

Making Your Pharmacy a “Hardened” Target

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Disclosures

- Lawrence Davidow, faculty for this CE activity, has no relevant financial relationship(s) with ineligible companies to disclose.
- None of the planners for this activity have relevant financial relationships to disclose with ineligible companies.



Learning Objectives

- Identify the 2 types of drug-seekers who commit pharmacy crimes.
- Define the 3 types of criminal activity which may occur at a pharmacy.
- Explain what it means to harden a pharmacy against robbery.
- Describe the steps that can be taken to deter pharmacy burglaries.
- Apply the steps in the REACT system to help defend pharmacy staff during a robbery.

Pre-Test

Which of the following is NOT one of the most sought-after drugs for pharmacy intruders according to the DEA?

- a) amphetamines
- b) tramadol
- c) hydrocodone
- d) oxycodone
- e) promethazine with codeine

According to Pharmacists Mutual, which of the following statements is TRUE?

- a) Independent pharmacies are more likely to experience internal theft (drug diversion) than chain pharmacies.
- b) Chain pharmacies are more likely to experience a burglaries than independent pharmacies.
- c) Chain and independent pharmacies have the same likelihood to experience a robbery.

Pre-Test

Half of pharmacy burglaries reported are classified as:

- a) Smash and grab
- b) Strong arm
- c) Aggravated
- d) Larceny

The process of making your pharmacy less attractive to thieves is called:

- a) Toughening
- b) Hardening
- c) Locking down
- d) Tightening

Pre-Test

CVS Pharmacy has reported a 50% decline in robberies since installing which of the following robbery deterrents?

- a) Digital video cameras
- b) Verified alarm systems
- c) Time-delayed safes
- d) Locking roll-down gates

According to the REACT policy for dealing with a robbery, when faced with an armed robber which of the following statements is TRUE?

- a) Do not make sudden movements.
- b) Do as you are told.
- c) Do not resist.
- d) All of the above

DEA Pharmacy Burglary Safety Alert (2024)



Statistics from DEA Webinar, April 11, 2024

- Of the top 10 controlled substances reported stolen to the DEA, oxycodone, hydrocodone, promethazine with codeine, and amphetamines seem to be the most sought-after drugs for pharmacy intruders.
- From January 2022 to December 2023, the total cost of stolen inventory in community pharmacies reached \$26 million.
 - This loss equates to almost \$300 million in street-level value
- After stealing these drugs, intruders are selling them on the streets. And, since the drugs originate from certified manufacturers, they are selling at premium prices, as opposed to synthetic versions that have a high potential of being infused with more dangerous substances such as fentanyl.
- Independent pharmacies have seen a recent rise in burglaries over the past 3 years and many have involved drug rings where specific individuals and groups are targeting different pharmacies in a given area.
- Quote: "...Until independent pharmacies are proactive about keeping their stores secure, these acts of theft will continue in the community..."

Who steals drugs from a pharmacy?

- Chemically-Dependent Drug Seeker



Who steals drugs from a pharmacy?

- Entrepreneurial Drug Seeker(s)
 - 2023 Arkansas pharmacy burglaries now 'largest case' in DEA history



Types of Criminal Activity

- Definitions

- Drug Diversion (internal theft)

- “the unlawful channeling of regulated pharmaceuticals from legal sources to the illicit marketplace which includes transferring drugs to people they were not prescribed for”
 - when an insider steals medication using their position (employee)

- Burglary

- “the unlawful entry of a structure to commit a theft”
 - breaking in when the store is closed

- Robbery

- “the taking or attempting to take anything of value from a person by force or threat of violence”
 - threat of physical harm to employees and customers when the store is open



What are the odds of a pharmacy being robbed or burglarized?

- National – 14% probability of any one pharmacy being victimized by a pharmacy crime (burglary, robbery or employee diversion)
 - If victimized once, a pharmacy has an 8.6% chance of a second theft within one year

Percentage of Pharmacy Crimes by Crime and Store type

Employee Theft



Burglaries



Robberies



◆ Chain ◆ Retail/Independent

Source: Drug Enforcement Agency

What costs do pharmacy burglaries and robberies include?

Expenses due to damages/loss	Expenses due to business interruption	Expenses due to security upgrades
• Drugs • Cash • Computers • Cabinets • Doors and Windows • Retail Inventory	• DEA Investigation • Insurance Investigation • Reporting to the Board • Reputation • Loss of Key Employees • Deductibles	• Safes • Alarm Components • Video Equipment • Lighting Improvements

Business Interruption due to Pharmacy Crimes



Burglary

For pharmacy burglary, the target is drugs (contents)

Type Payment	% of all payments	Average Payment	Notes
Contents	81.2%	\$3,791	Contents are primarily the cost of drugs, but do include the theft of non-drug items.
Building/ Structure	8.5%	\$414	Payments cover damage done by burglars. This includes glass, doors and locks, safes, alarms and video surveillance systems. Deductibles, which would be in addition to average payment amounts are generally \$500 but can reach \$5,000.
Money	1.1%	\$523	Very infrequent that the thief will take money. What we find is that while not the primary target, it will be taken if a safe is breached while searching for drugs, or from unlocked cash registers or desk drawers containing petty cash.

Burglary Facts

Pharmacy Burglary Features	Average National Rate
Method of Entry – Door or Window	74%
Method of Entry – Wall	10%
Method of Entry – Roof	5%
Method of Entry – Drove Into	1%
Alarm Worked	64%
Video Worked	55%
Safe for CS Drugs	26%
Police Response < 5 min	15%
Police Response <15 min	57%

Half of pharmacy burglaries are classified as “smash and grabs”

- The recipe for a “smash and grab” is simple:
 - Put on a hoodie, sunglasses and ball cap
 - Break glass with whatever is available or pry the door open
 - Sweep the shelves or break open a locked cabinet
 - Throw into trash bag or tote bin provided by the pharmacy
 - Run
 - Sort it all out later
- Intruders have been using an inexpensive glass breaking tool easily found at home repair stores or Amazon.
 - The tools allow the intruder to create a much cleaner break into the glass, rather than a spiderweb effect, minimizing the disruption and the noises they could make when trespassing.
- What is interesting are the situations when video recording shows that the thief knew exactly where to go in the pharmacy.
 - Overwhelmingly, the smash and grab artist has been in the pharmacy before.



Smash & Grab Burglaries



Smash & Grab Using Drive-Thru Windows



Robbery

What motivates pharmacy robbers?

- Since the CDC branded prescription drug abuse as an epidemic in 2010, extensive measures have been taken to make it harder to obtain narcotics, including:
 - Changes to how narcotics are prescribed (electronic prescribing)
 - Prescription drug monitoring programs (K-TRACS)
 - DEA's Controlled Substance Ordering System (CSOS)
 - Prescriber and pharmacy education
- As scamming prescribers and pharmacies has become increasingly difficult, the result is needing to take the drugs forcefully.
 - This high demand makes pharmacy robbery and burglary a lucrative business for those intent on selling the stolen drugs on the black market.

Robbery Facts

- 9% of all crimes experienced by pharmacy staff involve someone coming in with a gun and/or threatening violence.
 - In only 47% of cases is an actual weapon displayed.
- Most robberies last less than two minutes.
- In 78% of robberies, the thief is working alone.
 - Gangs of three or four criminals represent less than 9% of all robberies.
 - The robbers tend to know the pharmacy layout, may know specific locations of drugs and procedures followed.
 - They have done their homework, move fast and efficiently.
- Armed robbers are apprehended at the time of the robbery only 20% of the time.

Various Aspects of Pharmacy Robberies

Robbery-related information (Data from RxPatrol 2007-2016)			
Day of Week		Use of Weapon	
Weekday	76%	weapon shown	47%
Weekend	24%	weapon not shown	27%
Time of Day		no weapon or unknown	26%
0000 to 0359	9%	Type of weapon	
0400 to 0759	6%	Handgun	63%
0800 to 1159	21%	Pistol	8%
1200 to 1559	22%	Knife	9%
1600 to 1959	24%	Shotgun	1%
2000 to 2359	18%	Rifle	<1%
Entry and Exit		Baseball bat	<1%
Entry by front door	97%	Others	19%
Exit by front door	92%		

Pharmacy-related theft of controlled substances: RxPATROL findings, 2018

Factors influencing Robbery

- Targeted Medications
 - Pharmacies that stock sought-after drugs, like opioids, are more attractive targets for robbers.
- Location
 - Geographic location plays a role, with some areas having higher rates of pharmacy robberies due to factors like crime rates and police response times.
- Design and Security
 - The physical layout of the pharmacy, security measures like alarms and surveillance systems, and the number of staff on duty can affect the risk of robbery.
- Management Practices
 - Hours of operation and number of staff can influence the attractiveness of a pharmacy as a target.
- Informant Employees
 - In some cases, pharmacy employees may provide information to thieves about the pharmacy's security system, alarm codes, and the location of target drugs.
- Police Response Time
 - Slow police response times or limitations in police response can increase the likelihood of successful robberies and make pharmacies more vulnerable.

How to make a “Hardened” Pharmacy

Deter and Defend

How to Discourage Crimes Directed at Pharmacies

'Hardened Pharmacy'

- Making your pharmacy less attractive to thieves is called “hardening.”
 - The concept is to cause enough questions in a criminal's mind about their chances of success that they move on to another target.
 - It requires taking steps that send the message: don't bother trying to steal from us.
- Most criminals follow a simple edict, “take the path of least resistance and spend no more than two minutes doing it.”
- Prioritize protection:
 - minimize what they can take in two minutes
 - maximize the threat of arrest

Goals for Making a Hardened Pharmacy

1. Deter

- Take steps that help reduce the likelihood of a burglary and robbery
 - Facility Preparedness
 - Access Control
 - Signage
 - Cameras
 - Alarms Systems

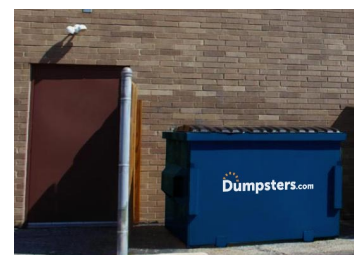
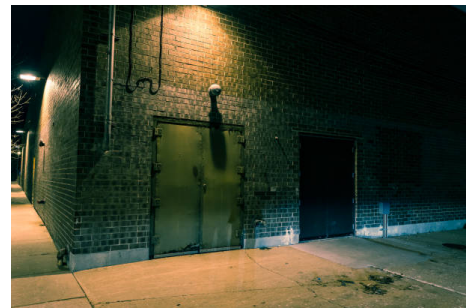
2. Defend

- Develop a policy for how to handle a robbery if it does occur
 - Make sure no one gets hurt
 - Employee Training
 - Awareness
 - Situational
 - Make it as easy as possible for law enforcement to catch the thief
 - Policy = R.E.A.C.T.
 - Remain Calm
 - Eyewitness
 - Activate Alarm
 - Call Police
 - Take Charge

Deter

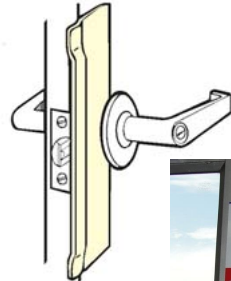
Access Control = Protect the Perimeter

- Keep the exterior of the store well lit.
 - Having a brightly lit exterior as well as interior increases the natural surveillance and visibility of the potential offenders.
- Don't provide hiding places: trim bushes, move trash bins.
- Consider external video surveillance.
 - Cameras outside the building can be useful in catching criminals while they prepare to rob the store or as they get into vehicles.



Access Control = Doors

- Install burglary-resistant locks, which protect against the most frequently used tool to defeat door locks: brute force such as hammers and vice grips.
- Consider cover plates over the point where the bolt enters the frame or other half of the door.
 - These make it more difficult for the criminal to pry doors apart.
- Add burglar bars to rear doors.
 - These devices are placed horizontally across the door and tied to the frame to make entry more difficult.
- Make thieves have two or three doors they have to get through.
- Set up height markers at any entrance into the pharmacy including front and exit doors. These markers also serve as a visual reminder that the pharmacy takes security seriously.
- Electronic access control
 - These systems commonly use wireless access cards or an electronic key fob.
 - With access control, you can limit access to back doors, storage rooms and other areas restricted to employees only.



Access Control = Doors



Access Control = Protect the Perimeter

- Protect against cutting holes in the roof or entering through ventilation systems
 - Motion sensor lights on the roof.
 - Add locks to air-conditioning ducts to prevent easy removal.
 - Putting motion detectors between drop ceilings and the roof, or in attic spaces.
 - Installing vibration or shock sensors on the ceiling.
 - Motion activated video on the roof that transmits a signal and notifies the pharmacist.
- Protect against cutting holes inside walls or entering through adjacent occupancies that are vacant or that do not have alarm systems
 - Vibration or shock sensors on vulnerable walls.
 - Steel plate on the lower few feet of vulnerable walls.



Access Control = Protect the Perimeter

- Protect the glass
 - How to do this depends on preference, availability and cost.
 - Options include rolling shutters, polycarbonate, hurricane glass, gates and protective coatings.
 - The last option provides protection that is invisible to thieves.
 - Pharmacy Glass Protection is bonded whereas film coatings alone are largely ineffective unless they are chemically bonded to the glass.
- Ensuring front windows are clear.
 - The extent of natural surveillance that allows people passing by to see inside may prevent a robbery.
 - This tactic has proven to be effective in reducing convenience store robberies and is similarly effective if the pharmacy is in a store where no one can see in due to advertising posters covering the front windows.



Access Control = Protect the Perimeter



Access Control = Protect the Perimeter



Access Control = Protect the Perimeter



Access Control = Dispensing Area

- Employees who pay attention.
 - People entering the store are immediately greeted and asked if they need any help.
 - Attention can discourage a robber.
 - The staff watches for persons acting suspiciously.
 - Watch for people hanging around and not buying anything.
- Visible cameras and alarm devices.
- A clear and unobstructed view from the front of the store to the pharmacy counter, even during evening hours.
- Using deterrent signage.
 - If individuals perceive a pharmacy to be more aware of and better at managing the pharmacy robbery issues, they may choose to go to a different pharmacy
 - Signage and warnings, such as:
 - “under surveillance”
 - “please remove hoodies and sunglasses when entering the store”
 - “time-delayed safe on premises”



Cameras as a Crime Deterrent



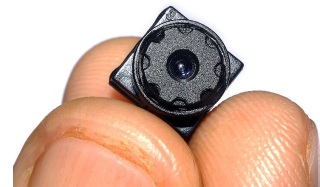
Access Control = Cameras

- Systems that offer digital recording (versus video tape) are often the best option for worry-free operation.
 - In many cases digital recorders can be accessed and monitored from any computer or smart phone connected to the Internet.
- If your pharmacy is robbed the police will request that you give them the video footage of the break-in so you should be familiar on how to operate the DVR.
 - Storage
 - As a standard rule of consider a 3-month video since the time frame between audits and manual inventory counts can be up to 90 days, this retention period allows pharmacy managers and licensing board officials to review footage to identify potential loss occurrences when discrepancies are found during counting.
- Costs
 - \$3,000 to \$10,000 for professional installation depending on the number of cameras, quality and recording sophistication.
 - Using the best quality security cameras can ensure the highest chances of identifying intruders and learning their methods of intrusion.
- As burglaries happen when the store is closed, adding a night-vision camera in the pharmacy and drug storage area is a good idea.
 - These cameras are generally infra-red sensitive and capture great video, even in the dark.



Access Control = Cameras

- Good placement of your cameras are key to an effective camera system.
 - Have cameras that are installed that capture the suspect's facial image at the front door, pharmacy counter, behind the counters, narcotic storage areas, and the parking lot for suspect vehicles.
 - When purchasing a camera system, you will want to be sure some of the cameras are rated for outdoor use as well as indoor use. If you have a drive-thru you always want to put an outdoor camera there.
 - When installing your DVR try to hide or install it in a locked area or high up. Often thieves and even employees will disable the camera system when trying to conceal something.
- Having ceiling cameras that look down are helpful but more importantly are having cameras that are level with a suspect's face.
 - Most suspects will wear a mask, wear a hat, and tilt their head downward. A counter-level pin-hole camera positioned properly will point directly at the suspect at eye level.



Access Control = Cameras

Bad Example of a surveillance photograph

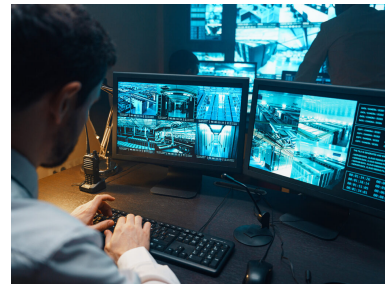
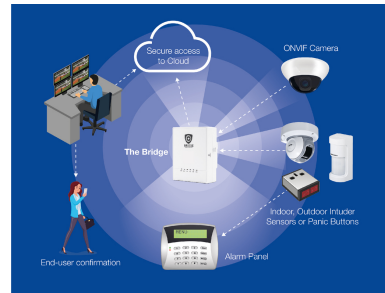


Good Example of a surveillance photograph



Dispensing Area = Alarms

- During a burglary it is essential to alert the criminals that someone knows they are there. Otherwise, they are free to take their time.
- Get a good alarm and use it correctly.
 - Test the system at least monthly.
 - Set your alarm to turn on all the lights when the alarm goes off and have a loud siren sound to alert people nearby.
 - Make sure your alarm has both cellular and power backup in case the phone or power lines are cut.
- A central alarm system hook-up reduces the likelihood of a successful burglary.
 - When the alarm is triggered, the alarm company responds by calling the police and the pharmacist.
 - With up to 98% of burglar alarms being false, you can't entirely blame the police if they don't always respond in seconds.
 - Consider a "verified alarm" which is a system that provides police with a video feed if your alarm sounds.
 - When motion is detected by a sensor, either the monitoring company and/or the owner is notified and supplied with a live video feed.
 - The monitoring company sends the video feed directly to police departments.
 - If notified, it is important that the pharmacist be available to meet the police and provide them with access.
 - Often there are situations where only the police respond, do not find out how entry was made, don't detect criminals who are still in the building and have the alarm cancelled.
 - However, NEVER respond by entering the pharmacy without the police present.



Dispensing Area = Alarms

- Protect alarm codes.
 - Update and change codes on a consistent basis
 - Be careful not to let too many people know what the code is.
 - codes have been taped on the walls next to the alarm box and near cash registers.
 - When employees with codes leave the company, change the code.
- Silent/Panic alarms
 - Silent alarm systems are discreet security systems designed to alert law enforcement without triggering any visible or audible alarms that would alert intruders.
 - Installing silent alarms throughout the pharmacy is a discrete tactic to potentially alert and obtain a police response as quickly as possible, before the intruder is able to realize.
 - Disguise silent alarms and place in both the front and rear pharmacy counters, drive-thru windows, and offices so they can be activated by various staff without the robber becoming aware.



Dispensing Area = Safes

§ 1301.75 Physical security controls for practitioners.

- (b) Controlled substances listed in Schedules II, III, IV, and V shall be stored in a *securely locked, substantially constructed cabinet*. However, pharmacies and institutional practitioners *may disperse* such substances throughout the stock of noncontrolled substances in such a manner as to obstruct the theft or diversion of the controlled substances.
- Consider locking target drugs up in a safe.
 - The alarm increases the possibility of getting caught. Not being able to easily get the drugs due to a safe, adds time.
 - Locking drugs up in a safe goes back to defeating the criminal's guiding objective – to get in and out quickly.
- The key is quality. Don't skimp.
 - The best option is a burglary resistant safe that is visible from the front of the store.
 - Burglary resistant safes have a rating system relating to how difficult and time-consuming breaking into it will be.
 - Security cabinets reinforced with steel and sturdy locks or gun safes that are bolted to the floor are other alternatives.
 - Some pharmacies still lock up C2 narcotics in particle board or press board cabinets which thieves can open in seconds.
 - Bolt all safes to either the floor or wall to ensure its inability to be moved or stolen.
- But there are some downsides to be aware of, and that might explain why about 75% of pharmacies don't have a safe.
 - Losses, according to Pharmacists Mutual, are actually slightly higher in pharmacies with safes. Why? All the valuable drugs are in one convenient spot.
 - These pharmacies disburse narcotics throughout the store.
 - Unfortunately, it only takes minutes to sweep shelves. There is an example of a lone thief who was able to sweep most of the shelves in a pharmacy into a plastic tub in less than 90 seconds before being frightened off. The potential take was over \$70,000 in drugs.



Dispensing Area = Safes

• Time-Delay Safe

- A pharmacy time-delay safe is a safe with an electronic timer that delays access to its contents until the correct combination is entered and a set amount of time has passed.
- The time delay function cannot be overridden.
- The purpose is to deter thieves by making it less likely they'll stick around and risk getting caught.
 - Since 2009, British Columbia, Canada, has required the use of time-delay safes for all pharmacies. The province has reported a 75-85% reduction in crime across its pharmacies.
 - CVS first implemented time delay safe technology in 2015 in CVS Pharmacy locations across Indianapolis, a city that was experiencing a high volume of pharmacy robberies. As a result, the company saw a 70% decline in pharmacy robberies in that area. Since then, there has been a 50% decline in robberies at CVS Pharmacy locations with the safes.

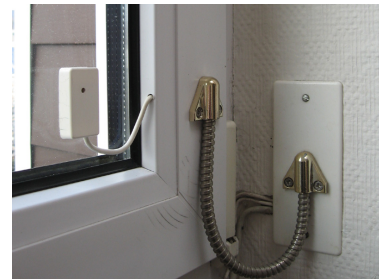


Dispensing Area = Time-Delay Safe



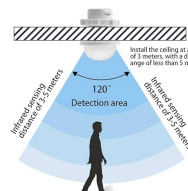
Dispensing Area = Sensors and Detectors

- Window-breakage sensors
- Motion Detectors
 - The preferred and most often used sensor for detecting a break-in is the motion detector, largely replacing contacts on doors and windows.
 - The motion detector has the advantage of providing wide coverage at a cost-effective price.
 - Motion sensors should cover all doors, controlled substance storage areas, and drive-through windows.
 - DEA advises setting the motion sensors on the highest sensitivity setting and making sure that they cover floor to ceiling.
 - Placed too high on the wall and they will not pick up the lower few feet. Criminals know this and will crawl across the floor to avoid detection.
 - Consider 360-degree detectors that mount on the ceiling.
 - Place tape over lights that show when motion detectors are activated, so burglars checking out your pharmacy won't know the areas to avoid.



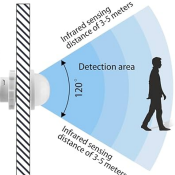
Ceiling Installation:

Suggest a 0.79inch or 20mm diameter Hole for drilling



Side Installation:

Install the device on a wall at a height of 1.5 meters above the ground, with a frontal detection range less than or equal to 5 meters.



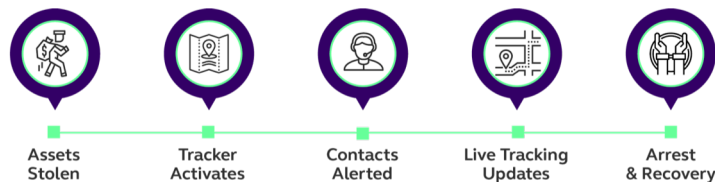
Dispensing Area = Security Gates

- Pharmacy Roll-up Security Grilles
 - Can be used over drive-through windows, doors, and at the pharmacy counter to keep intruders out .
- Pharmacy Side Folding Gates
 - Side folding gates are accordion-type panels suspended from ceiling tracks.
 - When the gates are open, they fold together and neatly stack inside or along a wall pocket.



Dispensing Area = New Technology

- Tracking the stolen drugs/offender.
 - Both GPS tracking units installed in decoy pill bottles, and DNA tracking spray have been used in a few jurisdictions. While there are success stories of post-robbery identification and conviction, caution should be taken as there is no evidence to show that either is effective in preventing the robbery from occurring.
 - 3SI Security Systems, for example, sells PharmaTracker bottles—containers for narcotics with GPS chips embedded in them. If the bottle leaves the premises, the company can track its location anywhere in the world.

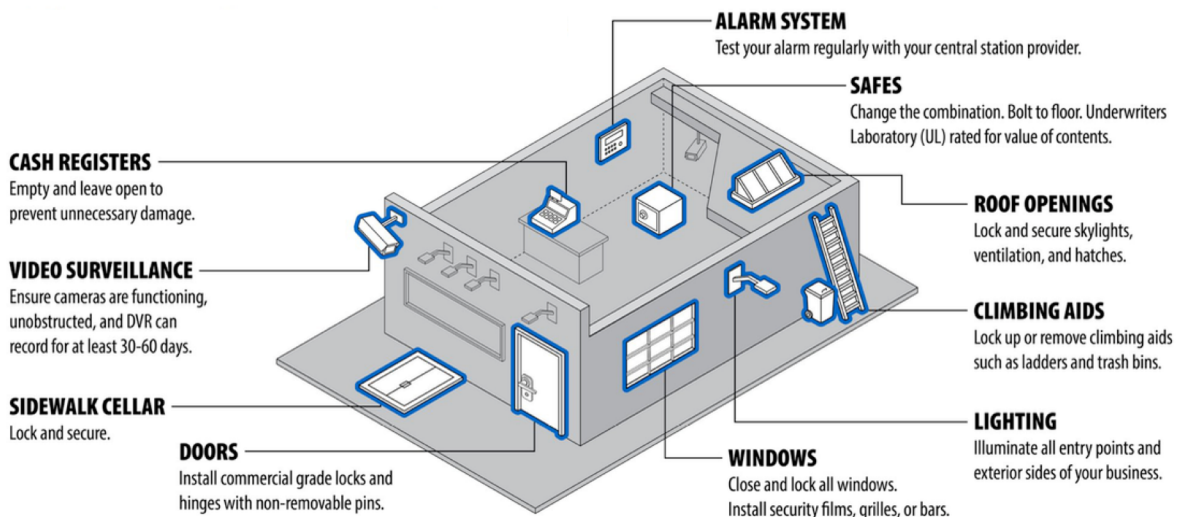


- Alternatively, there are smoke devices, like SmokeCloakDNA. If your alarm is triggered, it fills the store with a harmless smoke to cut visibility—but it also leaves a DNA fingerprint on everything, including the thieves. If they're caught, you can prove they were in your store.

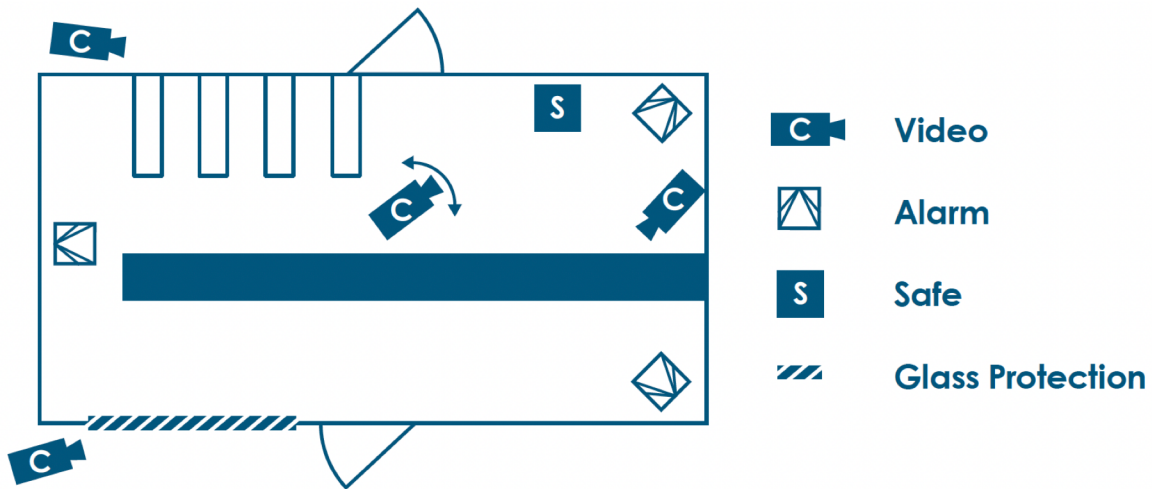
New Technology = SmokeCloakDNA



Example of a 'Hardened Pharmacy'



Example of a 'Hardened Pharmacy'



Defend

Keeping a Gun in the Pharmacy

- Due to their violent nature, it is understandable to fear for your life or those of other employees during an armed robbery.
- Self-defense is the justifiable right to use reasonable force in defending one's own self or others to prevent an impending injury.
- Pharmacy staff have the right to draw a gun and defend themselves from the threat of harm if they are threatened with a gun by a robber who demands the inventory of a controlled substance.
- Issue #1
 - Does it make a difference if the pharmacist is employed by a corporation that has a policy against the carrying of firearms on its premises and can the employee pharmacist be fired for using self-defense by means of a gun when threatened by an armed robber?
- Issue #2
 - When does "legal" self-defense end and "criminal" action using a firearm begin?

Issue #1: Who decides if having a gun is permissible?



• Court Decision

- The crux of the decision is that at-will employees of private employers that have a no-weapons policy can be terminated for self-defense even when the employee is under imminent threat of great bodily harm.
- The best option for a pharmacy employee is to determine what the employer's policy is with regard to firearms and follow those dictates.

Issue #2: What constitutes self-defense?



Issue #2: What constitutes self-defense?



Defend = Employee Training

- Both awareness and situational training should be made available to pharmacy staff.
- Local police departments are often available for both awareness and situational training.
- For example, a local police department can lead a mock robbery to provide live situational hands-on training.
 - This may include robbery scenarios such as:
 - a simple note provided by the robber requesting drugs and subsequently leaving the pharmacy without an altercation
 - a complicated example of a robbery gone wrong, resulting in hostage taking followed by a full tactical response from the police

Policy = R-E-A-C-T

- Remain Calm
 - Comply with suspect
 - Do not resist
 - End encounter as soon as possible
- Eyewitness
 - Make mental notes of suspect description
- Activate Alarm
 - Activate robbery alarm as soon as it is safe to do so
 - Lock doors after suspect(s) exits
- Call Police
 - Notify police as soon as possible
 - Provide brief description of suspect, mode, and direction of travel
 - Provide additional details as necessary
- Take Charge
 - Protect the crime scene
 - Keep customers calm
 - Avoid witness collaboration
 - Assist police with investigation



Policy = R-E-A-C-T

- (R)emain Calm

- Training and preparedness will help you keep your wits in a dangerous situation.
- Do not make sudden movements.
 - Sudden movements might provoke an already jumpy and skittish robber, so do your best to control your nerves, moving slowly and deliberately.
- Do as you are told.
 - It is very important that you do as you are told in the event of a robbery—nothing more, nothing less.
 - Your main concern should be your life and the lives of your co-workers and customers.
 - When faced with an armed robber, it is not the time to worry about protecting store property, your cash drawer, or your drug inventory.
- Do not resist.
 - Do not argue with the robber.
 - Arguing and attempting to confront a robber can be extremely dangerous and have disastrous consequences.

Policy = R-E-A-C-T

- (R)emain Calm



Policy = R-E-A-C-T

- (E)yewitness = Observe the robber's physical characteristics.
 - If you are able to remain calm, then you will be able to observe the robber's physical characteristics, including:
 - Height (height bars on door can help)
 - Build (skinny, heavy, muscular, etc.)
 - Approximate weight
 - Clothing (mask, costume, type, color, etc.)
 - Hair color and length
 - Tattoos
 - Scars
 - Facial features (beard, moustache, piercings, eye color, etc.)
 - Any other unique physical features (walking with a limp, etc.)
 - Any information that you can give police about the robber's physical characteristics will increase the chances that the suspect will be apprehended before any further crimes are committed.

Policy = R-E-A-C-T

- (E)yewitness



Policy = R-E-A-C-T

- (E)yewitness

- Watch the following video and take notes describing everything you can about the suspect.



Policy = R-E-A-C-T

- (A)ctivate Alarm

- Activate robbery alarm as soon as it is safe to do so

- (C)all Police

- Notify police as soon as possible

- (T)ake Charge

- Locking doors after suspect(s) exits help prevent witnesses from leaving and ensures the safety of everyone inside.
- Protect the crime scene
- Assist police with investigation, any additional information you can provide police will be very helpful, including:
 - Did the robber use a note? If so, save it for the police.
 - Was there a weapon? If so, note the type (revolver, semiautomatic handgun, knife, shotgun, etc.) and color.
 - Was there an accomplice? If so, try to remember any unique physical characteristics.
 - Was there a getaway vehicle? If it does not put you or anyone else in danger, note the vehicle's make, model, license number, and direction of travel after the robbery.
 - Is the robber on foot? If so, note the initial direction of travel.
 - Did the robber touch anything in the store? If so, let police know right away. Try not to touch the crime scene to avoid damaging any fingerprints that the robber may have left behind.

Policy = R-E-A-C-T

- (T)ake Charge



Policy = R-E-A-C-T

- (T)ake Charge

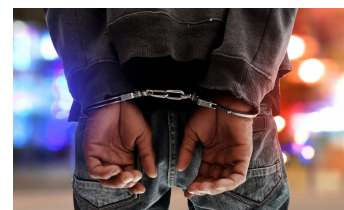


Defend = Employee Training for Deliveries

- While delivery drivers rarely are robbed, it's best to prepare.
- A few tips:
 - Know the route. Plan the route ahead of time or use GPS.
 - Don't make unscheduled stops.
 - Carry a cellphone. Make sure to have key contact numbers loaded and customer phone numbers on delivery order sheets.
 - Call the customer to verify the address.
 - Park as close to the door as possible.
 - If you feel uncomfortable about the surroundings or if you spot suspicious persons, don't make the delivery.
 - Be alert to vehicles that may be following you. If the vehicle follows you to the delivery destination, do not get out. Keep the doors locked and call police.
- If you are approached by someone who is armed or threatening and demanding drugs, stay calm. Follow directions and do not resist. Try to remember details and call 911 as soon as possible.

Program Summary

- Pharmacies continue to be threatened with crimes such as burglary and robbery.
- These crimes have both real and emotional costs to pharmacies and their employees.
- Hardening a pharmacy means taking steps to deter a criminal from committing a crime as well as defending pharmacy staff by adopting policies to minimize the risk of harm if a robbery were to occur.
 - Physical changes to the pharmacy can include adding cameras, alarms, safes, and roll-down gates as well as strengthening doors and windows.
 - Policies such as REACT can help staff safely deal with a robbery as well as increase the likelihood the criminal can be apprehended.



Post-Test, References, and CE Credit

(i.e. the end)

Post-Test

Which of the following is NOT one of the most sought-after drugs for pharmacy intruders according to the DEA?

- a) amphetamines
- b) tramadol
- c) hydrocodone
- d) oxycodone
- e) promethazine with codeine

According to Pharmacists Mutual, which of the following statements is TRUE?

- a) Independent pharmacies are more likely to experience internal theft (drug diversion) than chain pharmacies.
- b) Chain pharmacies are more likely to experience a burglaries than independent pharmacies.
- c) Chain and independent pharmacies have the same likelihood to experience a robbery.

Post-Test

Half of pharmacy burglaries reported are classified as:

- a) Smash and grab
- b) Strong arm
- c) Aggravated
- d) Larceny

The process of making your pharmacy less attractive to thieves is called:

- a) Toughening
- b) Hardening
- c) Locking down
- d) Tightening

Post-Test

CVS Pharmacy has reported a 50% decline in robberies since installing which of the following robbery deterrents?

- a) Digital video cameras
- b) Verified alarm systems
- c) Time-delayed safes
- d) Locking roll-down gates

According to the REACT policy for dealing with a robbery, when faced with an armed robber which of the following statements is TRUE?

- a) Do not make sudden movements.
- b) Do as you are told.
- c) Do not resist.
- d) All of the above

References/Resources

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- Jennifer G. Erensen et al., “Pharmacy-related theft of controlled substances: RxPATROL® findings”, Journal of Opioid Management, Vol. 14 No. 5 (2018).
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- Andrew Kantor, “Taking Pills”, America’s Pharmacist, August 2017, pages 26-39.
- Pharmacists Mutual, “Pharmacy Crime Report”, July 2016.
 - Accessed at: <https://phmic.com/pharmacy-crime-report/>
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Continuing Education Credit

- Lecture Panda

- Questions?

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