

Report to / Rapport au:

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

27 April 2020 / 27 avril 2020

Submitted by / Soumis par:

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

Contact Person / Personne ressource:

**John Steinbachs, Director, Corporate 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: 10 March 2020

From: Member of the public

OPS member: Constable Justin Russell

Excerpt from letter: I have had to require your services twice over the past few months, and I am extremely grateful for the good judgment and extreme professionalism of the good men who attended at those times. I wanted to reach out and both express that I was sorry for my behaviour, and that I think that they were

exemplary officers. I plan on seeking some mental health treatment to try and make sure I don't bother you good folks again with this kind of nonsense. Once again, thank you.

Date Received: 14 March 2020

From: Member of the public

OPS member: Constable Kevin Oreto

Excerpt from letter: I wanted to write to compliment and thank the Constable Kevin Oreto who attended a call with my one and only daughter this week. She is attending university in Ottawa, but grew up in a small rural community. She had a domestic incident this week and was frightened. I called Ottawa Police who then contacted her. Cst. Oreto was amazing, he listened and was kind; she was overwhelmed and embarrassed by the situation. The officers offered her services, they offered her a ride to a friend's house to ensure she was safe, and then followed up the next day. I am so grateful. Please thank everyone involved for their help that night and for making her feel safe.

Date Received: 16 March 2020

From: Member of the public

OPS member: Nicolas Tam

Excerpt from letter: I submitted a follow-up request regarding a Vulnerable Sector Check and I received an email acknowledgement, followed by a telephone call telling me all was in order, all within an hour of my submitting my original email request! Thanks so very much! The police are top-notch in Ottawa!

Date Received: 23 March 2020

From: Member of the public

OPS member: Constable Steven Nielsen

Excerpt from letter: When retiring for bed I accidentally tripped the emergency alarm and did not realize it immediately. As a result two police units were quickly sent to our house. You can imagine our embarrassment. Both officers were so very understanding, kind, and compassionate in their interaction with us. We apologized to them for our mistake.

Date Received: 26 March 2020

From: Member of the public

OPS member: Sergeant Kenneth Haddow, Constables Nigel Emaman and Stephen Irvine

Excerpt from letter: I would like to express my deepest appreciation for the police officers who attended my home after my husband passed away from a heart attack.

Sergeant Kenneth Haddow and Constables Nigel Emaman and Stephen Irvine attended and provided support to us. They were incredibly kind and helpful to myself, my daughter and my son during that trying day. We would like to express our deepest appreciation to each of them. Thank you from the bottom of our hearts.

Date Received: 27 March 2020

From: Member of the public

Excerpt from letter: As a condominium manager with owners that don't want to stay in self-isolation, I found the person I talked to on the phone very helpful and pleasant in what is a stressful time. Thank you for being professional and keep up the amazing work you do.

Date Received: 28 March 2020

From: Member of the public

Excerpt from letter: Recently I was the recipient of two boxes of food delivered to me by members of the Ottawa Police Service through Operation Ramzieh. I'm not sure I adequately thanked the donors. Thank you to the members of Operation Ramzieh for their service to this community! They were all so young and healthy and fun - it was lovely to chat with them for a bit. And, these women and men were willing to put themselves on the line for those of us who are unable to get out and in need of support at this time. They well-represented Ottawa Police Services! Bravo Operation Ramzieh! With sincere thanks to all involved.

Date Received: 8 April 2020

From: Member of the public

OPS member: A/Staff Sergeant Andrew Roach and Constable Shannon Hobbs

Excerpt from letter: I'm writing from Newbury in the United Kingdom. My only grandson's 8th birthday is coming up and our Easter visit is off, his party is off, our presents haven't arrived. I wanted to give you a big THANK YOU for driving by and wishing him a happy birthday; do pass on our thanks to Elgin Station. It was a big birthday surprise for my grandson and his parents! He was so excited when he explained it to us on Skype. As grandparents we felt pleased and so proud of your response.

Date Received: 8 April 2020

From: Member of the public

OPS member: Constable Kevin Oreto

Excerpt from letter: Just wanted to thank Constable Oreto and his partner for retrieving my bike again this afternoon. Everyone I dealt with at every level from the

OPS have been incredibly professional and dedicated even though it was only a bike. Keep up the great work!

Date Received: 12 April 2020

From: Member of the public

Excerpt from letter: I watched police respond to a younger man who seemed to be in a difficult mental state. Your officers' actions were amazing; they were professional and coordinated, and dealt with the young man with respect and dignity. Considering the stress involved in this incident and the gathering crowd, the officers performed impeccably and managed public safety, their own safety, while maintaining the dignity of the young man. Thank you so very much.

Date Received: 9 April 2020

From: Member of the public

OPS member: Constables Jeffrey Renaud and Trevor Sharpe

Excerpt from letter: I called 911 on behalf of a (refugee) newcomer who had been locked out of the apartment where he had recently sublet a room. Constables Jeffrey Renaud and Trevor Sharpe attended and were more helpful than I could imagine, explaining what they could and could not do. They contacted the person on duty who had passkeys and stayed with the newcomer, and myself, until we gained access to the apartment and picked up ID papers, laptop, some clothes and the keys. I was grateful, and proud to demonstrate the quality of our police force to someone who had experienced violence in his home country. Please convey our thanks to the two helpful officers.