

Report to / Rapport au:

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

25 May 2020 / 25 mai 2020

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: 16 March 2020

From: Member of the public

OPS member: Constable Mercedes Nash and Sergeant Andras Mozes

Excerpt from letter: My wife's grandfather passed away and it was, of course, a difficult situation. On behalf of the entire family, including his wife of 75 years, I want to thank Sergeant Andras Mozes and Constable Mercedes Nash for their incredible compassion and professionalism in their response. They were so kind and made this difficult day more manageable. The comfort they provided to his wife was truly

commendable as they stayed at the apartment while waiting for the coroner and funeral home to arrive. They asked questions about his life and listened to the many happy stories the family had to tell. I know the Ottawa Police Service deals with many different types of situations each day, but we wanted to extend our sincere thanks to all of your officers who help families through their saddest days. While it is difficult work, it really does make a difference.

Date Received: 20 April 2020

From: Member of the public

OPS member: Constables Brad Thompson and Christopher Wilson

Excerpt from letter: Thank you for the assistance you provided to me, thank you for the compassion and empathy you displayed towards me; this absolutely helped to keep me calm and de-escalated. I credit the two of you for helping me get myself back on track. Thank you for helping me to problem-solve and see the bigger picture. You helped to bring me out of survival mode, and back towards thriving mode. Thank you also for showing my children that authority figures are here to help us, please keep making a such a positive difference.

Date Received: 21 April 2020

From: Member of the public

Excerpt from letter: Just wanted to thank all members and office staff for what you do for us every day to keep us safe!

Date Received: 22 April 2020

From: Member of the public

OPS member: April Bretzlaff

Excerpt from letter: I contacted one of your communication's agents today to do a wellness check on a friend. The person I spoke to was very professional and helpful.

Date Received: 23 April 2020

From: Member of the public

Excerpt from letter: Police officers put their lives on the line for us citizens every day. This is, sadly, particularly sharply felt when an incident such as the tragedy in Nova Scotia occurs. My heart goes out to all sister and brother officers in the Nova Scotia RCMP detachments. But it also goes out to you here in Ottawa. Be safe and be well.

Date Received: 27 April 2020

From: Member of the public

Excerpt from letter: My husband was just driven home, after he had fallen, by an older officer in an unmarked vehicle. I want to send a huge thank you to the officer as my husband has blood sugar and blood pressure issues.

Date Received: 28 April 2020

From: Member of the public

OPS member: Constables Luc Mongeon and Dennis McKinnon

Excerpt from letter: I am writing to you in advance of the 14th anniversary of the suicide of my 18 year old daughter. I should have written to you a long time ago, but I want to tell you that I will never forget how the members of your force handled the situation that day. They were all very professional, but more importantly, were sensitive and kind to me as I screamed and cried while they and other emergency personnel worked to try to save my daughter's life. Other people were present - the coroner, firefighters, and paramedics - but it is the police officers that I remember. I will always be grateful for what those officers did that day and if it is possible, after all this time, I ask that you pass on my thanks to them.

Date Received: 29 April 2020

From: Member of the public

OPS member: Constables Dan Vincelette, Fran Herzig and Nehme Ibrahim

Excerpt from letter: I am writing to you to express my deepest gratitude after officer's attended my brother's home. They were compassionate and kind, as well as understanding, and helped us during this difficult time. I wanted to let you know how much it was appreciated.

Date Received: 2 May 2020

From: Member of the public

OPS member: Constables Troy Forgie and Katherine Ste. Marie, Stephen Brown, and Sergeant David Brennan

Excerpt from letter: My elderly father went missing and as I was out looking for him, I noticed two police cars parked nearby. I went and asked them for help. They were thorough, professional, kind, and acted on my information immediately, even though my father had only been absent 4-5 hours at that point. My father was found about an hour later. Police officers were there with my mother when he returned. I wanted to write to you to let you know how much I appreciated the police services today and their fantastic professionalism throughout what was a fairly trying few hours for me.

Date Received: 5 May 2020

From: Member of the public

OPS member: Constables Abraham Kaazan and Keith Hihnala

Excerpt from letter: I was moving my belongings from my old home, following an abusive relationship. Two officers were present during this time and exhibited professionalism, situational awareness, dispute management expertise, sensitivity, and

objectivity. They made me feel protected during this ordeal. Officers like these are a benefit to Ottawa.

Date Received: 6 May 2020

From: Member of the public

Excerpt from letter: I am 10 years old and attend Our Lady of Mount Carmel School. I wanted to thank you for all your help to keep everyone in this world safe, especially during this scary time. We all thank you!

Date Received: 6 May 2020

From: Member of the public

Excerpt from letter: My husband was provided a remarkable escort for what was his final journey; the professionalism and respect shown to him and his family was emotional and heartwarming to say the least. On behalf of our family I would like to extend our sincere thanks to A/Deputy Chief Joan McKenna and her Ottawa Police colleagues for this amazing tribute. In appreciation a donation has been made to the Ottawa Foodbank.

Date Received: 7 May 2020

From: Member of the public

OPS members: Constables Jonathan Kenney, Goran Beric, Dakota Bashford, Joseph Lalonde, Corey Raymond and Lauren Dupasquier

Excerpt from letter: I have an adopted 17 year old son. He has autism, learning disabilities and ADHD. He has had a difficult time in his teen years. At home, he struggles with occasional meltdowns where he tries to self harm and gets destructive and threatening with us. These are exceptionally difficult times for our family. On a few occasions we have had to call the assistance of the Ottawa Police Service. With each incident, we are attended to by the most patient, empathetic and caring police officers. I am so impressed by their de-escalation strategies and supportive manner. They problem solve in the most effective and caring way. They are comforting to the whole family in a very non-judgmental manner. I don't know how we would get through those incidents without their support. I would also like to commend you on the follow-up call from a police mental health worker. Constable Lauren Dupasquier was extremely knowledgeable, empathetic and supportive. The follow-up call is an excellent service, especially when staffed with experienced and resourceful people like her. Thank you for being there at those challenging times. I just want you to know that you have made a positive difference in our lives.

Date Received: 11 May 2020

From: Member of the public

OPS members: Constable Luc Plante

Excerpt from letter: I would like to thank Constable Luc Plante for his professional manner when my daughter was involved in a car accident. He was helpful and considerate to her; my daughter commented about how calming he was as she was a bit shaken. Thank you Cst. Plante, keep up the good work.

Date Received: 11 May 2020

From: Member of the public

OPS members: A/Staff Sergeant Ugo Garneau and East Fixed Afternoon platoon CEF.

Excerpt from letter: A week ago I emailed to ask if it would be possible to do a drive by birthday for our son. My husband and I would like to thank you from the bottom of our hearts for coming by today, along with the Ottawa Fire Department (if you could pass on our thanks that would be wonderful as I couldn't find an email address). You have shown our son that, despite the distance between us, his community is still with him. We are so grateful for all of the hard work you do, and we strive to raise our children to truly appreciate your sacrifices. As a sign of gratitude, we will be making a donation to the food bank in our community. Thank you, thank you, thank you! We are so fortunate to live in this city with amazing role models like all of you! Thank you for showing our children what it means to be there for one another. We appreciate you!