

Report to / Rapport au:

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

18 December 2017 / 18 décembre 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: 11 November 2017

From: Member of the public

Excerpt from letter: Tout d'abord bien le bonjour à vous amis et collègues canadiens. Je me permets de vous envoyer ce petit mail pour vous dire combien j'ai été ravi de ma visite au Canada lors d'un circuit effectué du 21 septembre dernier au 2 Octobre. Après avoir visité Toronto, Montréal, Kingston, la Gaspésie, nous sommes allés à Ottawa où

la j'ai été surpris par la commémoration célébrée le 24 septembre à l'honneur des policiers morts en service, j'ai trouvé cela inouï pour les gens de la police dont je suis, maintenant à la retraite, bravo à vous et aux membres organisateurs de cette cérémonie ou je n'ai pu assister que momentanément. Encore BRAVO à vous et à votre Pays dont je rêvais toujours d'aller voir, chose qui est faite maintenant et qui m'a ravi. Un admirateur.

Date Received: 12 November 2017

From: Member of the public

OPS member: Constable Tyler Vanderheiden

Excerpt from letter: My husband and I would like to extend our heartfelt thanks to the officers who responded to our call early this morning when we could not locate our son. Both the Call Centre staff and the two officers who came to our home were thorough, understanding, and kind to us, and left no stone unturned to help us figure out how to locate him and ensure that he was safe. We hesitated to call 911, but it was the best thing we did, and the story ended well for us, thankfully. Everyone involved took great care to guide us through a difficult moment, without judgment, and we are very grateful to have such fine men and women on the Ottawa Police Service watching out for our youth and the community.

Date Received: 15 November 2017

From: Member of the public

OPS member: Constable Stanley De Jong

Excerpt from letter: I am contacting you because I want to express how grateful I am for the kindness and understanding that Constable Stanley De Jong offered me this morning. I have been struggling lately and have become incredibly discouraged. Constable De Jong is the first person to take the time ask if I am okay when he didn't have to. He genuinely seemed to care and this means more to me than I can express. In a profession like policing, officers experience so much negativity and are not shown as much appreciation for the work they do as they should be. They encounter some of the most difficult situations imaginable, both physically and mentally, and I imagine it is quite taxing in many areas of their own lives. I know it's cliché, but my five-minute interaction with him gave me a bit of hope in a period of my life where I feel utterly hopeless. Thank-you for including such a wonderful person in your organization.

Date Received: 20 November 2017

From: Member of the public

Excerpt from letter: Thank you so very much for the intervention by the fantastic Ottawa Police for getting those two dogs out of filth. Your officers are amazing humans.

Date Received: 21 November 2017

From: Member of the public

OPS member: Constables Wade May and Silvijo Setka

Excerpt from letter: I often drive by a home which has fallen into obvious disrepair. There are boards on the windows and the house seems abandoned. There is a male occupant living there, and it is clear that he has no heat and no hydro. He also has no means to leave his rural property. Yesterday, I felt compelled to call for some help for this man, who suffers from mental illness. Two of your officers came and spent some time with him, just talking with him; in essence, offering him some comfort. And they called me back! And displayed genuine concern! That deserves some recognition, in my books!

Date Received: 24 November 2017

From: Member of the public

OPS Member: Sergeant Shawn Graham

Excerpt from letter: À titre de représentant du personnel scolaire du collège La Cité, je désire porter à votre attention la présence dans vos rang d'un officier hors pairs. Le sergent Shawn Graham, coordonnateur d'événement spéciaux, à titre de liaison avec vos services durant toute la durée de notre conflit de travail a fait un travail exemplaire. Courtois et assidu dans ses contacts avec nous sur les lignes de piquetage durant 5 semaines, le sergent Graham a contribué à assurer la sécurité de nos membres, notamment durant nos déplacements pour manifester auprès de nos politicien locaux. Nous voulons que nos remerciements à son égard soient publics.

Date Received: 27 November 2017

From: Member of the public

OPS member: Constable Francois Perron

Excerpt from letter: Last weekend, there was a domestic incident on my street where the police were called. Two officers attended and I wanted to let you know how impressed I was and how much I appreciated their service. These officers listened attentively to the victim who at times was incoherent and rambling and were able to calm her down and de-escalate the situation. They didn't react when provoked, which truly goes to show they believe in using communication as their first form of resolution. They even took the time to make sure all of the involved children were comforted and

not afraid. I think it is so important to take a few moments and acknowledge the good that these officers did.

Date Received: 5 December 2017

From: Mentoree of Big Brothers Big Sisters Ottawa

Excerpt from letter: Thanks for the invitation for the Ottawa Police Gala. First, when I came in, I saw that they were selling different things at an auction. We saw a bagpiper! There was a little parade showing off the police officers wearing their gala suits. It was neat to see them dressed in their fancy uniforms, and it made me feel proud of them and proud of living in Ottawa. I was so happy to hear the speech (while we ate our salad) about how they have saved many people from suicide and other terrible situations. It was powerful to listen to. It was also great to see policemen and policewomen receive medals for their difficult work. Dinner was delicious and I am very thankful to have been able to go to see our police heroes recognized. It is nice to see their families be so proud of them and so happy, too. I wish I could go again next year! It is important for me to see people helping other people, and that's why I was to be a defence lawyer when I grow up – so that I can help people who cannot defend themselves. It was a very inspiring evening and thank you again for giving me the opportunity to go.