

Report to / Rapport au:

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

29 April 2019 / 29 avril 2019

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: 11 March 2019

From: Member of the public

OPS member: Constables Denise Couperus and Kenneth Muse

Excerpt from letter: I am a family physician who does palliative care. Constables Denise Couperus and Kenneth Muse were called after the death of one of our residents. Both officers did a superlative job handling the situation. Their judgment and compassion was exemplary. They both deserve gold medals for their sensitivity and approach to a crisis situation. As fate would have it, I had our ex mayor, Jacqueline

Holzman, in the office later that morning. As you know, Mayor Holzman has been very active promoting community involvement in palliative care. We are all in this together and I believe the approach being taking by the Ottawa Police needs to be recognized and the whole team congratulated for a job well done!

Date Received: 12 March 2019

From: Member of the public

OPS member: Constable Stephen Irvine

Excerpt from letter: Please pass along my thanks to Constable Steve Irvine, his professional and friendly response to a call to my home while I was away is much appreciated. He left me a clear, informative voicemail message; and his taking the extra time to ensure that I was comfortable with and clear about the situation's resolution was more than required, but for which I am very thankful. Cst. Irvine is a credit to the Ottawa Police Service.

Date Received: 12 March 2019

From: Member of the public

OPS member: Constables Shane Farley, Angela Shypitka-Ebert and Kerry Rambarran

Excerpt from letter: I would like to express my profound thanks and gratitude to your officers who were recently involved in a wellness check I requested. I called to ask for to check on a close friend who lives alone. She was not well last time I spoke with her, and then I was unable to reach her by phone for few days. My gut was telling me that there is something very wrong and I was unable to reach her two sons. Personnel in your department were very professional, cooperative and understanding. Your officers acted fast, kept me informed, and resolved the situation by arranging her transfer to the hospital. She underwent emergency surgery and based on my latest information this action saved her life. You truly have wonderful staff.

Date Received: 16 March 2019

From: Member of the public

Excerpt from letter: Thank you for keeping our roads safe! Seven years ago, two of my co-workers' lives were forever changed because of a drunk driver.

Date Received: 19 March 2019

From: Member of the public

Excerpt from letter: This compliment is for the 911 department specifically, and the alert department. I have been absolutely disgusted by the public response to the alert systems on phones regarding amber alerts. I can honestly not believe that people are complaining about an interruption of a few seconds in their days in order to help save

lives of children. I am also disappointed that people are calling the 911 lines over this issue. You all do such a fantastic job dealing with a very stressful set of situations daily. You are the absolute last people who should need to field complaints. Thank you so much for the work you all do - I really admire what you do for our society.

Date Received: 19 March 2019

From: Member of the public

OPS member: Constables Jason Nadeau, Philip Oakley, and Krista Mallon

Excerpt from letter: I would like to express my appreciation for the amazing work done by the officers who responded to our call for help. The professionalism and diligence they showed was very impressive. Even if it was a routine call for them and it's part of the job, we truly appreciated how the whole situation was handled. Having some experience in public service I could not help but be impressed by these officers. We should be proud of our police department and its officers.

Date Received: 20 March 2019

From: Member of the public

Excerpt from letter: Thank you so much for the police presence at Dunning Foubert today. I hope this sets the community straight, at least for a little while. Thanks again for doing this.

Date Received: 20 March 2019

From: Member of the public

**OPS member: Constables Kevin Graham, Dodji Ankou, Frank Perron, Tyler Dubue
Sergeant Randy Stockdale Staff Sergeants Stephen Jones and Nicole St. John**

Excerpt from letter: Please forward my thanks to the officers that saved my daughter's life.

Date Received: 20 March 2019

From: Member of the public

Excerpt from letter: Thank you for the speed trap today in Navan on Colonial Drive near the elementary school. Speeds have been getting ridiculous.

Date Received: 22 March 2019

From: Member of the public

Excerpt from letter: So happy to see police out in full effect today at Prince of Wales & Colonnade! This intersection is terrible for cars driving on the side and not merging properly or speeding through the intersection. I take this route twice/day and am frustrated by drivers. Great job!

Date Received: 22 March 2019

From: Member of the public

OPS member: Courtney Rowland

Excerpt from letter: I had to file an accident report late one night at St. Joseph Boulevard police station in Orleans. I was served by a woman named Courtney. While I was waiting to speak with her, I watched her interact with the person before me. This person was upset at the injustice of his situation and he wanted to explain it to her. She listened patiently to him and then told her what she could do and not do. She was respectful and efficient. When I was called up to file my report, she was friendly and helpful. Thank you for hiring Courtney. That was so refreshing. She served me well.

Date Received: 23 March 2019

From: Member of the public

OPS member: Constables Rachel Robinson, Joshua Callaghan, Richard Zulys, and Alex Robertson, Sergeant Craig Roberts, Nikolaos Mitilineos, and Stephen Tilley

Excerpt from letter: Thank you to the police officer this morning who enforced the four-way stop at Avenue Road and Riverdale/Echo. Our family, including our kids, were happy and very thankful for the traffic safety enforcement. Thank you.

Date Received: 24 March 2019

From: Member of the public

OPS member: Constable Steven Williams

Excerpt from letter: I was diagnosed with PTSD a number of years back. One year ago tonight I suffered a mental crises and attempted to commit suicide by overdose. I was thankfully found in good time and taken by ambulance to the hospital in rather dire condition. One thing I remember most about the incident was one of your officers who first attended prior to EMS arriving. This amazing officer somehow managed to make me feel "ok" even as I drifted in and out of consciousness. He even followed up with a personal visit to my home to return my ballcap and to check in on me. His kindness and deep sense of humanity has stayed with me since that night. My life is completely 100% different from one year ago - I found real help and got everything back on track. I am back at work and just living my best life now! I have thought often of reaching out to that officer, but I still don't know his name... nor have I known what I would say exactly. But as I sit here this night at work on nightshift, I felt the overwhelming need to make some sort of contact. Having worked in EMS for years and attending many suicide / suicide attempt calls, I know how those calls can stick with you. I just want to extend my deepest gratitude and heartfelt love to the force in general and to that humble gentleman in particular.

Date Received: 28 March 2019

From: Member of the public

OPS member: Constable Randall Selig, Deputy Chief Steve Bell

Excerpt from letter: Thanks Ottawa Police for the public meeting tonight with the community police and Deputy Chief Steve Bell to discuss recent break-ins around Barrhaven. I learned lots of valuable information. And many thanks to Constable Randall Selig for his hard work; it is greatly appreciated!

Date Received: 29 March 2019

From: Member of the public

Excerpt from letter: My university-age daughter was walking home from class last night when officers ran toward her and told her to run in the other direction. She followed their instructions and jumped on a transit bus, eventually making it safely home. As a mother in a different province, I just want to say thank you so very much for your good work, for keeping my daughter and others safe and taking precautions to clear the scene.

Date Received: 31 March 2019

From: Member of the public

OPS member: Constables Quinn McCabe and Devon Thevathas

Excerpt from letter: I need to take the time to commend and thank Constables Quinn McCabe and Devon Thevathas for noticing and taking the time to help me out of an incident. Both officers were so very understanding and helpful. I was able to get my vehicle out of an unfortunate situation (of my own doing). I'm very proud of the way the OPS came to my aid and wanted to thank them both very much. In particular, Officer McCabe made me feel and remember how things "should" be done to assist people in need. All the best.

Date Received: 3 April 2019

From: Member of the public

OPS member: Sergeant Frank Sacco and Constable Joseph DeFranco

Excerpt from letter: I would like to thank Sergeant Franco Sacco and Constable Joseph DeFranco for their professionalism and kindness in a matter that was of concern to me. Keep up your great work!

Date Received: 4 April 2019

From: Member of the public

OPS member: Staff Sergeant Lyse Fournier

Excerpt from letter: I am alive today because of Staff Sergeant Lyse Fournier, and so

is my son. I need to let her know how huge a role she played in our lives and how thankful I am to her for doing her job so passionately.

Date Received: 4 April 2019

From: Member of the public

OPS member: Constable John Webster and Sergeant Mahad Hassan

Excerpt from letter: My sister died suddenly from heart complications and my mom needed to be notified as she was away from the house and did not have her cellphone. Constable John Webster and Sergeant Mahad Hassan were calm, professional, and quickly got us back to the hospital to say our goodbyes. Their professionalism and respect that they had for my family and myself was astounding and I'd like to give them the credit they deserve. It is the part of the job that I think never gets easier. My family and I wish to thank them for their service and commend how they handled this horrible situation.

Date Received: 5 April 2019

From: Member of the public

OPS member: Constables Lindsay Beattie, Sergeant Gregory Wilson, and Traci Bowen

Excerpt from letter: The July 2019 crash involving a YMCA-YWCA Camp bus and the driver of the SUV was a very significant event for many. From a Y point of view, we had grave concerns for the health and safety of our children, their parents and our team. Many people were affected that day. I would like to thank Sergeant Greg Wilson and Constable Lindsay Beattie. They were on-site that afternoon to answer questions and support the anxious parents impatiently waiting for the delayed bus. They were invaluable in keeping parents up-to-date and maintaining a sense of decorum in a very difficult situation. I would like to make special mention of Traci Bowen. She was a godsend. She has a very special skill and was able to speak and support the children once they arrived at the Y. She also supported the parents through their anxieties and concerns, and was an invaluable resource for our staff. She and her colleagues were on site at camp the next few days and provided support and counselling to our staff. I heard so many positive comments about her caring and compassionate way of working with people. We don't ever choose to have horrific situations occur. However, I am grateful for our partnership as we work to serve the community together!

Date Received: 1 April 2019

From: Member of the public

OPS member: Constables Josee Lemay, Melissa Albright, Marie-Josée Seguin, Jenny Campbell and Katherine Plomp, Sergeant Jonathan Trudeau,

Excerpt from letter: Nous avons été victimes d'un vol par effraction dans notre maison.

J'ai découvert que la porte d'entrée au devant de la maison avait été défoncée et qu'il y avait des éclats de vitre sur le parquet extérieur. Les policiers sont arrivés, soit en premier, le sergent Jon Trudeau et quelques minutes plus tard les agents Josée Lemay et Katherine Plomp. Ces agents et le sergent ont fait preuve de grandes qualités humaines et ont fait preuve de beaucoup d'empathie à mon égard. Par la suite, la détective Melissa Albright et la constable Marie-Josée Séguin sont arrivées et ont aussi fait leur travail avec professionnalisme, respect et empathie également. Le lendemain, j'ai rencontré la détective Jenny Campbell qui a pris ma déposition avec soin et encore une fois avec un souci de tout inscrire et faisait preuve de beaucoup d'empathie à mon égard et tentait de m'encourager suite à cet évènement si affreux et excessivement dérangeant. Je veux vous informer que je n'ai que des éloges à faire envers ces agents et j'aimerais que tous les intervenants dans cette enquête incluant la dame à qui j'ai parlé au service 911 soient informés de ma reconnaissance suite à leur intervention dans ces moments très difficiles à vivre pour mon mari et moi.

Date Received: 8 April 2019

From: Member of the public

OPS member: Constable Bryan Cullen

Excerpt from letter: I was stopped by Constable Bryan Cullen as I did not have a valid permit on my licence plate. Officer Cullen was not only polite and friendly, his sense of humour was excellent. All-in-all, a very pleasant experience for me -- especially since he only gave me a warning. Last, but not least, an updated permit is now proudly displayed on my licence plate.