

Report to / Rapport au:

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

28 March 2022 / 28 mars 2022

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: 8 January 2022

From: Member of the public

OPS member: A/Sergeant Sean Convey

Excerpt from Letter: I was involved in a traffic accident. I just want to say thank you to
the responding officer A/Sergeant Sean Convey. His kindness in a very difficult situation
will not be forgotten. I'm sure all officers are trained on how to deal with these situations,
but his human kindness really shone through. Please tell him thank you.

Date Received: 8 January 2022

From: Member of the public

OPS members: Constables Matthew Sweet, David McCulloch, Marni Lee, Erin McMullan, Richard Jaggon, Chris Tessier and Sergeant Dave Turnbull

Excerpt from Letter: Officers from the Ottawa Police Service came and helped my family in the search for my sister, who was missing for several hours before being found and taken to the hospital to be treated for hypothermia. I want to offer my thanks to everyone involved and let you know that I have such a deep love, respect, and appreciation for all police officers and first responders. Your calm professionalism and gentle caring manner in the midst of such a crisis was felt and valued by all the friends and family involved.

Date Received: 9 January 2022

From: Member of the public

OPS members: Constables Dawn Neilly-Sylvestre, Herbert Abel, Sarah Lally, Christopher Bisailon and Kyle Dodgson

Excerpt from Letter: I had to call the police to my home due to a family member having issues with his wellness. Two police officers showed up. I was scared because he has drug issues and we are First Nations, and I didn't know what kind of officers we were going to get. Constables Dawn Neilly-Sylvestre, Herbert Abel, Sarah Lally, Christopher Bisailon and Kyle Dodgson were amazing. They did great work and really were very helpful. The kindness they showed my cousin and then his mom was amazing.

Date Received: 14 January 2022

From: Member of the public

OPS members: Constable Niloy Ahmed

Excerpt from Letter: I wanted to compliment and thank Constable Niloy Ahmed for being so courteous. He was kind at the first approach, and explained the police presence was to protect kids/locals from cars ripping down our street. Having that positive interaction really allowed me to feel safe in my community, and intentionally drive with safety in mind.

Date Received: 24 January 2022

From: Member of the public

OPS members: Constable Jenna Richardson

Excerpt from Letter: I have never had any interactions with police officers in Ottawa, and to be honest, I was quite scared when approached by one. However, Constable Jenna Richardson performed her duties professionally and compassionately which bolstered my faith in the Ottawa Police Service. She truly went above and beyond by not only ensuring my safety and following protocol, but taking the time out in the cold (-23 Celcius and even worse wind chill!) to help fill some gaps in my knowledge.

Date Received: 24 January 2022

From: Member of the public

OPS members: Constables Gregory Bell, Brodie Muldoon and Sergeant Robert Cleroux

Excerpt from Letter: I would like to thank you for your professional check-in tonight, your officers are of the highest calibre and I wish them the best! Sergeant Robert Cleroux dealt with me personally and was very professional, comforting me in the middle of my episode. Much respect and my regards.

Date Received: 25 January 2022

From: Member of the public

OPS members: Constable Ryan Cuthbert

Excerpt from Letter: We thought it important to send in our appreciation and note of good work on behalf of Constable Ryan Cuthbert. We placed a report after our garage had been broken into and notified of items stolen. Within a short period of time we received a call from Cst. Cuthbert telling us one of the bicycles reported stolen had been located. Upon speaking to him and discussing the other items that were still missing he quickly located the remainder of the missing property through his strong knowledge base of these types of situations and his in-depth knowledge of cycling information. Cst. Cuthbert is an invaluable resource to the Ottawa Police Service in helping to solve and direct other officers to better detailed information in resolving these types of high-end thefts.

Date Received: 25 January 2022

From: Member of the public

OPS members: Constable Michael Lemieux

Excerpt from Letter: I want to thank Constable Michael Lemieux for being so patient with me and my husband after our van broke down in the middle of St Laurent Boulevard. He calmly arrived, saw our distress, and stayed with us until the tow truck arrived. I want to say thank you for being so nice and for the empathy you showed to us.

Date Received: 25 January 2022

From: Member of the public

OPS members: Constable Shane Nakic

Excerpt from Letter: Constable Shane Nakic was extremely diligent, polite, thorough, knowledgeable, and professional in his duties. He was very efficient while on scene, attentive to all parties involved, and had a good understanding and familiarity of the law. I was impressed by his demeanor, language, and his ability to review information and ensure that everything being communicated to him was accurate. I am glad he is in Ottawa's police service.

Date Received: 26 January 2022

From: Member of the public

OPS members: Constables Marie France Carmichael and Carleigh Entwistle

Excerpt from Letter: I am writing this letter as a huge thank you to Constables Marie France Carmichael and Carleigh Entwistle. The past three years have been extremely difficult dealing our son, police have been to the home several times. Rather than speaking to our son alone, they spoke to all of us together. My husband and I had very little input, just verifying some things, or setting the record straight if our son was not being honest. The officers were polite, but firm with our son. When he was making up excuses, and blaming things on others, they called him on it. When he tried to change the subject because they were holding him accountable for something, they didn't let him change it, and pointed out that he was attempting to get out of answering what they asked. They spoke about being respectful to Dad and being responsible for his own actions. Several times I wanted to high-five the officers or thank them, because they were getting to the meat of the issue and saying the exact things we had been saying over the last two to three years. They were polite, but firm, using their personal experience to try to get through to him. I was really impressed with the way Csts. Carmichael and Entwistle approached the situation and tried to help. They ended with brokering a deal between Dad and son with respect to attending school, which was fair and doable.

Date Received: 28 January 2022

From: Member of the public

Excerpt from Letter: I want to thank the Ottawa Police Service officers that helped my teenage son realize that it is best for everyone if he accepts medical help and follows a recovery plan. He was in bad shape, and me, the Dr, the school, were unable to persuade him to seek medical help. The officers (in two separate instances) were extremely competent.

Date Received: 31 January 2022

From: Member of the public

OPS members: Constable Holly Raymond

Excerpt from Letter: Constable Holly Raymond was at Elgin Avenue and Albert Street all weekend. I had to go through that intersection multiple times; on one occasion I watched her escort an elderly male across the road with his walker in the middle of the airhorn chaos that was going on. The male was disoriented by all the noise and Cst. Raymond went out of her way to make sure the man was assisted. In addition, she has maintained an amazingly positive attitude in hundreds of interactions with the public,

helping visitors and citizens alike with information to navigate the chaos in a safe manner. An excellent representative of your Service.

Date Received: 1 February 2022

From: Member of the public

OPS members: Constable Patrick Zili

Excerpt from Letter: Last year I was suicidal; a police officer stopped me when I was on the Heron bridge over the Rideau river. I wanted to extend my deep thanks to that officer for saving my life. I want him to know that I am doing OK now and living my life as best I can.

Date Received: 2 February 2022

From: Member of the public

OPS members: Constables Anthony Carmo and Robert Miller

Excerpt from Letter: I was involved in my first car accident after 46 years of driving, and up until that day I was ticket and accident free. Constables Anthony Carmo and Robert Miller were very kind, concerned, considerate and committed to doing a great job for the City of Ottawa. Instead of being overwhelmed after the accident, with the help of the officers I felt calm, grateful and fully confident in our police services. These two young officers are a credit to the Ottawa Police Service and should receive recognition for going above and beyond the call of duty.

Date Received: 2 February 2022

From: Member of the public

Excerpt from Letter: I lived seven hours away from Ottawa and I came to the city for a peaceful protest. I was lost from my friends minus 30 weather with no coat, shoes, purse absolutely nothing. I was intoxicated unfortunately at that time. Your officers who brought me to Elgin Station are truly amazing people. I felt safe and protected, especially by the young women police officers. I apologize that I was in that situation, but thankful for their help. Your kindness did not go unnoticed.

Date Received: 2 February 2022

From: Member of the public

Excerpt from Letter: I am an essential worker who tried to take the Chaudière bridge but found it was only open in the other direction. After having turned in circles for over 30 minutes I kept running into road blocks and was completely lost. This led to me having a panic attack. When I finally crossed into Ottawa, I rolled down my window for help. He not only gave me directions on how to reach my destination, but he was also kind and caring in his words and really helped to calm me in this situation. I know it was only two mins of his time but it made a massive difference in my morning. I just want to extend

my gratitude to the entire police service of Ottawa for being there for us during these difficult times.

Date Received: 3 February 2022

From: Member of the public

Excerpt from Letter: I just wanted to say thank you to the kind police personnel who kept me from getting hit on the highway today. I had to change a tire and I was incredibly worried. What they did was a very simple act of kindness and protection and I was so incredibly grateful.

Date Received: 9 February 2022

From: Member of the public

OPS members: Constable Quan McHenry

Excerpt from Letter: I was part of the counter-protest on Saturday. I was approached by Constable Quan McHenry and he inquired as to how long we would be and what route we were taking to City Hall so he could send a car with us. The escort was needed; somewhere between Gladstone Avenue and Lewis Street, a pick-up truck started to inch closer to us while laying on his horn. The officer in the car who was escorting us did a great job in helping us and making us feel safe. He helped us in an already volatile situation where we were already concerned about our safety.

Date Received: 14 February 2022

From: Member of the public

OPS members: Constable Stephen Kirtz

Excerpt from Letter: I would like to say a big thanks to Constable Stephen Kirtz for his professional conduct towards our veterans at the war memorial. Thank you for your quick thinking and smart, good advice.

Date Received: 15 February 2022

From: Member of the public

OPS members: Constable Joshua White

Excerpt from Letter: After one of the worst days of my life dealing with my son who has a severe drug addiction, I felt compelled to write to you to express how grateful I am and how amazing the two police officers were that came to my house after a 911 call. They had so much patience with my boy. They were kind to him and stern when he wasn't complying. They honestly did everything right. I was so scared he would be hurt or arrested; when he is sick, not dangerous. Please let them know how much I appreciated everything they did.

Date Received: 16 February 2022

From: Member of the public

OPS members: Rene Theiault, Nathalie Roy, Daniel Tasse, Benjamin Marmer, Constable Tan Nguyen and Sergeant Martin Cardinal

Excerpt from Letter: We had an incident occur at our property when we were awoken to loud persistent banging on our back door. With three children in the house, and with the current situation downtown, we were unsure of the motivation so called 911 for help.

The 911 agent was very helpful, and the responding officers arrived within a few minutes and quickly determined that it was an individual who was not a threat and likely confused. We didn't speak with the officer but only saw it from inside the house but they appeared to treat the individual with respect and concern for well-being. Thank you for all you do in challenging situations.

Date Received: 18 February 2022

From: Member of the public

OPS members: Constable Shelley Dang

Excerpt from Letter: I would take the opportunity to send my gratitude after one of the most devastating moments of my life. I called for help and help came. The professionalism, kindness and empathy displayed by all who attended was profound. In reflecting on that day, I wanted to express my sincere thanks and respect to all the first responders that supported me.

Date Received: 23 February 2022

From: Member of the public

OPS members: Constables Adam Elliott and Ben Mitchell

Excerpt from Letter: I was so shocked that two officers visited my residence to assure me that I had completed all that was necessary to file a report of harassment! Kudos also extended to the civilian staff of the Police Reporting Unit and the excellent 911 dispatchers. These dedicated members of the Service are incredible, kind, caring, compassionate, and professional while performing their duty to serve and protect the citizens of Ottawa! Thank you, I sincerely appreciate all your help.

Date Received: 25 February 2022

From: Member of the public

OPS members: Constable Hak Hor Taing

Excerpt from Letter: I would like to thank Constable Hak Hor Taing for his outstanding service after I had a car accident. Cst. Taing was very efficient and calm during the whole process, and he took the time to ensure all persons involved in the accident understood the process. He was courteous, diligent, and self-assured. Please pass my Bravo Zulu to Cst. Taing.

Date Received: 25 February 2022

From: Member of the public

OPS members: Sergeants Steve Malo and Thanh Tran

Excerpt from Letter: My father, unfortunately, had a major cardiac incident and passed away. Sergeants Steve Malo and Thanh Tran were nothing short of amazing; very professional, empathetic, and great ambassadors for your police service. They make me confident that you're recruiting the right type of person for the job. Thank you.

Date Received: 25 February 2022

From: Member of the public

OPS members: Constable Jennifer Biondi

Excerpt from Letter: Constable Jennifer Biondi completed excellent work she on a Fraud investigation – resulting in a four year sentence for the person who committed this crime. He had defrauded over 40 victims of money in a construction fraud, where some lost their life savings. Great job Jen, you gave the victims a sense of victory and made the Ottawa Police Service look great!