

 <p><b>OTTAWA POLICE SERVICE</b>  <b>SERVICE DE POLICE D'OTTAWA</b></p> <p><i>The Trusted Leader in Policing</i>  <i>Le chef de file de confiance dans la police</i></p>	<p><b>REPORT</b> <b>RAPPORT</b></p>
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DATE: 26 October 2015

TO/DEST: Executive Director, Ottawa Police Services Board

FROM/EXP: Chief of Police, Ottawa Police Service

SUBJECT/OBJET: **LETTERS OF COMMENDATION**

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### **RECOMMENDATION**

**That the Ottawa Police Services Board receive this report for 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).

*(Original signed by)*

Charles Bordeleau  
 Chief of Police

Attach. (1)

Responsible for report: A/Director Margaret MacDonald

## LETTERS OF COMMENDATION

**Date Received:** 01 September 2015

**From:** Member of the Public

**OPS Member:** Sergeant John Svab and Constable Michael Compton

**Excerpts from letter:** I would like to pay my compliments to two members of your police service, Sergeant Svab and Constable Compton, regarding their demeanor during a recent incident involving our neighbour. Our neighbour was rescued from McKay Lake and was taken to hospital, where she later died. Your officers were exemplary in the way in which they took care of the situation and in their dealings with us and others. I have rarely encountered such a perfect blend of competence, sympathy, warmth, and tact. These two officers helped immensely in mitigating the effects of an unnerving experience for those involved and my wife and I would like you to be aware of their excellent conduct. Please convey our appreciation and thanks to these two fine gentlemen.

**Date Received:** 01 September 2015

**From:** Nordion Science Advancing Health

**Excerpts from letter:** On behalf of Nordion, its management team, and employees, I want to thank the Ottawa Police Service and its responding officers for your assistance in dealing with the roof fire at our operations building in Kanata in August. The efficiency and professionalism of all first responders helped contain and minimize the damage to our building and ensured there was no contamination to our employees, the environment, or the local community. In addition, it had no impact to the supply of our much needed medical isotopes to our customers, or the global medical community.

**Date Received:** 15 September 2015

**From:** Member of the Public

**Excerpts from letter:** I just wanted to say thanks to the officers who were with me on Sunday, June 13, when my dog was hit by a car. They assisted me in having him put down at the scene and were nice enough to stay with me until I had him removed. It made the evening go smoothly. Words can't begin to say how appreciative I am of their humane assistance, and the fact they didn't scurry off but also secured a vet. It made me think we have some of the best people looking out for us in this city.

**Date Received:** 17 September 2015

**From:** Member of the Public

**Excerpts from letter:** I visited the Queensview location for a records check. While there were a number of people there and it took longer than I expected, I have to mention the staff working were extremely pleasant, professional, efficient, and polite. They are a credit to your organization.

**Date Received:** 17 September 2015

**From:** Member of the Public

**OPS Member:** Constables Ken Bruce, Angela Robinson, and Jennifer Delia

**Excerpts from letter:** There was a break-in at our home and we reported it. Constable Bruce arrived shortly thereafter. He was thoughtful, calming, took our case seriously, and called in another officer to take fingerprints. She was similarly thoughtful and took the time to calm our nerves and address our sense of vulnerability. She was also great with my teenage sons, showing them what it was she was doing.

I then got a call several weeks later from Constable Robinson advising me that she may have found some of the items we had reported stolen. As a result of Constable Robinson's actions, I now have back in my possession the jewellery that was stolen from me. Most importantly, I have a necklace from my mother and a ring from my grandmother – both special reminders of loved family members who have passed away. These are sentimental items that no amount of insurance money could ever have replaced. As the Commissioner of Oaths said in the examination room, "Some things are meant to come back to you." But they couldn't have come back to me without the diligent work of your officers and I will be forever grateful. Please pass on my gratitude and admiration to these individuals.

**Date Received:** 21 September 2015

**From:** Member of the Public

**Excerpts from letter:** I am writing to commend the actions of your police officers last night during a very difficult moment for our family that deteriorated into a domestic dispute. I am genuinely grateful for their humanity and their understanding and patience in trying to diffuse the situation. Though it did not end as we had hoped, I am genuinely grateful and appreciative that they tried their best as good understanding men, likely parents themselves, to resolve things more amicably.

**Date Received:** 21 September 2015

**From:** Member of the Public

**Excerpts from letter:** I just wanted to send a huge thanks to all of the police services that worked at the Richmond Fair last night. I was quite surprised to see the condition of the people leaving the fairgrounds as I waited to pick up my teenage son last night. Almost a parent's worst nightmare of intoxication and fighting. My son also witnessed someone trying to assault a female police officer that he was very upset with. We are extremely thankful for the presence of the police at the fair and feel that what they had to put up with goes above and beyond. Thank you from the bottom of my heart and what you do is very much appreciated.

**Date Received:** 24 September 2015

**From:** Member of the Public

**OPS Member:** Constable Sarah Standing

**Excerpts from letter:** On the weekend I stopped at the Port Hope 401 OnRoute station for gas on my way to see my mother. I had put my wallet on the roof of my car, forgot about it, and drove off. It turns out a few minutes after I drove away, Sarah Standing, an Ottawa Police officer who was on a weekend trip off-duty with her husband drove out of the OnRoute and saw my wallet in a lane of traffic, being driven over. My wallet arrived at work Wednesday via Xpresspost. Her kindness in ensuring that the wallet got to me safely - even texting me a photo of the mail receipt so I wouldn't worry - is extraordinary. I am so grateful to Constable Standing and the many officers who do good work every day.

**Date Received:** 25 September 2015

**From:** Member of the Public

**Excerpts from letter:** I twisted my ankle while jogging in the woods by a river in Orleans. As I crawled out of the woods, a gentleman about to start jogging stopped and asked me if I was okay. I was not and was in extreme pain. He told me he was a cop and then insisted on carrying me on his back up the hill. He went to get my car, brought it closer, carried me in, looked after my dog, and insisted on driving me home since I could not move my foot. He also suggested calling an ambulance but I said no thinking the pain would go away. I just wanted to say thank you! This police officer should be recognized for being such a gentleman and assisting while off duty. Not sure what I would have done without him.

**Date Received:** 27 September 2015

**From:** Member of the Public

**OPS Member:** Constable Vianney Calixte

**Excerpts from letter:** I just want to give an officer a pat on the back for handling a protest at St. Paul's University with respect and patience, and ending it peacefully.

**Date Received:** 28 September 2015

**From:** Member of the Public

**OPS Member:** Constable Vianney Calixte

**Excerpts from letter:** I just watched a video recording one of your officers having to confront a crowd of protesters at St. Paul's University. He was incredibly patient and totally professional. In these days when police services are constantly being criticized, it is a real pleasure to see a true professional getting the job done.

**Date Received:** 2 October 2015

**From:** Member of the Public

**OPS Member:** Constable Philip Kane

**Excerpts from letter:** Earlier today I received a speeding ticket from Officer Kane. I have to say that he was very kind, genuine, and respectful. I was in the wrong and take full responsibility for the speeding ticket. Officer Kane is keeping the roads safe from speeders and I wish more people would realize that's the reason there are speeding tickets. Anyway, I just wanted to send this email to compliment this officer as well as the rest of the Ottawa Police Service.

**Date Received:** 3 October 2015

**From:** Retired Superintendent Ralph Erfle

**OPS Member:** Constable Charles Benoit

**Excerpts from letter:** I want to relay how impressed the Ottawa Police Service Ride to Remember team was with Cst. Benoit's organizational and leadership skills on the recent Canadian Police Memorial Ride to Remember for fallen officers. As team leader for a group of 12 cyclists from the Ottawa Police, he had lots of planning to do for months in advance of the event. Additionally, during the four days of the actual event from the Ontario Police College to Ottawa, he was very engaged. He ensured that all team members were well taken care of and made new riders feel very welcome. At each brief 50 km break, he was very engaging with the local Ottawa media providing updates on Twitter and doing interviews even though there was little time for the riders to recover and eat. I was fortunate to be a part of this 700 km cycle and even though the distance was challenging for most, his leadership and organizational skills made the event run smoothly for everyone.