

Report to / Rapport au:

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

25 September 2017 / 25 septembre 2017

Submitted by / Soumis par:

Chief of Police, Ottawa Police Service / Chef de police, Service de police d'Ottawa

Contact Person / Personne ressource:

**John Steinbachs, Director, Corporate Communications / Directeur
Communications générales
*Steinbachsj@ottawapolice.ca***

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 July 2017

From: Member of the public

Excerpt from letter: I saw two officers on foot this morning when I passed a homeless man. They stopped to talk with him. It went like this: "Sir, how are you today?" "Oh, am I not allowed to be here?" "You're just fine sir; we were wondering if you've eaten today and if you know the locations of the shelters in the area?" "No I haven't eaten, but I do know where the shelters are." The officers gave him money, directed him to a breakfast

spot close by and told him to have a nice day. My sincere thanks to those police officers for helping someone in need.

Date Received: 13 July 2017

From: Member of the public

Excerpt from letter: I live across the street from the Blues Festival and I can see you have your hands full down there. You folks are some seriously hard-working people, it's pretty amazing. Hope everyone is okay!

Date Received: 14 July 2017

From: Member of the public

OPS member: Constables Martin Kovac and Thomas Mondoux

Excerpt from letter: Constables Martin Kovac and Thomas Mondoux carried out their duty, to me, in an extremely exceptional and highly professional manner. I would like to thank them for being so caring. It hasn't been often that I've seen such genuine kindness and concern for the wellbeing of others from officers. They both are great examples as to the way police should conduct themselves while on duty. Keep up the good work!

Date Received: 16 July 2017

From: Member of the public

OPS member: Constables Jonathan Gillard and Kirk Baston

Excerpt from letter: Just wanted to send a thanks to Constables Jonathan Gillard and Kirk Baston; please hire more guys like them. Empathy score card,110%.

Date Received: 20 July 2017

From: Member of the public

OPS members: Constables Daniel Alary, Alex Bender, Alexandru Isac and Kyle Medveduke.

Excerpt from letter: One of my neighbours became very aggressive and violent. The police arrived and quickly began dealing with the issue. After several attempts by the police to diffuse the situation, I heard the sound of a taser being used. The lady was a danger to herself and others. I believe the attending officers used all the verbal tools they had to de-escalate the situation. I fully believe the police did all they could before the taser was used. A police officer arrived later to report to my neighbour's mother that her daughter was safe and recovering. The compassion the police demonstrated toward the mother and the way they discussed her daughter to her was respectful and kind and obviously authentic.

Date Received: 20 July 2017

From: Member of the public

Excerpt from letter: Just wanted to tell all of you that I felt very safe in the crowds on Canada Day. Everywhere we looked, security was there. Initially I was nervous because of terrorist attacks around the world, but I was able to relax and enjoy the weekend while I was there.

Date Received: 21 July 2017

From: Member of the public

Excerpt from letter: I would like to commend the Ottawa Police officers for their professional and patient response during an incident where there was an issue with a client not paying the full amount for a taxi and both the client and driver were very irate. I saw the police resolve the issue from my balcony and I was very impressed as to how patient they were throughout the situation (including commending the taxi patron on not drinking and driving).

Date Received: 24 July 2017

From: Member of the public

Excerpt from letter: I would like to thank the officer who assisted me in Gardenway Park tonight and the entire OPS for your ongoing service to the community! Thank you!

Date Received: 16 July 2017

From: Member of the public

Excerpt from letter: I met a man wearing an OPP shirt over the weekend and asked if he was a police officer. When he said he used to be, I thanked him for his service. He seemed moved by the gesture, which surprised me. Doesn't everyone thank police officers? The police are there to do a vital service, and it is not an easy job. Plus, people seem to encounter the police at the worst times. Law-abiding citizens rarely have the opportunity to interact with them except when they are the victims of crime. Can't we set aside one day in a year when the local citizens are encouraged to thank the law enforcement community for their service? A day when the police are the story and not the crimes they are dealing with? I came up with LEAD: Law Enforcement Appreciation Day. Everyone else seems to have a day, why not police? Your officers deserve it for all the work that they do.

Date Received: 22 July 2017

From: Member of the public

Excerpt from letter: I wanted to pass along my kudos to the Ottawa Police for a very quick response time this morning. I encountered an intoxicated man and called police

as I thought he might have been breaking into cars. Police arrived within minutes of my call and took the person away. I was shocked at how quickly the response time was!

Date Received: 26 July 2017

From: Member of the public

OPS member: Constable Michel Vandal, Anthony Hagan, Sean Ralph, Stephane Fournier, Keith Hihnala, Francis Mask and Sergeant Mark Gatien

Excerpt from letter: I just wanted to say how much I appreciated the professionalism and courtesy of the officers who stopped me and gave me a verbal warning and explanation for a cycling infraction. It had the desired effect.

Date Received: 28 July 2017

From: Member of the public

Excerpt from letter: Congratulations to all members who did a super job of managing the crowds effectively and with great skill while La Machine (both parts) were moving about this weekend. Excellent work, and done without "barricading people like cattle," super respect, well done and thank you!

Date Received: 31 July 2017

From: Member of the public

Excerpt from letter: My wife and I attended all four days of the incredible La Machine show. We witnessed people of all walks of life, ages, races, all walking together and smiling and feeling like one big family. It was the most powerful event I've ever seen in the city! I wanted to congratulate the Ottawa Police Service for absolutely outstanding safety, crowd control, cooperation with the public, and going above-and-beyond the call of duty amidst hundreds of thousands of people! We watched as the police were able to quickly close the roads and keep the people going in one direction, and then reopen shortly thereafter like a well-oiled machine! We saw so many policemen helping lost children, or elderly people that felt panicked in the crowds; we saw true compassion time and time again from the men and women of our amazing police force. This outstanding example of teamwork and professionalism is an example to the world what it means to proudly say: "We are CANADIAN!"

Date Received: 31 July 2017

From: Member of the public

Excerpt from letter: I wanted to give a huge compliment on the training done with our police for dealing with the mentally ill. I was a filling in a collision report and there was a mentally ill man trying to make a report who was getting very aggravated. The response from the officers to calm him down AND talk to him like he was an important person was absolutely amazing! I was blown away with the care and concern shown. I am the

mental health advocate with my group at work and I hope I can act as well as that if faced with the same situation. Police definitely have a thankless job and I have all the respect in the world for you guys and what you do. I thought you should hear that.

Date Received: 31 July 2017

From: Member of the public

Excerpt from letter: An officer helped my wife and twin babies after she failed to catch a passing 97 bus with the kids in a stroller. The officer pulled the bus over so she could board. I know Ottawa police officers take a lot of grief, especially from the media. I think people need to hear about the good deeds, too. My wife had a rough day. She was grateful for the good deed from this officer. She wouldn't stop talking about it when I got home from work. Please send him/her my thanks. Keep up the good work!

Date Received: 1 August 2017

From: Member of the public

OPS member: Constable Fern John-Simon

Excerpt from letter: On our way back from La Machine, my 3-year-old (in the midst of potty training) needed to use the washroom and agreed to use the toilet at the police station that we were passing by. She then announced "I wonder if I will get a treat here" (for using the potty properly). This could have been a disaster but luckily Officer Fern was at the desk, and rallied to find a blue bracelet, Bear Paws and an orange lollipop as a reward. It was an outstanding moment when I'm sure she had a zillion other things to deal with. My daughter now wears the bracelet and talks about "our friend Officer Fern." So on behalf of kids-in-training and parents everywhere, I just wanted to thank the officer for what I'm sure was not part of her regular duties. You made a few fans that day.

Date Received: 2 August 2017

From: Member of the public

OPS member: Constable Adam Tataryn

Excerpt from letter: I was pulled over by Constable Adam Tataryn for expired plates. He proceeded to demand a breathalyzer, and issued me a warning for my expired plates. Officer Tataryn demonstrated professionalism and courtesy in his interaction with me. The whole incident, from beginning to end, was an excellent example of how police should interact with the public.

Date Received: 4 August 2017

From: Member of the public

OPS member: Constable Sami Trstena

Excerpt from letter: I wanted to express our sincere appreciation to Officer Trstena for

his work when my mother-in-law was involved in a car accident. He was kind and supportive and very professional. When I arrived he had her safely sitting out of the blazing noon sun.

Date Received: 2 August 2017

From: Member of the public

OPS member: Constables Keri Saunders, Heather Cooper and Daniel Tetreault

Excerpt from letter: I would thank three officers for their outstanding professionalism. Constables Keri Saunders, Daniel Tetreault and Heather Cooper - we can't thank you enough for the respect and professionalism you all displayed today. We are grateful for your understanding and compassion for all parties involved.

Date Received: 12 August 2017

From: Member of the public

OPS member: Constables Daniel Tetreault and Jennifer Rheaume

Excerpt from letter: We had left the house to go for lunch and when we returned there were two police cars and two officers at our door. Your officers informed us that we had a break-in and that they had checked the house to ensure we were safe. They informed us as to what we needed to do i.e., call insurance, get door secured, etc. They walked us through these steps. We wanted to thank your good officers for their compassion, professionalism and extremely competent attention they gave in checking our home to ensure we were safe before we left.

Date Received: 2 August 2017

From: Member of the public

OPS member: Sergeant Sebastien Paradis

Excerpt from letter: I want to thank the officer who came to my house to check if there were any suspicious people hanging around. He made me feel safer.

Date Received: 15 August 2017

From: Member of the public

OPS member: Constable Michael Compton

Excerpt from letter: After being pulled over for a traffic violation Constable Michael Compton allowed me to drive to my home, which was not far away, so my 7-year-old son could do an emergency poop! After my son finished his "business" the constable gave my son a tour of the interior of his police car. They had a great conversation with the banter continuing back and forth. It was funny and sweet to watch them talking away. When Cst. Compton asked my son what he wanted to be when he grew up, my son told him that he wanted to be hockey player! But after his very cool experience with

Cst. Compton, he now says he wants to be a police officer during the week and a hockey player now on weekends only!

Date Received: 15 August 2017

From: Member of the public

Excerpt from letter: I just wanted to thank the lovely and patient police officer who helped out my friend's mom with a fraud case today. My friend's mother was subjected to a telephone scam and lost a significant amount of money. No matter what her family and friends told her, and even after filing a report on the phone with the police, she was still hesitant as to what to believe. The nice officer explained several times that it was a scam and what to do the next time a phone scam called her. She took the time to make sure the victim (70-year-old with no computer, cell phone or even caller ID) understood. Despite the officer being busy she didn't hesitate to listen and respond to the victim and family's concern. It's reassuring to know that even when officers are busy they take the time to make sure all your questions are answered and make you feel safe.

Date Received: 18 August 2017

From: Member of the public

OPS member: Constables Kyle McIntyre and Avedis Wazirian

Excerpt from letter: I would like to thank Constables Kyle McIntyre and Avedis Wazirian for being very compassionate, patient and kind during a response to a call for a difficult mental health situation. The constables crouched down and quietly encouraged my client to respond. Both officers were faced with a bad smell and a confused, disagreeable teenager, but there was absolutely no negative judgment and they were very supportive and helpful. Thank you both so much!

Date Received: 24 August 2017

From: Member of the public

OPS member: Constable Godfrey Nip

Excerpt from letter: I called 911 as I feared my sibling was suicidal. The 911 dispatcher was patient and did a good job of keeping me calm while she gathered information. Constable Godfrey Nip arrived and spoke to both my sibling and myself. I would just like to say thank you to officer Nip. He was very respectful when he spoke to me. He was empathetic and understood why I made the 911 call. He also spoke to my sibling in a respectful manner. He was able to emphasize to my sibling that we, his family, are very concerned about his well-being. He spoke with respect and compassion as opposed to a belittling tone. Cst. Nip was very professional and I believe he is a great asset to the Ottawa Police Service.

Date Received: 25 August 2017

From: Member of the public

OPS member: Constables Yanick Charron and Ashley Nisbet

Excerpt from letter: Yesterday, our son, who has autism and ADHD, became upset and, among other dangerous things, tried to jump off a balcony at the community centre. My husband, who was on-scene, called 911. Constables Yanick Charron and Ashley Nisbet arrived to assist. They were incredibly patient, helpful, and respectful with my son and with us. This is the first time that we have taken the risk of calling the police to deal with a difficult situation in relation to our son. I want to thank them for leaving us with a positive impression. As our son gets bigger and stronger, I suspect we'll be calling the police more often whenever he gets out of hand. I sincerely hope that every experience is as positive as the one we had with these two officers.

Date Received: 25 August 2017

From: Member of the public

OPS member: Constables Pierre-Luc Legros and Kellan Moore

Excerpt from letter: Though my issue was a minor one, I felt understood. I'm from South Korea on a three-year work permit. Thanks for having good policemen around to help me.

Date Received: 27 August 2017

From: Member of the public

OPS member: Constables Yannik Bernard, Steele Defazio, Paige Madden, Greg Bell and Staff Sergeant Sam Fawaz

Excerpt from letter: I must commend the officers who responded to a call for a mentally ill young woman, and for treating her with much respect. Not once did they come off as impatient, condescending, aggressive or intimidating as she screamed at them and accused them of terrible things. They were so calm and kind to her that it stuck with me. Thank you for all you do! As a young woman living in the city I feel better knowing I can call when needed and the situation will be handled with the best care.

Date Received: 27 August 2017

From: Member of the public

OPS member: Constable Andrew Badeen

Excerpt from letter: Early this month my son (a new driver) made a poor decision after making contact with another vehicle in a parking lot. I was contacted by Constable Andrew Badeen about the matter and my son and I came in to the police station to file the report. Cst. Badeen then took some extra time to speak with my son. The talk hit home and it was exactly what a 17-year-old needed to hear. Officer Badeen represented your department very well. Thank you.

Date Received: 29 August 2017

From: Member of the public

OPS member: Constables John Webster and Kimberley Carnegie

Excerpt from letter: Just wanted to say thank you to the officers who stopped by early Sunday morning and calmly defused a heated moment between two parties. Very well handled! Thank you!

Date Received: 29 August 2017

From: Member of the public

OPS member: Kirsten Tie Ten Quee

Excerpt from letter: I would like commend Kirsten Tie Ten Quee; I was highly agitated that my mother's parked car was hit by a careless driver, and was very concerned for her. Kirsten was more than helpful. I feel that she went above and beyond in the assistance she provided me, and in her attempts to reach my mother (who at this point still had intermittent home telephone service). To say she was professional, yet efficient and caring would be an understatement.

Date Received: 31 August 2017

From: Member of the public

Excerpt from letter: First and foremost, thank you to the OPS for keeping Ottawa a safe and peaceful place to live. Thank you for all your long, extended hours of hard work in doing so. I appreciate this. Ottawa is a better place to live because of our police force and all of the police service staff.

Date Received: 31 August 2017

From: Member of the public

Excerpt from letter: I visited your Queensview location and was assisted by a wonderful lady who helped me complete the questionnaire online. She was outstanding, calm and very helpful. At same time, she did her other duties to assist people in the lineup. She was outstanding!

Date Received: 31 August 2017

From: Member of the public

OPS member: Staff Sergeant Russell Lucas

Excerpt from letter: A special thanks to Staff Sergeant Russell Lucas who was very warm and friendly to our 3-year-old son at the Pride Parade in Ottawa. He allowed our son to sit in the police cruiser and showed him the computer, how to turn on the lights, etc. Needless to say, this made our son's year and he has been talking about it non-stop. We've always had positive interactions with the Ottawa Police, but this was such a kind and unexpected gesture that we wanted to make a special note of it.

Date Received: 1 September 2017

From: Member of the public

OPS member: Constable Daniel Tetreault

Excerpt from letter: I was pulled over by Constable Daniel Tetreault, right on the street where I live. Unbeknownst to me I had done a rolling stop at the stop sign a few streets down. He was very nice and calmly explained to me my offence. I feel like his gentle demeanour was more effective than if he had been stern and intimidating. I only got issued a warning but even if it had been a ticket, I definitely learned my lesson to be more attentive on the road because he was so nice about it and I wouldn't want to be caught again when he gave me a chance. Please thank him for the good work and it's appreciated that he took the time to talk with my son in the back and be pleasant even though he was in a position of power. It's obvious he loves what he does.

Date Received: 3 September 2017

From: Member of the public

OPS member: Constables Scott Craig and Tyler Vanderheiden

Excerpt from letter: Two officers arrested a man in front of our house while a woman shouted at them. From my point of view, it appeared that the officers behaved admirably.

Date Received: 3 September 2017

From: Member of the public

OPS member: Constables Alan Porteous and Steele Defazio

Excerpt from letter: I witnessed a woman berating two officers for giving a homeless person a ticket. While I partly agree with some of the points she made about how doing this isn't very effective/fair, etc., I am very pleased with how the officers handled the situation, and the fact that they are actually taking action to improve the drug activity and loitering around the area. Over the past few months, I have seen a significant increase in the amount of homeless people loitering on the street, lawn, and front porch; urinating on my house and openly doing and selling drugs on my street and in my driveway. I have also received many inappropriate sexual advances from homeless men. I know it is probably difficult for officers to have millennial social justice warriors berating them for simply doing their job, so please let them know that their hard work is appreciated by many people in my neighbourhood.

Date Received: 9 September 2017

From: Member of the public

OPS member: Constable Shane Farley

Excerpt from letter: My sister attempted suicide. This was the second attempt for her and it is quite trying for our family, as one can well imagine. In both cases (yesterday

and in 2013) the police officers assisting were so kind, compassionate and helpful. We are so appreciative of this. Please pass along our sincere thanks. We can only imagine how difficult it must be for police officers (and other emergency responders) to have to deal with these types of things day in and day out, so when they are still able to maintain such support and care, it is truly a special thing.

Date Received: 10 September 2017

From: Member of the public

OPS member: Constable Lianne McAughey

Excerpt from letter: Constable McAughey was professional, helpful, compassionate and kind in dealing with my daughter -- and she was able to impress the seriousness of the situation, while still treating her like person and not just another file. She's even taken the time to follow up on my daughter's status. I can only imagine what Cst. McAughey deals with on a regular basis, so for her to still be able to differentiate between "career" criminals and those who have just made bad choices who, given the right opportunity, can become good people, is a testament to her character and professionalism. Well done and thank you for making a very difficult situation a little easier to handle. Cst. McAughey is a certainly an asset to the Ottawa Police Service and should be commended.