



Canada's Tournament Capital



# BUSINESS WATCH

## CRIME PREVENTION GUIDE

Business Watch is a partnership program between the City of Kamloops, RCMP, and local businesses to reduce the threat of crime and enhance the sense of safety and security. The program aims to develop an environment where crime cannot flourish in our business and shopping districts.

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# CONTACT INFORMATION

## **Kamloops RCMP Detachment**

560 Battle Street, Kamloops, BC, V2C 6N4  
Telephone: 250-828-3000

## **Victim Services**

915 7th Street, Kamloops, BC, V2B 2W7  
Telephone: 250-828-3223

## **North Shore Community Policing Office**

915 7th Street, Kamloops, BC, V2B 2W7  
Telephone: 250-376-5099  
Email: kamloops\_crime\_prevention@rcmp-grc.gc.ca

## **Kamloops Central Business Improvement Association**

#202 246 2nd Avenue, Kamloops, BC, V2C 2C9  
Telephone: 250-372-3242  
Email: info@downtownkamloops.com

## **North Shore Business Improvement Association**

115 Tranquille Road, Kamloops, BC, V2B 3E8  
Telephone: 250-376-2411  
Email: jeremy@nsbia.com or patti@nsbia.com

## **Kamloops Chamber of Commerce**

615 Victoria Street, Kamloops, BC, V2C 2B3  
Telephone: 250-372-7722  
Email: mail@kamloopschamber.ca

## **Community Services**

1303 Mission Flats Road  
Telephone: 250-828-3409  
Email: communityservices@kamloops.ca



# HOW TO REPORT CRIME

## Emergency:

Call 911 if you have an emergency that requires immediate action from police, ambulance, or fire. This includes in-progress crime, or if someone's health, safety, or property is in jeopardy.

## Non-Emergency:

**Report Online:** The online reporting tool allows citizens a faster way to report less serious crimes.

### Crimes that can be reported online include:

- lost or stolen items under \$5,000
- property damage or vandalism that will cost less than \$5,000 to repair
- report a driving complaint that is not in progress; complaints including speeding, distracted driving, or failing to follow road signs or signals
- your licence plates or decals are lost or stolen
- crimes that have happened within the jurisdiction of the Kamloops RCMP

**NOTE:** Crimes with suspects, injuries, or concerns for health or safety may not be reported online.

**What you need to file an online report** (*takes approximately 15 minutes*):

- address
- phone number
- valid email address

Visit [ocre-sielc.rcmp-grc.gc.ca/kamloops](https://ocre-sielc.rcmp-grc.gc.ca/kamloops) to report and learn more!

**If you are not experiencing an emergency, and your report does not fit the criteria for online reporting, please phone the RCMP non-emergency line at 250-828-3000 to make a report.**

## Community Services:

Call **250-828-3409** if you are reporting aggressive panhandling, parking violations, dog bylaw violations, excessive property garbage, or transient camping. For more information on City bylaws, visit: [Kamloops.ca/CommunityServices](https://Kamloops.ca/CommunityServices).



# SUSPECT IDENTIFICATION

## The 5 W's

When you call in a complaint to police it is important to address the following:

- **WHO**
- **WHAT**
- **WHEN**
- **WHERE**
- **WEAPONS**

### EXAMPLE:

“Five males are fighting behind City Hall right now with bats.”

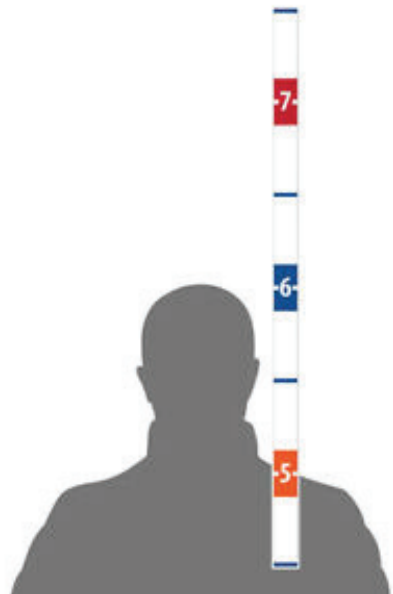
If the 5 W's are not initially answered, the complaint-taker will take control of the conversation and ask the appropriate questions. Keep in mind that 911 emergency calls take priority. Do not be offended if you are put on hold more than once.

Install height strips on major entryways/exits. These are useful for getting an approximate height for suspects leaving your business.

If the suspect leaves, then note their direction of travel.

If the suspect gets into a vehicle note:

- colour of vehicle
- make of vehicle
- model of vehicle
- approximate age of vehicle
- licence plate number
- body damage or decals
- direction of travel





# SUSPECT IDENTIFICATION CHART

## APPEARANCE

HEIGHT: \_\_\_\_\_ WEIGHT: \_\_\_\_\_ RACE: \_\_\_\_\_

HAIR COLOUR / STYLE / LENGTH: \_\_\_\_\_

SEX: \_\_\_\_\_ AGE: \_\_\_\_\_ BUILD: \_\_\_\_\_

FACIAL HAIR: \_\_\_\_\_

## CLOTHING

DESCRIPTION: \_\_\_\_\_

COAT OR JACKET STYLE / COLOUR: \_\_\_\_\_

HAT COLOUR / STYLE: \_\_\_\_\_ LOGO / MARKINGS: \_\_\_\_\_

SHIRT COLOUR / STYLE: \_\_\_\_\_

PANTS COLOUR / STYLE: \_\_\_\_\_

SHOES BRAND: \_\_\_\_\_ COLOUR: \_\_\_\_\_

SCARS, MARKS, TATTOOS: \_\_\_\_\_

\_\_\_\_\_

**NOTES:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

# CRIME PREVENTION THROUGH ENVIRONMENTAL DESIGN (CPTED)

**What is CPTED?** Pronounced (SEP-TED)

CPTED is a proactive design philosophy that is built around a core set of principles based on the belief that 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.

## The Crime Triangle:

CPTED allows the “opportunity” to be removed, which decreases the likelihood of crime occurring.



## What are the 4 principles of CPTED?

- natural access control
- natural surveillance
- territoriality
- maintenance and management

**Natural Access Control** is a design concept that is directed at decreasing the opportunity for crime based on the premise that an individual confronted with a clearly defined boundary will likely show deference, and respect the way it guides and influences their movement as they transition from public to private space.

## Practical application includes the following:

- control how people enter and exit the space
- remove potential targets
- creates a higher perception of risk for the potential offender
- criminals weigh the risk versus return



**Natural Surveillance** is the establishment of clear sightlines that allow for visibility which reduces the likelihood of crime occurring.

**Practical application includes the following:**

- see who enters and exits the space
- improve visibility through windows
- use proper lighting
- integrate mixed-use spaces to aid in 24-hour surveillance

**Territoriality** implies that a space's physical design can create or extend a sphere of influence so users develop a sense of ownership that is noticeable and will challenge behaviour.

**Practical application includes the following:**

- create defensible space
- create a sense of private ownership
- personalise the space through artistic design, furniture, colour
- use cues that indicate the separation of public versus private space

**Maintenance and Management** is the expression of ownership of property that demonstrates a sense of pride and caring about the community.

**Practical application includes the following:**

- provide cues to the public to indicate the space is watched
- demonstrate pride in the space
- demonstrate the intolerance of undesirable behaviour in the space



# BUSINESS WATCH PROGRAM

Business Watch is a free, voluntary program designed to enhance communications between the RCMP, the City of Kamloops, and the business community in an effort to reduce and prevent crimes against businesses. It involves businesses taking systematic steps to reduce opportunities for crimes in and around business locations.

Business Watch is operated out of the North Shore Community Policing Office by trained staff and Crime Prevention volunteers.

## Services:

### 1. Safety Analysis:

Our team can conduct a Safety Analysis of your business and offer recommendations on improvements and/or training to reduce the likelihood of your business being victimized by crime.

### 2. Crime Prevention training on:

- shoplifting prevention
- robbery prevention
- fraud and scam prevention
- counterfeit currency identification
- how to report crime

3. Operation Identification – marking all equipment, machines, and other valuables with traceable identification for deterrence and tracing.

Businesses engaged with the Business Watch Program will receive a decal for their storefront that identifies their participation in the program.





### **What is a Safety Analysis?**

Once a request has been submitted, a Crime Prevention representative will book a time with the business manager or owner to attend the business. The Crime Prevention representative will walk through the property to assess environmental vulnerabilities. Once complete, the Crime Prevention representative will write a report indicating what changes they recommend for the business in order to improve safety. The business representative will have the Safety Analysis emailed to them. A follow-up call or e-mail will take place to determine whether any recommendations were implemented and assess if concerns were addressed.

### **How to request our services:**

- submit an online request through the City of Kamloops Crime Prevention website
- website: **[www.Kamloops.ca/CrimePrevention](http://www.Kamloops.ca/CrimePrevention)**
- phone the North Shore Community Policing Office at 250-376-5099
- attend the North Shore Community Policing Office in person and speak to the Crime Prevention Liaison
- via referral from an RCMP member or Community Services officer





# SHOPLIFTING PREVENTION TIPS

The best prevention tool for shoplifting is providing excellent customer service. Providing attentive service allows staff to notice people, make eye contact, and greet customers as they enter the business.

## Types of Shoplifters:

- **General** – citizens who are bored or need to stretch their budget
- **Professional** – skilled thieves with specialized techniques
- **Youth** – makes up nearly half of all shoplifters - some do it for fun, some shop in groups to see who can take the most
- **People with addictions** – shoplift to support habit out of desperation
- **Kleptomaniacs** – shoplift due to psychological compulsion

## Shoplifting Techniques:

- **Padding items** – stuffing items into boxes or bags of things they intend to purchase
- **Hiding merchandise** – in clothing, purses, or pockets
- **In Plain Sight** – holding an old receipt and walking out of the store as if an item has already been paid for
- **Grab and Run** – taking easily accessible items and running out of the store
- **Groups** – distracting staff to take away attention from accomplices
- **Baby Carriages** – placing items in the carriage under toys or blankets

## Shoplifting Prevention:

- greet customers as they enter the store
- eliminate blind spots by using convex mirrors and security cameras
- eliminate large shelving or obstructions so staff can see the whole store
- keep expensive items locked up and away from the exits
- keep the cash register inaccessible to customers and monitor continuously
- put noticeable stickers on large items
- provide employees with education on shoplifting prevention



# THE RIGHT TO REFUSE SERVICE

When you open your store for business, you invite customers in to shop. This does not mean you must serve a customer, nor does a customer have the automatic right to be served.

## **Business Rights:**

You have the right to refuse service when a customer uses foul language, causes a disturbance, threatens violence, or has created similar problems in the past.

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

### **What can you do if an individual is causing trouble?**

- stay calm and respectful
- use a calm, neutral tone of voice
- avoid sarcasm or anger
- do not argue or touch the customer

Sample phrase: "You are not welcome at this business, and we are requesting that you leave."

### **What can you do if the individual does not leave?**

- if they refuse to leave, they are now trespassing
- if they are violent, call 911 and tell the call-taker that you have a hostile customer in your store who will not leave and is being violent
- if they are not violent, call the non-emergency phone number at 250-828-3000
- if the customer leaves before police arrive, call the non-emergency phone number to cancel the call



\$103.92  
Insert, Tap, or Swipe

# ROBBERY PREVENTION TIPS

Robbery is a crime of surprise and confrontation. It is usually executed quickly and is planned. Having training and scenarios for staff is important for the safety of everyone. Utilizing the CPTED principles will help prevent your business from being at risk. Security measures such as security cameras, a panic alarm, fake money, and a suspect description form may help should a robbery occur.

## What to do during a robbery:

- stay calm and focus on noting important information
- co-operate with the suspect
- give them exactly what they want
- do not make loud noises or sudden movements
- take note of the suspect's identity from top to bottom
- note height based on height marker at door
- look for accomplices
- observe, identify, and note any weapons if used
- note direction of travel

## What to do after a robbery:

- lock the doors and don't let new patrons inside the business
  - call 911 and tell them you have been robbed
- NOTE:** 5 W's: who, what, when, where, weapons, and any injuries
- provide descriptions of the suspects and direction of travel
  - protect evidence so police can use it if needed
  - do not discuss the incident with anyone until investigators say it is okay
  - if you speak to the news media, you may reveal information that can jeopardize the case—refer them to the RCMP
  - make notes



# SCAMS

Millions of people are affected by scams every year. The number is steadily increasing with the introduction of new technology. We have the ability to reach people across the world easily, and while it makes it easier to connect with friends and family, it also puts people at risk.

## **Canada Revenue Agency**

A scammer will call, email, or text you pretending to be from the CRA saying you have a deposit waiting or asking for financial information or saying that you owe money to the CRA, and you must pay in gift cards, money transfers, or bitcoin.

- the CRA will never use aggressive or threatening language, threaten to send the police or ask for payment via pre-paid credit cards/gift cards/e-transfer
- emails from the CRA will never ask for financial information or provide financial information
- the CRA's accepted payment methods are online banking, debit card, and pre-authorized debit card

## **Canada Revenue Agency**

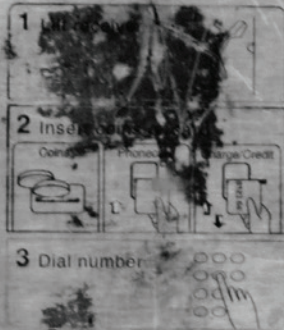
**[www.canada.ca/taxes](http://www.canada.ca/taxes)**

## **Social Insurance Number**

A scammer will call you pretending to be from a government agency saying your SIN number has been compromised, or there is a pending charge against your SIN number. This call may be a recorded voice asking you to press "1" to avoid prosecution. Never give out your SIN number or personal/banking information to these callers. Your SIN number cannot be charged or compromised in the same manner as a credit card. It is advisable to hang up on these callers, or delete any similar messages.



Card change



Next call  
Last number redial  
Language selection  
Volume control

Returned  
Coins

### **Business Scams:**

A person may enter your business and say they work for a company and offer to fix an ATM, cash register, or something inside the building. Unless a manager or owner has requested a service, the business is reputable, and they have a booked appointment, do not let them access any computer, personal information, or money source.

### **Scam Prevention Tips:**

- never disclose banking information, personal information, or your SIN number
- if you receive an unsolicited phone call, hang up, google the business number, and call that number to confirm who you were solicited by
- technology exists that allows anyone to change their display number when calling to appear as any business, organisation, or financial institution – just because the caller id states the call is coming from a business does not mean it really is
- trust your instincts—if it is too good to be true, it probably is
- shield your PIN number when making transactions
- create strong and unique passwords for online accounts—do not use the same password for every account you have
- beware of emails or text messages that contain grammatical errors

### **How to report a scam or for more information about scams:**

Canadian Anti-Fraud Centre

Toll Free: 1-888-495-8501

[www.antifraudcentre.ca](http://www.antifraudcentre.ca)

### **To check your credit score or obtain your credit report:**

**Equifax:** [www.consumer.equifax.ca/personal](http://www.consumer.equifax.ca/personal)

1-800-465-7166

**TransUnion:** [www.transunion.ca](http://www.transunion.ca)

1-866-525-0262



# COUNTERFEIT CURRENCY

## 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)



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

**Feel** the raised ink.

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

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



BANK OF CANADA  
BANQUE DU CANADA

## Original Canadian Journey series (2001–02)

The original \$5 and \$10 notes of the *Canadian Journey* series had different security features that did not include a metallic stripe, ghost image, dashes, or a puzzle number.



**Feel** the raised ink.

**Tilt** the note: three maple leaves shift from pale to shiny gold.

Slightly **tilt** the note at eye level. The hidden number 5 or 10 appears.

**Look** at the note under ultraviolet (UV) light. The coat of arms, the words FIVE • CINQ (or DIX • TEN) and BANK OF CANADA – BANQUE DU CANADA glow in blue over the portrait. Tip: Don't rely solely on the UV feature.

## Birds of Canada series (1986)



**Feel** the raised ink.

**Tilt** the note. The metallic patch changes from gold to green. **Feel** the patch. There are no detectable raised edges and it cannot be peeled off. Note: the \$2, \$5 and \$10 notes of this series do not have a metallic patch.

**Look** at the small green dots that appear at random on both sides of the note.

## SUSPECTED COUNTERFEIT SERVICE REQUEST AND EXHIBIT SUBMISSION

**When evidence is required in court (passer present):**  
complete a Request for Forensic Laboratory Analysis  
RCMP [Form C-414](#).

**When no criminal charges are anticipated (passer not present):** complete [Form 3774](#).

February 2016

Learn more: [www.bankofcanada.ca/banknotes](http://www.bankofcanada.ca/banknotes) • 1 800 303-1282 • [info@bankofcanada.ca](mailto:info@bankofcanada.ca)

# LOCK OUT AUTO CRIME

Lock Out Auto Crime is a partnership between ICBC, the City of Kamloops, and the Kamloops RCMP that seeks to reduce theft of and from motor vehicles by educating the public. The Crime Prevention Unit writes auto crime prevention notices to bring awareness to vehicle owners of the simple steps they can take to reduce their risk of being a victim.

## What to do to prevent theft from auto:

- Treat your keys like cash. Never leave your keys unguarded, such as at the gym or at the office.
- Park in secure, well-lit areas. Always lock your doors and close the windows, even if you're only away from your vehicle for a few minutes. When possible, try to park in areas near pedestrian traffic.
- Remove valuables from your vehicle. Shopping bags, tools, spare change, electronics, and brief cases can all tempt a thief. If it can be stolen, put it in the trunk.
- Wait for garage door gates to close behind you. Don't give thieves a chance to sneak into a parkade.
- Keep your garage door opener out of sight. Store your garage door remote in a glove box or other concealed place, or take it with you.





# 529 GARAGE

529 Garage is a comprehensive bike registry and recovery system designed to deter bike theft. When a bike is stolen, the 529 Garage smartphone application is used to assist police in returning stolen bikes to their rightful owners.

Registrants create online profiles that include photos with their bike and the bike's serial number to capture details that make the bike unique. City of Kamloops residents who register for the program are provided with a tamper proof sticker with a unique 7-digit code to place on their bike frame. The decal is highly visible and advises thieves the bike is registered on the 529 application.

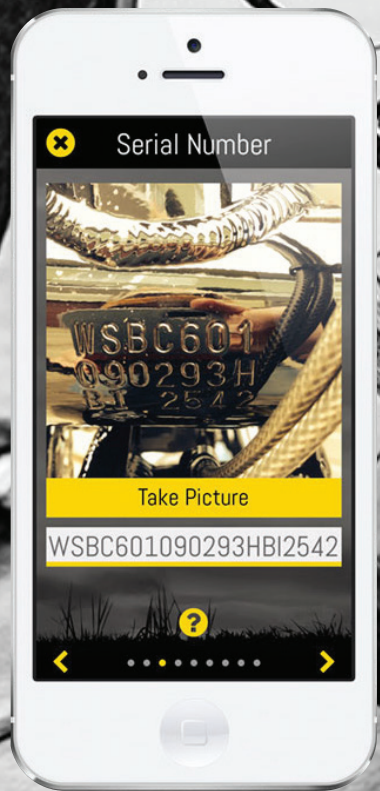
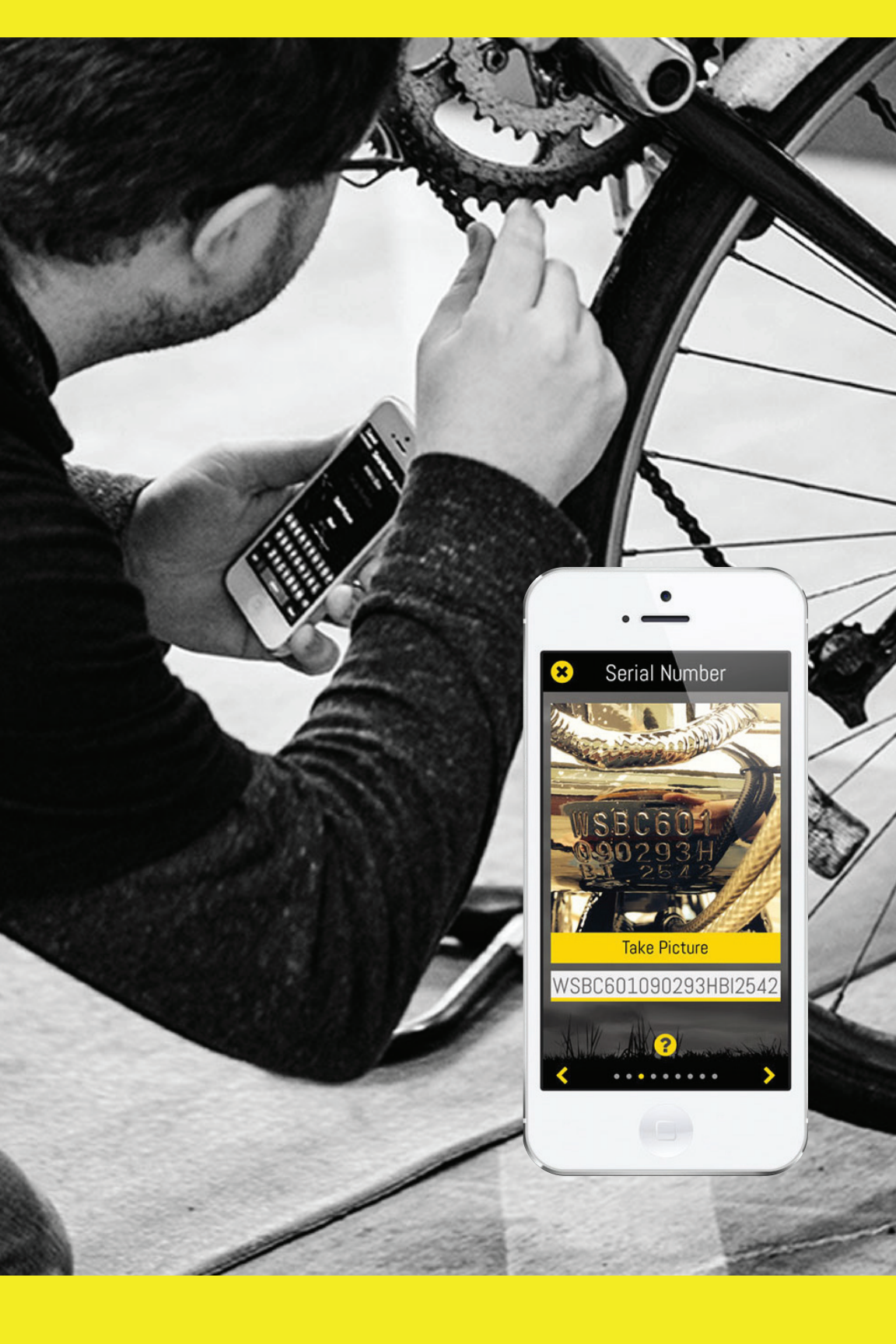
If a registered bike is stolen, the owner can notify the police and fellow 529 Garage registrants through the app via push notifications. If the stolen bike is spotted, witnesses can use the app to send the owner tips including photos and location details that should be passed on to the RCMP.

529 Garage hosts registration events throughout the year, however, decals may be obtained through the North Shore Community Policing Office for those who have proof of registration and receipt.

To report bike theft, contact the Kamloops RCMP at 250-828-3000. To register your bike with 529 Garage, go to **[Project529.com/kamloops](https://Project529.com/kamloops)**.







# RESTORATIVE JUSTICE

Many Canadians feel the criminal justice system is not always the best practice to deal with some criminal acts. While the justice system protects human rights, dignity, and demographic values. Restorative Justice offers the same protection, but includes everyone affected by a crime, costs less, reduces delays and resolves the problem when the offender owns up to the crime. The philosophy of Restorative Justice is based on community healing. In other words, the community decides what is best for itself in terms of resolving certain criminal matters. The focus is on offender accountability, problem solving, and creating an equal voice for offenders and victims.

## **What is a Community Justice Forum (CJF)?**

It is a safe, controlled environment where an offender, victim, and families/supporters are brought together under the guidance of a trained facilitator to discuss the offence, how they have been affected, and develop a plan together to correct what has occurred. Offenders must accept responsibility for their actions and are confronted with how their behaviour has affected other people.

## **Benefits of Restorative Justice:**

- costs less and happens more quickly than the court system
- everyone has a chance to be heard
- the outcome is decided by the affected party
- everyone gains a deeper understanding of the incident
- those who committed the act own up to the harm caused
- bonds between people can be restored or created
- victims and offenders may receive closure and healing

If you have been affected by a crime and are interested in this process, please speak to the RCMP member involved in your case or Victim Services for more information.



# REFERENCES

A special thank-you to the following organisations for helping with the creation of this guide:



Canada's Tournament Capital

**City of  
Kamloops**



**Royal Mounted  
Canadian Police**



**Vancouver Police  
Department**

**Customer Care  
and Patrol  
(CAP) Team**



**The Insurance  
Corporation of  
British Columbia**

**The Kamloops  
Central Business  
Improvement  
Association**



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This guide was produced by the  
Business Watch Program with the

**City of Kamloops | RCMP**

out of the North Shore Community Policing Office

915 7th Street, Kamloops, BC, V2B 2W7

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For information on volunteering with Crime Prevention,  
please phone the North Shore Community Policing Office at  
**250-376-5099** or go to **[Kamloops.ca/CrimePrevention](https://www.kamloops.ca/CrimePrevention)**



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