

Report to / Rapport au:

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

29 January 2018 / 29 janvier 2018

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 November 2017

From: Member of the public

OPS member: Staff Sgt. Brad Hampson

Excerpt from letter: We were delighted that our former student Staff Sgt. Brad Hampson spent the morning with us at Ashbury College on November 9 for our annual Remembrance Day service. In addition to piping in our procession of guests, Staff Sgt. Hampson spoke about his experience as a peacekeeper and visiting the monument at

Vimy Ridge. The service was a moving experience for our faculty and students, some of whom had never witnessed a Canadian Remembrance Day ceremony before. We are so fortunate to have someone like Staff Sgt. Hampson both in our internal Ashbury community and the external Ottawa community. He represented the Ottawa Police Service and Ashbury with pride.

Date Received: 8 December 2017

From: Member of the public

OPS member: Cst. Tom Smith

Excerpt from letter: I was involved in a collision last night, and as unpleasant as the experience was, I was very impressed but the way I was treated by the attending officer. Policing is probably one of the toughest jobs there is and often people do not appreciate the hard work done by your officers. Cst. Tom Smith was kind, respectful, helpful and able to reassure us without making us feel that we had done something wrong. This was a positive experience and I very much appreciate the help I received.

Date Received: 8 December 2017

From: Member of the public

OPS member: Cst. Alistair Donaghy

Excerpt from letter: My car stalled in the middle lane on a busy road and I was concerned about being rear-ended so I phoned 911 and Cst. Alistair Donaghy arrived within moments. He positioned his cruiser behind my car, activated his caution flashers, and invited me and my friend to wait in his vehicle until the tow-truck arrived. He dealt with the tow truck operator and then drove my friend home while I went with the tow truck. Officer Donaghy should be commended for his interpersonal skills, his professional demeanor, and his calming sense of humour. I hope he enjoyed the cookies.

Date Received: 13 December 2017

From: Member of the public

OPS member: Cst. Alec Moraru

Excerpt from letter: My 8-year-old twins were playing with the pay phone and inadvertently dialed 911. When I became aware, I asked the officer to speak to my children. I want to compliment Cst. Alec Moraru on how he handled the situation and how he spoke to my children. He was professional and kind. My children now understand the consequences of their actions, in large part to this officer.

Date Received: 15 December 2017

From: Member of the public

OPS member: Cst. Stephen Williams

Excerpt from letter: I would like to personally thank Cst. Stephen Williams for his diligence and care when my son was waiting for CAA to pull him out of a ditch during a snowstorm. His care and wonderful disposition in such a stressful situation was extremely appreciated!

Date Received: 15 December 2017

From: Member of the public

OPS member: Cst. Jenna McElravy

Excerpt from letter: An individual was sleeping/resting in the men's bathroom stall at our site. We called OPS and the officer who arrived addressed the situation efficiently and moved the individual out of the building. Cst. Jenna McElravy was courteous and very professional in all regards as she went about her work. Please extend our thanks to her.

Date Received: 17 December 2017

From: Member of the public

OPS member: Sgt. Mark Gatien

Excerpt from letter: My son is disabled, with limited walking mobility, so we took a taxi to the NHL 100 Classic Game. The driver insisted on dropping us off far away because of road restrictions, so we had no choice but to try to find a way to TD Place. The male officer on point duty at Bank/Sunnyside was extremely helpful and flagged down an approaching bus, so that we could board and at least get to the entrance of TD Place. He even provided assistance to help my son board the bus as I was carrying a couple of bags with me. He also took the time to explain why they would not allow the taxi to proceed. I'm very grateful. Thank you.

Date Received: 26 December 2017

From: Member of the public

OPS member: Cst. Jessica Johnson

Excerpt from letter: I just wanted to pay a compliment to Cst. Jessica Johnson after my traffic accident. She was extremely professional and courteous and I truly appreciated her waiting with me until my partner, parents and the CAA tow truck arrived. Never once did she show impatience with me. I was probably in shock after the accident and she really kept me calm, which truly made the event more manageable. Thank you again; it meant more to me than I may have said at the time.

Date Received: 26 December 2017

From: Member of the public

OPS member: Cst. Alexandru Isac

Excerpt from letter: Cst. Alexandru Isac brought me the news of my husband's death. He showed so much compassion and understanding. Yesterday, Christmas Day, my doorbell rang and there was this officer asking me how I was doing, and wishing me a good Christmas. In today's world it is so nice to find a young man with so much kindness and compassion. You are fortunate to have such a dedicated officer on the Ottawa Police force.

Date Received: 27 December 2017

From: Member of the public

OPS member: Cst's Rebecca Kelleher and Justin Shannick

Excerpt from letter: I would like to Cst's Rebecca Kelleher and Justin Shannick for their service on a very cold December night. My neighbour texted me because she was concerned about a dog that had been barking for several hours non-stop and the temperature was approximately -26 degrees. By-Law services, the SPCA, and Ottawa Police were called for assistance as I was concerned for the welfare of the animal, given the extreme temperature. Csts. Kelleher and Shannick were dispatched. After going door-to-door, Cst. Kelleher climbed over the fence to check on the dog and to see if there was any way to get the dog back into the house. Cst. Shannick returned to his cruiser to get something to help keep the dog warm. Fortunately, the owner arrived home and was able to get the dog indoors. My neighbours and I are grateful for the quick response and dedication by these two officers to help an animal in need.

Date Received: 28 December 2017

From: Member of the public

OPS member: Andre Bisson

Excerpt from letter: I used the online background check service yesterday for the first time. I know that it is early days; but I am really pleased that you have gone this route. As the director of a not-for-profit, this will be invaluable for us as a time-saver and in order to make the process more accessible to our staff and volunteers, who require checks as part of their engagement with us. There was a payment glitch and I had to go to Queensview to pay; however, as it turned out I needed to be fingerprinted anyway, so it worked out in my favour. I want to compliment background clearance representative Andre Bisson who was very efficient and friendly. This gentleman is a great ambassador for your organization.

Date Received: 29 December 2017

From: Member of the public

Excerpt from letter: Before 2017 ends, we want to thank all the good people like you, who made 2017 beautiful for us. We pray that you be blessed with a faithful year ahead.

Date Received: 29 December 2017

From: Member of the public

OPS member: Csts Jennifer Rheume and Keri Saunders

Excerpt from letter: We wanted to personally thank Csts Jennifer Rheume and Keri Saunders, who were on the scene, when my mother in law passed away. They were wonderful throughout the whole process. They helped us get through the shock, gave us moral support, and explained what to expect. They were extremely respectful, attentive and professional. They made an extremely difficult situation easy to bear and we will always remember them. They made a huge positive impact on our family, we will forever be grateful.

Date Received: 5 January 2018

From: Member of the public

OPS member: Csts Gabriel Vieira, Donald Duff, Lindsay Beattie and Justin Young

Excerpt from letter: Just a quick note to say how impressed I am with the OPS and the responding officers today when I came upon a suicidal man on a bridge. I called 911 and within mere minutes the responding officers secured the scene, and within 10 to 15 minutes had talked the man down. Watching from my truck 25 feet away I could see the exemplary training these officers had and they quickly put it in place. I wish everyone could have seen these professionals at work this morning out there in -30 conditions doing their job and doing it so amazingly well.

Date Received: 9 January 2018

From: Member of the public

Excerpt from letter: I arrived 15 minutes before closing to Huntmar police station, having come straight from my workplace, because my car had stalled and had gotten towed the previous day. The towing company informed me that I required a release form to get my vehicle. I was assisted by an extremely kind officer, who stayed past closing time to call the towing company himself and explain to them that I would not need a release form to collect my vehicle. I have been having an extremely rough beginning to the year and this officer went out of his way to help me. It's individuals like him that shine through, not only as excellent police officers, but as compassionate neighbours and members of the community. It's because of people like him that I am proud to live in this great city.