

Report to / Rapport au:

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

25 July 2016 / 25 juillet 2016

Submitted by / Soumis par:

Chief of Police, Ottawa Police Service / Chef de police, Service de police d'Ottawa

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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: 10 June 2016

From: Member of the Public

OPS Member: Staff Sergeant Heather Lachine

Excerpt from letter: I saw a news report on how the Ottawa Police Service made Jacob an honorary police officer for a day. I think what you did for Jacob was wonderfully kind. Your kindness filled him with joy and excitement. To you and your colleagues I say, way to go!

Date received: 11 June 2016

From: Member of the Public

Excerpt from letter: Early this morning I received a call from my daughter saying that my niece had been the victim of a sexual assault and was on her way to the hospital. This is a call no one wants to receive. When I arrived I met three police officers who were investigating the incident. I would like to thank them for their professionalism, compassion, and kindness throughout a very difficult time. They were all a credit to your profession and to the Ottawa Police Service.

Date received: 12 June 2016

From: Member of the Public

Excerpt from letter: I don't normally go out of my way to give compliments such as this, but I'd like to say that I greatly appreciate everything you've been doing (regarding distracted driving). Over the last few months, I've been impressed by the officers in my area. Keep up the great work!

Date received: 16 June 2016

From: Member of the Public

Excerpt from letter: I was flagged under the Mental Health Act when I double-booked a reckless trip at the airport. If it were not for the Ottawa Police Service and the airlines, I would probably be dead. The policemen were very kind and understanding.

Date received: 17 June 2016

From: Member of the Public

Excerpt from letter: I was in the Glebe area yesterday and received a warning for distracted driving. I was stopped as I was adjusting my GPS. I never drive and text or talk since the laws changed, but I never really thought much about adjusting the GPS. This "scare" made me realize this and I will not be repeating this again. I just want you guys to know that sometimes good actually comes from just a warning and that fines aren't always necessary; some of us actually learn from our mistakes. Thanks again.

Date received: 18 June 2016

From: Member of the Public

Excerpt from letter: I just witnessed a police officer helping an extremely intoxicated individual. I was at a distance, and couldn't hear the exchanges, but it was clear that the officer was acting in the most professional, and even kind, manner towards an individual who was clearly not doing too well. Not all police work is glamorous, no doubt. This officer acted in the most commendable, respectable manner. It made me feel proud of the Ottawa Police Service. He could serve as a model for others.

Date received: 20 June 2016

From: Member of the Public

OPS Member: Constable Matthew Cook

Excerpt from letter: Earlier today I experienced a very intense panic attack. Constable Matthew Cook took the time to help me get through it. He was calm, supportive, and reassuring. He was very skilled in helping me during a very difficult time. He certainly picked the right career and is definitely an asset to the OPS.

Date received: 20 June 2016

From: Member of the Public

OPS Member: Constables Scott Fenton and Sameer Sharma

Excerpt from letter: I wanted to write to express my appreciation for some stellar service by the Ottawa Police. Many years ago I had my main musical instrument stolen. As a career musician/educator, this was a devastating loss as it was a unique electric guitar that I'd played for close to two decades. On May 30, I saw the guitar listed for trade on a website. I called the Ottawa Police and was put in touch with Constable Scott Fenton. After a quick conversation and a follow-up email from me with some details, Constable Fenton was in touch with the person in possession of the guitar. After arranging a meeting he, along with Constable Sameer Sharma, recovered my long-lost prized instrument and delivered it to my home. The issue was resolved incredibly quickly, perhaps within a couple of hours from first making contact. Constables Fenton and Sharma were complete gentlemen; thoroughly professional, conscientious, and gracious. I am most grateful.

Date received: 21 June 2016

From: Member of the Public

OPS Member: Constable Paul Cahill

Excerpt from letter: Today, I had a minor verbal dispute with my 85-year-old neighbour who decided to call the police, as he often does. The matter was rather trivial, over some chicken bones that my neighbour likes to discard across the street where dogs on leash, including mine, often venture and eat the discarded bones -- which could be fatal. Officer Cahill arrived with his partner and showed terrific professionalism in helping to resolve the tensions. Specifically, he listened to both sides and he offered me personal and clear-headed advice towards avoiding future disputes. As a victim of the complaint, I would like to commend his calm, reasoned, and unbiased behaviour in helping to resolve the matter. I believe his behaviour should be the standard when dealing with the public and I would like for him to be acknowledged for this professionalism.

Date received: 22 June 2016

From: Member of the Public

OPS Member: Constables Leslie McCarthy and Jose Barahona

Excerpt from letter: While working as frontline staff at a men's shelter, a client was found

unresponsive after suffering from a drug overdose. While searching the client's belongings, I was stuck by a used needle, despite wearing needle-resistant safety gloves and following all safety protocols. I sought medical attention at a hospital and Cst. Leslie McCarthy and Cst. Jose Barahona arrived to check on how I was doing. They stayed with me and displayed genuine concern for my well-being, as well as empathy for what I was coping with. They were adamant that they would not leave me alone at the hospital until I had someone come wait with me for support. After informing me that a co-worker was on their way, Cst. Barahona contacted the 911 call center to ask that any calls for service from the shelter be given priority as it would be short-staffed. I also witnessed both officers field numerous questions from other patients in the waiting room. Both were very approachable and professional while they listened attentively to the questions posed to them. Cst. McCarthy followed up a week later to see how I was doing. I believe the actions of Cst. McCarthy and Cst. Barahona during the course of that night, especially while at the hospital, displayed a true reflection of the Ottawa Police Services motto 'Community Service Communautaire.' The two officers not only provided me with the feeling of support, but also showed a desire to go above and beyond what would be expected in the performance of their duties. They displayed genuine concern, empathy, and willingness to help.

Date received: 23 June 2016

From: Member of the Public

Excerpt from letter: My sincerest congratulations to all your new police recruits. We are wishing them an exciting career with our Ottawa Police Service. I am also so happy the canine dogs will be part of the RCMP Musical Ride Sunset Ceremonies; born and raised to be awesome police dogs, and so well trained. We were also happy to hear one of your female detectives made a good recovery after a bad bicycle accident last year. Our thoughts are with her as she has made such a fantastic recovery. The fast and furious police chase of a stolen truck from Cornwall was incredible and showed strong training techniques of our Ottawa Police officers.

Date received: 28 June 2016

From: Member of the Public

OPS Member: Constable Melissa Albright

Excerpt from letter: Around the end of May, I went into a psychosis caused by a mental illness and was really hostile with the officers that attended. They brought me to the hospital where I recovered, after being in the acute monitoring unit for four days, strapped to a bed. I'm really thankful that they did not choose to go another route, even though I was clearly out of control and saying a lot of things that could have elicited a more violent response, or jail. I only remember one officer's last name due to the state I was in and it was Albright. She was female, and used a ridiculous amount of control with me and never once said anything rude back. I think at the very least they deserve some sort of compliment and to know that I am thankful to them for dealing with me so professionally and for seeing that I was not myself. Obviously it wasn't a

good experience and I generally don't like many of the police officers I have run into, but I wanted to say thank you and let them know they made a difference in my life that has made me change how I feel about the police. I still think about how that night could have went differently and I am grateful.

Date received: 01 July 2016

From: Member of the Public

Excerpt from letter: I was a witness to an incident involving a man with a knife. I want to say that the officers involved handled the situation very well. The officer that used his Taser, in my opinion, made the right call. I think that all of the officers involved should be commended on how well this was handled. Thank you. The fellow at the heart of it all will hopefully now get the help he needs.

Date received: 04 July 2016

From: Member of the Public

OPS Member: Constables Mike O'Reilly and Marie Josee Seguin

Excerpt from letter: I would like to take this opportunity to pass on my sincere thanks to Constables Mike O'Reilly and Marie Josee Seguin, for their caring assistance. I parked my car on Elgin Street near Waverley Street and took a walk over to Colonel-By Drive to check out the location where I was going to do volunteer work. When I returned about 45 minutes later, my car was gone. Cst. Seguin was on duty and tried her best to locate my car by checking the databases, and phoning the lots where towed cars are normally taken. She suggested I complete a stolen car report, which I did, and to contact my insurance company right away. Later, I received a call from Cst. O'Reilly who informed me my car was found on Metcalfe Street. He stayed with my car until I arrived, to prevent another parking ticket - it had three tickets on it already totalling \$300! My car was not stolen, but it had been towed. All the parking tickets were forgiven. During this stressful time, Cst. O'Reilly and Cst. Seguin were sympathetic, displayed genuine concern, and gave words of encouragement and helpful advice. These fine officers are a credit to the Ottawa Police Service.

Date received: 04 July 2016

From: Member of the Public

Excerpt from letter: I do not know that officer's name, but he as a young African-Canadian officer, who was doing an excellent job of keeping everyone safe at the intersection of Prince of Wales Drive and Preston Street, on the last day of the Tulip Festival. He kept his cool and even rightly scolded some unruly pedestrians by asking everyone to follow his instructions, for road safety. I know policing can be difficult, with no water breaks, standing for many hours, and this officer did his duty to the fullest!

Date received: 04 July 2016

From: Member of the Public

OPS Member: Sergeant Brent MacIntyre

Excerpt from letter: During my retirement party, my husband collapsed from cardiac arrest. Lucky for us that one of your officers, Brent MacIntyre, was present and was able to successfully revive my husband with the defibrillator located in the venue. I would like to know if the quick action of this officer could be rewarded somehow.

Date received: 05 July 2016

From: Member of the Public

Excerpt from letter: I was pulled over by a police officer for going the wrong way to get to the highway off Carling Avenue. At first I panicked because this is the first time in my life that I was pulled over by a police officer. After arriving home, I realized how lucky we are to have this special service. The police officer was there just a minute after noticing me going the wrong way, then she was very respectful and understanding. Thank you so much for being always present for us in the best possible way.

Date received: 08 July 2016

From: Member of the Public

Excerpt from letter: Horrific events in Dallas remind one of how important our police services are, the bravery of our police officers, and the many risks faced. Thank you for your services in Ottawa.

Date received: 10 July 2016

From: Member of the Public

Excerpt from letter: Thank you to the officers attending the noisy disturbance at the hostel. The group they dispersed was littering, screaming, and disturbing the peace. Thanks for taking action and giving us neighbours peace of mind.

Date received: 11 July 2016

From: Member of the Public

Excerpt from letter: I would like to commend two of your Ottawa Police officers for their professionalism, kindness, and compassion. I was alone in my room at the hospital, when your officers brought in an individual who appeared mentally unwell. It was nerve-racking for me to have the bed next to him. Your officers treated this individual with the utmost dignity, compassion, and respect. They listened to him and calmed him. It makes me very proud knowing we have these two men in our police service in Ottawa.

Date received: 12 July 2016

From: Member of the Public

OPS Member: Constable Marc-Andre Fleury

Excerpt from letter: My mother became violent towards me and I attempted to get her brought in on a 'Form 2'. I went to the police station at 474 Elgin Street and the officer there advised me to move out from my mother's apartment. The next day I received a call from Cst. Marc-Andre Fleury who informed me that he had made contact with my mother, and after I explained what had transpired, he decided to bring my mother into the hospital to be assessed. My mother was later admitted to the hospital for further treatment. Cst. Fleury gave me a huge sense of relief as I now have fewer things to worry about, knowing my mother is getting the help and support she needs.