

**Report to / Rapport au:**

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

**23 November 2020 / 23 novembre 2020**

**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: 14 October 2020

From: Member of the public

OPS member: Constable Amanda Smith

Excerpt from Letter: Constable Amanda Smith was super professional and made me feel safe once she arrived on the scene. She knew just what to say to help calm me down after a slightly scary encounter with a trespasser. I know we are always wearing masks, however she talked in a way that I knew she was smiling, and it just felt like such a nice interaction. The elderly couple also involved felt reassured, they asked me

to include their thanks, too. Her attitude and care to what happened is what true community policing should be. I feel safer knowing Cst. Smith is patrolling the streets of Ottawa. I hope she knows she made a few people feel safe today and that I hope she stays safe while on the job.

Date Received: 16 October 2020

From: Member of the public

OPS member: Constable Vincent Arlotta

Excerpt from Letter: Constable Vincent Arlotta, needs to be recognized for going above and beyond in response to my very troubled 23-year-old daughter who's been suffering from a crippling mental illness for many years. He took the time to call me after going to her apartment where she was in a severe mental health crisis and living in complete isolation. Although there were no grounds for an apprehension that day, he called to let me know what was happening, to get more information about her condition/ background and to make a referral to the OPS's Mental Health team. A few days later, he returned to her apartment following another 911 call by neighbours saying she was in crisis again. This time he was able to convince her to voluntarily go with him to the hospital for evaluation. I know getting her there would have been near impossible for anyone at that point because she hadn't left her apartment in months and was experiencing psychotic episodes. After getting her to the hospital, Cst. Arlotta left me a voice message reassuring me that she was safe and that he was hopeful that she would finally get the help that she needs. This morning she was discharged from the hospital, stabilized and looking forward to life for the first time ever. None of this would be happening if it weren't for the concern of this caring police officer. He literally saved a precious life that day.

Date Received: 16 October 2020

From: Member of the public

OPS member: Constable Daniel Sinclair

Excerpt from Letter: My estranged partner and I got into an out-of-hand argument, so I reluctantly called 911 for help. When police arrived, they offered to drive this frail elderly woman home, which I really thought went above and beyond, and I thanked him for taking care of her. Please extend my honest gratitude to Constable Daniel Sinclair.

Date Received: 19 October 2020

From: Member of the public

OPS member: Constables Richard Zulys, Daniel Sinclair and Edward Whitfield

Excerpt from Letter: I would like to commend the officers who dealt with a volatile male on a downtown city street. The male was obviously under the influence of alcohol, drinking from a bottle of liquor. He was yelling and screaming and intimidating passing pedestrians. When the first officer arrived, the male threw his bottle at the cruiser and

began berating him verbally. The officers approached the man and attempted to de-escalate the situation, keeping the safety of the public, subject and themselves in mind at all times. They eventually had to go hands-on to take the male into custody and used the minimal amount of physical force needed. The officers conducted themselves professionally and with great restraint throughout their dealings with the man. I would like the officers to be recognized for their excellent work.

Date Received: 20 October 2020

From: Member of the public

OPS member: Constables Tyler MacDonald and Mark Bradley

Excerpt from Letter: I wanted to send a big thank you to Constables Tyler MacDonald and Mark Bradley who came to my house to help my teenager through a crisis and bring him to CHEO. Cst. Bradley was kind and gentle but also knew how to talk to a teenager in crisis. I was amazed how trained and sensitive he seemed to be.

Date Received: 22 October 2020

From: Member of the public

OPS member: Constable Jonathon MacLean

Excerpt from Letter: Constable Jonathon MacLean was very polite and responsive regarding my stolen bike. While he was unable to recover it, he seemed genuinely concerned and communicated regularly with me about developments.

Date Received: 24 October 2020

From: Member of the public

OPS member: Constables Taylor McKenna and Ryan Williams

Excerpt from Letter: I would like to compliment Constables Taylor McKenna and Ryan Williams for an outstanding job dealing with my extremely drunk and insolent neighbour. I witnessed them treating him with great care and professionalism, despite his abusive behaviour. Their interactions with me, and my neighbour, were courteous and sincere. We are fortunate to have such great police officers in our city.

Date Received: 26 October 2020

From: Member of the public

OPS member: Constable Michael Showler and A/Sergeant Sean Convey

Excerpt from Letter: I want to express my thanks to Constable Michael Showler and A/Sergeant Sean Convey who went above and beyond to assist me at the time of crisis in the hours of my husband's passing. The level of professionalism, compassion, attention, and care was incredible. I'm proud of the Ottawa Police. Cst. Showler helped me understand choices, next steps, and enabled me to make essential decisions while I was in a state of shock from my husband's passing just hours earlier. He comforted me

and stayed beyond the needed time (coroner's departure) and waited with me until the cemetery transportation came to move the body. He provided crisis aversion resources to me and ensured I would get follow-ups from police support services. He also provided his phone and made himself available after the departure if questions were to arise. I'm incredibly thankful for the services provided.

Date Received: 26 October 2020

From: Member of the public

OPS member: Constable Jeff Simpson

Excerpt from Letter: I wanted to commend the officer who responded to a disturbance in the Elgin Street Station lobby. I was extremely shaken up after witnessing this person's behaviour, and I wanted to offer praise for the officer who interacted with the male and how well he de-escalated the situation and dealt with the male. He did a great job and was very professional.

Date Received: 29 October 2020

From: Member of the public

OPS member: Constables Megan Arbuthnot and Michael Compton

Excerpt from Letter: I've been quite active using the pilot shared E-Scooter program and I follow provincial/municipal laws as much as possible, but I had some doubts. By chance, I crossed paths with Constables Megan Arbuthnot and Michael Compton near Ottawa University. They were kind enough to chat and answer questions I had about the particular laws and regulations around E-Scooters (as it's a very new program). They were very knowledgeable about the questions I had, insightful into particular issues they have come across in their experience, and also extremely welcoming to engage with me as a member of the community. They also were kind enough to share some insights on the work they have been doing as members of the Neighbourhood Resource Team and steps that are being taken to build relationships in the community. I strongly believe that what the NRTs are doing is the best way to recognize the Ottawa Police Service as partners in our ward. I have witnessed the incredible amount of care these officers give to vulnerable members of the community and the tremendous patience exercised by officers responding to non-cooperative individuals. Even when I have been pulled over for traffic stops the officers were respectful, understanding of my situation, and still carried out their duties professionally. I personally feel the OPS could act as a model of what a well-run and caring police service should be for other cities in Canada. NRT community outreach is exactly the type of work that we should invest in longterm to help build relationships with the community, break down the stigmas surrounding "the uniform" and most importantly help view OPS as our partners who serve us.

Date Received: 29 October 2020

From: Member of the public

Excerpt from Letter: This is an open letter to all police officers. Your community supports you and appreciates you. We may not always show it, but we do. You are our brothers and sisters, our wives and husbands, our mothers and fathers, daughters and sons, our friends and neighbours. We support and appreciate you. When we are asleep in bed at night, you are out there protecting us from the darkness. When we are running away from danger, you are running towards it. When we are hurt or lost, you are searching for us. For this we support and appreciate you. When we are celebrating holidays with our families, many of you are not. When we are hunkered down inside because the roads are not safe, you are outside in case we need you. If you have plans with your family, you understand and accept that you might have to cancel them last minute because someone in your community needs you. For that we support and appreciate you. Many of us wouldn't dream of working an 18-hour shift, but you gladly do when it is needed. You are so well trained that your expertise is invaluable. In fact, you do your job so well, sometimes we forget how much we need you. You know how to do things that most of us couldn't begin to comprehend. You've also seen things that most of us couldn't imagine. You are usually most needed when someone is at their worst. You answer the call and do your job, day in and day out. For this we support and appreciate you. You are brave, strong, and empathetic. You have answered the call that most people do not have the intestinal fortitude to answer. You put your life on the line for your community every day. Some of you have paid the ultimate price. For this we support and appreciate you. For all this and so much more we support you and we appreciate you. Thank you and please stay safe.

Date Received: 29 October 2020

From: Member of the public

OPS member: Constable Amanda Smith

Excerpt from Letter: I was at the hospital today and I just witnessed two officers come in with a young girl in distress. I was so moved by the care and consideration I saw the officers give her. I especially want to commend Constable Amanda Smith, she was wonderful in dealing with a very young and hurt child. I was very moved by the empathy and compassion she showed. Thank you all for the tireless service you give.

Date Received: 29 October 2020

From: Member of the public

OPS member: Constable Megan Blair

Excerpt from Letter: I was leaving the grocery store when an elderly woman collapsed in front of me. When I ran towards her, I checked and she did not have a pulse, so I started CPR. Constable Meagan Blair arrived on the scene with an AED and switched out of chest compressions several times. I am a former Registered Nurse and worked many years in the ICU and have responded to cardiac arrests in hospital many times. I have not ever been required to do CPR in the community before today. I was impressed with Cst. Blair's composure and assistance, even when I was yelling and barking orders. I was yelling because of the adrenalin that accompanies an emergency and taking care of the patient. We were able to get a pulse back and the patient was taken to hospital by paramedics. Cst. Blair is a credit to her profession and was a kind, competent officer and first responder.

Date Received: 31 October 2020

From: Member of the public

Excerpt from Letter: My son and daughter-in-law took their young son for a walk around the neighbourhood tonight before dinner; to celebrate Halloween but not to collect treats. They came upon a cruiser who gave their son a candy. It was his first contact with a police officer and what a nice impression he received. I don't know the name of the officer, he would be out of the Kanata station, and he is a credit to your force.

Date Received: 2 November 2020

From: Member of the public

OPS member: Constable Kathy Bradley

Excerpt from Letter: Big thanks to Constable Kathy Bradley who came to the scene of a car accident I was in today. She was fantastic and very helpful. A great ambassador for all that is right with our police service.

Date Received: 4 November 2020

From: Member of the public

OPS member: Constable Ryan Cuthbert

Excerpt from Letter: I am here visiting my family, and since it was going to be a slightly extended stay, I brought a bicycle with me. It is a Trek carbon-fibre mountain bike with a retail value of about \$3,500. It was stolen from me at the end of last week, and of course, I recognized that the chance of recovery was slight. Cst. Cuthbert, in a nifty piece of proactive policing, noticed an individual with my bike, a bike that was highly unlikely to be in his possession. The officer secured the bike, and took steps to determine the rightful ownership, which was greatly appreciated. Saying he conducted himself in a professional way does not fully describe the encounter. He was friendly, and well engaged with both myself and my adult daughter who was present.

Date Received: 4 November 2020

From: Member of the public

OPS member: Constable David Lamont

Excerpt from Letter: We were trying to move cows across a road, and not having an easy time of it, when an officer stopped and asked if we needed help. His help was deeply appreciated including driving me past the cows to herd them up the walking path. Everything happened so fast I didn't get to thank him at all, so here is a huge THANK YOU.

Date Received: 5 November 2020

From: Member of the public

OPS member: Constable Dennis Roy

Excerpt from Letter: Constable Dennis Roy attended the home of a friend after a sudden death. The family was inconsolable, so they asked to contact me to help. Even over the telephone, he was so calm and so kind. He knew what had to be done and communicated clearly with me. I was touched when he said that he would with the family until the funeral home personnel came and the situation was stable. He also made sure the Coroner could reach me. The family made special mention of how kind and supportive all the emergency personnel were in this crisis, but they specifically mentioned the police officer who was present. I know from personal experience (I'm a social worker) how challenging these situations can be, particularly where intervenor and family are not of the same cultural community. Cst. Roy did an excellent job, with me, and with those present on the scene. The person who passed away was a longtime and very close friend. Cst. Roy's calm demeanour, warmth, and competence made it easier for me to deal with the shock of what had happened and to do what I could to help the family. His character and caring meant that he was able to offer the family support even without their necessarily being aware of it. They did, however, perceive his genuine kindness; a quality that is underrated.

Date Received: 13 November 2020

From: Member of the public

OPS member: Constable Brendan Chase

Excerpt from Letter: I watched a driver burn through a red light, and he appeared to be speeding, at a downtown intersection today. An Ottawa Police Service officer immediately (but safely) jumped into action to pull the driver over. Other onlookers were equally applauding your officer. I live in the Byward Market and I have found that the additional police presence makes the world of a difference to me. I can't emphasize enough just how necessary it is these days; it can sometimes be terrifying walking to and from my condo to work.