



# Operational Response, Prevention and Intervention Strategies

Working Group D diligently works towards the implementation of recommendations aimed at promoting operational excellence by establishing effective strategies for operational response, prevention and intervention.

**63 Recommendations**

# Recommendations

## Major Case Management

- 12 – Compliance with MCM standards and use of PowerCase – **In Progress**
- 13 – Compliance with Adequacy Standards and Best Practices for MCM and PowerCase – **In Progress**
- 14 – Independent Monitoring of adequacy standards – **Not Started**
- 15 – Enhancements to PowerCase software – **In Progress**
- 16 – Automate predetermined action lists for particular investigations – **Done**
- 17 – Interoperability of Systems – **Initiated**
- 21 – TPS to ensure information availability - **Initiated**
- 22 – ViCLAS compliance – **In Progress**
- 23 – Audit of ViCLAS Compliance – **Implemented**
- 24 – ViCLAS Reporting to TPSB – **Almost Done**
- 25 – ViCLAS Independent Inspections – **Not Started**
- 26 – Notification of the Serial Predator Criminal Investigations Coordinator – **Almost Done**
- 27 – Notification of Serial Predator Criminal Investigations Coordinator – **Almost Done**
- 28 – Serial Predator Compliance Audits - **Initiated**
- 29 – Serial Predator Reporting To Board – **Not Started**
- 30 – SPCIC Notification Independent Inspections – **Not Started**
- 31 – Education regarding Serial Predator Criminal Investigations Coordinator’s role – **Implemented**

## Missing Person Investigations

- 32 – Components of a Missing Person Strategic Plan – **Initiated**
- 33 – Heightened priority for Missing Person investigations – **Done**
- 34 – Culture change to heighten priority to missing persons – **Almost Done**
- 35 – Adopt Mid-term model – **Initiated**
- 42 – Greater use of civilians and special constables – **In Progress**
- 43 – Amend procedure to provide a comprehensive communication strategy throughout missing person investigation – **In Progress**
- 45 – MCM Victim Liaison Officer – **Initiated**
- 46 – Amended procedure to document support provided in MP cases – **In Progress**
- 48 – Development of a specialized risk assessment tool in partnership with Academic Institutions and TPS Analysts – **In Progress**
- 49 – Risk Assessments by Trained Experts – **Almost Done**
- 50 – Risk Assessments Timeliness – **Done**
- 51 – Meeting for Risk Assessments – **In Progress**
- 52 – Risk assessment-based triage protocol – **Initiated**
- 53 – Improve capacities of outside agencies to share responsibilities for missing person cases – **Initiated**

- 54 – Identifying the types of risk – **In Progress**
- 55 – Update current risk assessment forms – **In Progress**
- 57 – Policy, Procedure & Risk assessment forms Re-Evaluation – **In Progress**
- 58 – Abolishing the bifurcated approach of review of risk assessment – **Done**
- 59 – Re-evaluate the search levels – **In Progress**
- 60 – Support continuing research on risk assessment – **In Progress**
- 61 – Designation of Missing Persons Occurrences as Major Case – **In Progress**
- 62 – Missing Persons cases equivalent or analogous to major cases – **In Progress**
- 63 – Investigative decisions as to foul play and missing persons cases – **In Progress**
- 64 – Missing Person Unit to lead investigations – **Almost Done**
- 65 – Set clear direction on who conducts the investigation – **In Progress**
- 67 – Amend missing person procedure – **In Progress**
- 68 – Create a process to merge investigation – **In Progress**
- 69 – Updated Procedure - ensure Investigation continues in absence of lead investigator – **In Progress**
- 70 – Updated Procedure – ensure full continuity in missing person investigations – **In Progress**
- 71 – Missing person coordinators to ensure continuity – **Initiated**
- 72 – Define triad in major cases and access to assigned officers – **In Progress**
- 73 – Informed investigations by skills and competencies – **In Progress**
- 76 – Incorporate Information-Sharing Strategy into Strategic Plan and Procedure - **Initiated**
- 79 – Improve Missing Persons Webpage and Evaluate Efficacy of Missing Person Questionnaire – **In Progress**
- 83 – Utilize Liaison and Neighbourhood Community Officers – **In Progress**
- 84 – Return Interview – **Initiated**
- 93 – Create templates and checklists - **Initiated**
- 95 – DNA and dental charts – **In Progress**
- 96 – Interview key witnesses – **In Progress**
- 97 – Searches and responsibility – **Initiated**
- 98 – Comprehensive and coordinated searches – **In Progress**
- 99 – Reviewing video – **In Progress**

## Removing Barriers

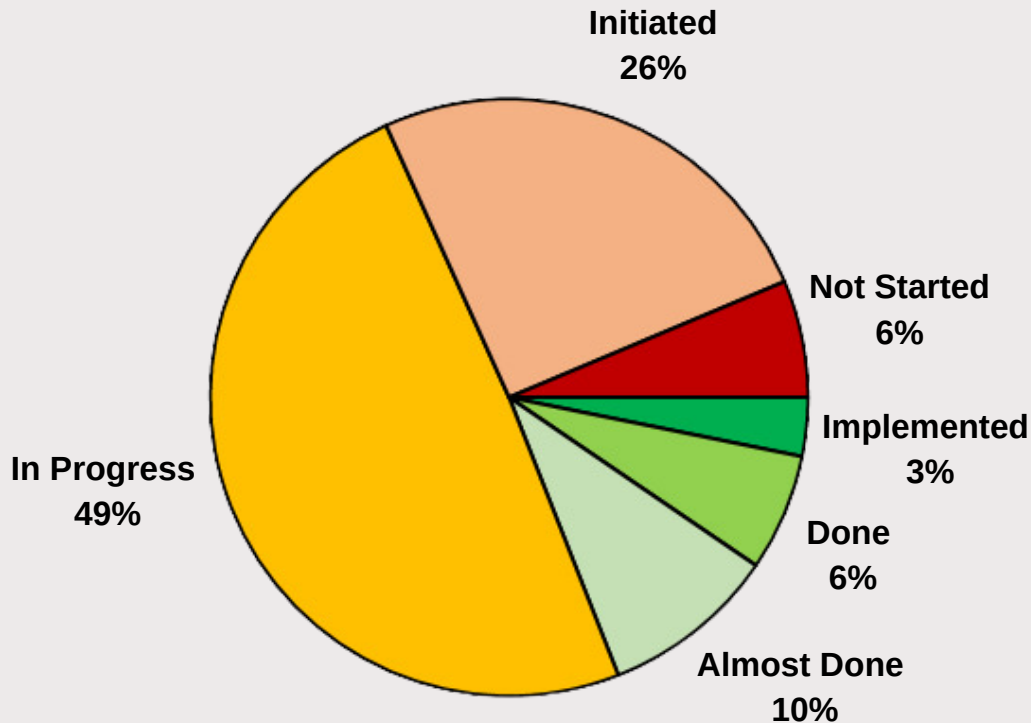
- 112 – Third Party Reporting - **Initiated**







## Specific Investigative Issues

- 88 – Update procedures regarding collection of electronic evidence to improve processes – **In Progress**
- 90 – Integrate civilian analyst into major investigations – **Initiated**
- 100 – Coordinated Video canvass – **Initiated**

# Recommendation Status

Below is a breakdown of the status of all recommendations assigned to this Working Group.



-  **Implemented** – The recommendation has been reviewed by the MMIT and the Implementation Report has been approved by MMIT Co-Chairs.
-  **Done** – 100% - Awaiting approval, deliverables have been completed and as a result the Missing and Missed Recommendation Implementation Report has been submitted for approval.
-  **Almost Done** – 80% or greater - The work on this recommendation is almost complete.
-  **In Progress** – 20% to 80% – Work towards completion is well underway.
-  **Initiated** – 20% or less - Work has commenced but is currently in the early stages.
-  **Not Yet Started** – 0% - Even though much preparatory work may have been completed to get a recommendations to the starting point of the implementation process, work to complete the goals/deliverables has not yet started.

## To Learn More About Implementation



<https://www.tps.ca/chief/chiefs-office/missing-and-missed-implementation/>

## Get in Touch!

MMIT Community Representatives:  
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“

*Neither your pain nor your loss is in vain. They will serve as the catalyst for real and lasting improvements to how the Toronto Police Service investigates reports of missing persons.*

”

-The Honourable Gloria J. Epstein

**Thank you to our dedicated MMIT  
Community Representatives  
without whom implementation  
would not be possible.**