

Drug Theft and Robbery in Arkansas and How to Prevent it



Little Rock District Office

LAW ENFORCEMENT SENSITIVE

Tactical Diversion Squad

Group 66



Task Force Officer Eli Fowlkes

Overview

- Drug Thefts and Robberies in Arkansas
- Prevention Tips for Deterring Burglaries
- Case Specific Examples



How are Controlled Substances Diverted?

- Practitioners / Pharmacists
 - Illegal distribution
 - Self abuse
 - Trading drugs for sex
- Employee pilferage
 - Hospitals
 - Practitioners' offices
 - Nursing homes
 - Retail pharmacies
 - Manufacturing / distribution facilities
- Pharmacy / Other Theft
 - Armed robbery
 - Burglary (Night Break-ins)
 - In Transit Loss (Hijacking)
- Patients
 - Individual and organized drug ring
 - Doctor-shopping
 - Feigning illness
 - Forged / fraudulent / altered prescriptions

Drug Diversion in Arkansas

DEA-106, Theft and Loss Reports
June 2, 2015 to June 2, 2016

- 5 Armed Robberies
- 324 Night Break-ins
- 431 Employee Pilferages
- 3 Customer Thefts
- 450 Lost-in-Transit

Drug Diversion in Arkansas

DEA-106, Theft and Loss Reports

June 2, 2015 to June 2, 2016

Oxymorphone, oxycodone, methadone, Percocet, Xanax, and Valium are the most common drugs demanded by pharmacy robbers, according to the DEA.

What to do when faced with a Robbery

1. Do as you are told.

- It is very important that you do as you are told in the event of a robbery—nothing more, nothing less. Your main concern should be your life and the lives of your co-workers and customers.
- This is NOT THE TIME to worry about protecting store property, your cash drawer, or your drug inventory.

What to do when faced with a Robbery

2. Do not make sudden movements.
 - Sudden movements might provoke the robber or make him/her nervous. Do your best to control your nerves, moving slowly and deliberately.

What to do when faced with a Robbery

3. Observe the robber's physical characteristics.
 - Height, Approximate weight, Build (Skinny, Fat, Muscular, etc.)
 - Hair color and length
 - Clothing (Mask, Costume, Color, etc.)
 - Any distinct features (Tattoos, Scars, Walking with a limp, etc.)
 - Facial features (Beard, Moustache, Piercings, Eye color, etc.)

Any information that you can give police will increase the chances that the suspect will be apprehended. It may also help to lock down the store until police arrive to prevent witnesses from leaving and to ensure the safety of everyone inside.

What to do when faced with a Robbery

4. Remain calm.

- This is far easier said than done. Training and preparedness will help you keep your mind right in this dangerous situation.
- If your pharmacy does not offer robbery preparedness training, consult upper management or seek training outside your employer.

What to do when faced with a Robbery

5. Pay attention to other aspects of the robbery.

- Did the robber use a note? If so, save it for the police.
- Was there a weapon? If so, what kind/color.
- Was there an accomplice? If so, provide details.
- Was there a getaway vehicle? If so, obtain the vehicle's make, model, license number, and direction of travel after the robbery.
- Is the robber on foot? If so, which direction did he go.
- Did the robber touch anything in the store? If so, let police know right away. Try not to touch that area to avoid damaging any fingerprints that may have been left behind.

What to do when faced with a Robbery

6. Do not attempt to apprehend the robber.
 - Don't risk your life or others unless you have the skills and training to disarm and apprehend a robber safely and successfully.
 - There is no amount of pills or property worth YOUR LIFE. Leave catching of the criminals to the professionals.

What to do when faced with a Robbery

7. Do not resist.

- Do not argue with the robber. Arguing or attempting to confront a robber can be extremely dangerous and have bad consequences.

Preventing a Robbery or Burglary

1. Greet your customers.

- As a person enters the Pharmacy greet the customer. This could be a simple hello or something catered to your Pharmacy. I wouldn't suggest using the "Welcome to Moe's" method, but that's up to you.
- Showing attention could scare off a potential suspect who is hoping to case the store undetected.

Preventing a Robbery or Burglary

2. Install cameras.

- Cameras may or may not deter individuals from robbing stores, but there is definitely an advantage to having them. They will help capture good video evidence when a crime takes place.
- Cameras that are at eye-level, instead of mounted from above, can help obtain a better picture of the perpetrator.

Preventing a Robbery or Burglary

3. Have a duress button.

- Pharmacists may discretely push a duress button while gathering the medications requested.
- This button would be hidden somewhere easily accessible to staff.

Preventing a Robbery or Burglary

4. Enforce store policy.

- Implement a store policy forbidding headwear or masks that can disguise a person's appearance. Have cashiers in the front of the store or security guards ask the customers to remove these items.

Preventing a Robbery or Burglary

5. Set up height markers.

- Put up height markers at the doors of the store and the pharmacy counter.
- Not only can they help get a height estimate if a crime takes place, they can also serve as a deterrent when observed.

Preventing a Robbery or Burglary

6. Know your audience.

- The suspect may not always come in the store wearing a crazy costume or mask. They might come in dressed normal but acting strange. Be able to identify this unusual behavior and be prepared to act if need be.
- Studies have shown that the suspect might not always be a stranger. In a lot of cases, the individual had been in the store at least 3 time before committing the crime.

Preventing a Robbery or Burglary

7. Protect your windows and doors.

The 2015 PMIC crime report stated that more than half of pharmacy break-ins involve the perpetrator entering through the front of the store. Physical security gates for the windows and doors may make it harder for robbers to enter into the pharmacy.

The report also noted that aluminum frame doors may not be the best bet, as they can easily be pried open.

Preventing a Robbery or Burglary

8. Have a good alarm system.

For robberies that occur after-hours, a good alarm system may stop a robber in his or her tracks.

PMIC advises that the alarm should sound both at the pharmacy and off-site, and it should be tested at least semi-annually.

PMIC also recommends that the system covers all areas of the store—even from above. In 6% of cases, robbers enter the store from the ceiling or through other empty occupancies surrounding the pharmacy, according to the 2011 report. Vibration sensors may help determine whether a robber is coming in from above or through a wall.

Preventing a Robbery or Burglary

9. Lock up narcotics at night, and make sure there is adequate lighting.

- Security or flood lights inside and outside the store will typically serve as a deterrent.
- Making the narcotics difficult to obtain will also help deter crime. Many options for locking up narcotics are available.

Preventing a Robbery or Burglary

10. Get help from the police.

- See if the local Police Department or Sheriff's Office in your area has a Pharmacy Watch Group. This will be a great way to develop a relationship with the Law Enforcement in your area.
- Invite Law Enforcement Officers to conduct security assessments at your store. This will give you insight on things to develop/change, and might give you additional information regarding current trends in your area.





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Rise In Drug Robberies Prompts GPS Tracking

On a cold December night in 2011, a man by the name of John Capano stopped at



a local pharmacy to pick up some prescription medication for his father who was battling cancer. The Long Island man was a retired member of the Alcohol, Tobacco and Firearms (ATF) agency and had been no stranger to standing up against criminal activity. That is why it was no surprise that when he walked into the Long Island pharmacy to get his father's medication and noticed a man wielding a firearm attempting to rob that pharmacy for prescription drugs he stepped in to intervene. What happened next was a series of unfortunate events that left Capano dead as well as the gunman.

Only a couple months after the incident that took the life of Capano, a prescription pill addict by the name of David Laffer shot and killed four people during a botched pharmacy robbery in the same Long Island area. Two



Larger / More Photos

* GPS TRACKING ACTIVATION:

Select Activation

* GPS TRACKING SERVICE:

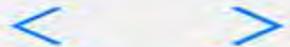
Select a Service Option

 ADD TO CART

PRODUCT DESCRIPTION

FIND SIMILAR PRODUCTS BY CATEGORY

PRODUCT REVIEWS



Done

— Please Choose an Option —

Select a Service Option

Unlimited \$29.95 / Month Billable 3...

6 Months Unlimited \$169.00

12 Months Unlimited \$329.00 One M...



Larger / More Photos

* GPS TRACKING ACTIVATION:

Select Activation

* GPS TRACKING SERVICE:

6 Months Unlimited \$169.00

ADD TO CART



Done

-- Please Choose an Option --

Select Activation

Activation Fee \$29.95



Member Login

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RxPATROL®

MAPPING

MAP OUT LOCATIONS OF VARIOUS PRE-DEFINED ROBBERIES. [CREATE A MAP](#)



ENTER AN INCIDENT NOW!

Click here to report a pharmacy crime.



RxPATROL® is a collaborative effort between industry and law enforcement designed to collect, collate, analyze and disseminate pharmacy theft information. RxPATROL® helps protect the pharmacy environment and ensure legitimate patients' access to life-sustaining medicines.

RxPATROL® - Crime Stoppers Tip Reward Program



In collaboration with Crime Stoppers programs throughout the country, Purdue Pharma L.P., through RxPATROL®, will donate up to \$2,500 through local Crime Stoppers chapters for information leading to the arrest of those persons responsible for significant pharmacy crimes.

Restrictions do apply, see the reward program criteria here, [RxPATROL® Crime Stoppers Reward Offer Program](#).

To inquire about posting a reward offer, contact RxPATROL® directly by clicking this link [CONTACT RXPATROL® CRIME STOPPERS](#).

OUR PARTNERS

- Nassau County, NY Police Department
- Suffolk County, NY Police Department
- Ohio Attorney General's Office
- FBI-Law Enforcement Executive Development Association (FBI-LEEDA)
- National Association of Drug Diversion Investigators (NADDI)
- National Community Pharmacists Association (NCPA)
- Pharmaceutical Security Institute (PSI)
- Rx Safety Matters

RxPATROL® Statistics - 9208 Incidents in Database, 12371 Registered Users

As of June 09, 2016

- 3907 Robberies
- 2108 Burglaries
- 1877 Fraud
- 938 Forgeries
- 146 Other
- 121 Cargo Thefts
- 64 Shoplifting
- 47 Employee Thefts

TIP OF THE MONTH



Remember - REACT, Remain calm, be a good Eyewitness, Activate alarm, Call police, and Take charge once robbery ends.

[Previous Tips](#)



WHAT'S RXPATROL[®]

About the Program

In an ongoing effort to combat the abuse and diversion of prescription drugs, Purdue Pharma L.P. has conceived, developed and funded an information clearinghouse for data related to pharmacy robberies, burglaries and theft that involve the loss of controlled substances. RxPATROL[®] (Pattern Analysis Tracking Robberies and Other Losses) is an initiative designed to collect, collate, analyze and disseminate pharmacy theft intelligence to law enforcement throughout the nation.

The RxPATROL[®] program is overseen by individuals with former law enforcement experience within Purdue Pharma's Corporate Security Department. This group works with law enforcement, the pharmacy community and security professionals to populate the database with detailed crime information utilizing a leading incident analysis software platform capable of analyzing data, identifying trends and incorporating streaming video and photos.

Theft-related data can also be uploaded directly to RxPATROL[®] by law enforcement and the pharmacy community on all incidents of pharmacy theft involving controlled substances. RxPATROL[®] will in turn analyze the information and provide it to the respective law enforcement agencies for action as they deem appropriate.

In addition to the intelligence value of the program, RxPATROL[®], in cooperation with local Crime Stoppers programs, offers rewards of up to \$2,500 for information leading to the arrest of a suspect(s) in a pharmacy burglary or robbery, where the motive is the theft of scheduled prescription medication.

Meet the RxPATROL[®] Team

Luis Bauza, Program Director
Retired Lieutenant, NYPD

Adrienne Baker
Former Principal Agent, Georgia State Medical Board

Ed Cartwright
Retired Supervisory Narcotics Agent, Pennsylvania Office of Attorney General

Bill Van Hoose
Former Special Agent with the Bureau of Alcohol, Tobacco and Firearms (BATF)

Shane Tieman
Former Deputy Director, Utah Insurance Fraud Division

Elizabeth Tichenor
Corporate Security Associate

ENTER AN
INCIDENT NOW!

[Click here to report
a pharmacy crime.](#)



OUR PARTNERS

- Nassau County, NY Police Department
- Suffolk County, NY Police Department
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TIP OF THE MONTH



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[Previous Tips](#)

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Click [Here](#) for selected important safety information regarding extended-release / long-acting opioid products.

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Pharmacy Security Checklist



ALARMS

Features

Central Station or Local

- Battery Back-Up Cell Phone
- Silent Audible
- Visual (Flashing Lights)
- Supervised Unsupervised

Alarmed Areas

- Doors Windows
- Skylights Interior & High Security

Sensor Types

- Magnetic Door Contacts Motion
- Glass Break Vibration Duress
- "Trap" Alarm Fire
- Wireless or Hard Wired Sensors

PHYSICAL DESIGN

- Lighting—Motion sensitive lighting (exterior)
- Reinforced doors/windows in pharmacy area
- Rx area viewable by other store employee's
- Controlled substances concealed from customers view
- Height reference/tape near entrance and counter
- Interior lighting

LOCKS AND LOCKING DEVICES

- Limited issuance of keys
- "Do Not Duplicate" on keys
- Keys numbered

PHYSICAL BARRIERS

- Steel window curtains
- Steel door curtains
- Pharmacy department doors
- Barriers to prevent "jump over"
- Interior safe (high risk areas)
- Bollards (concrete/steel posts embedded in the ground outside premises)

CCTV

- Visible monitor at entry
- Signs (recorded/monitored off site)
- Drive-thru window camera
- Hidden camera at customer face level
- Regular (weekly) audit and maintenance of cameras and recordings

Camera features

- Color or black and white
- Field of view of camera is adequate
- Variable focal lens
- Low level light camera (auto iris)

Recording

- Digital vs. VHS recording
- Frames per second (10 or more)
- Retention of recordings
- Regular replacement of tape
- Recorder hidden and secured

CCTV/Recording *Continued*

- Dummy VHS with tape
- Preserve original recordings for Law Enforcement
- Date/Time stamped on video
- "Watermark" on video
- Continuous vs. Event/Alarm

ROBBERY/BURGLARY/FRAUD

Robbery

- Develop policy and procedure for robbery
- Regular training and rehearsal for robberies.
 - Assign tasks to personnel and train
 - Involve local police to learn what they recommend
- Police/Sheriff emergency number (911)
- Protect crime scene/evidence
- Do not disturb scene
- Have/Obtain form for suspect description form on premises
- Know response time of law enforcement to robbery and burglary

Burglary

- Preparation for forensic evidence recovery
- Routinely wipe down counter (fingerprint recovery)
- Clean and wipe down fire exit break bar (fingerprint recovery)
- Cardboard or paper placed on floor by rear/side or fire exit prior to closing (shoe print recovery)
- Mark scheduled CS bottles with store ID on bottom (identifies bottle as coming from a particular store)
- Develop closing process

Fraud

- Regular training and rehearsal for forged/ altered prescriptions and phone call-ins. Involve local police to learn what they recommend
- Develop policy and procedure for fraud
- Caller ID on telephone
- Details as to conversation with "prescriber"
- Evidence bags available to protect forged and altered prescriptions until police arrive
- Do not write on prescription unless directed to by law enforcement

MISCELLANEOUS

Review process

- Ordering
- Receiving
- Storing
- Returns

Internal controls to restrict access to controlled substances by other employees

- "Repair" personnel (telephone, computer, electrical, etc.) view and record ID of persons entering area
- "Relief" Pharmacist - Verify
- Regular license status verification
- Law enforcement and insurance carrier review of premises

Adjoining tenants

- Walls and ceilings

This Pharmacy Security Checklist was developed in consultation with leading industry and law enforcement diversion prevention professionals, with special thanks to the National Association of Drug Diversion Investigators (NADDI).

SUCCESS IN OUR COMMUNITY

ARREST OF ROUGE REGISTRANTS



DISMANTLEMENT OF DTOs



SEIZURE OF FIREARMS



SEIZURE OF VEHICLES



SEIZURE OF US CURRENCY



SEIZURE OF PHARMACEUTICAL CONTROLLED SUBSTANCES



REDUCTION OF DRUGS IN THE COMMUNITY



REDUCTION OF DRUG OVERDOSE



SIGNIFICANT CIVIL FINES



PUBLIC AWARENESS



Questions?????

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