Pharmacy Robberies and Indiana
Disclosure Information

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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.
<table>
<thead>
<tr>
<th>State</th>
<th>2010</th>
<th>2011</th>
<th>2012 YTD Thru 12/01/2012</th>
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</thead>
<tbody>
<tr>
<td>Indiana</td>
<td>46</td>
<td>53</td>
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<td>Arizona</td>
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<td>Tennessee</td>
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<td><strong>Average per 50 State</strong></td>
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</tbody>
</table>
# Indiana Pharmacy Robbery Statistics

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

Suspect Identified
Arrested & Charged
Kyle MacLaughlan

Visit us on
Facebook and YouTube
Search: Indy Unsolved

Submit an Anonymous Crime Stoppers Tip Online
www.CrimeTips.org
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 WIM 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/BLOO 12342.

Suspect Identified
Arrested & Charged
Nicholas D’Alessio
Gallery #714801
Robbery Prevention

• Upgrade cameras for increased clarity.
• Limit stock whenever possible.
• Install duress button
• Invite local police to conduct security assessment.
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 to 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