

Report to / Rapport au:

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

24 July 2017 / 24 juillet 2017

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: 13 June 2017

From: The Ottawa Carleton Association for Persons with Developmental Disabilities

OPS Member: Constable Stephen Bond

Excerpt from letter: Our charitable non-profit agency supports persons with developmental disabilities. During the last week of May, our staff filed a missing persons report and we were contacted by Constable Stephen Bond indicating that he had located the missing individual. The officer showed great compassion and

understanding for a guarded and suspicious individual, and was fantastic as well with our staff. He stayed throughout the lengthy process of persuading the person to accept our help. Officer Bond was instrumental in ensuring this person's long-term success by driving the individual to our emergency building. In the past, officers merely handed the person off to us and went on to other more pressing business. Officer Bond understood that investing a few hours now would yield greater results and save time and resources later. OCAPDD is very appreciative of his level-headed practical approach; he deserves a commendation for his handling of a person with developmental disabilities who also presented with mental health issues.

Date Received: 14 June 2017

From: Member of the public

OPS Member: Constables Chandra Rose and Wayne Clayton

Excerpt from letter: My car was rear-ended and Constables Chandra Rose and Wayne Clayton went above and beyond the call of duty. I was unhurt but in considerable shock; unable to even work my phone. They helped me with everything I would need for an insurance claim and even drove me home. Please convey my gratitude to those amazing officers!

Date Received: 14 June 2017

From: Member of the public

OPS Member: Constable Tyler Vanderheiden

Excerpt from letter: I was involved in a call that resulted in me being taken to the hospital for suicidal tendencies. I just wanted to say thank you from the bottom of my heart to the officer that helped me. He was so genuine and kind and really made me feel comfortable and safe. I really appreciate him speaking with me and being a decent, kind, caring human being; without him the situation could have played out much differently. It was wonderful to have someone so well equipped and kind to deal with and help me through.

Date Received: 19 June 2017

From: Ottawa Catholic School Board

Excerpt from letter: The SRO program has great value for us within the Ottawa area. From the school's perspective, it allows for a proactive relationship to develop between educators and law enforcement with the primary goal being the maintenance of a safe, positive school climate. Timely and effective sharing of appropriate information often de-escalates issues before they become crises and allows the school ready access to subject matter expertise on a number of emergency-response issues. Having someone who knows our school and our needs to call at these times has been very reassuring. From the community's perspective, the program promotes a youth-centric form of police

service focused on prevention, diversion and education, rather than prosecution and enforcement. It allows specific officers a window into the lives of youth-at-risk, and an opportunity to provide services and support across multiple organizations. The SROs understand the community and the school culture and deal with issues proactively so they don't escalate either at school or in the community. We encounter issues within the community that go beyond the expertise of school administrators and we rely on our SROs for very specialized support. They are proactive in helping parents and schools work through many different situations. The SROs are also very helpful with lockdowns and other safety measures within the school community. In addition, SROs are the personal face of the police services in maintaining a positive relationship with young children. This supports our children by letting them know that the police are people to help them in a time of need. The close relationships we have with these officers allows us to ask advice, ask questions, and have our questions answered. Thank you for this service.

Date Received: 23 June 2017

From: Member of the public

Excerpt from letter: I appreciate your service in helping me when my car broke down, and I also appreciate that you were there to help. What could have been a horrible experience was not as bad because of the kindness those officers showed to me during a crisis.

Date Received: 24 June 2017

From: Member of the public

Excerpt from letter: Thank you in advance for all the protection you're going to be providing on Canada Day. I was concerned about security a bit, which led me to appreciate the work that you and others will be doing to keep everyone safe. I doubt you hear it often enough, so please know that there are lots of people like me who appreciate you. I'll keep you all in my thoughts. Be safe and well.

Date Received: 24 June 2017

From: Member of the public

OPS member: Constable Andrew Won

Excerpt from letter: I'd like to commend the three police officers who were called to my building on Friday morning to evict my neighbour. The exchange happened outside my apartment door and while I didn't hear the conversation, the officers were very calm and patient with my neighbour, who was obviously distraught. They conveyed their compassion for her in such a distressing situation. This type of call can't be easy for the officers involved and I thought it was worth acknowledging them for the care and respect they showed my neighbour during such a difficult situation.

Date Received: 28 June 2017

From: Member of the public

OPS member: Constable Kellan Moore

Excerpt from letter: Yesterday evening I called 911 to report a tragic incident which had occurred in my neighbour's home. Constable Kellan Moore arrived and I was very impressed with his calm manner and his ability to communicate simply with us. He explained what was needed in my written statement and gathered supplementary reports from my friends. He made this very sad event bearable and sane. I am very proud of my police service here in Orleans (and Ottawa) and I hope you can always afford to continue to recruit officers of similar calibre and caring as Cst. Moore.

Date Received: 28 June 2017

From: Member of the public

OPS member: Constable John Webster

Excerpt from letter: We had a wellness check for one of our tenants and Constable John Webster answered the call. He found the tenant had passed away and by the condition of the body it had happened some time ago. His kindness and professionalism in dealing with the situation was greatly appreciated. His patience in dealing with the neighbours was particularly notable as they can often be difficult to deal with. People are often quick to complain when something goes wrong but fail to mention when someone does their job particularly well. Cst. Webster's handling of the situation was amazing.

Date Received: 28 June 2017

From: Member of the public

OPS member: Constable Quan McHenry

Excerpt from letter: We called 911 to report that a man was having a choking attack. He has since died. But two policemen help us out to locate his wife. Constable Quan McHenry was wonderful, professional and personable. His colleague drove to find the man's wife. I'm just writing to thank them. They made a difference.

Date Received: 2 July 2017

From: Member of the public

Excerpt from letter: Thank you for your great efforts on Canada Day and for keeping everyone safe and secure.

Date Received: 2 July 2017

From: Member of the public

Excerpt from letter: I just want to say thank you for everything you did during Canada Day. I felt very safe and your officers regulated the whole event with extreme diligence.

I'm truly thankful for that since it is the whole reason why I could enjoy myself without worrying about my safety. Thank you to the men and women in the police department.

Date Received: 4 July 2017

From: Member of the public

Excerpt from letter: I wanted to send a note of thanks to the Ottawa Police, for its work over Canada Day. As a resident of Ottawa, I felt that I was adequately prepared in the lead up to the weekend and during the course of Saturday, knowing to expect long lines, crowds, delays, etc. It's been disappointing to me to see a lot of the media coverage disparaging the work that was done by Ottawa Police, because with crowds that big, delays are inevitable. On my walk home after the fireworks, every police officer I saw had a smile on their face, and was interacting with the crowd to ensure that everyone made it home safely. After what I can only imagine was an incredibly long day for security services, it was great to see that level of professionalism, and patience. So thank you for keeping everyone safe, happy and able to enjoy the festivities. Your commitment to the city is something no resident should take lightly. Your officers' commitment makes this city such a great place to live in.

Date Received: 5 July 2017

From: Member of the public

Excerpt from letter: Thanks for keeping us all safe on Canada Day. You do not deserve the criticism. This was a new experience for everyone and the top priority of safety was upheld. Ottawa is a great city everyday because of YOU!

Date Received: 5 July 2017

From: Member of the public

Excerpt from letter: A quick note to identify the exceptional customer service and prompt actions taken by your officers to assist my family (and many, many, many others) on the evening of July 2, 2017. We were leaving parliament hill after the WE Day celebrations making our way toward Alexandra Bridge, as we had parked in Gatineau. We passed a number of your officers who advised that the Alexandra bridge had been closed by work crews and that we (all) would have to find another way cross. A huge rain/lightning storm was quickly approaching and a crowd of us were left stuck. We were huddled with many other visitors/pedestrians discussing our options and not relishing the walk that would take us around the capital. It was then that the same group of officers returned. They obviously realized the impact of having potentially thousands of pedestrians arrive at the blocked entrance to the bridge on the Ottawa side. They made arrangements with the work crews to allow us through.... just as the storm hit. Needless to say, we all got drenched (including your very helpful staff), but were all saved a two hour walking detour. We are so very appreciative of their efforts to go above and beyond and to

assist us that night, and I felt compelled to pass along my thanks and recognition of their outstanding service. I can also say that in all our interactions with all your staff over the Canada Day weekend, whether security on the Hill or simply directing traffic, all were good spirited, helpful and pleasant.

Date Received: 5 July 2017

From: Member of the public

OPS member: Constable Jarrid Foley

Excerpt from letter: Constable Jarrid Foley went way above and beyond the call of duty last night for my elderly mother. She had left the Civic Hospital where I had just gotten a hip replacement and had tried to drive back to my place, but got hopelessly lost as she isn't used to city driving. She stopped to ask how to get to a certain road and this amazing officer escorted her not only to the road, but then followed her to make sure she got all the way home to my place. It was at least a 30-minute drive and it totally touched me; I had been worried about my mom driving on unknown roads and it was dusk. Thank you to all of your officers, this just reinforces my whole attitude about the men and women in blue.

Date Received: 11 July 2017

From: Member of the public

Excerpt from letter: I commend Chief Bordeleau and any other members of the force who choose to wear uniform and march in the Gay Pride Parade, and I have sent a message to this effect to the organizers of Gay Pride. Inclusion should rule the day, not exclusion. Ottawa Police are a force to be proud of; thank you all for your service.

Date Received: 12 July 2017

From: Member of the public

Excerpt from letter: I saw two police officers on foot patrol this morning as I passed a homeless man. They stopped to talk with him asking "Sir, how are you today?" and "We were wondering if you've eaten today and know the locations of the shelters in the area." The man indicated that he hadn't eaten, but knew where the shelters were. The officers gave him money, directed him to a breakfast spot close by and told him to have a nice day. My sincerest thanks to those police officers for stopping to help out someone in need.