

Report to / Rapport au:

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

30 May 2016 / 30 mai 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: 15 April 2016

From: Member of the Public

OPS Member: Constable Jason Degan

Excerpt from letter: Today a police officer was at my apartment to talk to me and my roommate about a potential break-in. It was my first time really having any personal non-work related interaction with a police officer, and I felt motivated to express how pleased I was with the experience. This man was very professional, knowledgeable, and experienced, and I feel he did an excellent job analyzing the problem and handling our situation. I came away from his visit feeling much better and I'm happy he attended my call.

Date received: 19 April 2016

From: Member of the Public

OPS Member: Constable Jason Murphy

Excerpt from letter: Once again the Ottawa Police are to be commended for the professional work in dealing with a party at the neighbour's house on Saturday night.

Even though the young individuals assured everyone there would be no more similar parties (where three cruisers had to be dispatched the last time), this time at least nine Ottawa Police cruisers had to be dispatched to control well over 150 of their "friends." How the officers knew how to control the mob on the street, I would not have believed it unless I had seen it myself. During our telephone call, you mentioned how the city was limited on what money it could spend ... well the money spent on these officers and their equipment was well spent!

Date received: 19 April 2016

From: Member of the Public

OPS Member: Constable Philip Kane

Excerpt from letter: On March 6, I had a heart attack near the Canadian Tire Centre and collapsed. One of your officers was first to respond, according to what I was told. And he may or may not have used the defibrillator on me (someone did, him or EMS). We live in Alexandria – an hour away. I wanted to thank him for his medical assistance to me, his compassionate care with my daughter, and doing an excellent job in helping her stay calm and putting her at ease through it all.

Date received: 20 April 2016

From: Member of the Public

OPS Member: Constables Abdulkadir Abdi and Robert Latourell

Excerpt from letter: My worst fear became a reality last Sunday night when I started experiencing excruciating pain in the middle of the night whilst my husband was at work and my two children were fast asleep. I knew I needed to go to the hospital but I was not getting through to family and couldn't leave my children alone. Constable Latourell was first to arrive and quickly reassured me that he would look after the children until my husband or brother-in-law showed up, and jokingly volunteered to tidy up some dishes. He called my husband's work and explained the situation and waited until my brother-in-law showed up. I ended up having an emergency surgery and am now safely home and wanted to give a special shout-out to Constables Latourell and Abdi. Thank you from the bottom of our hearts!

Date received: 20 April 2016

From: Member of the Public

OPS Member: Constable Amy Gagnon

Excerpt from letter: An officer responded to my call on April 20, in the evening. I did not get the officer's name but she handled everything extremely professionally and spoke to the children involved in a very clear manner and made them feel safe. It was much appreciated. Please thank her.

Date received: 21 April 2016

From: Member of the Public

OPS Member: Constable Kristopher Montgomery

Excerpt from letter: I am writing to commend the actions of one of your officers. The building next door to my home is a multi-unit rental. One of the tenants there seems to have very serious mental-health issues. He is loud and aggressive, and sometimes carries a weapon. The police are often here because of him – I've called for service myself on a number of occasions when things have been especially frightening. Late yesterday afternoon I heard loud angry shouting in front of my house and saw him in an altercation with a man walking by. Soon after multiple OPS cars arrived on the street in front of my house, talked with the man who'd called them and tried to talk with this tenant. Early last evening, when heading out to meet a friend, an OPS car with two officers pulled up and told me that they'd found the man out on the street behaving inappropriately. They said he is once again in custody, and likely to be there for a while. I really appreciate the entire interaction with the officers yesterday. They took the situation seriously – which must be hard because the system does not make it easy for

them to deal with this problem. They took the time to come back and give me the peace of mind of knowing that the risk associated with this man is deferred again for a period of time. I'd like to specifically thank Constable Kristopher Montgomery, along with his in-car partner. They're exactly the kind of officers I want to have in my community and I'm pleased that they were the ones who responded to the call.

Date received: 28 April 2016

From: Member of the Public

OPS Member: Constable Marty Kovac

Excerpt from letter: I just wanted to let you know yesterday my father's shuttle bus driver from Valley Stream forgot to pick up a senior with dementia and the police were contacted. Only after I showed up at his retirement home and could not find him, they reported him missing. A super nice officer found him. My father could not say enough about this officer – how polite and respectful he was with him during a very stressful time for my dad. Please pass along my sincere appreciation for the quick response and treatment my father received by this officer.

Date received: 1 May 2016

From: Member of the Public

OPS Member: Constables Scott Herriot and Jose Barahona

Excerpt from letter: The officer directing traffic during the traffic light outage at Tunney's Pasture on Friday was incredible. I can only imagine the stress and pressure and he was executing it so calmly and coolly. The chaos and danger that likely would have been present without his/police help is a certainty. Please let him know how well he did and thank him for such great (even if not glorified) service!!

Date received: 3 May 2016

From: Member of the Public

OPS Member: Constable Virginia Witt

Excerpt from letter: In the summer of 2014, I was at one of the lowest points of my life. I was very suicidal and angry. Two officers were called to my apartment, and if it wasn't for the kindness and patience of the female officer who took me to the hospital and waited to drive me home, that night most likely would have been the last night of my life. I've lost two people to suicide and wish they would have been given the understanding that was shown to me.

Date received: 4 May 2016

From: Member of the Public

Excerpt from letter: I would just like to send through my compliments for the police

officer who carried out traffic duties on Riverdale Avenue on the morning of April 28. I was pleased to see enforcement of the blatant stop sign non-compliance – particularly as a pedestrian and father of a small child who use this intersection. It's important that we feel safe using and crossing our street. Please pass on my thanks to the officer.

Date received: 4 May 2016

From: Member of the Public

OPS Member: Constables Tina Sabourin & Michel Vandal & Sergeant Amy Bond

Excerpt from letter: I just wanted to send a letter to thank the dispatcher and three police officers who responded to my call for help on Sunday, April 24. I have been in an abusive relationship and finally got up the courage to end things. My boyfriend (now ex-boyfriend) refused to leave my apartment, became violent and I had to flee, fearing for my safety. After a few hours of walking around outside, and not knowing what to do, I decided to call the Ottawa Police for help. The dispatch was very kind and understanding and assured me I had done the right thing by calling. The three officers arrived in a very timely manner. This was the first time I have ever called the police in my life and I was nervous – and embarrassed about the situation. These officers were extremely understanding, took the time to explain what they were going to do, and gave me options if he returned. They made me feel protected, good about my decision to call them for help, and assured me that I shouldn't hesitate to call if I felt I needed to in the future. Please pass on a huge thank you for me.

Date received: 6 May 2016

From: Member of the Public

OPS Member: Constable Nicole Miller and Acting Sergeant John Black

Excerpt from letter: On April 8 of this year, I lost a dear friend who I found suddenly departed in his apartment. We had to call the paramedics as his family doctor was not available to attend to pronounce. As you can imagine, it was an extremely traumatic day to say the least! When the police arrived, Constable Nicole Miller was an angel in disguise. She was calm, supportive, considerate of the situation, and helped ease the whole bureaucratic process we found ourselves having to go through that day. Her boss, who also appeared on the scene for a brief time, was also extremely helpful and supportive. I know that the Ottawa Police are having some difficulties of late and morale is likely low; however, these two officers, in my mind, demonstrated what policing is really all about – community, caring, and support. I hope these officers may know of this compliment to their professionalism and humanitarianism.

Date received: 6 May 2016

From: Member of the Public

OPS Member: Constable Abdulkadir Abdi

Excerpt from letter: I just wanted to thank Cst. Abdulkadir Abdi, who came to notify me of my mother's death. It took me a while to get acclimated to what had happened, but Cst. Abdi's care and compassion helped me in this very difficult process. I don't know how you do what you do, but thank you for doing it. I know it's taken me a while, but thank you for everything. Words can't express how much I appreciate how you were there for me at the worst moment in my life. You kept me calm and helped me get through that day.

Date received: 7 May 2016

From: Member of the Public

Excerpt from letter: Two separate incidents occurred at the corner of Guigues and Cumberland - a drunk guy passed out and a guy menacing a lady in the corner store. I flagged down a cop and everything was instantly under control. An outreach van came for the drunk guy and the other guy was arrested. Good job! It made me feel the neighbourhood is safe.

Date received: 12 May 2016

From: Member of the Public

OPS Member: Sergeant Maureen Hunt and CPC

Excerpt from letter: Yesterday the CPC officers along with Sgt. Hunt attended the Nokia *Inside the Ride* event. These officers participated in this worthy cause and raised over \$1,000 to support families with children suffering from cancer. This was a very successful event from many perspectives. It not only raised awareness and funds for children's cancers, but also involved a lot of positive media and twitter coverage for the OPS.

Date received: 12 May 2016

From: Sue Wright, Ottawa Police Constable (Greenbank CPC)

OPS Member: Constable Phong Le

Excerpt from letter: I just wanted to take a second to recognize and thank Cst. Phong Le for organizing our team for the Nokia *Inside the Ride* event which took place on May 11. This was the first time our CPC officers ever participated in this type of event and I can honestly say it was a huge success. Not only were we able to raise over \$1,000 to support families with children suffering from cancer, but it also did a lot to boost our moral as a team. Cst. Phong Le will surely minimize his role in this event but I am really appreciative to have been given this opportunity to participate and work as a team for a great cause!

Date received: 14 May 2016

From: Member of the Public

Excerpt from letter: I wanted to send a thank you to the Ottawa Police for some great work your officers did last Thursday. My daughter was walking home from school with some friends when they came across pro-life protesters outside of the police station. Some officers spotted the kids and escorted them around the crowd of protesters. My daughter came home and told me about it in very positive terms. What could have been

an unnerving experience for my daughter was instead something exciting to tell her parents about. A big thank you to the Ottawa Police for the good work!

Date received: 14 May 2016

From: Member of the Public

OPS Member: Constable Laurie-Anne Rocca

Excerpt from letter: Last night I was involved in a car accident at a Hwy 417 off-ramp. We were rear-ended by a motorcycle. I honestly don't think I have ever met a person as dedicated to their job as the officer who attended. She was absolutely amazing. She kept my friend (the driver of the car) and I calm, went out of her way to help us understand what had happened, what was going to happen, and what our next steps should be. The driver of the car was really upset and this officer sat with her on the side of the road and helped her calm down. She was incredibly respectful, and I really can't imagine that we could have had a better experience than we did with this officer. She truly made a huge difference in our night, and I cannot thank her enough for being as professional, respectful, and personable as she was.

Date received: 15 May 2016

From: Member of the Public

Excerpt from letter: I want to commend you on your good work in protecting the lives of the pro-life marchers. Thanks for standing in the line of duty!

Date received: 16 May 2016

From: Member of the Public

Excerpt from letter: As I read about the attempt of the March for Life opposers to disrupt the peaceful protest last Friday, I would like to encourage you to maintain safety and protection for all citizens. It is my hope that in the future you will be able to keep the route, for which the March for Life had permission, open to their march, and keep other people, who try to disrupt the peace, out of the way. My prayers go out to you and your families. Please be assured that I and countless other law-abiding citizens sincerely appreciate all the work you do for our benefit!