

PART 5 IMPORTANT CONTACT INFORMATION:

Police – Saskatoon Police Service:	Emergent:	9-1-1
	Non-emergent:	975-8300
SPS Website:	saskatoonpoliceservice.ca	
Fire & Protection Services:	Administration	975-2520
MD Ambulance:		975-8800
Crime Stoppers:		1-800-222-8477
Graffiti Removal:		975-3383
Parking Enforcement:		975-8344
Discarded Needle Pick-up		975-2528
Business Improvement Districts:	Broadway	664-6463
	Riversdale	242-2711
	Downtown	665-2001
City of Saskatoon	General Information	975-3200

Your Important Numbers:

Preventing and Reporting Crime



A Guidebook for Small Businesses



Saskatoon Police Service

Honour - Spirit - Vision



Saskatoon Police Service

Honour - Spirit - Vision

Ensure your business has policy in place in regard to potential criminal events and ALL employees are well trained.

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[Witness Statement Form](#)

[Suspect Identification Form](#)

PART 1 PREVENTING CRIMINAL ACTIVITY

1. Be active

Activity shows that the business personnel are alert and well trained and it gives an aura of professionalism to the business. Keep the business clean and well stocked and move around the business when there are no customers. Criminals often prefer to confront employees from across the counter and employees are less likely to be confronted if they move around when there are no customers to serve. Being stationary and behind the counter allows criminals to conceal and steal your property.

2. Make customers feel important

“The best prevention of crime is good customer service.”
Greet everyone that comes into the business as soon as possible. Look the customer in the eye – this deters loitering and increases risk of identification. Be aware of customers that loiter in and outside of the store, look at the cash drawer for an extended period of time, and/or sit outside in a car for long periods of time. *Call police if someone makes you suspicious or gives you an uneasy feeling – many arrests have been made this way and it is better to be safe than sorry.*

3. Stay visible

Make sure lighting both in and outside of the business is in good repair - dark areas are an invitation for criminals. Place window advertising in a way that it does not block the view of the cash register from the outside - police and passers-by should have a good view of the inside in case something does happen. Don't set up displays that block the view of the cash register or that block the view of customers - employees should be able to see what a customer is doing from anywhere in the store.

4. Control your money

Don't exceed the maximum amount of money allowed in the cash drawer. Periodically remove excess banknotes from the register and place directly into a drop safe if available or a secondary secure location. Small amounts of cash in the register will deter criminal activity.

- Check to make sure that the suspect does not have any weapons – ASK THEM! - and if safe, remove the weapon so that it is out of their reach and secure.
- Have someone keep an eye on the suspect in the event that their demeanor changes. If they become aggressive, call police back and request immediate assistance.
- Have someone stay with the suspect at all times – do not let them use cell phones or go to the washroom (they may dispose of any merchandise that they did not give up).
- If force must be used to apprehend and detain the suspect remember that only as much force as is reasonably necessary is acceptable.

While waiting for police (if possible):

- Find out what has been stolen and the value. Compile a list for police.
- Compile security footage if available and tell the officer if any of the surrounding businesses have security footage that may be useful.
- Each employee that witnessed the event needs to write out a statement in chronological order including date and time of incident, number of shoplifters and as good of a description as possible of clothing and any physical descriptors, odors, accent, what was taken and the value. Include any damage that was done to property, description of vehicle that the suspects used and license plate number if possible, direction of travel once they left the store, any force that was used in the arrest and detention of the bad guy, and anything else that occurred that is relevant to the theft. Once completed, the attending officer may ask questions in order to gather any other necessary evidence or information to further possible investigation.

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C. Fraud/False Pretence

“If it sounds too good to be true – it probably is!”

Thousands of Canadians are defrauded each year. The scams come in a number of ways –over the phone, on the Internet, or in the mail. Minimize your risk by being aware of the following common scams:

Telemarketing

- Callers offer you “free” prizes if you buy something first.
- Callers offer you “free” or “low cost” vacations which have hidden costs.
- Callers demand that you act immediately.

Cheque Overpayment

- You are selling an item and the buyer wants to overpay and asks you to deposit their cheque, send them the extra money. The cheque may be fraudulent and you may lose your money.

Letter/Email/Fax Schemes

- You are informed of an investment you didn’t know you had and asked for personal information in order to claim the money.
- You are informed that a relative you didn’t know you had has left you money and you are asked for personal information to claim the money.

Pyramid Schemes

- Certain companies claim to sell products, but are more interested in recruiting people.

Phishing

- Internet scammers pretend to be a legitimate banking site and obtain your passwords and financial data from your computer. Financial institutions DO NOT ask for personal information over the Internet or through an email.

Skimming

- Data is obtained from the magnetic strip on the back of your debit card at banking machines or in store debit card machines. These machines have been manipulated by a fraudster.

Identity Theft

- Personal information is retrieved from stolen mail (taken from your mailbox or garbage), your stolen wallet or purse, diverted mail delivery, a break-in to your home or business, telemarketing, or online resumes, applications or surveys.

It's becoming more common –someone using your name and personal information to commit fraud. You may be a victim of identity theft if:

- A creditor informs you that an application for credit was received with your name and address, which you did not apply for.
- Telephone calls or letters state you have been approved or denied by a creditor that you never applied to.
- You receive credit card statements or you notice that not all of your mail is delivered. A collection agency informs you it is collecting for a defaulted account established with your identity

Protect Yourself

- Do not give out personal information on the phone or Internet unless you have initiated the contact or know who you're dealing with.
- Buy a shredder and shred mail you would otherwise throw away.
- Protect your PIN number.
- Verify all of your transactions.
- Give your SIN only when absolutely necessary. Ask to use other types of identifiers when possible.
- Don't carry your SIN card, birth certificate, or multiple credit cards unless you need them. Leave them in a secure place at home.

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D. Graffiti and Property Damage

- Keep an eye out for suspicious behaviour paying special attention to individuals or groups who are loitering.
- Improve lighting on your property and consider installing motion detector lights in all areas to discourage vandalism and theft.
- Report all incidents of damage to your property to police. This is important because it may be possible to identify patterns through accumulated reports which will assist police in dealing with the problem.
- Follow store policy – if you must remove graffiti immediately please take digital photos of the graffiti so that police can include them with the file.
- If you witness an act of graffiti vandalism or property damage in progress call the Saskatoon Police Service and report the activity.

E. Disturbances

- Any person who is in a public place is fighting, screaming, shouting, swearing, singing, using insulting or obscene language, is drunk, or impedes other people is causing a disturbance.
- Ask the person(s) to leave. If they do not leave and continue the disruptive behaviour – call the police. The severity of the disturbance will dictate whether to call the non emergent police number at 975-8300 or 9-1-1. This will be at the discretion of the employees comfort level.

F. Panhandling

- Bylaw No. 7850 The Panhandling Bylaw for the City of Saskatoon states that “No person shall panhandle at any time on a street, sidewalk or other public place in a *coercive manner*” – (coercive manner is defined as “to follow a person solicited, to persist in a solicitation after the person solicited has given a negative response, to touch the person solicited, to obstruct either individually or as a part of a group of panhandlers the passage of a solicited person or to panhandle using obscene or abusive language).
- Ask the person(s) to leave. If they continue to panhandle – call the police.

G. Break Ins

- If you arrive at work and find that a door or window has been forced or broken call police immediately. Use discretion to decide whether you think the suspect may still be inside or not and call the appropriate police number. If you are unsure if you should go inside or not ask the police communications staff member what to do.
- If it appears that someone may still be inside go back to your vehicle and wait for police – do not walk around as it is not only potentially dangerous but it may also contaminate the scene.
- If it appears that there is no one still inside and you choose to go in:
 - Do not touch anything – let the police decide what may be used as evidence.
 - Make a list of items that you know are missing and have it ready for police – include dollar values if possible.
 - Have witness statement ready for when police arrive – include as much information as possible including when the last person left the store, who that person was, are they sure they locked the door, what time you arrived, exactly what you observed.
 - If there are cameras make sure that video evidence is prepared and available for police.
 - Make sure a manager or store owner is notified and if possible have them attend – at the very least make sure that you have their contact information available for police.

Please see [Part 3](#) of this guide to find out how to successfully report any of these types of situations and for information on when the non emergent police number at 975-8300 and 9-1-1 should be used.

Please see the [Suspect Identification Form](#) and the [Witness Statement](#) centerfolds of this guide – to be used to assist when reporting a crime or suspicious activity.

PART 3 REPORTING PROCEDURES

A. Reporting Procedure

If an incident occurs please place a call to our main call centre at 975-8300 (or 9-1-1 in case of an emergency or a criminal complaint that is occurring at the time of the call) and speak to a communications staff member. These members of our service are special constables and are specifically trained in taking complaints, 9-1-1 calls, and dispatching police officers to various, priority related calls.

If you are calling in an incident that does not require an actual police report but you would still like the police to update you with a result it is necessary for you to inform the call taker that you, as the complainant, would like to be spoken with by police regardless of the outcome.

If you have a situation that a report needs to be left (one that would require investigative follow-up or use for insurance purposes) please make sure to either attend to the Saskatoon Police Service and speak with an officer at the front desk or have a Patrol member attend to your place of business or area where the incident occurred.

If you call the police to attend to your place of business and it appears to be taking awhile, please remember that our calls for service are priority driven. It is not that your complaint is not important, it just may not be a high priority call at the time and officers will attend as soon as practicable. If you leave your place of employment before police arrive, please call back with that information and the call taker can re-queue the call for a later time when you are available - remember, you can always attend to the SPS front desk to leave a report. The only report that cannot be taken at the SPS front desk is a break and enter as police must physically attend the place of occurrence to properly assess the scene.

Unless you receive an Occurrence (or file) number, a file was not generated but an incident is documented in our computer system. If a report is filed, your Occurrence (or file) number will begin with the current year in a two digit format followed by a hyphen and then a series of numbers (i.e. 09-123456). If it is a personal complaint that has been reported to the Saskatoon Police Service the complainant will receive this file number on a purple coloured Victim Impact Statement. If the complaint is from a business, then the file number should be received on a business card. Please keep this file

PART 4 CANADIAN LAW THAT ALLOWS FOR CIVILIANS TO MAKE ARRESTS FOR CRIMINAL BEHAVIOUR

This section will provide the reader with a better legal understanding of how a civilian can facilitate and arrest. The actual legal sections are printed with lay terms in italics.

(A) *Criminal Code of Canada*

Section 25

(1) Everyone who is required or authorized by law to do anything in the administration or enforcement of the law (a) as a private person, is, if he acts on reasonable grounds, justified in doing what he is required or authorized to do and in using as much force as is necessary for that purpose.

*This means that any person who reasonably believes that a criminal offense has been committed is justified in stopping a person from continuing the offense or detaining them after the offense has been completed – using **only** as much force as is necessary!*

Section 29.

(2) It is the duty of everyone who arrests a person...to give notice to that person, where it is feasible to do so, of (b) the reason for the arrest

*This means that if you have arrested/detained someone in relation to a criminal offense you **must** tell them **immediately** why they have been detained.*

Section 494

(2) Anyone who is (b) a person authorized by the owner or by a person in lawful possession of property, may arrest without warrant a person whom he finds committing a criminal offence on or in relation to that property.

(3) Anyone other than a peace officer who arrests a person without warrant shall forthwith deliver the person to a peace officer.

*This means that if the owner of the business or any employee arrests/detains someone for committing a criminal offense they **must** notify police **immediately** and turn the person(s) over to the police once they arrive on scene.*

(B) *Canadian Charter of Rights and Freedoms*

Section 8

Everyone has the right to be secure against unreasonable search or seizure.

*This means that if an employee arrests/detains a person for a criminal offense you may **only** do a cursory search for reasons of safety (weapons) and to check to see if they have any other property on their person that belongs to the store.*

Section 9

Everyone has the right not to be arbitrarily detained or imprisoned.

*This means that an arrest/detention **cannot** be made legally if it is only suspected that the person(s) have committed a criminal offense.*

Section 10

Everyone has the right on arrest or detention

- (a) to be informed promptly of the reasons therefor;
- (b) to retain and instruct counsel without delay and to be informed of that right; and
- (c) to have the validity of the detention determined by the way of *habeus corpus* and to be released if the detention is unlawful.

*This means that if an employee arrests/detains a person(s) that they **must** tell that person(s) the reason for the arrest/detention and that police **must** be called **immediately** to attend so that they can provide a lawyer call and then properly release that person(s) from custody as soon as practicable.*

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