# TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>TIPS FOR USING 9-1-1</td>
<td>5</td>
</tr>
<tr>
<td>BREAK-AND-ENTER PREVENTION TIPS</td>
<td>7</td>
</tr>
<tr>
<td>SHOPLIFTING PREVENTION TIPS</td>
<td>9</td>
</tr>
<tr>
<td>ROBBERY RESPONSE GUIDE</td>
<td>11</td>
</tr>
<tr>
<td>BUSINESS FRAUD PREVENTION TIPS</td>
<td>13</td>
</tr>
<tr>
<td>GRAFFITI REMOVAL TIPS</td>
<td>17</td>
</tr>
<tr>
<td>RIGHT TO REFUSE SERVICE</td>
<td>19</td>
</tr>
<tr>
<td>VPD CRIME PREVENTION PROGRAMS</td>
<td>21</td>
</tr>
<tr>
<td>VANCOUVER BUSINESS IMPROVEMENT AREAS</td>
<td>25</td>
</tr>
<tr>
<td>VANCOUVER COMMUNITY POLICING CENTRES</td>
<td>27</td>
</tr>
</tbody>
</table>
TIPS FOR USING 9-1-1

Call 9-1-1 if you have an emergency that requires immediate action from the police, ambulance or fire. This would include an in-progress crime, or if someone’s health, safety or property is in jeopardy.

Please remember these tips when you call 9-1-1:

• stay on the line and follow instructions
• know your location at all times and communicate it when you are asked
• be prepared to answer questions
• listen carefully, speak clearly, and try to remain calm
• if you dial 9-1-1 accidentally, stay on the line and tell the call-taker
• lock and store your cell phone carefully to prevent accidental 9-1-1 calls
• do not text or tweet 9-1-1 in an emergency – dial 9-1-1

INTERPRETATION SERVICES
E-Comm has a 24-hour interpretation service in more than 170 languages.

WHEN TO CALL THE NON-EMERGENCY LINE
Your local non-emergency number should be used when immediate help from police, fire or ambulance is NOT required. For more information, visit nonemergency.ca.

NON-EMERGENCY NUMBERS IN VANCOUVER
604-717-3321 (Police)
604-215-4842 (Fire)
604-872-5151 (Ambulance)

WHAT IS 3-1-1?
The City’s new 3-1-1 service is currently available from 7 a.m. to 10 p.m., seven days a week, with interpretation services available in over 150 languages.

Learn more about 3-1-1 at vancouver.ca/311.
BREAK-AND-ENTER PREVENTION TIPS

MAKING YOUR BUSINESS SECURE
A rundown business or building can attract criminals, so make sure your building, landscaping, sidewalks, and parking areas are all clean and well-maintained. Your parking areas and entrances should be clearly marked and the building should be well-lit, particularly at night.

Secure your fire escape ladders so they cannot be used to access the roof. As well, your loading areas should be well-lit and kept clean and free of any large objects which people could hide behind.

STORE LAYOUT
• By placing your checkout counter near the front of the store, your staff can better monitor activities inside and outside your business.

• Thieves may not be tempted at night if they can see your empty cash drawer. Pick up a “No Cash Overnight” window decal at your local community policing centre, from your business improvement association, or from VPD Business Liaison.

• Your public and private areas should be clearly marked.

• Refrain from using any large displays or posters that cover the windows.

• Good quality video surveillance is recommended at all entrances to your business.

• An alarm system can be a deterrent. Post signage to make thieves aware that you have an alarm.

• Any exterior doors should be solid core, and have deadbolts with a minimum one-inch bolt and a saw-resistant insert.

• Store windows can be protected with polycarbonate sheets, bars or roll-down covers.

• By keeping staff and storage areas secure, you can reduce theft during business hours.

Call 9-1-1 if a break-in has just happened at your business. If there has been a time delay, report it to the non-emergency line at 604-717-3321.

Don’t enter the premises – leave the crime scene undisturbed until police arrive.
SHOPLIFTING PREVENTION TIPS

Your best tool for preventing shoplifting is to keep an eye out for suspicious behaviour. In addition to hiding merchandise in their clothing, in strollers, or just wearing it out of the store, shoplifters use many other techniques:

**PADDING ITEMS:** stuffing extra items into boxes or bags of things they intend to purchase

**HIDING IN PLAIN SIGHT:** holding an old receipt and walking out of the store with the item as if it has already been paid for

**GRAB AND RUN:** usually involves an accomplice in a waiting vehicle outside (make note of the licence plate)

**GROUPS OF PEOPLE:** using a large group of people as a distraction, making it difficult to see what is going on

**TIPS TO PREVENT SHOPLIFTING**

- greet customers as they enter the store to take away anonymity
- keep store and display shelves neat and organized so staff can easily observe customers and see if something has gone missing
- eliminate blind spots
- prevent grab-and-runs by keeping displays away from the front door
- keep expensive items in locked cases
- watch fitting rooms and restrooms at all times
- keep the cash register accessible to customers and monitor continuously
- avoid keeping cell phones and laptops unattended at service counters or cash registers
- train employees to be good witnesses when reporting crime
# SUSPECT IDENTIFICATION CHART

## APPEARANCE

<table>
<thead>
<tr>
<th>Height: _____</th>
<th>Weight: _____</th>
<th>Race: _____________________________</th>
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<tbody>
<tr>
<td>Hair Colour / Style / Length: ___________________________</td>
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</tr>
<tr>
<td>Sex: _______</td>
<td>Age: ________</td>
<td>Build: _____________________________</td>
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<tr>
<td>Facial Hair: ___________________________________________</td>
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## CLOTHING

<table>
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<tr>
<td>Coat or Jacket Style / Colour: ___________________________</td>
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<tr>
<td>Hat Colour / Style: _________</td>
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<tr>
<td>Shirt Colour / Style: _________________________________</td>
</tr>
<tr>
<td>Pants Colour / Style: _________________________________</td>
</tr>
<tr>
<td>Shoes Brand: ________________</td>
</tr>
<tr>
<td>Scars, Marks, Tattoos: __________________________________</td>
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## NOTES:

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ROBBERY RESPONSE GUIDE

In the event of a robbery, it’s very important to stay calm. Making mental notes of the suspect will help control fear.

Obey the suspect’s demands – give them what they want and don’t volunteer anything.

Tell the suspect what you are going to do before doing anything and don’t make any sudden moves.

Remember the suspect’s description – things like height, weight, age, hair, tattoos, scars, clothing, facial shape, style of walk, and vehicle description and licence plate.

Evidence left by the suspect may include DNA and fingerprints on items that they touched in your store, such as notes, and even weapons. This also includes clothing, like gloves, balaclavas, and jackets, which are often discarded by fleeing suspects.

AFTER THE SUSPECT LEAVES:

- lock the doors
- call 9-1-1 and tell them you have been robbed
- tell the 9-1-1 operator if anyone needs medical help
- give descriptions, and direction and method of travel for suspects (know your directions to accurately describe where the suspect fled)
- note if the suspect was wet (if raining) or dry – it could determine if they were on foot or in a vehicle
- close your business until police arrive to examine the scene
- protect evidence, particularly the area around where the robbery occurred
- calm customers or employees who are agitated
- make notes of what you saw
- don’t discuss the incident with anyone until investigators say it is okay; if you speak to the news media, you may reveal information that could jeopardize the case if it goes to court – refer them to police

Train your employees by running through scenarios and role-playing to better prepare them to deal with a situation if it occurs.

TIP: BE AWARE, BE A GOOD WITNESS, AND STAY SAFE.
BUSINESS FRAUD PREVENTION TIPS

PHISHING SCAMS
Phishing, also called “brand spoofing,” is the creation of email messages and web pages that are replicas of existing, legitimate sites, and businesses.

These websites and emails are used to trick users into submitting personal, financial or password data. Emails often ask for information, such as credit card numbers, bank account information, social insurance numbers, and passwords, that will be used to commit fraud.

How to Protect Yourself:
• don’t reply to any email that requests your personal information
• look for misspelled words
• contact the financial institution immediately and report your suspicions

WIRE FRAUDS
Fraudsters create email addresses that appear to come from businesses.

How to Protect Yourself:
• beware of unsolicited emails from individuals or financial institutions presenting an urgent situation requiring immediate attention
• confirm all email requests to send money, whether internal or external, by contacting the sender in-person or by telephone to confirm the request is legitimate
• watch for spelling and formatting errors and be wary of clicking on any attachments since they can contain viruses and spyware

GENERAL FRAUD WARNING
These are only two examples, but criminals are constantly creating new ways to commit fraud. Visit vpd.ca for more information.

TIP: BE SUSPICIOUS OF ANYTHING THAT SOUNDS TOO GOOD TO BE TRUE.
Know Your Canadian Bank Notes
ALWAYS LOOK AT TWO OR MORE SECURITY FEATURES WHEN CHECKING BANK NOTES.

**Polymer series (2011–13)**

- **Feel** the raised ink. **Feel** the smooth, unique texture of the note. It’s made from a single piece of polymer.
- **Look** for transparency through the large window and the outline of the frosted maple leaf window.
- **Look** at the details in the metallic portrait and building. **Flip** to see the metallic images on the other side.
- **Look** at the small numbers in the large window that match the note’s value. **Look** at the word “Canada” that is transparent and feels slightly raised.

**REMEMBER:** All five denominations in the *Polymer* series have the same security features.

**Canadian Journey series (2004–06)**

- **Tilt** the note: see numbers and maple leaves in the metallic stripe change colour.
- **Feel** the raised ink.

Hold the note up to the light and **look** through it. The following features are visible from both sides:
- a small, ghost-like image of the portrait appears
- irregular marks form a complete number (like a puzzle)
- dashes (on the back of the note) form a solid line

**REMEMBER:** All five denominations in the *Canadian Journey* series have the same security features.
BUSINESS FRAUD PREVENTION TIPS

COUNTERFEIT CURRENCY

If you receive a counterfeit note, what should you do?

- politely refuse the note, explain you suspect it may be counterfeit, and ask for another bill
- advise the person to check the note with the local police
- inform police of a possible attempt to pass suspected counterfeit money
- give the note to the police if the transaction has already been completed

For more detailed information, visit bankofcanada.ca or call 1-888-513-8212.

INFORMATION COURTESY OF BANK OF CANADA
GRAFFITI REMOVAL TIPS

GRAFFITI REMOVAL ASSISTANCE FOR PROPERTY OWNERS
Vancouver’s graffiti by-law requires property owners to remove graffiti within 10 days of receiving a notice from the City. Graffiti that remains after receiving a notice will be removed at the property owner’s expense.

HELP FOR CLEANING AND REMOVING GRAFFITI
• Free Paint Program
  Vancouver property owners can receive free paint for graffiti removal twice per calendar year. To get your free paint, contact Vancouver 3-1-1.

• Professional Graffiti Removal
  For a directory of businesses offering professional graffiti removal services, visit vancouver.ca/graffiti.

TIPS TO DETER GRAFFITI
• clean up any graffiti ASAP to deter additional vandalism
• apply a protective coating on your walls, which facilitates graffiti removal and preserves the original wall surface
• install motion detector lights to discourage vandals from tagging
• remove ways that vandals can climb onto the roof
• keep your property tidy

REPORT GRAFFITI
To report graffiti on public or private property, or for more information, call 3-1-1 or online at vancouver.ca/graffiti.

Report vandalism in-progress to 9-1-1.
THE RIGHT TO REFUSE SERVICE

When you open your store for business, you are inviting customers to come in and shop. However, this does not mean that you must serve a customer – nor does a customer have the automatic right to be served.

What are your rights?

You have the right to refuse service when a customer causes trouble, such as using foul language, causing a disturbance, threatening violence, or if they have caused similar problems in the past.

You do not have the right to refuse service based on prejudice against someone for things like their sexual orientation, their skin colour, or their culture.

What should you do when a customer causes trouble?

Begin by stating your wishes directly and clearly. For example: “You are not welcome here. I want you to leave my store.” Provide your reason to the customer and be firm when you speak.

What should you do if the customer does not leave?

If the customer refuses to leave, they are now trespassing.

If they are violent, call 9-1-1 and tell the call-taker that you have a hostile customer in your store who will not leave and who is continuing to cause trouble.

If they are not violent, call the non-emergency line at 604-717-3321.

If the customer leaves before police arrive, call the non-emergency line to cancel the call.
VPD CRIME PREVENTION PROGRAMS

LOG IT OR LOSE IT
This campaign encourages citizens and business owners to record their property in a manner that will help the police return the item to its rightful owner if recovered. Police recover thousands of items yearly that are auctioned off because the theft was never reported or the owners did not have a record of their property. Help the VPD change this by recording all of your property information.

RECORD IT!
Record your property on paper or on an electronic spreadsheet, supplying the following information:

- serial number
- make
- model
- colour
- any identifying or unique marks

Save this information in multiple locations that is easily accessible.

Visit vpd.ca for more information.

Advise your customers to record their property.

For additional crime prevention information, including “No Cash on Premises” decals, Log It or Lose It brochures or decals, or height strips, contact your local community policing centre.
OPERATION SECURUS: WHAT IS IT?
Operation SECURUS is a partnership between law enforcement and the business community. Its purpose is to identify, inform, and build relationships with businesses that provide services or products that could assist a criminal or terrorist group to carry out an attack, or any business that could be the target of an attack.

Businesses participating in Operation SECURUS become important links in our crime prevention efforts.

Operation SECURUS aims to protect people, critical infrastructure, and key resources throughout British Columbia.

For more information, visit operationsecurus.ca.
VANCOUVER BUSINESS IMPROVEMENT AREAS

Business Improvement Areas (BIAs) are specially funded business districts. They are managed by non-profit groups of property owners and business tenants, with a goal to promote and improve their business district.

Vancouver has 22 BIAs active in the community, promoting business, tourism, safety, and street beautification.

For more detailed information, visit vancouver.ca/biaprogram.

Contact the BIA Program Coordinator for enquiries or to start a BIA by dialing 3-1-1.

If you are not part of a BIA, consider getting to know your business neighbours to share information on suspicious activity and suspects.

Here is a list of active BIAs in your community available to assist you:

- Gastown
- Point Grey
- South Granville
- Strathcona
- Kitsilano
- Hastings Crossing
- Commercial Drive
- Cambie Village
- West End
- Yaletown
- Mount Pleasant
- Robson Street
- Kerrisdale
- Dunbar
- Collingwood
- South Hill
- Victoria Drive
- West Broadway
- Marpole
- Hastings North
- Downtown
- Chinatown

For detailed information about your local BIA, visit vancouverbiapartnership.ca.
VANCOUVER COMMUNITY POLICING CENTRES

CHINESE CPC
#106, 268 Keefer Street, V6A 1X5
Tel: 604-688-5030

GRANVILLE DOWNTOWN CPC
1263 Granville Street, V6Z 1M5
Tel: 604-717-2920

GRANDVIEW WOODLAND CPC
1977 Commercial Drive, V5N 4A8
Tel: 604-717-2932

HASTINGS SUNRISE CPC
2620 East Hastings Street, V5K 1Z6
Tel: 604-717-3584

WEST END COAL HARBOUR CPC
1267 Davie Street, V6E 1N2
Tel: 604-717-2924 or 604-717-2925

COLLINGWOOD CPC
5160 Joyce Street, V5R 4H1
Tel: 604-717-2935

KITSILANO FAIRVIEW CPC
78 - 1687 West Broadway, V6J 1X2
Tel: 604-717-4023

SOUTH VANCOUVER CPC
5435 Victoria Drive, V5P 3V9
Tel: 604-717-2940

VANCOUVER ABORIGINAL CPC
1719 Franklin Street, V5L 1P6
Tel: 604-678-3790

KERRISDALE OAKRIDGE MARPOLE CPC
6070 East Boulevard, V6M 3V5
Tel: 604-717-3434 or 604-717-3433
The Vancouver Police Foundation was created 40 years ago with a clear purpose: To fund crime prevention programs that are above and beyond the annual operating budget of the Vancouver Police Department. Since then, thanks to the support of the citizens and businesses of Vancouver, the Foundation has granted over $7 million towards more than 100 innovative programs – initiatives that have helped the VPD save lives and prevent crime.

VancouverPoliceFoundation.org