

### 3.34 IDENTITY THEFT

Identity Theft is the use of, or the intended use of a person's identifiers and/or financial information with intent to commit a crime. Any officer who responds to an Identity Theft incident that occurred in Everett or where the victim (person or business) resides in Everett will complete a police incident report entitled Identity Theft. The mere theft of an individual's personal identifiers or financial information (example – theft of a wallet or purse) is not Identity Theft. These reports should be titled as Theft, Burglary, Robbery, etc.

Officers are not to utilize a matter of record report form for any Identity Theft crime reports.

#### IDENTITY THEFT REPORT REQUIREMENTS:

- A person/business who believes that his/her financial information or means of identification has been illegally obtained, used, or disclosed to another to commit, aid or abet a crime, may file an incident report with law enforcement either in the jurisdiction where the person/business resides or in the jurisdiction where the crime occurred
- Law enforcement must create the report and provide the victim with a copy
- Law enforcement agency may refer the completed report to another agency
- Law enforcement agency is not required to assign the completed report for follow-up investigation

Taking a report is mandatory when the victim lives in Everett or when the crime occurred in Everett. For purpose of Identity Theft, the victim can be a person (~~living or deceased~~) or place of business depending upon who owns the identification or financial information used. If the victim requests a copy of the police report, he or she should be directed to the Records/Public Disclosure Unit. The Records/Public Disclosure Unit will prioritize Identity Theft victim public records requests.

Although taking a report is mandatory as described above, normal police department protocols will determine whether or not the matter is assigned to a detective for follow-up investigation.

#### CHECKLIST:

- Create an incident report or follow-up report as noted below:
  - If Identity Theft Report already on file: Document the new identity theft information in a follow-up report to the original Identity Theft report

- If no Identity Theft report is on file: Draw a new case number and initiate an Identity Theft report

- Obtain the victim's statement.
- Make sure account numbers are noted on victim statements or bank records.
- Obtain documentation on how and where victim's identity and/or financial information was used.
- Obtain statements from bank tellers and other witnesses if possible.
- Obtain related bank information and/or other financial documentation.
- Attempt to secure any other related evidence i.e.: video surveillance tapes from banks, stores or other retail outlets.
- Recommend that the victim close any accounts that have been tampered with.
- Provide handouts on Identity Theft referring the victim to the three nationwide consumer reporting companies for a fraud alert and/or credit freeze.
  - Equifax
  - Experian
  - TransUnion
- Direct the victim to the Records/Public Disclosure Unit for assistance if he/she requests a copy of the incident report.

Done ✓  
7/24/09

### 3.51 TRAFFIC COLLISIONS: PUBLIC SERVICE VEHICLE

Patrol supervisors shall respond to all collisions involving police vehicles or other vehicles belonging to a public agency. Supervisors will ensure that the collision is properly documented (see Procedures Manual 26.03 for reporting procedures) and that photographs are taken of damage. The first officer on scene will be in charge until the primary or reporting officer arrives.

#### CHECKLIST:

- Obtain aid for the injured.
- Contain and protect the scene and preserve evidence.
- Direct officers to traffic and crowd control if necessary.
- Notify the senior supervisor and dispatch of the severity of the collision. (Note: The SECTOR SUPERVISOR will make requests for traffic investigators through the Traffic Safety Unit sergeant and will notify Command Staff if needed.)
- Ensure photographs are taken of the <sup>collision</sup> ~~accident~~.
- Call out traffic investigators if appropriate. (Note: See Traffic Unit call-out for guidelines.)
- Ensure statements are obtained from witnesses, drivers and victims at the scene.
- Detail a unit to the hospital to obtain statements or retrieve evidence from victims, drivers or witnesses. Coordinate this effort with traffic investigators.
- Control of the scene is turned over to the Traffic Investigation Unit upon their arrival.
- Ensure traffic investigators receive requested assistance.
- Officers will attempt to control property belonging to collision victims, for safekeeping as needed.

**NOTE: Do not discuss fault in front of drivers, victims or witnesses at the scene.**

**NOTE: Citations should not be issued at the scene for collisions involving emergency vehicles. Discipline should be determined through internal process. Citations should only be issued after consultation with the Prosecutor's Office.**

3.0

### 3.65 ADULT PROTECTIVE SERVICES COMPLAINT INTAKE PROCEDURE

Adult Protective Services (APS) receives complaints citing instances where the individuals who are to be protected by APS are allegedly being victimized. RCW 74.34.063(2) mandates that these incidents are to be reported to local law enforcement. Along with APS reporting these crimes, the Washington State Attorney General's Office must inquire into cases where there is suspected Medicaid or Medicare fraud.

Because of the mandate to investigate these cases thoroughly, the Everett Police Department will adhere to the following procedure for handling and investigating all Adult Protective Services complaints received by the department.

#### CHECKLIST:

- APS will fax complaints they have received to the Records Room of the Everett Police Department.
- When the fax is received, Records Room personnel will log receipt of the fax in a logbook kept near the fax machine. This log will require that the date & time of when the fax was received be recorded, as well as the Records Room personnel who obtained the fax and the SNOPAC incident number assigned.
- After the fax has been received by Records Room personnel, they will review it and ascertain which sector the complaint falls in (North or South). Records Room personnel will contact SNOPAC, obtain an Incident Number, and advise SNOPAC to have the appropriate beat sergeant contact the Records Room.
- When the beat sergeant contacts Records, the Records Room personnel will advise the sergeant of the APS complaint, and have that sergeant either pick up the complaint, or fax it to the sergeant.
- The sergeant will assign the complaint to a patrol officer for an initial investigation. This investigation will determine whether there is any merit to the complaint.
- Reports will be mandatory on all APS complaints.
- The report will be reviewed by the officer's sergeant, and then forwarded to Investigations via the Records Room as is the normal manner.

**Note:** Please mark all reports with the words "APS Complaint" in the title of the report, along with the type of crime, i.e. "APS Complaint – Assault," so Investigations is sure to flag these reports for follow-up, if necessary..

Updated  
↓ Procedure  
Uploaded Manual  
11/9/09  
J.C. ←

## Janelle Lyman

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**From:** Dan Templeman  
**Sent:** Monday, November 09, 2009 1:37 PM  
**To:** Janelle Lyman  
**Subject:** APS Procedure

Janelle, this procedure was approved at command staff this morning. Could you please insert it into the Checklist portion of the Procedures Manual, section 3.65? Please advise when it has been uploaded, and I will have Sue put out the training bulletin. Thank you Tracey!



APS Complaint  
Intake Procedure...

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