

Timbrook Public Safety Center  
231 East Piccadilly Street, Ste. 330  
Winchester, VA 22601

Telephone: (540) 662-2298  
FAX: (540) 542-1318  
Website: [www.winchesterva.gov](http://www.winchesterva.gov)

## INFORMATIONAL BULLETIN IB-11018

TO: All WFRD Personnel  
FROM: Eddie McClellan, Captain  
SUBJECT: Repetitive Service Requests  
DATE: March 30, 2011

This morning I attended a meeting with Chief Cullers, Erin Elrod, Sergeant Mark Lahman, Commonwealth Attorney Alex Iden, and Senior Assistant Commonwealth Attorney Derek Aston regarding our loyal customers from Wilson Boulevard and Monmouth Street. Upon advice of legal counsel the police department should be assigning an officer to investigate and work with our department, Winchester Medical Center, and the Commonwealth Attorney's office to correct the concerns with these repetitive users of our service.

Corrective action will not occur through the legal system as expeditiously as we would like with these situations. However, we need to remain professional, evaluate and provide treatment as indicated when our services are requested. At times these patients have had legitimate medical complaints and been admitted to the hospital. Personnel should not converse any information regarding the legal actions we are pursuing with the patients.

A police officer will be dispatched to these addresses anytime our services are requested. **Do not place the police in-service!** The presence of the police will serve as further documentation as the investigation proceeds through the legal system.

If you respond to either of these addresses please notify me via email.