

**Report to / Rapport au:**

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

**26 July 2021 / 26 juillet 2021**

**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: June 21, 2021

From: Member of the public

OPS Member: Cst. Tyler Vanderheiden

Excerpt from Letter: I would like to reach out and thank the officer Tyler Vanderheiden who supported my son with the tragic event of his friend's death. Your compassion, understanding and support made a world of difference to my son. Once again thank you for being there for him.

Date Received: June 21, 2021

From: Member of the public

OPS member: Cst. Tyler MacDonald

Excerpt from Letter: Our father died in his sleep early in the morning. As part of the response team, Constable MacDonald represented the police service. He was a perfect example of professionalism, kindness and tact. In a very difficult time in our lives, we feel very lucky to have had Constable Tyler leading us through the process. We would appreciate this message being passed on to him and his Sergeant, and if appropriate, Chief Sloly. Wishing Constable Tyler a wonderful career - he is a gem.

Date: June 22, 2021

From: Member of the Public

OPS Member: Cst. Christian Rioux

Excerpt from Letter: Earlier today while on my bicycle I was struck by a motorist. Cst. Rioux and his partner arrived quickly and were extremely empathetic and professional in their dealings with me. My wife arrived at the scene a few minutes later and Cst. Rioux not only provided reassurance to her, but did so in French which is her mother tongue. I have nothing but positive comments for the professional manner that these two fine police officers conducted themselves in today. In such a high-profile job, where everything that you do matters, they stood out and represented all that is good with the OPS. I hope the Chief gets to see this and passes along my appreciation.

Date: June 22, 2021

From: Member of the Public

OPS Member: Cst. Sebastien Lemay

Excerpt from Letter: I wanted to reach out and praise the efforts of an officer I recently dealt with Cst. Sebastien Lemay. I recently reached out to seek help in dealing with some encampment in a local park, typical garbage and tents were popping up and once I found needles I knew I needed to reach out. I reached out to Sebastien as I had his email from a similar encounter last summer in a nearby area. Sebastien responded quick to my emails, was professional, and thoroughly explained what could be done and the resources available (unsheltered task force). True to his word, the following week when I returned to the park the encampment was cleaned up and gone. The previous year it took several weeks to clear out several tents so for it to happen that quickly this year is a testament to how seriously OPS took the complaint and how efficient they were at carrying it out. I'm truly astonished at the turn around rate and wanted to extend my gratitude to both the OPS and specifically, CST Lemay and the unsheltered task force. I understand the politics and difficulties in dealing with such matters, but can assure you everyone that uses that park is grateful. Since then, I no longer feel I need

to keep my head down ensuring I, or a dog, don't step on a discarded needle, or worry that my girlfriend is going to be verbally harassed going to the park without me. Keep up the good work, it is very much appreciated.

Date Received: June 24, 2021

From: Member of the public

OPS Member: Cst. Koch

Excerpt from Letter: I was a witness to a serious car accident yesterday on Richmond Road. Officer Koch came on the scene and provided excellent help to all involved. He was calm, kind, and patient. I imagine being a patrol officer can be a very difficult job and that tensions often run high, but he really provided exemplary service. He took the necessary time to review the situation and treated everyone with the utmost respect. Thank you so much for your tireless work during the pandemic and everyday. It's clear you really care about your community and the people who live in it.

Date: June 25, 2021

From: Member of the Public

OPS Member: Cst. Patrice St-Clair

Excerpt from Letter: My father-in-law who has dementia decided to take a walk and got lost 2 blocks from our house. Huge kudos to Officer Patrice St. Clair who brought him home!

Date Received: June 27, 2021

From: Member of the public

OPS member: Cst. Austin Masneri

Excerpt from Letter: I just wanted to complement Officer A. Masneri. He pulled me over for not stopping fully at a stop sign and my son is super scared of police officers (he was in the car with me) and Officer Masneri was very kind and gentle and made every effort to speak to us in French. When everything was done my son said that he was the nicest police officer and that this was the first time he heard an officer speaking French. Kudos to Officer Masneri! Thanks for being a great example and for only giving me a warning.

Date Received: June 28, 2021

From: Member of the public

OPS member: Cst. Joseph Desjardins

Excerpt from Letter: A teen came to my door tonight, just after midnight, screaming for help. Three male police officers were behind her. They did their level best to calm her down and keep her safe. She grew agitated and they stayed calm using simple words and even tones of voice. The situation was brought under control in a very few minutes. One officer talked to me and reassured me that if I had any questions or concerns I was

to contact him. Desjardins was his last name. From what I saw, those officers did their best and nobody got hurt. Please extend my compliments to the attending officers of the incident. You handled yourselves with grace and compassion. It's a tough job and I thank you for being there and trying to help this teen.

Date: June 30, 2021

From: Member of the Public

OPS Member: Cst. Melina Rock

Excerpt from Letter: Cst. Melina Rock responded to a collision that occurred in our front yard. The young man who was driving was incredibly upset and she was able to de-escalate the situation very quickly with humor and empathy. She is a great example for your department and she should be recognized for her amazing service. Thanks very much

Date: July 1, 2021

From: Member of the Public

OPS Member: Cst. Robert Laplante

Excerpt from Letter: I'd like to share my thanks with officer Laplante and his partner who assisted on a 911 call. He and his partner (sorry, I didn't catch his name) were both very respectful, calm and considerate while assisting with my patient. They remained non-judgemental and treated my patient with dignity and respect. I'm sure they made a huge positive difference in my patients' day and helped to ensure he got home safely after he refused transport to hospital. I think both officers should be commended for their professionalism. The next time I need OPS assistance on scene, I'd be more than happy to see either of them show up. Thanks again to both officers. Stay safe.

Date: July 2, 2021

From: Member of the Public

OPS Member: Cst. Andrew Worth and Cst. Caroline Despatis

Excerpt from Letter: Chief I wish to commend you for the community patrols on my street in Orleans. Such patrols, which I have not noticed for quite a long time. In the last week I have seen two police car patrol drive by and the best was today. I had a chance to speak with two of your officers, namely Constables Andrew Worth & Caroline Despatis, who were patrolling on bicycles. Who would of thought!!?? They actually took time for a general chat, asked if they should be made aware of any issues of police interest. Most professional officers that I have seen in quite some time with a genuine friendly interest in my street/community. Kudos to both of them and you Sir. I also noticed that they later chatted with what looked like a "father-daughter" cyclists in the park. Please continue with these visible patrols so that issues of concern can be discussed with your officers, and certainly most comforting feelings that the police are

around. Lastly can I be reassured that you will convey my thanks and encouragement to these two well-disciplined/informed/polite officers on their diligent community patrols on my street. It was re-assuring that your officers are around here and take my/our interests and concerns seriously. Hope to see your officers again on bicycles, totally impressed Chief. Keep this up.

Date Received: July 3, 2021

From: Member of the public

OPS member: Unknown

Excerpt from Letter: I blew a tire and It was 35 degrees out and scorching. As I changed the tire one of your unmarked cruisers showed up and the officer acted with superb professionalism and yet was friendly to my family and even assisted me. Many thanks to the Ottawa Police and its police officers for all they do!

Date Received: July 4, 2021

From: Member of the public

OPS Member: Unknown

Excerpt from Letter: Thank you, OPS Traffic Unit, with the enforcement of stunt driving and improper mufflers. I sincerely appreciate your great work!

Date Received: July 5, 2021

From: Member of the public

OPS Member: Cst. Omair Khan

Excerpt from Letter: We just wanted to pass on a sincere thanks to Constable Khan, who had the unfortunate task of advising my wife that they had found her brother deceased in his residence this weekend. That cannot be an easy task but he handled it very well. He was very calm, reassuring, respectful and helpful as he delivered this shocking news to my wife. While still a difficult situation for us to process, Cst.Khan was extremely helpful in making it bearable and ensuring that details were taken care of. Please pass on our appreciation to him.

Date Received: July 8, 2021

From: Member of the public

OPS Member: Cst. Shpresa Zumberi

Excerpt from Letter: I took my 3 boys to Hog's Back yesterday to collect rocks and my eldest lost a shoe in the water. I went farther downriver to look for it (carrying the 2.5-year-old with me), thinking the other two were following and when I got back my middle son (5.5) was nowhere to be seen. I called and searched for him with the 2 other boys in tow and since I had last seen him near the water (we were walking on the dry riverbed), I feared the worst. I called 911 and the response of the police, fire department

and ambulance was astounding. Luckily, he was found in the parking lot and all we had was a big scare.

My son loves the teddy bear he was given by a kind police officer and has been carrying it around ever since. He did suggest we go back to the park and call 911 again so he could get more stuffies to add to his collection... yeah... that's definitely a no...

I'm so very thankful for the quick response of the everyone who jumped into action, especially in the water. It was so scary to have lost track of my son so close to the water and very reassuring that we have such a wonderful collection of emergency services ready to help. I'm not sure if I'll be up for another trip to Hog's Back anytime soon but I felt the need to reach out and say thank you to all those involved. You are all truly heroes.

Date Received: July 9, 2021

From: Member of the public

OPS Member: Cst. Nadine Branchaud

Excerpt from Letter: I witnessed the Professional and patience of the representatives of the Ottawa police team diffuse what for me was a very volatile situation. Thank you.

Date Received: July 11, 2021

From: Member of the public

OPS Member: Cst. Joshua White and Cst. Ryan Angus

Excerpt from Letter: Our niece was involved in a domestic dispute with her live in boyfriend. Police were called and dealt with the situation appropriately. Our niece vacated the premises and stayed with a friend that night. Family was contacted and the decision was made that she could no longer be in this relationship given her fear for her personal safety. The Ottawa Police Service asked if assistance could be provided to ensure everyone was safe while moving my niece out of her apartment. We were advised to contact the main non-emergency number when we arrived in Ottawa. We made that contact and were advised that they would have an officer meet us in a few minutes. We were met by Cst. Joshua White and Cst. Angus (sorry I didn't get his first name). Both officers were professional and courteous and listened and got all the facts from the preceding evening and what we were trying to accomplish while at the apartment. They attended the door and spoke with my niece's "boyfriend" and had them vacate the premises while we moved our nieces belongings out and into the moving truck. The exercise took us approximately 90 minutes and the officers stayed onsite during that time to ensure everyone was safe and there were no further issues.

We did not want the understanding and cooperation of the Ottawa Police Service, Constables White and Angus to go unnoticed. The professionalism that these two

young officers exhibited to a distraught female and her concerned family was second to none. They represented your police service and the city extremely well and they should be proud of their conduct.

Date Received: July 12, 2021

From: Member of the public

OPS Member: Cst. Denis Roy, Cst. Denise Couperus, Cst. Matthew Sweet & Cst. Edwards Ellis

Excerpt from Letter: Please extend my family's heartfelt thanks and appreciation to all the OPS officers who responded to call for my missing 7-year old and his friend. From my family to yours thank you. Words can not express our gratitude and relief. Thank you to the entire OPS.

Date Received: July 12, 2021

From: Member of the public

OPS Member: Cst. Stephane Dacquay

Excerpt from Letter: My car was broken into and robbed. I called a Peace Officer to retrieve the belongings at the location indicated on my Tile tracker map. The officer arrived at noon (but I had left the area because the perps were nowhere to be found) and he called me urging that he'd like to help. When I met him, he was very honest, pleasant and kind.

I got another notification indicating where my items were (but it led to nothing). I called a Peace Officer again, and the man came, but explained to me that without proof, he cannot even approach the step of the "perp's" apartment. I appreciated his respect of civil rights, and we had a brief conversation of the frustrations associated with theft, etc; it was cathartic. He was also very pleasant, helpful, and considerate. His name was S. Dacquay. I've been passing on the word to my friends and family about these two officers. I know that these compliments are few and far between, but I wanted to ensure that both of these officers get the recognition they deserve. I never retrieved my wallet, but I appreciated the interactions with the two officers.

Date Received: July 12, 2021

From: Member of the public

OPS Member: Unknown

Excerpt from Letter: A number of policemen/women were able to encourage a person to climb down safely from the hydro tower. Well done! A life saved. Hopefully the person gets the medical treatment (s)he needs.

Date Received: July 13, 2021

From: Member of the public

OPS Member: Cst. Nadine Branchaud

Excerpt from Letter: We would like to thank the officers that attended my uncle's residence to notify him of his wife's death. The efforts taken to wake him were appreciated as he removes his hearing aids when sleeping; he was woken by the lights shining into his bedroom on the second floor which brought him to the door to see what was going on. The officers spoke to my uncle and then offered to return in a little bit to take him to the hospital. He was touched by the offer but declined telling me they were busy enough without returning to bring him to the hospital.

Date Received: July 14, 2021

From: Member of the public

OPS Member: unknown

Excerpt from Letter: Hello to all of you at the Ottawa Police! I was picked up after a day with my kids and wife by the Gatineau MRC police with a bench warrant (failed to appear ,and then got picked up by 2 Constable a man a women (no names) and then brought to your facilities, and let me tell you guys that since Ottawa police picked me up in Wakefield I've had nothing BUT good professional experience I have been treated like a normal citizen that has rights!! The only complaint would be the comfort of the beds lol, but it did it's job because I am never coming back lol , I have had the most respectful and humane experience with you guys from the officer at reception to the escorts to different stages of my stay! It saddens me that the public don't see the other hand of the abuse that you guys deal with, the spit, the insults, the non-compliant and in the spur of the moment you are the bad guys! C'mon I've seen the way you guys are and trust me you are simply doing your jobs! Anyhow I respect ALL of you to the bottom of my heart and I'd like to again thanks to the special constable that will finish his services soon that got spat on for his services to the Ottawa Police! I could keep up the good comments but i think you get my satisfaction...Keep up the GREAT work guys and I hope to shake your hands in the street when I see you! cheers

Date Received: July 16, 2021

From: Member of the public

OPS Member: Cst. Mcphee, Cst. Baker, Cst. J. McCarthy, Cst. Lawrence, Cst. White, Cst. Yeldon, Cst. M.McCarthy, Cst. Shaw, Cst. Anderson, Cst. Lehman, Cst. Archibald, Cst. Burnie, Cst. Cybulski, Cst. Forgie, Cst. Jefferson, Cst. Mason, Cst. Norman, Cst. Gervais

Excerpt from Letter: If you recall, my cousin was the young non-verbal autistic boy who fell from a 5th story window. Upon your arrival to the scene, my cousin was in critical condition and our entire family was in complete shock at what had occurred. Your efforts to save his life as well as supporting his mother never went unnoticed and we are forever grateful to each and every one of you.

Following the accident, my cousin remained in hospital for almost three months, one of which was in the ICU. He unfortunately suffered extensive brain damage from the fall resulting in seizures, as well as multiple bone fractures. The injuries from the accident left my cousin unable to walk or eat independently but, due to the dedication of the team at CHEO, he underwent extensive rehabilitation and was discharged in mid-September 2020.

I am pleased to report that, as of today, my cousin is home with his family, living as a happy 8-year-old boy. Though he is still predominantly wheelchair bound, he has regained the ability to stand and take a few steps. He has also relearnt how to drink fluids and eat some solid foods.

On behalf of our entire family, and especially his parents, I would like to thank you all for playing such an immense role in saving his life. We truly believe he wouldn't be here today had it not been for your work. Thank you.