

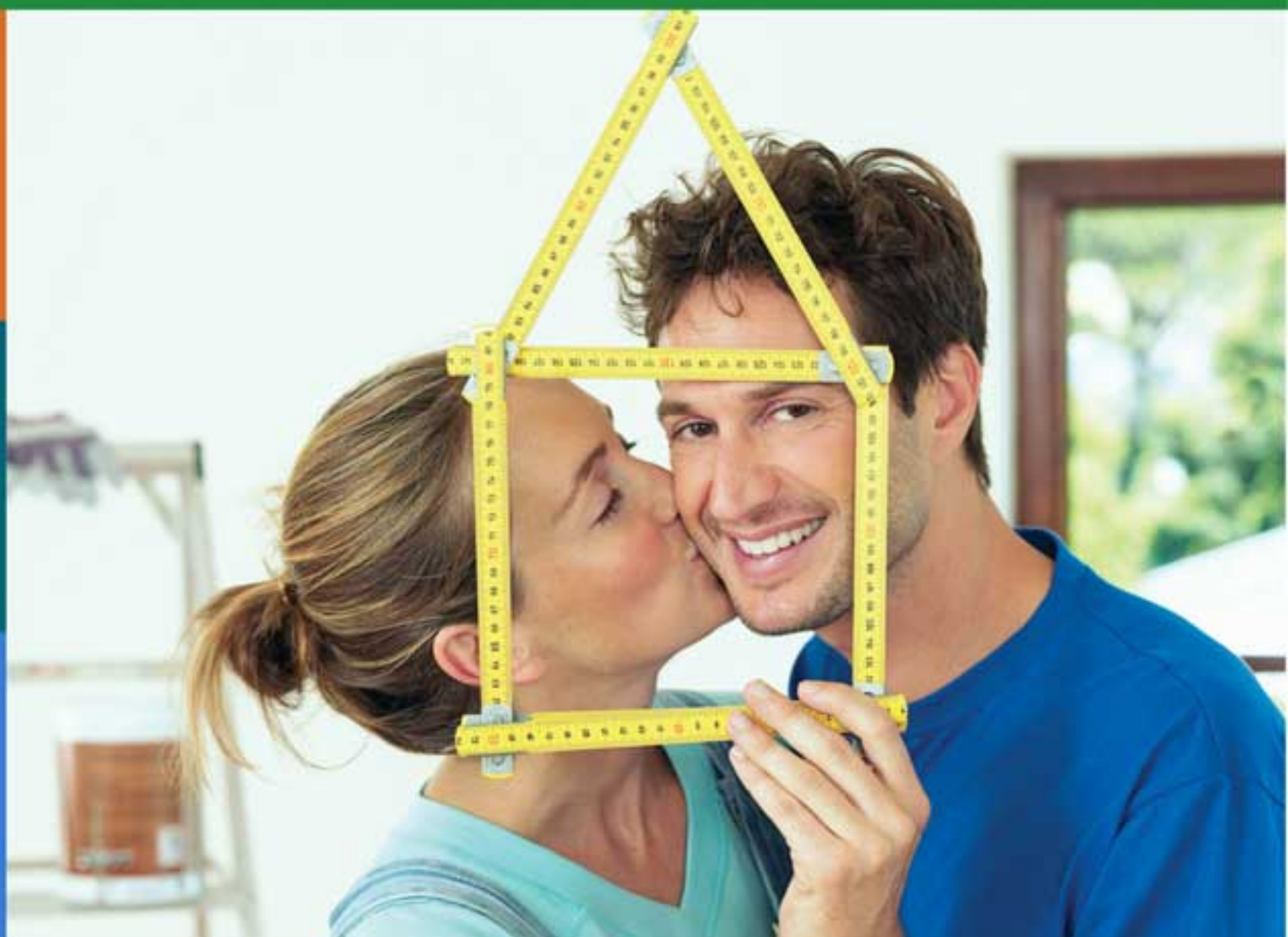
CRIME PREVENTION



**Break
and Enter –
it shatters more
than glass...**



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Refinancing your mortgage?
Think you might be a victim of fraud?
Have a legal problem with your home?



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Message from

the Ontario Association of Chiefs of Police

Crime prevention is the overall number one priority of Ontario's police community. One victim of crime is one too many. That's why Ontario's police services place such a great emphasis in preventing crime before it happens. Our police officers will always respond to incidents of crime with professionalism, compassion and dedication – but preventing crime and victimization is our first choice.

That's why the Ontario Association of Chiefs of Police (OACP) works with community and corporate partners to promote crime prevention through its annual Crime Prevention Campaign. Our focus for 2011 is on property crimes, and specifically break-and-enters.

Victims of property crime feel a very personal sense of loss. Not only by having their property taken from them, but also because of the tremendous violation of a person's dignity and personal space. That's why preventing crimes committed through break-and-enters and other criminal acts is so vital.

Law enforcement can't do it alone as it takes the entire community working together to deny criminals opportunities to victimize our citizens. Mobilizing communities to promote and practice crime prevention will ultimately make every community safer.

Police also need governments to provide them with the tools to prevent crime from happening. That's why it's important that our elected officials hear from individual citizens and community groups that giving police the tools to prevent crime is as important as building good schools, hospitals, roadways, and the many other building-blocks that make communities strong.

Join us in building a better, stronger, and safer Ontario.

Chief Robert Herman
President
Ontario Association of Chiefs of Police



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- *63% of break-and-enters occur at night while sleeping*
- *83% of break-ins happen through the front door*
- *Corner houses and dead ends are victim to almost 40% of all intrusions*
- *The average low security lock & key can be cut at over 55,000 hardware and variety stores nation-wide*



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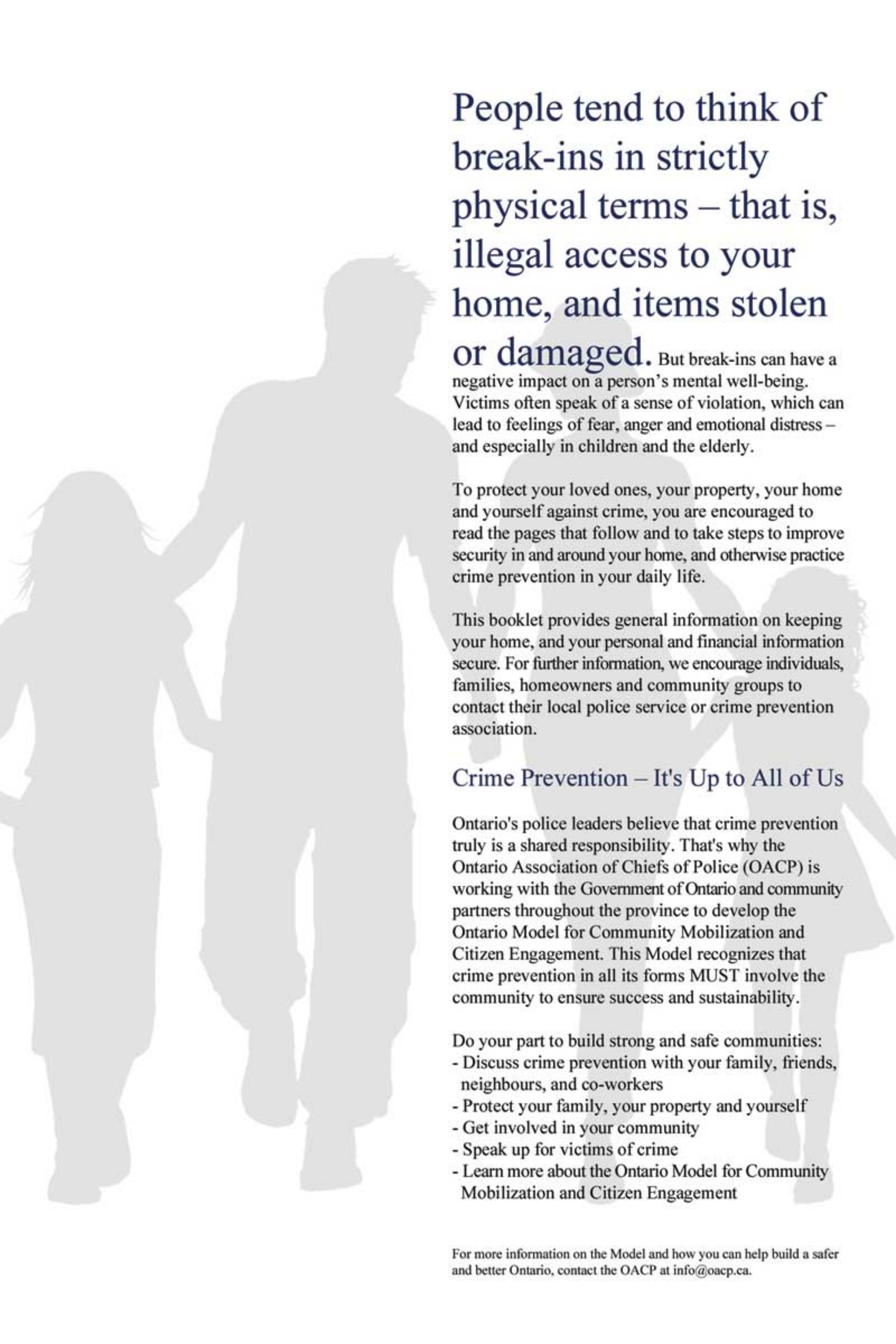
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A light gray silhouette of a family walking together. From left to right, there is a woman, a man, a child, and another woman. They are all walking in the same direction, with their arms slightly out, suggesting a family stroll.

People tend to think of break-ins in strictly physical terms – that is, illegal access to your home, and items stolen or damaged.

But break-ins can have a negative impact on a person's mental well-being. Victims often speak of a sense of violation, which can lead to feelings of fear, anger and emotional distress – and especially in children and the elderly.

To protect your loved ones, your property, your home and yourself against crime, you are encouraged to read the pages that follow and to take steps to improve security in and around your home, and otherwise practice crime prevention in your daily life.

This booklet provides general information on keeping your home, and your personal and financial information secure. For further information, we encourage individuals, families, homeowners and community groups to contact their local police service or crime prevention association.

Crime Prevention – It's Up to All of Us

Ontario's police leaders believe that crime prevention truly is a shared responsibility. That's why the Ontario Association of Chiefs of Police (OACP) is working with the Government of Ontario and community partners throughout the province to develop the Ontario Model for Community Mobilization and Citizen Engagement. This Model recognizes that crime prevention in all its forms **MUST** involve the community to ensure success and sustainability.

- Do your part to build strong and safe communities:
- Discuss crime prevention with your family, friends, neighbours, and co-workers
 - Protect your family, your property and yourself
 - Get involved in your community
 - Speak up for victims of crime
 - Learn more about the Ontario Model for Community Mobilization and Citizen Engagement

Some Myths & Facts About

Home Security

Myth:

Almost everyone has an opinion on trends in break-and-enters – why they occur or how to prevent them. Here are some facts regarding a few myths about break-ins.

Most residential break-ins happen at night.

Myth:

Most residential break-ins actually happen during the day, when the majority of people are not at home.

A chain lock offers good security.

People buy chain locks in the belief that they provide adequate protection when answering the door. But the fact is that chain locks actually offer very little protection against the threat of a forced entry, and can result in a false sense of security when a superior lock is disengaged. A wide-angle peephole on your door is far superior because it will allow you to see who is outside your door while preventing the person from seeing inside your home, and possibly breaking the chain lock.

Myth:

An alarm system is all that I need to protect my home and family.

Unfortunately, this view is NOT shared by the average thief, and you may still be at risk. Residential alarm systems do indeed offer an increased level of security and some deterrence to criminals. However, they should not be considered as exclusive replacements for other home security measures, but should be used in conjunction with them.

What you should

Know...

Police do not directly monitor burglar alarm systems, and it may take a few minutes before the call is directed to the police.

Because of other crime prevention priorities, police cannot always treat residential alarm calls as high priority. So, check with your local police about their policy on responding to alarm calls.

Thieves only spend between three to four minutes in a home, and in most cases the criminal will be gone before the police arrive.

Most alarms will alert the alarm company through your phone line, which may render your phone line unusable for other calls. So, if you are home when somebody tries to break into your home, it may be impossible for you to call for immediate help. Therefore, if you have an alarm system at home, you may want to consider having an additional phone line, or cell phone for such calls. Check with your alarm service provider on how your phone line is used by the alarm system.

Alternatively, an exterior mounted alarm with flashing strobe light could be used. This can alert neighbours to contact the police and/or scare off the criminal. But be sure to verify there are no bylaws or restrictions in your area for such an alarm.

Home Security



We all have the potential to be victims of crime. Each of us can **REDUCE THE RISK** of our homes/property being victimized by eliminating the opportunity for criminals to do so.

Window Security

- ▶ Most windows can be 'pinned' for additional security...
 - Drill a 3/16" hole on a slight downward slant through the inside window frame and halfway into the outside frame, and place a nail / pin in the hole to secure the window
- ▶ Sliding glass doors/windows can be lifted out of their tracks with relative ease, so...
 - Install self-tapping screws in the upper track that allows the door/window to slide into place
 - Place a piece of wood snugly into the bottom track – this will resist lateral forcing



Door Security

- ▶ Locks with key holes in the knob are **NOT** reliable – they can easily be forced
- ▶ Doors should be mounted so hinge-bolts are not facing outwards
- ▶ Install one-inch deadbolt locks on all exterior doors
- ▶ Chain locks are poor security against forced entry when answering the door. Install a wide-angle viewer / peephole instead, and **NEVER** open your door to a stranger
- ▶ Padlocks used on doors or gates should be "heel and-toe" locking
- ▶ If keys are lost or if you move, the locks should be changed
- ▶ **NEVER** leave your door unlocked, even while taking out the trash
- ▶ **DO NOT** leave notes on your door or on the apartment lobby directory



Building Lobby Security

- ▶ Unknown or suspicious persons trying to get in to the building should be referred to the Management, Security or the Superintendent
- ▶ DO NOT allow strangers to enter the building as you are leaving or entering. Cooperate with all other tenants in keeping the main outer doors locked at all times
- ▶ DO NOT buzz anyone into the building whom you don't know
- ▶ Use only your first initial on the lobby directory, doorbell, mailbox, and phone directory

Building Elevator Safety

- ▶ Look to see who's in the elevator before entering
- ▶ DO NOT enter the elevator if you do not feel comfortable – wait for the next one
- ▶ When in the elevator – stand beside the control panel
- ▶ If a suspicious person enters the elevator, exit before the doors close.

When On Vacation

- ▶ Inform a neighbour of your departure and return dates
- ▶ Where possible, cancel all deliveries
- ▶ Arrange to have the lawn cut and walkways cleared
- ▶ Use clock timers to activate lights/radios at various intervals
- ▶ Have a neighbour pick up newspapers and mail
- ▶ Store small valuables in a safe deposit box
- ▶ Ensure all entry points are secured, including mail chutes, milk chutes, garage doors and upstairs windows
- ▶ DO NOT leave notes indicating you are not at home

Helpful Hints

- ▶ Keep a record of your valuables
- ▶ Identify your property by engraving an identifying mark – proper identification makes it easier for the police to return personal property
- ▶ When engraving, hold the engraver straight up NOT on a slant
- ▶ The identification should be readily visible without marring the appearance of the item
- ▶ Be a good neighbour and report any suspicious activity

If A Crime Has Occurred

- ▶ DO NOT enter! The criminal may still be inside
- ▶ Use a neighbour's phone and call the police
- ▶ DO NOT touch anything or clean up until the police have inspected for evidence
- ▶ Note the licence number of any suspicious vehicle
- ▶ Note the description of any suspicious person(s)

Crime Prevention is Everyone's Responsibility!



Identity Theft

TIPS

When an imposter steals your name, your Social Insurance Number (SIN), your credit card number, or some other piece of your personal information for their use, without your knowledge — **IT'S A CRIME, PURE AND SIMPLE.**

Maybe you never opened that account or ordered an additional card, but someone else did, someone who used your name and personal information to commit fraud.

Tips to reduce risk of Identity Theft:

1. Before you reveal any personal identifying information, find out how it will be used and if it will be shared.
2. Pay attention to your billing cycles. Follow up with creditors if your bills don't arrive on time.
3. Guard your mail. Deposit outgoing mail in post office collection boxes or at your local post office. Promptly remove mail from your mailbox after delivery. Ensure mail is forwarded or rerouted if you move or change your mailing address.

4. Put passwords on your credit card, bank and phone accounts. Avoid using easily available information like your mother's maiden name, your birth date, the last four digits of your SIN or your phone number.

5. Minimize the identification information and number of cards you carry.

6. Do not give out personal information on the phone, through the mail or over the internet unless you have initiated the contact or know who you're dealing with.

7. Keep items with personal information in a safe place. An identity thief will pick through your garbage or recycling bins. Be sure to tear or shred receipts, copies of credit applications, insurance forms, physician statements and credit offers you get in the mail.

8. Give your SIN only when absolutely necessary. Ask to use other types of identifiers when possible.

9. Don't carry your SIN card; leave it in a secure place.



How do I Know if **MY IDENTITY** has been **Stolen?**

Some of the signs your identity might have been stolen:

1. Bills and statements don't arrive when they are supposed to — they may have been stolen from the mailbox or someone has changed the mailing address.
2. You receive calls from collection agencies or creditors for an account you don't have or that is up-to date. Someone may have opened a new account in your name, or added charges to an account without your knowledge or permission.
3. Financial account statements show withdrawals or transfers you didn't make.
4. A creditor calls to say you've been approved or denied credit that you haven't applied for. Or, you get credit card statements for accounts you don't have.
5. You apply for credit and are turned down, for reasons that do not match your understanding of your financial position.

What to do:

- Call your financial institutions and the police
- Put a fraud alert on your credit report
- Contact Canada Post if your mail is missing
- Keep records of steps taken to clear your name and re-establish your credit
- To replace ID cards like health, driver's licence, SIN call 1-800-O-Canada

OLG is committed to preventing fraud.



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At OLG we're building Ontario's trust in our Lottery and Casino games. We conduct our business openly and honestly and provide Ontarians with games that are fair. One way we are doing this is to use a new, revolutionary and powerful analytic tool called Data Analysis and Retrieval Technology (DART) system to detect and prevent potential fraudulent behaviour. We are taking measures to ensure that the right prize goes to the right person, so that Ontarians can enjoy their favourite OLG games with peace of mind. For more information on this or for any questions related to OLG, call us at 1-800-387-0098 or visit us online at www.olg.ca.

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Debit Card Fraud

Dispelling the Myths

March is fraud prevention month, a national awareness program that informs consumers about the dangers of fraud and how to prevent it.

In an effort to combat debit card skimming and the production of counterfeit cards, Interac Association is currently transitioning to a new generation of payment card technology, known as chip cards.

Following are some common myths about debit card fraud and chip technology, and the facts you need to know to protect yourself throughout the transition.

Myth: Fraudsters have access to my personal and financial information if they are able to copy the magnetic stripe on my debit card.

Fact: The type of information stored on your magnetic stripe is payment related information that allows the debit transaction to be authorized and processed, such as the debit card number, the financial institution code, or country code. If captured, fraudsters primarily use the payment information on your magnetic stripe to make a counterfeit card and steal money, not your identity.

With the transition to chip, the same information will now be stored within the chip, which is protected by multiple layers of security, making it extremely difficult to copy the information and make a counterfeit card.

Myth: A chip card isn't any more secure than the magnetic stripe card. I received a call from my bank alerting me that my card had been compromised, even though I had the new chip card.

Fact: The chip itself has not been compromised. The financial institution has called you because they suspect that your magnetic stripe and PIN information may have been stolen from your chip card for the purpose of making a counterfeit magnetic stripe card, not a chip card.

Chip cards and chip terminals have begun to roll out across Canada, however it's important to note that the complete transition to chip technology will take a number of years, given the number of debit cards, terminals and ABMs in the marketplace.

The transition to chip technology will be completed by 2015. Until this time, both magnetic stripe and chip transactions will be taking place, which means that although you have a chip card, in many cases you may be still conducting a magnetic stripe transaction if the store has not yet upgraded its terminals. A secure chip transaction can only take place when a chip card is inserted into a chip terminal, which means that until the transition is complete, we will continue to see fraud on magnetic stripe technology. Rest assured, financial institutions will continue to aggressively monitor unusual transaction patterns and prevent fraud before it happens, as they do today.

Throughout the transition, it's important to continue the same debit card safety practices as you do today. Furthermore, if you have a chip card, insert the card into the terminal first. If the terminal is not chip capable, it will prompt you to swipe your card. By inserting first, you avoid any unnecessary need to swipe, and reduce the potential of being skimmed.

Myth: If I become a victim of debit card fraud, my entire bank account could be wiped out.

Fact: Victims of debit card fraud are protected and will not suffer any financial losses resulting from circumstances beyond their control. For more information about the Interac Zero Liability Policy visit www.interac.ca.

Your financial institution has monitoring and detection systems in place that detect suspicious transaction patterns, and often prevent fraud before it happens. Also, in the instance that money is taken from your account, financial institutions usually take immediate action to return the funds to your bank account.

FACT

Identity fraud – the theft and use of personal information for criminal purposes, is one of the fastest growing crimes.



Debit Card Safety

Still Important for Chip Cardholders

Debit cards, ABMs and store terminals are now being upgraded to chip technology to provide greater security for card users. However, given the vast number of debit cards and terminals in the marketplace, the transition will not be completed until 2015. As a result, magnetic stripe transactions will continue throughout the transition, and it is still important to practice debit card safety, even if you have a chip card.

The full security of a chip transaction can only be achieved when a chip debit card is used at a chip-capable terminal. As a result, if you're using a chip debit card at a terminal that is not chip-capable yet, a standard magnetic stripe transaction will take place. Although 99.99% of magnetic stripe transactions are processed without incident, we recommend following some important debit card safety tips to protect yourself:

Insert First – if you have a chip debit card and are not sure whether the store terminal is chip-capable, insert the card first. If the terminal is not chip capable, it will prompt you to swipe your card. By inserting first, you avoid an unnecessary need to swipe and reduce the potential of the magnetic stripe being skimmed.

Protect Your PIN – always shield your PIN with your hand or body to prevent someone from stealing your PIN.

Check Your Statements – check your financial statements or online records regularly and if you suspect anything unusual, contact your financial institution immediately. If you are a victim of debit card fraud you are protected and you will be reimbursed by your financial institution.

Memorize your PIN – only you should know your PIN. If you suspect someone knows your PIN, even a friend or family member, change it immediately.

Keep Your Card in Sight – Always keep your debit card in sight when conducting transactions.

Report a Lost Card – Notify your financial institution immediately if your debit card is lost or stolen.

For more information about chip technology and security, visit www.InteracChip.ca.

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* Protection applies to losses resulting from circumstances beyond your control. Some conditions apply. Read more about *Interac's* Zero Liability Policy at interac.ca.

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- If you have a rear-wheel drive car, back into driveway
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- Always set the emergency brake
- Never hide a spare key in the vehicle
- Don't leave the ownership or insurance cards in the vehicle when unattended
- Drop business cards or address labels inside doors to assist with vehicle identification



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On behalf of the Ontario Association of Chiefs of Police, I would like to thank the following sponsors and partners for their support in the 2011 Crime Prevention Campaign. If you would like more information on this or any other OACP campaigns, please e-mail oacpadmin@oacp.ca.



Ron Bain
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