

Report to / Rapport au:

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

24 September 2018 / 24 septembre 2018

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: 12 July 2018

From: Member of the public

OPS member: Constable Jeremie Brazeau

Excerpt from letter: I was in an accident yesterday morning and Constable Jeremie Brazeau was timely, courteous and professional. Thanks to him and to the police service as a whole for your diligent, self-sacrificing and continued efforts to provide excellent service to our community.

Date Received: 20 July 2018

From: Member of the public

OPS member: Sergeant Marc Levesque, Constable Katarzyna Dumont, and Thomas Scobie

Excerpt from letter: I just want to say thank you for the care and attention that you showed when responding to the break-in at my home. My husband and I were out of town and it was a great comfort to know the Ottawa Police responded so quickly to my son's call to 911. We all really appreciate the effort that you made in searching for fingerprint evidence. Thank you for your hard work on AFIS and for all that you do in Forensic Identification.

Date Received: 20 July 2018

From: Member of the public

OPS member: Sergeant Jeff Aylen

Excerpt from letter: We were pleasantly surprised today to see a police car parked in a parking lot near our house. This is where illegal activities, such as drug dealing and illegal sex, have been taking place for years. We thanked the officers several times in recent weeks for their presence at that location.

Date Received: 26 July 2018

From: Member of the public

OPS member: Constable Jeff Shields

Excerpt from letter: I would like to thank Constable Jeff Shields for taking a few minutes to show me and my grandsons his new motorbike on very hot Monday afternoon. They couldn't stop talking about him as we walked home.

Date Received: 26 July 2018

From: Member of the public

OPS member: Constables Matthew Ringel and Iris Janzen

Excerpt from letter: I would just like to acknowledge the professional, respectful and courteous response of Constables Matthew Ringel and Iris Janzen at an incident that we had at our shelter. They were both very respectful with the situation, and were patient with the woman who was struggling to manage herself.

Date Received: 29 July 2018

From: Member of the public

Excerpt from letter: I am writing this email to compliment the officers I witnessed this evening dealing with a distraught middle-aged woman. The three officers involved were extremely patient and professional in dealing with the woman -- even when her

composure was somewhat erratic (and I'm sure very difficult to deal with). Please pass on my compliments and respect.

Date Received: 30 July 2018

From: Member of the public

OPS member: Constables Christopher Poulton and Henry Matamoros, Catherine Whittom

Excerpt from letter: I phoned 911 requesting police assistance with my adult son, who was in the midst of a serious mental health crisis. Catherine Whittom responded and expertly assisted me through the crisis until police arrived at my home. She was able to keep me calm while I provided the necessary information to her. My son was extremely agitated and was hovering over me as I spoke to her. I am physically disabled and in a wheelchair, so I felt extremely vulnerable throughout this time. Constable Henry Matamoros arrived and took my son outside to speak with him. Within 10 minutes Constable Christopher Poulton arrived and calmly spoke with my son as well as myself and my husband to collect history and information. This was a very difficult and frightening situation for our family and thanks to the expertise of these officers, the outcome was the best it could have been. Our son was calm and treated respectfully. We felt safe and protected, and trusted these officers to care for our son until he reached hospital. We cannot thank you enough.

Date Received: 31 July 2018

From: Member of the public

OPS member: Constables Amanda MacTavish and Jeffrey Daunt

Excerpt from letter: As a critical care nursing officer in the Canadian forces, I was very impressed by Constable Amanda MacTavish and Jeffrey Daunt's high standard of professionalism during an encounter with a combative and belligerent patient. Even while the patient was telling these officers that she 'hated cops,' they never stopped being patient with her. With the medical staff, they were helpful and pleasant throughout the encounter. Overall, they have demonstrated an outstanding standard of policing, and represent your organization very well.

Date Received: 1 August 2018

From: Member of the public

OPS member: Constables Andrew Hall and Marc Denis

Excerpt from letter: I am writing to express my appreciation for the involvement of two of your members who provided assistance during a significant medical event at the airport. An airport authority employee went into cardiac arrest in our administration office. Several coworkers went to her aid and called the emergency number for assistance. Almost immediately after the call was made, Constables Andrew Hall and

Marc Denis were on-scene. The team immediately began efforts to revive her, including the use of a defibrillator. The airport's emergency response service arrived shortly thereafter, followed by Ottawa paramedics who transported her to the Heart Institute. Doctors confirmed that the actions of those first on-scene saved her life that day. The teamwork, quick thinking and decisive action made the difference for her. On behalf of the entire Airport Authority family we are extremely grateful to everyone who was involved in providing assistance and care for our coworker. Her family has asked that we express their gratitude for those involved.

Date Received: 3 August 2018

From: Member of the public

OPS member: Constables Matthew Dunn, Jason Meehan, and Sergeant Michael Cathcart

Excerpt from letter: I want to send out a big thank you to all of the officers who were involved in the search for my dad, and thank you to the officer who stayed with my mom. I have to say, I was quite shocked to see all the police cars at the apartment building where my parents live, I couldn't believe so many officers were there to help. Thank you all so very much.

Date Received: 4 August 2018

From: Member of the public

OPS member: Constables Rachael Ward, Bernard Covic, Abraham Kaazan, Sergeants Stuart Feldman, Mike Siddons and Staff Sergeant Michael Stoll

Excerpt from letter: Thank you very much to all the officers involved today in finding my 90-year-old father who has Alzheimer's and had wandered off from his home. An officer found him, safe and sound, about two hours after he left. I appreciate the calm, supportive, and respectful help you provided.

Date Received: 8 August 2018

From: Member of the public

Excerpt from letter: My son lives in Ottawa and we visited him during the August long weekend. We were very impressed with the police presence and their tactics at the changing of the guards. Thank you for making us feel safe and secure. I witnessed many moments of good policing; both the obvious and the less obvious. Well done!

Date Received: 9 August 2018

From: Member of the public

OPS member: Constable William Cantin

Excerpt from letter: Constable William Cantin was really nice and very helpful. He sat with me to discuss what I was reporting and gave me some good advice. I want to thank him; he really helped me though a tough report.

Date Received: 11 August 2018

From: Member of the public

OPS member: Constables Katarzyna Dumont and Andrea Cohen

Excerpt from letter: I wanted to send a short note of thanks to Constables Katarzyna Dumont and Andrea Cohen, for finding and bringing my wife back home. My wife suffers from mild cognitive impairment, which of course affects her memory and judgment, but this is the first time she has actually wandered off and got lost. So a wake-up call for me. I had been out of the house for less than an hour and returned to an empty house. Please pass along my thanks, they handled the situation with professionalism, tact and sensitivity.

Date Received: 13 August 2018

From: Member of the public

OPS member: Constables Kevin Graham, Kyle Lamothe and Sebastien Bazinet

Excerpt from letter: I witnessed a hostile altercation between two men that quickly escalated after a knife was drawn. I would like to compliment Ottawa police for their quick response to this incident, as the situation was brought under control within minutes. I would especially like to thank Constable Kevin Graham who was directing traffic nearby, noticed the altercation, and quickly intervened. He displayed great professionalism in subduing and arresting the two combatants, who initially were noncompliant with his insistent calls for them to back down. It should be noted he did not use violent means in the arrest. I believe that one of the two men may have been gravely injured had the officer not taken swift and decisive action. This experience really makes me wonder: Where are all the videos of the police doing all the great things they do on a daily basis?

Date Received: 16 August 2018

From: Member of the public

OPS member: Constable Keith Martin

Excerpt from letter: I would like to commend Constable Keith Martin for his excellent service. I reported a fender bender in which the guilty party left the scene. Cst. Martin was sent to meet me because I was somewhat upset. Cst. Martin was able to find me, despite me giving the wrong information as to where I was. I was also very grateful as to how he reassured me that everything would be taken care of and that I had nothing to worry about. He was able to get me to calm down. Then, he successfully had the guilty party return to the scene and ensure he understood the law. I am very grateful for how he handled the situation and I am grateful for his service.

Date Received: 26 August 2018

From: Member of the public

OPS member: Constable Dinis Oliveira

Excerpt from letter: I just wanted to take a minute to say thank you to Constable Dinis Oliveira who pulled me over. It was my first time being pulled over and I was a little uneasy, but the whole time he was very respectful and kind. I really appreciated that he understood that people make mistakes. Thank you again for making my first (and hopefully only) speeding stop not as stressful as I expected, and for being such a kind person.

Date Received: 27 August 2018

From: Member of the public

OPS member: Constable Kevin St-Jean

Excerpt from letter: Constable Kevin St-Jean was very fair and understanding during an incident involving my vehicle. He even waited two hours with me to get a ride and tow. I'm very thankful we have officers like that in our city.

Date Received: 27 August 2018

From: Member of the public

OPS member: Constable Cory Chuchryk

Excerpt from letter: Our neighbour called OPS the because the door to our house was wide open and no one was home. Thank you so much for your time and trouble in responding and locking the house and putting the keys in our car.

Date Received: 28 August 2018

From: Member of the public

OPS member: Constable Sebastien Bazinet

Excerpt from letter: Le policier Sebastien Bazinet a été d'une gentillesse et s'est mis à la recherche du mon cellulaire qui a été volé. Il a intercepté un individu qui avait acheté mon cellulaire. Merci pour ces services rendus.

Date Received: 31 August 2018

From: Member of the public

OPS member: Constable Francis Mask

Excerpt from letter: I was given a ticket for looking at my cell phone at a red light. Constable Francis Mask was very courteous and kind and I would like to thank him for the wake-up call.

Date Received: 1 September 2018

From: Member of the public

Excerpt from letter: Hello I am just sending a thank you for the services you provide.

Compared to the American way of life, we all need to remind ourselves how lucky we are to live in Ottawa.

Date Received: 2 September 2018

From: Member of the public

OPS member: Constables Jennifer Koivula and Melvin Campbell

Excerpt from letter: A quick word to say thank you for the care your police officers showed us today. Our daughter had a mental health crisis that necessitated being restrained and taken to CHEO. Constable Jennifer Koivula was first to arrive and was respectful, firm and kind. Constable Melvin Campbell was also kind and respectful. Cst. Koivula was able to engage our daughter on her interest in policing. It meant a lot to her to have the officer have faith in her future potential. Thanks for being there for us.

Date Received: 6 September 2018

From: Member of the public

Excerpt from letter: Please accept our sincere gratitude for your quick, kind and efficient help in locating our daughter last night. Your reassuring demeanour and rapid action were thoroughly appreciated.

Date Received: 7 September 2018

From: Member of the public

OPS member: Sergeant Mark Gatien

Excerpt from letter: I witnessed an officer ticketing people for traffic offences on Heron Bridge. I was very satisfied to see this and hope that Heron Bridge is monitored more often in the future. I have witnessed multiple vehicles in the bus lane during rush hour.

Date Received: 12 September 2018

From: Member of the public

OPS member: Constable Kyle Medveduke

Excerpt from letter: My son was involved in a fender bender and Constable Kyle Medveduke responded to the call. He was polite, professional and pleasant. Although forced to issue a notice of infraction, Cst. Medveduke took the time explain the options available to my son, and sensing that he was a little shook up by the accident, was more than kind in his approach. Well done!