



# The Manitoba Pharmaceutical Association

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## REACTION TO ARMED ROBBERY

IT IS IMPORTANT TO REMEMBER THE FOLLOWING POINTS IF YOU ARE BEING ROBBED;

1. COMPLY WITH THE DEMANDS OF A ROBBER, AS QUICKLY AS POSSIBLE.
2. DO NOT PROVOKE THE ROBBER IN ANY MANNER.
3. WATCH WHAT HE TOUCHES AND PROTECT THE ITEMS THAT HAVE BEEN TOUCHED UNTIL THE POLICE ARRIVE.
4. DO NOT STARE AT THE ROBBER.
5. DO NOT TAKE THE CHANCE OF SETTING OFF AN ALARM UNTIL HE HAS DEPARTED.
6. IF YOU RECOGNIZE THE ROBBER, CONCEAL YOUR RECOGNITION DURING THE ROBBERY.

REMEMBER FOUR KEY POINTS: COMPLY WITH DEMANDS, GET THE ROBBER OUT OF THE PHARMACY AS QUICKLY AS POSSIBLE, KEEP STAFF AND BY-STANDERS SAFE, AND, BE A GOOD WITNESS.

## THE ROBBER

PEOPLE COMMITTING ARMED ROBBERY OF A PHARMACY ARE USUALLY INTERESTED IN ONE OF TWO THINGS IN THE PHARMACY - MONEY AND DRUGS. THE ROBBER IS ALMOST ALWAYS MALE, MID-TWENTIES OR MID-THIRTIES IN AGE, PHYSICALLY DEPRESSED OR UNDER THE INFLUENCE OF DRUGS. HE WILL SOMETIMES BE ALONE BUT WILL OFTEN WORK WITH AT LEAST ONE OTHER PERSON WHO ACTS AS A LOOK-OUT. HE OFTEN HAS PREDETERMINED HIS TARGET, WHAT HE WANTS AND WHERE IT IS. HE KNOWS WHEN CUSTOMER TRAFFIC IS LOW AND WHEN ONLY A FEW EMPLOYEES ARE WORKING. HE KNOWS IF THE CHANCES OF BEING SEEN IN THE ACT OF ROBBERY ARE GOOD OR BAD, BASING HIS OPINIONS ON STREET TRAFFIC FLOW, NUMBER OF EMPLOYEES AND CUSTOMERS, SECURITY MEASURES AND WHETHER ANYONE CAN SEE INSIDE THE PHARMACY. HE HAS ALSO DETERMINED HOW QUICKLY HE CAN COMPLETE THE ROBBERY AND WILL BECOME AGITATED AND AGGRESSIVE IF IT IS TAKING TOO LONG.

HE EITHER SHOWS A WEAPON SUCH AS A HANDGUN, RIFLE, SHOTGUN, OR KNIFE OR WILL IMPLY HE HAS ONE. HE IS SCARED, NERVOUS AND IN A HURRY. HE WANTS TO GET THE CRIME OVER AS SOON AS POSSIBLE.

HE IS VERY DANGEROUS.

### **PROCEDURE WHEN ROBBED**

IF YOU HAVE BEEN VICTIMIZED BY AN ARMED ROBBERY, IT IS SUGGESTED THAT YOU TAKE THE FOLLOWING PROCEDURES;

1. OBTAIN THE DESCRIPTION OF HIS VEHICLE (ONCE THE ROBBER HAS DEPARTED AND IT IS SAFE TO DO SO), LOCK UP THE STORE AND PLACE A NOTICE ON THE DOOR THAT THE PHARMACY IS TEMPORARILY CLOSED.
2. TELEPHONE THE POLICE IMMEDIATELY UPON HIS DEPARTURE, OR USE THE "PANIC BUTTON".
3. WHILE WAITING FOR THE POLICE, FILL OUT A CRIMINAL DESCRIPTION SHEET AND MAKE NOTES ON THE DETAILS OF THE ROBBERY.
4. ASK OTHER WITNESSES TO THE ROBBERY TO WRITE DOWN DESCRIPTIONS ETC., BUT DO NOT HAVE A CONSENSUS OF OPINIONS ON THE DETAILS OR DESCRIPTION.
5. REPORT ALL LOSS OF CONTROLLED OR NARCOTIC DRUGS IN WRITING TO HEALTH CANADA (FORMS AVAILABLE THROUGH THE MPhA WEBSITE AND OFFICE).
6. REPORT THE DETAILS OF THE ROBBERY TO THE MANITOBA PHARMACEUTICAL ASSOCIATION OFFICE AT 233-1411, FAX-237-3468 OR E-MAIL AT [info@mpha.mb.ca](mailto:info@mpha.mb.ca) .

### **PROCEDURE WHEN BURGLARIZED**

THE FOLLOWING PROCEDURE SHOULD BE FOLLOWED IF YOUR OFFICE OR PHARMACY HAS BEEN BURGLARIZED;

1. SECURE THE PREMISES FROM CUSTOMERS OR PATIENTS.
2. DO NOT TOUCH ANYTHING.
3. CALL THE POLICE IMMEDIATELY.
4. PROVIDE THE POLICE WITH AN ACCURATE LIST OF WHAT WAS TAKEN AND ANY USEFUL IDENTIFICATION CODES OR THEFT DEVICES ON THE STOLEN ITEMS.
5. IF YOU DID NOT DO SO AT THE TIME, ADVISE POLICE OF SUSPICIOUS PERSONS WHO WERE IN YOUR PHARMACY OR OFFICE PREVIOUS TO THE BREAK ENTER AND THEFT.
6. REPORT ALL LOSS OF CONTROLLED OR NARCOTIC DRUGS, IN WRITING TO HEALTH CANADA (FORMS AVAILABLE THROUGH THE MPhA WEBSITE AND OFFICE).
7. PROVIDE DETAILS OF BURGLARY TO THE MANITOBA PHARMACEUTICAL ASSOCIATION OFFICE AT 233-1411, FAX-237-3468 OR E-MAIL AT [info@mpha.mb.ca](mailto:info@mpha.mb.ca) .

## **PREVENTING ARMED ROBBERY**

PHARMACISTS SHOULD TAKE THE FOLLOWING STEPS TO DETER ROBBERIES:

1. INSTALL AND ADVERTISE SILENT ALARM SYSTEMS AND/OR CAMERAS.
2. CONSIDER OFFERING REWARDS FOR INFORMATION LEADING TO A CONVICTION AND, IF YOU DO SO, POST THIS INFORMATION IN THE PHARMACY.
3. REDUCE STOCK AND POST SIGNS THAT CERTAIN DRUGS ARE NOT IN STOCK OR IN VERY LIMITED AMOUNTS ;
4. USE THE BUDDY SYSTEM WHEN OPENING OR CLOSING, AND ESCORT THE STAFF WITH KEYS FOR THE PHARMACY TO THEIR VEHICLES AT THE END OF THE DAY.
5. ADVISE POLICE OF SUSPICIOUS PERSONS IN ALLEYS OR STREETS NEAR YOUR PHARMACY, ESPECIALLY DURING OPENING OR CLOSING TIMES. (CALL CRIMESTOPPERS: WINNIPEG 786-8477. MANITOBA: 1-800-782-8477)
6. BE CAUTIOUS OF LAST MINUTE CUSTOMERS; IF THE PHARMACY IS ALREADY CLOSED, DO NOT PROVIDE ACCESS IF YOU ARE THE ONLY PERSON LEFT IN THE PHARMACY.
7. USE WINDOW ADVERTISEMENTS PRUDENTLY TO LEAVE AN OPEN VIEW INTO YOUR PHARMACY.
8. DURING HIGH RISK PERIODS, EMPLOY SECURITY PERSONNEL.
9. KEEP BACK DOORS (REAR ENTRANCES) LOCKED AT ALL TIMES.
10. VARIOUS OTHER PROCEDURES, REACTIONS AND TIPS ON PREVENTION ARE AVAILABLE FROM YOUR LOCAL POLICE DEPARTMENT/RCMP DETACHMENT.