

Report to / Rapport au:

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

27 January 2020 / 27 janvier 2020

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: 2 December 2019

From: Member of the public

OPS member: Constable Shannon Hobbs

Excerpt from letter: I was hit from behind in my car in downtown Ottawa and Constable Shannon Hobbs was the attending officer. She helped me and the gentleman who hit me with clear direction and support as we sorted out this unfortunate incident. She was professional and respectful and I felt that she was thorough and caring, given

the predicament. I want to thank Cst. Hobbs for making me feel respected while going through this ordeal. She stayed while my car was being towed and also helped me to get home safely. I am very grateful for her assistance.

Date Received: 4 December 2019

From: Member of the public

OPS member: Constable Linda Nethercott

Excerpt from letter: Just read a news article regarding members of your Service who took some 20 children shopping today. Children need to learn to socialize and relate to police officers. I will never forget when, in 1970, I was 14 years old and two Ottawa Police officers came to my home. (It was not the "nicest" place to live in, if you get my drift). My father said something to the officers, and one of them looked at my mother, then my older siblings, and me. Then he looked at my father and said something to him. OMG! That was the FIRST time anyone on this planet had ever stood up for us! I thought God himself had entered the room! I did not want them to leave! A few months later, they came back for the last time. That day, I felt like a camp prisoner being released to freedom. Absolute joy! The Police were my heroes!

Date Received: 5 December 2019

From: Member of the public

Excerpt from letter: While with my two boys at Tim Horton's, an OPS officer came in. While he was ordering my kids kept staring and waving at him. He was so kind and came over to talk to them. He introduced himself as "G" and chatted with them for a few minutes, he even endured listening to my 3-year-old sing him a song. After he left my boys couldn't stop talking about it and asking me questions about Police. It was such a simple act but it really was touching and my boys were so happy. Thank you for being so kind and taking those few minutes of your time to make my boys' day. I really appreciate all that you do.

Date Received: 5 December 2019

From: Member of the public

Excerpt from letter: For the second time in the past six months my son has taken drugs, resulting in the need for an ambulance and police involvement. I wanted to convey to the paramedics and police who were on scene this morning my grateful appreciation for their kindness, support and sensitivity. It could not have been any better. I understand that for police and paramedics, such calls are likely a daily occurrence and therefore it is remarkable that your officers consistently demonstrated great patience and professionalism.

Date Received: 11 December 2019

From: Member of the public

OPS member: Constable Charles Proulx

Excerpt from letter: I support Ottawa Community Housing tenants in the south end of Ottawa and I received a call from a tenant who was concerned about her neighbour. She hadn't seen him for a few days and his newspapers were piling up outside the apartment door. After not being able to connect with this tenant myself, I called the Ottawa Police Service to request a wellness check. Sadly, the man was found deceased inside his apartment. Constable Charles Proulx and his partner attended and his response was very kind and sensitive to me to prepare me about the death. He saved me from nightmares, and I am so grateful for that. Cst. Proulx displayed the very best anyone in the public could ask for from an officer. He was competent, confident, professional, respectful, and as I said before, sensitive to the situation. His response illustrated not only his training and experience, which kicked in seemingly automatically, but also his humanity.

Date Received: 11 December 2019

From: Member of the public

OPS member: Constable Patrick Zili

Excerpt from letter: I recently had to call the Ottawa Police Service to my house. As a former police officer from the United States I was impressed with the officer's attitude and how he handled the call. Constable Patrick Zili took control of the situation and showed great concern for the person involved, and helped to coordinate taking him to hospital. Please pass on my appreciation to all of the officers that responded.

Date Received: 11 December 2019

From: Member of the public

OPS member: Constables Feisal Bila Houssein and Jeremie Brazeau

Excerpt from letter: I would like to thank Constables Jeremie Brazeau and Feisal Bila Houssein for being there this morning while my kids got on the school bus. This came after I have had four cars run through stop signs on my street in the past eight days. They were very respectful and kind. They came to talk to me after the kids got on the bus. I felt heard. Thank you is not enough. I appreciate them doing this very much.

Date Received: 15 December 2019

From: Member of the public

OPS member: Constable Natalie Fortin

Excerpt from letter: I would just like to thank Constable Natalie Fortin for her professional approach to a sensitive matter. I could not have asked for a better police presence than what we received. She was compassionate, empathetic, understanding

and very effective in the way she approached the situation. Please pass this on to her as she deserves my thanks and my family's appreciation.

Date Received: 17 December 2019

From: Member of the public

OPS member: Constables Rachel Robinson and Stephane Walter

Excerpt from letter: A resident at my condominium was causing a disturbance and assaulting persons in the lobby. Constables Rachel Robinson and Stephane Walter attended the scene, after the fact. I was very much impressed in the way they conducted their investigation. They were professional, courteous and did all the right things. They separated all witnesses, took statements and asked the appropriate questions. They understood the gravity of the situation, given the past history of the individual. They are a credit to the Ottawa Police Service.

Date Received: 18 December 2019

From: Member of the public

OPS member: Constables Andrew Chronopoulos and Philippe Charbonneau

Excerpt from letter: I called the Ottawa Police Service for assistance for a suspected assault. The victim was not entirely cooperative and was very scared. Csts. Chronopoulos and Charboneau handled the situation with professionalism and compassion. They created a positive interaction with the victim and she has not had many positive interactions with police before. They helped to establish trust so in the future she may feel more safe reaching out. Thank you.

Date Received: 18 December 2019

From: Member of the public

OPS member: Constables Chanda Rose, Wade Walker and Feisal Billa Houssein

Excerpt from letter: My husband and I witnessed an extremely erratic driver turn on to the wrong lane and into oncoming traffic, veer back and forth across lanes, and twice hit a curb while negotiating a turn. We became increasingly alarmed and called 911 to report this, in hopes of stopping the driver before anyone was hurt or worse. I spoke with 911 at 5:59 p.m. and received a call back from OPS at 6:18 p.m. to report the truck had been located. We were so impressed by this level of responsiveness and follow-up, I felt it was important to contact you. Ottawa is a safer place because of the quick actions of the responding officer to apprehend the driver. We also appreciate the quick and professional follow-up from Constable Chanda Rose, who requested our witness statements. We appreciate the Ottawa Police Service and all first-responders for their selfless work on behalf of the citizens of Ottawa.

Date Received: 21 December 2019

From: Member of the public

OPS member: Constable Daniel Tetreault

Excerpt from letter: I attended a Christmas musical gathering where two of the other participants were a mother with her severely mentally and physically challenged offspring, who is now an adult. They have attended before, and while the son likes to join in the singing as well as he can, and the community is very supportive of his attempts, this evening he was more disruptive than I have ever seen him. The situation got to the point where he actually attacked his mother. One of the men at the gathering restrained him and police were called. The two officers who attended displayed wonderful professionalism and kindness in their dealings with the son. I have never been in a situation before where I directly witnessed excellent police service in action, and I would like to commend the two officers who responded so well.

Date Received: 31 December 2019

From: Member of the public

OPS member: Constable Renee Mathieu

Excerpt from letter: J'ai subi une crise cardiaque: mon coeur a cessé de battre. Grâce à l'intervention rapide et efficace de l'agent Renee Mathieu je suis toujours en vie. Souvent on cherche un ange gardien pour nous protéger, elle était mon ange gardien cette journée là. Merci de tout coeur!

Date Received: 31 December 2019

From: Member of the public

OPS member: Constable Kewei Xiao

Excerpt from letter: My father died at his retirement home, and by the time my husband and I arrived, there were already three of your officers there, tending to everything. Two of the officers kept in touch with us, and took great care to keep my mother and my husband and me informed about what was going on, and the likely timing of everything. They could not have been more kind or considerate. They deserve some recognition for their compassion. All of us are grateful for their efforts to keep us comfortable under such dreadful circumstances for our family.

Date Received: 2 January 2020

From: Member of the public

Excerpt from letter: As I sat waiting to be seen by a physician, I watched a very well-orchestrated police intervention. An agitated individual suddenly lurched towards a female hospital worker. Nearby officers were very quick in response and averted a potentially bad outcome. Afterwards, they communicated very clearly with the individual what further steps would be taken, and were respectful as they emptied his pockets to ensure the safety of those attending to him. I was very impressed by their professional demeanor and quick action. Well done.

Date Received: 3 January 2020

From: Member of the public

OPS member: Amy Pressman

Excerpt from letter: I had to call the FOI Unit to get several police reports, during a very stressful time. They were very clear about what was needed along with the procedures. I was treated with genuine kindness and respect from Amy Pressman, and I would like to thank her and the others there that day to know that they made a very sad day a lot brighter for me. Thank you all very much.

Date Received: 5 January 2020

From: Member of the public

OPS member: Constables Melburn White, Raphael Millaire, Hany Rizkalla and Anne Julie Villeneuve

Excerpt from letter: I just wanted to say thank you for responding to a wellness check so immediately and taking our family's concerns so seriously. We truly had no idea where my brother could have been. We really appreciate all that you do.

Date Received: 8 January 2020

From: Member of the public

OPS member: Melanie Lafortune

Excerpt from letter: My brother filed a report about a vulnerable person he knows. Melanie Lafortune showed a great deal of kindness and compassion. My brother has spoken often about her compassion. Please let her know that her work is appreciated.

Date Received: 13 January 2020

From: Member of the public

Excerpt from letter: We recently had issues with stolen property from our house. This is the first time this has ever happened. We contacted the Ottawa Police Service: I just want say that the service and support was excellent, especially given the higher priorities the OPS has to deal with now in the city.

Date Received: 14 January 2020

From: Member of the public

Excerpt from letter: In December one evening on my drive home from work I was on the Queensway running low on fuel. So I exited at Carling and made my way to a gas station; only to run out of gas as I turned in, 10 feet from the pumps. Thankfully there happened to be an OPS cruiser with two male officers in it, and they were kind enough to help push my van closer to the pump so I could fill up! They mentioned they were an NRT team and I wanted to thank them for their help!

Date Received: 15 January 2020

From: Member of the public

OPS member: Constables Eric Douglas, Mohamed Mohamed, Virginia Witt, Wayne Clayton, Curtis Hebert, Marcus Cibischino, and Franziska Herzig

Excerpt from letter: I just wanted to take some time to say thank you! I live in the south of Ottawa, and it has been plagued with gun violence and drug deals. I have noticed an increase in police presence and I would like to note that I feel it is making a difference. Please keep up the good work!

Date Received: 15 January 2020

From: Member of the public

OPS member: Constable Steeve Lachance

Excerpt from letter: Just wanted to let you guys know that Constable Steeve Lachance is amazing. As I was coming out of my apartment building with my two children Cst. Lachance waved hello and parked to give both my children a tour. My son lit up, as the officer allowed him to sit inside his cruiser. He flashed his lights and turned on the siren. He was the sweetest officer I think I have ever met.