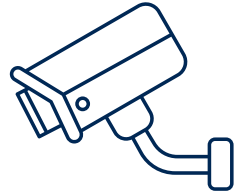


Whitby Business Safety Guide

The Town of Whitby and the Durham Regional Police Service (DRPS) are working together to help keep our community safe, welcoming, and enjoyable for everyone. Thank you for investing in Whitby and for doing your part to support a vibrant community for all to enjoy.

General Safety Tips

1. Keep windows clear to increase visibility
2. Leave indoor and outdoor lights on at night
3. Install security cameras and alarm systems
4. Remove high-value items from window view
5. Ensure all doors and windows are locked and secured



Reporting Crime to DRPS

There are several different incident types that can be reported online at drps.ca These include:

Mischief - Property Damage Under \$5,000

Damage or destruction of your property or vehicle through a deliberate act.



Theft Under \$10,000

When property is taken without your permission.



Community Concerns

Concerns of ongoing behaviour or activity in your community.



How to Report A Crime To DRPS

- 1 Visit drps.ca
- 2 Select 'Report a Crime'
- 3 Select applicable category of crime

TIP: Register your business security camera with the DRPS.



Reporting Non-Emergencies

Call **1-888-579-1520** to report a crime that has already occurred and requires police response, but is **not currently in progress**, poses **no immediate threat to life or property**, and involves **no serious injuries**. Examples include:

1. Theft of property that has already occurred
2. Suspicious vehicles or people
3. Vandalism or damage of property that has already occurred

When to Call 911

If there is an emergency, **call 911**. Emergencies that require immediate police presence include:

1. Active threats
2. Checkups on personal well-being
3. Hate speech or hate crimes



Whitby Business Safety Guide

Community Supports: Unsheltered & Vulnerable Individuals

If you observe someone in distress—whether they are unsheltered, displaying signs of mental health challenges, or engaging in concerning behaviour—there are systems in place to respond with care and support. Always **avoid confrontation** and **remain calm**.

Community Support Contacts

Durham Street Outreach Team:

Phone: 888.372.1102

Email: HomelessHelp@durham.ca

Non-Emergencies:

Phone: 800.579.1520

For More Information, Visit:

whitby.ca/CommunitySupports



Create a Staff Safety Plan

Opening and Closing Shop

1. Never open and/or close alone
2. Keep doors and windows locked when not open for business
3. Check the premise when opening and closing
4. Set security alarms
5. Keep premise well-lit

Emergency Exits and Muster Points

1. Clearly mark all emergency exits and keep them unobstructed
2. Post evacuation maps showing exit routes, designated meeting points during evacuation, and fire extinguisher locations
3. Conduct regular fire and emergency drills

Graffiti Tagging & Removal

Graffiti tagging is any writing or drawings, scribbled, scratched, or sprayed on a wall or other surface without permission. Graffiti tagging is considered an act of vandalism and is a criminal offence.

Private Property

1. Remove any existing graffiti tags as soon as possible
2. Clean surfaces using pressure washing, sanding, and repainting
3. For historic masonry, use gentler methods; avoid pressure washing and abrasive tools.

Safety Training and Personal Safety

1. Stay calm and assess situations
2. Call for staff backup
3. Call emergency or non-emergency services
4. Document incidents (e.g. time, location)
5. Minimize cash kept on premise

Reporting Incidents

1. Notify manager or supervisor when incident occurs
2. Report safety threats, hate speech, medical emergencies, and property damage
3. Report date and time
4. Debrief with staff afterwards

Public Property

1. Report incidents of graffiti tagging on trash cans, sidewalks, or other publicly-owned infrastructure to **operations@whitby.ca**