



**OTTAWA POLICE SERVICE
SERVICE DE POLICE D'OTTAWA**

*The Trusted Leader in Policing
Le chef de file de confiance dans la police*

**REPORT
RAPPORT**

DATE: 26 January 2015

TO/DEST: Executive Director, Ottawa Police Services Board

FROM/EXP: Chief of Police, Ottawa Police Service

SUBJECT/OBJET: **LETTERS OF COMMENDATION**

RECOMMENDATION

That the Ottawa Police Services Board receive this report for 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).

(Original signed by)

Charles Bordeleau
Chief of Police

Attach. (1)

Responsible for report: John Steinbachs, Director, Corporate Communications

LETTERS OF COMMENDATION

Date Received: 6 December 2014

From: Member of the Public

OPS Member: Cst. Paul McCormack

Excerpts from letter: We met yesterday at my school, where one of my filter-less students made a comment to you that wasn't quite appropriate. I wanted to email you to thank you for your patience in handling the situation. I know you probably receive more comments like that than you'd like, but regardless, I'm sorry it came from one of my kids.

Date Received: 7 December 2014

From: Member of the Public

OPS Members: Cst. Paul Stam, Cst. Christopher Poulton, Cst. Martin Whan, Cst. Adam Gal, Sgt. Holly Watson

Excerpts from letter: I would just like to say thank you to all the officers and paramedics for their tremendous job in helping my family find my grandfather when he went missing last week. Everyone was very helpful and we greatly appreciate all your efforts. Thank you.

Date Received: 9 December 2014

From: Member of the Public

OPS Members: Cst. Andrew Armstrong and Cst. Jeffrey Eva-Gonzalez

Excerpts from letter: Cst. Andrew Armstrong met members of my family and me at the hospital following a car accident. He was very sensitive, provided needed information regarding mental health issues and was patient with our questions. Shortly after, Cst. Eva-Gonzalez arrived from the scene of the incident (an automobile driven by my granddaughter had left the road). Both officers interviewed my granddaughter and the other family members present with great sensitivity. I was and am extremely impressed with both officers and their deportment. Too often, all the public does is complain (occasionally with justification I am sure) but in this instance, as in all of my other contacts with your officers and employees, I have been pleased.

Date Received: 9 December 2014

From: Member of the Public

OPS Members: S/Sgt Cori Slaughter and Ms Eva Savage

Excerpts from letter: I am writing to express my thanks for your "Safety for Women" workshop that I have attended lately. I would like to thank S/Sgt Cori Slaughter and Ms. Eva Savage whose knowledge and expertise have really helped me to elevate my self-confidence. Successfully, this workshop helped me and the attending women achieve self-improvement.

Date Received: 15 December 2014

From: Member of the Public

OPS Members: A/Sgt George Bouris, Cst. Ryan Cuthbert, Cst. Michael Adlard, Cst. Marc-André Fleury and Cst. Yannick Bernard, Sgt Shawn Rainville

Excerpts from letter: My father suffers from dementia and unfortunately wandered away from my mother's care while they were at the mall. Due to the Ottawa Police Service's quick and thorough response he was found safe many hours later. I would just like to say thank you to all the officers who were involved with this incident. They were all compassionate, patient and professional while carrying out their duties to locate him. Their demeanour and actions helped alleviate some of the anxiety and stress my mother and I were feeling. Even after he was found, they went beyond expectations and drove my mother and father home as I couldn't transport them in my car thus saving them the expense and difficulty of a taxi ride. Many thanks again to all those who ensured that this incident led to a positive outcome for our family.

Date Received: 17 December 2014

From: Member of the Public

OPS Member: Cst. Jeannie Phillips

Excerpts from letter: I just wanted to take a moment to say THANK YOU. I called the Ottawa Police as I didn't hear from my wife for a few hours and was worried something bad would have happened, especially that she fell off the stairs a couple of times before. Although, the nature of my call and my worries are definitely minimal compared to the nature of crimes, terror, life-threatening accidents that you guys deal with on a daily basis, you took my worries seriously and dispatched an officer to actually check on my wife. I'd like to thank you from the bottom of my heart and I have endless gratitude towards you guys.

Date Received: 17 December 2014

From: Member of the Public

OPS Members: Cst. Daniel Dumont, Cst. Bruce Ken, Cst. Jeannie Phillips, Cst. Timothy McEwen, Cst. Scott Herriott, Cst. Godfrey Nip, Cst. Patrick Brisson.

Excerpts from letter: I would like to extend my sincerest thanks to the officers and dispatchers who, last month, politely and promptly dealt with my concerns. I received a concerned text message (at 10:45 pm) from my girlfriend at home that the back door was found unlocked. This was followed by her concern over some strange sounds, and her fear to go and investigate. When I inquired what she thought it was, she didn't reply, so I called her but she didn't answer the phone. I got a hold of police dispatch, who promptly sent officers to my home to investigate. The response time was fantastic. And fortunately there was nothing wrong at home, just a tired and frightened young mother who fell asleep with the ringer turned off on her phone. Thanks very much to the officers being swift and courteous.

Date Received: 2 January 2015

From: Member of the Public

OPS Member: Cst. Kelly Dayment

Excerpts from letter: My father died at home on Christmas morning. The 911 call brought police, first responders, ambulance and later the coroner and funeral home attendants. Your police force acted the way you would want police officers to behave. They took control, they stayed with us throughout and they showed unbelievable compassion and consideration. I especially want to commend Constable Kelly Dayment who was first on the scene. She is an amazing police officer and an amazing person. In the days where police officers are in the news for getting things wrong, it is refreshing to watch Ottawa Police doing things absolutely right, from the constable first to arrive to the sergeant and others who came by later. Thank you so much.

Date Received: 3 January 2015

From: Member of the Public

OPS Member: Cst. Shawn Adams

Excerpts from letter: Thanks for getting my brand new 48" TV back from three individuals who stole it from my daughter's New Year's Eve party. Caught them red-handed too, apparently.