

Report to / Rapport au:

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

27 June 2016 / 27 juin 2016

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: 22 April 2016

From: Member of the Public

OPS Member: Constables Attilio Cazares-Caucci and Kevin Graham

Excerpt from letter: I wanted to alert you to the fact that two of your Constables made a noteworthy difference in the life of a woman fleeing a very high-risk, abusive relationship. I have attached her email below but please note that her written word by no means captures how she spoke about these officers. She referred to them as “life changing.” As noted below, she asked me to let you know that it was their supportive and informative words, compassionate and professional conduct and knowledge of domestic violence that made the difference and will likely be instrumental in her ability to remain safe and move forward in life. She stressed that “it was their intervention” that gave her the confidence to report to the Ottawa Police. She felt it was important for their chain of command to know that they are truly the champions of the Chief’s priority - Violence Against Women. As a member of the Victim Crisis Unit, I felt a tremendous sense of pride in hearing how both of these Constables supported this victim. *From the Victim:* Thanks so much for taking the time to listen and talk to me. It's simply amazing to feel like you're not alone and that there are people who understand what you're going through. I hope you were able to get a message to Officers Cazares-Caucci and Graham for truly making a difference in my life. I can never thank them or you enough.

Date received: 25 April 2016

From: Member of the Public

OPS Member: Sergeant Marc Levesque

Excerpt from letter: I am emailing to flag an officer in your Identification Department who treated myself and my family in an empathetic and exemplary manner. I am more than grateful. There was a break-in at my home while myself and my family slept and our car was also stolen. Sgt. Mark Levesque went out of his way to keep us updated on the process with our vehicle after it was found, including items that were left. He even dropped off some items including a work phone. I was quite taken with his level of empathy during a stressful time for my partner and children. I feel he really went above and beyond including a return call to me when I had additional questions.

Date received: 18 May 2016

From: Member of the Public

Excerpt from letter: On the morning of May 18, I was asked to collect my grandson from school as he had been suspended after striking his teacher. Instead of taking him home, I decided to take him to the police station situated in the Bank Street and Leirtrim area. Upon arrival, I grabbed the first constable I saw, a young female officer I presume was about to start her watch. Unfortunately I didn't get her name, but I would like to convey my thanks to her and to commend her actions to her superiors. She did a great job in reading my grandson the riot act. She is a credit to Ottawa's finest, thank you.

Date received: 18 May 2016

From: Member of the Public

OPS Member: Constable Michel Vandal

Excerpt from letter: Just sending a quick note to commend police officer Michel Vandal for his courtesy and professionalism. He issued me a traffic ticket yesterday afternoon - which I completely deserved - but he managed the entire process so quickly and politely that it was almost a pleasant experience!

Date Received: 19 May 2016

From: Member of the Public

OPS Member: Constable James Casey

Excerpt from letter: It was a very informative part of our CTV News today, as Cst. James Casey was filmed working to stop drivers from talking and texting. My sincerest compliments to Cst. Casey as the news article did state that he averages approximately 10 tickets a day. He is tops at handing out tickets and more so, he is keeping more roads, sidewalks, and bus routes safer.

Date received: 19 May 2016

From: Member of the Public

OPS Member: Constable James Casey

Excerpt from letter: Cst. James Casey, thank you for doing a great job in ticketing distracted drivers. I also do my best in telling people to hang up when driving and I get the finger most of the time. Please do not give people any more chances or warnings because everyone should know by now that it is selfish and extremely dangerous to text or talk when driving. Thanks for doing a difficult and unappreciated job in our city and keep on ticketing.

Date received: 19 May 2016

From: Member of the Public

Excerpt from letter: I noticed an enforcement blitz this morning on the Armstrong/River Road bridge intersection, great job! It's a dangerous intersection with many vehicles often running red lights.

Date received: 21 May 2016

From: Member of the Public

Excerpt from letter: I just wanted to thank the police for protecting the citizens of Ottawa. We sometimes take for granted your service and complain if we get traffic tickets, etc. I just saw a news video of a Brooklyn officer being attacked by a felon during an arrest and it reminded me how dangerous your jobs can sometimes be. I feel very safe in Ottawa thanks to our police service. I pray that God protects you and keeps you safe during your work.

Date received: 22 May 2016

From: Member of the Public

OPS Member: Constable Joshua Cavicchioli

Excerpt from letter: On behalf of our family, my brother and sisters, we would like to take this opportunity to thank Cst. Joshua Cavicchioli and the team from the Mental Health Unit for helping us out concerning our sister. She has not had an easy life. As a result of my email to the unit, your team attended her apartment to check on her and then followed up. It was very important to us. The follow-up emails reassure us that our sister is being monitored and that she is being linked to other services. We are calling and supporting her and suggesting that she listen and take the opportunity to obtain and use the services being offered. This unit plays a vital role in providing services to the community and providing community safety.

Date received: 24 May 2016

From: Member of the Public

Excerpt from letter: I just wanted to let you know how impressed I was with one of your officers who was directing traffic yesterday at Dow's Lake. He had to manage several cars going all directions, along with the numerous pedestrians crossing the street, and he controlled the situation with class and without stress. A woman actually fell down off the curb and he made sure someone went to check on her because he knew he couldn't leave his post. Kudos to the officer for a difficult job well done!

Date received: 24 May 2016

From: Member of the Public

Excerpt from letter: I wanted to thank the 911 dispatcher and the police for their assistance in stopping a violent individual who was threatening death and violence against women on a downtown street, subsequently turning on me when the women crossed the road to me for some help. The dispatcher kindly stayed on the phone with me for 15 minutes, while I followed the offender to give an opportunity for police to stop him. The police eventually caught up with him, based on my identifying the individual. Once more, thanks to the dispatcher and police for being there when needed.

Date received: 26 May 2016

From: Member of the Public

OPS Member: Constables Jafeth Maseruka and Matthew Clarke

Excerpt from letter: Yesterday I was in an accident and had to deal with two officers. One on the scene of the accident which was Officer Jafeth Maseruka and the other one at the Collision Centre in Orleans who was Officer Matthew Clarke. They were both very nice and helpful officers. They were very understanding and informative which made me feel less stressed in a stressful situation. I really appreciate all their help, thank you.

Date received: 26 May 2016

From: Member of the Public

OPS Member: Constable Stephen Vandermeulen

Excerpt from letter: I just wanted to give compliments to the dispatch officer on duty and Officer Steve Vandermeulen who helped out immensely at our home today. Both were calming and understanding resources, who succeeded in approaching the situation and listening in a manner that was appropriate for our family. We appreciate all the time and patience. They certainly represent the service in a most positive manner!

Date received: 1 June 2016

From: Member of the Public

Excerpt from letter: Many thanks to the Constables who assisted us with our case. These situations are never easy but all of your Constables provided us with good information and follow-ups. We very much appreciate your support.

Date received: 1 June 2016

From: Member of the Public

Excerpt from letter: We had an incident that woke up the whole house. A person was sitting on the curb of our neighbour's house and was approached by a woman pedestrian wondering if he was okay. After some conversation, he was belligerent to her

and she left. We were very concerned as he stayed there and I was about to phone the police when four squad cars pulled up and dealt with the situation quietly and efficiently. I am writing this email to thank you!!! Myself and my family feel better knowing that the Ottawa Police Service is on the job. My personal thanks to your dedicated officers who work 24/7 to keep our city safe.

Date received: 4 June 2016

From: Member of the Public

Excerpt from letter: I just wanted to thank you for opening up your training centre today for Doors Open Ottawa. My two kids and I stopped by this morning and found it fantastic! Very informative, amazing for the kids, and your officers were great! Thank you for taking the time to put this on, it is very much appreciated! Please pass along our thanks to those involved.