

LOSS PREVENTION CALLS

For a call from a loss prevention officer at a store that is on the **shoplift program** an officer must be **dispatched** if the person detained:

1. has a misdemeanor warrant(s) over \$15,000 or any felony warrant
2. does not live within a 100-mile radius of the Sacramento County line.
3. is under the influence of drugs or alcohol
4. cannot be identified by the Loss Prevention Officer or Records (see the next page for sample questions that can help ID a detainee)
5. the theft is over \$950
6. if the detainee is a juvenile and a parent/guardian is NOT en route.

The person in custody only has to fail one of these criteria for us to dispatch an officer. These criteria only apply to stores on the shoplift program. If the store involved is not on the program a deputy must be dispatched regardless of the above criteria.

We will not give out criminal history information to Loss Prevention Officers. If they want to know the persons arrest history, probation status, sentence info, etc. all that information is confidential. We would be breaking the law if we released that information to the public (loss prevention officers = public). When speaking to the loss prevention officers, we only need to advise that the subject is OK to cite or that we will be dispatching an officer. If they want to know why we are dispatching an officer, explain to them that by law you can't release that information.

PC 13303 states:

Any person authorized by law to receive a record or information obtained from a record who knowingly furnishes the record or information to a person who is not authorized by law to receive the record or information is guilty of a misdemeanor.

Loss prevention personnel are given the following information to help identify someone who does not have an ID/Driver's License with them when they are detained:

If the person does not have identification, ask the following questions of the suspect to help the Records Personnel try to identify them. Advise the suspect that if Records cannot identify them, officers will be sent out to either identify them or take them to jail. If the person hesitates when answering even simple questions, you need to make sure they are giving you their information and not the information of someone they know. Please ask all these questions and have the answers written down before you call Records. This will help make the identification process go smoother.

1. What is their first, middle, and last name?
2. What is their birth date?
3. Where do they live?
4. What is their Driver's license number?
5. What is their Social Security number?
6. What is their X-ref? (Most people with arrest histories in Sacramento County will know what this means)
7. What are their previous CDC (aka Parole) numbers?
8. What tattoos do they have? (you will need the location of the tattoo and what it looks like or says)
9. Where have they lived? The last several addresses should help.
10. What have they been arrested for previously and where were they arrested?
11. How tall are they?
12. How much do they weigh?
13. What is their eye color?
14. What is their hair color?
15. Have they gone by any other names? (This will usually apply to women who have maiden and married names. Though some males will acknowledge using more than one name.)

Note: Records Personnel cannot give you the person's arrest history. They will ask you for the information to try to identify the person. They will not give you the information so you can verify it. You must give them the information. This is due to confidential information and privacy laws. They will acknowledge if the person has been identified so you, the Loss Prevention Officer, can fill out the online report and release the subject.