

Report to / Rapport au:

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

29 May 2017 / 29 mai 2017

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: 13 April 2017

From: Member of the public

Excerpt from letter: May I take a moment to wish all Ottawa Police officers and staff a nice long weekend and a Happy Easter. Thank you for your continued dedicated and professional services in our city. Thank you for all your long and endearing hours of dedicated work in an extremely challenging profession. I do appreciate it.

Date Received: 18 April 2017

From: Member of the public

Excerpt from letter: I would like to thank you very much for your outstanding service, for your professionalism, and most of all, for your caring. We are very thankful and grateful to have had you in our lives the few times your presence was requested; once for a fire alarm, the second one for a gas alarm. Congratulations to all of you for your time, and dealing with the high risk your job brings every day, to reassure us. We can walk, feel free and live here because of you; law enforcement.

Date Received: 17 April 2017

From: Member of the public

Excerpt from letter: I am so impressed with how quickly your team, paired with Quebec police, located my son and defused a frightening situation. And the follow-up call was very much appreciated.

Date Received: 19 April 2017

From: Member of the public

OPS Member: Constables Vianney Calixte and James Monroe

Excerpt from letter: I was recently served by the Constables Vianney Calixte and James Monroe in a collision case. These officers were professional and efficient and their calm, friendly attitude, and helped make a difficult week easier to deal with. They should be commended for their great public service.

Date Received: 17 April 2017

From: Member of the public

OPS Member: Constable Sherry Jordan

Excerpt from letter: You may not remember me but a few years back I got in a bit of trouble and you were assigned the case. You brought me to the court house and gave me an eye-opening tour of what life might look like if I continued down the path that I was currently taking. Since then I've finished high school and am just finishing up my first year in Criminology at Carleton University. I've recently decided that I would like to pursue a career in law enforcement. Thank you for your help.

Date Received: 21 April 2017

From: Member of the public

OPS Member: Sergeant Chris Hrnchiar

Excerpt from letter: I just read a story about the meeting between Sergeant Chris Hrnchiar and the person who reported his racist remarks about the Inuit artist. Please pass my best regards and appreciation on to Chris. It is not easy to say that you are sorry about your actions, especially against First Nations people. As a First Nations person I have seen the negative effects of people acting and speaking against you because of your race. God Bless your force for taking positive actions to help all people realize that under the skin we are all just people trying to make life better for ourselves and our families.

Date Received: 22 April 2017

From: Member of the public

OPS Member: Sergeant Chris Hrnchiar

Excerpt from letter: I listened intently to interview with Sergeant Chris Hrnchiar and was deeply moved by his courage and humility, which, to me, are among the most important qualities of a real leader. A real eye-opener when a serious mistake leads to transformation!

Date Received: 22 April 2017

From: Member of the public

OPS Member: Constable Matthew Cook

Excerpt from letter: I was recently pulled over by for speeding by Constable Matthew Cook and I want to commend him for his behaviour. His "roadside manners" were outstanding. He was matter-of-fact and authoritative, but also friendly, kind, and down-to-earth. Nobody likes getting pulled over, so an officer who is so skilled in dealing with the public is a real asset. You (OPS) have a hard and difficult job, but please don't forget that there are many in the community who hold you in high honour and respect.

Date Received: 19 April 2017

From: Member of the public

OPS Member: Constable Quinn McCabe

Excerpt from letter: My wife and I recently lost our beloved son Sylvain. Constable Quinn McCabe took the time to listen to us and to provide helpful insights and suggestions. It felt as if we were meeting an old friend. He is an awesome individual and a kind soul.

Date Received: 24 April 2017

From: Member of the public

OPS Member: Constable Jason Nadeau

Excerpt from letter: This is to show our gratitude to Constable Jason Nadeau for his kind gesture. My son, who admires police officers, is very happy about this encounter.

Date Received: 26 April 2017

From: Member of the public

OPS Member: Constables Laurie-Anne Rocca and Derek Van Zutphen

Excerpt from letter: I just want to send praise to the officers that were assisting a patient today at the Queensway Carleton Hospital. I was there this afternoon and there were two officers (a male and a female), assisting a patient that needed to be registered for mental health issues. The professionalism, respect and compassion they showed this gentleman was beyond words. I watched the female officer have so much patience, hold this gentleman's hand, and assure him time and again that she was there for him and wanted to help. The male officer was calm while speaking to him and also showed a great amount of compassion. As I sit here trying to explain, I'm seriously moved and at a loss for words. A job well done.

Date Received: 1 May 2017

From: Member of the public

OPS Member: Roxanne Desmoreaux, Joelle Martin, Darlene Senechal, Sharon Ring, Chantal Dupuis, Rosa Cazares-Caucci, Constables Ryan Carroll and Akiva Geller

Excerpt from letter: I would like to thank you for dispatching officers to check on my well-being at the request of my sister. Her concerns were well founded. For the past several years I have been under doctor's care for depression. When my sister was unable to contact me, she was duly concerned and called the local hospitals and finally the Ottawa Police Service. I am extremely grateful for her concern and that your officers treated that concern as genuine and serious. I am so sorry that I caused her such distress, but I am extremely grateful for the support she received from the OPS.

Date Received: 4 May 2017

From: Member of the public

OPS Member: Constable Holly Raymond

Excerpt from letter: Thank you officer for standing out in the cold rain, directing traffic and yet smiling and laughing while talking to the public. Thank you for keeping us safe. #WeSeeYou

Date Received: 5 May 2017

From: Member of the public

OPS Member: Constable Laura Koudsi

Excerpt from letter: I don't remember the name of the police officer who helped me last night but she went out of her way to find my information and call me after my purse got stolen. She helped me get back my keys and medication within a few hours and I don't know what I would have done without her help.

Date Received: 8 May 2017

From: Member of the public

Excerpt from letter: I want to express my gratitude to your organization. Everything that human beings should strive to be is represented by you special people. The sort of willingness to put your lives on the line is remarkable. The quality of life that we enjoy in Ottawa is due in large part to your hard work and dedication. If ever any officers feel like they are under-appreciated, I hope that they remember there are those of us out there who truly need you. This is one citizen who very sincerely feels that he has been served and protected.

Date Received: 8 May 2017

From: Member of the public

OPS Member: Constable Mitch McDonald

Excerpt from letter: I would like to commend Constable Mitch McDonald, his partners, and the paramedics who responded to an incident at my home. They were informative, calm, professional, and friendly at all times, through a difficult situation. Cst. McDonald kept me informed, reassured me, and I felt completely safe. This was my first experience with this kind of situation and I can't thank the Ottawa police and paramedics enough for their capable and confident handling of the incident.

Date Received: 6 May 2017

From: Member of the public

OPS Member: Sergeant Greg Wilson

Excerpt from letter: I would like thank Sergeant Greg Wilson and his female partner, who helped us with a ticket fraud incident at an Ottawa Senator's game. I am not sure if he was the one that was able to get us tickets to the game, but it made our 6-year-old girl very happy. Thank you!

Date Received: 9 May 2017

From: Member of the public

OPS Member: Constable Keri Saunders

Excerpt from letter: Thank you for helping me at my hour of need when I hit a deer on the highway. I was really frightened. You came very quickly. You and your partner took me home that night after reassuring me. It was a big help. Your professionalism and kindness surpassed my expectations of the Ottawa Police.

Date Received: 9 May 2017

From: Member of the public

OPS Member: Constable Scott Handler

Excerpt from letter: I just want let you know that Constable Scott Handler was amazing today. My wife was in the hospital in the trauma unit and they brought someone in custody into the same room. Cst. Handler and his partner were great and conducted themselves with professionalism.

Date Received: 9 May 2017

From: McDonalds Canada

Excerpt from letter: On behalf of all of us at McDonald's, I want to personally thank you for helping our 24th McHappy Day become such a great success! We are proud to announce that we raised over \$15,000 for Ronald McDonald House. Across Canada, \$5.5 million was raised for RMHC and neighbourhood children's charities. Together, we made a great difference in helping children and their families. We couldn't have done it without your efforts and we greatly appreciate your support!

Date Received: 9 May 2017

From: Member of the public

OPS Member: Constable Michel Houle

Excerpt from letter: Bonjour, je tiens à remercier tout le personnel impliqué, en particulier Constable Monsieur Michel Houle qui a fait en sorte que le vélo a pu être récupéré. Très bon travail!

Date Received: 11 May 2017

From: Member of the public

Excerpt from letter: On behalf of our family, and all the pro-life movement I'm sure, I would like to sincerely thank you all for your work today at the pro-life rally. Your

professionalism, respectfulness, and kindness to all was very much appreciated. Your work is so valuable and we thank you for standing guard for us today. Please accept our thanks and praise for your good work, and tell all the officers serving today that we appreciated them very much.

Date Received: 12 May 2017

From: Member of the public

Excerpt from letter: I'm emailing this year to thank you for the amazing job you did at the March for Life. Last year, I emailed to complain about how I felt nothing was really being done to stop attacks from violent counter-protesters. This year I was so impressed at the police presence, and counter-protesters were really kept in line. Thank you for a job very well done!

Date Received: 12 May 2017

From: Member of the public

Excerpt from letter: I ordered a background check online today and got it within minutes. It was fantastic! Many thanks.