

Report to / Rapport au:

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

28 November 2016 / 28 novembre 2016

Submitted by / Soumis par:

Chief of Police, Ottawa Police Service / Chef de police, Service de police d'Ottawa

Contact Person / Personne ressource:

**John Steinbachs, Director, Corporate Communications / Directeur Communications
générales**

Steinbachsj@ottawapolice.ca

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: 18 October 2016

From: Member of the Public

Excerpt from letter: Thank you all so much for being there for me when I needed you. Thank you all for protecting me from someone who was stalking me and making me afraid to go outside, afraid to sleep, or even answer my phone. I finally got my peace bond and I have also changed my appearance and my life, and moved. It's the greatest feeling getting your quiet life back.

Date received: 18 October 2016

From: Member of the Public

Excerpt from letter: I received a phone call from an employee in distress concerning a domestic situation. The employee then did not arrive for her scheduled shift. All we had was the employee's name and phone number; we did not have her address or any other information. When I called the OPS dispatch I was of the opinion that I was not giving them enough information therefore they would not be much help. I was so wrong. The dispatcher that took the call was "Julie" and I found her to be amazing. She was supportive and comforting at the time as I did not think I had done enough on the previous phone call with the employee to ensure she was safe. Julie then called back within 10 minutes and stated she had the employee's address and they are sending patrol officers over to perform a "wellness check." I found Julie to be professional, non-judgemental, supportive and comforting when I was dealing with her and the uncertainty of the situation.

Date received: 19 October 2016

From: Member of the Public

OPS Member: Constable Chris Evraire

Excerpt from letter: My hood flipped up on my car while I was driving on the highway with my 10-month-old. Cst. Chris Evraire saw it happen and took the time to get behind my car so that I would not be rear-ended while I tried to exit the highway safely. He told me when it was safe to pull over and then secured my hood and drove my baby and I to a safe parking lot. He went above and beyond and helped me when I was terrified and in shock.

Date received: 21 October 2016

From: Member of the Public

OPS Member: Constables Jerilyn McDade, Marie-France Neathery and Sergeant Frank Nadanyi

Excerpt from letter: My father passed away suddenly in his apartment. As you know this type of death requires police involvement. Constables Jerilyn McDade and Marie-France Neathery arrived and were so compassionate and professional while doing their job. They treated us with utmost respect and care. My elderly mother was dealt with in a kind, gentle manner. Sgt. Frank Nadanyi was also kind, caring and compassionate, while performing his duties. We spent a few hours together awaiting the coroner and were so gently treated that we wanted you to know what fabulous employees you have

working for you. Please pass on our sincere thanks to these wonderful, brave officers. They never know what they will encounter when they walk into family lives: Our family is eternally grateful for their professionalism.

Date received: 25 October 2016

From: Member of the Public

Excerpt from letter: I was visiting from Nova Scotia and was at an Ottawa Senators game with my 6-year-old grandson. He wanted to ask a police officer some questions. Two of your officers took the time to speak to him at his level. Thanks. Well done.

Date received: 25 October 2016

From: Member of the Public

Excerpt from letter: I want to say thank you to the Ottawa Police Service for its excellent work today in Barrhaven. I am with the Canadian Armed Forces and I am currently out of town. My wife informed me of the incident this afternoon and she was anxious, scared and worried. We have a daughter that attends one of the schools that were in lockdown. I want to say thank you so much for your work, bringing security and peace-of-mind to the community. I am pleased to hear that no one got hurt and the Ottawa Police have apprehended the suspect. From all of us, thank you for your service.

Date received: 26 October 2016

From: Member of the Public

Excerpt from letter: I just want to thank the police for its actions at my grandchildren's school yesterday. If the news is correct, the police prepared for the worst, then handled everything quickly and calmly. Thank you.

Date received: 27 October 2016

From: Member of the Public

OPS Member: Constable Sheelah Lusk

Excerpt from letter: Yesterday, I was involved in an unfortunate fender-bender incident. I had to try and negotiate through a situation that was intimidating and frustrating when dealing with the passenger and driver of the other vehicle. When I reached out to the Ottawa Police to assist me, I was blessed to have guidance from Cst. Sheelah Lusk. I felt like I was being assisted in an extremely efficient, professional and caring manner. By the time the police report was completed, I felt reassured and my mind was much more at ease. I know that this is such a small incident compared to all

of the much more pressing matters that police officers deal with day in and day out, but it made a big difference to me.

Date received: 28 October 2016

From: Member of the Public

OPS Member : Carol Macpherson

Excerpt from letter: Merci pour vos vidéos sur les pistes cyclables et les relations avec les automobilistes. J'en ai appris comme cycliste et comme automobiliste. Très bien fait!

Date received: 31 October 2016

From: Member of the Public

OPS Member: Constable Jeffrey Daunt

Excerpt from letter: I called the Ottawa Police Service after someone was speeding down our road and ran over our dog and did not stop. I was very distraught at the loss of our family pet, but more concerned with the safety of my children given the high rate of speed. When I spoke to the driver that evening, he denied that he even hit the dog at first, then started swearing at us and saying it was not his fault, that there no children around, and that he wasn't speeding. After leaving a very tense situation we called the police service. The officer at the call centre was exceptionally caring and compassionate. She should be applauded for her kindness and skill in helping us through our distress. The two officers that came to my home should also be commended for their words and skill in dealing with such a difficult situation. I was so impressed at the officers' skills as a peace maker, to take two opposing parties and bring resolution and peace. The way he expressed his words to me showed his compassion, and at the same time helped me to see the viewpoint of the driver. I commend the officers, especially their skill in handling a very difficult situation.

Date received: 31 October 2016

From: Member of the Public

OPS Member: Constable Jean-Luc Bonin, ESU and patrol

Excerpt from letter: I would like to thank all the officers who helped with the search for my mother. We were very impressed with all the officers who came out to help find my mother, they were very efficient and professional, and incredibly sympathetic to our situation. This was a very stressful and trying time for us and we feel that the officers handled it very well. Thank you all from the bottom of our hearts.

Date received: 5 November 2016

From: Member of the Public

OPS Member: Constable Nicole Miller

Excerpt from letter: Unfortunately we had an issue at my residence that required police assistance for an ongoing issue with my neighbour. There was one officer who came to my residence today who stood out and displayed the most impressive and productive police services I've ever had. Constable Nicole Miller did a wonderful job and she represents the Ottawa police with honour and respect. She stood out by her positive, helpful and caring attitude.

Date received: 6 November 2016

From: Member of the Public

Excerpt from letter: I would just like to commend the off-duty officer that assisted in deterring a theft/ notice of trespass situation at the LCBO. I wasn't expecting a badge to be present and finalize an undesirable aspect of my job. Good to know you guys/gals are out there.

Date received: 8 November 2016

From: Member of the Public

OPS Member: Constable Philip Kane

Excerpt from letter: I ran my first half-marathon at the 9RUNRUN race in Stittsville. I experienced major cramping in both legs at the 18 kilometre mark which prevented me from running further and even standing up on my own. Fortunately, a female runner happened to arrive at my side just as I was about to fall down and she managed to keep me up on my feet and encouraged me to keep moving. As I was getting closer to the 20 kilometre mark, I saw Constable Phil Kane who came my way to inquire about my health. Officer Kane quickly understood that I would not give up and that extra arms could be used, he helped me cross the finish line, get my medal and most importantly achieve my objective to finish my first half-marathon! I feel Officer Kane demonstrated great empathy and a sincere and honest desire to see me finish the race. I understand that police officers are generally called upon to deal with much more significant and dangerous issues, and that his actions may appear to you as somewhat ordinary in the circumstances. However, Officer Kane's support meant a whole lot to me and I feel that he went above and beyond the Ottawa Police's commitment to protect the safety and security of our communities; he clearly demonstrated the value of service to citizens. Please convey to him my most sincere thanks and appreciation.

Date received: 9 November 2016

From: Member of the Public

OPS Member: Diane Khan

Excerpt from letter: I had to visit the Queensview office yesterday for a Police Records Check and was very impressed with the level of service offered. Staff were courteous, efficient and professional, dealing with my request quickly and explaining thoroughly additional steps that were required. I commend your staff for their engagement with their clients and their obvious interest in their jobs, as well as to acknowledge that there is effective management of the operation because the level of service I experienced does not happen by accident.

Date received: 12 November 2016

From: Member of the Public

Excerpt from letter: Two officers came to my door this evening, they were investigating a complaint about a man (that would be me) wielding a hammer. They were most polite and maintained a professional manner throughout.

Date received: 12 November 2016

From: Member of the Public

Excerpt from letter: I was just walking my dog and witnessed an officer who came to our lobby to handle a very racist horrible old lady who was blocking persons of colour from entering the building. She slapped him in the face. The entire time the police officer remained calm and handled the whole situation with grace and patience. Whomever you are; thank you from an Ottawa citizen. I am glad you are out there helping make this city a better place every day.

Date received: 15 November 2016

From: Member of the Public

OPS Member: Sergeant Nikolaos Mitilineos

Excerpt from letter: My husband and I would like to say a huge thank you to Sgt. Nikolaos Mitilineos for his assistance. We traveled to Ottawa to deal with a vehicle matter but ran into some challenges. Sgt. Mitilineos was most helpful and we were ultimately able to resolve the matter by the end of the day - a big relief! Thank you for your timely and professional assistance. You helped make a difficult situation much easier.