

Report to / Rapport au:

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

27 February 2017 / 27 février 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

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: 3 January 2016

From: Patti Murphy, Executive Director Youth Services Bureau Ottawa

OPS Member: Christine Drummond (GLBT Liaison), Carol Macpherson, Julie Kavanagh, Constable Andrew Wightman

Excerpt from letter: We'd like to thank you for your meaningful support of the Youth

Services Bureau of Ottawa (YSB) through your #OperationSubZero clothing drive in December. The clothing items you collected went to homeless, street-involved and at-risk young people, who are desperately working to create bright futures for themselves, in spite of the many obstacles they may be facing. Clothing is a basic human need. Your efforts to collect hundreds of pieces of clothing for at-risk youth in our programs means young people will be able to find clean items that fit them and that can give them a sense of pride – which can be precious and rare gifts for youth living on the streets. You and your team came together to make this clothing drive a huge success! Please pass on our sincere thanks to all those involved.

Date Received: 15 January 2016

From: Member of the public

OPS Member: Constable Jeff Shields

Excerpt from letter: This morning I was issued a speeding ticket by Constable Shields. I would like to compliment him for handling the situation with professionalism, courtesy, and for respecting my time.

Date Received: 13 January 2016

From: Member of the public

OPS Member: Constable Bonnie Cheng

Excerpt from letter: My husband and I would like to thank Constable Bonnie Cheng for her assistance in helping us to get a shady tow truck company to release our car from their compound. Officer Cheng called the company for us and without this assistance the car would still be in their lot accumulating storage charges.

Date Received: 15 January 2016

From: Member of the public

Excerpt from letter: Last Monday, the temperature was extremely cold, especially for my newly sponsored Syrian family. The father was taking the bus to apply for his driving license at the Walkley Service Ontario office. He was confused and got off at the wrong bus station; the street was empty and the only person he could find was a police officer in his car a few metres away. Although he was scared due to his previous experience with the authorities in his home town in Syria, he remembered the session he attended with the Ottawa police officers. He battled his fear and asked the police officer for directions; it was several kilometres away. To his surprise, the officer drove him to the Service Ontario office. This simple act of kindness from this police officer, positively impacted this man, his wife, and his three children. Now the youngest would love to be a police officer when he grows up. This type of story might be happening every day from our professional Ottawa Police officers, but we never hear of it and we always hear about the bad incidents. Although I do not know the name of this officer, I'm sure we

have hundreds like him within the Ottawa Police Service. Thank to this officer and to many others in the force who are keeping our beautiful city a safe and welcoming place for all.

Date Received: 19 January 2016

From: Member of the public

OPS Member: Constables Jacques Carriere, Colleen Kyle and Andy Hall

Excerpt from letter: Last night I arrived at the Ottawa airport. I left Igloolik, Nunavut, fleeing from an abusive husband. When I arrived in Iqaluit at 1130hrs I was talking to a Border Patrol Officer who asked me what hotel I was staying at. I told her I'd probably just sleep at the airport and explained why. She told me to contact the Ottawa Police Service to see if they could assist. I found the OPS and they took me into their room. I explained my situation and they offered to have my flight moved up so my delay was not as long, and they offered to take me to a shelter. The three officers were very nice and comforting. Throughout the night they checked in to see if I was okay. A big thanks to your team members who were empathetic and professional. I really appreciate all they did for me.

Date Received: 19 January 2016

From: Member of the public

OPS Member: Constables Matthew Dunn, Jody Moore, Sergeants Martin Rukavina and Jeff Webster

Excerpt from letter: In 2015, I was the victim of a sexual assault by an acquaintance. With some degree of hesitation, I contacted the OPS to report what happened. That evening, Constables Matthew Dunn, Jody Moore, and Sergeant Martin Rukavina responded and offered support and compassion. I responded to the questions that, while difficult, were put to me in a respectful way. Cst. Dunn drove me home afterwards, again offering words of kindness and support. In the days that followed, I was contacted by Sergeant Jeff Webster who was there through the interviewing and investigation process, all the way through the trial prep, the trial, and eventual sentencing this past December 2016. When I had a question, concern, or uncertainty, Sgt. Webster was quick to respond professionally, compassionately, and honestly. Although it was a very difficult and emotional time, feeling supported, informed, and treated with the utmost respect and compassion made all of the difference for me when it counted most.

Date Received: 22 January 2016

From: Member of the public

OPS Member: Constable Annik Levesque

Excerpt from letter: I wanted to send out my thanks to the police officer that came to my home after I called 911 when my sister was in my home and refusing to leave. The

911 dispatch was perfect and the female officer that came to my home was very professional and helped me more than she knows.

Date Received: 26 January 2016

From: Member of the public

OPS Member: Constables Thanh Tran and Hung Nguyen

Excerpt from letter: My daughter was very upset about an accident she had and even more so by the tow truck drivers who descended on her and were very aggressive. She said that the two Ottawa Police officers who came were very supportive, dealt with the tow truck drivers and guided her through the steps to be taken. I wanted to make sure to pass on her thanks, and mine, for the officers' courtesy and support.

Date Received: 27 January 2016

From: Member of the public

OPS Member: Constables Scott Handler and Andrew Goodall

Excerpt from letter: One of our neighbours reported a person breaking into cars on our street. The thief had apparently taken an iPad from one of the cars and the police and owner were able to track its signal and arrest the person responsible. Well done!

Date Received: 29 January 2016

From: Member of the public

OPS Member: Constable John Dorsch

Excerpt from letter: Constable John Dorsch was very professional, friendly and calm throughout his response to our call. He made me feel like the situation was being dealt with in a fair manner and I would like to thank him for that. Cst. Dorsch seems to be a wonderful police officer who is great at his job. I wish that more people could deal with situations as calmly and professionally as he did. Thank you for all you do for our community!

Date Received: 30 January 2016

From: Member of the public

OPS Member: Constable Ryan Weselake

Excerpt from letter: My neighbour was involved in a motor vehicle accident. Constable Ryan Weselake came to see her and we were very impressed by the way he handled the situation. He was very gentle and patient while our neighbour told him her vague account of what happened. He explained to her about calling her insurance company and was most helpful and reassuring. He certainly is a great example of a fine young man and renews our belief we are lucky to have such a fine police force.

Date Received: 3 February 2016

From: Member of the public

Excerpt from letter: I just want to say, you guys are awesome!

Date Received: 9 February 2016

From: Member of the public

OPS Member: Constable Stephane Poirer

Excerpt from letter: I am writing to convey my thanks to Constable Stephane Poirer for his kindness and professionalism. My (Aboriginal) Elder collapsed in his home due to an apparent heart attack. When I arrived, the first people I saw were my Elder's wife and Cst. Poirer. He and the other officer present were very kind and helpful during what was a very traumatic event for both my Elder's wife and myself. Shortly after we got to the hospital, the officers turned up asking if there was anything they could do and stated that they would stay until we had gotten an update. Everything about them was very kind and supportive. They truly went above and beyond in the way they responded in what, for us, was a terrible event. My Elder later was pronounced dead at the hospital and as time has passed I have reflected on that day. The actions of Cst. Poirer and his fellow officer stand out more and more to me as a comfort in the midst of horror. It is important that you know what a good job they did – how they exemplified the best parts of positive police work. Your kindness has made a difference.

Date Received: 9 February 2016

From: Member of the public

OPS Member: Constable Curtis Hebert

Excerpt from letter: Constable Curtis Herbert did a presentation at our school today for a group of kindergarten children who are learning about community helpers. Cst. Herbert was professional and kind. He is a clear example of the amazing work done by officers every day. He is a true ambassador for the Ottawa Police Service and I hope he is recognized for his efforts.

Date Received: 9 February 2016

From: Member of the public

OPS Member: Constable Paddy Magill

Excerpt from letter: I would like to thank Constable Paddy Magill and her partner, who came to the rescue at my home. Cst. Magill was so absolutely sensitive and tactful in handling a very distressed person with absolute expertise and competence. My friends and I want to thank her for her professionalism and humanity. We would like her to know that our friend is now in the care of her family and is getting the attention she needs.

Date Received: 9 February 2016

From: Member of the public

OPS Member: Constable Paddy Magill

Excerpt from letter: I would like to echo the appreciation expressed by my friend for the great care and professionalism Constable Paddy Magill showed to our friend. Our friend was in a state which alarmed us, and we had not been successful in getting her to come with us to the hospital. Cst. McGill was able to persuade her to get into the ambulance so that she could get the care she so urgently needed. We are all very grateful for the exemplary service the constable provided.

Date Received: 9 February 2016

From: Member of the public

OPS Member: Constable Stephanie McConnell

Excerpt from letter: Hi, I would like to extend a very heartfelt thank you to Constable Stephanie McConnell. She responded to our call because our mother had passed away. She was extremely helpful and very compassionate and comforting in our time of grief. She was very professional, yet possessed a truly touching human side to her and we cannot say enough good things regarding her character and professionalism. Thank you kindly on behalf of our family.

Date Received: 11 February 2016

From: Member of the public

OPS Member: Constable Derek Wereley

Excerpt from letter: Constable Derek Wereley came to speak with me at my place of employment regarding a threat I'd received. He was professional and respectful, yet made me feel so relaxed and like my concerns mattered as much as any other case or complaint. If Cst. Wereley is a general representation of the Ottawa Police Service then I know we Ottawans are in very good hands. Thank you Cst. Wereley!