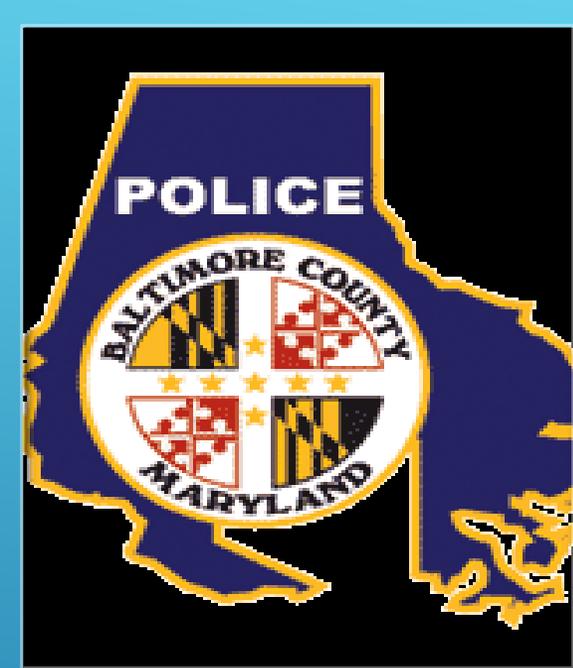




# PHARMACEUTICAL DIVERSION 2016

PRESENTED BY THE BALTIMORE COUNTY POLICE PHARMACEUTICAL DIVERSION  
TEAM: DETECTIVE NOEL ARCIAGA AND DETECTIVE JAMES VERMONT



## BALTIMORE COUNTY POLICE DEPARTMENT'S PHARMACEUTICAL DIVERSION TEAM

- Developed in 2004.
- The team was developed to investigate, arrest diversion suspects and bring together cases for prosecution specifically related to Drug Diversion.
- Investigations related to prescription fraud, diversion of pharmaceutical drugs, large scale prescription fraud writers and the manufacturing of fraudulent prescriptions, individuals and organizations which distributed and diverted prescription medications as well as criminal investigations related to doctors, nurses, pharmacist and pharmacy technicians diverting prescription medications.
- The team now consists of 2 supervisors and 5 detectives.
- Since 2005, the team has averaged per year between 200 to 500 cases for prosecution of diversion related crimes and organizations.

# TOP 10 STATES FOR PHARMACY ROBBERIES IN THE UNITED STATES 2014.

Just in a random **5-month period**, 382 US pharmacies reported armed robberies, according to data from the Drug Enforcement Administration. Here is a breakdown of the top 10 states for pharmacy robberies:

## Rank State # of Robberies

1	Indiana	68
2	Wisconsin	32
3	California	31
4	North Carolina	21
5	Georgia	12
6	Maryland	12
7	Texas	12
8	South Carolina	11
9	Tennessee	11
10	Arizona	9

Indiana has more than twice the number of pharmacy robberies as the next highest-ranked state, and it is on pace to experience a marked increase in 2015 from the 78 robberies it reported in 2014.

# BALTIMORE METROPOLITAN AREA ROBBERIES REPORTED TO THE DRUG ENFORCEMENT ADMINISTRATION IN 2015.

In the Baltimore City area there were over 20 reported robberies of pharmacies reported to DEA in 2015.

During the Baltimore uprising and demonstrations, 17 Baltimore City pharmacies were targeted and looted.

In the Baltimore County area there were 10 reported robberies of pharmacies in 2015.

Most of the robberies specifically targeted Schedule II Controlled Dangerous Substances such as Oxycodone, Vicodin and Hydrocodone.

Other schedule drugs of concern are Xanax, Alprazolam, Suboxone and Promethazine with Codeine.



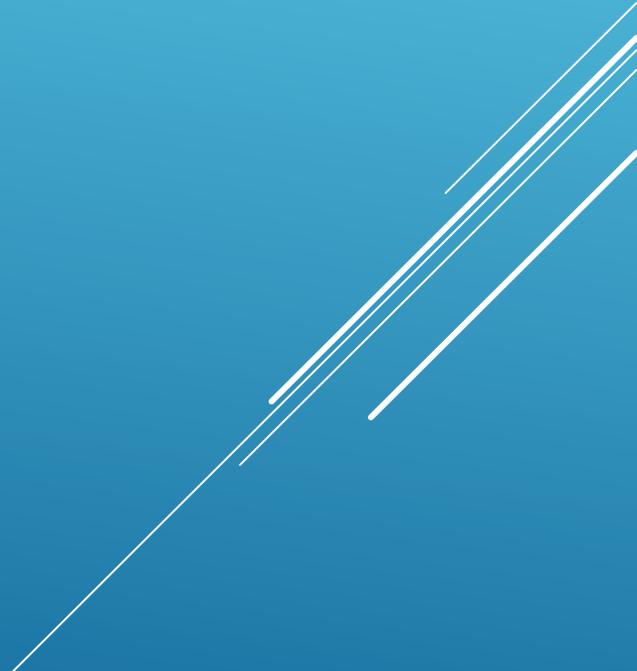
PHARMACY ROBBERY,  
BURGLARY and  
INTERNAL THEFTS

WHEN DEALING WITH PHARMACY ROBBERIES AND INTERNAL PHARMACY THEFTS, A PHARMACIST MUST TAKE A COMMON SENSE APPROACH TO PREVENT AND DETER THESE OCCURRENCES.

Here are some simple tips and suggestions that a pharmacy can perform to reduce the likelihood of a pharmacy robbery, internal theft or burglary.



# PREVENTION AND SUGGESTIONS: THESE RECOMMENDATIONS ARE TAKEN FROM THE PHARMACY TIMES NEWSLETTER:

- Know your customers and patients.
  - Have an alarm or duress button.
  - Install proper cameras.
  - Install Height markers.
  - Enforce store policies.
  - Communicate with your Local Law Enforcement Officers.
  - Lock up your Narcotics.
  - Protect your pharmacy with door and window alarms.
  - Have a good alarm system.
  - Greet your customers.
- 
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## KNOW YOUR STORE AND PHARMACY CUSTOMERS.

Most pharmacies have customers that are loyal to a particular store or pharmacy. These customers and patients are routinely in the store because they are from or live in the neighborhood. These customers shop at the pharmacy because it is convenient to them. Most of these customers are in that particular pharmacy several times a week or during the month.

Most pharmacy patients routinely use the same pharmacy because their insurance information is on file.

**So know your patients and your routine customers.**

# HAVE AN ALARM BUTTON OR A DURESS BUTTON.

In the event of a pharmacy robbery and to prevent any injury to yourself, other employees or patrons, have and know the places where your alarm button is placed. If confronted, you can indiscreetly push the button to notify Law Enforcement of a robbery in progress.

Sometimes telling the suspect that the Police were notified will scare the subject away.

# INSTALL A GOOD CAMERA SYSTEM.

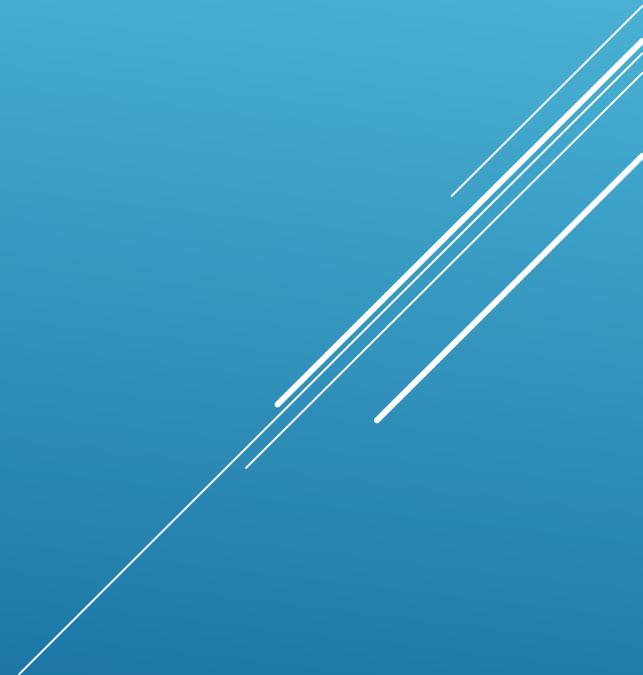
Camera systems are great for video taping the robbery or event when it occurs.

Have cameras that are installed that capture the suspect's facial image at the front door, the pharmacy counter, behind the counters, narcotics storage lockers and the parking lot for suspect vehicles.

Have cameras that look down but more importantly cameras that point at a suspects face. Counter level cameras and side views at the entrance doors.

Most suspects will wear a mask, wear a hat, tilt their head downward. A counter level pin-hole camera positioned properly will point directly at the suspect. (Eye-level).

Have an employee that knows how to work the camera system so that the images can be pulled immediately. Have an employee or manager on call that can immediately access the camera system.



Bad example of a surveillance photograph



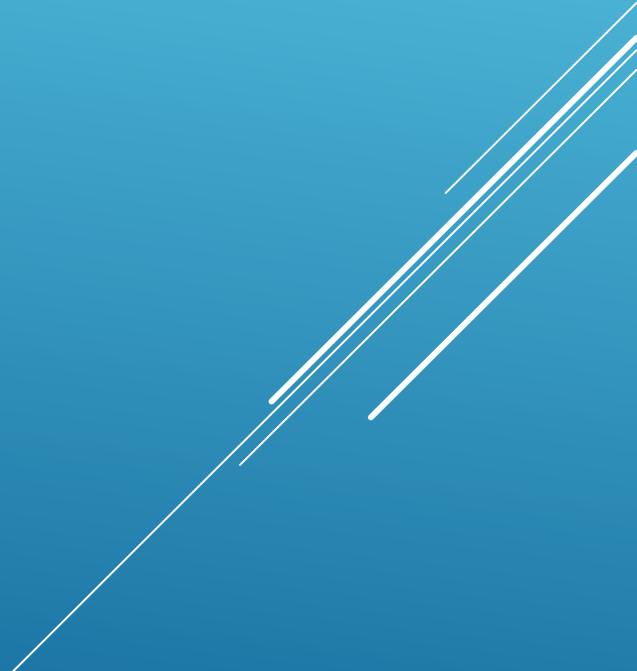
Good example of a surveillance photograph



INSTALL A GOOD VIDEO CAMERA SYSTEM.

## SET UP HEIGHT MARKERS OR INDICATORS.

Just like banks and convenience stores, have your pharmacies install height markers. Place them at the front doors, exit doors and any entrance into the pharmacy. Place these markers at the counters. All of these references will help law enforcement to identify a suspect. Often times, these markers will act as a deterrent to a robbery.

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# ENFORCE YOUR STORE RULES.

If you place signs in your pharmacies to serve your customers, “No shoes, No Shirt, No service.” “No raised hoods & sunglasses at the counter” “Identification must be presented to pick up a prescription.” **ENFORCE YOUR RULES.**

By enforcing these simple rules a robber is less likely to commit the act if they know they will be confronted.

Maintain accurate pharmacy logs and records of your scheduled Controlled Dangerous Substances and your high profile medications.

Scan and record Lot numbers of bottles of your scheduled Controlled Dangerous Substances and your high profile medications.

# GET HELP FROM THE POLICE

Ask a Police officer for a security survey to be conducted on your pharmacy where they will recommend cameras, lighting, placement of signs, window views, doors, locks, etc....

Meet and work with your PHARMACEUTICAL DIVERSION DETECTIVE in your area. Having the detective working on a consistent basis and frequently in your pharmacy working pharmaceutical diversion cases will prevent being targeted by criminals.

It will show that your pharmacy is often cooperating with local law enforcement to combat diversion and pharmaceutical robberies and thefts.

Get recommendations from local Law Enforcement officers on internal theft, burglaries and robberies.

# LOCK UP YOUR NARCOTICS.

While the store is open and operating, do not store all of your narcotics and high profile drugs and inventory in the same location. Vary your narcotic stock and stores. Don't put all 10's, 15's and 30-mg Oxycodone tablets in the same place. This also pertains to your Hydrocodone, Adderall, Xanax, Alprazolam.

Discuss with your local diversion detective the local trends and drugs in high demand. Discuss with them about theft and robbery prevention of pharmaceuticals that are being targeted on the street.

When closed, secure your narcotics in a locked area or safe. Make it hard for the criminal to break into the locked area. Have cameras pointed at that secured area. Provide good lighting. Strobe and alarm if opened without authorization.

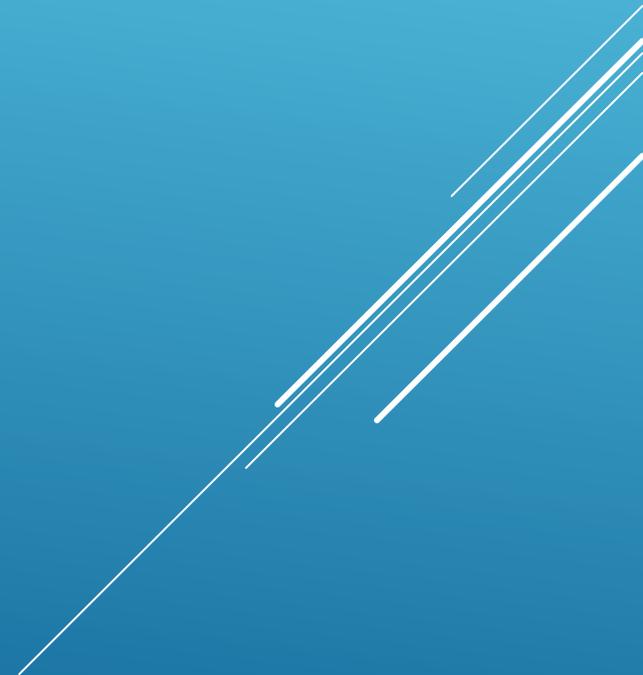
# PROTECT YOUR WINDOWS, DOORS, WALLS AND THE ROOF.

Protect and alarm all windows and doors.

Prevent a “smash and grab”. Concrete poles in front of your front doors.

Re-enforce your rear doors and windows.

Re-enforce the walls. Alarm sensors if the wall or roof is penetrated.



# HAVE A GOOD RELIABLE ALARM SYSTEM

For Burglaries that occur after hours, a good alarm and video system may stop a burglar. Be proactive, post and display that your pharmacy has an alarm system.

Your alarm should activate and be heard inside as well as outside of the location. The alarm should be tested at least twice a year to make sure it functions properly.

The system should cover the entire pharmacy area. Ceilings, roof, heating and A/C vents, windows and walls. Strong vibration sensors may help deter a burglar if the burglar is coming through the wall, ceiling or roof.

Video motion sensors should turn on and activate in your pharmacy area when a breach is committed. Have immediate access to the video system.

# GREET YOUR CUSTOMERS

Have your employees greet all of your customers upon entry into the pharmacy. By greeting your customers it shows your awareness to the customers and may strongly prevent robbers and look out teams from preparing to rob your store. The robber will think that once greeted a visual description can be easily obtained on the suspects.

Have regulations prohibiting clothing or clothing accessories that conceal and hide their face such as masks, gloves, wearing of sunglasses inside the store, bandanas concealing of their face.

Prevent small groups of individuals which distract employees.

For the pharmacist, greet your telephone calls, have a caller ID system.

Be aware of customers asking for certain brands of medicines.

Suspicious calls during the day or at closing hours.

# INTERNAL THEFTS

Most internal thefts and robberies are committed by someone who is familiar with the pharmacy, store policies and internal workings of the pharmacy.

DEA guidelines prohibits persons behind the pharmacy counters unless actively engaged in the actual distribution of medications. Technicians and cleaning personnel should not be mingling and working behind or between the pharmacy stores and shelves. A pharmacist being too relaxed and allowing technicians and cleaning persons behind the counters will result in a theft or loss.

# WHAT IF A ROBBERY OR BURGLARY DOES HAPPEN?

If a robbery is occurring:

Your safety and your employees safety is the most important thing.

Comply but do not overtly volunteer the location of narcotics and other drugs.

Look for specifics of the robber. Clothing, colors, tattoos, gender, approximate height and weights, characteristics of the robber and the actions they make.

Remember what they say, if a note is given, what it said. Try to keep the note if possible.

## BECOME A GOOD WITNESS

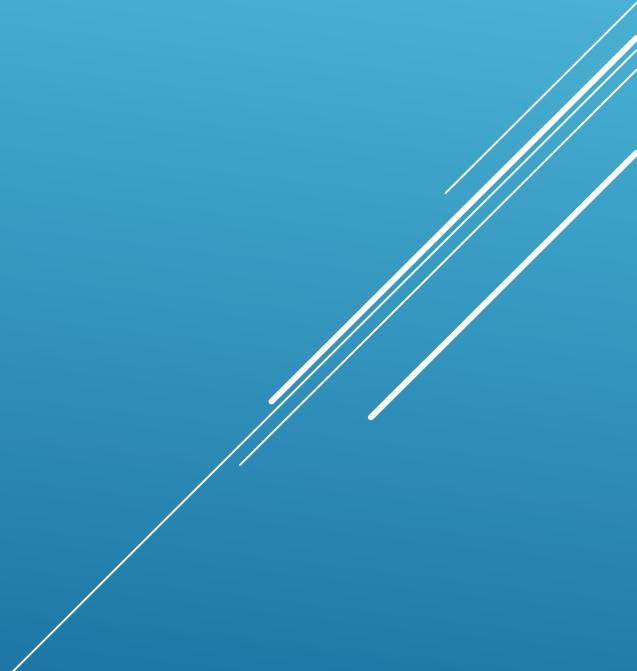
## WHAT SHOULD YOU DO AFTER A ROBBERY OR BURGLARY:

Immediately call 911. Notify your local Police Department.

Secure the scene for fingerprints. (High success rate of apprehension if finger prints are recovered).

Secure the note or any items of evidence.

Immediately assist in obtaining a video copy of the incident.

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# NEW TECHNOLOGY AND TRENDS

GPS bottles and racks. “Bait bottles that track and locate the bottle in real time”.

How does it work?

The GPS Tracker will sit on the pharmacy shelf in a standby state until it is moved. Once the tracker is in motion it will report its position to the GPS Tracking™ server once a minute.

New directional and zoom cameras. Cameras that capture eye level, point upward from counter level, exit cameras with the height markers...etc.

Mark your high profile narcotics and certain high profile drugs with a unique marked or stamp. This helps to identify stolen Controlled Dangerous Substance bottles and helps to link it back to your pharmacy.

Baltimore County Police Department’s “PHARMATREND”,  
[BCOPDpharmatrend@baltimorecountymd.gov](mailto:BCOPDpharmatrend@baltimorecountymd.gov): “Pharmatrend” was developed to assist the Baltimore County Police Department’s Diversion Team in communicating directly with the pharmacies conducting business in Baltimore County. With over 200 pharmacies operating in Baltimore County, the diversion team wanted an effective way to share information with their pharmacy personnel regarding pharmaceutical diversion trends and pharmacy related crimes occurring throughout Baltimore County and surrounding jurisdictions.

## 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.

DEA's collaboration with NABP in producing this pamphlet does not constitute an endorsement by DEA of NABP or its services.



U.S. Department of Justice  
Drug Enforcement Administration  
Office of Diversion Control  
[www.DEAdiversion.usdoj.gov](http://www.DEAdiversion.usdoj.gov)

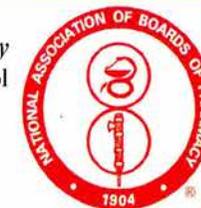


# Pharmacy Robbery & Burglary

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



Presented as a Public Service by  
DEA Office of Diversion Control  
&  
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).

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

## 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.