

Report to / Rapport au:

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

29 October 2018 / 29 octobre 2018

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: 14 September 2018

From: Member of the public

OPS member: Constables Shane Farley and Jarrid Foley

Excerpt from letter: Our dear friend and neighbour passed away from a heart attack. An officer came to our door and asked that I stay and help with his wife and son. I just wanted to say thank you to both officers for their compassion to this heartbroken family.

Date Received: 15 September 2018

From: Member of the public

OPS member: Constable Justin Shannick

Excerpt from letter: While riding my bicycle in the bike lane I was hit from behind by a motorcycle. This was first time I had ever been in a collision, and I was thrown from the bicycle and landed on my head, receiving a serious concussion. I was very confused, with severe road rash, and was worried about my bike. Constable Justin Shannick was able to empathize, as a fellow avid cyclist, and was able to keep me from worrying. He took my bike to my home and was able to leave it with my next-door neighbour, advising him which hospital I had been taken to. Cst. Shannick is a credit to the Ottawa Police Service. I know he did not have to take my bike to my home, but this act and his empathy exemplifies the highest level of service for which the OPS is noted for.

Date Received: 18 September 2018

From: Member of the public

OPS member: Constable Kyle Steele

Excerpt from letter: Last week I was speeding and received a traffic ticket. I was rushing on my way to work in the morning and I deserved it. I have a really good driving record but it was a wake-up call for me to be more careful. I would like to compliment the police officer who issued the ticket. He was polite and kind and I really appreciated that since I already felt a little sick at the thought of getting this ticket. It made what was a bad morning a little better. I really appreciate the respect the officer showed me.

Date Received: 19 September 2018

From: Member of the public

OPS member: Constable Harley Shaw

Excerpt from letter: I wanted to offer my thanks and compliments to Constable Harley Shaw. He was one of the responding officers to a house fire near our home, which received some minor damage from the fire. As you can appreciate, everyone in our neighbourhood was incredibly stressed and worried. Cst. Shaw was patient, friendly and did a lot to make sure we understood what we had to do and who we should be speak with. His calm and friendly manner made a very difficult situation manageable. My compliments and thanks to him and all the other responders. In our talks with our neighbours, we were all really impressed with the response we received.

Date Received: 23 September 2018

From: Member of the public

Excerpt from letter: Thank you to the officers who stood out in the pouring rain at night at the intersections of Pinecrest and Richmond Roads and at Pinecrest Road and Carling Avenue to direct traffic. They really went above and beyond!

Date Received: 24 September 2018

From: Member of the public

Excerpt from letter: I wanted to thank you all for the stellar work you have all been doing during this time of crisis! You have dealt with the tornado and power outage and I must commend you for how smoothly things have gone. I'm lucky that I did not require your direct services, but I know how hard you all have been working. You are the frontline when people are in distress and you don't get thanked enough.

Date Received: 25 September 2018

From: Member of the public

Excerpt from letter: I had just come from a meeting concerning bereavement for my husband who passed away unexpectedly last year, something that appears to be affecting me very deeply right now. I had been searching for a business address in the city's east end and the officers who greeted me were kind and helped me, and sent me on my way. The reason I write this note is because I am very fragile right now and the manner in which the officers conducted themselves in helping me gave me an inner strength to carry on, and meant more than my words can express. They were extraordinary in every sense -- kind, helpful and caring; the ultimate in professionalism.

Date Received: 30 September 2018

From: Member of the public

OPS member: Inspector Rob Bernier

Excerpt from letter: We are one the families affected by the tornado in Dunrobin. I wanted to just say how much we appreciated Inspector Rob Bernier during this difficult time. I just wanted to be sure he knows how much we all felt assured, seeing him every day, and how much he calmed us at a time of chaos. Every time we attended a meeting that he ran, we left knowing we were in good hands. Thanks so much to him and the rest of the officers who helped us through.

Date Received: 30 September 2018

From: Member of the public

OPS member: Constables Dwaine Howe and Tyler MacDonald

Excerpt from letter: I lost track of my daughter on our Sunday afternoon dog walk and just want to send a massive thank you for the quick response from Constables Dwaine Howe and Tyler MacDonald. I've never been so panicked in my life and she was found within 15 minutes. I can't express enough gratitude for that.

Date Received: 6 October 2018

From: Member of the public

OPS member: Constables Laurie-Anne Rocca, Gary Robb and Clinton Danson

Excerpt from letter: I just want to thank the three officers who responded to my call for help and for being really receptive, understanding, cool, funny and professional. I was in a weird spot, but they made sure there was no further risk to me and I really appreciate everything. It means a lot. Thank you.

Date Received: 10 October 2018

From: Member of the public

OPS member: Tina Quinn

Excerpt from letter: Just a quick compliment to Tina Quinn for staying late for us to help us with our collision report. She was under no obligation to stay, and we wound up finishing just before 8 p.m. I just wanted to send thanks to Tina for great sense of customer service.

Date Received: 11 October 2018

From: Member of the public

OPS member: Sergeants Ian Cork and Paul Smith, Constables Judith Drover-Janes, Gary Smith, Alex Robertson, Shawn Cormier, Natalie Fortin, Stephen Brown, Linda Nethercott, Paul Baechler, Kasey Munro, and Alec Moraru.

Excerpt from letter: Our experience with the Ottawa Police Service, over two separate incidents, has been nothing but stellar. The team that came swiftly to our home when we reported our daughter missing was both professional and respectful. They did everything they could to help find her. Sergeant Paul Smith, who was off duty, came with his dog to aid in the search. My daughter did not want to be found and so had made her way off-road through wetlands and was likely long gone. She is an experienced camper and extremely resourceful. The officers who brought her in read the situation perfectly. They tapped in to her compassion for others to get her from the ambulance to the police car. They moved her appropriately down the corridor at CHEO with gentle prodding. We are grateful for the compassion that was shown to us.

Date Received: 14 October 2018

From: Member of the public

OPS member: Constable Wade Walker

Excerpt from letter: My son has had two incidents with the Ottawa Police Service in the last few months. Both times he was very agitated and distressed. Both times the police officers were very professional and seemed to understand his problems. Things could have gone very bad at either of those times, but because of how the officers

treated him, things turned out safe. I very much would like to thank those involved for their understanding and professionalism.