

Pharmacy Robberies and Indiana



Disclosure Information

Dennis A. Wichern
Assistant Special Agent in Charge
Indianapolis District Office
Drug Enforcement Administration

Thomas W. Prevoznik
Staff Coordinator
Office of Diversion Control

No Financial Relationships to Disclose

Learning Objectives

Upon completion of this presentation, participants will be able to:

- Detail the steps that prevent pharmacy burglaries, robberies, and employee thefts.
- Discuss procedures for reporting thefts and losses of controlled substances.

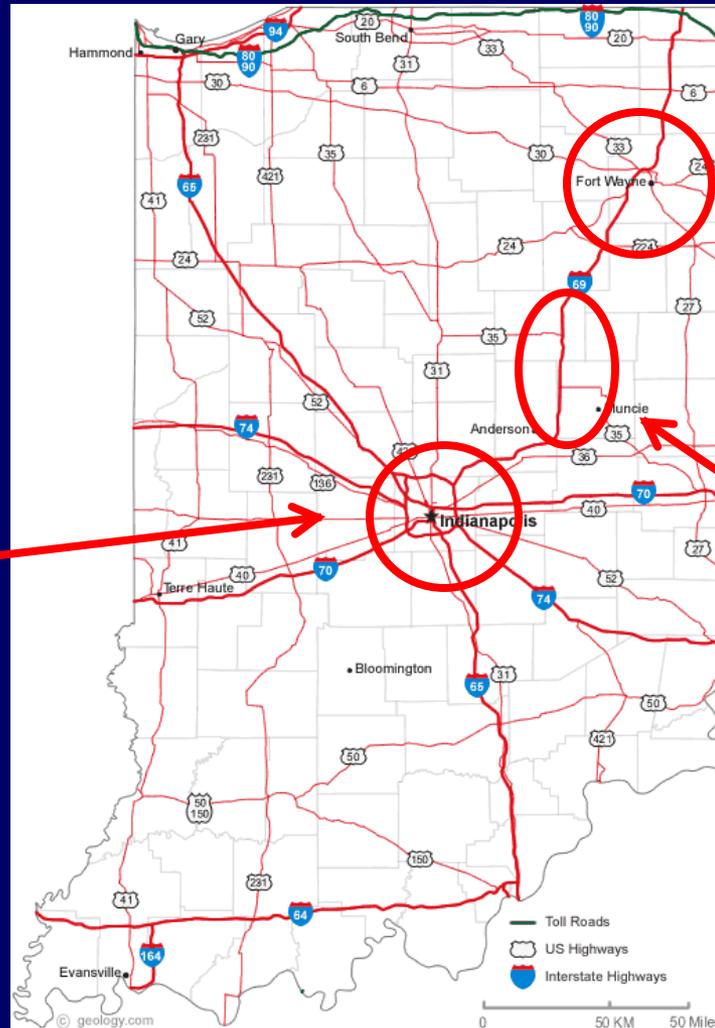
Nationwide Pharmacy Robbery Statistics

State	2010	2011	2012 YTD Thru 12/01/2012
Indiana	46	53	97
Arizona	33	50	56
Ohio	25	16	41
Maine	24	17	31
Pennsylvania	37	36	36
California	65	39	29
Maryland	23	22	25
Tennessee	44	43	23
Average per 50 State		14	13

Indiana Pharmacy Robbery Statistics

	2011	%	2012 YTD thru 12/2/2012	%
Total Pharmacy Robberies	53		97	
Chain #A	29	55%	67	69%
Chain #B	12	22%	27	28%
Other	12	22%	3	3%
Indianapolis Area	20	37%	54	55%
Ft. Wayne Area	9	17%	16	16%
Other Pharmacies	24	45%	27	28%

2012 Indiana Pharmacy Robberies



55 % of all robberies

16 % of all robberies

10 % of all robberies

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.

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

- Opana
- Older version of
Oxycontion
- Document time
and attempt to
retrieve caller id if
possible.

What Are They After?

- Opiates and Benzos
- Opana
- Oxycodone
- Methadone
- Percocet
- Xanax
- Valium



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 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 Prevention

- GPS tracker bottles
- Tulsa story
- Ft. Wayne

Robbery Prevention

- Timed release safes
- State of Washington example
- Prison story
- Multiple same store robberies

Robbery Prevention

- Install height markers at doors and back by pharmacy.

Robbery Prevention

- Institute “no hat, no hood, no sunglass policy.”
- Cashiers to assist in enforcing

Robbery Prevention

- Lower camera height – more direct shot
- Good photos assist law enforcement get confessions when presented with photo.
- LE develops patterns

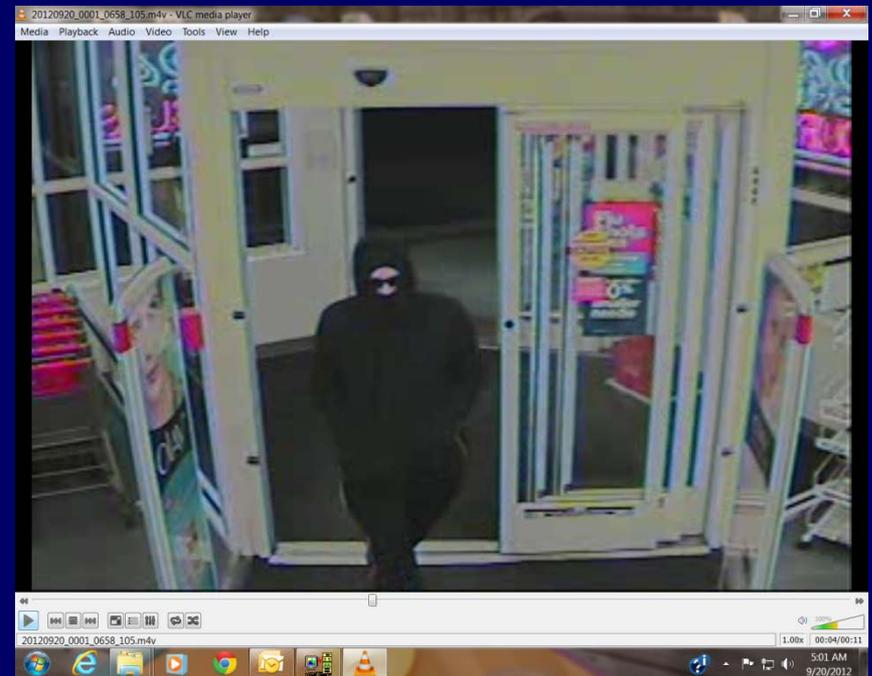
Pharmacy Robbery Pictures

(From Video)

Entrance Camera
Set Camera Lower if Possible

Better

Good



Pharmacy Robbery Pictures

(From Video)

Pharmacy Counter

Good Video & Camera Location



Pharmacy Robbery Pictures (From Video)



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

DPW-12349

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

RJM-12075

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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Robbery Prevention

- Upgrade cameras for increased clarity.
- 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 WM'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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Future Robberies

- Call-in robberies and the drive up window.
- Get number and document .
- Develop policy

Have your Pharmacy Safe & Secure

- Store front window - clear and visible.
- Employees should be able to see all customers in store.
- Have a plan & review it
- Cameras inside & out
- Check cameras regularly
- RECORD button? Who's turning it ON ??

Have your Pharmacy Safe & Secure

- Know your surroundings – 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.

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
- Stay attuned your employees and their physical or mental changes

Things You Can Do

Surveillance Cameras

- Install a monitor at front door
- Position cameras at eye level
- Ensure you have full coverage of store
- Maintain equipment

Cleaning

- Doors
- Glass
- Counter tops
- Especially around pharmacy area

Questions