



DATE: 27 July 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 the report: John Steinbachs, Director, Corporate Communications

LETTERS OF COMMENDATION

Date Received: 27 May 2015

From: Member of the Public

OPS Member: Cst. Shauna Guy and Sgt. Patricia Ferguson

Excerpts from letter: I am writing to commend two of your officers, namely Sgt. Patricia Ferguson and Cst. Shauna Guy, for the assistance they have provided to our support group for parents of abused children. Sgt. Ferguson has freely given of her time to attend as a guest speaker since the group's inception to explain and demystify the investigation of offences against children. Cst. Guy has attended to explain how the Sexual Offender Registry and the High Risk Offender Programs function. Both officers have been very well received and have shown themselves to be very competent and knowledgeable. We hope that this community partnership may continue for a long time to come.

Date Received: 04 June 2015

From: Member of the Public

OPS Member: Cst. Kyle Steele

Excerpts from letter: Yesterday I had an emotional breakdown and went to the hospital to seek help. Because of my unstable state at the time, I was unable to keep a respectful attitude towards the hospital staff and ended up causing a scene. As I was leaving the hospital in a huff, an officer named Kyle Steele came walking through the same door. I was in a fearful state and assumed the officer had been called to deal with me. I approached him and informed him of my situation. He mentioned that he was there for a different matter and that I should remain calm because the staff were just trying to help me. He reassured me they were all concerned for my safety, as well as the safety of others, and stayed with me through this matter. I am grateful for the honourable way this officer handled this incident and he has completely changed my point of view on law enforcement and their important role in our community. Officer Steele's quick thinking, excellent communication skills, and professionalism, helped save me from harm.

Date Received: 11 June 2015

From: Member of the Public

Excerpts from letter: In the fall of 1980 or 1981, I attended the annual "Panda" Game at Lansdowne Park with a group of Carleton University students. We were drunk when we got there and we got more drunk. After the game, some Ottawa police officers were patiently herding us towards the exit and we weren't moving too fast. All of a sudden I turned and grabbed the closest policeman to me by the lapels. I have no idea why I did it, it was unprovoked and ridiculous. Another policeman then grabbed me and inserted himself between us. The officer would have had absolute justification to deal with me as physically as he deemed necessary but he didn't and the intervention of the other officer assured that the moment would pass, and it did. That moment could have really screwed up my future. I am now a high school English teacher in northern Quèbec. I never forgot that incident though, and the policemen. Thanks.

Date Received: 17 June 2015

From: Member of the Public

OPS Member: Cst. Blake Pope, Cst. Hussein Assad, and S/Sgt. Roland Campbell

Excerpts from letter: On a Sunday afternoon, my valuable bicycle was stolen from my garage in Barrhaven. We reported the theft but were not expecting much more to happen.

Yesterday, my wife located the bike for sale on Kijiji. I contacted S/Sgt. Campbell to advise him that we had located the bike. Even though S/Sgt. Campbell was not officially "on shift" he went out of his way to arrange for two officers (Cst. Pope and Cst. Assad) to attend the location and retrieve my bike. S/Sgt. Campbell made the right call by discouraging me from taking matters into my own hands. Detectives Pope and Assad contacted me quickly to obtain the required information to positively identify the bike before securing and returning it to me. I know that in the big scheme of things a stolen bicycle is a low priority for the police, but in this case, the actions of your officers made a big difference to me and my family. My daughter has special needs which limit her activities. One of the only activities we are able to do as a family is ride our bikes together on the bike paths in the area. The stress of losing this bike was really bothering my wife and I, so the recovery of it is a big relief. Please extend a heartfelt thank you to the officers for a job well done.

Date Received: 18 June 2015

From: Member of the Public

Excerpts from letter: I would like to thank the Ottawa Police for enhancing street safety and enforcing speed limits near Cross Avenue and Harding Avenue. This evening I was out for a walk with my son and dog and noticed an officer who was pulling over multiple speeders. Your efforts are so appreciated and I hope you will continue to do this important work in my community.

Date Received: 19 June 2015

From: Member of the Public

OPS Member: Cst. Amy Haggerty and Sgt. Jim Hutchins

Excerpts from letter: In June I called 911 because I found my 93-year-old mother unconscious. The fire department, police, and paramedics arrived promptly. They worked very hard to revive my mom, but to no avail. She had enjoyed a long and healthy life and died with little suffering, I believe. Everyone who attended to her deserves special thanks for all they did to try and save her. I particularly wish to commend Constable Amy Haggerty, her partner, and supervisor, for their kindness and professionalism. Constable Haggerty was assigned to wait for the coroner and funeral home pickup. I would like her to know that she made a very difficult situation far less stressful. My nephew is a police officer with the Sudbury Police and I don't believe they get enough positive feedback for the work they do, day in and day out.

Date Received: 24 June 2015

From: Member of the Public

OPS Member: Cst. Jody Moore

Excerpts from letter: I would like to thank Constable Jody Moore for his professionalism and understanding of people who are living with a persistent mental illness. I called the Ottawa Police for a wellness check to be performed. Constable Moore was on site within minutes. The outcome was sad because the tenant was deceased however the officer was so understanding, caring, and calm when talking to our staff. It is always a pleasure, even under difficult circumstances, to work with constables like Jody Moore that have a great understanding of people with mental health issues and people in general.

Date Received: 24 June 2015

From: Member of the Public

OPS Member: Cst. Rachelle James

Excerpts from letter: I teach at Franco-Cité high school on Smyth Road and I would like to express my gratitude to the Ottawa Police for assigning Constable Rachelle James to our school this past year. Throughout the year, she took time to get to know the members of our staff as well as the students. Her face is a familiar one in our hallways and I mean that in a very positive way. I am grateful that my students were able to get to know her and see that officers really are there to help and to add to the positive atmosphere in our school and society. On a few occasions, she worked closely with some of my students and her guidance and interventions were seamless and so on point. She has touched the lives of many children and families by her presence in the school system this past year. I myself have learned a great deal from watching her do her work. I have no doubt your officers receive the best training possible, but the human qualities that Ms. James possesses are not something that can be learned. She is the kind of person that does a great deal of good working with children.

Date Received: 24 June 2015

From: Member of the Public

OPS Member: Cst. Sandro Mazzarotti

Excerpts from letter: I was at the St. Joseph police station to file a collision report. I was helped mostly by Cst. Sandro Mazzarotti. He was fast and efficient. All of my questions were handled with the utmost patience and kindness. His colleagues were also very gracious and kind. Everyone had a smile on their face and was more than happy to answer my questions. Since these officers are your first contact with anyone who walks into the station, people skills are a must and they have plenty of that. What could have been a ho-hum, run-of-the-mill procedure was in fact a pleasant exchange with these gentlemen. I believe in letting people know when good work is done (perhaps a side-effect of being a teacher). Today I witnessed great work.

Date Received: 30 June 2015

From: Member of the Public

OPS Member: Cst. Judith Drover-Janes and Cst. Michel Vandal

Excerpts from letter: I would like to acknowledge the kindness and generosity demonstrated by Constables Judith Drover-Janes and Michel Vandal during their attendance at our annual community event at our nursery school. Their attendance is significant for the children and families in our program as they help break down barriers between the community police and the residents in our area, by being warm, friendly, and approachable. They are an asset to our community and we are truly grateful for everything they do!

Date Received: 03 July 2015

From: Member of the Public

OPS Member: Cst. Rachelle James, Cst. Claude Guay, and Cst. Marie-Josée Seguin

Excerpts from letter: In June, I was at the at the Elgin Street police station to report a hit and run incident. My experience with Cst. Rachelle James was nothing but professional, courteous, and pleasant both in person and with our follow-up email correspondence. I would also like to acknowledge Cst. Claude Guay and Cst. Marie-Josée Seguin, the other two officers who were present at the time. They, too, were very polite and helpful throughout the process.

Date Received: 04 July 2015

From: Member of the Public

OPS Member: Cst. Patrick Alden

Excerpts from letter: I was at the Elgin Street station to file an accident report. I was very stressed and tried my best to hide it. The officer that helped me was fantastic. I was very impressed and it really relaxed me. He was even kind enough to crack a chuckle at my weak attempt at humor. He was very helpful at letting me feel okay and that I can enjoy my weekend. Thank you for doing your job to the fullest.

Date Received: 06 July 2015

From: Member of the Public

Excerpts from letter: Last night at around 3:00 am I was awoken by a bunch of guys who were (among other things) jumping off the fire escape at the rear of a building on Stewart and generally yelling and creating a disturbance. I'd like to commend the police officers who arrived promptly and dealt with the situation quickly and effectively. Excellent work.

Date Received: 06 July 2015

From: Member of the Public

OPS Member: Cst. Shannon Woodward

Excerpts from letter: I want to compliment officer Shannon Woodward who was the main officer helping my granddaughter in an abusive situation that included a threat with a gun from her boyfriend. A large number of officers arrived on the scene very quickly and took control of the situation and they were all amazingly professional. Officer Woodward took over and calmed her down and offered her support as she patiently walked through all the details. My granddaughter didn't want to make a written statement and Officer Woodward didn't push too hard. She gave her all the contact numbers she would need for support or if she wanted to change her mind. Officer Woodward then made arrangements to follow my car all the way back and made sure we were safe. All of the responding officers were amazing but Officer Woodward represented your department with the highest degree of professionalism. We are very lucky to have officers like her protecting our city.

Date Received: 06 July 2015

From: Member of the Public

Excerpts from letter: I have been cleaning bio-hazardous scenes behind first responders since 2006 and have noted over the years that the Ottawa Police seem to always leave these scenes in better order than others. It is very important to be able to easily determine where content was and have all contaminated personal protective equipment placed in one area when someone arrives to treat/disinfect and clean the scene. I thought I would just say thanks.

Date Received: 07 July 2015

From: Member of the Public

OPS Member: Cst. Peter Hamilton

Excerpts from letter: Earlier today I was rear-ended and then assaulted by the driver, who then fled the scene. Cst. Hamilton was the first to respond. He made me feel secure and protected even though it was a high anxiety and tense situation. He was very informative, supportive, and gave me regular updates on what was going on. He was also patient, courteous, and understanding while I wrote my statement. His excellent police work is what makes the Ottawa Police strong and makes us all feel safer!

Date Received: 08 July 2015

From: Member of the Public

Excerpts from letter: I'm a resident of a retirement home. One afternoon I happened to walk through the lobby to see a police cruiser outside. Entering the building was a very elderly lady, not very mobile, who was being helped along by a young policewoman. I assume she had been wandering unaccompanied. That officer was absolutely perfect for that job by inclination or training, or both. The older woman was a bit reluctant to come along, but the police officer jollied her along gently, while unobtrusively preventing her escape. The constable both supported her and kept her under control until she was sure she really belonged here. I told my wife of the incident, and how the constable had treated the lady gently, firmly, and responsibly. If I get to that stage, I hope that constable finds me.

Date Received: 10 July 2015

From: Member of the Public

Excerpts from letter: Just wanted to say how great it was to see a bike cop stopping cyclists blowing stop signs in Centretown. I am constantly amazed at how many cyclists don't think the rules apply to them and blaze through intersections without even looking. Thanks, OPS!

Date Received: 10 July 2015

From: Member of the Public

Excerpts from letter: I'd like to thank all of those who contributed to the arrest in the June 28 hit-and-run death of my nephew. Our family had been in a very dark place for those nine agonizing days, wondering if anyone would be able to locate the driver before he/she disposed of the truck. The task seemed insurmountable, and I found myself slipping into a grey world of doubt as the days ticked by. Sincere thanks from the bottom of my heart.

Date Received: 11 July 2015

From: Member of the Public

OPS Member: Sgt. Brent MacIntyre

Excerpts from letter: On the evening of July 10, I called about my son's and daughter's car being locked in a parking garage on Queen Street. I had placed several calls to parking garage owners and property managers, getting passed around with no direct answers or complete refusal to help. So eventually I made the call to the police. Shortly after, Officer Brent MacIntyre made my children feel comfortable and less anxious about how to handle a situation like this. The officer made the call to the parking garage in which they immediately agreed to come and let the car out. In this time the officer had to attend other duties however, kept coming back to ensure that this was being taken care of. I appreciate and would like to compliment this officer for making a day that was not so great to begin with a better one. He provided them with a friendly face and comfort. He made myself and my children feel like our concerns were being heard and he stuck by them. My kids and I would like to thank him for his service.

Date Received: 13 July 2015

From: Member of the Public

OPS Member: Cst. Melissa Shortman

Excerpts from letter: I'd like to commend Officer Shortman for her demeanor and discussion during and after the business of being pulled over. Her professional, yet open attitude reflected very well on her and the OPS.

Date Received: 13 July 2015

From: Member of the Public

OPS Member: Cst. Sharon Jefferson

Excerpts from letter: This message is for Constable Jefferson. I wanted to take this time to personally thank you. If it wasn't for the unfortunate event, I probably would still be in that situation. I also want to thank whoever sent in the call while I was driving under the influence. When the events happened, I knew the severity of my actions but did not want to face them. Again, my sincere thanks to you as my life has changed for the better. I am now working with people from my community who suffer from addictions and mental health issues. Thank you Constable Jefferson for opening my eyes. Be safe and continue the great work.

Date Received: 13 July 2015

From: Member of the Public

OPS Member: Cst. Richard Allman

Excerpts from letter: I wanted to write a short note to express my thanks to Detective Allman following the suicide of my daughter's father. Detective Allman spoke with me following his investigation and he was not only professional and courteous, but compassionate and understanding. I appreciate circumstances of this nature are difficult for all those involved, including the investigators. However, Detective Allman dealt with this sensitive situation in a comforting manner, providing information that has helped my daughter deal with this incident and understand, as much as possible in these situations, the facts around the loss of her father. His kind words will go a long way towards helping my daughter begin to heal.

Date Received: 14 July 2015

From: Member of the Public

Excerpts from letter: The afternoon of July 13 you had a speed trap set up just over the Vincent Massey Bridge near Riverside. I was traveling at a speed a fair bit over the speed limit. In reality, I had just left my mother's funeral a half an hour before and was still in a fog. Truth be known, I was not aware of the speed I was going. The officer told me my speed and I apologized, explaining the situation but not offering it as an excuse. I should have been paying attention. He said sorry for your loss, please slow down, and I was on my way.

I can't tell you how much I appreciate getting a break on an otherwise crappy day. My daughter was also in the car with me, and getting a ticket would have upset her more after her grandmother's funeral.