

Pharmacy Theft and Robbery

Awareness and Prevention



Agent Jeff Browning
Diversion Investigator
Region II Narcotics Task Force
San Juan County, NM

U.S. Theft and Robbery

January 2012-January 2013

- Retail Pharmacies reporting armed robberies = 214
- Retail pharmacies reporting night burglaries = 427
- Retail pharmacies reporting customer thefts = 63
- Retail pharmacies reporting employee pilferage = 40

U.S. Theft and Robbery

January 2012-January 2013

- Chain pharmacies reporting armed robberies = 517
- Chain pharmacies reporting night burglaries = 89
- Chain pharmacies reporting customer thefts = 63
- Chain pharmacies reporting employee pilferage = 851

N.M. Theft and Robbery

January 2012-January 2013

- Retail Pharmacies reporting armed robberies = 1 (Santa Fe)
- Retail pharmacies reporting night burglaries = 2 (Abq & Santa Fe.)
- Retail pharmacies reporting customer thefts = 0
- Retail pharmacies reporting employee pilferage = 0

N.M. Theft and Robbery

January 2012-January 2013

- Chain pharmacies reporting armed robberies = 5 (3 Abq, 2 Santa Fe).
- Chain pharmacies reporting night burglaries = 0
- Chain pharmacies reporting customer thefts = 0
- Chain pharmacies reporting employee pilferage = 5 (3 Abq, 1 Santa Fe, 1 Hobbs).

PHARMACY THEFT

Awareness

- Maintain inventory of controlled substances.
- Monitor staff for changes in behavior, mood, etc.
- Contact law enforcement if theft/burglary is suspected. Provide a detailed description of what was stolen.

PHARMACY THEFT

- Limit access to narcotics.
- Regularly inventory C-II and C-III narcotics (Lortab).
- Criminal background checks for all pharmacy staff.

PHARMACY THEFT

- Alarm codes for all personnel.
- Limit issuance of keys.
- Change locks, alarm codes and safe combinations when employees leave.

PHARMACY THEFT

- Positively identify and record the identity of non-pharmacy personnel who enter areas where controlled substances are kept.
- Ensure lighting is adequate during business hours and after closing.

Pharmacy Theft

Farmington Walgreen's

August 2011

San Juan County Sheriff's Office deputy investigated a vehicle crash in Farmington. The driver, Charlton Dann, crashed into another vehicle and was transported by ambulance to the hospital.

The deputy saw two prescription drug bottles without labels near the scene. Both bottles contained two types of controlled substances.

The deputy interviewed the Dann at the hospital. He admitted the controlled substances found near the crash were his. Dann also admitted he hid the bottles at the crash scene. The deputy saw he was wearing a Walgreen's employee name tag and asked him where he got the pills. He said he stole a few from Walgreen's and the rest were from an old injury

Dann said he stole a few pills for a headache. He was in possession of approximately 75 Lortab and 131 Tramadol tablets. Dann was arrested for DUI and Possession of controlled substances.

EVIDENCE/PROPERTY
 Agency _____ Case No. _____
 Item No. _____ Offense _____
 Suspect _____
 Victim _____
 Date and Time of Recovery _____
 Recovered By _____
 Description and/or Location _____



Related Case # _____
 Packaging : One sealed plastic bag with: 41 Pill(s)
 Desc/Loc : Acetaminophen/Hydrocodone
 Serial/Ref : _____
 Col Date : 08/29/2011 17:09
 Col Purp : Evidence
 Col Location : 2318 W Apache
 Col Officer : 5524 Marshall, Richard
 Victim(s) : _____
 Suspect(s) : Dann, Chariton DOB: 1/10/1984
 Case Officer : 5524 Marshall, Richard
 Offense Date : 08/29/2011
 Offense Code : (2020) POSS: CONTROLLED SUB
 Expiration : 8/29/2014

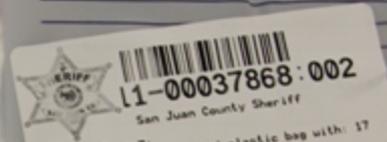
Richard 8/30/11 0408
 Submitting Signature Date/Time

TO USE
 1) Re
 2) Fo
 3) Te
 CAU

CONDITION OF BAG WHEN OPENED: SEALED OTHER _____
 OPENED BY _____ DATE _____

DO NOT CUT HERE TO OPEN - DO NOT CUT HERE TO OPEN - DO NOT CUT HERE TO OPEN

EVIDENCE
 Agency _____ Case No. _____
 Item No. _____ Offense _____
 Suspect _____
 Victim _____
 Date and Time of Recovery _____
 Recovered By _____
 Description and/or Location _____



Related Case # _____
 Packaging : One sealed plastic bag with: 17 Pill(s)
 Desc/Loc : Acetaminophen/Hydrocodone
 Serial/Ref : _____
 Col Date : 08/29/2011 17:09
 Col Purp : Evidence
 Col Location : 2318 W Apache, Richard
 Col Officer : 5524 Marshall, Richard
 Victim(s) : _____
 Suspect(s) : Dann, Chariton DOB: 1/10/1984
 Case Officer : 5524 Marshall, Richard
 Offense Date : 08/29/2011
 Offense Code : (2020) POSS: CONTROLLED SUB
 Expiration : 8/29/2014

Richard 8/30/11 0408
 Submitting Signature Date/Time

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 100 Harbor Place, Tallahassee, FL 32304 U.S.A.
 Phone: (904) 834-4444 Fax: (904) 834-4444 Website: www.serobag.com

EVIDENCE/PROPERTY

11-00037868 : 006
San Juan County Sheriff

One sealed plastic bag with 13 Pills(s)
Diazepam
08/29/2011 17:09
Evidence
2310 W Apache
5524 Marshall, Richard
Dann, Charlton DOB 1/10/1984

5524 Marshall, Richard
08/29/2011
(2020) P055: CONTROLLED SUB
8/29/2014

Signature: *R. Marshall* Date/Time: *8/29/11 09:48*

When opened: SEALED
 OTHER _____
DATE _____

EVIDENCE/PROPERTY

Agency _____ Case No. _____
Item No. _____ Offense _____
Suspect _____
Victim _____
Date and Time of Recovery _____
Recovery By _____
Description _____

11-00037868 : 007
San Juan County Sheriff

Related Case # _____
Packaging One sealed plastic bag with 88 Pills(s)
Diazepam
Desc/Loc Serial/Ref 08/29/2011 17:09
Col Date Evidence
Col Purp 2310 W Apache
Col Location 5524 Marshall, Richard
Col Officer
Victim(s) Dann, Charlton DOB 1/10/1984
Suspect(s)

Case Officer: 5524 Marshall, Richard
Offense Date: 08/29/2011
Offense Code: (2020) P055: CONTROLLED SUB
Expiration: 8/29/2014

Signature: *R. Marshall* Date/Time: *8/29/11 09:48*
Submitting Signature _____

TO USE:
1) Refold Where Indicated. BAG IS NOW SEALED.
2) Fold Where Indicated. BAG IS NOW SEALED.
3) Tear Where Indicated and Retain Evidence Receipt.
CAUTION: ATTEMPTS TO REOPEN WILL DISTORT SEALED AREA
CONDITION OF BAG WHEN OPENED: SEALED
 OTHER _____
DATE _____

OPENED BY _____

EVIDENCE/PROPERTY

Agency _____ Case No. _____
Item No. _____ Offense _____
Suspect _____
Victim _____
Date and Time of Recovery _____
Recovery By _____
Description _____

11-00037868 : 008
San Juan County Sheriff

Related Case # _____
Packaging One sealed plastic bag with 2 Pills(s)
Drug Paraphernalia
Desc/Loc Serial/Ref 08/29/2011 17:09
Col Date Evidence
Col Purp 2310 W Apache
Col Location 5524 Marshall, Richard
Col Officer
Victim(s) Dann, Charlton DOB 1/10/1984
Suspect(s)

Case Officer: 5524 Marshall, Richard
Offense Date: 08/29/2011
Offense Code: (2020) P055: CONTROLLED SUB
Expiration: 8/29/2014

Signature: *R. Marshall* Date/Time: *8/29/11 09:48*
Submitting Signature _____

TO USE:
1) Remove flap and fold where indicated. BAG IS NOW SEALED.
2) Fold Where Indicated and Retain Evidence Receipt.
3) Tear Where Indicated and Retain Evidence Receipt.
CAUTION: ATTEMPTS TO REOPEN WILL DISTORT SEALED AREA
CONDITION OF BAG WHEN OPENED: SEALED
 OTHER _____
DATE _____

OPENED BY _____

EVIDENCE/PROPERTY

Agency _____ Case No. _____
Item No. _____ Offense _____
Suspect _____
Victim _____
Date and Time of Recovery _____
Recovery By _____
Description _____

11-00037868
San Juan County Sheriff

Related Case # _____
Packaging One sealed plastic bag with 2 Pills(s)
Drug Paraphernalia
Desc/Loc Serial/Ref 08/29/2011 17:09
Col Date Evidence
Col Purp 2310 W Apache
Col Location 5524 Marshall, Richard
Col Officer
Victim(s) Dann, Charlton DOB 1/10/1984
Suspect(s)

Case Officer: 5524 Marshall, Richard
Offense Date: 08/29/2011
Offense Code: (2020) P055: CONTROLLED SUB
Expiration: 8/29/2014

Signature: *R. Marshall* Date/Time: *8/29/11 09:48*
Submitting Signature _____

Drugs.com
WATSON 3202

DO NOT CUT HERE TO OPEN - DO NOT CUT HERE TO OPEN - DO NOT CUT HERE TO OPEN

DO NOT CUT HERE TO OPEN - DO NOT CUT HERE TO OPEN - DO NOT CUT HERE TO OPEN

CAT NO. 1687500

CAT NO. 1687500

CAT NO. 1687500

CAT NO. 1687500

TO REMOVE CONTENTS - CUT ALONG BOTTOM

TO REMOVE CONTENTS - CUT ALONG BOTTOM

TO REMOVE CONTENTS - CUT ALONG BOTTOM

Dann was interviewed by the Region II Narcotics Task Force Diversion investigators. He stated he had been a Pharmacy Technician for 4 months. Dann admitted that he had stolen all the drugs. He began taking orders from people in Shiprock, NM on the Navajo Nation. Dann would steal Lortab and Tramadol and stockpile them. He had been stealing and selling drugs for 1 month. Dann would remove Lortab from the automatic dispensing machine during the day. Dann said he took stolen Lortab as he got off work and passed out on the way home, crashing his car.

Dann was initially charged by the San Juan County District Attorney's Office with Possession of a Controlled Substance with Intent to Distribute, Embezzlement and Tampering with Evidence.

Dann voluntarily surrendered his NM Pharmacy Technician's certification.

The DEA was contacted by Region II. The DEA took over the case and Dann was charged by the U.S. Attorney's Office with Distribution of a Controlled Substance.

PHARMACY ROBBERY



PHARMACY ROBBERY

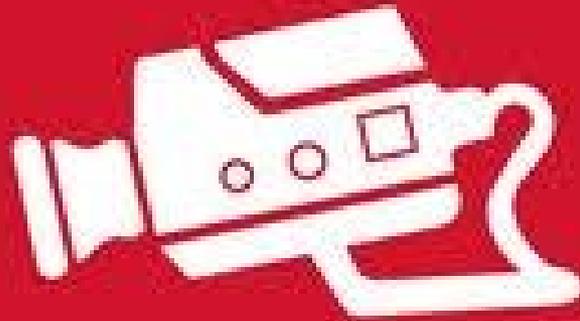
Prevention

- Place all narcotics out of sight behind counter.
- Place C-II narcotics in a locked cabinet with limited access
- Have obvious surveillance; cameras in plain sight.
 - a. Maintain video equipment.
 - b. Retain recordings as long as possible.
 - c. Conceal recorders.

WARNING



**FACILITY UNDER
24 HOUR
TV SURVEILLANCE**



ATTENTION

**YOU ARE
UNDER
SURVEILLANCE**

PHARMACY ROBBERY

Prevention

- Have a properly working alarm system.
Install a hold-up/duress alarm.
- Train staff in robbery awareness, suspicious persons.
Acknowledge customers.
Watch for people hanging around store not making purchases.
- Be aware of suspicious activity outside store.

PHARMACY ROBBERY

Prevention

- Have good physical barriers to prevent counter being crossed easily.

Install steel window curtains and door.



Santa Fe

Dec 20, 2012

According to a Santa Fe police report, Smith brandished a silver snub-nosed handgun and tried to steal oxycodone from Wiley Chemists. When the pharmacist wouldn't provide him with the pills, Smith ran away, the report says.

The next day, according to Santa Fe County sheriff's Lt. William Pacheco, Smith allegedly brandished a similar silver revolver and demanded the same medication at Medicap Pharmacy. Pacheco said Thursday that Smith pointed the gun at the Medicap clerk, who then pointed in the direction of the pills and "ran out of the building."

Smith allegedly made off with about 500 tablets from the Eldorado pharmacy.



Killer in NY pharmacy slaying sentenced to life without parole

- David Laffer pleaded guilty to first-degree murder in the June 2011 holdup at Haven Drugs in Medford, NY. Laffer said he committed the robbery because he had lost his job, and his wife required not only painkillers but also blood pressure medicine, anti-nausea pills and muscle relaxants. He jammed a backpack full of pills after killing the four people, including the pharmacist, two customers and a teenage clerk.





PHARMACY ROBBERY

Safety

- If robbery occurs, do not resist. Give robber what they ask for.
- Activate alarm/alert police when safe to do so.
- Lock the pharmacy and store when robber leaves.
- Be a good witness, do not attempt to apprehend.