

Report to / Rapport au:

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

24 January 2022 / 24 janvier 2022

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: 10 December 2021

From: Member of the public

Excerpt from Letter: An elderly man flagged me down on the street today, clearly
confused and lost. He couldn't give a correct address or telephone number to call, so I
called the Ottawa Police Service and two officers promptly responded. They showed
such courtesy and compassion, and were able to get him home safely.

Date Received: 11 December 2021

From: Member of the public

OPS member: Constable Santiago De Los Santos

Excerpt from Letter: We wanted to send a thank you to Constable Santiago De Los Santos after he delivered our baby boy in the front seat of our truck while at the side of the highway. It was a blessing to have him there, calming us down, while we waited for the ambulance to arrive. He reassured us that everything was fine and let us know, minute by minute, the location of the ambulance. He made sure my husband made it to the hospital to be with me when I arrived and was more than helpful with everything. We wanted to thank him for how amazing he was and for what he did for us that evening.

Date Received: 13 December 2021

From: Member of the public

OPS member: Constable Griffin McCaffery

Excerpt from Letter: Last night my friend and I were driving from Kanata to Westboro when the car stopped functioning on one of the busiest intersections in Kanata! What a nightmare! A police arrived to ensure our safety and stayed behind us with his hazards on until the tow truck arrived. He then helped the tow truck driver move the car. We so appreciated his efforts to ensure our safety. I do not know his name but if you can reach him, please extend our most sincere thanks. I hate to think what could have happened without his assistance.

Date Received: 20 December 2021

From: Member of the public

OPS member: Constables Emma Dukelow, Keegan Killeen, and Garvin Chow Chong

Excerpt from Letter: I have always been a bit stand-offish with police ever since my father was arrested when I was a child; I was unable to see him for quite some time because of this. When I had to go into foster care after his arrest, I developed deep-seeded issues with police officers, but after this weekend I saw a different side to the police force. I had a bit too much to drink and I was quite belligerent toward the officer who initially responded to the scene. But I was surprisingly met with compassion. I think the officer knew I was a hurt person inside. Instead of being forceful or “mean” (what I always thought police were) the police officers were understanding. They were genuinely concerned about my safety. I wanted to thank you. I am so ashamed of my behaviour and I wanted to apologize. The way the police officers handled this situation made me change my mind about the police force, I can see now they really were looking out for my safety, even if I didn't deserve their help. They still made sure I was on my way home safely, and when I do have children one day I will not teach them the way my parents taught me. I’m going to teach them to trust and respect the police force.

Date Received: 23 December 2021

From: Member of the public

OPS member: Constable Kristy Flanagan

Excerpt from Letter: I would really like to send my compliments to the female officer for her kindness, compassion and the fact that she was so human after they came to my home. I find these qualities extremely rare in police officers and I would love for her to receive my compliments. I would also love to see more police officers like her. Thank you and happy holidays!

Date Received: 26 December 2021

From: Member of the public

Excerpt from Letter: Our 79-year-old aunt called in the middle of the night to say some people were in her apartment and would not leave. I called 911, not sure if this was my aunt's imagination or real. My brother and I arrived but she would not let us in. When the officer arrived, she allowed him to enter. It did turn out to be confusion on my aunt's part, possibly caused by a new medication. I wanted to say that the officer was so kind and respectful, he took the time to convince her no one was there, kept a pleasant smile on his face to calm her, was not condescending in the least. I really want to say thank you for being so kind to my aunt, my brother and myself.

Date Received: 31 December 2021

From: Member of the public

OPS member: Constable Caroline Dickson

Excerpt from Letter: Just had police officers drive by my home; they made my day! They had "Jingle Bell Rock" playing -- it made me laugh so hard. We all need that in the times we are in; thank you all so much for all you do! I'm still laughing.

Date Received: 04 January 2022

From: Member of the public

OPS member: Constables Jordan Bouchard-Bourdeau and Katherine Ste. Marie

Excerpt from Letter: For once I feel that there might be light at the end of the tunnel. I actually feel like I might have a good night's sleep for the first time in months. When your shift is over you can be very proud that you made a difference in my life tonight. Thank you both.

Date Received: 06 January 2022

From: Member of the public

OPS member: Constable Jon Hall

Excerpt from Letter: I never thought I would ever say thank you after getting pulled over, but I feel it necessary that Constable Jon Hall receives recognition. When I saw the lights behind me, my stomach sank. I have been going through a lot more than I can handle lately. I knew I was in the wrong, so I wasn't planning on arguing. Cst. Hall was surprisingly pleasant. He was very nice, polite and appeared to be in a great mood. The

whole thing was super quick and straightforward. His friendly attitude really softened the blow. Since being diagnosed with depression recently, the smallest things set me off into a downhill spiral. When he handed me the ticket, the pit in my stomach was gone. I believe his behaviour made this a positive learning experience rather than a dreaded one triggering my anxiety and depression. I am truly grateful and consider myself lucky to have had an interaction with this officer; we need more officers like that.