

Report to / Rapport au:

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

25 January 2016 / 25 janvier 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 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: 12 November 2015

From: Member of the Public

OPS Member: Constable Karen Stephen

Excerpts from letter: I would just like to extend my sincere gratitude and appreciation towards one of your detectives, Karen Stephen. In July I was rear ended and assaulted on the corner of Bronson and Catherine Street. The person had no insurance or licence and took off. Detective Stephen reassured me during the identification process and gave me confidence. She kept me regularly updated on the case and also put me in touch with victim services as I was having a tough time dealing with what had happened. Detective Stephen went out of her way to ensure I was alright and received the help I required, and that the accused was brought to justice. A big thank you to the Ottawa Police for all of your support!

Date Received: 18 November 2015

From: Member of the Public

OPS Member: Constables Allan Galipeau & John Flores, and Sergeant Ian Hayes

Excerpts from letter: I wanted to let you know just how amazing I think Sgt. Ian Hayes, Constable Al Galipeau, and Constable John Flores are. These officers responded to an incident at my mother's. It was an incredibly difficult time as my mother had passed away suddenly and my mentally disabled sister was the only one there, along with her personal support worker. I cannot express enough my sincere appreciation for the kindness and gentleness these gentlemen showed to my sister. As hard as it was, she was deeply comforted. Every day she says to me "the policeman was so nice to me". To know that they touched her heart so deeply is a special memory to her, as well as to myself. Although my greatest fear became a reality that morning, it's nice to know that there are people out there who have compassion. Our city should be very proud!

Date Received: 24 November 2015

From: Member of the Public

OPS Member: Constables Shane Lebeau and Marilyn Warren

Excerpts from letter: I wish to extend my sincere thanks to Constable Lebeau and Constable Warren for their assistance following an accident. Due to Cst. Lebeau's efficiency and knowledge, we were able to deal with the accident and get our freight

delivered to our customers on time. I would also like to thank Cst. Warren for her assistance with this situation. Too often we forget how important officers are to our community and they should be commended for the excellent work they do. The time and consideration they both offered were above and beyond their required duties and for that I am very grateful.

Date Received: 24 November 2015

From: Professor at Carleton University

OPS Member: Constable Ryan McEachran

Excerpts from letter: I wanted to thank you for allowing one of your officers to make a presentation on crime prevention to my class at Carleton University. Constable Ryan McEachran provided an extremely comprehensive and substantive presentation to my class. It provided an excellent balance between what should be a true law enforcement contribution to crime prevention (in my view) and the expected contribution by other community stakeholders, including residents. He has excellent knowledge about crime prevention and about crime prevention within the Ottawa Police Service. His presentation was very well received by both the students and myself.

Date Received: 2 December 2015

From: Member of the Public

OPS Member: Constable Steven Cashen

Excerpts from letter: I wanted to take a moment and pass on a commendation for one of your officers by the name of Steven Cashen. My wife and I had an incident at our establishment where there was an alleged sexual assault. Detective Cashen was professional and courteous in all of his communications with us, while remaining focused on the investigation at hand and ensuring all avenues of information were exhausted. Detective Cashen's professionalism and courteous demeanour is appreciated by those of us he serves and comes in contact with daily.

Date Received: 3 December 2015

From: Member of the Public

OPS Member: Constable Luc Durocher

Excerpts from letter: I would like to take a brief moment of your time to bring to your attention the service I received from Constable Luc Durocher after my vehicle was hit in a parking lot and I had filed a report with the Ottawa Police for insurance purposes. Constable Durocher took the time to collect all the information, asked me questions about the incident, and advised me as to which steps I needed to proceed with. He also gave me his contact information should I have any further questions or concerns. It was very reassuring to have someone actually take the time to acquire the proper information needed for the report and to answer all of my questions and concerns. Constable Durocher was professional, helpful, and considerate, and is to be commended for his service. Although this may seem like a minor incident, it is the actions of officers like Constable Durocher that encourage trust, respect, and gratitude from the public.

Date Received: 8 December 2015

From: Member of the Public

OPS Member: Constables Hak Taing and Ryan Poitras & Sergeant Marty Rukavina

Excerpts from letter: I made a call to the Ottawa Police because of a fight amongst one of my neighbours. I am writing to you to compliment one of the officers who responded to my call. He came to my door to ask me some questions then returned after speaking with the people fighting to let me know what happened. He was very courteous. He asked me about my dog who was waiting anxiously by my side and he even gave him a pat on the head. He also noticed my four year old who had snuck out of bed at the top of the stairs and began to ask him about his Christmas list, school, etc. He told him he better be good and he better get to sleep because Santa is watching. I could tell my son thoroughly enjoyed that and he was excited that he had seen a real life "police man"! The officer then wished us a merry Christmas and went on his way. I just wanted to say thank you. You did a great job! It was great to have an officer take the time to speak to our family on a personal level and I commend him on this!

Date Received: 12 December 2015

From: Member of the Public

OPS Member: Constable Keri Saunders

Excerpts from letter: On the morning of October 22, Officer Saunders responded to a 911 call in Beacon Hill North. My neighbour had died suddenly that morning. From my observation, Officer Saunders conducted herself with the highest degree of professionalism during a difficult time. She demonstrated empathy and a sense of unhurried calm as she gathered the information needed for her report. She guided my neighbour's wife through the steps she would need to follow in a most compassionate manner. Officer Saunders is a credit to the Ottawa Police Service, and I thought that you should know.

Date Received: 9 December 2015

From: Member of the Public

Excerpts from letter: I want to say thank you to the officer that pulled over the SUV that sped past me every morning. I bet if you drove this road again, you could catch him every day. Wishing all your officers a merry Christmas, Keep up the great work.

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Date Received: 11 December 2015

From: Member of the Public

OPS Member: Constable Carrie Archibald

Excerpts from letter: Yesterday afternoon I was involved in a 2-car accident without injuries. Neither myself nor the other driver really knew what to do next. Fortunately for us, Constable Carrie Archibald came upon the scene just after the accident happened. She was off-duty at the time, but proceeded to come over to assist us. Constable Archibald was extremely helpful, professional, pleasant, and very calming. She advised us to move our vehicles out of the traffic area, assisted us in exchanging each other's personal information, and aided us with contacting the police reporting line. She also took the time to tell us in detail the next steps we needed to take and gave us directions on how to get to the Huntmar police station. Constable Archibald invested a significant amount of her personal (off-duty) time to assist us, and I wish to express my sincerest thanks to her and to the Ottawa Police for their exceptional service to the community.

Date Received: 16 December 2015

From: Member of the Public

OPS Member: Constable Sean Lavictoire

Excerpts from letter: I would like to take a moment to thank Officer Lavictoire who assisted me with my accident report yesterday evening. I was a bit shaken up after having been hit in my vehicle and he was very helpful in assisting me in completing my report. Though sadly the news he had to give me was not what I had hoped for, he conveyed it in a very professional and respectful manner, which I know is not an easy task. Many are quick to complain about others, but it is also important to thank them when their support is helpful, so thank you. Happy holidays!

Date Received: 21 December 2015

From: Member of the Public

Excerpts from letter: My four year old is terrified of police. Today there was an officer in front of us at Subway. He saw my boys and said hi. My son's face immediately changed and I saw fear in his eyes. I explained to the officer that my son was afraid and he chatted with the boys for a second. When my son wouldn't respond, the officer did the one thing that would convince any four-year-old boy that he's good — he bought them cookies. Please let every officer know how much these little things mean. Merry Christmas!

Date Received: 31 December 2015

From: Member of the Public

OPS Member: Constables Cheryl Cross, Daniel Deschamps, and Daniel Bergeron

Excerpts from letter: I wanted to send a note of thanks for the policing service I have received as a new business in Vanier. There was a break-in to my practice. The attending two officers were efficient and supportive. Further, I have seen our Community Policing Officer in action with some of our challenged residents, treating them with kindness and respect. Thanks to your wonderful staff and happy New Year.

Date Received: 1 January 2016

From: Member of the Public

OPS Member: Constables Kristina Correa and Claude Guay

Excerpts from letter: Constables Correa and Guay, both working at the 474 Elgin front desk, fielded my report of a missing enhanced driver's licence (EDL). It is an administrative nightmare to replace it. My EDL was recovered and they promptly put it in my sign-in file. This saved me a headache! Thank you guys.

Date Received: 1 January 2016

From: Member of the Public

OPS Member: Constable Keri Saunders

Excerpts from letter: I had the wonderful opportunity this week to do a ride-a-long with Cst. Keri Saunders out of the Orleans Station. I have met other officers on the Platoon as well and I am amazed at the professionalism and team work. I just wanted to take a moment to say thank you to you and all of your officers for everything you do to keep this community safe.

Date Received: 6 January 2016

From: Member of the Public

OPS Member: Constable Robert McNaughton

Excerpts from letter: I would like to take the opportunity to thank the officer who helped me out last night when someone vandalized my vehicle. He was very compassionate and informative. He even took the time to follow up with me once he was able to track down the witness later in the evening and assured me it was a random act and to not fear that I'm being targeted. Thank you for helping me stay calm!