

Report to / Rapport au:

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

19 December 2016 / 19 décembre 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: 24 November 2016

From: Member of the Public

OPS Member: Constable Paul Heffler

Excerpt from letter: I want to thank Cst. Heffler for likely saving my life. I changed my life around and I believe he deserves to be publicly recognized for a job well done. He has had such a significant impact on my life. And I want to apologize in person for my ignorant behaviour; and I would love to shake his hand and thank him.

Date received: 25 November 2016

From: Member of the Public

OPS Member: Constables Daniel Dumont and Joel Shaver, Sergeant Frank Nadanyi

Excerpt from letter: My daughter's long term partner died suddenly and unexpectedly in his sleep. Among the responders was the Ottawa police. They were professional, concerned, empathetic and helpful in this moment of crisis and drama for me and my daughter. Please pass along our thank you to those involved.

Date received: 30 November 2016

From: Member of the Public

Excerpt from letter: I want to express my sincerest appreciation and gratitude for the police presence at the Grey Cup Victory Parade. I was impressed at how much in the background the police presence was; we all know that terrorists look for opportunities like this, and I am positive that it is now a fact of life for any kind of large gathering. I saw quite a few uniformed officers at the obvious checkpoints along the route, and what I figure were a few plainclothed, but it was so low-key and out-of-the-way that it didn't really register. So kudos for adopting the right tone. I don't think it was possible to find friendlier police officers for the parade! I remember teasing one and he just laughed and said "the last time this happened was 40 years ago, I'm not missing it!" and we both had a good laugh while we tried to get some meaningful pictures and video. Another officer, higher in rank, witnessed the exchange, and he started laughing as well. I didn't feel like I was dealing so much with "The State" as I was dealing with fellow fans. So kudos for having the right personnel at the parade.

Date received: 01 December 2016

From: Member of the Public

OPS Member: Constable Robert Latourell

Excerpt from letter: I just wanted to say how impressed my husband and I were with Cst. Robert Latourell. While I haven't had too many experiences with the police force, I

have to say that Cst. Latourell is truly one of Ottawa's "finest." The professionalism, discretion, good judgement and civic-mindedness with which he handled my son's traffic stop was truly appreciated. The way he handled himself, the situation, and the follow up with the families afterward to ensure that important lessons were learned, should be the standard for community policing. There was also great judgement used in the case of my older son last year during the Canada Day festivities that could have ended tragically for our family, but was averted by the vigilance and consideration of the force. It certainly reflects well on the OPS to be represented by such a compassionate, wise, restrained, respectful and generous soul as Cst. Latourell. He deserves more than our respect and kudos, he deserves our gratitude.

Date received: 01 December 2016

From: Member of the Public

OPS Member: Constable Kyle Steele

Excerpt from letter: I was recently involved in my first car accident which, fortunately, did not result in any serious injuries to anyone involved. I am writing to express my gratitude to one particular respondent: Cst. Kyle Steele. His kindness, helpfulness and calming, professional demeanour went above and beyond what might be reasonably expected from a police officer in that situation. He has since followed up with both parties to make sure there weren't new or additional injuries, and to make sure that we understand the process and are not having difficulties with insurance coverage. It's nothing short of remarkable. The additional work he is doing eases the anxiety and stress of the experience. It has truly made a difference and I have no doubt he has made a difference to many others in the course of his career.

Date received: 03 December 2016

From: Member of the Public

OPS Member: Constable Jordan Blonde

Excerpt from letter: I received a warning from an officer tonight for not having my up-to-date insurance card with me, and he stated that it was just a warning but that next time it would be a fine of up to \$2,000. I would like to send a compliment and my thanks to Cst. Jordan Blonde for being so kind about the whole thing. Another driver caused a lot of damage to my car and it's the first accident I've ever had to deal with, all while standing in the cold in a dress at a busy intersection at night, so I am truly grateful to him for being so understanding.

Date received: 04 December 2016

From: President, Osgoode Village Community and Advocacy Association

Excerpt from letter: Thank you for the community service and escort that the OPS always provides at our parade! Special thanks to the two officers who helped out this year! They were the epitome of the village spirit! Thank you all for your service! And Merry Christmas!

Date received: 05 December 2016

From: Member of the Public

OPS Member: Constable Shannon Woodward

Excerpt from letter: We would like to take this time to commend Cst. Shannon Woodward and her team for the excellent work they did in apprehending the culprit who stole our son's cellphone at his school. Against all odds, she was able to retrieve and return the stolen property to us, incredibly, only one week later. We take great comfort in knowing that these fine people are working hard to keep our schools and community safe.