

Report to / Rapport au:

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

24 April 2017 / 24 avril 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: 13 March 2017

From: Member of the public

OPS Member: Constable Hak Hor Taing

Excerpt from letter: Constable Hak Hor Taing may consider what he does as just part

of his job, but I would like to compliment him on his professionalism and organization at the scene of a traffic accident.

Date Received: 13 March 2017

From: Bruyère Hospital

Excerpt from letter: We wish to thank the first-responders for the swift response which contributed to the safe evacuation of 22 of our residents.

Date Received: 16 March 2017

From: Member of the public

OPS Member: Constable Jason Savory

Excerpt from letter: Dear Constable Savory, we met last night at St. Laurent Shopping Centre because of a situation I allowed myself to be involved in. I want to thank you for your time and being there. Your message was clear. I know what I need to do to make this better. I come from a good family and I knew better than to do that. I appreciate the time you took to talk with my dad. This was very upsetting for my family and I am going to be moving forward from this in a more positive direction.

Date Received: 17 March 2017

From: Member of the public

OPS Member: Constable Francois Perron

Excerpt from letter: Our house was targeted by vandals, damaging a shutter and siding. Although my husband and I were shaken, we hesitated to file a police report, fearing that it was too minor to waste the police's time. After being encouraged by our son, we did file a report the next day, and Constable Francois Perron arrived shortly thereafter. He was professional and asked several questions. Then he took the time to chat with us, which astounded us. By the time he left, I felt calmer and so thankful he had been dispatched to our house. He knows our neighbourhood and genuinely made us feel he cared about our safety. He is a jewel. Thank you so much for your brave service. Please know that many citizens appreciate and profoundly respect you.

Date Received: 18 March 2017

From: Member of the public

OPS Member: Constables Jason Nadeau and Dominique Trudeau

Excerpt from letter: I found a young woman and I thought she was sick. She had collapsed in a snow bank. I called 911 and was waiting when Constable Trudeau walked by and tried to help the woman, and stayed with us until Constable Nadeau arrived. Thank you Cst. Trudeau. You are a credit to the Ottawa Police Service.

Date Received: 21 March 2017

From: Member of the public

OPS Member: Constables Jennifer Gourgon and John Flores

Excerpt from letter: Les constables J. Gourgon et J. Flores sont venus sur le site d'un entrepôt dans lequel je loue un casier afin de prendre mon rapport suite à un cambriolage. Le couple d'amis qui m'accompagnait et moi-même avons été très agréablement impressionnés par le travail de vos deux agents. Ils ont pris le temps de questionner le responsable de l'entrepôt et de prendre les témoignages de mes amis qui étaient venus. Vos agents fait preuve d'humour, de patience, de gentillesse et d'un grand professionnalisme. Je tiens à souligner leur travail. Que mon témoignage soit une confirmation pour eux que leur travail est apprécié à sa juste valeur et reconnu.

Date Received: 21 March 2017

From: Member of the public

OPS Member: Constable Francois Perron

Excerpt from letter: Today I was in a car accident, where I was struck from behind. There were two officers that came to the scene and they handled the incident very well. I would, however, like to personally thank Officer Frank Perron for the help he provided. As bad as the situation was, he made it much easier to deal with. It was very stressful and he helped get me to the car rental agency and made sure I was all set up before he left.

Date Received: 22 March 2017

From: Member of the public

OPS Member: Constable Jonathan Hall

Excerpt from letter: This morning a car ran the flashing red lights of the extended stop arm of my school bus. I'll be honest, it happens twice a day, every single day. But today there was an unmarked car that caught one! The neighbours were cheering! Thank you.

Date Received: 25 March 2017

From: Member of the public

OPS Member: Constable Jermaine Spence

Excerpt from letter: Constable Jermaine Spence stopped me for a minor traffic infraction, and conducted himself in a professional and helpful manner, listening carefully to what I had to say, and sent me on my way with a smile and some cheerful advice. Officer Spence is a good man and a credit to the OPS and the profession. Please pass on a thumbs-up.

Date Received: 25 March 2017

From: Member of the public

OPS Member: Constable Craig Barlow

Excerpt from letter: I accompanied a friend to the Elgin station who was considering

reporting a partner assault. She wanted information about the process before she was willing to file a report. Due to many negative experiences, I cautioned her about requesting information from the police as they seem to have very little patience. I thought poor treatment might deter her from reporting in the future and I suggested she seek advice elsewhere. She did not know where else to go so we ended up going to Elgin. We dealt with Officer Craig Barlow and he was fantastic. When my friend expressed that she was afraid of retaliation from her former partner if she reported, Officer Barlow offered to have one of the partner assault detectives speak to her. When one wasn't available, he put her in touch with a victim's unit via telephone. He demonstrated compassion, patience, and professionalism throughout this interaction. I felt like he went above and beyond to help my friend feel comfortable. He never pushed her into a particular course of action. Officer Barlow's professionalism and courteous attitude ought to be recognized and celebrated in this police force. It is wonderful to know that you also have some outstanding individuals working for you.

Date Received: 27 March 2017

From: Member of the public

OPS Member: Inspector Mark Patterson

Excerpt from letter: Thank-you to Officer Mark Patterson for patiently answering my star-struck 3-year-old's questions, and showing him the police car. It was so thoughtful and appreciated, and my son will now be talking about this experience for months (and/or forever)!

Date Received: 27 March 2017

From: Member of the public

OPS Member: Constable Tina Pippy

Excerpt from letter: Constable Tina Pippy is a credit to not only the Ottawa Police Service but also as a responsible citizen. It seems that some people are quick to criticize Ottawa Police, but seldom do they thank police for the good work they do. I never want to envisage what a disaster it would be if we did not have police protection.

Date Received: 29 March 2017

From: Member of the public

OPS Member: Constables Iris Janzen and Sebastien Bazinet

Excerpt from letter: Yesterday, two OPS officers advised my wife of the death of her cousin in the U.K. My wife worked at Foreign Affairs and had the almost-daily occurrence of having to do this duty in her job. However, this was our first experience receiving such a notice. The officers who handled the call did so with compassion and sympathetic understanding but were very efficient in ensuring that we had all the necessary details. Our sincere thanks to the officers who actioned the call to us.

Date Received: 31 March 2017

From: Member of the public

OPS Member: Constable DeWayne Knight

Excerpt from letter: Constable DeWayne Knight attended my mother's minor car accident. He listened to my mothers' version of events and took the time to observe the icy intersection, then proceeded to call 311 to report the icy condition to the City of Ottawa. Cst. Knight offered my mother a warm place to sit and a ride home. I was already on my way so he waited with her until I arrived. When I arrived he took the time to explain the incident to me and the next steps to follow. Cst. Knight was extremely polite, kind, and professional. Sometimes small gestures make a big difference during stressful events. My mother and I want to thank Cst. Knight for providing excellent police service in our community.

Date Received: 1 April 2017

From: Member of the public

OPS Member: Constables Francis Roberge, Sebastien Paradis and Steven Ecklund

Excerpt from letter: Constable Francis Roberge was part of the team that came to my friend's condo when I was unable to reach her for two days or get into her apartment. He was kind, respectful, and gentle when he had to come out into the hall and tell me that my friend was deceased. He came into the hall two or three times, each time asking me if I was okay (he could see that I was teary). He was also cognizant of the need for details to remain private -- he walked down the hall to speak with the manager about clean up of the condo, out of our earshot. This constable showed me a shining example of how we should hire all new recruits -- individuals whose sole motivation is to serve their community. You can be very proud of this officer and I would like him to be told about my email as well as his supervisor.

Date Received: 3 April 2017

From: Member of the public

OPS Member: Constables Jennifer Simpson and Abdullahi Ahmed

Excerpt from letter: I would like to extend my thanks to the police officers and paramedics who responded to the 911 call at my parent's house. My mother had gone into cardiac arrest and the response was fast and the officers were very kind, compassionate and respectful of my elderly father and mother. Constable Simpson took my father to the hospital and waited for me to arrive in order to bring me to my parents. Constable Ahmed stayed behind at the house and took my information and tried to fix the screen door which had been stuck open after the paramedics took my mother out of

their home. My mother unfortunately passed away but I know she was provided the best chance for surviving. My deepest gratitude.

Date Received: 3 April 2017

From: Member of the public

OPS Member: Constable Lindsey Dodgson

Excerpt from letter: First I would like to commend the Ottawa Police in responding promptly to a non-emergency call. My neighbours were showing erratic behaviour. As a concerned resident, I thought it was time to make a call. The police showed up very quickly. There were no arrests, just a simple discussion with the individual I described. The residents have since been served notice, perhaps things will change.

Date Received: 4 April 2017

From: Member of the public

OPS Member: Constable Stephanie McConnell

Excerpt from letter: My mother passed away suddenly in my home. Everyone involved was amazing, but this one female officer was outstanding. She knew just what to say to comfort us in this tragedy. She stayed with us to the end. Please let her know how much she helped my family and I that evening. This officer should be recognized for her concern, empathy, and her professional manner.

Date Received: 8 April 2017

From: Member of the public

OPS Member: Constables Jason Savory and Sergeant Cory Robertson

Excerpt from letter: I took my new bicycle out for a ride and stopped at a store. When my spouse tried to open the bike lock, the key broke. We were lucky enough to see a police vehicle go by and we flagged it. The officer was extremely helpful. He sent a message out to patrol to see if anyone had cutters for the lock. Another officer arrived and tried to cut the lock. No luck. Constable Savory was able to contact the fire department to help us. The big truck arrived and in 30 seconds it was done. It was so kind that they went out of their way for us. It made us feel good and safe to witness such an act of kindness. It meant a lot to us.

Date Received: 10 April 2017

From: Member of the public

OPS Member: Constable Jeff Simpson

Excerpt from letter: Last week I had the unfortunate experience of having to call 911 for assistance with a family member in crisis. I was very concerned about how my family member would view an intervention by first responders and unsure of what the outcome would be. From the instant the first paramedics and police arrived, I was reassured by

their presence. In particular, Constable Jeff Simpson managed to establish a sense of calm and focus that enabled my sister to comprehend what was happening and what her options were. I was stunned when she agreed to get help, something I was sure she would reject. She has also thanked me for the intervention, which I know is certainly in large part due to the approach that Cst. Simpson took with her. He was humane, respectful and empathetic of her circumstances. At no time did she feel judged, because of her condition, she just felt that everyone there was there because they wanted to help. I realize the toll that extending yourself and caring for others can have on first responders. It is apparent that it takes very special people to engage with people who often do not appreciate the help. I did not want to let it go without acknowledging this and expressing my sincere gratitude to Cst. Simpson and all of the amazing police and paramedics for helping my family at its worst.

Date Received: 10 April 2017

From: Member of the public

OPS Member: Constables Bruce Graham, Jacinthe Dion, Luc Mongeon, Francois Perron, and Caroline Gallant

Excerpt from letter: I wanted to say thank you on behalf of myself and my family. Two years ago I sent you an email seeking help about an ongoing case and I was promptly contacted by a detective who ended up helping us and prosecuting the person. We just learned the case has been resolved in court and I just wanted to deeply thank you for intervening and making sure something was done about it. I am very proud as an Ottawa citizen to have a chief that even an ordinary citizen can speak with directly. Thank you for everything you do for this city.

Date Received: 11 April 2017

From: Member of the public

Excerpt from letter: Due to my lack of sleep from studying and term projects at school, I fell asleep on the bus and was awoken by a couple of officers. They were very helpful and very kind. They gave me a ride home after all the busses had stopped running. I wanted to thank them and the Ottawa Police Service. A lot of times I think people take police officers for granted and not only do they help ensure safety, but they are there to help us. I think things like this shouldn't go unnoticed. Thank you.