

## Contact List

The best way to keep crime out of our neighbourhoods is to get involved in crime prevention. Get to know your business neighbours and discuss effective crime prevention strategies for your area.

### To report a crime:

Red Deer City RCMP Complaint Line	343-5575
Emergencies	911
Victim Services	341-2041
Crime Stoppers	340-8477 (TIPS)
Web site	www.tipsubmit.com

### Community crime prevention programs:

Neighbourhood Watch	343-6181
Citizens on Patrol (COPS)	341-2060
Block Parents	346-1162

### Business neighbours emergency contact numbers:

Business \_\_\_\_\_

Contact name \_\_\_\_\_

Contact number \_\_\_\_\_

Cell or alternate number \_\_\_\_\_

Business \_\_\_\_\_

Contact name \_\_\_\_\_

Contact number \_\_\_\_\_

Cell or alternate number \_\_\_\_\_

Business \_\_\_\_\_

Contact name \_\_\_\_\_

Contact number \_\_\_\_\_

Cell or alternate number \_\_\_\_\_

## Target Hardening Tips and Techniques

Traditional security measures such as good locks, lighting and alarms are important tools in the prevention of crime. Generally they work in harmony with CPTED.

Installing security gates, barbed or razor-wire fences and barred windows can create an impression of high crime and danger, whether justified or not. This might deter those with legitimate business from coming to an area and making it safer by their presence. These elements can also indicate to the criminal that criminal behaviour is expected or at least anticipated.

CPTED principals can still be used to lessen the visual impact of fortification. Try white painted bars mounted inside the windows rather than black ones bolted onto the exterior, or decorative metal fences instead of chain link fences.

## Break-in and Armed Robbery Prevention

A total security program is the best way to avoid armed robberies. The stronger your security image, the less likely a robber is to select your business as a target.

- Good visibility, inside and out, is a deterrent. It allows employees to keep an eye on suspicious persons and increases the possibility that someone outside will see a robbery if one occurs.
- Advertise a cash control policy. Adopt a cash limit and deposit excess in a safe the cashier can't open.
- Vary your banking routine, and camouflage your cash bag.
- Consider installing an alarm and surveillance cameras.
- Try to avoid having staff work alone at night. If this isn't avoidable, implement a Working Alone Policy with training on procedures.

### Armed robbery safety

Even with a strong security presence, there's a chance that a robbery may occur. Employees should be trained on what to do to stay safe during an armed robbery:

- Cooperate. Don't argue or try to be a hero. The robber will likely be nervous and may react unpredictably.
- Do exactly as he or she asks. Be as polite and accommodating as possible.
- Don't make any sudden moves. Tell the robber what you are doing if you have to make an unexpected move.
- If he or she asks for the money from the cash register, pull out the drawer and hand it to them.
- Observe details of the robber's appearance. Write everything down as soon as possible without jeopardizing your safety.
- Try to get a description of the robber's car and write down the licence number, or record the direction of travel if the robber is on foot.
- Protect the area for police examination. Lock the doors immediately after the robber leaves until the RCMP arrive.

### Make the right call!

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For a CPTED audit, or more CPTED information, call the RCMP Community Policing Section at 341-2060.



This publication is part of The City of Red Deer Crime Prevention and Policing Strategy.

## Don't be a Target

Thieves and vandals are attracted to easy targets.  
Are you doing what you can to protect  
your business?

### Protect your investment

Proper security in your business can not only protect you from crime or vandalism, it also creates a safe, comfortable environment for your customers and staff.

Crime Prevention Through Environmental Design (CPTED) concepts, in addition to traditional security measures such as locks, alarms and safes, can increase safety and security at your business.

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## Landscaping and architectural designs

Use simple, inexpensive CPTED guidelines to improve security for your business:

- Ensure shrubs and trees don't create blind spots or hiding places.
- Trim bushes and hedges to a maximum height of three feet.
- Use walkways and landscaping to direct visitors to the proper entrance and away from private areas.
- Sidewalks, parking lots, doorways and all areas of the property should be well lit.
- Remove objects that may provide informal seating for loiterers.
- Recessed doorways can provide cover for criminal behaviour or loitering. Change these to be flush with the walls, or install gates.
- Prevent easy access to the roof or fire escape from the ground.

## Light up at night

- Light up all entrances, including alleys, with vandal-proof fixtures.
- Leave some lights on inside your premises; white metal halide lights should be used.

## Natural surveillance

- Maintain clear visibility from the store to the street and sidewalk or parking areas.
- Window signs should cover no more than 15 per cent of windows. Keep shelves and displays five feet high or less, especially in front of windows, for visibility.
- Keep weeds, shrubbery and debris away from your doors and windows. Don't provide thieves with places to hide, or climbing platforms.
- Monitor all entrances through visual or electronic surveillance.

## Controlling access to your business

- Locate your cash register at the front of the store, near the door, where it's visible from outside.
- Ensure public paths are clearly marked.
- Use signs to direct customers to parking and business entrances.
- Only provide rear access to your business from rear parking lots.

## Commercial Storefronts

- Use cash drop safes during lower traffic hours.
- Avoid having a single employee make after-hours bank deposits.
- Install and monitor video cameras, but hide VCRs (supply a decoy).
- Provide employees with safety training.
- Securely lock rear entrances.
- Use secure doors and frames.
- Put 180° door viewers in rear security doors.

## Management tips

- Your business hours should be the same as those of neighbouring businesses.
- Night time employees should have access to safe, visible parking located close to the entrance.
- Put a cash limit, such as \$50, in place.
- Train employees to check regularly for cash over the limit and to place it in a drop safe that they can't open. Post a sign: "Maximum cash in register: \$50."
- If it isn't possible to have a safe, don't place large bills under the cash register – find a safe alternate hiding place.
- Try to have two staff on hand at opening and closing times as these are attractive times for robbers.
- Train employees to be alert for suspicious persons and call the RCMP or store security if they notice suspicious activity. Parked cars and telephone booths are common outdoor observation spots.
- Watch for customers who seem to be loitering or glancing around the store while shopping or browsing a magazine, or who seem nervous or rushed.
- Check all doors and windows at closing time.
- Keep side or back doors locked at all times and have employees use the main entrance.
- Work with other businesses in the area to promote shopper and business safety and address specific security issues.

## Other security options

- Install a monitored alarm system and post a conspicuous notice that you have one.
- Install video cameras and post signs advising "Area Under Video Surveillance."
- Place height markers at the main entrance so employees can use them to gauge the height of a robber as he or she leaves your business. Place strips of differently coloured tape at the 5', 5'6" and 6' heights.

## Natural Surveillance

Place physical features, activities and people in a way that maximizes visibility. Examples include unobstructed doors and windows, pedestrian-friendly sidewalks and streets, and effective lighting at night.

## Territorial Reinforcement

The physical design of your property can create or extend a sphere of influence. Encourage users of your space to develop a sense of territorial control. If potential offenders perceive this control, they may be discouraged. Define property lines and distinguish private spaces from public spaces using landscape plantings, pavement designs, gateway treatments and signage.

## Natural Access Control

People are physically guided through a space by the strategic design of streets, sidewalks, building entrances and landscaping. These types of design elements clearly indicate public routes and discourage access to private areas and structural elements.

## Maintenance

If pride of ownership is not shown through good maintenance of your property, others are likely to take ownership of it.

Care and maintenance of a property encourages people to continue to use the space for its intended purpose. Property that shows signs of deterioration indicates less concern and a greater tolerance of disorder. Proper maintenance also prevents reduced visibility due to plant overgrowth and obstructed lighting.

## TAKE NOTE!

If you are the victim of, or witness to, a crime, take note of everything you can to help police identify the suspect.

Don't compare notes with other witnesses. It's easy to become confused.

Time: \_\_\_\_\_ Date: \_\_\_\_\_

Location: \_\_\_\_\_

Height / Weight: \_\_\_\_\_

Sex: M  F  Approximate Age: \_\_\_\_\_

Hair colour / cut: \_\_\_\_\_

Complexion: \_\_\_\_\_

Eye colour / glasses: \_\_\_\_\_

Jewellery: \_\_\_\_\_

Clothing / shoes: \_\_\_\_\_

Tattoos or scars: \_\_\_\_\_

Vehicle model, colour and licence number: \_\_\_\_\_

\_\_\_\_\_

Direction of travel, if on foot: \_\_\_\_\_

\_\_\_\_\_

Any unusual physical details or accents: \_\_\_\_\_

\_\_\_\_\_

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