

Report to / Rapport au:

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

27 November 2017 / 27 novembre 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

The introductory paragraphs are a brief statement of the problem or issue. If appropriate, it should mention who has requested that the matter be considered, and may also reference any overriding considerations that will limit the nature of the review or the scope of the report. If the matter has previously been considered a brief "history" or chronology of the item should be provided, including dates on which the item was considered, by whom, and motions/decisions made at those meetings.

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: 18 July 2017

From: Community Centre

OPS member: Constable Patrick Lafreniere

Excerpt from letter: I wanted to personally thank you for the excellent service provided to us by Constable Patrick Lafreniere. We placed a call with the Ottawa Police Service about a student who wanted to disclose intimate partner violence to a police officer. She was very nervous about speaking to police, but she sat with Cst. Lafreniere for an hour and a half telling her story. Cst. Lafreniere displayed an enormous amount of patience and empathy for her. His gentle, caring manner contributed greatly to her ability to relax and calmly relay the information to him. His superior intuitive sense and ability to process all information in a short time, allowed him to successfully work with her to a conclusion whereby she is willing to testify in court against this violent man. Cst. Lafreniere is a wonderful example of the perfect balance of professionalism, kindness, and community police presence that we need in our neighbourhoods. Thank you for the fabulous training that your officers receive which enables them to make such a difference in people's lives.

Date Received: 24 July 2017

From: Kareen Rispal, Ambassadrice de France au Canada

OPS members: Constables Scott McRae, Ryan Weselake, David Brennan, and Sergeant Steve Boucher

Excerpt from letter: A l'occasion de la fête nationale de la République Française, qui s'est déroulée le 14 juillet 2017 dans les jardins de l'ambassade de France à Ottawa, vous avez consenti à ce que vos services apportent un soutien précieux à notre équipe de sécurité, en facilitant l'accessibilité au carefour des rues Sussex et John, à l'ensemble de nos invités. Aussi, souhaitais-je vous adresser mes plus vifs remerciements et souligner particulièrement les qualités humaines et professionnelles dont on fait preuve les Constables Scott McRae, Ryan Weselake, David Brennan et avec la collaboration active du Sergent Steve Boucher. Les relations développées entre le service de sécurité de cette ambassade et vos services ont permis le parfait déroulement de cet événement de grande envergure qui a accueilli plus de 900 personnes.

Date Received: 17 August 2017

From: Member of the public

OPS member: Constable Mattison Nicholls

Excerpt from letter: Constable Mattison Nicholls was sent to a call for a person who seemed to be on narcotics, who began threatening behaviour by shoving a senior citizen, then uttering verbal threats and profanities. Cst. Nicholls was an absolute godsend. He acted in a very professional, speedy, respectful and authoritative manner, and with a kind spirit, took care of the situation with respect. I watched and was so proud of his abilities while he conducted his interviews.

Date Received: 23 August 2017

From: Member of the public

OPS member: Constable Craig Barlow

Excerpt from letter: My friend and I were on the way to the bank when we witnessed a frightening accident. A woman was hit and Constable Craig Barlow quickly managed the growing crowd. It says a lot about the way you run operations to have an officer acting in such a professional manner. Cst. Barlow is a no-nonsense officer, and in no time he had the scene completely under his control and all of us were very impressed with his efficient, yet compassionate, overview.

Date Received: 24 August 2017

From: Member of the public

OPS member: Constable Amerjit Sahota

Excerpt from letter: I wish to express my sincere thanks to Constable Amerjit Sahota: After driving 100 kilometres to purchase an appliance on Preston Street, I lost my way in the city. Thanks to Cst. Sahota I was able to find the store in time before it closed.

Date Received: 20 September 2017

From: Mayor Jim Watson

OPS member: Constables Matthieu Methot, Mark Miller, Christian Destrempe and Pipe Sergeant Matthew Yuen

Excerpt from letter: On behalf of the Ottawa City Council and the citizens of our great city, I had the distinct privilege to present Mr. Henry Burris with the City of Ottawa's most prestigious award, the Key to the City. I would like to sincerely thank you and members of the Ottawa Police Service, namely, Constable Matthieu Methot, Constable

Mark Miller, Constable Christian Destrempe and Pipe Sergeant Matthew Yuen, who participated in the ceremonial Honour Guard and Colour Party during the ceremony. Their willingness to be a part of this significant civic honour helped to ensure a memorable evening for a most deserving participant.

Date Received: 30 September 2017

From: Bev MacKillop, Executive Director Youville Centre

OPS member: Constable Genevieve Madden

Excerpt from letter: Constable Genevieve Madden spoke to about 35 guests about her experiences as a student and graduate of Youville Centre. The presentation was professionally delivered and extremely well received by our staff. Cst. Madden spoke eloquently about the difference Youville Centre has made in her life. As life often does, it has gone full circle with Cst. Madden. She is now our School Resource Officer, positioning her to “give back” to other young ladies who have found themselves in similar situations. The staff and clients at Youville Centre admire and trust Cst. Madden. The relationships she has developed over the past two years have made such a positive difference with the clients. I am very pleased to announce that Cst. Madden has been voted onto the Youville Board of Directors as the Alumni Director.

Date Received: 12 October 2017

From: Member of the Public

Excerpt from letter: As I was standing by my vehicle outside the St. Joseph police station, a patrol car was leaving the parking lot and I waved at the two officers and they stopped to talk to me. I was unsure if there was any need to make an actual complaint; I had just been involved in a road rage incident. One of the officers I was talking to was very professional, polite and thorough in his conversation with me. I felt somewhat uncomfortable reporting the traffic incident because I didn't want to waste their time on something that was over and there didn't appear to be damage to my vehicle after all. He reassured me that I was not wasting their time and asked what I wished to be done. I told him since there was no damage I would like the driver to be spoken to and warned about road rage actions. Both officers checked in with me later and told me they spoke to the driver of the other car, who took responsibility for his actions. I wanted to acknowledge that although this was probably the least important incident they dealt with tonight, I really appreciated how they interacted with me and dealt with my complaint.

Date Received: 14 October 2017

From: Member of the Public

OPS member: Constable Christian Veilleux and Sergeant Nelson Rowan

Excerpt from letter: I would like to recognize the officers working at (a local youth event). My 14-year-old son and his friends encountered some problems. The boys approached a police officer for assistance and he helped them resolve the issue. While this may have seemed like a small thing for the officer to do, it made a major impact on the kids - the officer literally 'saved the night' and they had a great time. As a parent, it was comforting knowing there were so many officers on site, to keep the peace, but also as responsible adults in a sea of teens.

Date Received: 16 October 2017

From: Member of the Public

OPS member: Constable Lee Jones

Excerpt from letter: My girlfriend and I were travelling on vacation from Ottawa to Orlando and airport security politely told my girlfriend she could not travel with a pair of scissors she had in her luggage as it was just a few millimetres longer than allowed. An Ottawa Police Officer overheard what was happening and offered to hold the scissors at the airport until we returned the following week. Upon arrival my girlfriend went to the OPS detachment at the airport and was handed back her scissors. It may not seem like a big deal but it's one of the little things in life that makes a person feel good. Thank you!

Date Received: 20 October 2017

From: Member of the Public

OPS member: Constable Paul Hartnett

Excerpt from letter: Wish to pass along my gratitude to your Constable Paul Hartnett for both his professional ethics and the courtesy he extended while dealing with a distraught elderly woman who had accidentally struck three parked vehicles. Being a senior myself I found Cst. Hartnett's calm interview process, with this emotionally sensitive woman, reflected the highest standards of community policing.

Date Received: 27 October 2017

From: Member of the Public

OPS member: Constable Matthew Dunn

Excerpt from letter: We live in a rural area south of Ottawa. Since mid-July to the present, we along with a number of other farmers have had many items of farm equipment stolen. In our case, with the exemplary service of Matt Dunn in the past week, all three of our stolen pieces of equipment have been recovered. Cst. Dunn deserves a citation. It was our first interaction with Ottawa Police and it was very positive.

Date Received: 28 October 2017

From: Member of the Public

OPS member: Constable Patrick Lefreniere

Excerpt from letter: Je tenais à féliciter l'agent Patrick Lafreniere qui a fait preuve d'un grand professionnalisme face à une situation compliqué. On contacté la police après un incident qui impliquait mon ami. Mon ami, semble t-il, s'est fait frappé à terre par un videur pendant qu'il coopérait et essayait de quitter le club. Après moult discussions et délibérations, agent Lafreniere avec calme, sérénité et une très grande pédagogie nous a expliqué les options qu'on avait pour poursuivre cette affaire ainsi que les procédures en général. Malgré le fait qu'on avait bu et qu'on était sous la colère à cause des événements de la soirée, agent Lafreniere n'a pas hésité à nous consacrer son temps précieux et écouter activement toutes nos réclamations. C'est admirable. Je tenais finalement à lui présenter de chaleureuses excuses pour avoir indirectement remis en cause son intégrité lors de notre échange. Au cours de notre conversation, j'ai évoqué le fait qu'on était des individus " de couleur " et que cela expliquait peut être l'attitude des policiers à ce moment là. Je m'excuse sincèrement pour ce commentaire désobligeant et injuste. Vous, agent Lafreniere, êtes la raison pour laquelle on respecte et apprécie la police. Vous avez fait un travail de qualité avec une très grande élégance hier soir face à des jeunes qui étaient très peu disposés à écouter et comprendre. Vous êtes un agent exemplaire et j'ai un sens de fierté en sachant que vous travaillez pour ma municipalité, la ville d'Ottawa.

Date Received: 28 October 2017

From: Member of the Public

OPS member: Constable Kaleigh Knox

Excerpt from letter: A confluence of life's pressures led me to consider suicide, albeit for a brief moment. Fortunately lucidity prevailed but the knowledge that I was ready to jump off my balcony was frightening enough that I knew I needed help and called 9-1-1. I was told that it would take an ambulance up to an hour. I went downstairs to wait in case the urge to jump came back. A few minutes later I was taken aback when a police cruiser pulled up as I had called for an ambulance. I didn't know what to expect. The officer explained that he was there to make sure I was OK, and shortly thereafter another officer showed up and kept me engaged. They eventually decided to drive me to the hospital rather than wait for the ambulance. The purpose of this note is to pass on my appreciation of the work the officers did that night. I realize that for them it's part of the job, but as someone who's never gone through something like this, it was the first step in helping me unravel what was the worst night of my life. Their respect, compassion and empathy was just what I needed.

Date Received: 29 October 2017

From: Member of the Public

OPS member: Constable Troy Sousa

Excerpt from letter: Thank you to Constable Troy Sousa and his partner who remained calm last night, in the rain, while moderating a difficult disagreement. We often hear of complaints but it's important to mention the outstanding and thankless work police officers do. Merci !

Date Received: 30 October 2017

From: Member of the Public

OPS member: Constable Jeffrey Sarley

Excerpt from letter: I would like to say thank you to the Constable Jeffrey Surley for contacting me to return my bicycle that was stolen. Cst. Surley went the extra mile to contact me on my cell phone to inform me that the police found my bicycle and were bringing it back to me. Thank you all.

Date Received: 31 October 2017

From: Member of the Public

OPS member: Constable Glenn Gordon

Excerpt from letter: Today I was involved in an accident and I just wanted to recognize the officer who came to the scene. Constable Glenn Gordon was very kind and calming. I just wanted to make a point of recognizing him because he made a stressful situation easier to get through. Thank you so very much, sir. And thanks for all you do for this city.

Date Received: 31 October 2017

From: Member of the Public

OPS member: Constable Philippe Charbonneau

Excerpt from letter: I am a father of a 16-year-old female who was reported missing from the Gatineau area. I informed your agency of her attempt to reach me and asked if we could arrange a ruse operation so we can detain her for her own safety. Your dispatch team showed such professionalism and worked with me up to the moment she was detained. The fact a father, almost 1,000 kilometres away, can work with your officers and dispatch in real time was remarkable and very reassuring. In the end she was safely detained by your officers and delivered to Quebec authorities. I was pleasantly surprised by the extreme professionalism and caring and patience your team had with me and the success of their operation to get my child back into custody safely. I do feel everyone involved needs a good pat on the back as they did an outstanding job.

Date Received: 2 November 2017

From: Member of the Public

OPS member: Constable Edmundo Caizapanta

Excerpt from letter: Constable Edmundo Caizapanta pulled me over last night due to an expired permit. Throughout our interaction he was very polite and professional, even though at one point he was left standing in the rain as I looked for my vehicle ownership. If he had not pulled me over, I would not have been aware that my registration was so out of date. As per his warning, I renewed the sticker this morning. In this instance, I feel that the Ottawa Police did me a service by alerting me to my requirements under the law. Though it was an honest mistake, officer Caizapanta could have issued me a fine. But he did not, and instead encouraged me to take care of my tag as soon as possible. As a law-abiding, tax paying citizen, I appreciated the way Cst.

Caizapanta handled the situation. I was left feeling that the OPS is my community partner, and was there to help residents like me ensure that we are compliant with our obligations under the law. In any event, when I got home that evening I reflected on how things might have gone in another jurisdiction, and found myself thankful that police officers such as Mr. Caizapanta are safeguarding our community.

Date Received: 3 November 2017

From: Member of the Public

OPS member: Airport OPS team

Excerpt from letter: Best wishes to the airport detachment! From a recently retired Air Canada employee, you have no idea how much we appreciate you! We are often threatened doing our jobs. You people have saved my butt many times. Thank you!

Date Received: 3 November 2017

From: Member of the Public

OPS member: Constable Hector Hernandez

Excerpt from letter: Our family experienced a tragedy after the sudden death of my uncle. I arrived at the family home and was greeted by Constable Hector Hernandez. He immediately passed his condolences and gave us kind words of support; he even ensured that those grieving had kleenex and water. He was involved but by no means intrusive. He was kind and empathetic without allowing us to drown in our sorrows. When the time came for him to leave, I overheard him speaking with my cousins (their father was the one that just passed), telling them that although they were in pain, that they had each other and their family and to rely on each other to help them get through the darkness. I wish that there was more that I could do to recognize this amazing police officer. I hope he knows he has truly made a positive impression on my entire family at a time when it seemed like everything was negative.

Date Received: 7 November 2017

From: Member of the Public

OPS member: Constable Daniel Alary

Excerpt from letter: I called the OPS to report that a friend of my stepdaughter's had threatened self-harm via group chat. The individual in question is a vulnerable youth. Shortly after contacting the OPS, Constable Daniel Alary returned my call and advised he was the one that would be checking on the youth in question. Prior to meeting the youth, he reached out to me to obtain more details. The constable was extremely

professional, kind, and helpful. In addition, when I advised him that the youth was transgender, he inquired as to the youth's preferred pronouns. He displayed a high level of sensitivity to the situation. When the call ended, I felt reassured that I made the right decision. I really appreciated that level of consideration. In addition, the youth reached out to my stepdaughter as he assumed it was us that called the OPS. I was expecting the youth to be upset, instead he thanked us for reaching out for help. The youth received a much needed psychiatric evaluation. Based on his reaction to the OPS' attendance that he conveyed to my daughter, the youth had a very positive experience as well. I would really like Cst. Alary to know what a great job he did.

Date Received: 10 November 2017

From: Member of the Public

OPS member: Constable Abid Nasim

Excerpt from letter: I want to thank the police officers who checked on my very depressed son to ensure he was safe. My son was not responding to any form of communication. Although I was unsure if it was an emergency, the police responded quickly and compassionately to check on him. Constable Nasim called to let me know how my son was doing; that follow-up was greatly appreciated. Also, please thank the dispatchers, they were very professional and polite particularly since I live in California and called from there. They understood my angst because of the long distance. My son is actively pursuing professional help again for his ongoing depression. I am hopeful he will get the proper meds and counseling.