

Report to / Rapport au:

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

26 September 2016 / 26 septembre 2016

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 RECOMMENDATION

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

RECOMMANDATION 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: 13 July 2016

From: Member of the Public

OPS Member: Constable Eric Mougeot

Excerpt from letter: Our family would like to recognize and thank one of your
outstanding officers who assisted us in our time of unbelievable grief. For over a month,
a family friend had been trying to contact my brother-in-law to no avail. After gaining
access to his apartment, the officers discovered the remains of my brother-in-law. Cst.
Eric Mougeot delivered the tragic news to myself and my wife. As I was consoling my

wife, the Constable noticed our 13-year-old son recognizing what had transpired, and without a second thought, he immediately went to him to comfort him. Throughout the whole tragic ordeal, Cst. Mougeot's compassion and attentiveness was exceptional. We were truly blessed to have him with us that night.

Date received: 14 July 2016

From: Member of the Public

OPS Member: Constable Judith Drover-Janes

Excerpt from letter: I was at the Huntmar police station filing a police report. I just wanted to point out how helpful and patient Cst. Drover-Janes was in dealing with my issue. Her support and guidance is truly appreciated. Many times you only hear the bad about policing so I just want to make sure the good is recognized.

Date received: 19 July 2016

From: Member of the Public

Excerpt from letter: As I cycled to work, I turned from King Edward onto Greenfield Ave and under the highway underpass. There, a police patrol was monitoring traffic. One of the two officers remarked to me as I was passing that I should have stopped at the stop sign. I did not acknowledge his remark and I am fairly certain I gave him a displeasing look because I was convinced that he was wrong. When I got to work, I checked Google street view and to my great surprise and embarrassment, I realized I was very much wrong. I am very sorry. I was wrong and rude for not acknowledging your well-meant remark. Thank you for your good work.

Date received: 20 July 2016

From: Member of the Public

Excerpt from letter: Thank you for everything you do. Our family so appreciates everything the police service does to make our community safe. You're our heroes.

Date received: 20 July 2016

From: Member of the Public

OPS Member: Constable Jennifer Simpson

Excerpt from letter: I would like to say a big thank you to officer Jennifer Simpson. She goes above and beyond in her interactions with those dealing with crisis. We are blessed to have her in her role in our police department; it is exactly where she needs to be. She is a perfect fit and just very caring and kind to all. I wanted to make sure you are aware of how very special she is.

Date received: 24 July 2016

From: Member of the Public

OPS Member: Constable Benjamin Ham

Excerpt from letter: I am writing to commend Cst. Benjamin Ham for his service as a police officer. On two separate occasions in the last few months, he was dispatched to my house to investigate disturbances. He was extremely professional in handling the situations and took great care in taking statements and making us feel comfortable. In both cases he was able to follow up with the news that the offenders had been arrested. I am sure that he, and most of your officers, would say they were just doing their job, but he is a great example of solid community policing.

Date received: 24 July 2016

From: Member of the Public

Excerpt from letter: My husband and I were witness to an act of kindness by two police officers who helped a young man and two women who were trying to change a flat tire on a minivan. Those officers were on their hands and knees for about 30 minutes trying to jack up the van and change the tire. They need to be commended for their act of kindness. I went to shake hands with them and say just how proud we were of them. Unfortunately, I did not get their names.

Date received: 25 July 2016

From: Member of the Public

Excerpt from letter: We appreciate and 100% support the men and women of the Ottawa Police Service. Thank you for protecting our community!

Date received: 26 July 2016

From: Member of the Public

Excerpt from letter: Please accept my thanks for the thoroughness and sensitivity of the police presence during the Hell's Angels meeting. I was absolutely confident that the neighbourhood was well monitored. I was especially appreciative of the polite and reassuring information offered by the police officers who went door-to-door before the event. Well done!

Date received: 26 July 2016

From: Member of the Public

Excerpt from letter: Please know I support this police force completely. Sadly, most people have no understanding of the dangers our officers face daily or hourly. Don't be

discouraged. Many of us are well aware that you are excellent, upstanding citizens, just trying to do the job you have been well trained to do. Please keep up the good work and hold your heads high. God bless.

Date received: 26 July 2016

From: Member of the Public

Excerpt from letter: Thank you for checking out (and responding to) suspicious activities this afternoon. Two individuals were trying to get in the house and then they ran off and then came back. The response time by the police was excellent. We are proud of the Ottawa Police.

Date received: 28 July 2016

From: Member of the Public

OPS Member: Constables Linda Nethercott, Lindsay LeClair, Ryan Strotmann, Alec Moraru

Excerpt from letter: Last Sunday, four officers attended to a neighbour who is suffering from mental illness as she was being evicted from her home. They were very gentle, kind, and understanding even in the face of an erratic and belligerent woman. They went above and beyond to ensure the situation was handled professionally and with dignity and respect. The same neighbour had to be removed from my home where she was recovering. Her mental state had not improved and many of her friends and family were worried about her and our safety. The two officers who came to my home were outstanding! They were incredibly professional, calm and humane - even as she was escorted out of my home screaming and in handcuffs. One officer returned a few hours later to get an idea of the type of medication she was taking. He was obviously concerned for her well-being, as well as that of myself and my daughter. I have told countless people about the professionalism of the officers I met last week and how impressed I was with their handling of a mentally ill individual. On behalf of myself and my daughter, we'd like to thank the officers for helping keep our neighborhood safe, getting our neighbour the help she needs, and demonstrating the values of a helpful and non-threatening police force to my daughter. She thinks you are all "super heroes."

Date received: 29 July 2016

From: Member of the Public

OPS Member: Constable Mate Renic

Excerpt from letter: Constable Renic visited my home, and during the visit I found his manner grounded, engaging, and conversational. He asked open questions about the

matter and engaged in a thorough review of the situation using a calm and welcoming demeanor. Although the situation could have been intimidating for my 8-year-old, Cst. Renic carried himself quietly and respectfully in our home and found easy subject matter to relate in conversation. I was later heartened to hear that our neighbours witnessed Cst. Renic purchase lemonade from a little girl on our street. His engagement with our family and with our street is a model of conduct.

Date received: 4 August 2016

From: Member of the Public

Excerpt from letter: May I take a moment to wish everyone a fantastic summer and many thanks for all your continued extensive work you do for our city. So many of us know that the Ottawa Police Service is "Our Trusted Leader in Policing." It is a hard job and we commend you for what you do best — always working to keep our city safe and a nice place to live.

Date received: 5 August 2016

From: CHEO

OPS Member: Sergeant Norman Redmond

Excerpt from letter: I just wanted to pass on sincere thanks to Sgt. Norman Redmond and the two officers who also responded to our request for assistance in the emergency department this morning. It is always such a pleasure to work collaboratively with police to provide care to some of the more vulnerable youth in our community. You all went above and beyond today to display care and compassion to a child in need; and we and her family are very grateful for your support.

Date received: 10 August 2016

From: Member of the Public

Excerpt from letter: A couple of weeks ago we got a request from our Councillor telling us about a young man who recently had a tough battle with cancer. He was diagnosed last July and had a tumour removed from his left bicep and went through several rounds of chemotherapy and is now cancer free. Today he, along with his brother, got to take a tour in a police car and visit a few different areas. First, they attended the Professional Development Centre and got a tour of the facility, and then got to watch officers in the Simulation Lab doing their scenarios! Next they met with Marine, Dive and Trails at Rockcliffe Yacht Club and they gave the boys a tour on the police boat on the Ottawa River. Next Canine met them and the boys got to meet Cid! Big thanks to everyone who was involved!

Date received: 11 August 2016

From: Member of the Public

OPS Member: Constable Cory Chuchryk

Excerpt from letter: Yesterday I was in a collision and I just wanted to thank the officers that arrived to help us. They both were awesome, helpful, and did their job amazingly. Thank you so very much for being so caring!

Date received: 13 August 2016

From: Member of the Public

Excerpt from letter: Thank you for your efforts to control the behaviour of Pokemon participants in Dick Bell Park. Glad to hear tickets are handed out for parking and smoking infractions. Littering is another that could be added. Keep up the good work.

Date received: 15 August 2016

From: Member of the Public

OPS Member: Constable Peter Koch

Excerpt from letter: My brother and I traveled to Ottawa and despite a city map, we were totally lost due to the extensive reconstruction. Our little B&B was on Albert Street, with no easy access. Cst. Koch helped us in the most courteous way and we were so very thankful.

Date received: 17 August 2016

From: Member of the Public

OPS Member: Constable Maureen O'Neil

Excerpt from letter: I watched officer Maureen O'Neil listen to a tirade about the police and fire department. She used a wonderful combination of humour and deflection to calm him down.

Date received: 20 August 2016

From: Member of the Public

OPS Member: Constable Andrew Badeen

Excerpt from letter: Cst. Andrew Badeen successfully dealt with a harassment issue that had come through my own bad choices. He is my hero. He understood the cultural stuff and protected me. He was kind to me in a difficult time.

Date received: 23 August 2016

From: Member of the Public

OPS Member: Constable Shannon Woodward

Excerpt from letter: I would like to let officer Woodward's superiors know how impressed and lucky I was to have an officer like her to deal with my son. She was very skilled and showed a great deal of compassion and went beyond her call of duty to assure his safety and well being. We are lucky to have her on our force.

Date received: 24 August 2016

From: Member of the Public

Excerpt from letter: I was out walking my dog tonight and saw police officers on the roof of a building, talking to a young man who was screaming that he wanted to die and be shot. The officer talking to him on the roof was taking his time, encouraging the young guy to talk. It was clearly a stressful situation. I wanted to pass on my compliments to the officers.

Date received: 26 August 2016

From: Member of the Public

Excerpt from letter: I was driving when I saw the flashing lights of one of your police cruisers. While slowing down and moving over, my passenger informed me that the officers had in fact not pulled over a vehicle, but were helping a person in need by helping to change a flat tire. I know that police officers are not the "bad guys," but it was great to see them helping out where they could. Good for them, and keep up the great work.

Date received: 27 August 2016

From: Member of the Public

Excerpt from letter: On a pretty hot day, I saw one of my elderly neighbours walking very slowly down our street. He is rather infirm and walks rather carefully. One of the Ottawa Police bicycle fellows cycled up to him and asked if he was alright. It was nice to see such humanitarian concern for one of our seniors and it reflected well on the kind of people in the OPS. Despite recent silliness in our local media, please be aware that an awful lot of us retain a high regard for the members of the Ottawa Police Service. Please keep up the great work, it is appreciated.

Date received: 31 August 2016

From: Member of the Public

OPS Member: Constable Lee Jones

Excerpt from letter: Constable Lee Jones recently provided service above and beyond the call of duty. My parents were visiting from outside Canada and were running late for their return flight home. Some expensive gifts they had been given were not allowed with their carry-on luggage, and they would have had to throw them away if it had not been for Cst. Jones' helpful intervention. He kindly offered to hold onto the items until I could come to the airport to collect them. His actions not only saved my family's belongings, but also created a tremendously positive impression for Canadian law enforcement. Thank you for helping my family and thank you for your service to this great nation.

Date received: 3 September 2016

From: Member of the Public

Excerpt from letter: On behalf of the Chateaufort Community Association, we thank the Ottawa Police for the enforcement that has been conducted in our community this past two weeks, and as recent as this morning. The police officer this morning was observed issuing traffic citations for not stopping at intersections and other infractions.

Date received: 6 September 2016

From: Member of the Public

OPS Member: Constable Jarrid Foley

Excerpt from letter: I asked for, and received, very helpful advice and answers to questions I had on a domestic issue from Constable Jarrid Foley at the Huntmar office of Ottawa Police. He understood my situation and took the time to explain in detail; he spent about 30 minutes and was patient, polite, courteous, and very professional. Thank you.

Date received: 7 September 2016

From: Member of the Public

OPS Member: Constable Trevor Gunsolus

Excerpt from letter: I had my car damaged while parked in a lot near work. No contact information was left. Needless to say I was very upset. On the advice of our insurance company, we went to file a police report last night. We went to the Orleans location and

dealt with officer Gunsolus. His way of handling the situation and humour made me forget that this was an upsetting event. I actually left the police department smiling. Thank you for all the hard work you do!

Date received: 7 September 2016

From: Member of the Public

OPS Member: Constables Godfrey Nip, Matt Dunn and Sami Trstena

Excerpt from letter: Late last night, the OPS responded to a call. All the noise from the person they were trying to remove woke me up. Sadly, we are used to noise and disruption from that apartment. I was looking out my peephole and I have to commend the officers on their professionalism while handling the situation. Two others following the tenant out of the building were being rather aggressive verbally, but the OPS didn't falter or rise to any of the comments. They had a job to do and they did it - very well! Kudos to those officers!

Date received: 7 September 2016

From: Member of the Public

OPS Member: Constables Jessica Johnson and Hak Hor Taing

Excerpt from letter: I had to place a call to Ottawa Police after a property line dispute with a neighbour. I was very impressed by the way the two constables handled the situation. They were both extremely professional. They spoke with me, with the other homeowner and then spoke briefly with the contractor. They were calm, very courteous, and listened. A week later, I'm still impressed. That potential issue seems to have been averted, and I am very thankful and relieved. Please pass on my sincere thanks to Constable Johnson and Constable Taing. I rarely have any interactions with the Ottawa Police in their official capacities, and after last week, it was very clear to me that I couldn't do what these constables must do on a daily basis. I admire and appreciate their skills, and wanted them, and their superiors, to know that.

Date received: 7 September 2016

From: Member of the Public

OPS Member: Constables Peter Jeon and Chabine Tucker

Excerpt from letter: Last night I was woken up at about midnight. My convertible was broken into by a guy who had cut out the back window to get in. The police had already caught the guy and had retrieved most of what was stolen. The police officers were so nice, and totally professional. I just want to say thank you to Cst. Tucker and Cst.

Jeon. The Ottawa Police are a great group of people. I want to make sure that you know that most people really respect you and appreciate you. These officers deserve a pat on the back not only for doing their job but for doing it with such grace and dignity.

Date received: 7 September 2016

From: Member of the Public

OPS Member: Constable Cameron Downie

Excerpt from letter: I would like to make a donation to a charity to honour a police officer who showed me an act of kindness. I really would like him to know how much I appreciate his efforts.

Date received: 7 September 2016

From: Member of the Public

OPS Member: Constables Carissa Beck and Anthony Hagan

Excerpt from letter: Constables Carissa Beck and Anthony Hagan did something special that will help a little girl going forward. I am the supervisor at a pre-school. I have a student who is afraid of police because they took her away from her parents. The grandparents have custody of her now. The grandma spoke to me about her fear and I in turn spoke to officer Hagan. They both came into the pre-school today and met my student, and officer Beck brought her a teddy bear. It was a step in a good direction for this little girl and I have to thank both officers for caring about us. They are our angels. I am proud to have them in our community.

Date received: 12 September 2016

From: Member of the Public

Excerpt from letter: I am a Vanier resident and saw two officers walking down Montreal Road. Shortly after, I saw an officer on a bike doing the same. This feels great, reassures us that there are officers close by. It should not stop but continue.

Date received: 13 September 2016

From: Member of the Public

OPS Member: Constable Jessica Johnson

Excerpt from letter: On behalf of the Department of University Safety at Carleton University, I would like to recognize and thank Constable Jessica Johnson for her assistance during our annual Student Safety Patroller training this year. Cst. Johnson is a former Student Safety Patroller, who agreed to attend this year's training and speak to our new student staff in regards to her experience and how the skills that she learned at

Carleton University both academically and professionally assisted her in her pursuit of a career with the Ottawa Police Service. Cst. Johnson represented the Ottawa Police with professionalism in her ability to answer questions and pass along her knowledge. Our new staff very much appreciated Cst. Johnson's visit and had very positive feedback afterwards. Thank you Jessica!

Date received: 13 September 2016

From: Member of the Public

Excerpt from letter: While visiting Ottawa, we spoke with many police officers, from Parliament's guards to officers on the streets, and we were very impressed with their professionalism as well as with their kindness and helpfulness. Your department is truly one of the finest we have seen in our travels.

Date received: 14 September 2016

From: Member of the Public

Excerpt from letter: I just wanted to recognize the officers who worked supporting the Ottawa Hospital Cancer RIDE event. I was one of the riders (a first for me) and I felt they stood out - they did their job, but the great majority were also really positive and encouraging, too. A long time rider told me that normally there is professionalism but not that extra engagement he saw that day. To them: thanks. It was really great to have that extra support on top of protection (which was also a big deal since I stick to paths when I ride normally, and I felt much better with you there).