

**Report to / Rapport au:**

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

**28 January 2019 / 28 janvier 2019**

**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: 06 December 2018**

**From: Member of the public**

**Excerpt from letter:** I just wanted to extend my sincere thanks to all of you who serve the city to keep us safe! I greatly appreciate your keeping the streets secure, and also having been so helpful during my younger brother's recent traffic collision. He was extremely distraught after he was involved in an accident when someone ran a red light. I don't know what we would do without all the hard work and dedication you provide every single day! I also wanted to say a big thank you to the officers who have been at

the corner of Prince of Wales Drive and Colonnade Road recently. I have been frustrated for years when waiting in the proper lane for 20 minutes only to have people in the right lane cut us off at the last second. It has been a huge source of frustration for years, and I truly appreciate that enforcement action that is finally taking place! I can't thank you enough! Merry Christmas and safe holidays to each and everyone one of you!

**Date Received: 06 December 2018**

**From: Member of the public**

**Excerpt from letter:** I was on my way home from a meeting when I drove through a ride check. I want to say that I absolutely love to see your team on the streets like that and I truly feel reassured that our roads are safe, or as safe as they can be. The officer that I spoke with was very kind and professional (and a little bit funny which made the process that much more enjoyable). Thanks for everything you do on a daily basis.

**Date Received: 09 December 2018**

**From: Member of the public**

**OPS members:** Constables Joey McCormick and Usama Badran

**Excerpt from letter:** My partner was assaulted and I wanted to pass along my thanks to Constables Joey McCormick and Usama Badran. They went above and beyond the call of duty with their kindness and caring. We can't express enough gratitude and would like the chief to know what fine people these officers are.

**Date Received: 10 December 2018**

**From: Member of the public**

**OPS member: Constable Jennifer Harper**

**Excerpt from letter:** I would like to pass along our sincere thanks to Constable Jennifer Harper. She responded to a call at a retirement home after my father passed away. She stayed with his body until we were able to arrange for a funeral home to pick him up, and she helped my wife and I to navigate the next steps. Please let her know how much we appreciate her kindness to us on that day.

**Date Received: 14 December 2018**

**From: Member of the public**

**OPS members: Constables Phil Kane, Jon Hall, Luc Mongeon, David Lamont and Sergeant Ed Yeumans**

**Excerpt from letter:** I wanted to say thank you for placing your officers just south of Colonnade Road at Prince of Wales Drive, ticketing people that were driving straight through the right-hand turn lane to try and squeeze into the traffic going south. I'm sure

you are well aware this is a huge problem there and it was great to see the law being enforced, and hopefully deterring future infractions. Thanks for all you do!

**Date Received: 16 December 2018**

**From: Member of the public**

**OPS members: Constables Jeffrey Eva-Gonzalez and Lisa Beaucage**

**Excerpt from letter:** My family would like to extend our thanks to your team who responded to my call so quickly after my mom left her home without my dad's knowledge. It was very cold and she was wearing only slippers and a terry cloth robe; you had my mom home in record time.

**Date Received: 21 December 2018**

**From: Member of the public**

**OPS member: Constable Dodji Ankou**

**Excerpt from letter:** Constable Dodji Ankou came to my house early this morning after Bell alerted OPS to a faulty telephone line. It can't be pleasant to attend a dark home that early in the morning, during freezing rain. They were very understanding, explained how the problem had likely arisen, and took the non-emergency call in very good humour. I truly appreciated their follow-up and am thankful to have such a responsive police service.

**Date Received: 21 December 2018**

**From: Member of the public**

**OPS members: Constables Sean Ralph and Michel Vandal**

**Excerpt from letter:** Bravo! I am 72-years-old and I do not ever use a cellphone. *(About a blog post on Cops and Bloggers on the OPS website about distracted driving).*

**Date Received: 22 December 2018**

**From: Member of the public**

**OPS member: Constable Jeffrey Eva-Gonzalez**

**Excerpt from letter:** Our family would like to express our thanks to Constable Jeffrey Eva-Gonzalez. When my father passed away, he was first on the scene. His exceptional kindness, compassion, and competence throughout the following hours made one of the most traumatic experiences of our lives much less so. We'll always remember him with profound gratitude.

**Date Received: 22 December 2018**

**From: Member of the public**

**Excerpt from letter:** Two of your officers came to my house to inform me about my uncle's death. They were kind, courteous, and gentle, while being limited on what they could tell me about what had happened. I wanted to thank them for their presence on

one of the saddest days of my life. I feel blessed that we have police officers like them watching over and taking care of our city. Please give them my gratitude and thanks. I still don't know how they were able to find me, but they did. They are amazing officers and you should be proud they are a part of your police family.

**Date Received: 30 December 2018**

**From: Member of the public**

**Excerpt from letter:** I had taken my two boys to the park. On our way home, we saw a police cruiser parked on our street. It was wonderful that the officer took the time to speak to my son. One of my sons asked if he could sound the siren, to which the officer said that he didn't want to wake the sleeping baby – my other son asleep in the stroller (the look of relief on my face must have been hilarious!). Instead, he flashed the lights. My son thought it was the best thing in the world and still remembers this! Thank you to the officer for being kind to my children.

**Date Received: 31 December 2018**

**From: Member of the public**

**Excerpt from letter:** I hope the officer who sustained injuries during the disturbance on Booth Street is doing ok. Well wishes to all the team for 2019.

**Date Received: 08 January 2019**

**From: Member of the public**

**OPS member: Darlene Kilby**

**Excerpt from letter:** This morning I visited Huntmar Station to report a car accident. I was extremely impressed with the excellent service provided by Darlene Kilby. On top of being extremely efficient and knowledgeable, she was extremely pleasant to deal with. We are proud to have such dedicated employee serving our community.

**Date Received: 09 January 2019**

**From: Member of the public**

**OPS member: Constable Jonathan Plue**

**Excerpt from letter:** Constable Jonathan Plue stopped me due to the fact that I had no licence plate on my vehicle. He was very sympathetic to the fact that it was unintentional. As I was loading bags of clothing to donate to a charity the plate had fallen off in the process and gone unnoticed. He showed compassion and provided me with the opportunity to have my husband collect the plate and waited patiently for him to arrive. Approximately one hour after we parted ways, my husband heard the doorbell ring. Cst. Plue had come to our home to apologize for some misinformation he had provided. He stated that as our information contradicted what he believed to be the rules, he decided to verify the accuracy of the information which he provided to us.

Although he had no obligation to do so, upon learning that he was incorrect, Cst. Plue showed the utmost professionalism by attending our home to ensure that we were provided with accurate information. His actions demonstrated that he is a true leader, building trust in the community, showing honour and integrity. I strongly believe that this interaction is a true demonstration of his character of an exemplary officer in your organization and believe that he should be recognized for this. His actions made a lasting impression not only on myself, but on the next generation of citizens, my children.

**Date Received: 15 January 2019**

**From: Member of the public**

**OPS member: Constable Graeme Bean**

**Excerpt from letter:** Thank you to all four officers that dealt with my husband's case last night, despite the circumstances. Your officers were professional and kind, and answered each of my questions thoroughly.

**Date Received: 11 January 2019**

**From: Member of the public**

**OPS member: Staff Sergeant Kevin Kennedy**

**Excerpt from letter:** Each year, the National Headquarters of The Royal Canadian Legion organizes the national Remembrance Day ceremony on behalf of the people of Canada. Presenting a memorable and dignified commemoration is paramount; that goal could not be achieved without the continued outstanding support and involvement by the members of the Ottawa Police Service. The safety and security of the 35,000 spectators who had gathered to honour, thank and remember the fallen was guaranteed because of our team of professional personnel. Of special note is the stellar support provided by Staff Sergeant Kevin Kennedy. A member of the ceremony planning committee, S/Sgt. Kennedy's coordination of personnel in the planning and operation of the ceremony was first-class. As we look forward to the 2019 ceremony, we do hope that we will have the pleasure of working with S/Sgt. Kennedy and the members of the OPS once again.

**Date Received: 13 January 2019**

**From: Member of the public**

**Excerpt from letter:** I wanted to thank you for your quick response today when a senior with dementia was locked inside an apartment and was not responding to our knocking, outside. Policemen arrived quickly to unlock the door and made everyone happy. Thank you for being so fast and professional.

**Date Received: 15 January 2019**

**From: Member of the public**

**Excerpt from letter:** Great seeing an officer out this morning near our neighbourhood school. We have lived in this area for two years now and speeding is a real problem. We hope to see you around the neighborhood again.

**Date Received: 16 January 2019**

**From: Honourable Joel Harden, MPP (Ottawa-Centre)**

**Excerpt from letter:** As a member of the provincial parliament for Ottawa Centre, I write to convey my sincerest thanks for the incredible work done by the women and men operating under your command after the tragic bus crash on January 12. This is the second time in recent months that Ottawa's first responder system has been activated by a major incident. Residents of Ottawa have been contacting me to say thanks for the bravery of our city's first responder teams, and that is a sentiment that I very much want to echo. On a related note, I also want you to know that I am concerned with the health of first responders exposed to trauma on a regular basis, particularly in the aftermath of major incidents as we saw last weekend. In the months to come, I intend to renew the debate at the provincial level to ensure first responders and their families get the support they deserve.