

Report to / Rapport au:

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

26 February 2018 / 26 février 2018

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: 15 January 2018

From: Member of the public

OPS member: Constables Kyle Comber and Gary Robb

Excerpt from letter: Constables Gary Robb and Kyle Comber responded to a call to my house this evening for a harassment and trespassing concern. Both officers were polite, helpful with the situation, accommodating, and were able to give us a detailed explanation of our options going forward. They took the time to understand our situation

and provide us with advice. This situation has been stressful for my wife and I, and the officers made us feel at ease. Thank you.

Date Received: 16 January 2018

From: Member of the public

OPS member: Constable Bonita Godin

Excerpt from letter: I am a paramedic in Ottawa, and I wanted to say “thank you” to Constable Bonita Godin for her help at Huntmar station today. Without her translating for us with the patient, we would have been completely unable to figure out the cause of our patient’s medical distress. Cst. Godin even managed to get the contact information of the patient’s spouse. She was a perfect example of why we love our fellow first responding officers in Ottawa.

Date Received: 17 January 2018

From: Member of the public

Excerpt from letter: My mini van experienced a mechanical issue. I pulled over and one of your officers from Leitrim Station pulled up alongside of me a minute later. It was rush hour and I had to get my slow-moving vehicle safely to a spot 30 metres away. He was able to block for me. A simple task but worth so much in what I needed at that moment. He was a great guy. I am always a fan of OPS. Even more so today.

Date Received: 21 January 2018

From: Member of the public

Excerpt from letter: I moved to Ottawa in 1977, as a member of the RCMP and a police officer. I have since retired, after 32 years of service and have read about, and personally witnessed, the men and women of the OPS in action on a number of occasions. Recently, I couldn't help but ponder the level of safety and security my family and I have been so fortunate to enjoy over the years, knowing that this has been, for the most part, due to the hard work and dedication of the members of the Ottawa Police Service. We are so very grateful and we thank them for their service.

Date Received: 23 January 2018

From: Member of the public

OPS member: Constable Greg Bell

Excerpt from letter: I had a car accident; I was side-swiped by a huge truck. Constable Greg Bell came to the scene was a very respectful and caring young man. I want to thank him again for his patience and warm manner in which he dealt with us.

Date Received: 23 January 2018

From: Member of the public

Excerpt from letter: Just wanted to show my appreciation for the police presence at some busy neighbourhood intersections. It was perfect timing with the mild weather and lots of people out on the sidewalks. I'm not sure if it was the decision of the police solely, or through suggestions from the community, but just wanted to say thanks!

Date Received: 25 January 2018

From: Member of the public

OPS member: Constable Mark Bradley

Excerpt from letter: I was driving by a local mall, when I noticed a young female trying to lift her leg over the guard rail. All of a sudden, I saw a police officer grab her and cuff her. I was so relieved that he saved her life. I just wanted to say that I am relieved and happy that an officer was there and saved this young woman from great danger. Well done!

Date Received: 25 January 2018

From: Member of the public

OPS member: Constables Jacqueline Naida and Paul Greenwood

Excerpt from letter: Dear Constables Jacqueline Naida and Paul Greenwood, I wanted to let you both know how appreciative we are for your response and skill in handling our call for service.

Date Received: 25 January 2018

From: Member of the public

OPS member: Constable Jordan Blonde

Excerpt from letter: Constable Jordan Blonde responded to a call at a monthly dance held at a local community centre for the Intellectually Delayed Community. My daughter (30-years-old) dialed 911 and reported that she had been physically assaulted by some fellow at the dance. Cst. Blonde was excellent with dealing with this situation. He showed empathy and compassion and was able to communicate the proper information to my daughter without making her feel bad for what she did by calling 911. I want to thank him once again for the way he handled this and to let you also know how great he was.

Date Received: 2 February 2018

From: Member of the public

OPS member: Sergeant Douglas Edgar and Constable Kevin Benloss

Excerpt from letter: When my mother died, both Sergeant Edgar and Constable Kevin

Benloss responded to the call. Both officers were highly professional, yet also compassionate. They have a very tough job and they did it very well. This made a traumatic day less stressful and helped me do all the things I needed to do. Please pass on my heartfelt appreciation to the two officers and my high regard for their job performance. Thank you.

Date Received: 3 February 2018

From: Member of the public

OPS member: Constable Jenna McElravy

Excerpt from letter: My thanks to the officers who attended my business twice in one day to remove a man who lives nearby and who was refusing to leave our reception area. The two officers arrived quickly both times we called; they were calm and respectful of all the people involved; and they were able to handle the situation effectively and clearly. I appreciate their skill and experience.

Date Received: 5 February 2018

From: Member of the public

OPS member: Constables Andrew Bowen and Michael O'Reilly

Excerpt from letter: I watched Constables Andrew Bowen and Michael O'Reilly responding to a fight between two homeless men. What amazed me was how those officers treated the men with respect, consideration, thoughtfulness and dignity. This is much appreciated. How we treat the most vulnerable defines us as a society. I like to know that my police force protects all of us.

Date Received: 5 February 2018

From: Member of the public

OPS member: Sergeant Robert Hagarty; Constables Martin Riopelle, Matthew Sweet, Jason Nadeau, Falyn Day, Katherine Plomp; Eva Savage, Kathy Laviolette, Jacqueline Draycott, Julie Dube, Rob Bennett, Sylvie Juneau and Stephanie Schultz

Excerpt from letter: Please accept and pass on our gratitude and compliments for a job well done to Sergeant Hagarty and his patrol, Victim Services, and your communications centre while responding to an incident at our home. The short response time to our phone call to 911 was comforting for us, during a very stressful situation. It was necessary for an officer to be in our home for an extended period, both during the incident and for some time after. During this period, we found Sergeant Hagarty and his fellow officers to be respectful, empathetic, courteous, considerate and above all, professional in their dealings with us. The follow up by Victim Services was impressive; they contacted us within a very short period of time with a concerned

telephone call to our home. All in all, the overall experience while discomfoting, was greatly improved by the level of police service.

Date Received: 5 February 2018

From: Member of the public

OPS member: Constable Dave Turnbull

Excerpt from letter: Constable Dave Turnbull happened to be the first-responder to my two calls for service last year. I am so grateful to Cst. Turnbull for the empathy he showed during a time that was so difficult for me. In those moments where I felt stressed and so vulnerable, he made me feel safe and even made me laugh a few times. Thank you so much, please keep up the good work.

Date Received: 6 February 2018

From: Member of the public

OPS member: Sergeant Derek Wereley and Constable Christopher Powers

Excerpt from letter: Sergeant Derek Wereley and Constable Christopher Powers responded to a call about children not restrained in a vehicle. Upon finding my car in a parking lot, I explained that the children, and their accompanying mother, were part of a Syrian family, new to Ottawa, and that we were at the mall to pick up some necessary items, including a car seat. The two young officers escorted me into the store to help me select a car seat. After I purchased the right one and thanked the officers for their assistance, they helped me install the seat, too! Although not seemingly a large task, it left a very positive reflection of police with the refugee family, showing the young mother that police in Canada can be trusted and are here to help, a far change from what she had witnessed before in her life.

Date Received: 6 February 2018

From: Member of the public

OPS member: Constable Corey Martin

Excerpt from letter: I would like to take this opportunity to extend my gratitude for the very impressive and very professional work by Constable Corey Martin at the scene of my accident, on a very cold night. He invited me into the car to warm up and it helped me to calm down and feel safe. Thank so much and keep up the amazing work!

Date Received: 7 February 2018

From: Member of the public

OPS member: Constables Goran Beric and Robert Laplante

Excerpt from letter: I'd like to express my gratitude to Constables Goran Beric and Robert Laplante for doing such an incredible job helping us. My foster daughter needed

to gather some personal items from her former house and the situation had the potential of going very poorly, so we asked the police service to send someone to help keep the peace. These two officers immediately sensed the anxiety that my foster daughter had and went to work right away to try and alleviate the stress. Thank you very much for providing this service. It is very comforting to know that we have you to count on in situations like this.

Date Received: 12 February 2018

From: Member of the public

OPS member: Constable Garth Faubert

Excerpt from letter: My husband, a police sergeant in New York state, passed away almost eight months ago. We have a 15-year-old son, and it has been very hard for him. We went to Ottawa this past weekend to relax and enjoy Winterlude. During our excursion to the Byward Market, we met Constable Garth Faubert. My son was very hesitant to approach him, fearing that he would wonder why a teenager would have so many questions, but Cst. Faubert's response to my son was perfect. He answered his questions, he was approachable, showing his off-duty side to a hesitant child. He made a lasting impression - both to my son and to myself. Thank you, Cst. Faubert, for showing an example of an outstanding officer, serving his community, taking time to answer questions, and encourage a young man along his chosen path. Your simple act of kindness and compassion was much, much more than you realize.

Date Received: 12 February 2018

From: Member of the public

OPS member: Sergeant Jeff Leblanc

Excerpt from letter: I would sincerely like to thank Sergeant Jeff Leblanc for your efforts to supervise our public demonstrations, despite cold weather. Your work to keep society safe will always be appreciated.