

Report to / Rapport au:

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

28 May 2018 / 28 mai 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: 10 April 2018

From: Member of the public

OPS member: Constables Matthew Sweet and Philip Oakley

Excerpt from letter: My husband suffers from mental illness and both Constables Matthew Sweet and Philip Oakley were calm, gentle, reassuring and professional. Their approach was more than I could have hoped for. What they did was very appreciated!

Date Received: 13 April 2018

From: Member of the public

OPS member: Constable Alexia Campoli-Augi

Excerpt from letter: I was flying from Ottawa to Calgary when I experienced a serious medical complication. I was transported by EMS to the hospital, leaving my dog behind at the airport. Constable Alexia Campoli-Augi was very kind and compassionate. I was extremely scared and alone and she made things so much easier for me. She kept me calm while waiting for the medics to arrive. She offered to look after my dog while I was in the hospital and called me with updates. She found food for my pup and took her for walks outside so she didn't pee in her kennel. The situation was the scariest and most concerning of my adult life; because of this officer, I was less stressed about abandoning my dog with strangers and able to focus on getting to the hospital. I just want to recognize her for her kindness. She showed so much empathy and truly cared about the situation.

Date Received: 13 April 2018

From: Member of the public

OPS member: Constable Jordan Blonde

Excerpt from letter: In February you responded to a 911 call for a drug overdose. You were the first on the scene and immediately started first aid on a young lady. That lady is my daughter. I want to thank you for saving her life that day. An entire family is grateful for your actions taken that day. We were told that my daughter would probably not make it through the night and to prepare for the worst. My daughter is a determined lady and in fact, did make it through the night and each day got better. She is still recovering and has since been transferred to a Brain Injury Centre closer to home and continues to make progress. She now has a second opportunity to live a full life, a happy life. Thank you.

Date Received: 13 April 2018

From: Member of the public

OPS member: Constable David Cameron

Excerpt from letter: I just wanted to commend and thank the officer who responded to a call for service. Constable David Cameron was very professional, helpful and most compassionate. It was a very upsetting incident for my sister and other tenants of the building, and officer Cameron really went out of his way to explain the process and next steps and to reassure us. I really wanted to express my most sincere gratitude.

Date Received: 15 April 2018

From: Member of the public

OPS member: Constable David Cameron

Excerpt from letter: I would like to thank all of the Ottawa Police Officers for helping my neighbours and I navigate a very difficult incident that occurred at my apartment building. It was just one of many incidents that have occurred here over the last couple

of months. Constable David Cameron was kind enough to explain how the system works and next steps. Every police officer I encountered was professional, kind and compassionate under some very difficult circumstances. Thank you for looking out for the citizens of Ottawa. I hope that you are given more resources so that you can continue to do the amazing job that you do.

Date Received: 15 April 2018

From: Member of the public

OPS member: Christine Pezoulas

Excerpt from letter: Please pass along special thanks to Christine Pezoulas for assisting my disabled friend find transportation home late at night during the freezing rain storm.

Date Received: 17 April 2018

From: Member of the public

OPS member: Constable Luc Durocher

Excerpt from letter: I was in an accident on the way home from my first 'career' interview. It was already a very stressful day. Constable Luc Durocher made a horrific incident a little more bearable. I am not from the Ottawa area, nor are my parents. I've never been involved in an accident, and this officer went above and beyond to ensure that I felt comfortable with the situation at hand and understood all the information that was being thrown at me, in what seemed all at once. Officer Durocher took his time dealing with me and did not rush or push me off to deal with the growing line that day. For me, I left the situation feeling a lot better than when I had come into the station. He was patient and kind, and deserves to be acknowledged for all his efforts. We need more officers like this in this city. I will forever remember you and your hospitality.

Date Received: 17 April 2018

From: Member of the public

Excerpt from letter: As a resident of Ottawa it feels good to read our Police Services are taking these thugs off of the streets. Bravo to all the men and ladies who risk their lives on a daily basis keeping our streets safe. Keep up the good work, your city is behind you 110%.

Date Received: 27 April 2018

From: Member of the public

OPS member: Constable Emyr Thomas

Excerpt from letter: I am the owner of one of the parked vehicles that was damaged during a police takedown at a west-end strip mall. Though disappointed with the damage my vehicle and the inconveniences associated with filing an insurance claim, I

want to take this opportunity to recognize the job some of the Ottawa Police Service officers did that day. Immediately after the incident, there was a lot of confusion and a bit of panic around the scene. Constable Emyr Thomas was the first officer I spoke with, he calmly explained that since my vehicle was damaged during the takedown and there was evidence near the vehicle that I would likely be waiting a while before the police were ready to report on our damages. This clear communication soon after the incident helped calm those who were affected by the incident and the small crowd that had formed around the scene. I had several questions and Cst. Thomas was very calm, patient and even empathetic to my situation. He showed a high degree of professionalism and really took his time to make sure I felt as though I was being taken care of. Cst. Thomas really impressed me by following up with a call to make sure I had everything I needed to go through insurance and to make sure I was ok. It was one thing for him to be so understanding and helpful on the scene, but I was not expecting him to be so accessible and supportive in the days following the incident. It is clear that Cst. Thomas takes pride in his work and has a genuine concern for the well-being of the people he interacts with.

Date Received: 28 April 2018

From: Member of the public

OPS member: Constables Iris Janzen and Jenna McElravy

Excerpt from letter: I called the police on Tuesday morning and asked if it would be possible to have police present while my friend moved her belongings out of her home. My friend finally revealed to us she was having domestic problems with her husband for quite some time and he told her she had to vacate their apartment. The police officers were there before my husband arrived and I just wanted to tell you that she was able to get out without incident and the two police officers you sent were wonderful.

Date Received: 1 May 2018

From: Member of the public

OPS member: Constables Matthew Sweet and Keri Saunders

Excerpt from letter: I am writing you today to express my sincere appreciation for the courtesy and professionalism shown to me and my family by Constable Matthew Sweet, after the recent loss of my father. He was kind and empathetic, and made every effort possible to have me notified in person. I have a sister with special needs who was cared for by my father and had just left for school prior to the police being called. Cst. Sweet showed compassion and care with arrangements to ensure my sister did not come home from school to emergency personnel or the coroner, which would have caused her trauma. While I arranged my immediate travel from Calgary, he eased my mind knowing that my father was treated with respect, his house was secure, and my sister

was safe. In speaking with my neighbours, they spoke specifically about how compassionate and professional both Cst. Sweet and Constable Keri Saunders were during their interactions. I recognize that these calls can be difficult for not only the family but also for the members. First responders are not often recognized for the work they do, and the compassion shown by Cst. Sweet made it easier for me and my family in this difficult time.

Date Received: 2 May 2018

From: Member of the public

OPS member: Constables Adrian Ring and Keith Hihnala

Excerpt from letter: Just wanted to say I was very glad to see police patrolling and stopping vehicles illegally turning left in my neighbourhood this week. As a cyclist, it makes my commute dangerous when I see cars turn illegally at that intersection. Thanks for enforcing that intersection!

Date Received: 3 May 2018

From: Member of the public

OPS member: Constable Jonathan Gillard

Excerpt from letter: I witnessed Constable Jonathan Gillard stop to help a woman change a flat tire. Instead of sitting in his cruiser waiting for a tow truck, he was right in there getting his hands dirty. I stopped to see if I could help because I carry tire plugs and a small compressor for just such emergencies. To make a long story short, we managed to get the tire inflated and the grateful woman on her way. This officer displayed a wonderful attitude while we worked together and even thanked me for stopping to help. These are the types of officers that make us proud of you and the dangerous job you do. May God keep you all safe out there!

Date Received: 5 May 2018

From: Member of the public

OPS member: Constable Paramjit Singh

Excerpt from letter: I was involved in an auto collision that left me quite shaken. Constable Paramjit Singh was very compassionate and spent some time reassuring me after I had given him my account of the events in the accident. His handling of the situation reflected extremely favourably on the Ottawa Police Service.

Date Received: 6 May 2018

From: Member of the public

OPS member: Sergeant Mark Gatien and Constable Keith Hihnala

Excerpt from letter: Hello, I am with the Canadian Forces Reserve and I want to personally recognize two of your officers for going above and beyond the scope of their

duties today to help out our sea cadet corps in retrieving our provincial flags from Dow's Lake. We had loaded the buses and had forgotten to load our flags, which we needed to participate in the flag party at the Battle of the Atlantic Ceremony at the National War Memorial. I very quickly reached out to our zone coordinator to see if there were any members who could go back to retrieve our flags -- to no avail. Not wanting to give up, I approached Sergeant Mark Gatien who offered to have Constable Keith Hihnala take me back to Dow's Lake to retrieve our flags. Cst. Hihnala even managed to get us back in time for our parade. If this were not enough, he assisted me in unfurling the flags and distributing them to our cadets. The parade, including our flag party, was a great success thanks in part to the efforts of your two members.

Date Received: 9 May 2018

From: Member of the public

OPS member: Constable Shawn Cormier

Excerpt from letter: I had never called 911 before. I had never considered myself the "type" of person that allowed this kind of thing to happen. I don't like to use the word "victim" but that's what I was when I called 911. I was involved in a domestic abuse situation. I actually called 911 twice that night, the first time to report the assault and the second time because the "accused" had returned. Both times I dealt with Constable Shawn Cormier. Our first interaction was brief and to be honest I was in shock and remember very little. Our second interaction, however, was longer and I actually remember quite a bit. I've never been in a situation like this before and I was very scared. I couldn't have been in better hands, however. I am writing this to recognize the incredible patience, empathy and understanding that Cst. Cormier showed both myself and my mom that night. He listened so well, he was so patient with me, especially considering the state I was in. He made it easy and comfortable for me to provide my statement and to open up about what had occurred previously. He stayed, and made my mom and I feel safe and comfortable to go eventually get some sleep. My mom and I still discuss how great he was during the situation and how much we appreciated it. I never had the opportunity to thank him afterwards, now that my head is cleared especially. I truly appreciate his entire approach to what can only be described as one of the worst experiences I've been through. It definitely could have been worse if it wasn't for the professionalism and compassion that Cst. Cormier displayed. He is very good at his job and we both really appreciate the time, compassion and understanding he had for our situation.

Date Received: 9 May 2018

From: Member of the public

OPS member: Constable Pierre Fournier

Excerpt from letter: For the sake of brevity, I will not tell you the long story of the situation, but I thought it very important that you know that Constable Pierre Fournier was extremely effective in handling my call and he continues to keep an eye on things. I am a widow, a senior, and I live alone. Cst. Fournier has made me feel more secure. He is a great asset to the Ottawa Police Service.

Date Received: 14 May 2018

From: Member of the public

OPS member: Constable Jack Woods

Excerpt from letter: In May of 2016 I met with Constable Jack Woods, who was, at the time working in SACA at the OPS. I was interviewed by him about abuse I had suffered as a young high school student from one of my teachers in the 1980s. It took me over 30 years to come forward to the police with my statement; I am sure you can imagine that this was an extremely difficult thing for me to do. I was terrified to speak with the police, but when I met and spoke with Cst. Woods, I knew I was in good hands. He communicated with me on a regular basis, called me every time more charges would be laid, was always there to answer any questions I had, and constantly updated me on the challenging legal process I had begun. This letter is to say thank you, to Jack, and to the team of professionals he works with. Cst. Woods is in a league of his own. His compassion, drive and deep genuine desire to right the wrongs in society is imbedded in his character. His approach is sincere as it is obvious he cares deeply for the victims he encounters. I hope this letter can convey my most sincere gratitude for the work Cst. Woods did to support me and the other victims involved in this case.