



PHARMACY THEFT AND ROBBERY

PREVENTION

DEA St. Louis Division

Tactical Diversion Squad

TFO Frank Magel

INTRODUCTION



DRUG ENFORCEMENT ADMINISTRATION

Task Force Officer

Frank Magel

Why so concerned about
Controlled Prescription
Drugs ?

In the 2016 National Drug Threat Assessment, the U.S. Drug Enforcement Administration reported:

“The threat posed by Controlled Prescription Drug (CPD) abuse is prevalent, and every year since 2002, the number of deaths involving CPDs has outpaced those for *cocaine and heroin combined*. According to the CDC, 52 people in the United States die every day from overdosing on prescription painkillers.”

CPD'S are highly addictive and will cause erratic and irrational behavior among users.



SAY NO TO DRUGS.....

Because if they are talking to you, You've had too much!!



Where's the money?



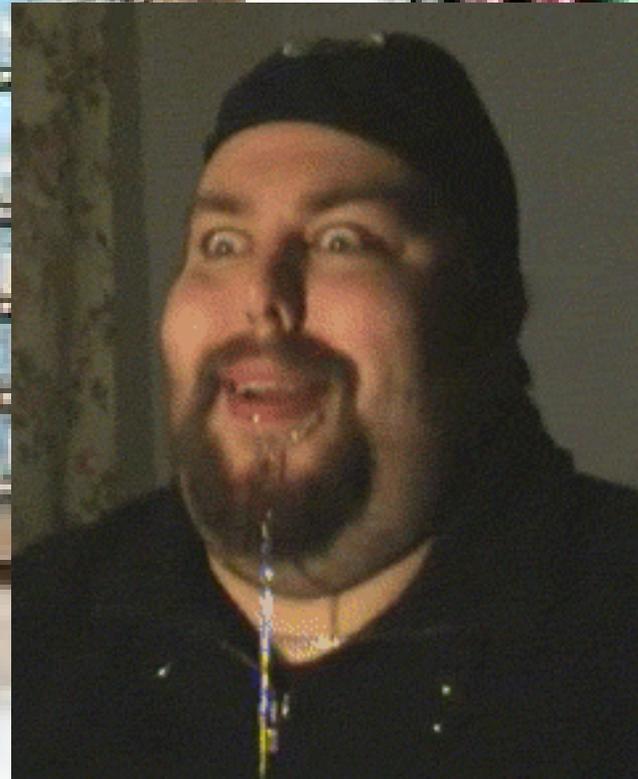
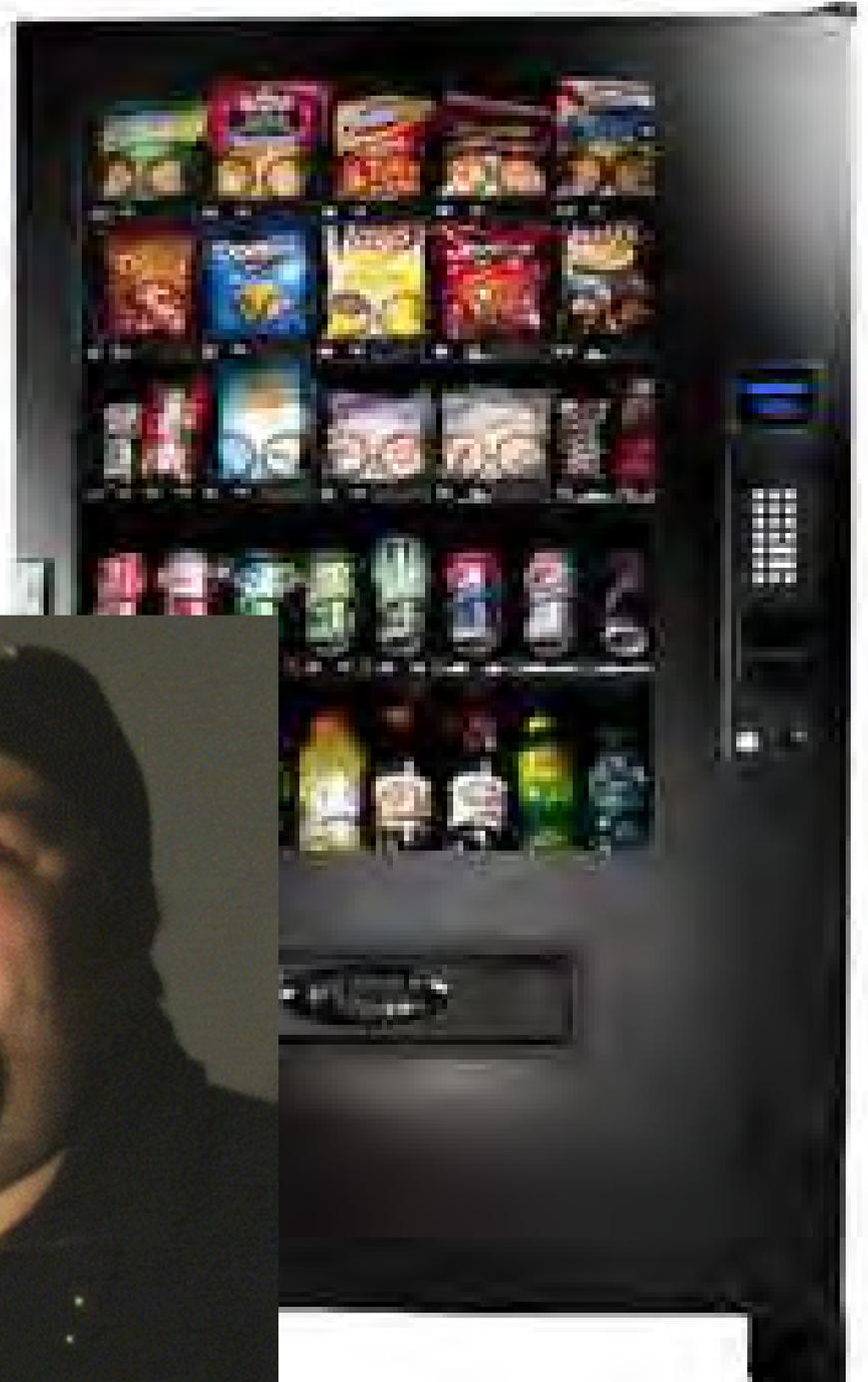
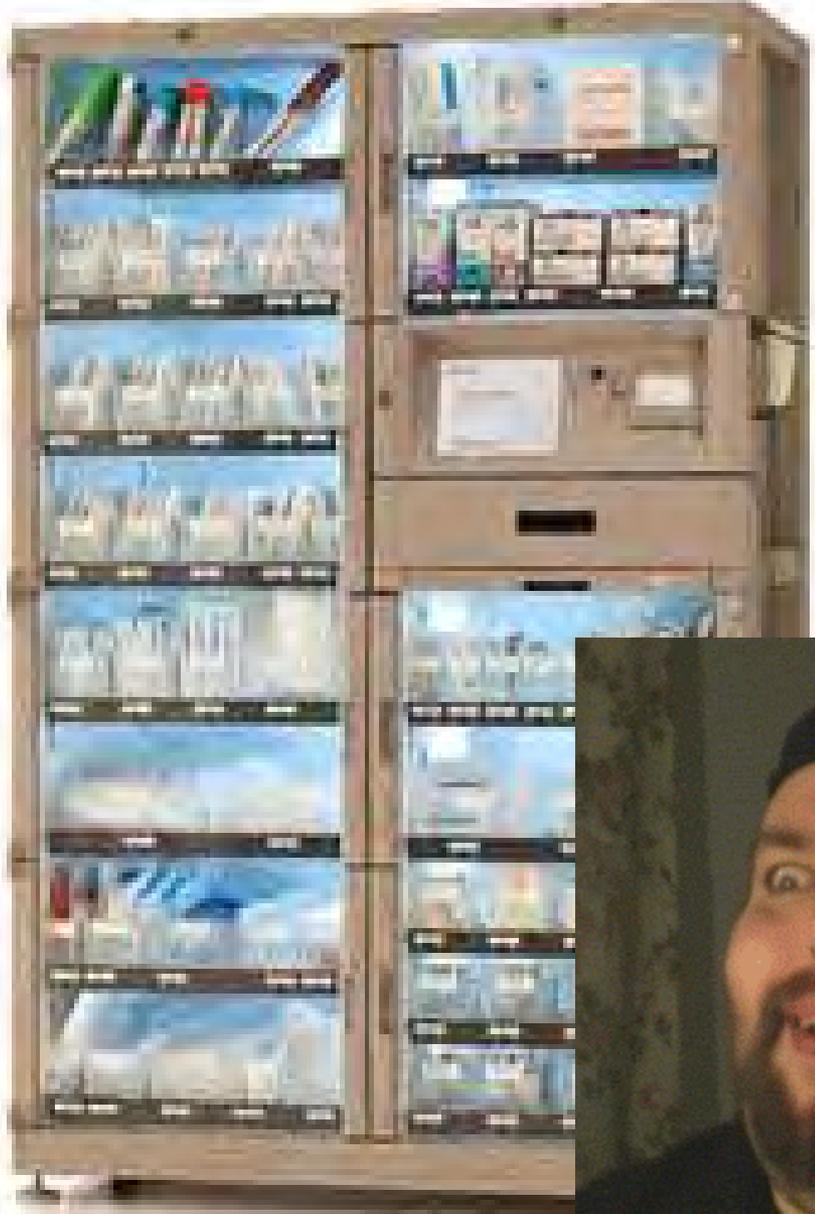





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THEFT, ROBBERY, BURGLARY

What's the difference?

n *THEFT*

When someone is allowed in an area and steals items in that area. (employees, customers)

n *BURGLARY*

When someone is not authorized in an area and steals items in that area. This pertains to marked offices / areas also.

n *ROBBERY*

Stealing by use of force or threat of use of force.

Pharmacy robbery in Dallas County ends with arrest

[Joey Aguirre](#), Des Moines Register

An armed robbery of drugs at a Dallas Center pharmacy ended with the arrest of a 33-year-old woman, according to a news release issued by the Dallas County Sheriff's Office.

According to the release, the Sheriff's Office was called for an armed robbery at 6:55 Friday night at the Medicap Pharmacy at 504 14th St. in Dallas Center. The caller said the robber had taken hydrocodone, an opioid pain reliever, and left.

Pharmacy employees told authorities that the woman was dressed in all black, had a black handgun and was driving a black Hyundai Sonata with dark window tint.

Deputies said they found the vehicle involved in a driveway in the 25000 block of U.S. Highway 169. With assistance from the Iowa State Patrol, Dallas County deputies searched the area, and after a short foot chase, they arrested Stacey Nichole Oliver.

She has been charged with robbery, two counts of attempted burglary, possession of burglar tools, two counts of criminal mischief and possession with intent to deliver a drug. The stolen hydrocodone was recovered along with the clothes and handgun that authorities allege Oliver used in the robbery.

Durant store owner held at gunpoint during armed robbery

- KWQC TV

DURANT, Ia. (KWQC) - Serving customers from throughout the Quad Cities, Westfair Drug in Durant has been around for several decades. Ron Spiva took ownership after his father-in-law retired nearly 20 years ago.

"We are an extremely busy pharmacy," Spiva said. "There are days where we are filling prescriptions about every two to three minutes solidly for nine hours." When Spiva first took over the business, his father-in-law gave him a piece of advice; if the store or its employees were ever in harms way, he urged Spiva to remain compliant.

"Everything you have is insured but people's lives, so give them what they want, be very nice to them, do everything they ask you to do and get them out of the building as quickly as you can."

Spiva hoped he'd never have to use that piece of advice, until Monday afternoon when a middle-aged man entered the store.

"We think maybe 20 minutes he was just looking around, he would pick up products look at them like he was going to buy something."

What do they want?

Opiates and Benzos

Opana

Oxycodone

Methadone

Percocet

Xanax

Valium

What do they look like?



Characteristics of a Pharmacy Robber

- Majority are white males
- 20 to mid 30's
- Majority are note passers
- Occurs within 45 seconds to 60 seconds.
- Wearing hats, sunglasses, concealing face.
- Small group of individuals





FMAB-1251-C Rx Pick Up
1/4/2014 16:14:03

4/2014 16:14:03







WHY DO THEY DO IT?

- n ADDICTION
- n EASY TO GET RID OF
- n VALUABLE ON THE STREET
- n HARD TO DETECT BY LAW ENFORCEMENT

What if I am Robbed?

- n Comply

Your safety and other employees is #1.

- n Look for and recall specifics of robber

- n Try to keep note if possible.

- n BE A GOOD WITNESS

THINGS TO NOTICE

- n RACE
- n HEIGHT
- n WEIGHT
- n DEFORMITIES
- n PIERCINGS
- n TATTOOS
- n HAIR
- n CLOTHES (Emblems, etc)
- n SKIN (scars etc.)
- n SHOES
- n LEFT HANDED?

What Should I do After the Robbery?

Call 911

Lock the store

Secure scene for

Fingerprints (Don't touch anything)

Secure note or other items.



Robbery Prevention

- n Thieves will look for a weakness in people, security and set up.

Install height markers at doors and back by pharmacy.

Physical set up of pharmacy (imagine if banks had cash on display)

Auto close door with buzzer

Good camera system.

Good camera placement (front door, parking lot, around store, AT PHARMACY COUNTER.)

Keep employees alert and greeting customers

Use signs to identify restricted areas.

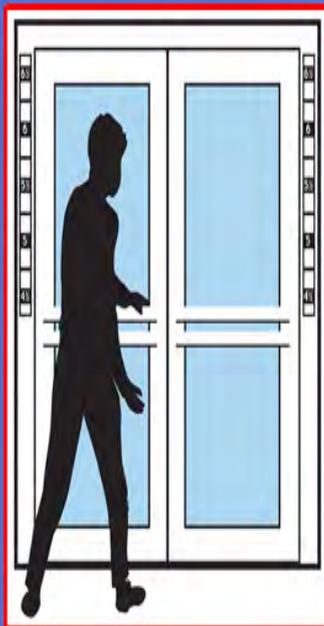
6½ 6½

6 6

5½ 5½

5 5

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**RESTRICTED
— AREA —**

**AUTHORIZED
PERSONNEL
ONLY**



SECURITY NOTICE

**THIS PROPERTY IS
PROTECTED BY
ELECTRONIC
SURVEILLANCE**



Limit access to narcotics.

Regularly inventory C II and C III
narcotics (Lortab).

Criminal background checks for all
pharmacy staff.

Awareness

Maintain inventory of controlled substances.

Monitor staff for changes in behavior, mood, etc.

Contact law enforcement if theft/burglary is suspected. Provide a detailed description of what was stolen.

Positively identify and record the identity of non pharmacy personnel who enter areas where controlled substances are kept.

Ensure lighting is adequate during business hours and after closing.

SOMETIMES

**IT JUST DOESN'T WORK
OUT FOR THEM**



GIFAK.NET



ForGIFs.com

50:41





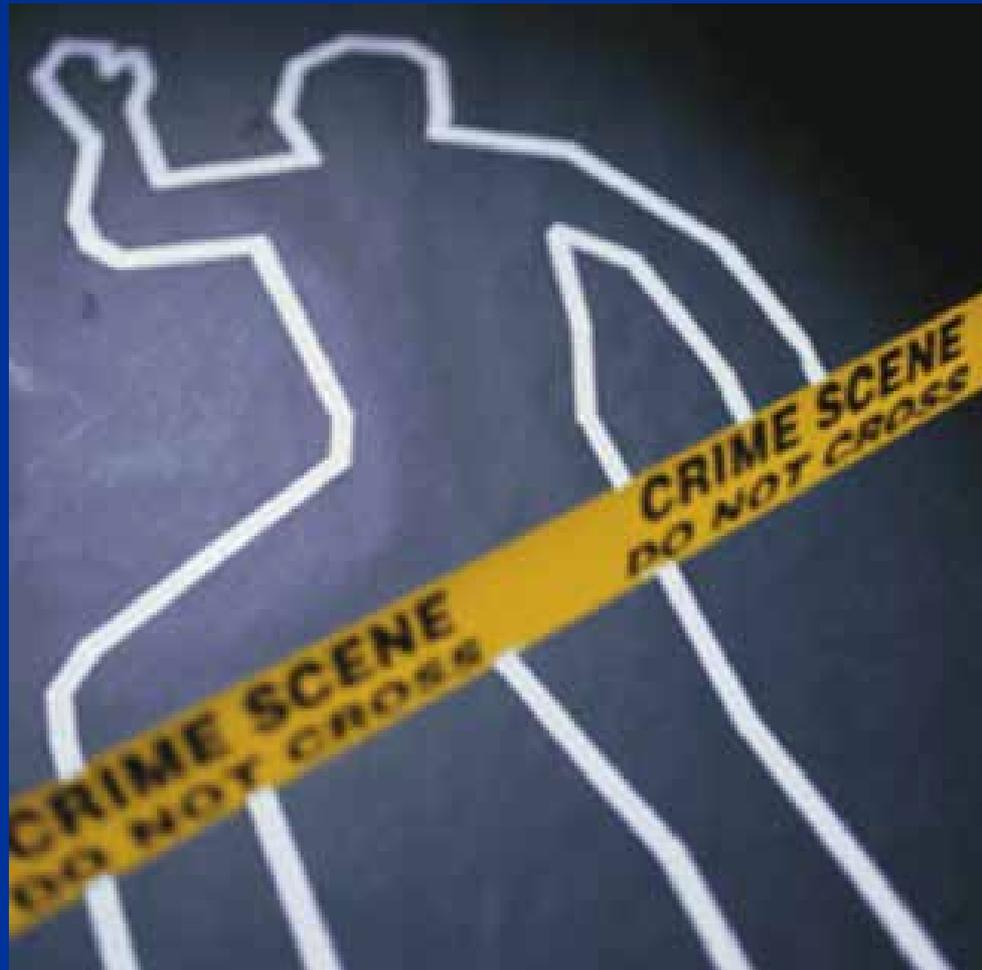


And the winner is.....



REMEMBER

NO MERCHANDISE IS WORTH DYING FOR



THANK YOU

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