



## Robbery Risk Assessment and Prevention



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A robbery can be broken down into two basic parts: the physical act of stealing (or attempt to do so), combined with any real or perceived violence. Robbery can target both individuals and businesses.

Over the last few years, the number of pharmacy robberies in the Greater Toronto and Hamilton Areas has increased, with suspects targeting narcotics such as Adderall, Oxycodone, Fentanyl, Hydromorphone, and Buprenorphine. The Halton Regional Police Service, in partnership with the Ontario College of Pharmacists, provides the following information to help deter pharmacy robberies.

### Time-Delayed Safe Policy

In March 2024, the Ontario College of Pharmacists made it mandatory for all pharmacies to secure narcotics in time-delayed safes. Safes are to remain locked at all times and the time-delayed release must be set to a minimum of five minutes. The use of override codes, keys, or other methods to bypass the time-delay are strictly prohibited.\*

\* More information on this policy and its exceptions can be found at: [www.ocpinfo.com](http://www.ocpinfo.com) or by scanning the QR code below.

### To Help Deter Robberies

- Make sure windows are not obstructed by unnecessary signage or other impediments.
- Secure all narcotics in a locked, time-delayed safe with publicly-displayed, time-delayed safe signage.
- Install height strips on door frames.
- Ensure video surveillance is visible.
- Ensure the pharmacy is well lit at all times (interior and exterior).

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- Keep all side and rear doors locked properly. With the trend of would-be robbers attending within an hour or so of closing, consider locking doors within this time frame, if feasible. Ensure all doors are locked before and after business hours.
- Install a functional video monitoring system and ensure it is tested often. Ensure cameras are positioned to capture high-quality images. External video surveillance is just as valuable in assisting with the identification of any possible suspect vehicles and their direction of travel.
- Consider installing a panic alarm.
- Consider GPS tracking technology.
- Consider pre-planning with employees. Assign each a different task to complete in the event of a robbery (e.g. call 911, note the robber(s)' description, etc.).

### If You Are Robbed

- Remain calm.
- Obey commands. Do not argue with the robber(s).
- If a weapon is present, **DO NOT** try to disarm the robber(s).
- Try to note as much detail about the robber(s) as possible: appearance, age, weight, tattoos, scars, clothing, etc.
- Make note of any suspect vehicle and direction of travel. If possible, obtain a licence plate.
- Lock the door once safe and call 911.
- Make sure to **NOT** touch anything.
- Leave anything discarded by the robber(s) untouched (weapon, glove, clothing, etc.).
- Write down / provide as much detail as possible to police.

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### FOR MORE INFORMATION, PLEASE CONTACT:

#### Halton Regional Police Service Criminal Investigations Bureau

1 District (Acton/Halton Hills/Milton) 905-825-4777 ext. 2416  
2 District (Oakville) 905-825-4777 ext. 2216  
3 District (Burlington) 905-825-4777 ext. 2316

