

Report to / Rapport au:

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

28 October 2019 / 28 octobre 2019

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: 19 August 2019

From: Member of the public

OPS member: Constables Melissa Shortman and William Fairchild

Excerpt from letter: Two of your officers responded to a call to our Community Mental Health Program and I would like to extend our sincere appreciation for the response and expertise of your officers helping to support the situation, and to deescalate the client.

Our clients require patience, compassion and understanding, and your officers were prodigious models of this. Please express our gratitude to them.

Date Received: 12 September 2019

From: Member of the public

OPS member: Constables Genevieve Bolduc and Lisa Beaucage

Excerpt from letter: Special kudos and warm wishes to the two women police officers for the manner in which they handled that issue and helped that mother out by mowing her lawn. These two officers are superheroes for their humility and humanity for acting in the way they did. Well done, well done, well done!

Date Received: 14 September 2019

From: Member of the public

Excerpt from letter: I called and spoke to a 911 agent (who was also great) after finding an elderly woman wandering in her pyjamas. The two officers responded quickly and were so warm and kind with this elderly lady. Thank you goes out to all those that helped to get her back to where she belongs. Keep up the great work!

Date Received: 16 September 2019

From: Member of the public

Excerpt from letter: A new airbnb listing in my neighbourhood has turned into a party house every few weekends; this past weekend being by far the worst. I commend you on how you were able to clear all the party-goers in such a calm and efficient manner. Your team did a great job of keeping everything chill and non-violent. Great work in our neighborhood, lord knows it can't be easy!

Date Received: 21 September 2019

From: Member of the public

OPS member: Constable Ian Jennings

Excerpt from letter: I want to thank your officers (along with the By-Law officers) that attended a noise complaint. The situation was handled in a timely and efficient manner and demonstrated the professionalism of your Service.

Date Received: 21 September 2019

From: Member of the public

OPS member: Constable Andrea Cohen

Excerpt from letter: A big thank you to Constable Andrea Cohen for helping our family today in Ottawa. We were stuck at the entrance of Highway 417 after we ran out of gas. Cst. Cohen showed up out of nowhere and assisted us and made sure we got gas and drove off safely. She was caring yet professional and made us feel safe. We reached Toronto safely. Much respect and love to you Cst. Cohen!

Date Received: 23 September 2019

From: Member of the public

OPS member: Constables Andrew Bowen and Steeve Lachance

Excerpt from letter: The two officers that responded to a mental health call for me treated me very well. They were very kind and considerate.

Date Received: 26 September 2019

From: Member of the public

Excerpt from letter: A group of young men began to loudly bang on my neighbour's door, while swearing and shouting. The police arrived approximately four minutes after being called and quickly defused the situation. Thanks for the service you provide and the peace of mind you bring to the community. It means a lot to us all that you do what you do.

Date Received: 30 September 2019

From: Member of the public

OPS member: Constable Peter Koch

Excerpt from letter: I want to applaud the hard work and professionalism of Constable Peter Koch. We were engaged with a repeat and chronic shoplifter trying to flee our store with merchandise. Our supervisor alerted Cst. Koch and the officer responded quickly and placed the suspect under arrest. He then devoted several hours to gathering video evidence and written statements relating to previous incidents involving this particular suspect in order to build a strong case for the court. Cst. Koch calmly and methodically explained the processes required. He was professional, focused, and very thorough. The OPS are fortunate to have Cst. Koch in their ranks.

Date Received: 2 October 2019

From: Member of the public

OPS member: Constables Graeme Bean, Raymond Tucker-Peel, and Sergeant Norman Friell

Excerpt from letter: My son passed away, undeniably the worst day of my life. Constable Raymond Tucker-Peel, stayed with me through the hours that followed, and was truly the kindest, understanding, and most professional police officer. Csts. Tucker-Peel and Graeme Bean, along with Sergeant Normal Friell, were truly godsend to me that night. Thank you to the Ottawa Police. I appreciate the hard job you all go through for our safety on the daily. Cst. Tucker-Peel, you are truly an angel on earth.

Date Received: 6 October 2019

From: Member of the public

OPS member: Constables Graham Harrison and Stephane Walter

Excerpt from letter: Last night was the worst night of my life; my autistic son took off from home when his father was on the balcony, it happened in a split second. He has poor risk awareness, is mostly non-verbal, and being out alone is very dangerous for him. We scoured the neighbourhood and building but couldn't find him, so we called the police. Constables Graham Harrison and Stephane Walter, along with all the other officers, have me and my family's heartfelt thanks and gratitude. If it was not for them, I don't know what would have happened to my son. They are heroes and deserve to be recognized as such. It's nice to know that there are still good people who work hard to help the most vulnerable members of our society, who work hard to make this world a better place. Thank you from the bottom of my heart.

Date Received: 8 October 2019

From: Member of the public

OPS member: Michael Nourishad

Excerpt from letter: I went to the police station to report the theft of my credit card; I was extremely stressed. The Front Desk agent was very professional and seemed completely composed, allowing me to relax. Thank you to the agent who attended to me that day. Please accept my appreciation for all you do to keep us safe.

Date Received: 9 October 2019

From: Member of the public

Excerpt from letter: I want to say thank you for all that OPS did today to keep the Jewish community safe as thousands were in synagogue praying. In the span of five minutes while I was walking to synagogue, I saw two police cars. We appreciate the extra attention today.

Date Received: 9 October 2019

From: Member of the public

Excerpt from letter: I have shared with our community synagogues the news that OPS will be situationally aware of our High Holiday services. We appreciate your support. We are looking forward to meeting the new chief and continuing the great relationship we have with OPS.

Date Received: 9 October 2019

From: Member of the public

OPS member: Constable Patrick Alden

Excerpt from letter: We would like to thank Constable Patrick Alden for keeping us safe today when our car died in the middle lane of the Queensway. It was a very scary situation for us. We are very grateful.

Date Received: 16 October 2019

From: Member of the public

OPS member: Constables Christopher Wilson, David Stewart, Dan Jesty and Trevor Lindsay

Excerpt from letter: I just wanted to say thank you to phenomenal police officers who helped me with my autistic son today. They were so patient and kind and helped de-escalate him. I was so impressed with how calm and helpful they were. I hope they know what a huge impact they had in helping us today. I feel like I definitely made the right call contacting the police for assistance today.