

Report to / Rapport au:

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

22 March 2021 / 22 mars 2021

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: 14 February 2021

From: Member of the public

OPS member: Constables Mark Bradley, Jason Meehan and Pat Arbour

Excerpt from Letter: I want to send a huge thank you to the Ottawa Police Service! Last night at 2 a.m. we heard a police officer in our front hall identifying himself. Our front door has been freezing and not locking or closing properly and it had opened in the night. They have stepped up our neighbourhood patrol and noticed that our door was

open. Scared us but we are grateful knowing they are watching over us. Time to get a new door with a good seal!

Date Received: 17 February 2021

From: Member of the public

OPS member: Constable Ibrahim Nehme

Excerpt from Letter: I was parked in my car and having a stressful discussion with someone on my cellphone. I was visibly upset and crying. A police officer parked behind my car and approached my window with calmness and asked if he could be some assistance. The officer was kind and I could tell he was sincerely concerned for my safety and well-being. It was comforting that a complete stranger showed me such kindness.

Date Received: 17 February 2021

From: Member of the public

OPS member: Constable Jean-Alex De Seve Bergeron

Excerpt from Letter: I had gone without sleep for three days and had reaction from missed medications. At the time I really felt I was in the right frame of mind; I clearly was not. I wanted to thank both officers whom responded on my call. They were very kind, patient and professional. I do not have a full memory of that day, but I do remember requesting to be cuffed, they declined. I then ask to be taken to jail for the experience, they declined and took me to General Hospital. You both did the force proud in your actions and I did need medical treatment. And thank you for letting me know people care, sometimes when you have an illness you forget.

Date Received: 20 February 2021

From: Member of the public

OPS member: Constable Aaron Casselman

Excerpt from Letter: Constable Aaron Casselman was so kind and compassionate, a credit to the OPS! I was so upset that my residence had been broken into by a former acquaintance, who I had been only trying to help. Cst. Casselman went beyond the call of duty and wrote out my complaint because I was too distraught to do it myself.

Date Received: 20 February 2021

From: Member of the public

OPS member: Constable Martin Kovac

Excerpt from Letter: Constable Martin Kovac pulled me over the other night in my car. He was firm but friendly and I drove away feeling thankful for the warning ticket I received, and was proud to know that officers like Cst. Kovac are out there to hold

people accountable but to exercise grace by reading the situation. My son learned a lesson about grace too - thank you for extending that to me that night.

Date Received: 24 February 2021

From: Member of the public

OPS member: Constable Amanda Williams, Quan Mchenry, John Flores, David James Martin and Nicole Bach

Excerpt from Letter: I want to thank the officers who responded to our call for help in the early hours of the morning, after our daughter, who has a mental illness and lives with us, went missing in the middle of the night. Constable Amanda Williams could not have been more professional, empathetic, understanding or helpful. My daughter was found and taken to the hospital. According to my daughter, the other police who responded were very kind as well. Please give them all our heartfelt thanks. Thank God this story had a happy ending.

Date Received: 25 February 2021

From: Member of the public

OPS member: Constables Stephen Irvine, Matthew Cook and Jessie Goodall

Excerpt from Letter: I called 911, asking for help to look for my teenage son who has adverse side effects due to his new medication. He was so agitated and hallucinating where he left our house. Within minutes police officers surrounded the area and brought him home safely and then escorted him to the hospital. I don't have enough words to express my appreciation; you guys saved my son's life.

Date Received: 1 March 2021

From: Member of the public

OPS member: Constables Matthew Cook and Kenneth Muse

Excerpt from Letter: Constables Matthew Cook and Kenneth Muse had the terrible duty of informing my husband and I of our son's death. It has to be one of the worst duties that they perform, and both of them handled it with grace and compassion. I have nothing but admiration for both men. They are a credit to their own families and the uniforms they wear.

Date Received: 1 March 2021

From: Member of the public

OPS member: Constable Ricardo Menendez

Excerpt from Letter: My daughter and my four grandchildren live in community housing. Constable Ricardo Menendez previously patrolled this area. During his time there Cst. Menendez went out of his way to make himself known, offer his assistance, and demonstrate that policing, when done appropriately is not something to be feared but

appreciated. I'm not a fan of the police and far too often have observed negative actions of police and frankly have little respect for the job or those that do it. Cst. Menendez has gone out of his way to help my daughter feel more secure within the environment in which she finds herself. More importantly he has struck up relationships, within the bounds of community policing, with my grandchildren. Because of his actions my grandchildren don't fear police and I believe he's influenced their attitudes in a positive way. Their attitudes are important. Where they live they will be subjected to numerous negative influences and it's good to know they won't be reluctant to seek assistance from police. In my view he represents what policing should be and his efforts have helped my family and positively influenced my own negative attitudes towards police. Menendez, in my view deserves recognition for the exemplary job he does.

Date Received: 3 March 2021

From: Member of the public

OPS member: Constable Kelly Ryan

Excerpt from Letter: This morning, two officers came to pick up some rifles from my house. I would like to thank them for how easy and pleasant it was to deal with them.

Date Received: 4 March 2021

From: Member of the public

OPS member: Constable Angus Ryan

Excerpt from Letter: Constable Angus Ryan pulled me over in my car and I was very anxious, but he was extremely respectful and kind.

Date Received: 7 March 2021

From: Member of the public

Excerpt from Letter: I am a full-time single parent of two children and my 15-year-old son has recently become violent with me on a couple occasions. Both times the officers who arrived showed exemplary and compassionate service. As a member of the Ottawa skateboard community I would also like to take this opportunity to thank the Ottawa Police Service for not giving skateboarders too hard of time over the years in the city. There was recently an incident in the news involving another police service and a young man on a skateboard and I just thought back that over all the years that I have a skateboarded in Ottawa I have never experienced harassment by Ottawa police.