

The Investigative Process

What Happens When Police Arrive?

When police arrive in response to a missing person call, the process to locate the missing person begins. Understanding the steps involved can help you navigate this challenging situation with greater clarity and confidence.

Uniformed officers will meet with you to collect essential information and to start looking for the missing person.

Information needed about the missing person includes:

- Full name and date of birth (will also ask this of anyone they speak to regarding the missing person).
- Physical description (height, weight, hair colour, scars, tattoos, etc.)
- School, work, and social connections (such as friends, colleagues, or support workers).
- Medical and dental information (if available).
- Last known location and places the person visits often.
- Description of clothing, vehicle details.
- Contact information (e.g., phone number, cell phone provider, social media accounts).
- A recent photo of the missing person.
- Something with the missing person's DNA (such as a hairbrush or toothbrush) if necessary.

The officers will provide this information to their supervisors and a trained investigator specializing in missing persons cases will be assigned. This investigator and their investigative team, equipped with specialized training and resources, will do everything that is necessary to find the missing person.

To learn more, visit <https://www.tps.ca/missing> and download the “Community Guide to Report a Person Missing.”

Questions? Contact the Missing Persons Unit at MissingPersons@tps.ca