KAMLOOPS CENTRAL BUSINESS IMPROVEMENT ASSOCIATION

CRIME PREVENTION PACKAGE

202-246 2nd AVENUE, KAMLOOPS, BC
250-572-3009
CAPTEAM@DOWNTOWNKAMLOOPS.COM

TABLE OF CONTENTS

PAGE

A letter from the CAP Team – Let's Talk Crime Prevention 1
What does the CAP Team do? 2
Aesthetic and Non-Emergency Advice 3-4
- Panhandling
- Panhandling Regulations
- Graffiti
- Dumpsters
- Alley Art Gallery

Crime Prevention Through Environmental Design 5
Dealing with Street Issues 6-7
- Broken Window Theory
- Tips for Communicating The 5 W's
- Street Issue Classifications

Commercial Security Measures 7-12
- Business Identification
- Warning Signs
- Landscaping
- Visibility
- Fences and Gates
- Security Lighting and Recommendations
- Building Design
- Mailboxes
- Doors and Locks
- Windows
- Property Identification
- 529 Garage
- Telephones
- Safes
- Key and Valuables Control
- Cash Handling Procedures

Protecting Your Business from Becoming A Target 13-14
- Intruder Alarm System
- Surveillance Equipment and Recommendations

Needles 15
Crime Prevention and ICBC 16
Volunteering with Crime Prevention 16
General Points on Crime Prevention 16
Conclusion 17
Commercial Security Self-Assessment 18-23
Incident Checklist 24
KCBIA Contact Information 25

CAP CUSTOMER CARE &patrol

This document was prepared by the Downtown Kamloops Customer Care and Patrol Team (CAP Team) with support from RCMP and Crime Prevention

LET'S TALK CRIME PREVENTION - The Customer Care & Patrol (CAP) Team

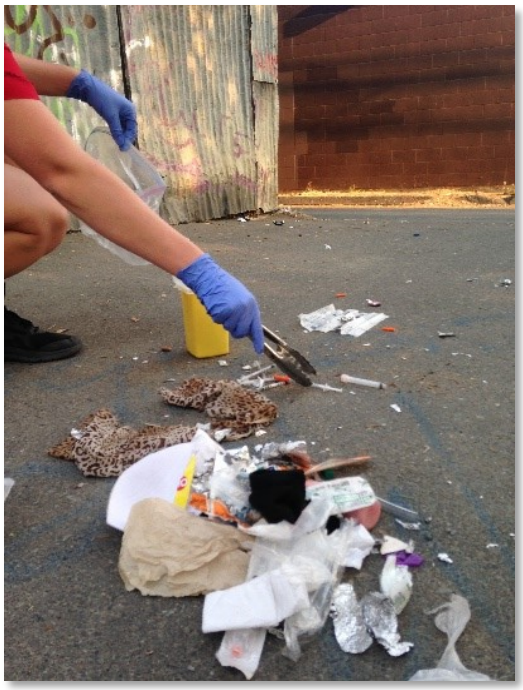
In all cities, the risk of experiencing crime is always present. However, there are strategies and infrastructure upgrades you can take to lessen or eradicate that risk around your business. Through our daily experience patrolling the streets of Downtown Kamloops, and frequent dealings and collaborations with the RCMP, By-Law, and Community Safety, we have assembled security advice that we hope you will find useful. This booklet contains general security advice taken directly from official sources and has been prepared for you to help mitigate crime around your business. Additionally, we (the CAP Team) have weighed in on these issues and provided further advice for crime-prevention and beautification.

This booklet is not meant to be a replacement for an official security or CPTED analysis (Crime Prevention through Environmental Design) but it does contain many useful tips which could improve the safety in and around your business. Establishing a safe environment is paramount, not only for owners and employees, but also to generate a relaxed welcoming environment for customers.

Please look through this booklet, and keep in mind that sometimes even the smallest changes can have great impacts. The more we work collectively to prevent crime downtown, the safer, happier, and more inviting our community will be for everyone. Crime doesn't have to happen here.

Sincerely,

Your CAP Team



WHAT DOES THE CAP TEAM DO TO PREVENT CRIME DOWNTOWN?

- Daily foot patrols of our area (1st to 10th Avenue – From Columbia Street to the Thompson River)
- Bike Patrols (weather-dependent)
- The team acts as a set of eyes and ears for law enforcement and social agencies
- Weekly hotspot reports for law enforcement and social service agencies
- Regular engagement with social and law enforcement agencies
- Removal of profane graffiti from public property
- Cigarette Waste Recycling Program
- Check-in with downtown businesses regarding safety concerns
- Wake up morning sleepers and make sure everything is clear for business
- Patrol alleyways and city parkades
- Regular patrols of Riverside, Memorial, Pioneer and Gaglardi Park
- On-site business assistance – loitering, aggressive panhandlers, etc.
- Provide Crime Prevention Packages to businesses
- Hazard disposal (needles, condoms, etc.)
- Safe walks to and from a downtown business or area
- Carry first aid kits
- Act as ambassadors for the community & so much more!

The CAP Team is available to call or text at 250-572-3008, 250-572-3009 and via email at capteam@downtownkamloops.com

AESTHETIC & NON-EMERGENCY ADVICE

PANHANDLING

Panhandling is legal in Kamloops, but it is regulated. Aggressive panhandling, which can be as simple as a panhandler approaching or asking a person for money more than once, is not tolerated under Kamloops' by-laws as well as under the provincial Safe Streets Act. If you have issues with a troublesome panhandler, we encourage you to call your CAP Team and we will attempt to sort out the issue. By-Law Services can be called if they are on public space and if they are on your private property, call the RCMP.

PANHANDLING REGULATIONS IN KAMLOOPS:

- No person shall panhandle on a street within 10 m of
  - an entrance to a bank, credit union or trust company
  - an automated teller machine
  - a bus stop
  - a bus shelter, BY-LAW NO. 24-38 PAGE 2
  - the entrance to any liquor store
  - the entrance to a movie theatre
  - the entrance to any church or place of worship
- No person shall panhandle from an occupant of a motor vehicle which is
  - parked
  - stopped at a traffic signal
  - standing temporarily for the purpose of loading or unloading
- No person shall panhandle at any time during the period from sunset to sunrise
- No person shall sit or lie on a street for the purpose of panhandling
- No person shall continue to panhandle from a person after that person has made a negative response

Every person who offends against any provision of this by-law, or who suffers or permits any act or thing to be done in contravention of, or in violation of, any of the provisions of this by-law, or who neglects to do, or refrains from doing anything required to be done by any of the provisions of this by-law, or who does any act or thing which violates any of the provisions of this by-law, shall be deemed to be guilty of an infraction of this by-law, and shall be liable to the penalties hereby imposed.

****Please note this is just a portion of the Panhandling By-law No. 24-38 2003 document and these by-laws are subject to change. Visit the City of Kamloops website for a complete list.****

GRAFFITI

Although Kamloops has a dedicated Graffiti Task Force, graffiti on your private property is ultimately your concern. There is simply too much graffiti to be handled by the city. As such, the responsibility for graffiti removal or repainting of a property lies with the owner.

Fortunately, there are ways to prevent or lessen the impact of graffiti. There are various types of anti-graffiti coatings, which allow for quick and easy removal of graffiti without repainting. Additionally, dealing with graffiti quickly helps prevent more, as per the principles of the broken window theory (see Page 7). Consistent removal within 24-48 hours sends a message and discourages re-tagging.

GRAFFITI TASK FORCE

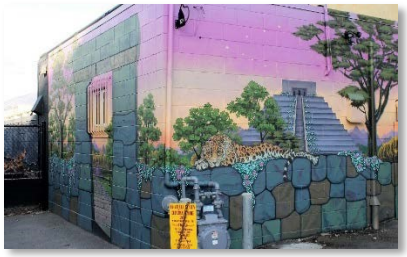
The Graffiti Task Force (a local non-profit organization) can be contracted out to businesses. It is important to remember that they are not City of Kamloops employees nor a City service. While they are contracted out by Parks and Recreation by the City, they will clean up the City parks first and, in some cases, they may meet with building owners if they face unwanted tags. Please note that services provided by the Graffiti Task Force are fee-based.

DUMPSTERS

Dumpsters pose several issues for the downtown core; they can be smelly if not picked up often enough, and if left unsecured they can attract Street Involved Persons (SIPs) or animals. Dumpsters at restaurants can quickly become a buffet that will be scattered about the alley, and other Dumpsters may be rooted through for clothes or small items. One of the most effective ways of cleaning up back alleys is to minimize dumpsters by sharing, frequent pickup, and most importantly, ensuring the dumpster is secured 24/7 when not in use. Talk to your neighbor about sharing!

ALLEY ART GALLERY

The Alley Art Gallery is a mural program for downtown businesses and property owners. The KCBIA took over this project in 2010.



The murals painted by local artists not only help beautify downtown alleys but also help eliminate graffiti coated problem areas for the future. Call us to see how you can get involved in this amazing program and help contribute to the beautification of our community!

CRIME PREVENTION THROUGH ENVIRONMENTAL DESIGN (CPTED)

- **What is CPTED?**
    - A proactive design philosophy built around a core set of principles that is based on the belief that the proper design and effective use of the built environment can lead to a reduction in the fear and incidence of crime as well as an improvement in the quality of life.

- **How can this occur?**
    - CPTED goes well beyond conventional approaches to safeguarding the environment by exploiting natural forms of surveillance, access control and territorial reinforcement in a deliberate attempt to present a psychological deterrent for the purpose of positively influencing human behaviour as people interact with the environment.

- **What are some potential benefits of CPTED?**
    - productive use of space ○ improved function and/or profit
    - reduced exposure to fear, crime, loss and liability ○ partnerships and problem solving
    - improved quality of life
    - major cost savings

- **What are the Three Major Principles of CPTED?**

1. **Natural surveillance** is commonly associated with the establishment of clear sightlines. This can include: lighting pathways, trimming back natural bushes combined with general landscaping, and strategic placement of sidewalk patios.
2. **Natural access control** is a design concept that is directed at decreasing crime opportunity. It is based on the simple premise that a person who is confronted with a clearly defined and/or strategically developed boundary, will typically show it some deference by respecting the way it guides and influences their movement as they transition from public through private space.
3. **Territorial reinforcement** states that the physical design can create or extend a sphere of influence so that users develop a sense of proprietorship that is noticeable to the offender. Territoriality often results in challenging behaviour.

Many of the possible changes in this Crime Prevention Package revolve around the three principles of CPTED and how this can help improve your business!

DEALING WITH STREET ISSUES

THE BROKEN WINDOW THEORY

There are multiple factors that tend to invite crime to areas, but a general rule of thumb is: If it looks like crime occurs frequently in an area, it will occur in that area. This is known as the Broken Window Theory, and a multitude of experiments have shown this generally holds true. So, keeping a property well-maintained, graffiti free, clean, and inviting, will help deter crime from the area. One important thing to remember is that the more crimes reported to the proper authorities, minor or otherwise, all build on the statistics for that area. More calls in will lead to more attention for our community, so be sure to call it in!

There are a wide variety of issues one can encounter when walking the streets of Kamloops: loitering, aggressive panhandling, graffiti, drug use…these are but a few of the many issues that could cause you, your staff, or your customers, to feel uncomfortable. Each issue must be assessed individually to find the ideal solution. This can involve attempting to handle a situation yourself or notifying more experienced resources. If you need assistance, please feel free to call the CAP Team and we can attempt to remedy the situation. That being said, it is a viable strategy to call these resources yourself, providing direct access to the authorities.

Although a street issue may not be classified as an "emergency", these "low priority" issues still need to be reported so downtown collectively becomes a higher priority.

CAP TEAM TIPS FOR COMMUNICATING WITH STREET INVOLVED PERSONS

- Build rapport, make small talk first
- Show that you are listening
- Talk with respect, and at their level (can be physically crouching)
- Ask for/use their name
- If you're comfortable asking them to move, explain why
- Use words like may, could and would
- Put safety first, have an exit
- Keep a distance of at least two arm lengths between you

THE 5 W's - When you call in a complaint to police it's important to address the 5 W's

- WHO
- WHAT
- WHERE
- WHEN
- WEAPONS

EXAMPLE: "Five males are fighting behind city hall right now with bats"

If the 5 W's are not initially answered the complaint taker will take control of the conversation and ask the appropriate questions. Keep in mind that 911 emergency calls take priority so don't be offended if you are put on hold more than once.

STREET ISSUE CLASSIFICATIONS

Emergency
- Violence, non-responsive individuals, fire, etc.

Non-Emergency
- Shoplifters, drunk in public, disruptive individuals, safety concerns

City Bylaws
- Aggressive Panhandling, parking, dogs, excessive property garbage

COMMERCIAL SECURITY MEASURES

The following pages provide breakdown and give helpful tips. We suggest you consider making some of these changes to help reduce risk for you, your business, and your staff.

BUSINESS IDENTIFICATION

- Your street/shop number should be prominently displayed at the front of your business
- The number should be a minimum height of 120 mm and be visible at night
- This should also be done in the back alley to ensure people know where your business is in case of an emergency

WARNING SIGNS

- Effective signage and/or directional signs should be considered to provide additional guidance to visitors in locating reception areas
- It can also assist in controlling activities and movements throughout the premises and grounds
- To reduce opportunities for criminal activity, post warning signs around the perimeter of business to warn intruders of what security treatments have been implemented, such as:
  - *Warning: Trespassers will be prosecuted*
  - *Warning: This property is under video surveillance*
  - *Warning: No large amounts of cash are kept on these premises*
  - *Warning: All property has been marked for police identification*

LANDSCAPING

- Keep trees and shrubs trimmed to reduce concealment opportunities and increase visibility when travelling to and from the business
- Remove obstacles and rubbish from property boundaries, footpaths, driveways, cars, parks, and buildings to restrict concealment and prevent offenders from scaling your building

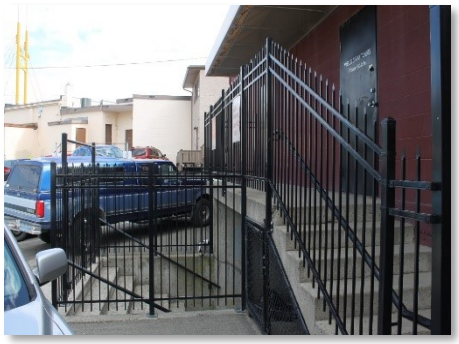
VISIBILITY

Often crime occurs in areas that are out of the public eye. Preventing access is often a solution, but in other situations this is just not feasible, and instead visibility improvements can make a drastic change. Clearing away underbrush, lighting, and alterations to fencing can all make an area more visible and less appealing for crime. Criminals do not want to be seen, so making sure that all shrubs are clear and properly lit will deter both loitering and potential crimes.

FENCES AND GATES

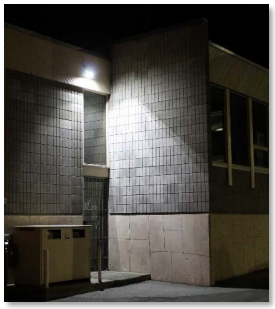
- Install quality security fences (preferably open-style fencing and gates of similar construction) around the perimeter of your business to clearly define the property boundaries and restrict access to prevent an offender from using the fence for concealment.
- Fences and gates should be maintained to assist with the protection of your property. All gates should be kept shut and locked when not in use.
- Information regarding types of locks can be obtained by contacting a reputable company or refer to the British Columbia Professional Locksmith Association for contacts in your local area.

Fencing is a great way to prevent crime around your business. Ensure that fences are properly maintained and presentable. Remember the Broken Window Theory (page 7) and make sure any issues are dealt with quickly; otherwise they may escalate in severity. Attempt to use solutions that preserve the aesthetic of your building, as solutions like razor wire may only serve to psychologically reinforce the presence of crime and serve as a detriment to space reclamation. Keep in mind that some fences only serve as deterrents rather than insurmountable barriers and if there are persistent issues, it might be a good idea to upgrade your fence (e.g. Iron-Bar Style versus Chain-Link)



SECURITY LIGHTING

- Install security lighting in and around your business, particularly over entry/exit points to create an even distribution of light with no glare (e.g., sensor lighting or floodlighting)
- Leave a limited amount of internal lighting on at night to enable patrolling police, security guards or people passing by to monitor activities within the business
- Ensure all exterior lights are aimed downwards. Lighting that shines directly at head height will cause glare, which in turn creates deep shadows and can interfere with proper vision for citizens and law enforcement. Colored lighting may also be effective in extreme problem areas. Blue light can often be used to prevent intravenous drug use in these areas, as it makes it nearly impossible to find veins.



LIGHTING RECOMMENDATIONS

There are many different styles of lighting to choose from, but it is generally recommended that you purchase a light with an attached photocell. This turns the light on and off depending on the surrounding light levels (i.e. with the night).

High Pressure Sodium (HPS) lamps and light emitting diodes (LEDs) are well suited for this, as they are quite efficient and long-lasting.

Halogen lighting is well suited for motion-activated security lighting, as it produces a very bright light and activates quickly. Overall, a photocell dependent system is ideal, as security lighting can be defeated by staying relatively still and can thus promote vagrancy at night.

Typically lighting up your business at night will cost you less than $100 per year. Remember that there are diminishing returns with perceived brightness, and above a certain brightness, additional lumens only serve to create glare and cost you more on your electric bill. It is far more efficient and safe, to have a greater number of lower wattage lights that gently illuminate your business.

BUILDING DESIGN

- The floors, walls, and ceilings should be of solid construction.
- The roof should be reinforced with mesh below the roofing to restrict access to the property and buildings.
- Maintain clear sightlines between the street, neighboring properties, and the buildings.
- Bollards or barriers can be installed to reduce unauthorized access.
- Counters should be designed to reduce the opportunity for assault of staff and unauthorized access.
- Consideration should be given to width, height, and location of the counter.
- Shelving within the business should be limited in height, or transparent, to increase natural visibility of the premises.
- Shelves should be positioned to maximize supervision from the counter area.

Preventing access to the roof of your business is key for crime prevention. Consider options such as roof fences and one-way gates at the bottom of fire escapes to restrict access. Measures such as these may prevent unwanted vagrancy, damage to signage by graffiti taggers, and general mischief. Also remember that building design issues not only affect you but also neighboring businesses; and issues that affect your neighbors tend to overflow and affect you. Be a good neighbor and collaborate to ensure your buildings and businesses are secure.

MAILBOXES

- Your mailbox should be secured, of solid construction, and comply with the National Building Code of Canada (fire regulations).
- Mail Flaps can often be utilized as a point of weakness. If present, they provide an access to the building for either stealing small items adjacent to the mail flap, and for mischief. Secured outdoor mailboxes (locked and immovable) can be used to replace mail slots if there are recurring crime issues.

DOORS AND LOCKS

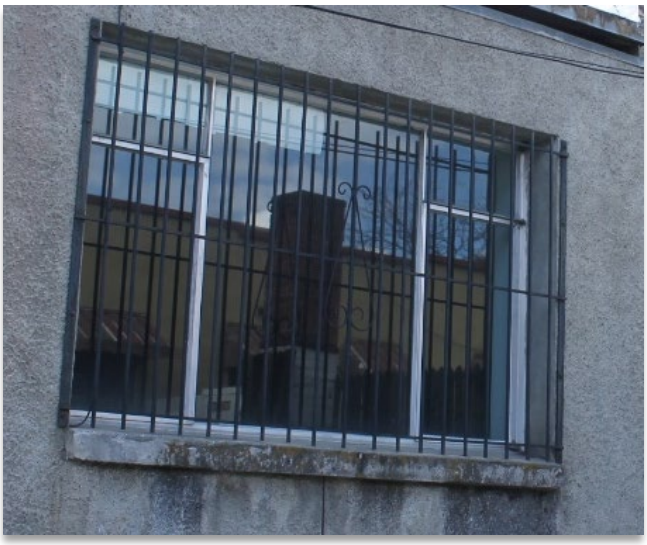
- A single-cylinder lock set is key-operated on the external side with a turn handle on the inside to enable occupants to escape in an emergency, such as fire or other life-threatening situations.
- External doors and frames should be of solid construction and comply with the National Building Code of Canada (fire regulations).
- Doors should be fit with single-cylinder lock sets which comply with the National Building Code of Canada (fire regulations).
- Ensure attention to door reinforcement is given to doors facing alleys

ADVICE FROM YOUR NEIGHBOURHOOD LOCKSMITH

Deadbolts are the most effective way to secure your door, but sometimes even doors with deadbolts can be susceptible to forced entry. Securing your door further can be done by installing a latch guard to prevent interference with mechanism via the doorjamb. It is always good to ensure that the strike (the metal plate that anchors the door) is firmly anchored to the building and is of solid construction (preferably metal). Having a solid strike prevents doors from being kicked-in and is often used on commercial and residential doors to prevent prying of the door and manual forced entry. Finally, a wrap-around door plate can be installed. These devices secure the mechanism from both sides. Depending on your lock, door plates can be installed that partially cover your lock mechanism, therefore making it inaccessible to wrenches that can twist deadbolts from your door.

WINDOWS

- Windows and frames should be of solid construction.
- Windows should be fitted with key-operated window lock sets to restrict unauthorized access.
- Glass may also be reinforced to restrict unauthorized access with a shatter-resistant film, replaced with laminated glass, quality metal grill or shutters.
- To increase surveillance opportunities to and from the business, no more than 15% of display windows should be covered with promotional material.
- Keep in mind the aesthetic of the building is also important and if window bars are required it is possible to fashion window bars in interesting designs; adding an artistic element as well as securing your business. Remember that the more a business looks to be a victim of crime, the more crime will occur.



PROPERTY IDENTIFICATION

- Record the description/model/serial numbers of property for easy identification.
- Back up property lists from the computer in case the computer is lost or stolen.
- Engrave or etch your property with a traceable number for identification, e.g., BRN (Business Registration Number).
- When you sell your property, place a neat line through your engraving to show that the engraving is no longer valid. It is also a good idea to give the person a receipt to prove the sale of the item.
- Photograph and record the details of unique items to aid in their recovery if stolen.
- Ensure that you have adequate insurance for the replacement of property.
- Your property list, photographs, and other documentation should be adequately secured (e.g., in a safe or safety deposit box).
- For items that cannot be engraved, it is suggested that you mark them with an ultraviolet pen. This marking is only visible under an ultraviolet (black) light.

529 GARAGE

529 Garage was built specifically for tracking stolen bicycles. If you register your bike using the app, you can include photos and information about your location. This makes finding stolen bikes much easier as it also sends out alerts regarding information about stolen bikes in your area. With more users on the hunt for bikes, the app is a powerful tool for finding stolen bikes. Even if you do not have one, you can still be on the lookout!

TELEPHONES

- Telephones should be pre-programmed with the emergency number 911 and your local police detachment number (250-828-3000) for quick reference.
- Telephone lines or boxes should be secured to avoid unlawful tampering.
- iPhone quick tip! If you press your lock button five times quickly, an emergency SOS slide appears on your screen, so you can easily call for help using emergency contacts. If you have emergency contacts set up, as soon as your call is done, your phone will send your emergency contact a quick text with your location warning them that you called emergency!
- Find My iPhone and other similar apps show your phones location should it be lost or stolen. With many unique features like giving you driving instructions on how to get to the phone as well as locking your phone and displaying custom messages on it, apps like these are very helpful and rely solely on a little bit of storage space and time to set up.

SAFES

- A safe designed and installed following the Canadian Standards Association should be utilized to provide additional security for money and other valuables.
- The safe should be anchored to the floor to prevent easy removal.
- The safe should have a drop-chute facility installed to enable staff to deposit money without having to open the safe.
- To restrict access, the safe should always be locked when not in use.
- Consideration should be given to using a time-delay facility to restrict access to the safe.
- The safe should be installed in an area away from public view, where access is limited.

KEY & VALUABLES CONTROL

- The control of keys and valuables is very important and should be closely monitored by management.
- A key register should be used to list which staff members have been issued with keys, the type of keys issued, and to what areas the keys access.
- The control of valuables is important, and a register should be used to record which staff members have been issued with valuable items such as a laptop computer, mobile phone, etc. These registers should be detailed and regularly maintained and audited.
- In addition, all valuables should be clearly marked with business details where possible, and serial numbers and other details should be recorded and stored in a safe place.
- To reduce the likelihood of theft and/or damage, try to limit the number of keys and valuables left unsecured and in plain sight of potential intruders.

CASH HANDLING PROCEDURES

- Establish clear and proper cash handling procedures within your business to reduce the opportunities for crime.
- Try to reduce the amount of cash your business deals with.
- Limit the amount of money carried in the cash drawer at any time (e.g., a $200 float).
- Lock cash drawers when not in use and clear money from the cash drawer on a regular basis, e.g., to a safe.
- Avoid counting cash in view of the public.
- Use a minimum of two staff when transferring money to financial institutions or consider using a reputable security company, especially when transferring large amounts of money.
- Where possible, limit cash amounts by installing electronic payments such as EFTPOS (electronic funds transfer point of sale).
- Avoid the use of conspicuous bank bags when transferring money as this can be a clear indicator to the thief.
- Avoid wearing a uniform or identification when transferring money.
- Establish a robbery-prevention program.

PROTECTING YOUR BUSINESS FROM BECOMING A TARGET

- Be aware of people who are not who they say they are. If anyone is asking about your business' security or saying they can enhance it, ensure that you see their credentials. To sell or install security products they need to have a valid security worker license. This protects you because this license indicates that a proper criminal background check on the individual has taken place. If they can't produce that license, get them out of your building!
- Gates are a common way for thieves to determine how vigilant you are with your security. It is quite common for thieves to open a gate to see how long it takes for you to notice. This applies to both business and to residential situations. A locked gate is a secure gate. If you have a security system on the premises and you want to protect a gated area, there are outdoor rated contacts that are available for such a case. We would be happy to discuss with you in more detail.
- Keep valuables out of your car and ensure that it is locked. Do not leave private documents, tools, laptops, phones and other valuables in view or even in the trunk. Loose change can create the opportunity for someone to break in. Remember: the car is the starting point. Once they have your address and other personal documents they now have access to your business, your home and your credit rating.
- Protect your perimeter! Door contacts are great and so are motion detectors. If you have lots of glass, look at a glass break sensor to increase the level of security on the premises.
- Keep tools secured. Ladders and other tools that are accessible are commonly used against the business that owns them. Don't create the opportunity!
- Service your alarm regularly. Contacts wear out, motion sensors commonly have bugs or debris around them. Save yourself the cost of dealing with a false alarm by contacting your provider to do a walkthrough to ensure your equipment is operating at its top performance.

This information was provided by Peace of Mind Security

INTRUDER ALARM SYSTEM

- As several premises have had telephone lines cut to prevent alarms being reported to the security monitoring company, a supplementary system such as Global Satellite Mobile (GSM) or Radio Frequency (RF) system should be used to transmit alarm signals by either mobile telephone or radio frequency.
- Consideration should also be given to incorporating a duress facility into the system to enable staff to activate the system manually in the event of an emergency, such as a robbery.
- The system should be tested on a regular basis to ensure that it is operating effectively.
- If you have a system installed within in your business, use it! Staff should be trained in the correct use of the system.
- Any alarm system should be manufactured and installed by a qualified, reputable company and function-tested regularly.

SURVEILLANCE EQUIPMENT

Surveillance cameras are an excellent measure to deter crime, aid in the prosecution of offenders, and prevent repeated targeting. For this equipment to be effective, it is important to have the cameras aimed properly, and to ensure your equipment has sufficient resolution to distinguish fine facial details. It is also useful to place height strips near doors and within view of a camera, to give a sense of scale.

- Surveillance equipment can enhance the physical security of your business and assist in the identification of people involved in anti-social or criminal behavior.
- Cameras should be installed in and around the business to maximize surveillance opportunities.
- Digital or video technology should be used to record images from the cameras.
- Recording equipment should be installed away from the counter area to avoid tampering.
- If you have an older system, it is important to remember that video tapes need to be replaced quarterly to maintain quality images.
- Installed surveillance equipment should be maintained in working order and tested regularly.
- If the surveillance system is installed, use it.
- Post signage such as, “Under 24 Hour Surveillance”, which serves as a notice and deterrent.
- Staff should be trained in the correct use of the system.
- Any surveillance system should be manufactured and installed by a qualified, reputable company and function tested regularly.
- Ensure that the requirements of the *Freedom of Information and Protection of Privacy Act* are adhered to.

SURVEILLANCE RECOMMENDATIONS

The type of surveillance equipment best suited for your business depends on your businesses specific needs. Cost is typically proportionate to the number of cameras required, and therefore varies with the size of your building and the number of entry points. When selecting a system, it is important to keep in mind what type of features best suit you, such as: remote access to live video, remote arm/disarm, mobile alerts, and scheduled events. Above all, it is recommended to install a digital system for video clarity, features, and ease of use. Due to the number of variables involved, it is recommended that you contact a local security company for an assessment and estimate.
Having a camera behind the till is very effective for identifying criminals. It is also very important to have continuous coverage from the entryway into the business where other cameras are operating. If there aren’t any blind spots in your system, it makes it much more effective for identifying suspects, and detecting crime.

NEEDLES

It's possible that you or your staff may encounter needles around your business. If you are comfortable picking up the needle, be aware on how to do it properly. Needles may contain blood borne pathogens such as but not limited to HIV and Hepatitis C.
Used sharps should be immediately placed in a sharps disposal container. You can purchase a SHARPS container from pharmacies or online; these containers are made of puncture-resistant plastic with leak-resistant sides and bottom. They also have a tight fitting, puncture-resistant lid and are marked with a biohazard label.

Find a thick plastic container if a SHARPS container is not available (e.g. a milk jug or liquid laundry bottle) and place the bottle on the ground near the item to be disposed of. Do not recap the syringe or break off the needle.

Use gloves with tongs or pliers to firmly grasp the plunger end. Use one hand and keep it in sight. Always point the sharp end of the needle down and away from you.

Do not hold the bottle in your hand while putting the needle in sharp-end first.

Tightly seal and bring the container to your local pharmacy or health unit OR call the CAP Team for pick up - 250-572-3009

Wash hands thoroughly with soap and water afterwards

If you or your staff are not comfortable picking up SHARPS objects, please call the CAP Team and we will dispose of them safely for you!

CRIME PREVENTION AND ICBC

Reducing vehicle theft and theft from vehicles continues to be a province wide challenge for law-enforcement agencies. Thieves will steal your vehicle, damage it, or take anything from your vehicle that they think may be of value. Some of the things that have been stolen from vehicles include:

- Satellite radios
- Tools
- Cell phones
- Sporting equipment
- Personal information that could be used to steal a person's identity
- GPS systems left on windows

Here are some tips from Crime Prevention that can deter crime and prevent you from being a victim!

- Do not leave any items in plain view
- It is not always best to lock items in the trunk as most newer vehicles have a trunk release switch
- Keep a clean glove compartment in case of a break in
- Have multiple copies of your registration
- Record make, model, and serial numbers of electronics in your vehicle for identification purposes.
- Remember to always lock your doors and roll up your windows!

INTERESTED IN VOLUNTEERING WITH CRIME PREVENTION?

If you can pass a police records check and would like to volunteer to assist in many beneficial programs such as Speed Watch and Citizens on Patrol you can call 250-376-5099.

GENERAL POINTS ON CRIME PREVENTION

- Some businesses or locations may require on-site security to enhance physical security.
- Security services may be used to randomly patrol your business, particularly in an isolated location.
- Sensitive materials, including confidential records, should be appropriately destroyed or secured, (e.g., confidential records should be shredded or disposed of through security destruction services).
- Computer passwords should be changed regularly to restrict access and avoid misuse by past and present staff.
- Emergency evacuation plans should be implemented and maintained by your business to assist staff and emergency services in the event of an emergency. This plan should be prominently displayed.
- Staff should be suitably trained in evacuation procedures.

CONCLUSION

The City's Crime Prevention Team, the Kamloops RCMP and the CAP Team all hope that with businesses using the recommendations contained within this document, criminal activity will be reduced and the safety of members of the community and their property will increase.

Thank you for your interest in improving the security of your business and preventing crime in our community.

If you require any further information on the subjects covered by the Commercial Security Self-Assessment, or would like an on-site security assessment, please contact City of Kamloops Crime Prevention Team at 250-571-3862.

CONTACT INFORMATION

CAP Team
Safety Patrol - (250)-572-3009
Ambassador - (250)-572-3008

Emergency Situations
Fire, Police, Ambulance - 911

Non-Emergency
RCMP - (250)-828-3000
By-Law - (250) 828-3409

CITY OF KAMLOOPS CRIME PREVENTION

COMMERCIAL SECURITY SELF-ASSESSMENT

The Commercial Security Self-Assessment is designed to help business owners, operators, and staff assess the security of their businesses. It covers potential areas of vulnerability and provides suggestions for adapting your security to reduce the risk of crime against your business.

Complete each question in the Commercial Security Self-Assessment.

The City's Crime Prevention Team and the Kamloops RCMP Detachment are committed to ensuring the safety of members of the community and their property. It is intended that use of the recommendations contained within this document may reduce the likelihood of criminal activity in and around your place of business. Use of the recommendations does not guarantee that all risks have been identified or that the area evaluated will be free from criminal activity if the recommendations are followed. Use of these recommendations is not intended to replace expert and specialist legal or security advice that may be relevant to your business.

Name:	
Organization:	
Address:	
City:	**Postal Code:**
Phone:	**Fax:**
Date:	**Time:**

QUESTION	YES	NO	N/A	COMMENT
Business Identification				
Is the business name clearly displayed?				
Is the business identifiable from the rear?				
Warning Signs				
Are there appropriate warning signs posted around the perimeter of the property?				
Are there appropriate internal signs to guide visitors?				
Are the signs clearly visible?				
Fences and Gates				
Are there boundary fences erected around the business?				
Are the gates fitted?				
Are the boundary fences and gates around the property able to restrict access?				
Are the boundary fences in good condition?				
Are the fences and gates of appropriate material?				
Is there a sightline through the fences from the neighbors?				
Is there a sightline through the fences from the street?				
Landscaping				
Is landscaping around the business free from potential hiding places?				
Is landscaping regularly maintained?				
Is the business free from landscaping that would provide offenders access to areas of the business?				
Security Lighting				
Can the business be seen from the street?				
Can the business be seen by its neighbors?				
Are there any blind spots that would be vulnerable to break-in or vandalism?				

QUESTION	YES	NO	N/A	COMMENT
Is there security lighting installed around the business?				
Is the security lighting operating?				
Are entry and exits well lit?				
Are pedestrian paths/routes well-lit from the street to the main building entrance?				
Are pedestrian paths/routes well-lit from parking lots to the main building entrance?				
Do you leave limited lighting inside the business on at night?				
Is lighting positioned in a way to reduce opportunities for vandalism?				
What type of light is used on site?	MH	HPS	LPS	OTHER
Is exterior CCTV used on site?				
Building Design				
Is the building of solid enough construction to restrict unauthorized access?				
Is the building secured to reduce the risk of vehicle ram raid?				
Is there adequate protection against entry via the roof?				
Are manholes secured?				
Is the height of the counter appropriate for the business?				
Are customers prevented from accessing the area behind the counter?				
Is shelving arranged to provide good sightlines within the store?				
Electrical Box and Mailbox				
Is the electrical box enclosed in a cabinet or room?				
Is the cabinet or room fitted with a lock set approved by the local authority?				
Is this cabinet or room kept locked?				
Is the mailbox fitted with an appropriate lock set?				

QUESTION	YES	NO	N/A	COMMENT
Doors				
Are the external doors of the business solidly constructed?				
Are these doors fitted with quality lock sets to restrict access?				
Are the entry and exit points clearly identified?				
Are all fire exits self-closing doors?				
Are all exit doors used appropriately by staff?				
Are at-risk doors locked always?				
Are external door hinges mounted so they cannot be removed?				
Can visitors be seen before access is allowed?				
Windows				
Are external windows to the business of a good construction?				
Are these windows fitted with quality lock sets?				
Are all windows free of promotional materials?				
Are skylights secured?				
Property Identification				
Have you recorded the make, model, and serial number of your business's items (such as mobile phones, computers, etc.)?				
Is all valuable property permanently marked with a corporate identifier?				
Is your property photographed for identification?				
Do you have insurance?				
Are your property list and photographs kept somewhere safe?				
Telephones				
Are your telephones preprogrammed with emergency contact numbers?				
Can the telephone line be unlawfully tampered with?				

QUESTION	YES	NO	N/A	COMMENT
Safes				
Do you have a safe installed?				
Is the safe securely anchored?				
Is the safe in an appropriate position?				
Does the safe have a drop-chute facility?				
Is the safe kept locked?				
Key and Valuables Control				
Do you maintain a key register?				
Are all spare keys secured?				
Are keys to the safe adequately secured?				
Have you supplied the RCMP with a current emergency contact list?				
Do staff have a location to secure their personal items?				
Does this location have restricted access?				
Cash Handling				
Do you have established cash handling procedures?				
Do you have a lockable cash drawer?				
Do you have irregular banking procedures?				
Is a company used to transport cash?				
Is money counted out of the public's view?				
Intruder Alarm Systems				
Is an intruder alarm system installed?				
Is the intruder alarm monitored?				
Does the alarm have a duress facility?				
Does the system work?				
Do you check the system on a regular basis?				
Does the alarm system need upgrading?				

QUESTION	YES	NO	N/A	COMMENT
Does each employee with alarm access have their own code?				
Are employee alarm codes deleted after their employment ends?				
Are employee alarm codes kept confidential?				
Surveillance Equipment				
Do you have surveillance equipment installed?				
Is footage recorded on video?				
Are videos kept for a minimum of seven days?				
How many days of images are stored?				
Are cameras monitored on site?				
Does the business have a customer TV monitor?				
Is the business free of dummy cameras?				
Does the camera system need upgrading?				
Are the cameras suitably positioned?				
General				
Do you have on-site security services?				
Do security services patrol your site?				
Are sensitive documents appropriately destroyed?				
Are computer passwords changed regularly?				
Do you have an emergency evacuation plan?				
Do staff understand the plan?				
Are garbage and recycling bins suitably located?				

INCIDENT CHECKLIST

Have you ever had an incident occur at your business and been unable to offer the proper details to the authorities after the fact? Well this is a common occurrence. Most of the time, we get caught up in exciting situations and often forget what to look for and remember. This checklist is a great summary of what to look for during an incident, so the RCMP can be more effective and may provide a greater chance to resolve issues.

INCIDENT CHECKLIST

Date: _____ Time: _____

Location: _____

☐ Burglary ☐ Auto Theft ☐ Damage
☐ Theft ☐ Theft from Auto ☐ Other
☐ Suspicious Activity ☐ Assault

Suspect Vehicle

License No: _____ Vehicle Make: _____

Vehicle Model: _____ Colour: _____

☐ Car ☐ Truck ☐ SUV
☐ Van ☐ Motorbike ☐ Bicycle
☐ Commercial Vehicle
☐ Other _____

Suspect Person

☐ Male ☐ Female Approx Age: _____

☐ Tall ☐ Short Approx Height: _____

Complexion		Build		Hair	
☐ Sallow	☐ Pale	☐ Thin	☐ Medium	☐ Short	☐ Long
☐ Medium	☐ Olive	☐ Muscular	☐ Stocky	☐ Curly	☐ Straight
☐ Dark	☐ Spotty	☐ Fat	☐ Obese	☐ Balding	☐ Bald

Hair Colour : _____ Eye Colour : _____

Clothing : _____

Beard/Moustache - Colour : _____ Glasses - Type : _____

Tattoos - Type: _____

Explain what you saw, suspicious circumstances, direction of travel etc. If further space is required, please use the back of this form. Be accurate with details — Don't guess:

_____

_____

_____

Emergency ~ 911 Non-Emergency ~ Kamloops 828-3000

KCBIA CONTACT INFORMATION

ADMINISTRATOR:
Office: (250)-372-3242
admin@downtownkamloops.com

EXECUTIVE DIRECTOR:
carl@downtownkamloops.com

EVENTS, MARKETING AND BRAND MANAGEMENT SPECIALIST:
events@downtownkamloops.com

CAP TEAM:
Safety Patrol: (250)-572-3009
Ambassador: (250)-572-3008
capteam@downtownkamloops.com

YOU CAN FIND A COPY OF THE CRIME PREVENTION PACKAGE AT:
www.downtownkamloops.com

DOWNtown
KAMLOOPS