



## West End – Coal Harbour Community Policing Centre

1267 Davie Street

Vancouver, British Columbia V6E 1N4

604-717-2924 (Office) [info@wehcpc.com](mailto:info@wehcpc.com) (Email)

March 27, 2020

Dear Merchants,

The Vancouver Police have announced an increase in Commercial Break and Enters in the area. It is believed businesses are being targeted because thieves are aware closures are in effect due to the COVID-19 pandemic. In light of this we would like to remind you of some tools to prevent break-ins.

Following is a checklist containing actions to perform as a security audit of your business. The checklist also contains suggestions on how to secure your business using long-term measures. *This is meant as a guideline.* It is not required that you complete all the suggestions but rather you consider them as part of your overall security plan. We appreciate there are time and costs involved with some of the action items.

Perhaps the most important step to take to prevent crime is **to remove all valuable items from sight.**

Once you have completed the checklist, we encourage you to print the attached notice and affix it to the most visible area in your business *from the inside facing out.* The front door and/or street front window at eye level is an ideal location. Additionally, we have a limited number of window clings available at our office which state "No Cash on Premises After Hours". If you require one of these to display, *in addition to the attached notice,* please call us and arrange for a contactless pickup from one of our employees.

We are available by phone (604-717-2924) and email ([info@wehcpc.com](mailto:info@wehcpc.com)) from Monday to Saturday, 10:00am-6:00pm

Thank you,

Aleya Trott

Executive Director, West End-Coal Harbour Community Policing Centre

## Notice from the West End-Coal Harbour Community Policing Centre

The Vancouver Police Department has noticed an increase of **Commercial Break and Enters** in your Business Improvement Area. For more information, please refer to [GeoDash.vpd.ca](https://geodash.vpd.ca) to view crime maps and a more detailed illustration of crime trends in your area and throughout Vancouver.

### Security Audit Checklist

This is a guideline to help prevent theft and after hours break-ins.

- ☐ Be aware of loiterers and any suspicious behaviour during business hours. If noted, acknowledge individuals/groups and ask if assistance is needed.
- ☐ Ensure employee and storage areas are secure at all times.
- ☐ Print and display signs advertising your security methods, including real or implied surveillance, and fines imposed for criminal behaviour. For signage suggestions, please contact us.
- ☐ Fasten tip jars and collection boxes to the counter.
- ☐ Check all doors and windows, including ceiling and/or rooftop entrances, to ensure they close and lock securely. Consider posting "Alarm Activated When Open" signs on underused or out of sight doors.
- ☐ Entrances should have a deadbolt with a minimum one-inch bolt and a saw-resistant insert.
- ☐ Check and replace light bulbs to ensure all entrances have proper overnight lighting.
- ☐ Do not prop open unattended doors or windows.
- ☐ \*Log It!<sup>1</sup> – Record property on a paper or electronic spreadsheet. Make sure to include at least the following information for each item:
  - Serial number
  - Make & model
  - Colour
  - Any identifying or unique marks
  - Photographs
- ☐ Ensure your alarm company has an up-to-date emergency contact list.
- ☐ Test video surveillance and recording equipment to ensure good quality images and the actual areas/view being captured. Adjust if necessary.
- ☐ Ensure on-duty staff know how to operate the video surveillance recording equipment, including how to download a copy of video for the police.
- ☐ **Remove all merchandise displayed near the window and in your store during non-business hours.**
- ☐ At closing, cover back displays and showcases with either a dark cloth or sheet or one that is of a similar colour to the interior of your business.

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<sup>1</sup> \*Note: Log It or Lose It property recording sheets are available at the Community Policing Centre. Please call us and arrange for a contactless pickup from one of our employees

- ☐ Display an empty cash register tray at the door, if that is an option.
- ☐ Check to make sure bathrooms, change rooms, and similar self-containing areas are empty when you leave at night.
- ☐ Apply or install glass protection for store windows and doors, such as polycarbonate sheets, bars, or roll-down covers.
- ☐ Invest in an alarm system and/or CCTV system if one is not already in use.
- ☐ Work with your neighbouring businesses to share the cost of hiring overnight or mobile security or patrol.

If your business is closed temporarily, designate someone to collect the mail, sweep and remove litter in recessed entranceways, and remove dirt or soiling on windows and ledges. A space that is tidy suggests someone is watching over and caring for your business in your absence.

If your business is still operating, look out for your neighbours. Please help to keep our community and businesses safe!

### **Your Resources:**

- For a crime in progress, call 911.
- For suspicious behaviour call 911.
- Nuisance or trespassing call the Vancouver Police Non-Emergency Line 604-717-3321.
- For discarded needles, call the Needle Pick Up using 604-657-6561.
- For excessive garbage and/or encampments on sidewalks and in front of businesses, call the City of Vancouver using 311 or report using the City of Vancouver app VanConnect. Photos of offending sites can be uploaded into the VanConnect app. The app is available on Android and Apple devices.
- To alert the Neighbourhood Police Officer/Community Policing Centre of non-emergency issues that have already been reported using the above means, call the West End-Coal Harbour Community Policing Centre 604-717-2924. The NPO/CPC can assist with follow up and long-term oversight of problem areas.
- For updates on support and assistance with advocacy on behalf of your business, call the Robson Business Improvement Association using 604-669-8132.

Thank you for your assistance.