

Report to / Rapport au:

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

24 February 2020 / 24 février 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: 23 January 2020

From: Member of the public

OPS member: Constable Sean Convey

Excerpt from letter: I was involved in a minor collision and Constable Sean Convey responded to the scene. His attention to detail in providing me with pertinent information made my dealings with my insurance company very smooth and effortless. He was efficient and thorough while having a great sense of humour. He was concerned that I would be cold driving my vehicle home since it was -17C and my rear windshield had been smashed out, so he taped a plastic bag onto the rear hatch of my vehicle and

wouldn't allow me to help because of the broken glass. In closing, Cst. Convey is professional, courteous, efficient, polite and kind. I have relayed this account to many people and have always commended him for his actions that day. The Ottawa Police Service is lucky to have an officer of his calibre on staff.

Date Received: 27 January 2020

From: Member of the public

OPS member: Constable Charles Brouillette

Excerpt from letter: Sincères remerciements pour votre délicatesse et présence lorsque vous m'avez accompagnée à l'hôpital Montfort lors du décès de mon époux. Le fait d'être resté auprès de moi jusqu'à l'arrivée de mon fils m'a profondément touchée. La présence d'Agent Charles Brouillette m'a aidé à passer ces moments difficiles, je ne me sentais pas seule. Soyez assurés que j'en ai parlé à qui voulait m'entendre de vos gestes. On ne connaît pas toujours le côté humanitaire de votre travail, des tâches qui ne sont pas toujours faciles. Je sais qu'il y avait plein de gens ce matin qui sera toujours gravé dans ma mémoire. Si vous connaissez ces personnes s'il vous plaît leur transmettre mes remerciements. Encore mille mercis du fond de mon coeur.

Date Received: 27 January 2020

From: Member of the public

OPS member: Constables Samson Vo and Rachel Robinson

Excerpt from letter: Constables Samson Vo and Rachel Robinson helped to save my life after a bad fall from my balcony. I wanted to say thank you and to express my sincere admiration for what you all do. You put your lives on the line and protect us from the wolves so that we can have peaceful lives. You are all heroes and warrior angels in my book. Bless you all for what you do for humanity.

Date Received: 29 January 2020

From: Member of the public

OPS member: Constables Stephane Dacquay and Jeremie Brazeau

Excerpt from letter: I work for the Canadian Mental Health Association and I had to call police for a wellness check for a client. Both Constables Stephane Dacquay and Jeremie Brazeau were extremely empathetic and compassionate towards my client. They made efforts to engage her and build rapport quickly, and managed to have her agree to go willingly to hospital with paramedics; no easy feat for this young woman. I just wanted to pass on my gratitude towards both officers whom I had a few moments to speak with. I appreciate their kind nature and efforts in supporting my client in a very distressing time.

Date Received: 6 February 2020

From: Member of the public

OPS member: Constables Tricia Nesbitt and Sean Cunningham

Excerpt from letter: I just bought my first house and installed a security system as I am living alone and at work every day. Today it went off for the first time ever, not sure why, maybe one of my dogs was jumping on the couch, and Constables Tricia Nesbitt and Sean Cunningham were quick to respond. The officers did a walk around to make sure everything was ok and I am so appreciative beyond words. I have never started to panic that much before and it was great to have that peace of mind that everything was ok. Thank you so much!

Date Received: 7 February 2020

From: Member of the public

OPS member: Constables Vanessa Parsons and Andrea Cohen

Excerpt from letter: I would like to give a very special thanks to Constables Vanessa Parsons and Andrea Cohen for making me feel comfortable and safe. They both treated me with respect, dignity, and courtesy. When we arrived at the hospital, they continued with their excellent service, making me feel safe and delivering a positive impact. Thank you!

Date Received: 9 February 2020

From: Member of the public

Excerpt from letter: I see in the local newspapers the reinstated community policing efforts are meeting success already. I am very pleased to know this initiative is back on line and making a difference. You have to mix with the people, thank you.

Date Received: 11 February 2020

From: Member of the public

OPS member: Constables Hugo Giocondese, Daniel Tetreault, Patrice St-Clair, and Sergeant Sathiyenthira Balasundaram

Excerpt from letter: I want to thank and commend the officers who helped my daughter during a mental illness crisis. I do not have names but I met them at the hospital. They kept her safe and were very empathetic, respectful and professional! Thank you all from the bottom of my heart.

Date Received: 11 February 2020

From: Member of the public

OPS member: Emily Darling and Sergeant Lila Shibley

Excerpt from letter: My mom attended the collision centre at Huntmar Station to report an accident. She had my 11-year-old son with her as it was a school strike day. My son

was very excited to visit the police station as he had never been there before. After helping my mom to navigate the reporting process, Front Desk Agent Emily Darling asked if my son might like to see a police cruiser. He was over-the-moon excited! Sergeant Lila Shibley took him out to sit in the car. Both OPS members were so kind and he had the best time. He talked about it for days. Thank you to both of them for taking the time, even during a busy day, to show kindness and engage with the public in such a meaningful way. They even spoke to my son about staying out of trouble, which I appreciated!! Please send a long a huge thank you to them for their engagement and positivity.