

# Eugene Police Department Commendations

## May 2020



**The Eugene Police Department received 13 commendations from citizens in May, 2020. Below is a sample of those commendations.**

- A citizen commended a call-taker for their compassion related to a call for service that the citizen had placed requesting assistance for their mother. The citizen commented, "The person I spoke with was great - they got all the information quickly, and did it with such a smooth, compassionate manner that I definitely felt taken care of and that mom was getting help quickly. My mom is doing better, too!"
- An officer was commended by a citizen for their professionalism during the death investigation of the citizen's son. The citizen stated that they appreciated the officer's "kindness and consideration" during the investigation.
- A citizen commended the Eugene Police Department for the department's continued service during the recent pandemic and provided some words of encouragement. The citizen commented, "The police department is watching out for us. Thank you. Your service is most valuable, and I want to let you know that there is a sense of appreciation for all of you."
- A call-taker was commended by a citizen for their effort related to a recent cardiac arrest event. The patient and circumstances surrounding the cardiac arrest were unknown to the caller, which made the processing and initiation of CPR challenging. The call-taker provided CPR instructions and reassurance to the caller for approximately eight minutes. Following the call, the Captain of one of the area's fire stations that had responded to the call, relayed that the caller had expressed their "immense gratitude" for the help that the call-taker provided and stated that the call-taker was able to keep the citizen calm and focused throughout the call, which allowed them to provide care to the patient until paramedics arrived.
- A citizen that works for an outside agency commended an officer for their "professional follow through" related to a 'Welfare Check' call for service that the citizen had placed. The citizen commented, "I'm pretty impressed. He made more phone calls than he probably should have to verify. He could have just walked away and said, yeah, she has some mental health issues and I'm done. But, he didn't, and I really respect that."
- A community service officer was praised by a citizen for their assistance in removing an abandoned vehicle that had been parked in front

of the citizen's home. The citizen commented, "Thank you very much for the quick response. I really appreciate it."

- Officers were commended by a citizen for their efforts in addressing an ongoing issue recently of "ding-dong-ditchers" at the citizen's residence. The issue had been taking place in the late hours of the evening for several nights. The officers' efforts finally led to the subjects being identified and the issue has since ceased. The citizen commented, "Now that it's been weeks since they have come, I don't think about them or worry about them anymore. But, I'm still so grateful to you guys for accepting my numerous calls to 911 about them, for responding when you could, and for finally catching up with them and letting them know to STOP doing this! So, I just wanted to say a heartfelt THANKS to all of you who helped out with this."

- Officers were commended by a citizen for the utilization of their negotiation skills in saving a subject's life from a suicide attempt. The citizen commented, "Please let the CNT (Crisis Negotiation Team) know that we deeply appreciated their actions today to save a young person's life. Thank you to the team for the quick reaction, professionalism, and humanity today. I hope for the best for the young person that was given another chance by the CNT."
- A citizen expressed their appreciation for the officers that had responded to a 'Suicidal Subject' call for service involving the citizen's son. The citizen expressed their "deepest thanks" in how they were able to resolve the incident and save their son's life.