

Your Safety and Security

Presented by *Beach Area News*

PREVENTION

Some Security Suggestions:

- **Get to know your neighbors**, especially your Mexican neighbors! Everyone should be keeping an eye out for everyone else.
- Keep computers, tablets, smartphone, wallets, purses and other obviously valuable items **out of sight** of your doors and windows.
- Passports can be challenging to replace from down here, especially for Canadians. Make sure you have **copies** of your important documents.
- Also be sure to have a list of your **credit card customer service numbers**. You will want to report the stolen cards immediately.
- **Leave a radio** on when you go out. If there isn't one, go out and buy one. They are cheaper than your computer...
- Install a **motion sensor light** outdoors.
- Are you a renter? Speak to your owners about **security enhancements**. Let them know that you might not return if they don't make changes.
- If you do not have an **alarm system**, consider purchasing small personal motion alarms (available at Radio Shack or Steren) and/or alarms for windows and doors.
- Consider the purchase of a small aerosol **Air Horn**. They are very loud and will certainly let an intruder know you are present and anyone else will know something is wrong. (Available at Home Depot and most marine supply stores at the beach.)
- In securing your home, please remember that the objective is keeping individuals from entering your home at any time. All doors and windows easily accessed from the street and beach should be **locked at night**.
- **Check your sliding doors and windows**. Are they secure? Do they have anti-theft bars preventing the doors and windows from being lifted out?
- Be sure you have a phone by the bed, and **know how to quickly call the police**. (That number is **911**, but if all you have is a US/Canada phone, see the DIRECT NUMBERS list in this leaflet.)

EMERGENCY CONTACT NUMBERS:

**For ALL Emergencies
(including seeing a
suspicious person)**

**Dial
911**

**Break-ins Accidents
Ambulance Robbery
Crimes against your person**

**If your Spanish is not good, ask for the
bilingual operator or dial direct to**

999-930-3245

IMPORTANT:

Availability of a bilingual operator is not guaranteed. You should know how to say your address in Spanish, and know (or having printed near your phone) some key sentences to save valuable minutes!

Beach Area News has some information sheets available on the **Documents & Downloads** page of our Website www.beachareanews.com. Print these at home or at a local shop, and carry them (as PDF's) on your phone.

DIRECT NUMBERS:

If you have trouble reaching 911, try these numbers. (To call from a US/Canada cellphone, you may have to include the numbers in [brackets].)

Progreso City Police [011-52] 969-688-1134 or
999-935-0369

Centro Medico Americano (Hospital & Ambulance) [011-52] 969-935-0951

*Calling 911 does NOT require adding the prefix!
Just dial 911 from any US, Canada or Mexico
phone.*

If you are a victim of a crime or accident:

IF YOU ARE VICTIM OF A BREAK-IN:

Do not confront anyone in your house or car. Go to a neighbor's house or away from the scene and **CALL 911 IMMEDIATELY**.

Ask for help in English if you are not comfortable using Spanish. (Availability is not guaranteed; see other side.)

The Police will respond and inspect your house or car to ensure it is safe to re-enter your home or drive the car. Do not re-enter until they advise that it is safe.

Once inside, please do not touch surfaces or move objects, since the investigators will want to fingerprint and inspect the property later.

Make a list of what was taken. If you have serial numbers or pictures of items, please make available for your official report to the Fiscalia.

While the officers may take notes, this is **not** an official police report. In order for there to be any further investigation, prosecution, recovery of items, or holding anyone caught, you **MUST file a report at the Fiscalia** in Yucalpeten; see the detailed map below. Go to the Police Station first (see the map) and tell them you need a translator to file a report at the Fiscalia. The translator will go over to the Fiscalia office with you. (As of mid January 2020, a translator is supposed to be available 24/7.)

IF YOU ARE ROBBED PERSON TO PERSON:

Stay calm and do not resist the attacker. Your safety is most important.

Make note of the attacker's physical characteristics such as hair color, height, clothing, etc. Also note the direction he went after the robbery.

CALL 911 IMMEDIATELY. The Police will respond promptly. Try to provide them with as much information as possible about the attack.

File an official report at the Fiscalia. The report is required for investigation and prosecution of the criminals; it is also used to assess patterns and develop procedures. *If no report is filed, it is as if the crime never happened.*

Go to the Police Station first (see the map) and tell them you need a translator to file a report at the Fiscalia. The translator will go over to the Fiscalia office with you. (As of mid January 2020, a translator is supposed to be available 24/7.)

The team at **BeachAreaNews.com** has been working with the Municipal and State Police to ensure safety, and is relaying your concerns. They should be notified of any issues with procedures addressed so they can assist in advising the authorities. **SIGN UP** for our announcements and meeting reports by sending a message to **team@beachareanews.com** requesting to be added.

IF YOU HAVE A TRAFFIC ACCIDENT

If you are involved in an accident **do not move your vehicle** unless it really causes a risk to others or you are ordered to do so by the Police. (Even if it means backing up traffic.)

CALL 911 IMMEDIATELY.

Help the injured if you can, but keep in mind that if the injuries are serious it is better not to move the person.

If you have a Mexico car insurance company, **call your insurer.** (You should keep this number in your car, and saved in your cellphone.)

Take photos with your mobile phone (or a camera) in case you have to move your vehicle.

If you are driving a rental car, you should do what their contract requires. (Have this explained to you when you rent the car; make sure they write a "Call us if you have any problems" number right at the top of the contract.)

Put out road warning signs (usually a reflective triangle) to warn other drivers.

You and your insurance representative will discuss the accident with the other party and hopefully reach an agreement about damages. If no agreement is reached between the people involved in the accident, the drivers will be taken into protective custody by the police and driven to the police station.

If you are taken into custody, the police will notify your consulate for any support you may require.

REMEMBER! If you are a victim of a crime and do not report it to the Fiscalia, the *incident never happened* in the law enforcement system. Report it **HERE:**

**Fiscalia and
Progreso Municipal Police:**
Calle 37 between Calles 16 and 18
Colonia Nueva Yucalpetén
Progreso, Yucatán

