



Amended: 2007-10-03


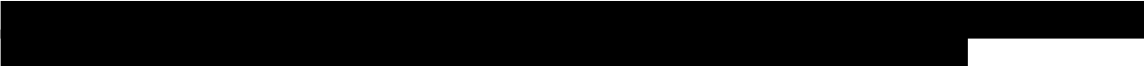
ROYAL CANADIAN MOUNTED POLICE

## App. 37-3-1 Missing Persons - Investigative Procedures

1. [All Categories of Missing Persons](#)
2. [Runaways](#)
3. [Parental Abductions \(With/Without Custody Order\)](#)
4. [Non-Parental Abductions](#)
5. [Found Persons](#)

### 1. All Categories of Missing Persons

1. 1. Open an operational file and confirm that the person is missing.
  1. 1. 1. Search the immediate area where the missing person was last seen.
  1. 1. 2. Consider searching the residences of relatives, friends, and acquaintances, particularly those of persons recently seen with the missing person.
  1. 1. 3. To determine the level of urgency, use the evaluation chart outlined in [App. 37-3-2](#).
1. 2. Interview the complainant and known associates of the missing person.
1. 3. From available information, determine the category of missing person, e.g. stranger/non-family abduction, family abduction, runaway, endangered runaway, lost, injured, otherwise missing.
  1. 3. 1. If abduction is suspected, consider establishing roadside vehicle checks, requesting the assistance of neighboring police agencies, and issuing an Amber Alert. See ch. [37.9](#).
1. 4. Search operational police records management systems for previous incidents related to the missing person and police activity in the jurisdiction, e.g. reports of prowlers, indecent exposure, attempted abductions, stalkers, sexual exploitation, community announcements of dangerous offenders and pedophiles.
1. 5. If it is an international student, visiting diplomat, or other foreign dignitary, contact the respective embassy or consulate, and the Cr. Ops. Officer through channels.
1. 6. If it is an elderly person believed to be suffering from Alzheimer's or some other form of dementia, consider conducting an urgent ground search because such persons may wander.
  1. 6. 1. Query the CPIC, Wandering Persons Registry, see [CPIC Reference Manual V.3](#). Consider contacting the local Alzheimer's Society to determine if the missing person has been registered as a wandering person.
1. 7. If it is an aboriginal person, contact the divisional Aboriginal or First Nations liaison officer for local advice.
1. 8. If it is a child, verify the custody status. Contact the National Missing Children Services for assistance. See ch. [37.10](#).
  1. 8. 1. If the child is a repeat runaway, whose approximate location is known, but whose safety is not reasonably believed to be in jeopardy, contact the National Missing Children Services at the discretion of your supervisor.

1. 9. Search sex-trade prevention databases locally and at possible destinations.
1. 10. If any of the following apply, record them on the operational file:
  1. 10. 1. The missing person suffers from a suspected or diagnosed physical or mental condition and specify the professional care, if any, obtained.
  1. 10. 2. The missing person requires or is taking medication.
  1. 10. 3. The missing person has a history of alcohol or substance use/abuse.
  1. 10. 4. There is an indication of possible physical danger to the missing person.
  1. 10. 5. The missing person is a danger to himself/herself or to others.
  1. 10. 6. There is indication of abduction or foul play. If abduction or other foul play cannot be reasonably ruled out, complete a ViCLAS booklet. See ch. [36.1](#).
  1. 10. 7. The missing person is elderly and may be suffering from dementia/Alzheimer's disease.
  1. 10. 8. The missing person is a repeat runaway.
  1. 10. 9. If possible, a physical description of the missing person.
  1. 10. 10. The clothing he/she wore when last seen.
  1. 10. 11. The addresses and locations known to be frequented by the missing person.
  1. 10. 12. Contact information for close friends, family, and associates of the missing person.
  1. 10. 13. There was a noticeable change in the behavior of the missing person in recent days.
  1. 10. 14. There is a history of similar incidents.
  1. 10. 15. Completely describe any vehicle involved.
  1. 10. 16. The missing person may possess cellular phone, personal digital assistant, or pager.  

  1. 10. 17. 1. Treat the area around the computer as a crime scene. Do not touch, use, or dismantle the computer or related equipment, including data storage devices/media because vital information could be inadvertently lost.
  1. 10. 18. The particulars of the last known person to speak with the missing person.
  1. 10. 19. The location where the missing person was last seen.
1. 11. Report the details of the incident and a complete description of the missing person to the OCC for broadcast. Provide updates as developments occur.
1. 12. Protect the scene, if applicable, as well as the missing person's home where personal articles, e.g. hairbrush, toothbrush, diary, photographs, and other items may be found that would provide DNA, fingerprint, or other evidence that might assist in the investigation.  



1. 13. If the missing person is a child, verify the custody status.
1. 14. Enter all pertinent information on CPIC and NCIC.
1. 15. Retain records and any 911 recordings of telephone communications and messages involving the missing person, and fully document all investigative steps taken.
1. 16. If the missing person may have left your jurisdiction, notify the appropriate agencies for assistance.
1. 17. If an organized search is undertaken, complete form [3450](#). The use of the form is optional, but should be considered for unorganized searches as well.
1. 18. Obtain a photograph of the missing person.
1. 19. Consult with the division media liaison officer and consider using the local media to assist with the search.
1. 20. Continually provide updates to the complainant and the missing person's family.
1. 21. Request investigative assistance and additional personnel as needed.

## 2. Runaways

2. 1. Review school records and interview teachers, other school staff, and classmates.
2. 2. Obtain permission to check the contents of a school locker.
2. 3. Check possible use of school computers.
2. 4. Contact community youth assistance organizations and agencies.
2. 5. Contact the child protection agency for possible abuse reports.

## 3. Parental Abductions (With/Without Custody Order)

3. 1. Obtain a copy of the current custody order.
3. 2. Conduct background investigations of both parents.

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3. 4. Interview family and friends of the suspect parent.
  3. 5. If appropriate, lay charges pursuant to sec. [282](#) or [283](#), CC.
    3. 5. 1. If the child is not located quickly, try to obtain a Canada-wide warrant for the suspect parent.
    3. 5. 2. Enter the suspect parent on CPIC and NCIC (Wanted category).
    3. 5. 3. If a warrant is not obtained, enter both the child and the suspect parent in the Missing category to allow for an NCIC entry.
  3. 6. Advise the attending parent to seek interim custody or an apprehension order.
  3. 7. Attempt to locate the suspect parent using information sources such as credit bureaus, motor vehicle branch records, transaction card records, and other databases.

[REDACTED]

3. 8. 1. Request that National Missing Children Services issue the appropriate Interpol notice and provide assistance in the investigation.

#### 4. Non-Parental Abductions

[REDACTED]

4. 1. 1. Verify with the local Crown Counsel whether a warrant is required and obtain one, if necessary.

[REDACTED]

4. 3. Conduct neighborhood enquiries.

4. 4. Compile a list of known sex offenders in the region. Contact the National Sex Offender Registry. See ch. [2.11](#).

4. 5. Develop a profile of the possible abductor.

4. 6. Contact your regional ViCLAS coordinator for assistance and complete a ViCLAS Booklet, form [3364](#), within 30 days from the start of the investigation.

NOTE: The list of regional ViCLAS Coordinators is found on page ii of form [3364](#).

4. 7. If an infant is abducted, investigate reports of home births in the area.

4. 8. If the family requires counselling, support and assistance, refer them to community support agencies.

4. 9. The following non-profit missing children's organizations may also be able to assist the parents:

4. 9. 1. The Missing Children Society of Canada: 403-291-0705,

4. 9. 2. Child Find Canada: 1-800-387-7962 (toll free),

4. 9. 3. Operation Go Home: 613-230-4663,

4. 9. 4. The Missing Children Network: 514-843-4333, and

4. 9. 5. Victims of Violence/Canadian Centre for Missing Children: 613-233-0052.

#### 5. Found Persons

5. 1. Remove entries for found persons from CPIC and NCIC. Cancel any other alerts, e.g. Amber, Interpol, media, web sites, advise other assisting agencies, e.g. police, social services, National Missing Children Services.

5. 2. Notify the complainant, family and the OCC.

5. 2. 1. If a missing adult is located and he/she is mentally competent, do not disclose his/her location without the person's consent.

5. 2. 1. 1. Provide the found person with the complainant's phone number and request that he/she contact the complainant.


5. 2. 1. 2. If the person does not want his/her location disclosed and refuses to contact the complainant, notify the complainant without disclosing the location of the person.

5. 2. 1. 3. If the address of the detachment could indicate the person's location, have the division notify the complainant that the missing person has been found.
5. 2. 1. 4. The age of majority (the age at which a child becomes an adult) varies by province and territory. Consult local provincial/territorial legislation.
5. 2. 2. If a person under the age of majority does not want to be returned to his/her residence, contact the appropriate child welfare agency to determine what action should be taken.
5. 3. Look for signs of abuse and consider having the person interviewed by an experienced member or social worker. If signs of abuse are detected, contact the appropriate child welfare agency.
5. 4. Recommend to the parent/guardian that a found child be examined by a health professional.

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 [Back to chapter](#)

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 Amended: 2007-10-03

[Important Notices](#)



[National Home](#) > OM - App. 37-3-1 Missing Person Information Checklist

# OM - App. 37-3-1 Missing Person Information Checklist

[Back to chapter](#)

## Directive Amended: 2014-09-05

To ensure comprehensive information gathering during missing persons investigations, take note of the following items, if applicable.

### The Subject

- Date and location of clothing or personal items purchased.
- Other missing personal items, e.g. lunch box, purse.
- Personal items, e.g. hairbrush/comb, toothbrush, personal papers, computer, CDs, toys, from which latent prints may be obtained. Suitable fingerprints can be collected from non-porous surfaces in particular, e.g. mirror/glass/plastic/metal surfaces as well as varnished, enamelled, or glazed surfaces, foils, books, magazines, and newspapers.
- Items with footprints or tooth impressions.
- Sample of handwriting.


### Possible DNA Sources

- Blood samples from the missing person, e.g. bandages, tissues.
- Fingernail clippings or body swabbings.
- Hooded clothing, hats, hat band, toque, helmet, or other headgear.
- Shirt collar or sport gear.
- Bed linens.

### Medical and Behavioural

- Most recent and location of last hospital visit.
- Releases for medical/dental records, including previous X-rays and eyeglass prescriptions.
- Medical records, if it appears the file will turn into a prolonged investigation.
- Recent changes in behaviour or comportment.
- Behavioural changes that may indicate substance abuse or stress.
- Recent physical changes, e.g. weight loss/gain, hair style change.
- Reputation in school, family, community, and any groups or teams the missing person belongs to.
- Gambling, gaming, and other compulsive activities.

- Obsessions, compulsions, and tics.
- Goals and ambitions.
- High-risk lifestyle or vulnerable.
- Dynamics/relationship between persons missing together.
- Philosophy, religion, moral and personal values and attitude, truth, responsibility.
- Target of or holder of racial, cultural, and physical prejudices.
- Feelings expressed about his/her own appearance, situation, abilities, self-esteem, and guilt.
- Ability to deal with conflict, fear, loneliness, affection, and sexuality.
- Comportment or features that might attract attention.
- Organizations or groups particularly trusted or distrusted by the missing person.
- Other information that can help develop a victimology.
- Personal writings, diaries, or drawings.
- School reports, journals, and school work.
- Personal photographs (albums or mounted photos owned by the missing person) or art.

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- Recently developed interests/habits.
  - Recent participation/events by the missing person.
  - Recent participation/events - identify/interview all participants.

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#### Situation

- Domestic difficulties.
- Family dynamics.
- Culture of the family and any bearing that may have on the incident.
- The status and stability of the relationship between the missing person and the person who reported them missing, other friends, and persons involved in the case.
- Prior incidents with family or at the missing person's home, e.g. child abuse/neglect calls, disturbances, prowlers, voyeurism.
- Custody status of missing person.
- Employment.
- Income and payment information from employment.
- Problems or issues with the missing person where they work.
- Missing person's schedule at work.
- Income sources besides employment.
- Financial difficulties.

- Debts and debtors.
- Current financial status of the family, including any large or recent debts and any life insurance policies involving the missing person.
- Banking activity to determine if accounts have been active, and if so, the time/date/place.
- Pending criminal/civil trials.
- Whether the missing person is bound by a Court Order.
- Passes issued to an absconder.
- Missing person's geographic familiarity with the area.
- Likely amount of money on the missing person at time of disappearance.
- Strength and endurance.
- Missing purse, wallet, credit cards, and money.
- Missing personal items such as toiletries and clothes.
- Missing cell phone.
- Missing keys and health card.
- Missing luggage and outer wear.
- Missing objects of sentimental value.

#### Timeline

- Circumstances surrounding the disappearance.
- Activities, movements, actions before going missing.
- Plans/intentions when last seen.
- Possible reason for the disappearance.
- Time frame between when the missing person was reliably last seen and when discovered missing.
- Any indication of possible physical danger to the subject.
- Previous disappearances (when, frequency, reported or not reported to police).

#### Friends and Family

- Contact information for a close friend or relative who can serve as a contact person if the complainant has no phone number.
- Contact information for close friends, family, and associates.
- Names, addresses, and DOB of family members and friends.
- Relationship, intimacy, and conflicts with the missing person.
- Recent new friends.
- Enemies, persons disliked or with whom there were conflicts, e.g. bullies.
- Names and particulars of all persons at the scene, including family members, friends, and neighbours.

#### Environment

- Video equipment for security purposes by area businesses, e.g. banks, ATMs, bars, liquor stores, convenience stores. Review video surveillance recordings.



- [REDACTED]
- Dynamics of the neighbourhood, including recent criminal activity such as attempted abductions, prowling, suspicious persons/vehicles, and nuisance complaints, especially those sexual in nature.
- Media reports on the incident.
- What is being said/was said on social media about the missing person.

#### Location and Travel

- Addresses and locations known to be frequented by the missing person.
- Possible locations the missing person might visit.
- Transportation the missing person has access to/is familiar with.
- Modes of transportation used habitually.
- If not a Canadian Citizen, does the missing person have a status in Canada.
- Permanent Resident or Citizenship Card information, if applicable.
- Possible routes that the missing person may have taken from the point last seen.
- Former places of residence.
- Vacations or trips recently taken (where, with whom).

[Back to chapter](#)

Date Modified: 2014-09-05



Moved from I.3.: 2005-11-29

ROYAL CANADIAN MOUNTED POLICE


### App. 37-3-2 - Evaluating Search Urgency

1. Consider each of the following factors and give a rating of 1 to 3. Total the seven assigned ratings and divide by 7 (or the # of factors considered) to determine the level of urgency. **1** - very urgent, **2** - urgent, and **3** - least urgent.
2. All seven profile areas must be scored to determine the urgency level. These figures are only relative values and indicate possible relative urgency. Other factors must also be evaluated by the search incident commander to establish search urgency.
3. If any contributing factor is life threatening, treat as an urgent search. Other factors bearing on the incident must also be evaluated.

Factor	Rating Scale	Score
<b>1. Age Profile</b>		
Very young	1	
Very old	1	
Other	2 - 3	
<b>2. Medical Condition Profile</b>		
Known suspect: injured/ill/mental illness	1 - 2	
Healthy	3	
Known fatality	3	
<b>3. Number of Subjects Profile</b>		
One alone	1	
More than one - unless separated	2 - 3	
<b>4. Subject Experience Profile</b>		
Inexperienced - does not know area	1	
Not experienced - not familiar with area	1 - 2	
Experienced - knows area	3	
<b>5. Weather Profile</b>		
Past/existing hazardous weather	1	
Predicted hazardous weather - less than 8 hours	1 - 2	
Predicted hazardous weather - greater than 8 hours	2	
No hazardous weather predicted	3	
<b>6. Equipment Profile</b>		
Inadequate for environment/weather	1	
Questionable for environment/weather	1 - 2	
Adequate for environment/weather	3	

Factor	Rating Scale	Score
<b>7. Terrain/Hazards Profile</b>		
Known terrain or other hazards	1	
Few/no hazards	2 - 3	
<b>Subtotal</b>		
<b>Divided by 7 = GRAND TOTAL</b>		

[◀ Back to chapter](#)

 Moved from I.3.: 2005-11-29

[Important Notices](#)



Français

Contact Us

Help

Search

Publiservice

Home

RCMP Manuals

Summary of  
AmendmentsDivision  
Supplements

RCMP.ca

OM Table of Contents

OM A-Z Index

List of Bulletins in OM

Canada



## Operational Manual

ROYAL CANADIAN MOUNTED POLICE

[Part 37 -- Table of Contents](#)

Amended: 2008-05-15

Bulletin

### 37.3. Missing Persons

[1. Definitions](#)
[Related Links](#)
[2. General](#)
[3. Investigations](#)
[37-3-1 Missing Persons - Investigative Procedures](#)
[37-3-2 Evaluating Search Urgency](#)

(For information regarding this policy, contact National Criminal Operations, Community, Contract and Aboriginal Policing Services Dir. at GroupWise address OPS POLICY HQ or the National Missing Children Services at 613-993-1525.)

#### 1. Definitions

1. 1. “**missing person**” means a person whose location is unknown and who might be:

1. 1. 1. in need of assistance to be reunited with his/her family, or to return home;

1. 1. 2. the victim of an offence;

1. 1. 3. in critical need of medical attention; or

1. 1. 4. mentally impaired and unable to care for himself/herself or who might pose a danger to his/her safety or to that of others.

1. 2. “**runaway**” means a child or young person who leaves the home, group home, or other place of residence for an indefinite period of time, often as a result of potential or actual serious problems that require clinical or social intervention.

#### 2. General

2. 1. For investigations concerning lost/overdue persons, see ch. [37.2](#).

2. 1. 1. For investigations concerning children 17 years of age or younger, see ch. [37.10](#).

2. 2. A missing person complaint must be given investigative priority.

2. 2. 1. The commander will assign an investigative priority to complaints concerning chronic runaways, whose whereabouts are known, and who are expected to return home after a brief absence.

2. 3. Complainants should contact the law enforcement agency having jurisdiction, i.e. the jurisdiction in which the person normally resided or in which the person was last seen.

2. 4. If the complainant cannot report the missing person to the appropriate law enforcement agency, provide assistance.

2. 4. 1. If the law enforcement agency of jurisdiction is outside of Canada, forward all the details to Interpol Branch, RCMP Headquarters.

2. 4. 2. If a person visiting Canada becomes missing, the complaint and request to investigate must originate with the foreign authorities and be made directly to Foreign Affairs Canada.

### 3. Investigations

3. 1. A member will:

3. 1. 1. Promptly investigate all missing persons complaints.

3. 1. 2. Follow the investigative guidelines outlined in [App. 37-3-1](#).

3. 1. 3. Brief the supervisor.

3. 2. A supervisor will:

3. 2. 1. Monitor the investigative file regularly for quality assurance to ensure that appropriate priority has been assigned, and that all investigative actions have been documented, on file.

3. 2. 2. Determine at the earliest, whether the investigation should be assigned to a Major Crime Unit.

3. 2. 3. Ensure coordination and cooperation among all police personnel/agencies involved in the investigation and search.

3. 2. 3. 1. As appropriate, request additional resources, e.g. search and rescue coordinator, police dog services, identification services, civilian search parties, air services.

3. 2. 4. Establish a command post away from the missing person's residence. Do not use the home phone of the missing person for operational purposes.

3. 2. 5. When a missing person is located, ensure that the CPIC and NCIC entries are removed.

3. 2. 5. 1. Even if a missing person does not return home, a missing person's report may be cancelled if the police are satisfied that the person is safe.

3. 3. A commander will:

3. 3. 1. Ensure that all missing persons complaints are thoroughly investigated and properly supervised.

3. 3. 2. Ensure that all members under his/her command are familiar with these directives.

3. 3. 3. Assign an investigative priority to complaints concerning chronic runaways. See sec. [2.2.1](#).

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### References

- *Administration Manual*, [III.2.](#), [III.11.](#)
- *Operational Manual*, [2.8.](#), [2.11.](#), [36.1.](#)
- Solicitor General's Manual, "*Police Procedures for Ground Search and Rescue for Lost and Missing Persons*", 1994.



[National Home](#) > OM - ch. 37.3. Missing Persons

## OM - ch. 37.3. Missing Persons

**Policy Amended: 2019-01-24**

For information regarding this policy, contact [Operational Policy and Compliance](#), National Criminal Operations, Contract and Indigenous Policing.

1. [Definitions](#)
  2. [General](#)
  3. [Roles and Responsibilities](#)
- App. 37-3-1 [Missing Person Information Checklist](#)

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### 1. Definitions

1. 1. **Missing person** means an individual reported to or by police as someone whose whereabouts are unknown, whatever the circumstances of their disappearance, and who will be considered missing until they are located.

1. 2. **High-risk person**, for missing person investigations, means that the missing person's health or well-being may be in immediate danger due to:

1. 2. 1. their own vulnerability,
1. 2. 2. the weather or physical conditions where the missing person is believed to be, or
1. 2. 3. reasonable grounds to believe they may be the victim of a crime.

NOTE: Examples of persons considered high-risk include: children; the elderly; a person with a physical, mental, or sensory disability; a person with a medical condition, mental illness, or who is suicidal; sex trade workers; gang or drug-trade associates; court witnesses; victims of abduction; victims of domestic violence and elder abuse; victims of bullying; transient/homeless persons; runaways; and those involved in high-risk activities such as hitchhiking and drug or alcohol abuse.

1. 3. **High-risk lifestyle** means the engagement in or the association with others involved in dangerous activities and/or frequenting or residing in dangerous environments, either by personal choice or circumstance.

### 2. General

2. 1. Divisions are guided by provincial legislation regarding missing person investigations.

2. 2. All reports of a missing person will be promptly and thoroughly investigated, regardless of the individual's gender, age, race, national or ethnic origin, colour, religion, sexual orientation, belief, social standing, or lifestyle. Refer to [OM ch. 38.2., Bias-Free Policing](#).

2. 3. Under no circumstance will a complainant be advised that they must wait a specific period of time before a report of a missing person can be made.

2. 4. A missing person complaint will be accepted and acted on by any detachment, regardless of jurisdiction. This includes any information, tips, or leads regarding a missing person investigation.

2. 4. 1. If the initial complaint is received by a detachment that does not have jurisdiction, refer to [sec. 3.1.](#)

2. 5. When the jurisdiction is in question:

2. 5. 1. The detachment or agency where the person was last seen has jurisdiction over the investigation and is responsible for the missing person report and the follow-up investigation.

2. 5. 2. If the last known location where the person was reported as missing cannot be determined, the police service for the jurisdiction where the missing person resides or last stayed is responsible for the missing person report and the follow-up investigation.

2. 6. When issuing a media release with a photograph of the missing person, the following must be ensured:

2. 6. 1. the image clearly depicts the missing person; and

2. 6. 2. the image represents the most recent likeness of the missing person, if possible.

2. 6. 2. 1. If the complainant or family member cannot provide a recent image, or if the image provided does not represent the most recent likeness of the missing person, and there is a suitable image available from an RCMP records management system (RMS), this image may be used.

NOTE: After an initial media release with the RMS image, if a more suitable image becomes available, this image will be used in any subsequent media releases.

2. 7. RCMP Ottawa [INTERPOL](#) National Central Bureau (NCB) ( [REDACTED] ) will provide assistance for any missing person who is suspected of being transported to a foreign country, has been reported to have gone missing in a foreign country, or is a foreign national. Refer to [OM ch. 44.4., Request for Assistance to Foreign Law-Enforcement Agencies.](#)

2. 7. 1. Interpol may issue a Yellow Notice. This notice is to help locate missing persons, often minors, or to help identify persons who are unable to identify themselves.

2. 8. Locating the missing person is the primary investigational objective in a missing person complaint.

2. 9. A person is deemed to be missing until the police force of jurisdiction receives credible information confirming the missing person's identity, safety, and well-being.

NOTE: Every attempt should be made to confirm the individual's safety and well-being in person. If circumstances exist that prevent an in-person confirmation, consider enlisting the assistance of a partnering agency (e.g. other police agency, social services, or school) to verify the missing person's safety and well-being.



2. 9. 1. In the event of the missing person's death, the police force of jurisdiction must receive positive confirmation of the missing person's identity.

2. 10. For investigations regarding lost or overdue persons, refer to [OM ch. 37.2., Lost/Overdue Persons](#).

2. 11. For investigations regarding missing persons under the age of 18, refer to [OM ch. 37.10., Missing Children](#), and for parental abduction, refer to [OM ch. 2.8., Parental Child Abduction](#).

NOTE: If there is information that the abducting parent may intend to leave, or has left, the country, National Missing Children Operations (NMCO) can be contacted by telephone at 1-877-318-3576. The NMCO is available 24 hours a day to provide advice and assistance to primary investigators in urgent situations.

2. 12. The [National Centre for Missing Persons and Unidentified Remains \(NCMPUR\)](#) can provide specialized analytical services or assist with requests to publish missing person information to their website. The NCMPUR may be contacted through email at GroupWise address [REDACTED]. Refer to [OM ch. 37.10.](#) and [OM ch. 2.8.](#)

### 3. Roles and Responsibilities

#### 3. 1. Member

3. 1. 1. If you receive an initial complaint and your detachment does not have jurisdiction:

3. 1. 1. 1. immediately communicate the missing person information, and any investigational steps taken, to the detachment or agency of jurisdiction, verbally by telephone, followed by electronic written correspondence; and

3. 1. 1. 2. open a file and document the transfer of information.

3. 1. 2. Inform the complainant if the investigation has been transferred to another jurisdiction and provide the contact information of the receiving jurisdiction.

3. 1. 3. Promptly and thoroughly investigate all missing person complaints. Document all investigational steps taken, in detail, in your notebook and the Records Management System (RMS). Refer to [OM ch. 25.2., Investigator's Notes](#).

3. 1. 4. Complete [Form 6473, Missing Person Intake and Risk Assessment](#), to assist in determining the appropriate response and resources.

NOTE: Complete [Form 6473](#) first, unless the incident requires immediate operational response (i.e. abduction in progress). The completion of [Form 6473](#) is critical, as it contains information that may guide you on different investigative avenues.

3. 1. 5. When the missing person is high risk or maintains a high-risk lifestyle (refer to [sec. 1.2.](#) and [1.3.](#)), notify your supervisor immediately.

3. 1. 5. 1. Consult your supervisor, as soon as practicable, regarding the appropriate response on all missing person investigations.

3. 1. 6. Determine the appropriate investigational response considering the circumstances, as well as any risk factors associated to the missing person, e.g. high-risk person. Refer to [sec. 1.2.](#) and [1.3.](#)

3. 1. 7. Confirm the physical descriptors of the missing person with the complainant and ensure the CPIC entry is correct.

3. 1. 8. Review divisional policy and [OM ch. 1.1., First Response Investigations](#).

3. 1. 9. Consider other options available, depending on the circumstances, such as issuing a BOLO or an Amber Alert. Refer to [OM ch. 37.9., AMBER Alert](#).

3. 1. 10. Develop a schedule in consultation with the family/reporting party/complainant to provide updates on the status of the investigation. Document each scheduled update in the file, using either:

3. 1. 10. 1. [Form 6519, Complainant/Family Communication Schedule](#); or

3. 1. 10. 2. the applicable RMS.

3. 1. 10. 2. 1. For PROS (Police Reporting and Occurrence System), create a contact log entry.

3. 1. 10. 2. 2. For PRIME-BC (Police Records Information Management Environment – British Columbia) or Halifax Versadex, create a supplemental report.

3. 1. 11. Follow provincial directives for referral and access to available victim services, taking into consideration cultural needs, where possible. Refer to [OM ch. 37.6., Victim Assistance](#).

3. 1. 12. Notify the family/complainant if the missing person is located.

3. 1. 12. 1. If there are exigent circumstances, including, but not limited to, a risk to the continued safety of the person reported missing (e.g. court witness, victim of domestic violence, or victim of elder abuse), consider withholding the person's location.

3. 1. 12. 2. If a found missing person is a competent adult, do not disclose their location to the family/complainant without the missing person's consent.

3. 1. 13. To ensure comprehensive information gathering, see [App. 37-3-1, Missing Person Information Checklist](#).

3. 1. 14. Immediately take steps to ensure that a detailed missing person entry is entered in the Canadian Police Information Centre (CPIC).

3. 1. 14. 1. Continually update the entry as more information becomes available. Refer to the relevant [CPIC user manual](#).

NOTE: If the detachment does not have the means to process the CPIC entry, employ the assistance of an internal partner to ensure that the entry is entered immediately (e.g. operational communications centre {OCC}, 24/7 or neighbouring detachment), and document the actions taken.

3. 1. 15. Contact Canada Border Services Agency (CBSA) by telephone at [REDACTED], if there is a possibility or suspicion that a missing or abducted child may be taken to the United States, or if a border alert is required for a missing adult.

3. 1. 16. Consult with Forensic Identification Services (FIS), where appropriate, and follow their direction regarding the preservation and recovery of physical evidence. Refer to [OM ch. 35.1.,](#)

[DNA Collection and Data Bank; LSM ch. 1., Laboratory Services, sec. 3., Collecting and Handling Exhibits](#); and [LSM App. 1-3, Sealing, Packing and Marking Exhibits](#).

3. 1. 17. During the investigation, if it is reported that the missing person has been seen in another jurisdiction, notify that jurisdiction, and request their investigational assistance.

3. 1. 18. Complete a ViCLAS booklet, [Form 3364, Violent Crime Linkage Analysis System](#), if foul play is suspected. Refer to [OM ch. 36.1., Violent Crime Linkage Analysis System \(ViCLAS\)](#).

3. 1. 19. Document on the applicable RMS the initial risk assessment, and throughout the investigation re-assess the risk level, and document the changes, if any.

3. 1. 20. If the missing person is not located, seek to establish or rule out foul play.

### 3. 2. When a Missing Person is Located

3. 2. 1. Ensure CPIC entries are removed, and other agencies, alerts, notifications, or information systems used during the investigation are updated when a missing person has been located and the investigation is concluded.

3. 2. 2. Consider conducting an interview with the found person to determine the details pertaining to the disappearance, and any requirements for follow-up investigation.

3. 2. 2. 1. Document information obtained in the file for use in subsequent investigations.

3. 2. 3. Contact the appropriate child welfare agency to determine what action should be taken, if a person under the age of majority does not want to be returned to their residence.

3. 2. 4. Document the details of the investigation, including the complainant notification and the disposition or outcome of the complaint, in the applicable RMS.

### 3. 3. Supervisor

3. 3. 1. Review all missing person files, review [Form 6473](#), and document direction and guidance provided to the member on the applicable RMS.

NOTE: Ensure [Form 6473](#) has been completed, and all investigative avenues have been considered.

3. 3. 2. Confirm that the appropriate investigative response is underway, and that all investigative actions have been, and continue to be, documented in the file.

3. 3. 3. Confirm the continuance of the investigation until the missing person is located.

3. 3. 4. Confirm that the missing person has been added to CPIC.

3. 3. 5. Determine at the earliest possible time, whether to request the assistance of your General Investigation Section (GIS), Major Crime Unit, divisional Missing Persons Unit, and/or integrated unit, e.g. if foul play is suspected or there are similar missing person occurrences.

3. 3. 6. When appropriate, brief the unit commander.

3. 3. 7. Confirm coordination, cooperation, and information-sharing among all police agencies involved in the investigation and search for the missing person.

3. 3. 8. Request additional resources when appropriate, e.g. search and rescue services, police dog services, FIS, air services, NCMPUR, technical crime unit, coroner/medical examiner, National Sex Offender Registry, Behavioral Sciences, Aboriginal Policing Section, and media relations.
3. 3. 9. Determine if there is a need for a command post.
3. 3. 9. 1. If you have determined that there is a need for a command post, ensure the deployment of a critical incident commander. Refer to [TOM ch. 1.1., Incident Commanders](#).
3. 3. 10. Ensure that members are documenting the assessment of risk on the applicable RMS, and that if the risk level changes during the investigation, the reassessment of the risk level has been documented.
3. 3. 11. Monitor the investigative file on an ongoing basis to ensure that all investigative actions have been properly documented, that there are no gaps in the investigation, and that all missing person files are passed on to the oncoming watch.
3. 3. 12. If foul play is suspected, confirm that [Form 3364](#) has been completed.
3. 3. 13. Confirm that CPIC entries have been removed, and other agencies, alerts, notifications, or information systems used during the investigation, have been updated when a missing person has been located and the investigation is concluded.
3. 3. 14. If the missing person has a previous history of being reported missing, consider conducting a review of the occurrence to identify any enhancements which could be used to prevent or assist in future missing person investigations.
- 3. 4. Unit Commander**
3. 4. 1. Confirm that all missing person complaints are thoroughly investigated and properly supervised.
3. 4. 2. Consider the inclusion of a [Unit Level Quality Assurance](#) process for missing person investigations.
3. 4. 3. Make certain that incidents involving missing persons with suspicious circumstances are reported to the appropriate divisional coordinator where possible, e.g. Aboriginal Policing Section is advised of Indigenous missing persons.
3. 4. 4. At the end of each shift, ensure a proper pass on system or process is established for missing person investigations that are not resolved.

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## References

- [AM ch. III.2., Correspondence and Messages](#)
- [Form 3364, Violent Crime Linkage Analysis System](#)
- [Form 6473, Missing Person Intake and Risk Assessment](#)
- [IMM ch. 3.1., Information Access](#)
- [LSM ch. 1., Laboratory Services](#)
- [OM ch. 1.1., First Response Investigations](#)

- [OM ch. 2.8., Parental Child Abduction](#)
- [OM ch. 2.11., National Sex Offender Registry](#)
- [OM ch. 7.1., Immigration](#)
- [OM ch. 25.2., Investigator's Notes](#)
- [OM ch. 35.1., DNA Collection and Data Bank](#)
- [OM ch. 36.1., Violent Crime Linkage Analysis System \(ViCLAS\)](#)
- [OM ch. 37.2., Lost/Overdue Persons](#)
- [OM ch. 37.6., Victim Assistance](#)
- [OM ch. 37.9., AMBER Alert](#)
- [OM ch. 37.10., Missing Children](#)
- [OM ch. 38.2., Bias-Free Policing](#)
- [OM ch. 44.4., Request for Assistance to Foreign Law-Enforcement Agencies](#)
- Solicitor General's Manual, "*Police Procedures for Ground Search and Rescue for Lost and Missing Persons*", 1994.

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