

 <p>OTTAWA POLICE SERVICE SERVICE DE POLICE D'OTTAWA</p> <p><i>The Trusted Leader in Policing</i> <i>Le chef de file de confiance dans la police</i></p>	<p>REPORT RAPPORT</p>
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DATE: 28 September 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: 17 June 2015

From: Dr. Naila Butt, Co-Chair of the Family Violence Conference Steering Committee

OPS Member: Insp. John Maxwell, S/Sgt. Jamie Dunlop and Sgt. John Gibbons

Excerpts from letter: It is indeed a pleasure to recognize the contribution of Insp. Maxwell, S/Sgt. Dunlop and Sgt. Gibbons in organizing the Fifth Annual Family Violence Conference held at the University of Ottawa. They exemplify the core values of honesty, integrity, fairness, respect, reliability, teamwork and having a positive attitude, and are stellar examples of what a community liaison should be, and aspire to.

Date Received: 26 June 2015

From: Member of the Public

OPS Member: Sgt. Steven Desjourdy

Excerpts from letter: My daughter was assaulted two weeks ago on Rideau Street. Through quick police work, the offender was caught, charged, and has even pled guilty. Aside from the innocence lost for my sweet 16 year old girl, her experience with dealing with police that night was outstanding. I, too, was impressed by the way this case was handled by Sgt. Steve Desjourdy. Sgt. Desjourdy was exceptionally helpful, compassionate, and professional. I wish all members in all areas of public safety had the people skills he has. He has been, without a doubt, a bright light in an ugly, unfortunate situation. Hope you know you've got a good one there.

Date Received: 16 July 2015

From: Member of the Public

OPS Member: Cst. Dominic Paykarimah

Excerpts from letter: I would like to thank Officer Domenic Paykarimah for his kindness when speaking with me last night as I was driving my daughter and her friends home from Bluesfest. He was kind, nice, polite, and understanding about our trying to get home in a hurried manner. Please let him know that we really appreciate the way he handled the situation. Thanks very much.

Date Received: 17 July 2015

From: Member of the Public

OPS Member: Cst. Christa Schellenberg

Excerpts from letter: We recently had a break-in at our place and had never dealt with anything like this before. We called the police and when the officer arrived, she immediately made us feel comfortable and explained exactly what she needed from us to fill out her report. Her professional attitude and kindness went a long way in helping us deal with the incident, and we are very appreciative of all of her help. We did say thank you but I really wanted to make sure that credit is given where credit is due. Thank you so much again.

Date Received: 23 July 2015

From: Member of the Public

Excerpts from letter: I want to thank the 911 dispatcher who answered my daughter's call. She had attempted suicide. I understand she was screaming and frightened. Thank you for your calming voice and reassurance. My daughter has returned to her apartment and soon she will be returning to work. Thank you!

Date Received: 23 July 2015

From: Member of the Public

Excerpts from letter: We cannot tell you how happy we were to see speed monitoring on Larkin at Carroll Court. After living here for over 40 years and witnessing the blatant speeding, we have been astounded that there has not been a very serious accident up to now! With the many schools in the neighbourhood and young people going up and down on a regular basis, our hearts have been in our throats many times and we feel it has been a case of an accident waiting to happen. And now, as we have to walk to get our mail, it is even more hazardous, especially with the parked cars around the mailbox we have to use. Thank you again for your presence and the work you do on a regular basis.

Date Received: 24 July 2015

From: Member of the Public

OPS Member: Sgt. Kirk Miller

Excerpts from letter: I just want to say how much of an improvement I have seen in the Byward Market in the last few weeks with the presence of the Lowertown Foot Patrol Officers. I have been operating a grocery store on George Street for 20 years. I have seen the area get worse and worse. This last year the number of complaints from the public, customers, and staff had been overwhelming. Cars had been broken into many times. You could not walk more than a block without getting harassed. Intoxicated people were walking in the store begging and stealing. It had gotten to the point that it did not feel safe to walk to our cars or in the area any more. I would like to commend Sergeant Miller and all the team on the Lowertown Foot Patrol. I have honestly noticed a huge difference in the area as soon as the project started in July. Keep up the good work and thank you for making the Byward Market safer.

Date Received: 26 July 2015

From: Member of the Public

Excerpts from letter: Thank you to the officers who attended the party at our neighbour's house. Many teens were partying in the streets, as well as in the house. I no longer felt safe in my home. The officers came and spoke with the youth. They called taxis for some of the teens and waited until everyone left. Thanks again for the work you do and your professionalism!

Date Received: 28 July 2015

From: Member of the Public

OPS Member: Cst. Trevor Gunsolus

Excerpts from letter: I want to thank the police officers who were at the scene of an accident at Bank and Alta Vista on July 28. They were so very kind to the elderly lady involved and concerned about her welfare. They explained things to me very clearly when I arrived and also on the phone when I was called.

Date Received: 30 July 2015

From: Member of the Public

OPS Member: Cst. George Bouris

Excerpts from letter: I wish to express my gratitude for your actions with regards to my mother. Your decision to bring my mother to the hospital to get admitted really helped my mother and our whole family in the long run. I have had my mother go off of her medication many times before and the episode I had to deal with previously was a nightmare to say the

least. When she went off of her medications this year, you were very quick at intervening and stopping her from harming herself. She is now well after being hospitalized. The damage she caused this time around was very minimal. The actions that you took that day were truly commendable and a great representation of the police in general. Keep up the good work.

Date Received: 6 August 2015

From: Member of the Public

Excerpts from letter: I was walking in the Ottawa Market on a Saturday when I saw a girl in the middle of Rideau Street at the corner of Sussex trying to keep a guy from jumping in front of a bus and killing himself. I ran over and called 911. The 911 operator, before hanging up, told me, "Don't worry there are many people coming your way to help. They should be there in no time." I was impressed at how the officers handled the person. I am still unsure of what was wrong with him but they stayed really calm and spoke to him in a very professional and courteous manner. I wanted to thank them for the work they do and let them know that they are very appreciated.

Date Received: 5 August 2015

From: Member of the Public

Excerpts from letter: Thank you very much for the additional patrolling on Bearbrook Road. I noticed both yesterday and today that cars had been pulled over. Again, thank you for your efforts to keep our roads safe.

Date Received: 10 August 2015

From: Major G. Cowan, Dwyer Hill Training Centre, National Defence Headquarters

OPS Member: Sgt. Steven DeVille, Cst. Paul Hart, Cst. Rob Wyers, Cst. Marc Boulerice and Cst. Dave Dewar

Excerpts from letter: Thank you for supporting our employment of these officers within our 2015 training cycle. Their outstanding ability to instruct, coach, and assess advanced individual and collective skills is a key contributor to the success of our students. Unique skill sets and wide breadth of experience make their ongoing participating absolutely cornerstone to the conduct of our training and sustainment of our exceptionally high standards between generations.

Date Received: 17 August 2015

From: Member of the Public

OPS Member: Cst. Alan Porteous

Excerpts from letter: I am writing to bring to your attention the exemplary service I received from two of your personnel. On August 15, I contacted the Ottawa Police because I was unable to reach my 85-year-old father by telephone, after having called numerous times over two days. I live in Gananoque and my father lives in Ottawa with my sister, who was away on vacation at the time. I was extremely concerned and before driving up, I thought the Ottawa Police Service might assist me by checking on him. The dispatcher and the attending officer, Constable Porteous, were both very understanding and helpful. They were very efficient and thorough in assisting me, offering suggestions and reassurance. I would like to express my gratitude to these two members. As it was, my father was fine, his caregiver had taken him to the cottage for a couple of days. Please pass along my appreciation for their kind assistance.

Date Received: 18 August 2015

From: Member of the Public

Excerpts from letter: I cannot thank you enough for finding my brother. My mother has a heart condition and she finally slept last night, as did I. You are a credit to your profession! Bless you. You may not realize how worried we became. Suicide is a part of our family and I don't think we can afford one more.

Date Received: 19 August 2015

From: Member of the Public

OPS Member: Cst. Sean Carroll and Cst. Caroline Charron

Excerpts from letter: Many thanks to the very professional, thorough, reassuring and kind professional at 911 and the two police officers who dealt with my 911 call. I was jolted awake by a loud bang and after checking out my entire home, nothing was found. It is comforting to know that the citizens of Ottawa are well looked after. Thank you.

Date Received: 20 August 2015

From: Member of the Public

OPS Member: Sgt. Denis Hull

Excerpts from letter: I was stopped by Officer Hull for speeding. I was behaving very badly on the road and Officer Hull treated me with such respect, kindness, and compassion, that I felt so ashamed of my behaviour. As a result, I have made a total change in my driving habits and never speed. I credit Officer Hull with this change and I am so very thankful to him. It was the impetus I needed to drive more carefully.

Date Received: 21 August 2015

From: Member of the Public

OPS Member: Sgt. John Svab and Cst. Michael Compton

Excerpts from letter: On the afternoon of August 19 there was an accident on McKay Lake. I would like to take this opportunity to let you know how much the people involved appreciated the work of your members. The officers took exceptional care to see that the people involved, as well as their family, got the information they needed. The two officers later made house calls to check if any help was needed. The care and thoughtfulness in which these officers handled this case was exceptional.

Date Received: 22 August 2015

From: Member of the Public

OPS Member: Cst. Trevor Tippins

Excerpts from letter: My girlfriend and I were walking home. She was quite intoxicated and made the mistake of running across the street, unknowingly in front of Constable Tippins. It was a horrible mistake on our part to dart into traffic as we did. When Constable Tippins had put on his sirens, we feared the worst. He got out of his cruiser and asked all of the standard questions to which we answered. When he determined we were not a threat, he offered to take us home to our address. Not many people would go the distance he did to ensure we got home safe. He is an honest and professional constable and I hope with this email he can be given some sort of recognition for his efforts.

Date Received: 24 August 2015

From: Member of the Public

OPS Member: Cst. Sebastien Lemay

Excerpts from letter: Please commend Officer Lemay for the sensitivity he showed when informing our family of the roadside death of our cat, Cameron. A lesser person would have driven away and left us to wonder and worry when he never came home. Officer Lemay took the higher road and informed us personally with compassion and obvious and sincere regret. He then went the extra mile to bring Cameron's body back to us for closure. There will likely be worse news Officer Lemay will need to share with other families over his career, but in my opinion, he will represent the OPS (and himself) well while performing those difficult duties with compassion and integrity.

Date Received: 24 August 2015

From: Member of the Public

OPS Member: Cst. Keith Theobald

Excerpts from letter: I am writing to you to express my appreciation for the help provided to me by Cst. Keith Theobald following the assault and robbery of my special needs son a year ago. Although the suspects are in jail awaiting sentencing or trial, the events of those days and all the court appearances with my son have taken a toll on me. I am quite traumatized and very depressed, and I have been having a difficult time trying to cope. In previous discussions with the Ottawa Police, it was suggested to me that I could call them when I needed help. In August I was having a very rough day so I called for help. Cst. Theobald came to my home, listened to what was upsetting me, and he offered to take me to the Queensway Carleton Hospital to seek help. While at the hospital, I was able to talk to a nurse, a doctor, and a psychiatrist. Cst. Theobald stayed with me at the hospital until I got medical help. He also went and got me a sandwich because I had not eaten. I think this officer is very kind and thoughtful, and I sincerely appreciate that he was understanding and a good listener. He is a real asset to the Ottawa Police.

Date Received: 24 August 2015

From: Member of the Public

OPS Member: Marine, Dive, and Trail Unit

Excerpts from letter: The members of the Rockcliffe Yacht Club wanted to take a moment to compliment your team on their presence and effectiveness on the Ottawa River this past month. We appreciate and support your teams' efforts to educate the boating public about their responsibilities regarding the effect of wake and wash on marinas such as ours. We have found that our advisory No Wake buoys have been about 70% effective at getting boaters to slow down. Through the presence and effectiveness of your team, the level of compliance has increased significantly. Thank you again for you and your team's efforts to intervene as necessary to educate boaters about safety and etiquette on the water. We look forward to your continued support and collaboration.

Date Received: 24 August 2015

From: Member of the Public

OPS Member: Cst. Ben Mitchell and Cst. Cory Chuchryk

Excerpts from letter: Back in May, my father passed away. Since it was an unexpected death at home, two OPS officers attended my dad's apartment where he lived alone as a widower. I had just arrived home from a church play when my doorbell rang around 10pm. I was surprised to see two officers through my peep hole and was not especially warm to them.

After asking what this was all about, the one officer informed me that my dad had passed away. Obviously I was shocked and invited them in. They assisted in calling the funeral home and asked me if there was anyone who could come and stay with me. They insisted on staying with me until a friend or friends showed up. Between calling key relatives and friends, they just let me talk and start the grieving process. They were excellent listeners and I told them on a number of occasions they could carry on but they would not leave me. On a couple of occasions, I told them that while I was very upset, I felt so bad for them. What a difficult and tough part of their job. Yet they both did it with kindness, understanding, and compassion. I know that you are proud of all of your frontline women and men that serve our community but I wanted to bring to your attention the tremendous job done by these two officers.

Date Received: 26 August 2015

From: Member of the Public

OPS Member: Cst. Yanick Charron

Excerpts from letter: Last year my house was sprayed by paintballs and eggs by a former student of mine. Once I found out who the person responsible for this was, I contacted Ottawa Police and Officer Charron arrived at our house. He was sympathetic to what happened and dealt with the matter thoroughly and promptly. What was most impressive about his service was he spent a significant amount of time talking to those involved and their parents to ensure this would not happen again. His professionalism, preventative policing, thoroughness, and kindness were greatly appreciated by my wife and I.

Date Received: 26 August 2015

From: Member of the Public

OPS Member: Cst. Scott Pearce and Cst. Michel Vandal

Excerpts from letter: I am writing to express my gratitude and appreciation of two of your officers, Constables Pearce and Vandal, for their heroic services while responding to my urgent call for help. They did their work with impeccable professionalism after my being viciously assaulted in public. The aggressor was arrested promptly by Constable Vandal and kept away from me while I was being treated in the ambulance. Cst. Pearce constantly came back to me to check on my status and to pursue the investigation. It was their prompt response in record time that prevented a more lethal conclusion to this incident. Thank you to you and your remarkable team for being there for Ottawa citizens.

Date Received: 27 August 2015

From: Member of the Public

Excerpts from letter: Pass on the word, the crew at Baseline and Woodroffe today was awesome to watch in action! I drive for Bell everyday and I see texters at every red light. Keep up the great work!

Date Received: 27 August 2015

From: Member of the Public

OPS Member: Cst. Garvin Chow Chung

Excerpts from letter: I wanted to write a quick note to acknowledge the excellent service provided by Constable Chow Chung. I was involved in a car accident last night. Constable Chow Chung arrived alone on the scene. He immediately assessed and took control of the situation. I felt that he balanced conducting his investigation and managing the parties and their safety very well. He struck a great balance between being friendly and respectful while

asserting his authority. He managed to make a potentially difficult situation resolve itself in an efficient manner and for that, I wanted to express my gratitude.

Date Received: 3 September 2015

From: Member of the Public

OPS Member: Cst. Robin Ferrie

Excerpts from letter: I was recently in a car accident that took place in Carp. I wanted to extend a heartfelt thank you to Constable Robin Ferrie and the other police officer on scene that day. This accident was very scary for me, having never been in one before. Both of the officers demonstrated an incredibly high level of calm, thoughtfulness, and care for my wellbeing. I felt immediately at ease when they arrived and knew I would be well taken care of. They went out of their way to make sure I understood everything that was happening, were patient with me when I was filling out the report, and they went out of their way to try to make me smile. I was immensely upset and shaken up so I was unable to really articulate my thanks at the time. I thank you both for your amazing service and for the work you do to keep our city safe every day.

Date Received: 3 September 2015

From: Member of the Public

OPS Member: Cst. Mark Bradley

Excerpts from letter: My daughter was pulled over by Officer M. Bradley because she was driving without her plate stickers. I would like to compliment the officer for the kindness that he showed my daughter. She is a brand new driver, only having received her G2 licence just over a month ago. He took the time to explain to her that she is supposed to have the sticker affixed to her plate and that she had not signed her permit in ink. Rather than issuing her two infractions, he gave her two warnings. It's the small things in life that sometimes really go so far in helping people out, and makes things just that much better when life is tough as it is. The respect, compassion and lenience he showed my daughter has made her first interaction with law enforcement such a positive one and it is something that I truly appreciate. It will leave a lasting impression on her.

Date Received: 6 September 2015

From: Member of the Public

Excerpts from letter: Last Sunday, family members were moving our niece from her present downtown apartment. It was a busy area at that time of the day and parking was limited to nil. One of the pickup trucks we were using was illegally parked (not blocking traffic though) when a police officer came by and asked us if we were moving someone. We replied yes but would be done and moved soon. His response, "Have a good day." In the grand scheme of things, this is very small but his response could have been much different making our day worse. Instead, his gesture made our day. Thank you to that officer.

Date Received: 6 September 2015

From: Member of the Public

OPS Member: Sgt. Chris McGuinness and Cst. Craig Fairbairn

Excerpts from letter: This past Saturday my friend and I had the pleasure of meeting two exceptional Ottawa Police officers in the Byward Market, Officer Fairbairn and Sergeant McGuinness. They not only showed professionalism while being shouted at by passing motorists but they reinforced the positive image of what an Ottawa Police officer should be. It's a great feeling to know that we have these two great men as part of our community.

Date Received: 7 September 2015

From: Member of the Public

Excerpts from letter: I just wanted to say thank you and how impressed I am by all the police personnel and emergency service providers. There were many lights and sirens around my corner (Bank & Somerset) this evening. Hearing the officers and paramedics as they keep working to take care of people no matter how hot it gets, especially when it gets this hot, is worthy of gratitude and praise. Some may have air-conditioned vehicles. I'm sure it must be only temporary relief on days when it feels like 40 degrees and you're wearing a Kevlar vest or loading a patient onto a stretcher. It dawned on me for the first time in a long time that they do this all the time! They chose it, and they do it when it's plus 40 or minus 40, all day and all night, and deal with people mostly when they are not at their best. So for everything, please tell them all that I said thank you very, very much. It means a lot to me.

Date Received: 7 September 2015

From: Member of the Public

OPS Member: Cst. Jeffrey Eva-Gonzalez

Excerpts from letter: Just a quick note to acknowledge the great work of Officer Eva-Gonzalez. During my stop, he was very polite and professional and treated my incident with care and discretion, given that my young daughter was present. I was very thankful for his treatment of the incident and his understanding of the circumstances. He has a terrific roadside manner.

Date Received: 8 September 2015

From: Member of the Public

OPS Member: Cst. Bernard Covic

Excerpts from letter: I just witnessed some great community policing by an Officer Covic who dealt well with a difficult situation involving two highly stressed individuals on Bank Street. Good work by the officer. Hopefully he'll get a pat on the back. Response time was quick too I think.

Date Received: 14 September 2015

From: Member of the Public

Excerpts from letter: I fainted at work and the paramedics arrived with the police. They were very helpful and I wanted to thank them for their hard and exceptional work!