

Report to / Rapport au:

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

16 December 2019 / 16 décembre 2019

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 November 2019

From: Member of the public

OPS member: Constable Taylor Bronstein

Excerpt from letter: Two officers showed up at my hotel room in the early morning hours, rightfully concerned that I might harm myself. They were so caring and sensitive. Please thank them for me, they were outstanding human beings.

Date Received: 10 November 2019

From: Member of the public

OPS member: Constable Hung Nguyen

Excerpt from letter: Last night an elderly friend had a car accident close to her home; both vehicles sustained considerable damage, but thankfully no one was hurt.

Constable Hung Nguyen arrived to assess the situation and then spoke to my friend. I can't say enough good things about Cst. Nguyen, and I want to commend him on the way he treated the lady with kindness and compassion, both at the scene -- and later in her residence. I just want to highlight that we need more people like Cst. Nguyen on the force. Many thanks to him on behalf of the community; keep up your excellent work!

Date Received: 12 November 2019

From: Member of the public

Excerpt from letter: My friend wanted to express his gratitude for the work the Ottawa Police Service does on a daily basis, and appreciates, particularly, the work police have been doing in his Vanier community. He realizes being a police officer is a huge sacrifice and that he was very happy to see the Police Chief Peter Sloly already so involved in the Ottawa community. I thought I would pass along some good news and very kind words!

Date Received: 13 November 2019

From: Member of the public

OPS member: Constable Andrew Bowen and Michael Brulotte

Excerpt from letter: I would like to thank the 911 operator and the officers who helped my brother yesterday. He couldn't say enough about how kind and gentle everyone was. I am grateful, because I love my brother very much. Thank you a million times.

Date Received: 14 November 2019

From: Member of the public

OPS member: Constable Sebastien Lemay

Excerpt from letter: Today I witnessed a great act of kindness from an officer and would like to ensure that they are recognized for it. A vehicle had become disabled in the middle of a busy intersection. An officer pulled up behind this car in his cruiser with the lights on, got out of his cruiser, and helped to push/guide the vehicle around the corner onto a safer street. This freed up the intersection and ensured the vehicle was not in an unsafe location as it began to snow. Thank you for everything you do to keep our community safe, big or small!

Date Received: 18 November 2019

From: Member of the public

OPS member: Constable Jean-Alex De Seve Bergeron

Excerpt from letter: I was involved in a hit and run this evening. Both my children were in the vehicle with me and were quite shaken up. The responding officers were kind and compassionate and expedited things as much as possible. During what was an inherently traumatic experience, these officers made my children feel safe. Thank you!

Date Received: 18 November 2019

From: Member of the public

OPS member: Emily Darling and Lindsay Webber

Excerpt from letter: My car was hit in a parking lot by another car. I have made several calls to Ottawa Police and filed a collision report. The investigation is ongoing, but I have to say that all the police staff I have spoken to have been wonderful! They were patient, professional, understanding, and knowledgeable; I can't say enough. Thank you!

Date Received: 18 November 2019

From: Member of the public

OPS member: Constables Trevor Gunsolus and Christine Schulz

Excerpt from letter: My son and I attended the Remembrance Ceremony at the cenotaph. My son is 19-months-old and I am a veteran of the war in Afghanistan. My son refused to wear gloves despite the cold temperature, and we were standing beside two police officers who gave him two hand warmers. My son, whose hands were cold, thought the hand warmers were the most amusing things. He held them and kept his hands warm. It's a rare talent to be able to keep a watchful, vigilant eye, project a sense of security and confidence, and engage so effectively with the public at the same time. These officers did just that and I applaud them.

Date Received: 24 November 2019

From: Member of the public

OPS member: Constables Aaron Wentzell and Shelley Dang

Excerpt from letter: I experienced a paranoid delusion brought on by a manic episode that sent me into a psychosis. I don't remember much of the incident, just that I was locked in a bathroom, hiding, with a knife. Constables Aaron Wentzell and Shelley Dang provided the most exceptional care and compassion while performing their duties. I was treated with dignity, respect and sincere care. Although my mind convinced me that they were there to capture me, both were able to assure me they were not. When I refused to speak to them, they found alternatives to get me out of the bathroom and surrender the delusion, and ultimately my weapon.

They made me understand that they were the good guys. The fact that I was armed in close quarters and they did not use any force whatsoever, was unbelievable. Their tactical communication and composure was astounding and literally saved my life. Once out of the bathroom the officers convinced me to go to hospital with them and did not even place me in handcuffs, knowing it would stress me. I was treated as a human being and not a criminal -- and I am forever grateful. At hospital, both officers were able to distract me from my precarious mental health situation by engaging me in conversation and finding us a private room to wait. This city and police services everywhere need more officers like both of you. You uphold the badge with honour, integrity and respect.

Date Received: 25 November 2019

From: Member of the public

OPS member: Constables Aaron Wentzell and Adam Reid

Excerpt from letter: I'd like to compliment Constables Adam Reid and Aaron Wentzell for their professionalism in dealing with a very difficult situation at my home.

Date Received: 27 November 2019

From: Member of the public

OPS member: Constables Garvin Chong Chow and Michael Briggs

Excerpt from letter: My father-in-law has dementia and decided to wander off in the middle of the night. A concerned citizen called police and Constables Garvin Chong Chow and Michael Briggs responded. They were able to return my father-in-law to our residence quite quickly. The compassion, patience and professionalism is to be commended. Thank you very much.

Date Received: 27 November 2019

From: Member of the public

OPS member: Constables Gareth English and Laura Koudsi

Excerpt from letter: Sincere thanks to Constables Gareth English and Laura Koudsi for their support during a difficult personal situation. Their complete professionalism helped things go relatively smoothly, and their compassion and empathy were reassuring. Huge thanks from me and from the family members and friends who were on hand to support me. Your presence made a real difference for us all.

Date Received: 28 November 2019

From: Member of the public

OPS member: Constable Amy Gagnon, A/Staff Sergeant Ugo Garneau, S/Sergeant John Gibbons, A/Inspector Frank D'Aoust and Inspector David Zackrias

Excerpt from letter: I just wanted to thank you all for being so great yesterday. I appreciate the open communication and that you were able to set me up with an interview at the scene. I don't know if I've said this before – but thank you. I appreciate the work you do. I wanted to recognize the officer that was stuck out in the pouring rain yesterday – stationed at the police tape, turning drivers around. I didn't catch her name – but even in a really horrible situation – she was still really friendly.