

Report to / Rapport au:

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

22 February 2021 / 22 février 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). These letters are reflective of how OPS officers demonstrate Duty of Care within the community and how their behaviour and actions impact Public Trust and Community Safety and Wellbeing.

Date Received: 12 January 2021

From: Member of the public

OPS member: Constable Stephanie Lemieux

Excerpt from Letter: I want to thank Constable Stephanie Lemieux for her help with a woman who was struggling with her mental health. Cst. Lemieux (in my opinion) went over and above her duties to visit this woman and drop off some needed gift cards to purchase items to help her with her disabilities. I am a frontline worker and asked Cst.

Lemieux to do the wellness check. She did much more than a wellness check and I appreciate her service.

Date Received: 15 January 2021

From: Member of the public

OPS member: Constable Sean Ralph

Excerpt from Letter: This morning I was pulled over for speeding and I wanted to take a moment to thank Constable Sean Ralph for how he handled the situation. This was my first (and hopefully last) speeding infraction and you were nothing but kind to me throughout the entire process. I assume you likely don't receive many 'thank you's' for pulling people over, however, I currently have a lot on my plate and you made the situation as stress-free as possible, so I just wanted you to know that I really appreciated it. It was a good reminder to be more mindful of my driving.

Date Received: 17 January 2021

From: Member of the public

Excerpt from Letter: Please pass on my sincere thanks to the officer in the unmarked black police car who pulled over a truck that dangerously sped passed my car while going up a hill in a clearly marked no passing zone. As it was happening, I was thinking "Where's the police when you need one?" and you were, right there, in flash, behind me! Thank you for being there to ensure safety in our community while working under these difficult circumstances due to the pandemic. Our family is grateful to you and your fellow officers for your service every day.

Date Received: 19 January 2021

From: Member of the public

OPS member: Constables Tyler Dubue and Linda Nethercott

Excerpt from Letter: I want to compliment the police officers who responded to our 911 call. We truly appreciated their kindness, professionalism and rapid response. They were truly wonderful and did a tremendous job.

Date Received: 22 January 2021

From: Member of the public

OPS member: Constable Scott Craig

Excerpt from Letter: I would like to compliment to Constable Scott Craig for his diligence after he was assigned to a police report filed about a dog stolen from a homeless man in Hintonburg. There were several impediments to the case that could easily have turned into reasons not to pursue it. However, Cst. Craig was compassionate in his dealings with the man, resourceful in locating the subject, and committed to resolving the situation – which he did within 15 days. During that time, Cst. Craig welcomed input

from community members, and regularly provided updates on his progress. On behalf of the Hintonburg community, I would like to thank Cst. Craig for doing his job in a way that exemplifies both compassion and collaboration.

Date Received: 24 January 2021

From: Member of the public

Excerpt from Letter: While nobody likes to be stopped by the police, I was stopped due to frozen ice on the top of my car that I couldn't reach. Thank you very much to both officers for their help, I really appreciate that it was a safety stop. Good job!

Date Received: 24 January 2021

From: Member of the public

Excerpt from Letter: I am writing to applaud OPS for its efforts to improve how it handles mental health crises. I have very recent experience dealing with the OPS who assisted us with our daughter during an incredibly dark time in September. And while it is true that there is room to improve - there are certainly officers who did not seem as prepared to address a mental health crisis as opposed to a policing/security issue - I must make it known that there were some officers who have come to our aid who were absolutely phenomenal. These officers displayed such empathy and kindness to us that I truly believe they are the reason my daughter was able to make it through alive. And I do not say that lightly. I understand that you will be calling on the public to support the development of a strategy for the OPS and city of Ottawa. I am a public servant with significant experience in developing strategic frameworks, a mental health advocate, and a mother who is so grateful for all that OPS officers did to help us save our daughter and I would like to offer any assistance I possibly can to give back.

Date Received: 24 January 2021

From: Member of the public

OPS member: Constable Michelle Baird and Sergeant David Cameron

Excerpt from Letter: I want to thank you all for helping us to find my brother. The officers who responded were not only professional, but caring.

Date Received: 25 January 2021

From: Member of the public

OPS member: Constable Scott Craig

Excerpt from Letter: Thanks so much for finding that gentleman's dog when it was stolen after he had to go to hospital.

Date Received: 26 January 2021

From: Member of the public

Excerpt from Letter: Last night my 10-year-old grandson decided he didn't want to go

his father's house and hopped out of the car at a busy downtown intersection. I required assistance as he was running away and there was no way I could catch him. I called 911 as I feared for his safety and mine. Many officers came and tried everything in their power to get the child back in my car, and they managed to do so and then escorted me to his father's house. Being a parent/guardian can be tough, and these officers were so kind and gentle but firm.

Date Received: 26 January 2021

From: Member of the public

OPS member: Constables Amy Patterson and Jason Nadeau

Excerpt from Letter: We wanted to send a personal note of thanks to Constables Amy Patterson and Jason Nadeau for their highly professional, respectful, and caring handling of my daughter's death. She had passed away in her apartment. We know Cst. Patterson had to ask questions, however, she was very compassionate and supportive. She remained with us until the ordeal of seeing our daughter's body transported away. Cst. Nadeau was equally supportive and reassuring in our time of need. Please pass on our sincere appreciation for how they handled this particular case. It was very helpful to have them there during such a tragic day.

Date Received: 29 January 2021

From: Member of the public

OPS member: Constable Stacey Randell

Excerpt from Letter: My father and I would like to thank Constable Stacy Randell from the bottom of our hearts for her amazing and heroic act. Cst. Randell is an angel sent from God to protect us during a very dangerous moment where our tire blew and we were stuck on the highway in a very cold weather. She came by very quickly and stopped traffic and waited until the towing company showed up. She drove us back home and made sure we were safe. It's people like Cst. Randell that remind us that kindness really does exist in this world.

Date Received: 7 February 2021

From: Member of the public

OPS member: Constable Shannon Woodward

Excerpt from Letter: We would like to extend our thanks to Constable Shannon Woodland and others that brought our stolen bike home. After a year and half in the wild, it is great to have it home again. It clearly had some great adventures but is mostly intact. We did not expect to see this bicycle again and likely would not have known that it was for sale without the 529 Garage program supported by OPS and the Facebook user group StolenBikesOttawa and its members.

Date Received: 9 February 2021

From: Member of the public

OPS member: Constable Amy Patterson and Acting Sergeant Prasanth Tella

Excerpt from Letter: I would like to send a thank you compliment to Constable Amy Patterson and A/Sergeant Prasanth Tella who responded quickly to a fire at my apartment. I would particularly like to compliment Cst. Patterson, who kindly assisted in evacuating the fourth-floor tenants to fire stairwell and down the north wing stairwell.