

Report to / Rapport au:

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

23 September 2019 / 23 septembre 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: 13 June 2019

From: Member of the public

OPS member: Constable Marcus Cibischino and Sergeant Craig Roberts

Excerpt from letter: On behalf of the Ridgemont Community Association you will be pleased to know that Constable Marcus Cibischino and Sergeant Craig Roberts made big a difference to our community at our annual general meeting. They made a lively presentation to a packed hall, most of whom came to hear what they had to say about

crime and traffic problems in our neighbourhood; it was informative and reassuring. Our residents now seem much more reassured and the officers seemed to underscore the fact that feeling safe is just as important as actually being safe. The two officers were prepared for questions germane to our neighbourhood and their presentation specifically focused on our area – not the city in general. Anticipating needs and exceeding expectations is the true hallmark of customer service and they had it nailed. You should know that they made a huge difference in how we now intend to work more closely with the Ottawa Police.

Date Received: 10 July 2019

From: Member of the public

Excerpt from letter: Today I saw two police officers on bicycle in Westboro. I applaud that; they are much more approachable and in some ways more reassuring than police in vehicles. I know there are pros and cons to each approach, but I noticed them on bicycles but really don't notice the police vehicles.

Date Received: 12 July 2019

From: Member of the public

OPS member: Julie Dube, Constables Eric Swanson and Jonathan Thebault

Excerpt from letter: I would like to thank the individuals involved who looked into a matter regarding my girlfriend. Thanks to the 9-1-1 dispatchers who took my call and special thanks to the constables involved for going out to the location and making sure that she was safe. I know that she can now get the help she needs. Thanks again to everyone involved.

Date Received: 12 July 2019

From: Member of the public

OPS member: Constable Jafeth Maseruka and Sergeant Chabine Tucker

Excerpt from letter: I would like to take this opportunity to recognize and thank, Constable Jafeth Maseruka and Sergeant Chabine Tucker for their ongoing commitment to community engagement. Both have gone above and beyond to speak to youths in and around various areas of the city, and most recently the Barrhaven area. We are truly grateful for the time they have taken to ensure that youth have an opportunity to build positive relations with law enforcement, have a platform to ask questions, and be heard and seen.

Date Received: 12 July 2019

From: Member of the public

OPS member: Constable Jafeth Maseruka and Sergeant Chabine Tucker

Excerpt from letter: Thank you to Constable Jafeth Maseruka and Sergeant Chabine Tucker for taking the time to talk to a few of us; they were very knowledgeable and approachable.

Date Received: 13 July 2019

From: Member of the public

OPS member: Jessyca Tremblay

Excerpt from letter: I called today somewhat frantic: a man (bigger than me) had been waiting in the parking lot and snuck into my building behind me. I was scared my neighbour might be in trouble. I was also scared that, as a victim of harassment/stalking, I might have been worrying for no reason. 911 agent Jessyca Tremblay was a calming voice who still took me seriously. She took the information and, when I said he was leaving so maybe it was nothing, she urged me to stay on the line to make a non-urgent report. I feel validated and grateful for her attention. I am glad I reported it.

Date Received: 14 July 2019

From: Member of the public

OPS member: Patrick Brisson

Excerpt from letter: I wish to extend my sincere gratitude to Patrick Brisson for his calm and reassuring tone and his clear and forthright instructions in walking me through the options when my 15-year-old daughter was neither home when expected, nor had she communicated her whereabouts. It was past midnight and she wasn't home; I was growing beyond concerned. I tried to call. I tried to text. Nothing. Patrick was attentive, empathetic and quickly on my wave length. While I was on the precipice of freaking out, he had me feeling like I was seeking help from a close friend (I help to manage a call centre for the federal government and those "I'm with you" skills are hard to come by).

Patrick walked me through my options in a clear, professional and most importantly, friendly manner. I felt heard. I didn't need to immediately report my daughter missing, but was left with the feeling that if I were to make such a report, the entirety of the OPS would have a new priority. And for that, I am extremely thankful. As a public servant, I revel when served well by my brothers and sisters who strive to make our lives better. Patrick didn't just serve me well, he kept me sane.

Date Received: 14 July 2019

From: Member of the public

OPS member: Constable Tamara Carlyon

Excerpt from letter: I wanted to let you know of the exceptional level of professionalism, compassion and patience demonstrated by Constable Tamara Carylton for a resident experiencing mental health crisis. In my 10 years with the local paramedic service and co-responding on thousands of calls with your members, rarely have I

encountered an officer of her calibre. In my opinion, Cst. Carlyon went beyond what was expected of her and her duties as an Ottawa Police officer.

Date Received: 15 July 2019

From: Member of the public

OPS member: Constables Danijel Avlijas and Gregory Possamai

Excerpt from letter: I would like to praise two officers. I was sitting outside and I saw that there was an individual having issues either with alcohol or drugs, or possibly a mental health problem. These two officers were absolutely amazing. They were both very calm, very passive with the individual, and remained professional 100% of the time. I don't know the officers names but they need to be told what a fantastic job they did and how they handled that situation.

Date Received: 15 July 2019

From: Member of the public

OPS member: Constable Renee Mathieu

Excerpt from letter: Constable Renee Mathieu responded to a crisis at my home and the person she took to hospital wanted her to know that she appreciates her time and patience. I don't think I have said thank you enough; it was one of the only times I've ever felt safe with an officer and it made a really crappy experience a little bit better. And I so would have given her a hug if I could.

Date Received: 17 July 2019

From: Member of the public

OPS member: Constable Daniel Tessier

Excerpt from letter: Our son that suffers from autism and we needed to get him to the hospital because my wife and I could not help him. It was our last resort because we knew that the hospital is not the place for him, but we had no choice. Anyway, all that to say that the experience was gut-wrenching; my wife and I were distraught, crying and barely functional. Constable Daniel Tessier recognized that and after our son left in the ambulance, he ask us if he could do anything to help and he spent some time talking to us about the situation and gave us some advice based on both his professional and personal experience. His demeanor was comforting and he said all the right things to help us regain our composure. His professionalism, empathy, calmness and understanding is a great example of what we expect from the Ottawa Police Service.

Date Received: 17 July 2019

From: Member of the public

OPS member: A/Sergeant Trevor Archibald

Excerpt from letter: I had to report a body I had found in one of my rental units. I just

wanted to send a quick note of thanks to A/Sergeant Trevor Archibald and the first officer on scene (apologies, I don't recall her name); but they were simply amazing. The matter was dealt with very professionally, quickly, and without hesitation. I was so impressed with all the officers on the scene (I lost count how many were there) but I am at a loss for words how the situation was resolved. Everyone was just wonderful, thank you so much.

Date Received: 18 July 2019

From: Member of the public

OPS member: Constable Elliot Riddell

Excerpt from letter: I had the pleasure of taking a Ride Along with Constable Elliot Riddell. It was one of the best experiences I've ever had. I was able to experience frontline policing; I had a chance to observe Cst. Riddell responding to emergency calls, communicating with 911 dispatch, reporting notes on his toughbook, and traffic enforcement. This ride along gave me a great sense on whether to pursue a career with OPS. Cst. Riddell was very engaged, professional and shared his policing experience with me.

Date Received: 26 July 2019

From: Member of the public

Excerpt from letter: To all 911 dispatchers in Canada with all the complaints about the amber alerts, thank you for keeping Canada safe.

Date Received: 28 July 2019

From: Member of the public

OPS member: Constables Curtis Hebert and Shane Gregan

Excerpt from letter: Constables Curtis Hebert and Shane Gregan responded to a complaint made by our neighbour. Without getting into all the details I feel the constables showed incredible understanding trying their best to bring the conflict to a reasonable close. Although he wasn't cooperative at all, I must compliment the poise and polish both of the constables showed. They demonstrated keen instincts and excellent training. We come from a family of police officers, a fact I didn't mention yesterday and have an understanding of what our officers deal with on a daily basis. It's challenging and goes largely unappreciated. These two gentlemen deserve our appreciation and am very happy they were assigned.

Date Received: 29 July 2019

From: Member of the public

Excerpt from letter: Just a quick note of congratulations to say how straightforward the electronic Police Record Check process has become. I always felt badly in past years

renewing this, using up police resources to accomplish this important but non-urgent exercise, but now it is appropriately automated. Thanks!

Date Received: 1 August 2019

From: Member of the public

OPS member: Constable Shane Gregan

Excerpt from letter: There is an ongoing dispute with a neighbour who continues to make false complaints to By-Law and the police concerning me. Constable Shane Gregan was thoroughly professional and is a credit to the police service. He listened to my concerns and spoke to me with respect and understanding. He evaluated the situation correctly and offered common-sense advice. It was a pleasure to speak with him.

Date Received: 3 August 2019

From: Member of the public

OPS member: Constable Kyle Woods

Excerpt from letter: I'm writing to thank and commend Constable Kyle Woods for the attention he gave to our recent missing person report. He met with my daughter and me ten minutes before the start of his shift, even though he had not yet read the report or was even sure if your department could take this on. In fact, you provided a great deal of help to us; you contacted the sheriff's office in a city in Colorado, updated me and my family on the search and rescue efforts, and called again when you learned from the deputy that my husband had been located. Thankfully, this case ended well. Again, thank you for the time and effort you put into this case. My family and I are very grateful.

Date Received: 6 August 2019

From: Member of the public

OPS member: Constable Shawn Adams

Excerpt from letter: Constable Shawn Adams dropped by to get a witness statement. He had a great, professional attitude. He realized that another visit would be needed as he needed to talk to another person as well. When he returned later that day was when things went from a good professional policing encounter to phenomenal. My three kids came downstairs wanting to see what was going on. Cst. Adams engaged the kids and before leaving he asked them if they had any questions for him. Thank you for indulging my kids and including them in such a positive policing encounter.

Date Received: 6 August 2019

From: Member of the public

OPS member: Constables Cheric Narcisse-Clervil and Jose Barahona

Excerpt from letter: Sometimes negative media and maybe a couple traffic tickets in

the past; I'd become a bit jaded about the Ottawa Police Service. Anyway, three officers came to my home today to help me deal with a problem. They were courteous, professional and great to deal with. I just wanted to send a thank you to them for their work. I appreciated the officers chatting with me to understand the situation and to explain to me how things would work. Thank you so much.

Date Received: 6 August 2019

From: Member of the public

OPS member: Allen Ross

Excerpt from letter: Our brief interactions with Allan Ross have been really impressive. Thank you for being on top of everything. I know that you are just doing your job in the most professional way possible and expect nothing in return, but I am going to make it a point to let OPS know that you left a very positive impression.

Date Received: 9 August 2019

From: Member of the public

OPS member: Constables Abdullahi Ahmed, Avedis Wazirian, Kyle McIntyre, and Sergeant Norman Redmond

Excerpt from letter: I would like to thank all the officers and paramedics who were present at my home during a crazy ordeal. They could not have been any more compassionate helpful; and just so professional. My brother was there and talked to several of the officers and he could not say enough about them. Thank you for your support.

Date Received: 9 August 2019

From: Member of the public

OPS member: Constable Andrew Chronopoulos

Excerpt from letter: Constable Andrew Chronopoulos was working the corner of St-Joseph and Orleans Blvd on traffic control detail. The whole corner is a mess with construction and I watched as he took the time to help an elderly woman cross the street as she was moving slowly. It was so touching and symbolic of "protect and serve." He gently held her arm and guided her across safely, I had to stop and get his name so I could make this comment. When we see stuff like this it just reinforces our belief in our police.

Date Received: 15 August 2019

From: Member of the public

OPS member: Constable Matthew Cook

Excerpt from letter: Constable Matthew Cooke has been to our house twice in the past year. Once when our son was having a seizure, and another time when our teen

daughter had some mental health issues. Both times were in the middle of the night and the ambulance was taking a long time to get to us. In both instances he kept us calm, made us feel we were in reliable hands, and we were so grateful to have him. He helped us immensely and we just want him to know how much we appreciate him. He likely does this for everyone but we felt it important for him to know how grateful we are to have him in our community.

Date Received: 15 August 2019

From: Member of the public

Excerpt from letter: Watching the news, seeing mostly American police officers being so disrespected, in so many ways. Yes, this is Canada and I've never witnessed such disrespect to Canadian officers, all my encounters were fantastic. Seeing police treated so horribly by some citizens in USA just makes me appreciate our police officers. Thank you so much for your Service. We all privileged by the standard the Ottawa Police Service provides.

Date Received: 17 August 2019

From: Member of the public

OPS member: Constable James Irving

Excerpt from letter: I placed a call on Friday evening as there was a male hiding in my front yard. When my husband and I approached him asking him if he needed help, it became apparent that he was very stressed and suffering from delusional thoughts; believing that someone was trying to kill him. He asked me to not call the police but I was concerned for him, his safety, and the safety of others, as he had a car parked nearby. I told him that the police would be able to help him and support him. And when they arrived, they did just that. They made good use of the information I had provided when I placed the call and approached him on a first-name basis. Constable James Irving was very patient and tried to help the individual. He demonstrated empathy with the man's life circumstances and gained his trust. It was a sad situation but I was very impressed with the manner in which the call was managed and especially how the individual was treated throughout. Bravo and thank you!

Date Received: 17 August 2019

From: Member of the public

Excerpt from letter: Last week I witnessed police officers taking care of an out of control individual on my street. I was impressed by how patient and kind they were towards this lady who was clearly in distress; they handled the situation superbly. Keep up the good work!

Date Received: 17 August 2019

From: Member of the public

Excerpt from letter: J'aimerais prendre l'occasion pour féliciter ce policier. Je le trouve très humble de vouloir garder l'anonymat mais en même temps, je me dis pourquoi ne pas publier son nom car il y a tellement de mauvaises nouvelles, cette nouvelle en est une des meilleures. Je comprends qu'il ou elle a fait son travail mais il faut récompenser les bons employés. Je profite de l'occasion pour saluer aussi tous les policiers qui font un travail ingrat bien souvent et que l'on a trop tendance à juger de façon négative. Bonne journée!

Date Received: 20 August 2019

From: Member of the public

OPS member: Constables Amanda Budzinski and Clinton Danson

Excerpt from letter: Today we got into an issue with a guest, and Constables Amanda Budzinski and Danson Clinton attended. They were very professional, kind and patient. They took the time to listen, calm people down, find a way to help, and help solve the issue. I'm writing to specifically thank them for such a great job done, and the help they are giving to the community on a daily basis.

Date Received: 22 August 2019

From: Member of the public

Excerpt from letter: Today, one of your technicians/support people helped me register for a police check for a charity. The call lasted 50 minutes, although I said she didn't need to stay once I got in. She waited until I completed the submission. She was superb. I'm sorry I did not get her name. I'm retired from HP and have worked with many technical staff. She knew her technology and pointed out something about my computer setup that I intend to investigate. She was clear and solved the problem. Please pass this on.

Date Received: 25 August 2019

From: Member of the public

OPS member: Constable Sarah Armstrong

Excerpt from letter: Thank you to Constable Sarah Armstrong, while off-duty trying to get some lunch, took the time to say hello to my kids. They see police playing the good guys on TV and it was exciting for them to see an officer in person. I tell my daughters they can be who they want to be and they were pleased to meet her.

Date Received: 29 August 2019

From: Member of the public

OPS member: Constable Allan Galipeau

Excerpt from letter: I wanted to say thank you for the amazingly fast response time from your team relating to the call I placed when I witnessed a brawl between a young man and woman in a parking lot. It was truly distressing to see such violence taking place as those watching did nothing. Thank you for your services and hard work.