# It's over….now what?

## After a robbery:

- Immediately get treatment for anyone who may be injured.
- Sound the alarm as soon as possible.
- Call police first, then your supervisor.
- Lock doors immediately to prevent re-entry and keep closed until police arrive.
- Request customers to remain in the store to give a statement to police.
- Protect the crime scene. Stop others from touching anything touched by the suspect(s).
- Do not trust your memory. The quicker you write down what you observed, the better.

## After a burglary:

- Notify the local police department.
- Avoid touching or disturbing anything.
- After the police arrive, prepare a detailed list of what was stolen.
- Take the appropriate steps to improve security.

If controlled drugs were taken, report it to your local DEA Field Office, in writing, within one business day and submit a completed DEA Form 106, Report of Theft or Loss of Controlled Substances, as soon as possible. A report should also be filed with the State Board of Pharmacy.

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**U.S. Department of Justice**
**Drug Enforcement Administration**
***Diversion Control Division***
**www.DEAdiversion.usdoj.gov**


# Pharmacy Robbery & Burglary

## Tips to Protect Your Customers, Your Business, and Yourself

***Presented as a Public Service by***
DEA Diversion Control Division
&
National Association of Boards of Pharmacy

## Prevention Tips

- Install an alarm system and test it often.
- Install security cameras behind the cash register facing the front counter.
  - ✓ Inspect cameras regularly to ensure they are functioning.
  - ✓ Properly store recorded data.
- Install hold-up/duress buttons.
- Invite local police to conduct a security assessment. Learn the names of the officers who patrol your neighborhood and encourage them to stop by.
- Ensure there is adequate outside lighting and leave some lights on after closing.
- Change locks, alarm codes, and safe combinations when an employee leaves.
- Have at least two employees open and close the store.
- Try to greet customers as they enter your pharmacy. Your attention can discourage a robber.
- Watch for people hanging around and not buying anything.
- Beware of suspicious activity outside your business.

Your primary concern is the safety of coworkers and customers. Follow the instructions given by the robber(s).

## What to Do During a Robbery

- Do not resist! Cooperate fully with the robber.
- Remain calm and avoid sudden movements.
- Do exactly what you are told to do, nothing more and nothing less.
- Make mental notes on aspects of the robber (e.g., clothing, hair length and color, size, build, tattoos, scars, and other body features).
- Do not attempt to apprehend the criminal yourself.

Always be aware of your surroundings. Don't get caught off guard!