

Report to / Rapport au:

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

27 March 2017 / 27 mars 2017

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: 7 February 2017

From: U.S. Embassy

OPS Member: Inspectors John Medeiros and Mark Patterson, Staff Sergeants Richard Baldwin-Ooms and Marc-Andre Sheehy

Excerpt from letter: I wish to take this opportunity to thank your officers for their superb work during the demonstrations near the United States Embassy on January 30 and

February 4. We are keenly aware that any group demonstration has the potential to become something more than peaceful expression. Staff Sergeant Richard Baldwin-Ooms and Inspector John Medeiros (Jan. 30) and Staff Sergeant Marc-Andre Sheehy and Inspector Mark Patterson (Feb. 4) were highly professional in maintaining the appropriate balance between crowd management and providing demonstrators the freedom to express themselves, a tradition that both our nations value. I am especially grateful for your officers' cooperation with the embassy security team. The forewarnings you provide us as soon as you become aware of organized demonstrations gives us the benefit of time to prepare our security team and better position our embassy.

Date Received: 15 February 2017

From: Member of the public

OPS Member: Constable Kelly Dayment

Excerpt from letter: Me and my son were in a traffic accident and were hit by another car. My son was shaky and crying after the collision, but the professionalism and people-to-people skills of Constable Kelly Dayment helped him to calm down. Officer Dayment gave my son a CHEO teddy bear and asked him to name the bear. The teddy bear now carries the name Wayne and travels with us everywhere in our new vehicle.

Date Received: 21 February 2017

From: Member of the public

OPS Member: Constable Adam Gal

Excerpt from letter: Constable Adam Gal offered to speak to a woman who had threatened me. After I spoke with him, I wondered if I made the right decision. What if she refuses to admit her threat? What if she recognizes me? Officer Gal called me back after visiting with her and told me the woman admitted what she did and apologized. I didn't realize how shaken I was until I felt a huge weight off my chest when he called. Initially I didn't want to report the incident as I didn't think the police would do much about it. Thinking about it now, I am truly happy I reported the case to ensure that no one gets the same threats I experienced. Thank you again Officer Gal for taking the time to call back. Thank you to the Ottawa Police for taking police reports seriously and for your work in the community.

Date Received: 26 February 2017

From: Member of the public

OPS Member: Staff Sergeant Cori Slaughter

Excerpt from letter: I attended the Safety for Women workshop this afternoon, led by Staff Sergeant Cori Slaughter. I found the class extremely informative and I feel more

confident in my skills now; especially after the physical portion in the gym. I can't say enough good things about the course and how important it is for women to have access to this education. S/Sgt. Slaughter was an awesome instructor. Thank you for providing this service for us.

Date Received: 27 February 2017

From: Member of the public

OPS Member: Constables Martin Kovac and Keith Martin

Excerpt from letter: I would just like to commend and thank the two officers who responded to a medical emergency at my house. Unfortunately I did not catch their names as I was a bit stressed at the time, but myself and my family are very appreciative of their helpfulness, kindness, and compassion. Kudos to them, and kudos to the Ottawa Police Service.

Date Received: 1 March 2017

From: Member of the public

OPS Member: Staff Sergeant Cori Slaughter

Excerpt from letter: I attended the Street Proofing for Women seminar last weekend. My spouse found out about it through social media and encouraged me to attend. I was hesitant at first but I decided to register. I am glad I did. It was excellent. The first-hand accounts were very moving, and everything about the session helped me to learn street safety measures. Thank you for holding it and thank you to the Ottawa Police officers and volunteers for the presentations and training.

Date Received: 4 March 2017

From: Member of the public

OPS Member: Constable John Irvine

Excerpt from letter: Constable John Irvine was at the security check point at the Ottawa airport. I had unfortunately forgotten to remove a very pricey Gerber multi-tool from my back pack. Airport staff was just following procedure and I was forced to part ways with it. Constable Irvine stepped up, heard what was happening, and did me a great service by taking it into his office at the airport and keeping it in storage for me. I arrived back today and went to the office and it was returned to me. I just want to say that he was a great, compassionate officer who you can tell cares about his duty not to just the law, but to the public whom he serves.

Date Received: 6 March 2017

From: Member of the public

OPS Member: Constable Scott Handler

Excerpt from letter: I would like to thank Constable Scott Handler for the care and compassion he showed my family. He was called to a grocery store where my severely mentally ill son was caught stealing. Upon talking to my son, Cst. Handler clearly saw there was something wrong with his mental state. Officer Handler called our home in Columbus, Ontario (near Oshawa) to try to get more information. When I told Cst. Handler that my son suffered from schizophrenia, he was very compassionate and advised me that even though he was arrested that he was going to take my son to the hospital to try and get help for him. I am so grateful as my son has been missing for a few months and I didn't know where he was. Thanks to Cst. Handler and his professionalism, judgement, and caring for my son.

Date Received: 10 March 2017

From: Member of the public

Excerpt from letter: This morning, my elderly mother fainted in a store. A married couple identified themselves as off duty officers and helped me by getting her a wheelchair and transferring her. Thank you! You all do a difficult job but it is appreciated by our city.

Date Received: 10 March 2017

From: Member of the public

OPS Member: Constables Ken Bruce, Jody Mullen, Steven Luchies, Virginia Martel, Shawn McDonald, Sergeant Maria Keen and VCU Heidi O'Hagan

Excerpt from letter: My roommate passed away in the front hall. Officers and detectives were sent to my apartment to investigate and help. All of the officers, the detectives and the coroner who showed up were very kind and understanding. Constable Steven Luchies spent a lot of time waiting with me and talking to me through the whole ordeal, and providing me with a kind ear. Constables Ken Bruce and Jody Mullen were sensitive and did their job as compassionately as was possible, given the circumstances. These people are a testament to the training and caring of the Ottawa Police Service and I very much appreciate their efforts and how thorough they were throughout everything. I would like them to know that their actions in the first couple of hours made the world of difference to me in helping me to cope. Additionally, the Victim Service Unit has also been of great value and I hope that you continue this service as long as you are taking care of this city. While this has been very hard on me I just needed to make sure that all officers and employees involved are recognized for the outstanding work they are doing.