

Pharmacy Robberies, Burglaries and Thefts

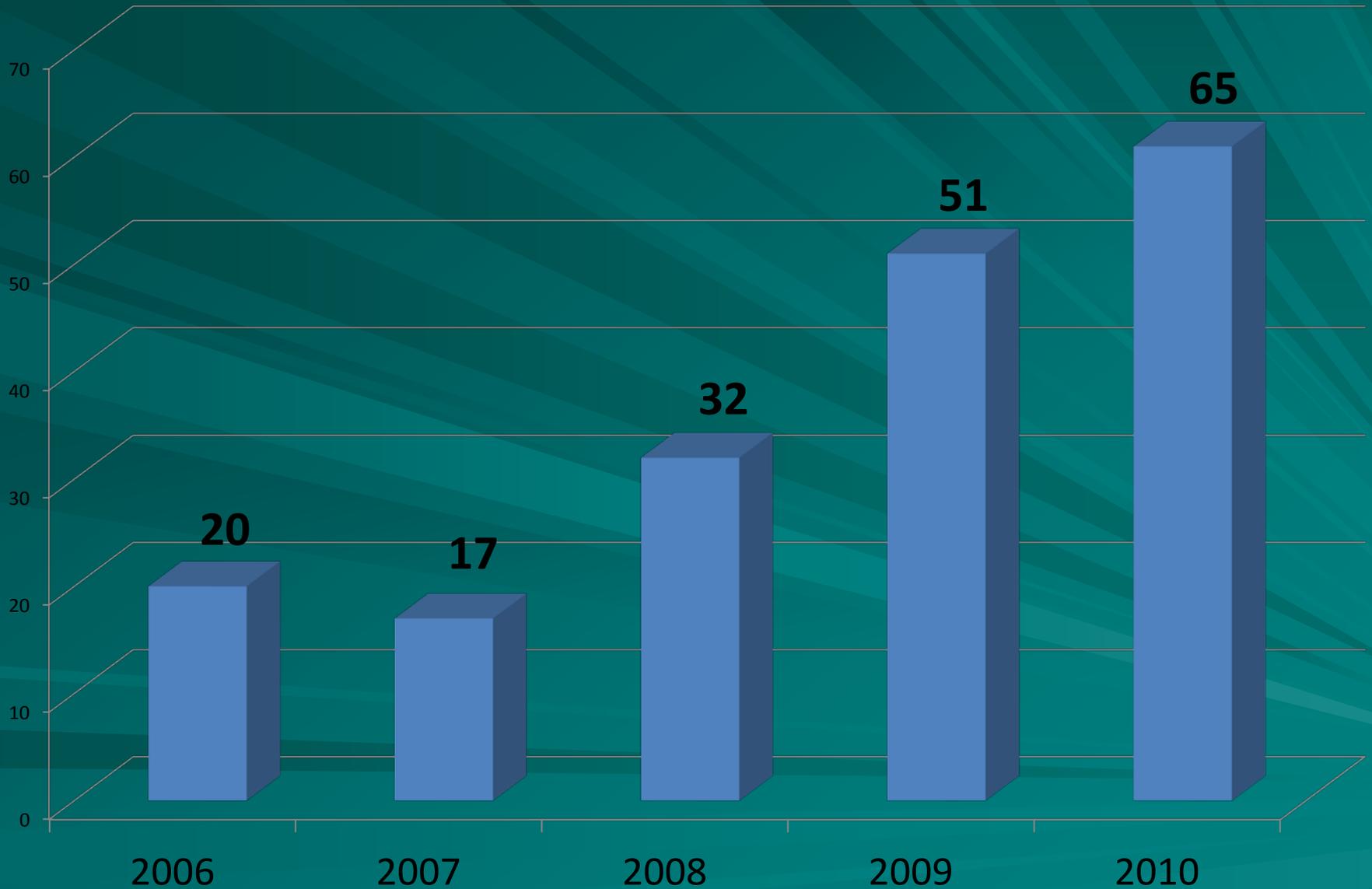


Task Force Officer Colin Ingraham
DEA San Diego Field Division
Tactical Diversion Squad

Learning Objectives

- *Why is there an increase in pharmacy robberies, burglaries and drug thefts?*
- *What should I do if my pharmacy is robbed or burglarized?*
- *Steps to help prevent pharmacy burglaries, robberies, and employee thefts.*

Pharmacy Robberies in California

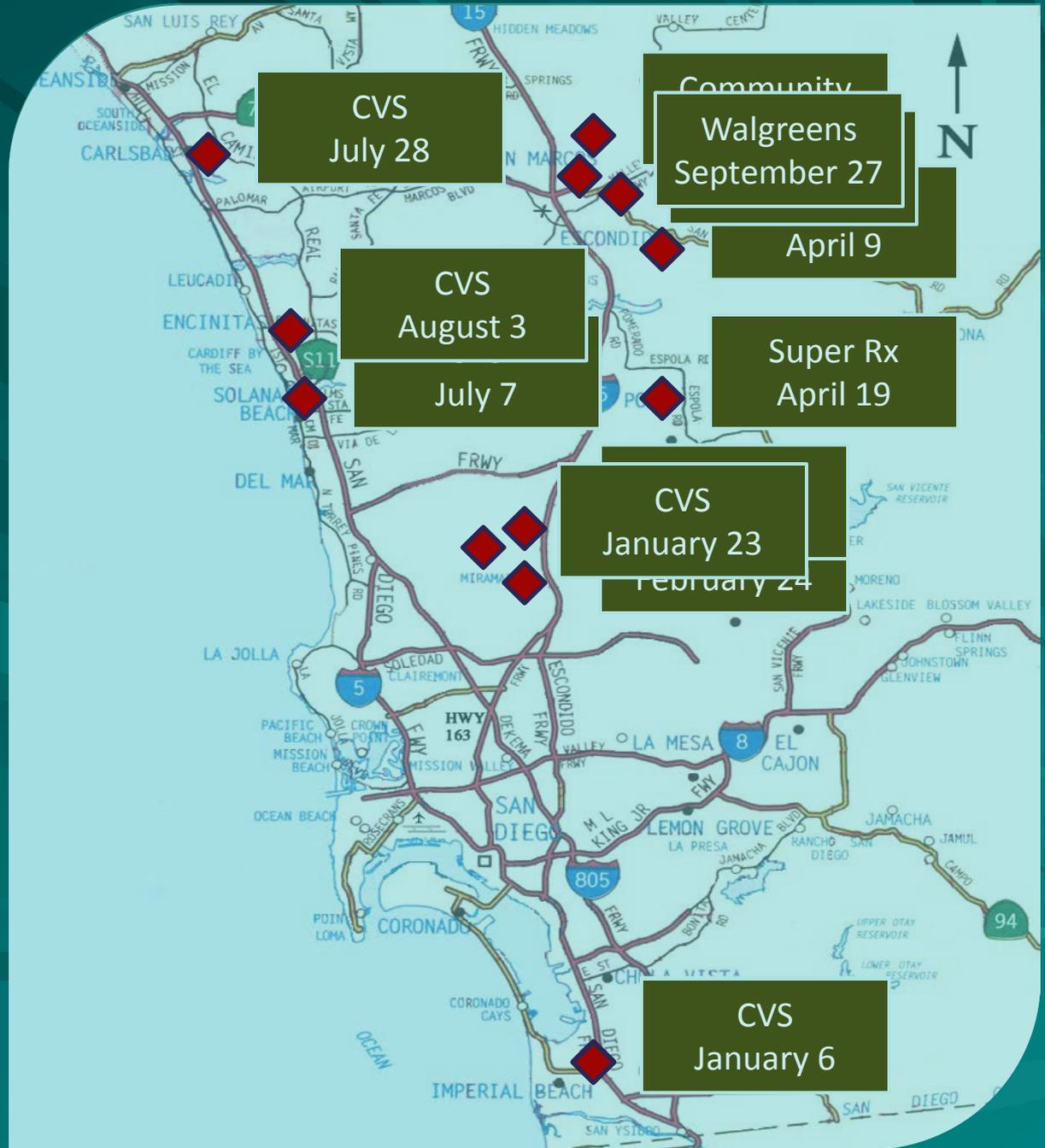


San Diego County

Pharmacy Robberies

2010

Thirteen robberies
County-wide



Pharmacy Armed Robberies

Rankings by State

January 1 thru December 31, 2011 (691)

Rank	State	Total												
1	IN	53	12	MD	22	23	MA	12	34	UT	4	45	SD	1
2	AZ	50	13	WA	21	24	TX	11	35	DE	3	46	WY	1
3	FL	49	14	OK	18	25	IL	8	36	CT	2	47	AK	0
4	TN	43	15	ME	17	26	MS	8	37	MT	2	48	HI	0
5	CA	39	16	NV	17	27	MN	7	38	WV	2	49	ND	0
6	CO	38	17	OH	16	28	MO	7	39	IA	1	50	VT	0
7	PA	36	18	OR	15	29	NH	7	40	ID	1			
8	NY	29	19	NJ	14	30	WI	6	41	KS	1			
9	KY	27	20	SC	14	31	AR	5	42	NE	1			
10	MI	24	21	VA	13	32	GA	5	43	NM	1			
11	NC	23	22	AL	12	33	LA	4	44	RI	1			

Pharmacy Armed Robberies Rankings by State

January 1 thru December 31, 2012 (720)

Rank	State	Total												
1	IN	110	12	CO	19	23	MN	10	34	NV	4	45	WY	1
2	AZ	61	13	SC	18	24	AL	10	35	GA	4	46	DE	1
3	OH	43	14	NC	18	25	NH	6	36	MS	3	47	SD	0
4	PA	40	15	OK	17	26	LA	6	37	NE	3	48	ID	0
5	ME	35	16	KY	16	27	MO	6	38	IA	3	49	HI	0
6	CA	34	17	VA	16	28	NM	6	39	KS	2	50	AK	0
7	TN	28	18	FL	16	29	WA	6	40	VT	2			
8	TX	25	19	WI	15	30	AR	6	41	WV	2			
9	MD	25	20	NJ	13	31	OR	5	42	UT	2			
10	MA	23	21	IL	13	32	RI	5	43	PR	2			
11	NY	22	22	MI	12	33	CT	4	44	MT	2			

Characteristics of a Pharmacy Robber

- White male
- 20 to mid 30's
- Majority are note passers
- Occurs within 45 seconds to 60 seconds
- Wearing hats, sunglasses, concealing face
- Small group of individuals
- Walk up
- Current Rx drug addicts

Be Aware of Callers Asking for Specific Painkillers i.e., Opioids

- Opana
- Roxicodone
- Old version of OxyContin (OC vs OP)
- Brand names
- Document time and attempt to retrieve caller id if possible
- Notify staff of suspicious call

What Are They After?

- Opana
- Oxycodone
- Methadone
- Morphine
- Percocet
- Hydrocodone
- Xanax
- Valium
- Ambien
- Prometh w/ Codeine



What Should I Do if Robbed?

- Comply
- Your safety and other employees is #1.
- Look for and recall specifics of robber – all employees.
- Remember verbiage on note
- Try to keep note if possible.



Become A Good Witness

- Race
- Sex
- Height
- Weight
- Hair
- Skin
- Shoes
- Left handed?
- Coat
- Jacket
- Hoody
- Hat
- Emblems
- Back of clothes
- Facial hair
- Marks
- Tattoos
- Scars
- Ticks
- Deformities
- Piercings

What Should I Do After the Robbery?

- Call 911
- Secure the scene for fingerprints
- Secure note or other items.
- High success rate for fingerprints.

Pharmacy Robbery Solve Rate

- 69% solve rate
- 23% unsolved
- 8% unsolved but with suspect

Robbery

SAN DIEGO POLICE DEPARTMENT

STATE OF CALIFORNIA

WANTED

Name:

Alias(es):



Race:	Hispanic	Sex:	Male
Hair:	Dark Brown	Eyes:	
Height:	5'-2"/5'-5"	Build:	Thin
Birth date:		Weight:	130-140
Facial Hair:	Moustache	Age:	20-25
Scars or Tattoos:			

Comments:

On January 6, 2010, between 1615-1620 hours, the suspects walked into the CVS Pharmacy, 645 Saturn Blvd, San Diego. S-1 walked to the pharmacy counter as S-2 stood as a look out at the front door. S-1 gave a demand note to the clerk at the pharmacy, the note said "Please!!! I have a gun!!! Hand me all of the Oxycontin / Dilaudid Dilaudid you have, I don't want to hurt anyone, but make it fast". The clerk took the note and gave it to the Pharmacist who filled S-1's demand and gave the pills to the clerk who put the pills in a white CVS bag and gave the bag to S-1. The clerk never saw a weapon.





100 Fletcher Parkway
El Cajon, California 92020

EL CAJON POLICE DEPARTMENT BULLETIN

Patrick Sprecco
Chief of Police

Date: 08/04/11
Prepared by:
Det. C. Baldwin

Armed Robbery

CVS Pharmacy
2760 Fletcher Pkwy El Cajon CA, 92019
ECPD Case #11006947

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San Diego Police Department



Date: 07/23/11-1119 hrs.
Case #: 11-028774
Name:
Alias:
Address:
Birth Date:
Age: 30-40
Race: White
Sex: Male
Height: 5'9
Weight:
Hair: Brown
Eyes:
Vehicle: Small light color compact



OTHER INFORMATION BELOW

ROBBERY SUSPECT

The suspect entered the Ralph's grocery store located at 3515 Sports Arena Blvd. The suspect went to the pharmacy department and pointed a black object, which resembled a handgun at the pharmacist. The suspect demanded Oxycontin, Methadone and Valium. The pharmacist gave him 12 bottles of Oxycontin and 2 bottles of Valium. The suspect fled to the parking lot where he got into a small light color car (NFD). The suspect drove off northbound through the parking lot.

Pharmacy Robbery Pictures

(From Video)



DPW-12100

Wanted for Robbery

CVS - 1375 W. 86th St.

April 5, 2012 12:48 p.m. Case: DP120045419

Lead Det: Peter Perkins Tx: 327-1145 Pg: 971-2329



The W/M depicted below enters the business, walks back to the pharmacy and hands the employee a note and shows the handle of a black gun. He was described as being in his 20's, 5'10"- 5'11", 150-160 lbs, medium build, short dark hair, and clean shaven. He was wearing a gray zip up hoodie with the "Mickey Mouse" logo on upper left front, gray sweat pants, and white tennis shoes. The suspect took 4 controlled substances and ran out the front door, then southbound after exiting.



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Pharmacy Robbery Pictures

(From Video)
Ceiling Cameras



Wanted for Robbery

CVS - 505 E. Thompson Rd.

August 23, 2012 2:14 p.m. Case: DP120120259

Lead Det: Scott Scheid Tx: 327-4079 Pg: 761-7359



The WM depicted below robbed the pharmacy while armed with a black handgun. He was described as being in his 20's, 5'10", 170 lbs, with a thin build, and long straight black hair, possibly a wig. He was wearing an orange & white baseball hat with Triton on it, a pink scrub smock over a black long sleeved shirt, yellow cloth shoulder bag, large sunglasses, brown pants, and black tennis shoes with white soles. He handed the employee a note that stated that this was a robbery and he wanted everything in the safe. He then lifted up his shirt to display a black gun handle. After he obtained the drugs, he walked out and drove away in a clean red Chevy Cavalier 4dr with a dent on the rear passenger door. This is possibly the suspect that robbed the CVS on 8/26 at 4401 E. 10th St. reference case #DP120121746/
BOLO 12342.



Wanted for Robbery

CVS - 6509 N. Keystone Av.

March 13, 2012 9:43 p.m. Case: DP120034124

Lead Det: Harry Dunn Tx: 327-3748 Pg: 761-7041



The two WM's pictured below robbed the pharmacy, taking a large quantity of Oxycontin & Oxycodone. Suspect #1 was in his 30's, 5'9", 170-180 lbs., with brown hair, and a full beard and mustache. He was wearing a black zip up hoodie with a white liner, blue and white baseball cap with a logo on the front, blue T-shirt, blue jeans, and brown boots. He demanded Roxycodone, Oxycodone, Oxycontin, and Opana while holding a cell phone to his left ear and his right hand near his waistband as if he had a gun. Suspect #2 acted as a lookout, walking around the area back by the pharmacy during the robbery. He was approx. 20 years old, 5'6", 140 lbs., thin build, clean shaven, and was wearing a white baseball cap, tan Carhart coat, white T-shirt, blue jeans, and white tennis shoes. Both suspects fled the same way they entered the CVS, through opposite doors, and then northbound on foot. Suspect #2 is possibly the same suspect that robbed the CVS at 7202 N. Michigan Rd. earlier that day, ref. case #DP120033922-12073.



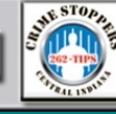
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Pharmacy Burglaries



El Cajon, CA

Pharmacy Burglaries

NVR05615 - RX Safe
Tuesday, June 07, 2011 05:32:45



NVR05615 - RX Safe
Tuesday, June 07, 2011 05:32:48

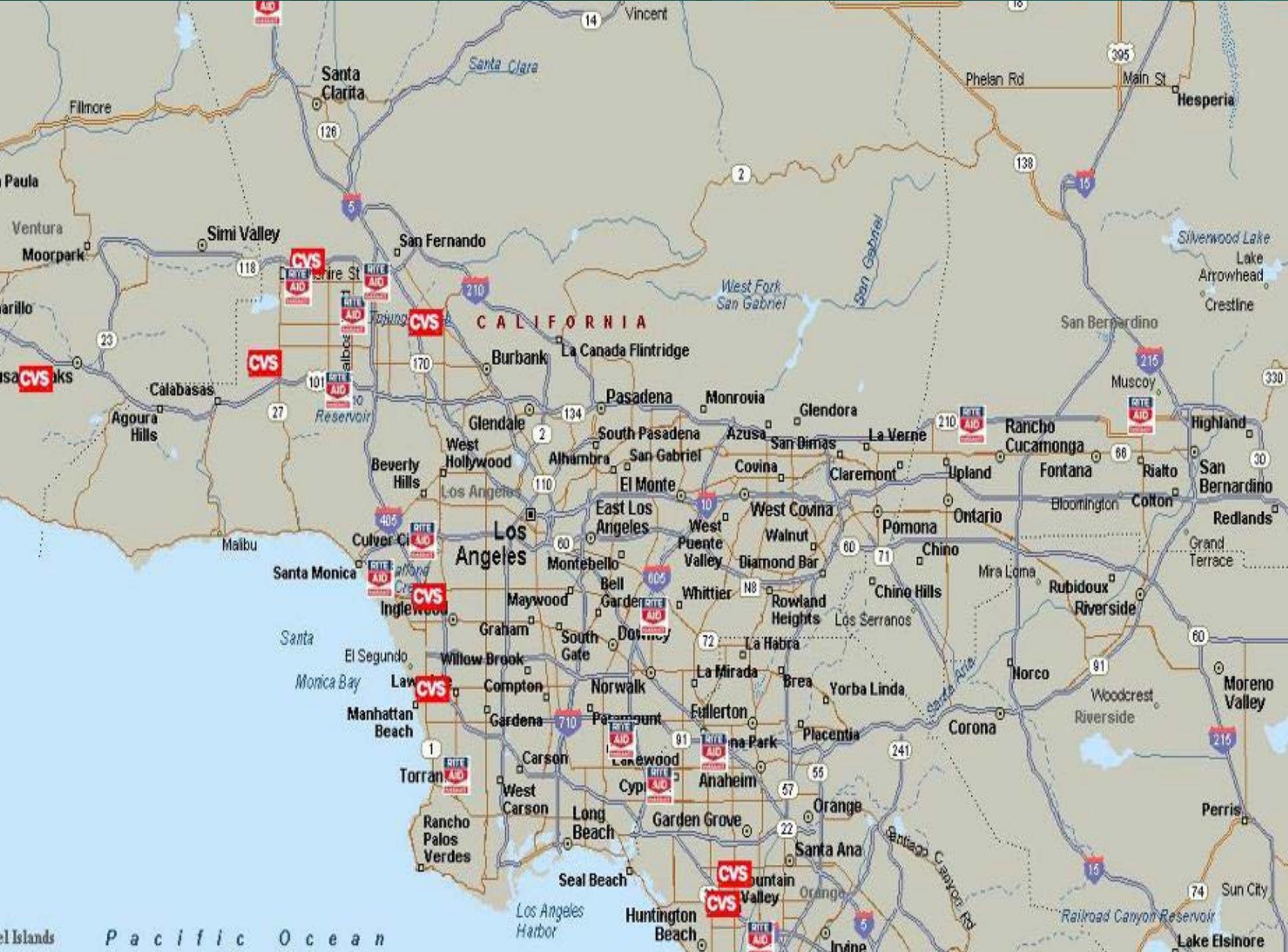


NVR05615 - RX Safe
Tuesday, June 07, 2011 05:33:56



Pharmacy Burglaries





CALIFORNIA

Los Angeles

San Fernando

Burbank

La Canada Flintridge

Pasadena

Monrovia

Glendora

San Dimas

La Verne

Rancho Cucamonga

Upland

Highland

San Bernardino

Glendale

West Hollywood

Alhambra

San Gabriel

El Monte

Covina

West Covina

Pomona

Ontario

Bloomington

Colton

Redlands

Beverly Hills

Los Angeles

East Los Angeles

West Puente Valley

West Covina

Walnut

Diamond Bar

Chino

Chino Hills

Mira Loma

Rubidoux

Riverside

Culver City

Malibu

Montebello

Bell Gardens

Whittier

Rowland Heights

Los Serranos

Chino Hills

Mira Loma

Rubidoux

Riverside

Inglewood

Graham

South Gate

Downey

La Habra

La Brea

Yorba Linda

Corona

Norco

Woodcrest

Riverside

El Segundo

Willow Brook

Compton

Norwalk

Fullerton

Brea

Yorba Linda

Corona

Norco

Woodcrest

Riverside

Manhattan Beach

Gardena

Paramount

Lawton

Fullerton

Placentia

Corona

Corona

Woodcrest

Riverside

Torrance

Carson

West Carson

Cypress

Anaheim

Orange

Santa Ana

Corona

Woodcrest

Riverside

Rancho Palos Verdes

West Carson

Long Beach

Garden Grove

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Seal Beach

Long Beach

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Pharmacy Burglaries



**Escondido Pharmacy
September 2009
Oxycodone, Hydrocodone**

Pharmacy Employee Theft

- Often an employee who has access to controlled substances will steal them in order to feed a habit



Pharmacy Theft

Others, sell them



One More !



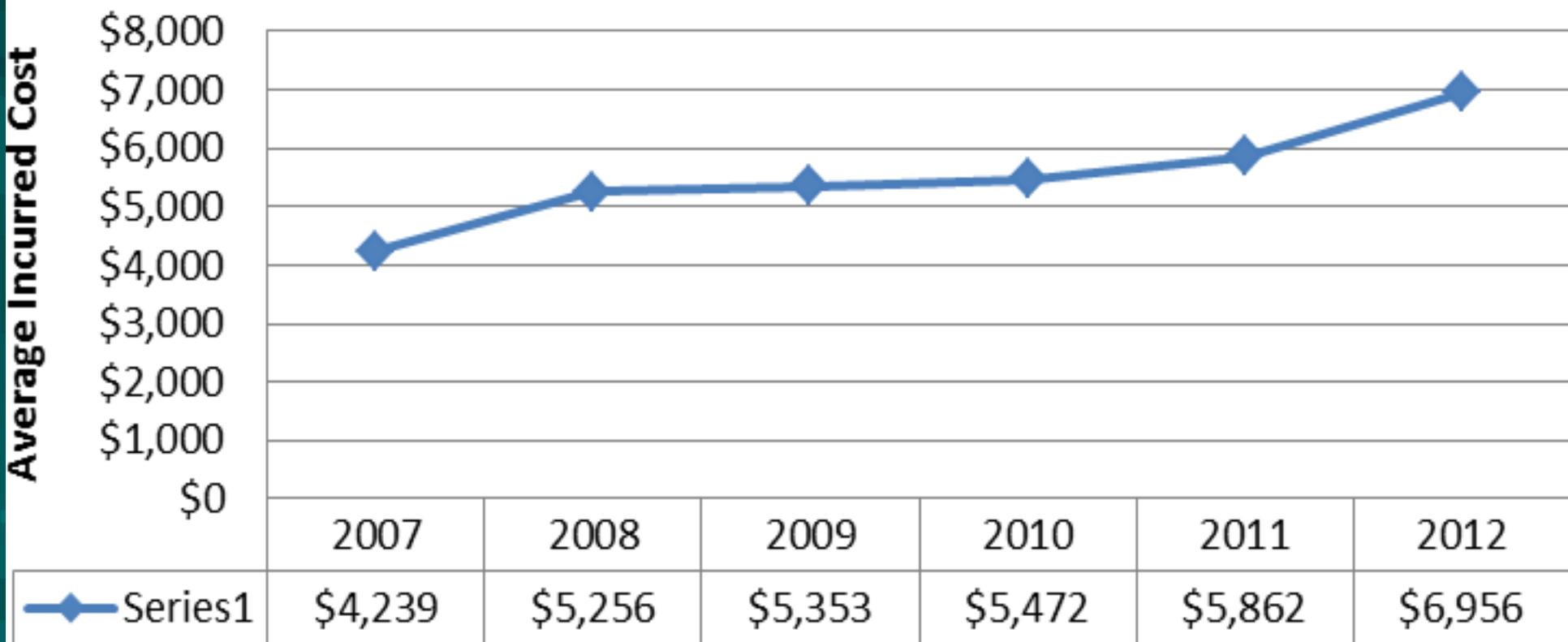
Why should I worry if this happens to me?

➤ **Your Cost**

- **Time dealing with Law Enforcement**
 - **Police, DEA, Regulatory Board**
- **Loss of business due to closure of store during LE investigation**
- **Loss of business due to lost inventory**
- **Insurance company**
- **Repairs to any property damage**
- **Potential fines**

Pharmacy Crime Average Incurred Claim Cost -

Source: I-Partners, Cause of Loss



A 39% increase!

*An ounce of
Prevention is
worth a pound of
Cure!*

Robbery Prevention

- GPS tracker bottles
- Keep windows and doors clean
 - Pharmacy counter tops also
- Train employees of what to if robbed
 - Have a plan & review it regularly with staff
- Timed release safes
- Install height markers at doors and back by pharmacy.
- Institute “no hat, no hood, no sunglass policy.”
- Good interior & exterior lighting

Robbery Prevention

- Limit stock whenever possible.
- Install duress button
- Invite local police to conduct security assessment.

 **Wanted for Robbery** 

CVS - 6248 Allisonville Rd.
April 20, 2012 6:43 p.m. Case: DP120053335
Lead Det: John Green Tx: 327-4634 Pg: 639-7454

The two W/M's below robbed the pharmacy, no weapon was seen, but was implied. The first suspect entered the store, walked to the rear and stood in the aisle as a lookout. He was described as having a beard, mustache, and was wearing a dark hoodie, a camouflage ball cap, khaki shorts, white tennis shoes, and sunglasses. As the second suspect approached the pharmacy, he pulled down his hood, and pulled up a fake beard. He then handed the employee a note demanding the prescription medication that was on the list. He instructed the employee to "Give up the drugs. They aren't yours and you don't want to get hurt." He is described as 5'7" to 5'9", 160 lbs, 25 to 35 years of age, with a shaved head. He was wearing an orange hoodie with "Rocawear" on the back, a black ball cap with the yellow letter "P" on the front, blue & white plaid shorts, white tennis shoes, and a fake beard. Both suspects exit the store and enter into a 4-door burgundy Ford Taurus and flee in an unknown direction.



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REWARD DIVISION

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Prevention

Surveillance Cameras

- Install a monitor at front door
- Position cameras at eye level
 - Lower camera height – more direct shot
- Ensure you have full coverage of store
 - Cameras should be inside & out
- Maintain equipment
 - Upgrade cameras for increased clarity
- Good photos assist law enforcement get confessions when presented with photo.
- RECORD button? Who's turning it ON ??

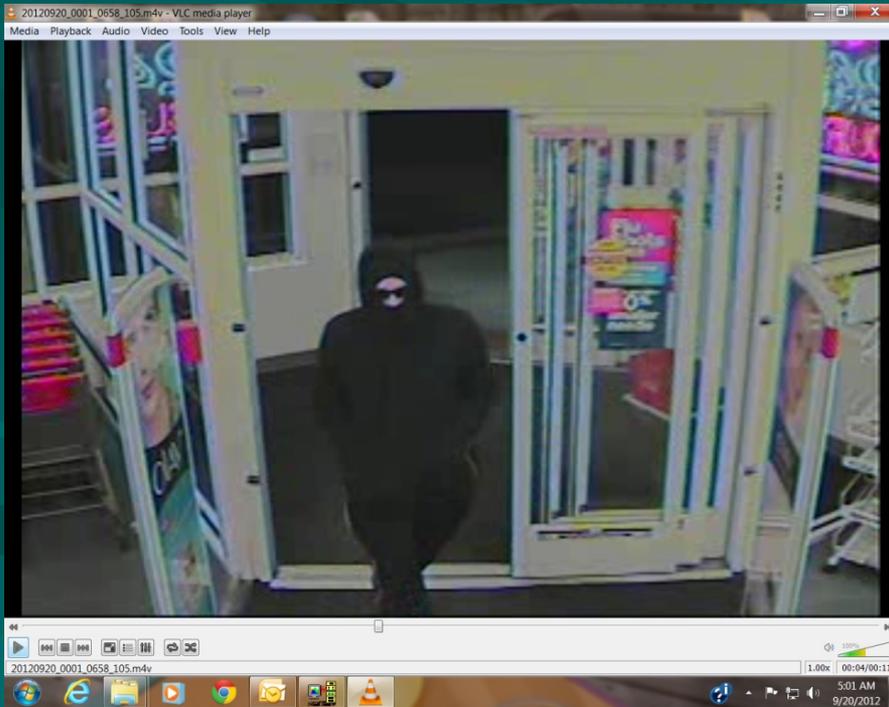
Pharmacy Robbery Pictures (From Video)

Entrance Camera

Set Camera Lower if Possible

Good

Better



Pharmacy Robbery Pictures

(From Video)

Pharmacy Counter

Good Video & Camera Location



Burglaries

- Monitored alarm system
- Limited stock of highly abused drugs
- Secure all sky lights
- Good exterior lighting
- Roll down Security grates for doors & Windows
- Signage
 - Premises is alarmed
 - Surveillance in progress

Have your Pharmacy Safe & Secure

- Know your surroundings – pharmacy area of store /parking lot / alley
- Be aware of:
 - cars parked before or after hours
 - frequent customers
 - outside light out.
- Emotional status of a customer should be of TOP IMPORTANCE.
- Upon closing, depart in a group of two or more

Delivery of Prescription Drugs

- Stagger your deliveries
- Have a procedure for drug deliveries
- Change the when – when any questions of security arises
- Be aware of who you order from and who delivers to you

Internal Thefts

- Background checks for all employees
- Alarm codes for individual employees
- Employee lockers
 - Located away from pharmacy area
 - No handbags/purses/gym bags in pharmacy area
- Policy
 - Police will be notified
 - Employees are expected to cooperate with LE & Regulatory boards
- Employee life changes
 - Divorce
 - Financial situation
- Stay attuned to your employees and their physical, mental changes

QUESTIONS?

Contact Information

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