

Report to / Rapport au:

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

21 March 2016 / 21 mars 2016

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: 18 December 2015

From: Renu Mandhane, Chief Commissioner of the Ontario Human Rights Commission

Excerpts from letter: I am writing to commend the Ottawa Police Service for its continued leadership in addressing bias and discrimination in Ontario. Your proactive approaches have built strong and positive relationships with communities affected by hate crimes and are to be commended. I know that many officers and members from across your Service have been involved in these efforts. You have shown true leadership by repeatedly reaching out to Ottawa's communities affected by Islamophobia and Xenophobia. By building bridges and working with community partners, you increase public confidence and trust. I also want to commend you and your members for your continued commitment to the Traffic Stop Race Data Collection Project. This is an important undertaking designed to further study racial profiling. The success of this project is another example of a meaningful community partnership between the Ottawa Police Service, your community partners like the Community Police Action Committee and the Ontario Human Rights Commission. Finally, I wish to congratulate you on your inaugural Human Rights Learning Forum which took place on December 3, 2015. Initiatives like these help move Ontario towards a path of becoming a model of harmony and inclusion. I look forward to future opportunities for the Commission and the Ottawa Police Service to work together.

Date Received: 7 January 2016

From: Member of the Public

OPS Member: Constables Dimitrios Panagakos and Brad Thompson

Excerpts from letter: We had a break-in late October last year and the constable in charge was Dimitrios Panagakos. I have to say he is a gem - very helpful, personable, and professional. I just wanted you to know how valued he is and to simply say thanks for a job well done. It has been an experience but every officer we had from start to finish was amazing. Cst. Thompson was the responding officer who went through our house and he should be mentioned here too. Thank you for all that you do for us. We really appreciate it.

Date Received: 11 January 2016

From: Member of the Public

OPS Member: Constable Yanick Charron

Excerpts from letter: I am a principal at a school and on December 16, 2015, one of our guidance counselors and our school social worker went to a student's house because there were concerns about the student's mental health and personal safety. Two police officers also attended, Constable Yanick Charron and his partner. The officers spoke to the young man at length and after determining that he was not in a safe condition to be left at home, they transported him to the hospital. The officers were wonderful in their manner of speaking with the young man and in their care for him. Our school staff were very impressed and we wanted to ensure that you were aware of their wonderful work.

Date Received: 19 January 2016

From: Member of the Public

Excerpts from letter: Thank you to the officer who paid for my coffee tonight. I live in Quebec and play darts every Monday night in a league in Stittsville and always stop for my coffee on the trip home. I would just like to thank you for your service, protection, and the coffee. I hope to pay it back one day.

Date Received: 29 January 2016

From: Member of the Public

OPS Member: Constable Jennifer Finniss

Excerpts from letter: Our family would like to express our gratitude towards Constable Jennifer Finniss. Our family has had some struggles with our son's health who just turned 10. Constable Finniss responded to our son's 911 call. She entered our household with respect and compassion while speaking with the family. The circumstances were embarrassing but quickly diminished by her degree of professionalism and compassion. She took the time to talk with us and listened when we spoke. Our son was extremely receptive to her and you could see the connection. The next day at school our son was in a crisis once again. We were informed by the school that an ambulance was on the way. I immediately left work and headed for the school. When I arrived at the office. I could see the medical team and a police officer kneeling and talking to my son - Constable Finniss. This instantly deflated all of my fears and I felt a high degree of comfort knowing she was on the job. She was involved from the minute she arrived until the back door closed on the ambulance. I felt positive and re-assured that we were in good hands. Thank you Constable Finniss.

Date Received: 31 January 2016

From: Member of the Public

OPS Member: Constable Jason Trevis

Excerpts from letter: I would like to commend Officer Trevis for both his courtesy and professionalism in dealing with a drunk, concussed and, I'm sure, very annoying citizen (myself) after my arrest last weekend. Although I am extremely embarrassed with my behaviour and its resultant consequences, I've also found my faith in the Ottawa Police Service restored in a large part due to the humane treatment I received from Officer Trevis — from my arrest by him, through to his very, very patient and calm demeanor while he was forced to wait (and converse) with me at the hospital. If at all possible, please extend my very sincere thanks to Officer Trevis. I feel this officer embodies precisely the philosophy of professionalism, competence, and courtesy espoused by the Ottawa Police Service.

Date Received: 4 February 2016

From: Member of the Public

OPS Member: Guns and Gangs Unit

Excerpts from letter: I just wanted to take a few minutes to express my appreciation to the Ottawa Police Guns and Gangs Unit for a job well done regarding the deadly shooting in the west end a few days ago. It was so great to hear about the home raid the next day related to the shooting. Really impressed and proud of you guys! Keep up the good work and stay safe!

Date Received: 7 February 2016

From: Member of the Public

Excerpts from letter: I just wanted to write a quick note to thank the officer who has been patrolling on Upper Dwyer Hill Road this weekend. My husband and I have seen that officer stop at least four drivers who were no doubt driving well over the speed limit. We appreciate that OPS has dedicated some of its resources to cracking down on this behaviour. Thank you sincerely.

Date Received: 9 February 2016

From: Member of the Public

OPS Member: Constables Alexander Robertson, Alex Kay, and Philip Kane

Excerpts from letter: I just wanted to send a quick email to say thank you to the officers who helped get my son to the hospital after he started choking this past Sunday. It was one of the most horrifying experiences of our lives and we truly appreciated your help in getting our boy to the hospital as fast as humanly possible. I didn't think it was

possible to get to the hospital that fast. At least three vehicles were clearing traffic on the highway and blocking intersections for the ambulance. I didn't get the chance to thank them in person so hopefully this message makes its way to them somehow. Thanks again for everything you did that day.

Date Received: 10 February 2016

From: Member of the Public

OPS Member: Constable John Webster

Excerpts from letter: I am writing today to compliment Ottawa Police Constable John Webster. This past fall I was harassed by a classmate and I filed a report with the Ottawa Police. John Webster took the report in my home and not only listened to my fears without judgment, but provided advice. Thanks to his help, my harassment case is now with the Crown Attorney's office. John Webster should be considered a model for what all members of the Ottawa Police Service should aspire to be like.

Date Received: 10 February 2016

From: Member of the Public

Excerpts from letter: I would like to thank very much the professional, nice, and caring police officer who attended my home emergency on December 21 in Kanata.

Date Received: 10 February 2016

From: Member of the Public

OPS Member: Constables Kerry Rambarran and Hung Nguyen

Excerpts from letter: On February 5 I was doing a home visit with a family that was struggling with a very difficult situation. Because there were safety concerns, Constables Rambarran and Nguyen had been called by the family. I was very impressed with their kindness, compassion, and empathy. This family has had prior contact with the Ottawa Police Service and they pointed out to me how impressed they were with these two constables. Furthermore, Cst. Rambarran came back on Sunday to check in with the family to see how things were going and spent time with the other children in the home in order to ensure that their memories of the police were not simply scary ones of taking their brother away. I am happy to report that things are much improved with this youth in question, but should there be a need again, it is good to know that this family and youth have a very positive impression of the Ottawa Police Service.

Date Received: 12 February 2016

From: Member of the Public

Excerpts from letter: I have traveled to Ottawa for work and I have been here for over four weeks and have been very impressed with the professionalism and kindness from officers. I am sending my feedback to show my appreciation.

Date Received: 21 February 2016

From: Member of the Public

OPS Member: Acting Inspector Jamie Dunlop

Excerpts from letter: I am writing to thank you for your patience and understanding during my traffic stop on February 15. I was driving home from my part-time job and had just been informed that my time was coming to an end shortly. I was in tears when you pulled me over and you were so patient as I cried uncontrollably. I realize now there is no way I should have been driving that day and I should have used much better judgement. I was lucky to have not gotten in an accident or hurt some other poor driver or pedestrian that day. Thank you for taking a horrible situation and turning it into a teachable moment that has changed how I conduct myself as a driver of a vehicle. You are a credit to your occupation and to the Ottawa Police Service.

Date Received: 22 February 2016

From: Member of the Public

OPS Member: Constable Tena Gallichon

Excerpts from letter: On Wednesday February 10, two constables responded to a mental health call on my behalf at my home. I truly cannot say enough about Officer Tena Gallichon. Sadly this is not my first mental health call but without a doubt she was the best. I don't even know how to fully explain how incredible she was. First, she sized up the situation and could see I was anxious so she had the paramedic team wait outside. She spoke to me like an adult who understood what was going on. She guided me through the process of attending to the nearest hospital with the basic materials I would need. She never made me feel like a criminal but at the same time, laid out the ground rules. She ensured that my husband was called. She allowed me to be transported by police car (presumably because we had a relationship). She was incredibly gentle, compassionate, and professional. She reassured me about what was going on, my role in the process, my importance on earth, and encouraged me to breathe and offered to get me water. Officer Gallichon really understood the complexities and the humanity of it all.

Date Received: 26 February 2016

From: Vice Principal with the Ottawa-Carleton District School Board

OPS Member: Sergeant Jeff Aylen and Constables Tim Karwaski, Bryan Cullen, and Megan Arbuthnot

Excerpts from letter: It is with utmost appreciation and admiration that I share with you the amazing work of four of your police officers this week. On February 24, one of our vulnerable students experienced a medical crisis during class. Your officers were first to arrive: Jeff Aylen, Tim Karwaski, Bryan Cullen, and Megan Arbuthnot. Their calmness, professionalism, and integrity, were a great comfort to us and their management of the situation allowed for school staff and the paramedics to be able to support not only the student in crisis, but the staff and greater school community. It was with the greatest pride that I watched in awe of these four officers and was enamoured by their kindness and empathy for the student in crisis. What a team you have! We are so lucky to borrow them from time-to-time to support our staff, students, and the greater community. We are also immensely grateful for the School Resource Officer program which allows our students the continuity of an officer who gets to know them and therefore better support their needs, such as was the case with the student who fell ill.

Date Received: 6 March 2016

From: Tactical Paramedic with the Ottawa Paramedic Service

OPS Member: Constables Phil Kane, Matt Cook, and Leo Benvenuti

Excerpts from letter: On March 6, Officer Phil Kane responded to a male patient with their vital signs absent. He quickly applied the defibrillator and delivered a shock to the patient. His quick actions resulted in getting a pulse back on our arrival. My partner and I would like to thank Officer Kane and the other officers at the scene. Their professionalism and calmness on scene resulted in a positive outcome.

Date Received: 6 March 2016

From: Member of the Public

OPS Member: Constables Keri Saunders, Timothy Cowley, and Heidi Kaufmann

Excerpts from letter: On the evening of Friday March 4, I left the hospital without permission. Two police officers were sent to my home to fetch me back. They were very considerate in their treatment of me. They escorted me back to the hospital. During all of this, they treated me with respect and concern. They were very good at their job.

Date Received: 7 March 2016

From: Member of the Public

Excerpts from letter: Congratulations to your whole team who intervened at the airport this afternoon. You most likely saved a life! I was in the terminal and I witnessed the officers grab the victim. Everyone was applauding. Bravo!