

Personal



Home & Property



Neighbourhood



Business



City of Richmond Crime Prevention Guide

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Crime Prevention Programs

The Richmond RCMP Crime Prevention programs provide the public with information on effective ways to prevent and reduce crime while promoting public awareness of crime prevention.

The Richmond Crime Prevention Guide focuses on four key sections:

1. Personal Security



2. Home and Property



3. Neighbourhood



4. Business Security



Each section provides valuable information enabling you to learn how to make an active contribution to your personal safety, the safety of your family, friends and the community.





1. Personal Security

When & How to Call the Police

- If you discover a crime in progress and the suspect(s) is/are present, **call 9-1-1**
- If the suspect has left and the crime has already occurred, **do not touch anything** and call the Police at 604-278-1212..
- Never confront suspects involved in any type of criminal activity—call 9-1-1.
- Report all criminal activity/suspicious people or vehicles to the Police.

When Calling the Police

- Remain calm.
- Give your name, phone number and address.
- Explain what is happening, what you saw, or the suspicious incident.
- If using a cell phone, state the city you are calling from.
- Stay on the line until you are told to hang up.
- Do not assume someone else has already called the Police.
- If you cannot speak English, simply say your language (i.e., Mandarin, Punjabi, etc.) and a translator will assist you.

What Happens When You Misdial 9-1-1 in Richmond

A 9-1-1 misdial is when you accidentally call 9-1-1 and hang up. To ensure your safety, the 9-1-1 Operator must call you back. Although it may be your instinct to hang up, this is actually the wrong thing to do.

If you misdial 9-1-1:

- **DON'T HANG UP!**
- Remain calm.
- Stay on the line.
- Let the 9-1-1 Operator know you misdialed and that you are safe.
- Do not hang up until the 9-1-1 Operator tells you to do so.
- If you hang up immediately after misdialing 9-1-1, the 9-1-1 Operator will call you back to ensure your safety. Please answer the phone and follow the above steps.

Protect Your Cell Phone and Electronic Devices from Theft

Here are some tips on how to protect yourself and your cell phone/electronic devices:

- If someone demands your phone or electronic device, don't resist. Give them what they want—you can replace your belongings.
- Be aware of your surroundings; don't be so fixated on your phone or electronic device that you lose touch with what is happening around you.
- Be discreet when using your phone or electronic device, keep it securely tucked away when not in use.
- Don't lend your phone to someone you do not know.
- If someone asks you for the time, use your watch—not your cell phone.
- Password protect your phone/electronic device and use a timed screen lock.
- Keep a record of the make, model and serial number of your phone/ electronic device in the event it is lost/ stolen.
- Install an app to track your phone so that if it is stolen, you'll be able to remotely lock it.

Websites to help secure your cell phone/electronic device:

www.blackberry.com (App: blackberry protect)

www.apple.com (App: Find My Phone)

www.mylookout.com (App: Lookout-Android)

Online Reporting

Richmond RCMP has launched an Online Reporting web page for reporting minor offences under \$5,000. If you are interested in viewing the online system, visit www.richmond.ca/safety/police/crime-report

To leave a tip on any crime, please email Richmond_tips@rcmp-grc.gc.ca

Or to remain anonymous, call Crime Stoppers at 1-800-222-TIPS (8477) or visit www.solvecrime.ca

Follow Richmond RCMP on Twitter:
[@RichmondRCMP/GRCdeRichmond](https://twitter.com/RichmondRCMP/GRCdeRichmond)



How to Report Lost or Stolen Identification

Report identification documents lost or stolen in Richmond to the RCMP at 604-278-1212.

- Cancel your credit cards. If you do not report a lost or stolen credit card immediately, you could be liable for any losses.
- Report it to your bank.
- Contact Canada's main credit reporting agencies:
 - Trans Union Canada:
www.transunion.ca
 - Equifax Canada:
www.consumer.equifax.ca
- Ask each agency to send you a copy of your credit report and discuss with them whether you should have a fraud alert placed on your file.

Personal Identification Safety Tips

- Do not give out any personal information (including your credit card number) over the phone unless you initiated the call.
- Do not carry identification not required regularly (i.e., passports, social insurance card, birth certificate, etc).
- Keep an up-to-date inventory of your identification. If you lose or have your identification stolen, notify the issuer and file a Police report.
- Create passwords combining letters and numbers, using upper and lower case; do not use a password that could be easily guessed like your name, date of birth, or pet's name.
- Always use a variety of passwords.
- Shred all documents containing personal/banking information prior to discarding.

Preventing Identity Theft

Identity theft involves stealing or misrepresenting the identity of another person or business by using their personal or credit card information without their knowledge or consent to open a credit card or bank account or obtain cash or goods.

- Use caution with on-line transactions. Be sure the site is secure, a privacy policy is posted and the company is reputable.
- Never post your phone number, address or Social Insurance Number on the Internet.

- Sign all credit cards when you receive them.
- Get to know your billing schedule. Late arrivals of statements and bills may indicate your mail has been stolen. Contact the issuer of the statements to see if they were delayed. If you suspect your mail has been stolen, notify the Police, call your bank and credit card companies to have them check your accounts and credit cards for any suspicious activity.
- Never disclose your PIN (Personal Identification Number) to anyone.
- Avoid mail or telephone solicitations disguised as promotions or surveys, offering instant prizes or awards designed for the purpose of obtaining your personal details, including credit card numbers.

Pedestrian Safety Tips

Safe walking tips:

- Always use a designated crosswalk.
- Always make eye contact with drivers when crossing the street. Never assume that a driver has seen you.
- Remove your ear buds/headphones and never use electronic devices in an intersection.
- Wear reflective materials at night to increase your visibility. This is especially important in wet weather and dark conditions when drivers may not be able to see you.
- For more information visit www.richmond.ca/safety/police/personal/pedestrians.

Tips for Drivers

- Always be on the lookout for pedestrians – especially in dark, wet weather when visibility is limited, at intersections and near transit stops where pedestrians will be coming and going and may not use crosswalks.
- When turning at an intersection, scan the crosswalk to make sure there are no pedestrians crossing.
- If a vehicle is stopped in front of you or in the lane next to you, they may be yielding for a pedestrian, so be prepared to stop.
- Do not text while driving.
- Do not drive while distracted.



2. Home and Property

Home & Property Security Checklist

Do you know how secure your home is? If you answered no, use the following security checklist to learn how to improve your home's security.

Do all exterior doors have a deadbolt?

Yes No

Tip — Install a good quality deadbolt with a 1-inch throw (the part that extends into the door frame when locked) on all exterior doors, including the door from the garage.



Do your sliding windows have a secondary lock?

Yes No

Tip — Install a sliding window lock or use a piece of wood cut to fit snugly into the bottom track to prevent the window from being forced open.



Are windows near doors reinforced?

Yes No

Tip — Glass near a door lock can be easily broken, allowing a burglar to unlock the door from within. You can reinforce windows by adding security film (available at home improvement stores).

Are there clear views of all windows and doors from the street?

Yes No

Tip — Trim trees and shrubs that block sight lines to your windows and doors, particularly first floor windows.

Are motion sensor lights around your home?

Yes No

Tip — Install exterior lighting to eliminate dark areas around your doors and windows and doors.

Can you see who is at your door without having to open it?

Yes No

Tip — Install a 180° peephole in your door and use it before opening the door. Don't open your door to strangers!

If you have an alarm system, do you always use it?

Yes No

Tip — Always set your alarm, even while sleeping.

Tip — Keep a photographic inventory of your home and all your possessions, this will help in the event you need to make an insurance claim. Record the make, model and serial number of your valuables.

Do you know your neighbours? Are you part of a Block Watch?

Yes No

Tip — Knowing your neighbours and being part of a Block Watch group can help prevent criminal activity in your neighbourhood. For more information on Block Watch, please visit www.richmond.ca/blockwatch or see page 7.

For more information on securing your home, please visit www.richmond.ca/homesafety.

Should you ignore the knock on the door?

Yes No

Tip — If someone knocks on your door or rings the doorbell, do not simply pretend you are not home. Let them know that someone is home by making some noise or turning on a light.

Project 529

Hundreds of bicycles are stolen and not reported to Richmond Police every year. Richmond RCMP recovers many of these stolen bikes but unfortunately because the serial number is not recorded by the owner the majority are never returned. In most cases without the serial number the bike remains untraceable and identification of the rightful owners is difficult.

The Richmond RCMP and the City of Richmond have teamed up to reduce theft by registering every bike in the City of Richmond on a "app" registry known as Project 529. Registering your bike with Project 529 assists us in reaching this goal. The Richmond RCMP conducts free bike registration events in Richmond. For information on these events, follow us on Twitter: @RichmondRCMP or @GRCdeRichmond.





3. Neighbourhood

Block Watch

Block Watch is a free, community-based, crime prevention program aimed at helping residents organize their neighbourhoods to help prevent crime in the community. Block Watch works if neighbours get to know one another, they may be the first to notice a suspicious person and call the Police. When neighbours work together, they can prevent crime in their neighbourhood the most effective way—before it happens.

A volunteer from each neighbourhood is needed to be the Block Watch Captain. The Block Watch Captain goes door-to-door registering their neighbours and distributing Block Watch manuals.

For more information, please visit:

www.richmond.ca/blockwatch or call 604-207-4829.

Criminal Activity Maps

The Richmond RCMP Criminal Activity Maps show where property crimes have occurred in Richmond, British Columbia, Canada. This information is distributed to raise awareness and help educate property owners on crime prevention techniques.

You can select the information to be displayed by:

- crime locations;
- crime type; and
- date.

After opening the map, click on any of the crime markers (dots) for the crime details and on Prevention Tips for specific crime prevention information.

Visit the Criminal Activity Maps at www.richmond.ca/crime or scan this code on your Smartphone.



To read the Crime Prevention newsletters, please visit: www.richmond.ca/safety/police/news/crprevention-news

Vehicle Security

Auto Theft is a crime of opportunity and is preventable. Always lock your vehicle doors. Remove items from your vehicle and you will avoid the cost and time spent on

vehicle repairs and the replacement of your stolen items. If you must leave something in your vehicle, make sure it is locked in your trunk before you arrive at your final destination.

Global Positioning Systems (GPS) are commonly stolen from vehicles. Your vehicle's window can be smashed and your GPS stolen in less than 30 seconds. Your GPS is usually programmed with your home address and if your garage door opener is also stolen from your vehicle, the thieves have easy access to your home. Store your GPS in a secure location when not in use and get a garage door opener that fits on your key ring instead of one that clips on your vehicle's visor.

If your vehicle has been broken into, always call the Police to report it, include the vehicle details: make, model, year, colour, address of where the vehicle was located, time you left the vehicle, and what was stolen from the vehicle. If your vehicle was parked in Richmond, call the Richmond RCMP non-emergency line at 604-278-1212.

Licence Plate Theft is a common occurrence. Plates are stolen and placed on other vehicles, which are often used to commit other crimes. Check your plates (front and back) daily, and if your plates are missing or if they have been replaced with other plates, call the Richmond RCMP (non-emergency) 604-278-1212. The Police will give you a file number, take this file number along with your insurance documents and your identification (with your remaining plate) to any Autoplan Broker's office. Your Broker will provide you with a new set of license plates and new insurance documents.

Vehicle Safety Tips

- Park in well-lit areas, near pedestrian traffic.
- Use an anti-theft device.
- Place packages or personal property in your trunk before you arrive at your destination.
- Remove your garage door opener from your vehicle. If your vehicle is stolen or broken into, thieves have access to your garage and home.
- If you have gated parking, wait for the gate to close after you enter.
- Never leave your car keys unattended (e.g., in a gym locker).

For more information about securing your vehicle, please visit:

www.richmond.ca/safety/police/personal/vehicle



4. Business



Business Link

This program's focus is to educate businesses in crime prevention strategies to help reduce crime. Email your business name and street address to RCMP_Business_Link@richmond.ca to receive an email alert should a commercial break and enter occur in your neighbourhood. Visit www.richmond.ca/crime for the Richmond RCMP Criminal Activity Maps showing where property crimes have occurred. For business security tips, visit www.richmond.ca/businesslink. To read the Richmond Business Link newsletters, visit www.richmond.ca/safety/police/news/bizwatch

Business Security Tips

If you discover a crime in progress, and the suspect(s) is/are present, **Call 9-1-1**.

If the suspect(s) has left, do not touch anything and call the Police non-emergency number at 604-278-1212.

Report all criminal activity to the Police. If a suspect is present, call 9-1-1. If no suspect is present, call the Police non-emergency number at 604-278-1212.

Write down the suspect's description: sex, race, height, weight, clothing, vehicle details, direction of travel, and license plate number.

TIP: Display your address clearly on both the front and rear of your building to assist emergency responders.

Employee Safety

- Keep your personal belongings in locked cabinets.
- Employees working late at night should use the "buddy system" when walking to their vehicles.

Exterior Lighting

- All entrances should be well lit or lit by motion detector lights.
- Install anti-tampering cages over outdoor light fixtures to protect the light bulb.
- Replace burned-out or broken lights immediately.
- Outdoor light fixtures should be clean and utilize the proper light type, i.e., high-pressure sodium bulbs to maximize lighting effectiveness.
- For employee safety, ensure proper lighting coverage of all vehicles in your parking lot.

Doors

- Use good quality deadbolts (with 1 inch throw—the part that extends into the door frame when locked) on all exterior doors.
- Install an anti-pry metal plate on all exterior doors. Anti-pry plates are bolted to the door and cover the gap between the door and the door frame (see photo).
- Glass doors should be reinforced with security film.
- Install height strips on all exit doors.
- Ensure all exterior doors, windows and gates are locked at the end of the day.



Bay Doors

- Bollards (rigid posts) can be installed to protect vulnerable areas such as glass doors or in front of bay doors.
- Bollards should be installed close together to block vehicles from driving through.
- Removable bollards can be lowered or removed to allow access.
- Interior "barn door braces" can be installed to reinforce bay doors.
- A good quality padlock should be installed on the interior of the bay door.



Windows

- Security film, quick-release window bars or roll down shutters should be installed on glass doors or windows to reinforce the glass.
- Windows that open should have secondary locks installed.
- Windows should be free of clutter, frosting or advertising to allow visibility in and out of the business.

For more information on securing your business, please visit www.richmond.ca/businesslink.

RICHMOND COMMUNITY



VISITORS
SCHEDULES

POLICE
RCMP
GRC

POLICE

POLICE



Important Contact Information

If it is an emergency (Police, Fire, and Ambulance), call 9-1-1

Police Non-Emergency Calls Only	604-278-1212
Block Watch	604-207-4829
Business Link	604-207-4829
Richmond RCMP Main Detachment	
11411 No. 5 Road Richmond, BC V7A 4E8 Main Switchboard.....	604-278-1212
Richmond Fire-Rescue	
6960 Gilbert Road Richmond, BC V7C 3V4 Non-Emergency Calls Only	604-278-5131
Richmond City Hall	
6911 No. 3 Road Richmond, BC V6Y 2C1 Main Switchboard.....	604-276-4000
Community Bylaws	604-276-4345
Richmond Public Works	
5599 Lynas Lane Richmond, BC V7C 5B2 Main Switchboard.....	604-244-1262
City of Richmond/Public Works Requests—Works Yard 24 Hour Emergency Calls	604-270-8721
Crimestoppers (www.solvecrime.ca)	1-800-222-8477



City of Richmond

6911 No. 3 Road, Richmond, BC V6Y 2C1

Telephone: 604-276-4000

www.richmond.ca