



DATE: 23 March 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: 24 February 2015

From: Member of the Public

Excerpts from letter: On February 23, 2014, I called the Ottawa Police in a desperate attempt to keep my daughter on the Greyhound Bus coming from Montreal on the way to Kamloops, BC. She was in an alcohol and drug altered state and threatened to abort her trip when arriving in Ottawa instead of continuing to Kamloops where she was arranged for the rehabilitation centre there. Two officers were very near the bus station and were able to find her and talk with her. They stayed with her until she got back on the bus and until the bus left the terminal. She did make it to Kamloops (although reluctant at times) however it was the interaction of the Ottawa Police that was pivotal in the circumstances that followed in dealing with her alcohol and drug addictions. My daughter attended rehabilitation and today is celebrating one year clean. My husband and I, along with my daughter, are forever grateful for the officers that did partake that night and the respect given to her. The situation added value to her life and made a difference to our entire family. We are forever obliged for the care and attention given to our daughter. Their efforts will never be forgotten.

Date Received: 03 March 2015

From: Member of the Public

OPS Member: Sgt. Aasim Ansari and Cst. Paul Smith

Excerpts from letter: Hello Sgt. Ansari and Cst. Smith, you both attended to my son's attempted suicide early this morning. Both my wife and I want to thank you, and very much appreciate how you handled his situation. It has been a difficult day but know that we have an appointment for our son to see a specialist tomorrow and get him the help he needs. Again we thank both of you for your professionalism and the way you dealt with him.

Date Received: 08 March 2015

From: Member of the Public

OPS Member: Cst. Dave Stewart

Excerpts from letter: I would like to pass on a compliment about one of your officers, Dave Stewart. I went off the road a couple of weeks ago heading out to Kemptville. Thank God Officer Stewart showed up about five minutes later like a guardian angel. I was off the road in a snow bank out in the middle of nowhere in the freezing cold. He was kind and thoughtful and I can't say enough about how grateful I was that he was there to help me until CAA showed up. I wanted to tip the guys from CAA but had no cash on me. The kind officer gave me some money so I could tip them. Thank you again Officer Stewart. I will get it back to you even though you said there was no need. Thank you again for being there.

Date Received: 08 March 2015

From: Member of the Public

OPS Member: Cst. Ryan Poitras

Excerpts from letter: I was driving this morning on Brophy Drive in the surprise snow squall when a truck came toward me spreading salt. The lines on the highway were not visible and I slowed down to 60km, turned my wheel to the right to get out of the way, and promptly lost control. My car spun completely around and I ended up buried in a very deep ditch on the opposite side of the road. Approximately 10 minutes after the mishap and prior to my son-in-law arriving, a police car came along. The officer was out of his car instantly and asked if I was alright and from that point on, I felt served and protected. The officer's name was Ryan Poitras. What a wonderful young man. He was polite, friendly, kind, and reassuring, and he was at no time condescending or impatient. We are hearing too much these days about alleged misbehaviour in the Ottawa Police but Ryan Poitras is a credit to the organization, and I believe he is not the only one. I thank them all for the fine job they do, day in and day out, with very little thanks from the general public. I am so very grateful for the knowledge that they are there to help. Officer Poitras turned an unpleasant episode into an incident I will refer to in the future as an excellent adventure. Many thanks to him and his fellow officers for the exceptional work they do.

Date Received: 09 March 2015

From: Member of the Public

OPS Member: Cst. Jackalyn Beck and Cst. Justin Young

Excerpts from letter: I would like to take the time to pass along a few comments regarding a few of the constables we had dealings with today. In short, there was a vehicle accident where I was the passenger. The constable who showed on scene was polite, courteous, and professional. She then directed us to the Tenth Line detachment to fill out the accident report. Cst. Justin Young was the first constable that the driver of the car dealt with and he was far beyond courteous, helpful, professional, and compassionate the entire time. The file was then passed off to Cst. Jackalyn Beck, who responded with the same courtesy, professionalism, and compassion. Today is the day that I send my thanks and comments for a job well done. I am sorry I can't remember the constable's name that showed up on scene, but she was just as professional. Thank you for doing a great job, and being professional, courteous, and compassionate while doing it.