

**Report to / Rapport au:**

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

**27 July 2020 / 27 juillet 2020**

**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:** 13 June 2020

**From:** Member of the public

**Excerpt from Letter:** I wish to express my deep gratitude for the work that all of you do every day to protect civil society, in an often thankless job where day-to-day successes are rarely celebrated. These are rough days for the police. Assumptions that our police service is essentially broken have a profound demoralizing impact on those that have

chosen to undertake the role as officer, in what is arguably the most challenging and noble profession that exists. Speaking for myself, I count myself lucky to be living in a city with an exceptional police service. I have two biracial teenage boys and never worry about them suffering from police harassment or prejudice in this city. So please accept my thanks. I will do my best to thank police officers every chance I get, because they deserve it.

**Date Received:** 14 June 2020

**From:** Member of the public

**OPS member:** Constable Ricardo Menendez

**Excerpt from Letter:** Constable Ricardo Menendez responded to my call about a suspicious person. A car and the driver do not live in my neighbourhood, yet are here constantly doing drugs. I have called the police several times and yesterday I was lucky enough to have Cst. Menendez respond. He was very professional and respectful once I explained the situation. The officer gave me his phone number and told me that if the car returned to call him. I did that and Cst. Menendez was here in record time and was able to speak to the driver. Officer Menendez has restored my faith in the police. He was so nice and his frontline service was impeccable. I thanked him and told him to keep up the good work and to stay safe.

**Date Received:** 14 June 2020

**From:** Member of the public

**OPS member:** Constable Trevor Lindsay

**Excerpt from Letter:** We had an incident in our community with a 16-year-old male I found in distress. After talking with him for a good 15 minutes I decided to call an ambulance. First I was impressed with the efficiency of the call centre. They reminded me and the other people waiting with me that the ambulance and police needed the 6-foot pandemic distancing to do their work. Upon arriving I was very impressed how courteous they were; all wore their mask and the paramedics gowns. The thing that surprised me the most was how they showed concern and kindness for this young man. You see recently I have been watching the news and the riots around the world. I've seen the violence of the police in the United States and it has scared me and made me feel vulnerable. Last night gave me hope for the future. I am grateful to live here and feel the safety of our police. Thank you for that. Thank you for often putting your life on the line for us all. Your efforts and your professionalism are extremely appreciated. Keep up the good work.

**Date Received:** 15 June 2020

**From:** Member of the public

**Excerpt from Letter:** Please know that in these times of negative comments to and

about police, that there are people who very much appreciate the value of a police service. Please also know that we understand most cops are good cops and good people, and appreciate that dealing with challenging situations is not as straightforward as it may seem to those who have never been in tense confrontational situations or had to deal with split second use of force decisions.

**Date Received:** 18 June 2020

**From:** Member of the public

**OPS member:** Constables Anh Dieu and Stephane Ethier

**Excerpt from Letter:** We had a break-in at our house; it was a disconcerting experience as we were home at the time, with my fiancée asleep. We called police and Constables Anh Dieu and Stephane Ethier were assigned. Cst. Dieu has already identified the person and laid charges, and his professional attitude and support in the last weeks has been exemplary and very much appreciated. Cst. Ethier, who arrived at our house minutes after we reported the break-in was consistently calm, friendly, understanding and supportive. Within 15 short minutes of his arrival my fiancée had gone from being terrified (as she was asleep at the time) to joking with the officer about locking our doors when he left. His attitude and compassion were beyond our expectations and was exactly what was necessary at the time to get everyone calm and feel safe. Absolutely an extremely positive experience with Ottawa Police only minutes after a scary situation. Bravo to both officers and our sincere appreciation to the Ottawa Police Service.

**Date Received:** 18 June 2020

**From:** Member of the public

**OPS member:** Constable Martin Corbeil

**Excerpt from Letter:** I would just like to say how I appreciate the service you provided after I called about the safety of a friend who was dealing with a lot. Officers in East Division responded to an address in Cumberland to make sure my friend was safe. Thank you so much. Thank you for being on the frontlines every day helping people. I am forever grateful.

**Date Received:** 24 June 2020

**From:** Member of the public

**OPS member:** Constable Jeffrey Renaud

**Excerpt from Letter:** Thank you to Constable Jeffrey Renaud who responded to a call about vandalism on my street. Cst. Renaud was pleasant, professional, and kind throughout. It was a small thing but we really appreciated the humour and tact he used when getting our statements, especially during the rain at the end of what I can only assume was another long shift.

**Date Received:** 24 June 2020

**From:** Member of the public

**OPS member:** Constables Stephane Ethier and Matthew Dunn

**Excerpt from Letter:** We returned home to find two police officers in our driveway, dealing with a neighbour in a mental health crisis. We entered our house, but were able to hear the police officer interactions with her, as our window was open. We want to commend the officers. They spoke calmly, sat on our garden retaining wall with her, and gently led her to their car in order to take her to the hospital. With all the negative media reports about white officers treating people of colour harshly, we wanted to commend these officers for handling this situation wisely and with compassion.

**Date Received:** 27 June 2020

**From:** Member of the public  
**OPS member:** Sergeant Mike Edens and Constable Ryan Williams

**Excerpt from Letter:** My son had his Ebike stolen at a community centre. Sergeant Mike Edens and Constable Ryan Williams arrived at my house and both were very compassionate towards us and our situation. After they took all the information I had to share it took them only four hours to find and return the bike to us. These two officers have earned this family's respect; we have new-found faith in our police officers.

**Date Received:** 1 July 2020

**From:** Member of the public

**Excerpt from Letter:** I have always admired the Ottawa Police for providing the homeless/street ladies with handbags filled with sanitary products. Those items are so necessary, and so expensive. Keep up the good work, as well as the policing.

**Date Received:** 9 July 2020

**From:** Member of the public

**Excerpt from Letter:** Our family wanted to let you know that many of us still appreciate all of you for what you do. We know things have been rough for you lately, but please know that lots of people still have your backs! We consider you to be Ottawa's Finest.