

Report to / Rapport au:

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

23 October 2017 / 23 octobre 2017

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: 6 September 2017

From: Member of the public

OPS member: Constables Corey McAree and Linda Nethercott

Excerpt from letter: I returned home to Ottawa due to the sudden (natural) death of my father. While staying with my mother there was a shooting and murder that occurred a few houses down the street from her house. Already reeling from the sudden loss of her

husband, my mother was also understandably nervous about the prospect of having to live alone. Constables Cory McAree and Linda Nethercott stopped to chat with my mother on one of their patrols through the neighbourhood. They commented on the beautiful yard and my mother mentioned that the condition of the lawn was thanks to her husband, and that he recently passed away. About a half hour later constables came to the front door with a bouquet of flowers for my mom. I cannot tell you how much this act of kindness has affected my mother and our family. That these officers went out of their way like this was way above -- and well beyond -- the call of duty. Being posted to the other side of the world, I am not able to be there for my mother like I should be. In speaking with Cory and Linda, they kindly reassured us that they would be keeping an eye on the house during their regular patrols. You have some exceptionally kind people working for the Ottawa Police Service; you must be extremely proud of your organization.

Date Received: 11 September 2017

From: Member of the public

OPS member: Constable Keith Hihnala

Excerpt from letter: On September 6, I received a speeding ticket. So, who thanks a police officer for giving them a speeding ticket, right? I do, especially after being treated with respect and compassion. I don't know if Constable Hihnala sensed I was already having a bad day or this is simply the type of person he is, but he was respectful, gentle and extremely friendly. He simply put me at ease through what could have been (and has been!) a very negative situation. I have received other traffic tickets and have been berated to the point that I felt like I had committed a major crime. In those situations, I have simply become angry and resented the officer for treating me as such. I didn't realize how much my experience with officer Hihnala affected me until the next day when I was driving home from work and noticed that I was driving a little too quickly. I immediately slowed down partly because I thought of him. I did not want to disappoint someone who was truly a good person and who treated me with respect. I wanted to show him the respect that he showed me the day before. As police officers, I know that not everyone you pull over is respectful and safe. I know that you put your lives on the line for us every day and I thank you from the bottom of my heart.

Date Received: 11 September 2017

From: Member of the public

OPS members: Constables Virginia Witt, Michelle Berkvens, Akiva Geller, Vianney Calixte, Ian Beattie, and Comm Centre's Vanessa Racine and Shannon Zuniga

Excerpt from letter: After a gun shooting downtown; the operator on the phone was kind, calming, professional and detail-oriented, and the first-responders of the police force arrived quickly and immediately began searching the area. I wish to send my compliments to those police officers. Thank you for your service.

Date Received: 12 September 2017

From: Member of the public

Excerpt from letter: I was startled to hear three "pops" in rapid succession seemingly just outside my window. As I approached to gain view, I distinctly heard various commands to the effect of ..."Ottawa Police, lay down your weapon and lay on the ground." I observed three tactical squad officers subduing what I presumed to be the perpetrator in a wholly professional manner, firmly but without prejudice or malice. To say that I was reassured by their behaviour and presence is an understatement. I quite literally had a bird's eye view of the entire incident, but the professional behaviour of the police that I observed when I did glance, put me completely at ease and I sincerely thank all involved for restoring my sense of security so quickly. Never mind the bike paths, parks, museums, universities and hospitals, the Ottawa Police Service is the best reason to live in the nation's capital.

Date Received: 16 September 2017

From: Member of the public

OPS member: Constable Keri Saunders

Excerpt from letter: My mother was rear-ended by someone in Orleans. She was in shock and extremely anxious about my daughter, who was in the car with her. Constable Keri Saunders helped to calm my mother down and then suggested she meet us at the police station to expedite the filing of the police report. The constable made everything go as smoothly as it could and she was extremely kind and patient. A person can be taught to follow procedures, but the level of compassion and people-skills she demonstrated were exceptional. It was so lovely to deal with someone who was so genuinely kind and knew exactly what to say to comfort my mother. I was so moved by her actions and compassion that I wanted to ensure I shared this positive experience. The Ottawa Police Service is very lucky to have such a wonderful constable representing it.

Date Received: 17 September 2017

From: Member of the public

OPS member: Constable Kyle McIntyre

Excerpt from letter: I want to commend Constable Kyle McIntyre for his professional and human approach in responding to a call I made for assistance with a lost and very confused elderly woman I encountered on the street in front of my house. Officer McIntyre arrived promptly and had a very kind and warm manner in dealing with the situation. My family was very impressed and my two young grandsons (6 and 3) saw a good role model in action.

Date Received: 18 September 2017

From: Member of the public

OPS member: Sergeant Sean Lowell

Excerpt from letter: We would like to thank Sergeant Sean Lowell, who gave our family such exceptional service in finding and delivering the lost identification cards. My wife says she is proud to be a Canadian where you can expect this kind of service.

Date Received: 19 September 2017

From: Member of the public

OPS member: OPS YIPI students

Excerpt from letter: I was in Ottawa in August, and was waiting for my husband as he had an interview. I took my kids to a park to tire them out when a group of teenagers came up and set up a tent and proceeded to offer games, crafts and water safety tips for everyone. They had on t-shirts saying that they were part of the Ottawa Police Volunteers. I just wanted to say that they were exceptional. They worked so well with the kids and it is amazing to see them being part of the community in such a positive way, considering what some others choose to do. Ottawa Police should be proud as should the group that was there.

Date Received: 23 September 2017

From: Member of the public

OPS member: Sergeant Chris Hrnchiar

Excerpt from letter: Kudos to Sergeant Hrnchiar who made a rather insensitive remark but had the humility to atone for it in a very public way. His is a fine example of fence-mending, and a heartwarming aspect of an otherwise tragic story.

Date Received: 29 September 2017

From: Member of the public

OPS member: Constable Kathy Bradley

Excerpt from letter: I was involved in a traffic incident yesterday and I would like to

commend Constable Kathy Bradley for her positive attitude, professionalism and competency, not to mention her sense of humour. She took full control of the situation and left me feeling confident and secure that the citizens of Ottawa are well served and lucky to have someone like her on the force. These situations can be stressful at the best of times. Cst. Bradley lightened the situation and she instinctively knew to engage with my son and leave him feeling good about himself and confident that everything was fine. This morning my son said "That police officer was really nice ... and funny too. I hope I see her again, I'd like to be friends with her." I can think of no better compliment than to leave a child who lived through much trauma in his short life with the feeling that all is right with the world. Thank you for all you do Cst. Bradley, you are truly an amazing person.

Date Received: 2 October 2017

From: Member of the public

Excerpt from letter: I want to thank the Ottawa Police for its response to a person who was clearly in distress. I had a troubling experience with another police service in my early 20s when I pulled a roommate back from the wrong side of an eighth-floor balcony, and then was later arrested for it. It took eight months and a court date to clear everything up. Tonight was my first dealing with police since then, and it was a pleasant and respectful exchange.

Date Received: 3 October 2017

From: Member of the public

OPS member: Nicolas Tam

Excerpt from letter: Within one day of filing a complaint regarding the new vulnerable sector check process, I was contacted by Mr. Nicolas Tam. While I still have issues with the new system (I'm old school and don't trust online systems), Mr. Tam took considerable time (by phone and by email) to clarify the process, to address my concerns and to expedite my check with little inconvenience to myself. Throughout our many communications, Mr. Tam has proven to be very understanding, accommodating, approachable, client and results oriented. He represents the OPS well.

Date Received: 4 October 2017

From: Member of the public

OPS member: Constable Falyn Day

Excerpt from letter: I would like to thank the two wonderful officers who brought my dad home yesterday after he walked a bit too far and got lost. Please extend my sincere appreciation for how compassionately and humorously they handled the whole situation. My dad appreciates it, too.

Date Received: 3 October 2017

From: Member of the public

OPS member: Constable Tommy Jellinek

Excerpt from letter: I was trying to contact the Montreal Police to have my daughter picked up and brought to hospital on the advice of her psychiatrist who agreed that she was in danger of taking her life. Constable Tommy Jellinek assisted me in orchestrating this effort (you can't call 911 in Montreal from Ottawa). He was calming and helped me through the steps I needed to contact the police there. He helped me through a very difficult situation.