to take my daughter to the hospital. She had suffered a high fever all week and I was getting worried. My daughter lives in the Byward Market area. When the first gunshot sounded, I thought it was a car backfiring. Jennifer knew it was a gunshot and phoned 911 right away. Within minutes we all know what happened. I had to leave to get back home, and as I went out the door of her apartment I was immediately met with police officers who were very kind to me, but also very serious about where I could and could not go. When I found out that I would not be able to get to my car I was able to spend another evening with my daughter and I left when the parking garage was re-opened. The reason I am writing this letter is to let you know that even though there was tragedy and trauma involved for the Ottawa Police Service, every single one of the officers that I was in contact with were unfailingly kind, helpful, and had a good sense of humour with the “mom with the sick daughter.” So many times the police are treated as “the bad guy” and given bad press, but my experience was nothing but positive and helpful.

**Date Received: 9 June 2017**

**From: Member of the public**

**OPS member: Constable Stephanie McConnell**

**Excerpt from letter:** My stepfather suffered a medical emergency and had to be revived twice; which was extremely stressful and scary for my mom. I can't thank you enough for taking such good care of her and showing compassion. She mentioned again and again how kind the police officer was, and I wanted to make sure that you knew. You guys do an amazing job! Thanks again, this meant a lot to mom and our family.

**Date Received: 12 June 2017**

**From: Member of the public**

**OPS member: Constable Paul Cahill**

**Excerpt from letter:** I was stopped today by Constable Cahill and the interaction was so positive I wanted to pass along a compliment in hopes he gets some recognition. Cst. Cahill made a traffic stop on me today for all the right reasons. He was

extraordinarily polite, professional and kind. In a world where complaints are all too frequent and compliments far too few, I just wanted to pass along what a great example he sets for the Ottawa Police and he shows what true community policing is all about. He took the time to educate me on what I had done wrong, gave me advice on how better to avoid a future problem, and was an absolute pleasure to chat with.