

Report to / Rapport au:

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

30 May 2022 / 30 mai 2022

Submitted by / Soumis par:

Chief of Police, Ottawa Police Service / Chef de police, Service de police d'Ottawa

Contact Person / Personne ressource:

**John Steinbachs, Executive Director of Strategy & Communications / Directeur
Communications générales
*Steinbachsj@ottawapolice.ca***

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: 15 April 2022

From: Member of the public

OPS member: Sergeant Michael Rose

Excerpt from Letter: I am not sure who the officer was but I wanted to thank him for being so awesome with my autistic 7-year-old stepson. The officer was finishing a call in our neighbourhood and he noticed me struggling with my stepson. To the average person it would have looked like I was trying to be overly controlling, when in reality I was trying to keep him from running. When the officer asked if everything was OK and I

explained the situation, he automatically offered to show my stepson the lights and sirens on his police vehicle and let him check out the backseat to help change his thoughts. It was wonderful to see how the officer stayed calm and just let my stepson hang out while he did his report, like it was no big deal. The officer was so kind and calm which is so important when an autistic child is having a tantrum or meltdown for both child and parent. He seemed to just know how to handle the situation perfectly which we truly appreciate. We have tried hard to teach our stepson that police officers are safe people that he can always go to if he is lost or needs help and today this officer helped to reinforce that for us.

Date Received: 21 April 2022

From: Member of the public

OPS member: Constables Darren Cousineau and Asher Bakhsh

Excerpt from Letter: We would like to thank you for your help with our family's ongoing struggles with our son due to his mental health. We appreciate all the police officers and 911 operators who have been there for us. They have spent numerous hours giving advice to our son to help him out. Our sincere appreciation and thanks.

Date Received: 25 April 2022

From: Member of the public

Excerpt from Letter: On behalf of the Ottawa Rowing Club, I wish to extend a very big thank you to the swift and careful support from the Ottawa Fire Department, Police, and Paramedic Services for the kayaker who capsized near the Ottawa Rowing Club on April 24th. The Ottawa Rowing Club and the members of the club who were present that day and were able to help in the rescue were honoured to assist our City's best. We very much appreciate the work that your departments do to keep us all safer on and around our waterways!

Date Received: 2 May 2022

From: Member of the public

Excerpt from Letter: I have always been the kind of person to reach out to Ottawa Police officers to shake hands and thank them for their service. During February and afterwards I lost faith, trust and respect in those who are supposed to be protecting the residents of Ottawa. However, this past weekend, specifically Sunday, some of that trust and respect has been regained. In my humble opinion, I felt that Ottawa Police and its partners took good care of our city and residents (while the motorcycle demonstration was in town). Some have said the number of police was "overkill," I do not. Considering what Ottawa went through in February, a clear message needed to be sent and you all sent that clear message! Thank you! My husband and I were scheduled to attend a celebratory Mass at Notre Dame Basilica for anniversary couples. We are

both seniors so we were quite hesitant about going downtown. We attended Mass and after found a patio in the Byward Market to enjoy a celebratory drink in the sunshine. As we were there, four Ottawa Police officers walked by, I said hello and they immediately stopped to engage in conversation with us. I thanked them for their work this past weekend and I expressed my feelings of anger, frustration etc. that I had experienced during the winter. I think what I appreciated the most was their interest in listening to us, in hearing all that we had to say including really paying attention (looking me in the eye) to our concerns. That 15 to 20 minute exchange with your officers has gone a long way with me in regaining my respect. Thank you again for keeping us and our beautiful city safe during this past weekend.

Date Received: 10 May 2022

From: Member of the public

Excerpt from Letter: I would like to report a nice gesture by one of your police officers, which made my day. Last Sunday, on Mother's Day at approximately 4 p.m. on Elgin Street, while we were stopped at a red light, a police officer pulled over next to our car and much to my surprise asked me to roll down my window. I did as he requested, and he wished me a "Happy Mother's Day!" What a delightful surprise. He made my day. I don't know what his name is but if you do find out please thank him on my behalf.