

Report to / Rapport au:

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

27 September 2021 / 27 septembre 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: 14 July 2021

From: Member of the public

OPS member: Constables Zachary Taylor and Jessica Brum

Excerpt from Letter: Two separate times in the same week I went through a mental
health crisis where police were dispatched to come and help me. This can be a stressor
for me and can, in itself, cause more agitation. However, after the encounters I had this
week with Constables Zachary Taylor and Jessica Brum I would not hesitate to reach
out again if in emergency. Both individuals had such a calm and gentle demeanor to
them and assisted me in some breathing techniques that helped me to relax and stay in

control of the situation at hand. They offered me options of how I wanted to proceed and allowed me to feel that I was involved in my care. They did not rush me at all but had the patience to take the time that was needed for me to explain what I was thinking and feeling. They were intuitive and always a step ahead when stressors of the situation were getting me more anxious feeling and they were both able to reassure and offer some supportive words to help me to relax while at the hospital. These individual police officers are making a difference in this community and their actions are prime examples of how to help individuals with mental health challenges, and I wish for that to be recognized. I am very grateful for the service.

Date Received: 18 July 2021

From: Member of the public

OPS member: Constables Tyler McPhee, Victor Baker, Jason McCarthy, Jesseca Lawrence, Douglas Edgar, Pierre White, Kimberley Yeldon, Mathew McCarthy, Harley Shaw, Tara Anderson, Erin Lehman, Carrie Archibald, Erik Burnie, Cindy Cybulski, Troy Forgie, Sharon Jefferson, Gordon Mason, Natasha Norman and Daniel Gervais.

Excerpt from Letter: I want to thank police who responded to my cousin, a young non-verbal autistic boy, who fell from a fifth-story window. He 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, he remained in hospital for almost three months, one of which was in the ICU. I am pleased to report that, as of today, he is home with his family. Though he is still predominantly wheelchair bound, he has regained the ability to stand and take a few steps. 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.

Date Received: 18 July 2021

From: Member of the public

OPS member: Traffic Services Team

Excerpt from Letter: Just a brief note to say many thanks for "Project Noisemaker."
Keep up the great work!

Date Received: 18 July 2021

From: Member of the public

OPS member: Constables Fletcher Blake and Tristan Bailey

Excerpt from Letter: Constables Fletcher Blake and Tristan Bailey responded to a call to assist us in managing an adult child who has mental health issues. The officers were prompt, courteous and considerate. They calmly handled the situation, called an ambulance on our behalf, and stayed until the ambulance arrived to take my child to the

hospital. They helped not only my child but the whole family, and we are all most grateful to them both

Date Received: 18 July 2021

From: Member of the public

Excerpt from Letter: Thank you to a kind and thoughtful police officer at a construction traffic stop in Manotick who kindly chatted with my 2-year-old son through his open window and made his day. A week later, he continues talking about that nice police officer. One of the few times I've been happy to be stuck in traffic. Thanks for making him (and me) smile!

Date Received: 23 July 2021

From: Member of the public

OPS member: Constables Tyler Vanderheiden and Gareth English

Excerpt from Letter: I would like to say I am happy with the service I received from Constables Tyler Vanderheiden and Gareth English.

Date Received: 26 July 2021

From: Member of the public

Excerpt from Letter: J'ai appelé deux fois pour que le service de police patrouille les soirs entre 10h et minuit et pour deux matins consécutifs, il n'y avait ni rebus, ni déchets, ni bris d'équipement, ni vandalisme dans le stationnement de la banque alimentaire. Merci et que nos efforts de prévention continuent longtemps.

Date Received: 26 July 2021

From: Member of the public

OPS Member: Constables Charles Proulx and Brayden Moore

Excerpt from Letter: A couple nurses saw me trying to sit down on the sidewalk and made a U-turn because they feared I might have injured myself falling back (which I hadn't), and tried providing me the best assistance they could. They also called police and the paramedics. The whole thing felt pretty embarrassing from beginning to end, if truth be told. Constables Charles Proulx and Brayden Moore were courteous and professional throughout, and totally helped put me at ease during that ordeal.

Date Received: 27 July 2021

From: Member of the public

OPS member: Constable Alexandra Slobodian

Excerpt from Letter: I hope you see this, or someone shares it with you. You said you were new in the area, so you were just getting to know the streets. We, the teachers of that group of toddlers, just wanted to say thank you and give you a huge shout out. You really made the children's day and it was very special for them. Not everybody would

take the time to stop, turn the lights on, and get out and say hi to a bunch of starstruck 2-year-olds, and we really appreciate it!

Date Received: 27 July 2021

From: Member of the public

OPS member: Constables Jennifer Biondi and Josee Provencal

Excerpt from Letter: We had items stolen from our shed which supports our new food truck business, and while browsing Kijiji when I found one of the stolen items for sale. I reached out to the OPS and Constable Josee Provencal was assigned to the case. After identifying the item. The successfully arrested the person involved and returned our item to us. Originally, I did not report the event due to my low confidence in the police system and previous experiences but this definitely restored our confidence in the OPS!

Date Received: 30 July 2021

From: Member of the public

OPS member: Constable Falyn Day

Excerpt from Letter: My wife experienced a tire blowing out on the Queensway; it was a dangerous situation. A police car stopped behind her near the Nicholas ramp going west, coming to my wife's aid. We were lucky that my daughter and wife were in this officer's care; she began changing the car's tire on a very hot day and got the situation under control. Later another officer, Constable Falyn Day came and aided as well. I am sending this message to commend these two officers for helping my family in such a difficult situation. The officers stayed on the side of the Queensway until they had fixed the problem and sent my wife home safely. I hope the Ottawa Police Service commends these two officers since I can't thank them personally for the service they performed for my family.

Date Received: 30 July 2021

From: Member of the public

OPS member: Constables Tara Anderson and Marendra McCutcheon

Excerpt from Letter: My daughter called 911 as I was not answering my phone. I have major clinical depression and she was worried. I heard a knock on my door and got out of my bed to answer the door. Constable Sara Armstrong and Constable Marendra McCutcheon entered my home and informed me of the circumstances of their visit. After an information gathering discussion, Cst. Anderson confirmed with me my resources and then provided several others where I could receive additional support. Cst. Anderson's approach and interaction with me was very impressive. She listened and conducted herself in a respectful, calming, knowledgeable and intelligent manner. Her

communication skills were excellent. Please pass on my compliments to her supervisors.

Date Received: 1 August 2021

From: Member of the public

Excerpt from Letter: An officer patrolling Britannia Park noticed a vehicle in the parking lot with its windows down during a rain storm. He made a point of dropping into the Tennis Centre to locate the owner. He found the player, but other than saying that it was too late to bother about the open window since the interior is now soaked, and to thank the officer, the player did nothing. I am of the view that since this officer walked in the rain to get into the club that the player was duty bound to walk out with the officer and go close his car window. That act would have done duty to the officer's extraordinary duty of care to the citizens of Ottawa.

Date Received: 2 August 2021

From: Member of the public

OPS member: Traffic Services Team

Excerpt from Letter: Just want to say thanks for your work on Project Noisemaker. Living near Merivale, it sometimes sounds like the Daytona 500! Anyway, your efforts are much appreciated though you may not hear it as often as you should.

Date Received: 3 August 2021

From: Member of the public

OPS member: Sergeant Catherine Wood and Staff Sergeant Rick Carey

Excerpt from Letter: I wanted to sincerely thank Sergeant Catherine Wood and Staff Sergeant Rick Carey, along with the Victim Service Unit for providing me with excellent support and information. These Individuals went beyond the call of duty to help me. They were kind and compassionate, respectful, with professional attitudes that has restored my faith in the Ottawa Police Service.

Date Received: 4 August 2021

From: Member of the public

OPS Member: Constables Bill Murrell, Daniel Shore and Reinhard Lechleitner

Excerpt from Letter: I wanted to compliment Constables Bill Murrell, Daniel Shore and Reinhard Lechleitner who were working on traffic control at a busy intersection. They kept traffic moving very well and were quite visible, well presented, and more importantly made clear signals/hand gestures that were easy to understand. Well done.

Date Received: 7 August 2021

From: Member of the public

OPS Member: Traffic Services Team

Excerpt from Letter: So good to see the enforcement of speeding and dangerous driving by the Ottawa police, keep up the good work!

Date Received: 7 August 2021

From: Member of the public

OPS Member: Constable Alan Porteous, Traci Bowen and Roxana Manoiu

Excerpt from Letter: I would like to express my gratitude to the police officers, paramedics, and social workers who responded to a 911 call to our home. I especially commend the empathy, consideration and support they showed my wife, who had to deal with a suicide attempt by our son. The follow-up by Traci Bowen and Roxana Manoiu was also extremely helpful to her. Special thanks as well to Constable Alan Porteous whose actions and demeanor had a very calming effect, and who kindly stopped by the next day to check up on us and our son's status. I know they say they're just doing their jobs but there's a lot of good Samaritan in all of them.

Date Received: 10 August 2021

From: Member of the public

Excerpt from Letter: To the team of police officers who responded to the call to find a missing boy - THANK YOU! Your calm, understanding and non-judgmental presence while helping to find our 9-year old son on a stifling hot day turned a potentially traumatic (to his family) incident into a constructive learning lesson. Our son has pinky sworn that he will never walk off out of his parent's sight again. What's more, he says that he doesn't want to ever be in the back seat of a police car again (I'm so relieved he's learned this at 9 rather than 19 when the consequences could be more dire). Thank you to everyone who assisted and for your practical and emotional support. Relating yourselves as parents and applying your understanding of people on the autism spectrum to our situation helped us to feel understood and not so alone during a fraught time. You seriously rock!

Date Received: 11 August 2021

From: Member of the public

Excerpt from Letter: I want to salute your officers for a successful operation to save a man who wanted to commit suicide by climbing the high-voltage transmission tower behind our office. I have never seen such a massive Police/Fire/Paramedic operation like this. Your officers were very professional and respectful. They were very patient with the man and members of the public. The man finally came down on his own after four hours of negotiations. Another life was saved by these brave men and women. The police officers together with Paramedic team as well as the Fire team deserves commendation. I salute them!

Date Received: 11 August 2021

From: Member of the public

OPS Member: Constables Richard Zulys and Ryan Cuthbert

Excerpt from Letter: I wanted to send an email to thank and recognize the great work of Constables Ryan Cuthbert and Richard Zulys in retrieving my two stolen bikes a couple of weeks ago.

Date Received: 13 August 2021

From: Member of the public

Excerpt from Letter: Yesterday, I received a call from one your officer's who was dealing with my son after receiving a report that he may have been intending self-harm. I wanted to reach out to report what a fantastic, compassionate police officer this was who dealt with our family. Mental health struggles are real, and it is easy to pay lip service to this view. This member demonstrated true compassion and concern and went far out of his way to ensure a safe conclusion for my son. The primary investigator demonstrated superior communication skills in interacting with both me and my son. He demonstrated compassion and understanding. This was the first time that I have personally dealt with the Ottawa Police Service and everything about this difficult incident was handled with the highest degree of professionalism.

Date Received: 13 August 2021

From: Member of the public

OPS Member: Constable Jafeth Maseruka

Excerpt from Letter: On behalf of the Restoration 613 Ministries team, thank you for having Constable Jafeth Maseruka participate in our community outreach prayer. It was a privilege to have him with us for a few minutes so we could thank him for his service and to pray for him, his fellow officers and members of the community.

Date Received: 18 August 2021

From: Member of the public

OPS Member: Traffic Services Team

Excerpt from Letter: The past two days there have been OPS officers in unmarked cars hanging around our neighbourhood and we can't thank you enough. We have kids living all along the main road and the traffic alone is loud but it's even worse when engine breaks are used, motorcycles are speeding by with loud exhausts, and drivers in cars speeding. We've noticed a significant drop of speeding in just these days. Really appreciate it guys and girls. Keep up the hard work.

Date Received: 19 August 2021

From: Member of the public

OPS Member: Constable Jennifer Simpson

Excerpt from Letter: I pulled over earlier this morning when I observed two police SUVs and two police officers having pulled over a female driver of colour. As someone who works with Restorative Justice and Human Rights, I did what i felt was my due diligence and stepped out of my car to observe the interaction between driver and officer from what i felt was a safe but present distance. Constable Jennifer Simpson came over to check in with me. We had a really rich conversation, at first she recognized my defensiveness towards potential aggressive police behaviour. I was honest about my bias through my work experience and expressed my gratitude to her for correcting/calming my reservation towards her and her colleague. Our dialogue continued and I disclosed that I was a Master's Student focusing my thesis on the school-to-prison pipeline. We talked about high risk youth and what opportunities they need to grow up. You are lucky to have her on the force. She is a solid good person, and a poised, professional, and most importantly, relational police officer.

Date Received: 19 August 2021

From: Member of the public

Excerpt from Letter: I would like to thank the officers who had the difficult task of helping us when we found our father had passed away in his home. I am very grateful for the compassion, understanding and support each of the four officers provided us during a difficult time. They spent a lot of time explaining the process we would have to take and they always checked in to make sure we were doing ok. They were genuinely concerned about how we were doing. We unfortunately had to depend on the police many times over the last number of years to handle situations with my father and the officers were always there for me in tough situations. Very grateful and appreciative for their commitment to help us when we needed them.

Date Received: 22 August 2021

From: Member of the public

OPS Member: Constable Erica Hunt and Sergeant Lenworth Vaz

Excerpt from Letter: I would like to thank both the police and fire department on their professional, but most of all humane, disposition during a fire in my building. The officers who responded were incredibly polite, caring for the tenants, and very approachable, offering water bottles and keeping in constant communication with the tenants. I was very impressed.

Date Received: 22 August 2021

From: Member of the public

OPS Member: Constable Erik Burnie

Excerpt from Letter: I would like to say a huge thank you to Constable Erik Burnie who

went the extra mile to help collect the fingerprints off of our vehicle in the hope of recovering my daughter's stolen camera and equipment. You helped her feel a bit better about what happened.

Date Received: 25 August 2021

From: Member of the public

OPS Member: Nicolas Tam

Excerpt from Letter: Last week I obtained a police record check from your facility near Pinecrest. Nico Tam was professional and personable and helped me navigate the bureaucracy to obtain my document.

Date Received: 29 August 2021

From: Member of the public

OPS Member: Constables Tyler MacDonald, Matthew Dunn, Shannon Holmes and Sergeant Ken Haddow

Excerpt from Letter: I would like to pass along a heartfelt thank you, to the officers who had the unfortunate task of responding to a wellness check for my father. The situation turned tragic as his body was found lifeless, but every one of these officers handled themselves with dignity and class. They were all incredibly patient, and attentive to our questions, while providing detailed explanations of what the next steps would be. We especially want to recognize Sergeant Ken Haddow, for we felt he went above and beyond in the line of duty. He was with us almost every step of the way, he kept us informed while we waited for the Coroner, and was constantly checking in to see how we were holding up. He also engaged us in conversations to help keep our minds off what was happening, and added personal touches with his own family story. We felt this is one of those situations where everything was handled patiently, professionally, personally, and with respect.

Date Received: 29 August 2021

From: Member of the public

OPS Member: Constable Kyle Dodgson

Excerpt from Letter: A couple of weeks ago we had a theft at our home and Constable Kyle Dodgson was assigned to the case. He has been so helpful, so responsive and kind. He has helped to make our community safer and has helped us enormously. He was even able to help retrieve some of the stolen goods. Well done!

Date Received: 7 September 2021

From: Member of the public

OPS Member: Sergeant Jason Riopel

Excerpt from Letter: I sat on my balcony and watched an incident unfold as your officers

responded in a very peaceful, caring manner. Sergeant Jason Riopel even followed up with some of the bystanders who had concerns because it was a black man being handcuffed. I have personally had interactions with the OPS due to domestic violence and mental illness issues (officers from the Partner Assault Unit were incredible). Last night's event made me feel very confident about how hard your OPS team is working to keep us safe.

Date Received: 7 September 2021

From: Member of the public

OPS Member: Constable Hung Nguyen

Excerpt from Letter: I just wanted to say thank you to Constable Hung Nguyen. I was involved in a collision this evening and he was the responding officer on the scene and he was very polite and kind to myself and my partner. He made the situation much better for us and it meant a lot. Thank you.