

Incident Reporting Quick Sheet

What to do first, what to record, and where to report in Chilliwack.

If the incident is happening now, someone is in danger, a suspect may still be nearby, or immediate police help is needed, call 9-1-1. Do not use email or social media to report a crime.

Step 1: Safety first

- Do not confront a suspect. Move to a safe place first.
- Call 9-1-1 for emergencies or crimes in progress.
- If the incident already happened and no suspect is present, use non-emergency or online reporting where allowed.
- Do not disturb the scene more than necessary. Preserve footprints, tools, broken locks, damaged glass, or vehicle damage.

Step 2: Record details before memory fades

Detail	Write it here
Date and time discovered	
Exact location	
What happened	
Missing/damaged items	
Approximate value	
Suspect description	
Vehicle plate / make / colour	
Direction of travel	
Photos/video available?	
Witness names/contact	
Police file number	

Step 3: Reporting channels

Situation	Suggested channel
Emergency / crime in progress / immediate danger	Call 9-1-1.
Non-emergency in Chilliwack / follow-up / file question	Call Chilliwack RCMP non-emergency: 604-792-4611.
Theft under \$5,000, theft from vehicle, bicycle theft, property damage under \$5,000, lost property, eligible driving complaints	Use the Upper Fraser Valley RCMP online crime reporting tool where the incident meets the criteria.
Anonymous tip	Crime Stoppers: 1-800-222-TIPS (8477).

Business, strata, or property-management incident	Report to police where appropriate, notify owner/manager, keep photos, video, invoices, and file number.
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Step 4: After the report

- Keep the police file number and share it with insurance or property management if needed.
- Save CCTV clips before they overwrite.
- Repair critical access points quickly: doors, locks, gates, glass, lighting, fences.
- Review what security gap may have contributed: unlocked door, visible tools, poor lighting, broken gate, outdated alarm call list.
- Update staff, tenants, or contractors with a calm prevention notice if appropriate.

Zentra Protection can assist with exterior checks, mobile patrol, alarm response support, lock-up checks, incident documentation, and prevention-focused security planning. Zentra does not replace police or emergency services.