



NEWS RELEASE

Palatine Police Department
595 N. Hicks Rd.
Palatine, IL 60067
(847) 359-9000

For Immediate Release – April 28, 2022

SafeEncounter

The Palatine Police Department has partnered with software provider ImageSoft (www.imagesoftinc.com) to launch SafeEncounter, a platform designed to help protect vulnerable residents who are prone to wander. It is the goal of the Palatine Police Department to quickly resolve every encounter with people who have become lost due to cognitive disorders such as dementia, autism, Down’s Syndrome, schizophrenia, deafness or blindness. The Palatine Police Department is the second police department in the nation to embrace this technology, and the first in the Illinois. This service is completely free to use by the public.

The SafeEncounter platform allows residents to upload pertinent information about their loved one, known as a “dependent”, into a secure database maintained by and only visible to the police department. Each record submitted by a family member or caregiver contains a photo, address, physical characteristics and a description of the cognitive condition of the dependent. The user can also submit locations where the dependent is known to frequent, vehicle information and languages spoken.

Once submitted, the dependent record is reviewed and approved by police department personnel. Officers in the field can then search the database from any internet capable device when they encounter an individual who cannot readily identify themselves, where they live or where they work. The search results can be filtered on keywords, a photo, physical descriptors and location information. Officers can also enter the location the lost person was found and search via GIS mapping of all dependent records within a desired radius.

The SafeEncounter platform allows users to update the dependent’s information and photograph as needed. Palatine Police Department personnel can also send requests for updated information to make sure records are current and officers are working with the best information possible. By utilizing the SafeEncounter platform, the police department believes they can bring swift resolution to these challenging situations in an honorable and dignified manner.

Residents and caregivers are encouraged to register their dependents as soon as possible by visiting the Village of Palatine website (www.palatine.il.us) and navigating to the Palatine Police Department page.

###