

Community ON
Neighbourhood Watch Reimagined

- Safe Neighbourhood Camera Registry
- Neighbourhood Watch Link
- Citizens on Patrol
- Citizens Police Academy
- Community Crime Map
- Crime Dashboard

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Practical Crime Prevention for Tourism and Hospitality

By Sgt. Tyler Boynton (Regina Police Service)

Practical crime prevention in tourism and hospitality focuses on reducing risks through proactive security measures, clear staff procedures and strong situational awareness to help protect people and property. It also

emphasizes de-escalation, recognizing warning signs of conflict, coordinated team responses and knowing when to involve law enforcement to maintain safe environments for staff and guests.

Common Crimes

Theft/Robbery Prevention:

- Trust your instincts, if something or someone makes you uneasy, a policy or procedure protocols should be in place for employees to follow.
- Advertise a cash control policy. Endorse a cash limit and deposit in a safe.
- Install and advertise video surveillance. Serves as a deterrent and provides evidence of the crime.
- The interior, exterior, front and rear of the property should be well illuminated to deter potential suspect(s) from hiding in shadows or poorly lit areas.
- Ensure that windows are not covered over by advertising signs, merchandise, or reflective tint film. Employees should have a clear view of the outside as well as a clear view inside for the public and police patrols.
- Instruct employees to follow the robbers/thief's instructions. Should not attempt to fight back.
- Regularly practice or at least review robbery drills so a robbery response procedure is well known amongst the employees.

After a Theft/Robbery:

- Call 911 immediately.
- Take note of the direction that the suspect(s) leaves and if a vehicle is used to flee (license plate).
- Once you have called the police, recap all the details on paper including a physical description of the suspect(s) and the series of events from start to end,

- weapons used, report any injuries and what was stolen.
- Lock doors and shut down areas where the crime took place and avoid moving and touching anything in the vicinity.
- Ask witnesses to stick around until police arrive on the scene to interview them.

Handling difficult or potentially violent situations effectively

De-escalation Techniques

- Use calm communication, non-threatening body language, and active listening to defuse tension before it escalates.
- Avoiding provocative language or actions that could worsen the situation.
- Universal Truths:

Everyone wants to be...

- Treated with Respect & Dignity

And whenever possible they want to be...

- Asked rather than told
- Informed why they are being asked
- Given options rather than threats
- Given a second chance

Recognizing Warning Signs

- Identifying behaviors that indicate potential violence (e.g., verbal aggression, erratic movements,



intoxication).

- Understanding triggers in hospitality settings, such as disputes over bills, service delays, or intoxication.
- Verbal cues: speaking loudly, swearing, tone of voice.
- Non-verbal cues: change in behaviour, aggressive or threatening posturing, fixed stare, clenched fists, heavy breathing, pacing or agitation.

Diffusing Tips

- Be aware of your own body language and showing a non-threatening, open stance.
- Good eye contact but ensure it doesn't appear confrontational.
- Moving slowly.
- Try to keep your physical movements calm.
- Respect the other person's personal space.

Safety Protocols

- Knowing when to involve security or law enforcement.
- Assigning roles (e.g., who calls police, who assists guests) during emergencies.
- Establishing clear procedures for staff to retreat to safe zones and protect guests without confrontation.

Legal and Policy Awareness

- Understanding liability and legal obligations when handling aggressive individuals.
- Following workplace violence prevention policies and reporting protocols.
- Self Defense: Section 34(1) of the Criminal Code of Canada: Everyone who is unlawfully assaulted without having provoked the assault is justified in repelling force by using force as long as the force used is not intended to cause death or grievous bodily harm and is no more than is necessary to defend oneself.
- When to call 9-1-1: when there is an emergency you cannot control, anytime a crime is actively happening and when there is a threat to someone's life or safety.

Team Coordination

- Using discreet signals or communication systems to alert colleagues.
- Assigning roles (e.g., who calls police, who assists guests) during emergencies.
- Rendering First Aid (if applicable).



ABOUT THE AUTHOR

Sgt. Tyler Boynton

Has been serving his community for over 20 years as an officer with the Regina Police Service. He's worked in a variety of areas including the: Patrol Unit, Traffic Safety Unit and Forensic Identification Unit. He is also a Defensive Tactics Instructor for the Service and leads the Regina Police Service's 'Community On' initiative. Community On is a collection of crime prevention initiatives and programs designed to empower the community. When we are switched ON as a community, and we are working together, we have a greater chance of success when it comes to crime prevention. Sgt. Boynton cares deeply about his community and appreciates any opportunity to talk crime prevention with others.

