04-05 Missing Persons

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Rationale

Missing person occurrences are a high-risk area of policing and must be given appropriate levels of priority and resources from the outset. Each missing person occurrence reported to the Toronto Police Service (Service) shall be treated as an investigation, given the potential that criminality may be uncovered at a later date.

This Procedure provides direction to members outlining both the responsibility and clearly defined guidelines for the reporting of missing persons, the co-ordination of search activities, the required investigation, and subsequent follow-up.

Supervision

- Supervisory Officer notification mandatory for all missing person investigations
- Supervisory Officer attendance mandatory for Level 1 and 2 searches

Procedure

A missing person is a person where <u>both</u> the following circumstances exist with respect to the person:

1. The persons whereabouts are unknown and,
    i. the person has not been in contact with people who would likely be in contact with the person, or
    ii. it is reasonable in the circumstances to fear for the person's safety because of the circumstances surrounding the person's absence or because of any other prescribed considerations.
2. A member of a police force is unable to locate the person after making reasonable efforts to do so.

When someone is reported as missing or lost to the Service, a full missing person eReport shall be taken in all instances and completed in accordance with this Procedure.

If there is any uncertainty determining whether or not the preliminary information gathered meets the threshold of the definition, a supervisor shall contact the Homicide and Missing Persons Unit (HMPU) for consultation. If it is determined not to be a missing person, the call-type shall be modified with the assistance of Communications Services.

All reports of missing persons are accepted at the time that they are made and given full consideration and attention regardless of:

- where the missing person resides;
- where the reportee resides;
- the reportee's relationship to the missing person;
- the length of time the person has been missing; or
- the missing person's age, sex, race, citizenship, ethnic origin, religion, sexual orientation, gender identity, gender expression, belief, social standing, disability or lifestyle.

If the reportee and missing person are or have been involved in an intimate relationship, members shall comply with Procedure 05–04.

A citizen requesting information about another citizen's whereabouts either electronically or by telephone shall be directed to the Officer in Charge. The Officer in Charge shall determine whether it is appropriate to release the requested information.

Risk Assessments

There are 3 levels of investigative response to missing person cases. All missing person cases shall be treated presumptively as high risk unless and until a risk assessment or other available information reasonably supports a different approach.

When completing a risk assessment, consideration will be given to all factors, including the elevated risks often associated with marginalized, vulnerable or disadvantaged community members. In addition, irrelevant and stereotypical assumptions and misconceptions will not be considered.

Initial Risk Assessment

The initial level of investigative response required is determined with information collected on the TPS 260 and TPS260A. These forms are an investigative aid that are utilized to assist responding officers, supervisors and the Officer in Charge in assessing the level of risk, urgency, and to determine the appropriate level of investigative response and search that is required.

The initial risk assessment will be completed as soon as practicable, and promptly reviewed by supervisors for all missing person cases.

Ongoing Risk Assessment

The level of risk and required investigative response will be regularly re-evaluated as an ongoing process throughout the investigation.

The ongoing risk assessment is recorded on the Risk Response Text Template in the original eReport, and will be utilized throughout the investigation to record all new information as it becomes known, as well as details, assignments, investigative results and next steps.

Major Case Designation for Missing Persons

All cases of missing persons where circumstances indicate a strong possibility that the missing person has been the victim of homicide, an assault causing serious bodily harm, abduction or kidnapping meet the criteria as a major case pursuant to the Ontario Major Case Management Manual. This includes the strong possibility of being victimized by crime, or other factors that elevate concerns about the missing person. As such, all missing person occurrences where the strong possibility cannot

reasonably be excluded, or the missing person's life or safety may be at serious risk shall be treated as a major case. Therefore, an accredited Major Case Manager shall lead the investigation.

Missing person cases, where it has yet to be determined whether the missing person has been victimized by crime and the individual remains unaccounted for 30 days after being reported missing, shall be deemed a major case pursuant to the Ontario Major Case Management Manual for the purpose of utilizing the Ministry approved software (PowerCase).

In cases where it is suspected or unusual circumstances are encountered the collection of DNA will be conducted under the direction of Detective Operations – Forensic Identification Services (FIS).

Homicide and Missing Persons Unit (HMPU)

The HMPU is the centralized unit for the Service that is responsible for developing and maintaining a consistent process and investigative response for all occurrences of persons missing in the City of Toronto, or on the way to/from the City of Toronto. This includes both newly reported and historic cases of missing persons and unidentified human remains.

Members of the HMPU shall:

- deploy when required, provide divisional support and guidance during missing person investigations;
- engage divisional personnel on all missing person cases that meet the threshold criteria outlined in the HMPU Notification Protocol*;*
- monitor and review every missing person report;
- ensure standardized investigations and a consistent process of review across the Service;
- maintain continuity and consistency of file management;
- ensure collaboration of partners to leverage all available resources that may be utilized for both investigative assistance, information and community mobilization;
- enhance Service commitment to a victim-centered approach to all missing person occurrences (victim support/victim management); and
- identify organizational training needs and ensure they are addressed.

The HMPU is available as a resource to all units in the Service, and will ensure accountability, provide direction, guidance, follow-up and support to divisional investigators. The overall responsibility of the investigation remains with the division.

HMPU Notification Protocol:

The HMPU is available 24 hours a day and the on-call member shall be notified via the Real Time Operations Centre (RTOC) in the following instances:

- missing person is a child (0-12 years);
- missing person is elderly (65+);
- missing person has cognitive impairment;
- missing person exhibits suicidal behavior;
- strong possibility of being victimized by crime;
- missing person is a sex trade worker;
- case is multi-jurisdictional;
- require clarity on case ownership / assignment;
- require further investigative support;
- believe to be consistent with pattern or trend of ongoing missing persons or criminal cases;
- unnatural sudden death involving the discovery of unidentified human remains; and
- any other situation with the likelihood of imminent or serious harm.

The HMPU will take carriage of unidentified human remains occurrences after 30 days. At the discretion of the Unit Commander – Homicide and Missing Persons, missing person occurrences may be assigned directly to the HMPU.

Missing Persons Act

The *Missing Persons Act* came into effect on July 1, 2019. This legislation will assist police officers investigating missing person occurrences by providing them with the ability, in certain circumstances, to:

- obtain a court order for a person or entity to produce records that would assist in locating a missing person;
- obtain a search warrant to allow entry onto a premises to locate a missing person; and
- make an urgent demand for records without judicial authorization.

If it is determined that a search warrant or, in exigent circumstances, an urgent demand for records may further the investigation, police officers shall comply with the relevant direction contained in this Procedure.

National Missing Persons DNA Program

The National Missing Persons DNA Program (NMPDP) is designed to be utilized as an additional resource with ongoing missing person investigations. The NMPDP is a joint effort of the National Centre for Missing Persons and Unidentified Remains (NCMPUR) and the National DNA Data Bank (NDDB).

Each person's DNA (deoxyribonucleic acid) is unique to them and it can be used to identify a missing person's remains or their blood at a crime scene. The DNA of a missing person can be collected from personal items containing their saliva, blood, skin cells or sweat, as outlined in Appendix A. These types of personal items are often lost even with the short passage of time and, as a result, should be collected in the early stages of a missing person investigation.

Once collected, a DNA profile may be submitted under the NMPDP and compared on an ongoing basis to DNA collected in other cases. In order to utilize a missing person's DNA as an investigative tool, written consent from the missing person's family is required. For additional information pertaining to the collection of DNA in missing person investigations, officers shall contact the HMPU directly.

Divisional Resources and Checklist

Divisional Unit Commanders shall ensure that a list of local resources is created and maintained to assist personnel assigned to missing person searches. Information may include, but is not limited to listings for

- community centres, pools, arenas, libraries
- places of worship
- schools
- shopping malls
- transportation facilities (bus terminals, train stations, etc.)
- hotels/motels
- hostels & withdrawal management centres (formerly known as detoxification centres)
- social service agencies, drop in centres
- hospitals
- private security agencies operating in the division

Additionally, the Missing Person Coordinators assigned to the HMPU shall develop and maintain a list of community resources and contacts from social services, public health and other community organizations and agencies that can be utilized to advance missing person investigations. Upon request a current list of these community resources is available to assist investigators.

Search Levels

The primary objective of the search is to find the missing person as quickly as possible and in the best possible condition

The search for missing persons is divided into three levels of operation:

- Level 3 Missing Person Search
- Level 2 Missing Person Search
- Level 1 Missing Person Search

Depending upon the circumstances, the search can begin at any one of the three levels, but does not preclude the steps in the previous levels, if appropriate.

➔ *Level 2 and Level 1 searches shall be conducted using the Incident Management System as defined in Chapter 10, Appendix A.*

The investigative response shall be based on the totality of the circumstances of the disappearance that are known, or as they evolve. The search response to a missing person shall be closely correlated to the risk assessment process.

If there is any ambiguity regarding the appropriate level of investigative response and search that is required, in consultation with the supervisor, Officer in Charge, HMPU and On-Call Search Manager, the Duty Inspector will determine the appropriate level of investigative response.

BOLOs

A Be On the LookOut (BOLO) request is generated when a missing person eReport is created. Records Management Services – Operations (RMS – Ops) is responsible for posting the BOLO.

Amber Alert

The activation of an AMBER Alert shall be considered in all missing children investigations, and Major Case Management shall be implemented in all cases involving AMBER Alert activation.

Before an AMBER Alert is initiated, the following guidelines must be met

- the investigator believes a child under 18 years of age has been abducted
- the investigator believes the child is in danger
- there is descriptive information about one or more of the following
  - child
  - abductor
  - vehicle

  to believe an immediate broadcast alert will help in locating the child.

Police officers requesting an Amber Alert shall also comply with Procedure 05–26.

Reporting

When a person has been reported missing to the Service, officers shall utilize the Missing Person Phone-In process by contacting RMS – Ops via telephone to generate the required missing person eReport. This process will simplify data entry requirements for officers, and ensure the missing person is entered onto the Canadian Police Information Centre (CPIC) immediately.

In all instances:

- a missing person eReport shall be completed;
- the person's information shall be entered onto CPIC as missing;
- the supervisory officer shall be notified; and
- an investigation shall be commenced.

➔ *Under no circumstances will the report of a missing person be entered as an 'Incident'.*

When a person is reported missing by a reportee in person at a division, the reportee shall not be directed to attend a different division.

If the person is being reported missing at a Service facility other than a police division, members may contact the division responsible for that area to attend and conduct an investigation.

No member shall dissuade or refuse to accept a call in any instance when a dispatcher from Communications Services needs to transfer a caller, including those from out of town who are trying to file a missing person's report.

If any assistance or clarification is required, the supervisory officer may call the Duty Inspector via RTOC.

Reporting Reference Guide

When the missing person category has been established through the Reporting Reference Guide, refer to the corresponding directions below.

Category	Circumstances	Responsible for Initial Report & Response
A	• Reportee is situated in the City of Toronto • Missing person is a resident of the City of Toronto	Division Reportee Resides
B	• Reportee is situated in the City of Toronto • Missing person is not a resident of the City of Toronto • Area the person is missing from is known	Division Reportee Resides
C	• Reportee is situated in the City of Toronto • Missing person is not a resident of the City of Toronto • Area the person is missing from is unknown	Division Reportee Resides
D	• Reportee is situated outside the City of Toronto • Missing person is a resident of the City of Toronto	Division Missing Person Resides
E	• Reportee is situated outside the City of Toronto • Missing person is not a resident of the City of Toronto • Area the person is missing from is known	Division Missing Person Last Known To Be
F	• Reportee is situated outside the City of Toronto • Missing person is not a resident of the City of Toronto • Area the person is missing from is unknown	RTOC To Determine

Missing Person (A)

- ***Reportee is situated <u>in</u> the City of Toronto***
- ***Missing person <u>is</u> a resident of the City of Toronto***

The division receiving the report of a missing person shall

- conduct the initial investigation
- complete the applicable eReports
- if the division receiving the report for the missing person is not the division where the missing person resides, immediately
  - provide the eReport number to the Officer in Charge of the division where the missing person resides
  - record the name, rank and badge number of the Officer in Charge contacted in the eReport

The division where the missing person resides shall conduct a follow–up investigation.

Missing Person (B)

- ***Reportee is situated <u>in</u> the City of Toronto***
- ***Missing person <u>is not</u> a resident of the City of Toronto***
- ***Area the person is missing from is <u>known</u>***

The division receiving the report of a missing person shall

- conduct the initial investigation
- complete the applicable eReports
- if the division receiving the report for the missing person is not the division responsible for the area from which the person is missing, immediately
  - provide the eReport number to the Officer in Charge of the division responsible for the area from which the person is missing
  - record the name, rank and badge number of the Officer in Charge contacted in the eReport

The division responsible for the area where the person is missing from shall conduct a follow–up investigation.

Missing Person (C)

- ***Reportee is situated <u>in</u> the City of Toronto***
- ***Missing person <u>is not</u> a resident of the City of Toronto***
- ***Area the person is missing from is <u>unknown</u>***

The division receiving the report of a missing person shall

- conduct the initial investigation
- complete the applicable eReports
- conduct a follow-up investigation
- add any new information in the original eReport until the missing person is located or further information is received concerning the whereabouts of the missing person that identifies an area where the person may be located or was missing from
- if further information is received about the area from which the person is missing, provide the eReport number to the Officer in Charge of the division responsible for that area for follow–up investigation

Missing Person (D)

- ***Reportee is situated <u>outside</u> the City of Toronto***
- ***Missing person <u>is</u> a resident of the City of Toronto***

The unit receiving a report of a missing person shall transfer the reportee to the division where the missing person resides.

The division where the missing person resides shall

- advise the reportee that a member of the police service having jurisdiction where the reportee is currently situated will attend to speak with them
- generate a CPIC message to the local police service requesting
  - an officer from the local police service attend and speak with the reportee
  - the name, rank, badge number, and contact information of the officer from the local police service who is attending to conduct the initial investigation, be forwarded by CPIC message to the TPS division conducting the investigation
  - all information obtained during the initial investigation be forwarded by facsimile to the TPS division conducting the investigation
- complete the applicable eReports, including the results of the investigation conducted by the local police service.

The division where the missing person resides shall conduct a follow–up investigation.

Missing Person (E)

- ***Reportee is situated <u>outside</u> the City of Toronto***
- ***Missing person <u>is not</u> a resident of the City of Toronto***
- ***Area the person is missing from is <u>known</u>***

The unit receiving a report of a missing person shall transfer the reportee to the division responsible for the area from which the person is missing.

The division responsible for the area from which the person is missing shall

- advise the reportee that a member of the police service having jurisdiction where the reportee is currently situated will attend to speak with them
- generate a CPIC message to the local police service requesting
  - an officer from the local police service attend and speak with the reportee
  - the name, rank, badge number, and contact information of the officer from the local police service who is attending to conduct the initial investigation, be forwarded by CPIC message to the TPS division conducting the investigation
  - all information obtained during the initial investigation be forwarded by facsimile to the TPS division conducting the investigation
- complete the applicable eReports, including the results of the investigation conducted by the local police service

The division responsible for the area where the person is missing from shall conduct a follow–up investigation.

Missing Person (F)

- ***Reportee is situated <u>outside</u> the City of Toronto***
- ***Missing person <u>is not</u> a resident of the City of Toronto***
- ***Area the person is missing from is <u>unknown</u>***

The unit receiving a report of a missing person shall transfer the reportee to RTOC.

The RTOC shall

- speak with the reportee over the telephone in an attempt to identify an area from which the person is missing
- if the area is identified transfer the reportee to the division responsible for that area
- if the area is not identified, the Officer in Charge – RTOC shall assign the investigation to the most appropriate division and ensure the reportee is transferred to that division

The division assigned the investigation shall

- advise the reportee that a member of the police service having jurisdiction where the reportee is currently situated will attend to speak with them
- generate a CPIC message to the local police service requesting
  - an officer from the local police service attend and speak with the reportee
  - the name, rank, badge number, and contact information of the officer from the local police service who is attending to conduct the initial investigation, be forwarded by CPIC message to the TPS division conducting the investigation
  - all information obtained during the initial investigation be forwarded by facsimile to the TPS division conducting the investigation
- complete the applicable eReports, including the results of the investigation conducted by the local police service
- add any new information in the original eReport until the missing person is located or further information is received concerning the whereabouts of the missing person that identifies an area where the person may be located or was missing from
- if further information is received about the area from which the person is missing, provide the eReport number to the division responsible for that area for follow–up investigation

If during the investigation into the missing person it is determined that the person is missing from a jurisdiction outside of the City of Toronto, shall immediately forward the report to the police service having jurisdiction from which the person is missing.

Toronto Resident Reported Missing to another Jurisdiction

When information is received from another police agency that a City of Toronto resident has been reported missing in another jurisdiction, the Detective Sergeant of the division where the missing person resides shall ensure

- a Service lead investigator is assigned to the occurrence;
- an investigation is undertaken in cooperation with the agency that received the report;
- once the other agency has cleared the investigative leads within their jurisdiction, the Service will take responsibility for the investigation;
- CPIC entries are updated as required to indicate the investigation is now the responsibility of the Service; and
- compliance with all relevant direction contained in this Procedure.

Child Apprehension Warrant

If a missing person is under 16 years of age and circumstances warrant, the police officer shall advise the parent, guardian or the approved agency that has custody of the child that they may apply to a Justice of the Peace (Ontario Court of Justice, Family Division) for an apprehension warrant under the *Child, Youth and Family Services Act* (CYFSA).

When in receipt of a Child Apprehension Warrant, officers shall scan and attach the warrant to the original eReport and notify RMS – Ops to ensure the warrant is entered onto CPIC

International Investigations

When investigating any missing person case that is international in nature where there is an immediate concern for public safety, or high risk travelling, officers shall notify Intelligence Services - [redacted] immediately. Police officers investigating any other cases that are international in scope shall contact the HMPU via the global e-mail address at MissingPersons for assistance.

The HMPU will notify INT - Security, as required, and provide investigative support based on Interpol's missing person's protocol.

Level 3

Police Officer

The first police officer shall be responsible for conducting the initial investigation, preserving evidence, completing all necessary reports and notifying a supervisory officer of all pertinent facts.

1. When investigating a report of a missing person shall
   - comply with the applicable Reporting section of this Procedure
   - utilizing a trauma-informed approach, interview the last person to see the missing person, where possible and obtain information on any additional key witnesses that may have been identified

     ➔ *This information will be shared with the divisional investigator to conduct follow-up interviews and to determine the appropriate investigative response that is required.*

   - comply with Procedure 04–09 if the services of an interpreter are required
   - utilize the body-worn camera as appropriate, in compliance with Procedure 15-20
   - obtain a complete and accurate description of the person, including clothing, identification, vulnerabilities (including medical and/or mental health conditions, and current emotional/physical state), and possible destinations
   - confirm the place last seen (PLS) and time, or last known place (LKP) and time, if known
   - complete the TPS 261 and obtain a photograph of the missing person, if available
   - transmit the photograph electronically to platoon members, relevant units and agencies, both internal and external
   - if the reportee and missing person are or have been involved in an intimate relationship, comply with Procedure 05–04
   - search the home and the immediate area thoroughly
   - if permission to search the home or adjoining property is not granted notify a supervisor and add the details to the original eReport
   - provide the description and all other pertinent information to the Communications Operator to relay to the field
   - phone RMS - Ops as required and provide all pertinent information to ensure that a new missing person eReport is generated

     ➔ *When reporting officers call RMS - Ops to create the missing person eReport, RMS – Ops staff will ensure that the missing person is entered on CPIC immediately.*

- complete the original eReport generated by RMS, as required and ensure
  - the TPS 260 is completed and submitted to the supervisory officer
  - all other relevant information is documented

    ➔ *RMS – Ops will create and post a BOLO, as applicable.*

- consult with supervisory officer and complete a preliminary assessment to determine appropriate next steps, including but not limited to
  - risk factors;
  - priority areas;
  - hazards that are known; and
  - feasibility of conducting a 300m search
- strategically complete a 300m radius search of the place last seen (PLS) or last known place (LKP), as approved by the supervisory officer



- if it is determined that a 300m radius search is not required, record specific details in the original eReport, including the reason no search was conducted, after consultation with the supervisory officer

    ➔ *The specific details being recorded are intended to be precise and descriptive to ensure a fulsome understanding of the situation being investigated and the need to elevate urgency.*

- canvass the neighbours, using the suggested questions contained in the TPS 233A
- complete a TPS 233 for each location canvassed
- comply with Procedure 04-21 if it is determined that surveillance/security recordings are available
- conduct a Person Query, including a CPIC check to ensure the necessary particulars have been properly entered
- consider obtaining the assistance of Victim Services Toronto in compliance with Procedure 04–31
- provide the reportee with the telephone number of the Detective Sergeant of the division where the missing person resides
- ensure the information is provided to surrounding police services, if appropriate
- contact Communications Services and request all pertinent information, including the telephone number and contact information of the Officer in Charge is forwarded to
  - Toronto Paramedic Services (Paramedics)
  - Toronto Fire Services (TFS)
  - Toronto Transit Commission (TTC)
- notify a supervisory officer of all particulars
- scan and attach all memorandum notes, photographs and hardcopy files to the original eReport prior to the completion of the tour of duty
- ensure all investigative steps are recorded electronically in the original eReport

    ➔ *All of this information is of value, and may serve to aid police response for any future calls for service.*

Supervisory Officer

2. Upon being notified of a Level 3 search and investigative response shall
   - ensure a TPS 260 and TPS 261 have been completed
   - in consultation with the first responding officer and Officer in Charge, assess the level of risk and determine the appropriate level of response
   - complete the required TPS260A
   - ensure the required eReport is generated via RMS-Ops and the missing person has been entered onto CPIC
   - notify the divisional Detective Sergeant
   - if appropriate, ensure a strategic 300m radius search of the place last seen (PLS)/last known place (LKP) has commenced, if known

     [redacted]

   - if it is determined that a 300m radius search is not required, ensure the specific details, including the reason no search was conducted are included in the original eReport

     ➔ *The specific details being recorded are intended to be precise and descriptive to ensure a fulsome understanding of the situation being investigated and the need to elevate urgency.*

Divisional Investigator

3. When notified of/assigned to a missing person occurrence shall
   - review the completed TPS 261 and conduct a thorough investigation, as determined on a case-by-case basis
   - utilizing a trauma-informed approach, interview all identified key witnesses and consider the completion of a supplementary TPS 261 for each witness

     ➔ *Depending on the relationship to the missing person, each key witness may be in a position to provide unique background information that the initial reportee could not.*

   - consult with a member of the HMPU. If it is after hours, the on-call member can be reached through RTOC.
   - consider using a poster or bulletin to assist in locating the missing person
   - consider placing the missing person on the Missing Children Society of Canada (MCSC) – Child Search Network in accordance with Appendix B
   - complete the initial Risk Response Text Template in the original eReport, as required
   - ensure specific details of all investigative efforts are recorded in the original eReport
   - scan and attach all memorandum book notes and hardcopy reports to the original eReport
   - if the missing person remains outstanding by the end of tour of duty
     - complete an updated Risk Response Text Template
     - provide a detailed briefing to the relieving shift, as appropriate

       ➔ *If possible, the supervisory officer on the road should be included in the briefing.*

Detective Sergeant

The Detective Sergeant is responsible for ensuring the appropriate investigative response.

4. When notified of a missing person occurrence shall
   - assign divisional investigative personnel, as required
   - ensure ongoing communication with the Officer in Charge of any other division that is/may be involved in the occurrence
   - ensure all eReports are completed

Level 2

Police Officer

5. When commencing a Level 2 search and investigative response shall
   - comply with item 1

Supervisory Officer

The first supervisory officer shall be responsible for the quality and thoroughness of the uniform response.

6. When commencing a Level 2 search and investigative response, to ensure a comprehensive and coordinated search shall
   - ensure compliance with item 1
   - comply with item 2
   - attend the scene and establish a command post at a location other than the place last seen or the missing person's home
   - establish and implement the appropriate incident command protocol
   - notify the Officer in Charge
   - ensure relatives and key witnesses related to the missing person are interviewed
   - consider all known risk factors and the nature of the area to be searched (e.g. ground, urbanized, ravine, water)
   - ensure Communications Services is notified, and the description and all other pertinent information is broadcast
   - review the completed Risk Response Text Template
   - assign adequate personnel to conduct the required search
   - assign search areas by using the divisional search maps
   - document all assignments, as required
   - liase with RTOC and consider obtaining the assistance from such support units as
     - Emergency Management & Public Order (EM&PO) - Search Manager
     - EM&PO - RPAS Operator
     - EM&PO – Mounted
     - HMPU (On-call investigator)
     - Specialized Emergency Response – Marine
     - Specialized Emergency Response – Police Dog Services
     - East Field/West Field Command - District Special Constables
     - external police services
     - York or Durham Regional Police Air Support Units [only when authorized by the Duty Senior Officer – RTOC (Duty Senior Officer) or other senior officer]
     - Community Partnerships and Engagement Unit (CPEU) – Auxiliary Program
     - community organizations
   - ensure evidence is collected and preserved in compliance with Procedure 04–21
   - conduct on–going consultation with the Officer in Charge/Search Manager/HMPU where circumstances may warrant escalation to a Level 1 search

Divisional Investigator

The divisional investigator is responsible for conducting a timely and thorough investigation of missing person occurrences.

7. In addition to conducting the investigation, shall
   - attend the scene, as required
   - ensure that photo, dental, fingerprint and/or footprint information of the missing person have been requested and obtained, if available
   - utilizing a trauma-informed approach, interview all identified key witnesses and consider the completion of a supplementary TPS 261 for each witness

     ➔ *Depending on the relationship to the missing person, each key witness may be in a position to provide unique background information that the initial reportee could not.*

   - notify the HMPU [redacted]

     ➔ *The HMPU is available 24 hours a day. If it is after hours, the on-call member shall be notified via RTOC.*

   - ensure that a personal item for DNA analysis, as outlined in Appendix A is
     - requested from the family of the missing person, as soon as practicable;
     - seized in compliance with Procedure 04–21, if available
   - obtain a family reference DNA sample from a member of the missing persons family in compliance with Procedure 04–21

     ➔ *DNA evidence should be collected as soon as practicable. Absent exceptional circumstances, DNA evidence should be collected within 48 hours, and in any event, within 30 days if the missing person is not located.*

   - ensure the required RCMP Form A01 and Form A02 are completed, as required and attached to the original eReport
   - if it is determined that a judicial authorization (production order/search warrant) is required to
     - produce records that may assist in locating the missing person; or
     - allow entry onto a premises to locate a missing person, shall

     make the required application in compliance with Procedure 02-17
   - consider communicating the relevant information on social media in compliance with Procedure 17–13
   - consider requesting assistance from the media in compliance with Procedure 17–01
   - consider using a poster or bulletin to assist in locating the missing person by contacting Corporate Communications
   - ensure all investigative efforts are recorded in the original eReport
   - complete the updated Risk Response Text Template, as required
   - scan and attach all memorandum book notes and hardcopy reports to the original eReport

8. In exigent circumstances, when it is determined that an urgent demand for records is required shall
   - consult with the HMPU
   - complete the Form 5 - MPA, as required
   - complete the Form 6 - MPA, as required
   - send a copy of the completed Form 5 – MPA and Form 6 – MPA to the Officer in Charge of the HMPU via the global e-mail address at MissingPersons

     ➔ *Submission of the completed Form 6 – MPA is required simultaneously with the Form 5 – MPA.*

- provide notice to any person whose information was produced pursuant to an urgent demand, which includes
  - description of the information the officer accessed; and
  - contact information for the requesting officer

    ➔ *The notice may be provided verbally or in writing. If the notice is provided verbally, the officer shall provide a written copy of the notice upon the person's request.*

Officer in Charge

The Officer in Charge is responsible for ensuring an appropriate uniform response, and in the absence of the Detective Sergeant, an appropriate investigative response.

9. When becoming involved in a Level 2 search and investigation shall
   - ensure a supervisory officer takes charge of the investigation in compliance with item 6
   - ensure detectives are assigned to the investigation, where applicable
   - ensure adequate and appropriate resources are obtained to conduct the search
   - notify the
     - Unit Commander, if available
     - Duty Inspector, via RTOC
   - ensure the applicable eReports, TPS 260, TPS260A and a TPS 261 have been completed as required, and all pertinent information has been entered onto CPIC
   - ensure all memorandum notes and hardcopy files have been scanned and attached to the original eReport
   - ensure Communications Services has been contacted and all pertinent information, including the telephone number and contact information of the Officer in Charge has been forwarded to
     - Paramedics
     - TFS
     - TTC
   - ensure that a media relations officer is appointed, or where appropriate, request the assistance of Corporate Communications to handle all media enquiries
   - ensure the particulars are recorded in the Unit Commanders Morning Report (UCMR), as required

[redacted]

11. If information is to be posted on the MCSC – Child Search Network shall ensure the HMPU Coordinator is contacted for assistance in accordance with Appendix B.

12. Upon being advised of a missing person under 16 years of age shall ensure
    - compliance with item 5
    - all members involved in the search are notified that the search level has been escalated
    - the school principal is contacted, as soon as practicable

13. In cases where there is a strong possibility of the missing person being victimized by crime shall ensure a Major Case Manager is assigned to conduct the investigation in compliance with the Ontario Major Case Management Manual.

Major Case Manager

14. When designated as the Major Case Manager shall undertake the functions and responsibilities directed by the Ontario Major Case Management Manual.

Level 1

Police Officer

15. When commencing a Level 1 search and investigative response shall comply with item 5.

Supervisory Officer

16. When commencing a Level 1 search and investigative response shall
    - comply with item 6

Divisional Investigator

The divisional investigator is responsible for conducting a timely and thorough investigation of missing person occurrences.

17. In addition to conducting the investigation, in consultation with RTOC, HMPU and the Search Manager shall
    - attend the scene
    - ensure that photo, dental, fingerprint and/or footprint information of the missing person have been requested and obtained, if available

      ➔ *The Dental Chart form should be completed as soon as practicable in all instances, and within 30 days if the missing person is not located.*

    - ensure that a personal item for DNA analysis, as outlined in Appendix A is
      - requested from the family of the missing person as soon as practicable
      - seized in compliance with Procedure 04–21, if available
    - obtain a family reference DNA sample from a member of the missing person's family in compliance with Procedure 04–21
    - ensure the required RCMP Form A01 and Form A02 are completed, as required, and attached to the original eReport
    - if it is determined that a judicial authorization (production order/search warrant) is required to
      - produce records that may assist in locating the missing person; or
      - entry onto a premises to locate a missing person, shall

      make the required application in compliance with Procedure 02-17
    - in exigent circumstances when it is determined that an urgent demand for records is required shall comply with item 8
    - communicate the relevant information on social media in compliance with Procedure 17–13
    - consider requesting assistance from the media in compliance with Procedure 17–01
    - notify Corporate Communications
    - consider using a poster or bulletin to assist in locating the missing person

- ensure all investigative efforts are recorded in the original eReport
- scan and attach all memorandum book notes and hardcopy files to the original eReport
- conduct briefings at regular intervals throughout the course of the investigation
- maintain an accurate and complete record of all briefings utilizing the Risk Response Text Template, as required

Major Case Manager

18. When designated as the Major Case Manager shall undertake the functions and responsibilities directed by the Ontario Major Case Management Manual.

Officer in Charge

The Officer in Charge is responsible for ensuring an appropriate uniform response, and in the absence of the Detective Sergeant, an appropriate investigative response.

19. Upon making a decision to commence a Level 1 search and investigative response shall
    - comply with item 9
    - notify
        - the Unit Commander
        - the Duty Inspector, via RTOC
    - ensure the particulars are recorded in the UCMR, as required
    - ensure the HMPU has been notified

Duty Inspector

The Duty Inspector is responsible for ensuring that sufficient resources are made available, the applicable Deputy Chief of Police is advised and determine, after consultation, whether to escalate or de–escalate physical search operations.

20. Upon being notified by the Officer in Charge of the requirement for a Level 1 search and investigative response shall
    - ensure compliance with this Procedure
    - notify the respective Deputy Chief of Police, as soon as practicable
    - appoint an Incident Commander from the division
    - ensure at least one police officer involved in the original search is available for consultation, if required
    - be responsible for arranging facilities and equipment necessary to conduct a Level 1 search
    - notify the on–call Search Manager
    - develop a communication plan/ strategy in consultation with Corporate Communications
    - request assistance from the media in compliance with Procedure 17–01
    - maintain liaison with the Search Manager and HMPU
    - consider obtaining the assistance of the Family Liaison Officer or Victim Services Toronto in compliance with Procedure 04–31

21. After consultation, shall determine whether to escalate or de–escalate physical search operations.

Search Manager – Emergency Management & Public Order

The Search Manager is responsible for coordinating the search for the missing person.

22. Upon being notified by the Duty Inspector of the implementation of a Level 1 search and investigative response shall
    - implement a coordinated and comprehensive ground search plan
    - ensure a Command Post is established and attend the Command Post when required
    - maintain liaison with the Incident Commander
    - coordinate the Level 1search aspect of the incident
    - implement unit-specific policies regarding Level 1 searches

        ➔ *EM&PO provides search management support. The overall responsibility for the search and its investigation remains with the division.*

    - manage and provide ongoing co-ordination of the ground search portion of the Level 1 search

Detective Sergeant

The Detective Sergeant is responsible for ensuring an appropriate investigative response.

23. Upon being notified by the Officer in Charge or Duty Inspector of a missing person investigation shall
    - co–ordinate and manage the investigative aspect of the search
    - assign divisional investigative personnel and notify Intelligence Services – IAU, if necessary
    - ensure an investigator is present at the command post at all times

24. When assigning investigative teams in relation to the search for the missing person shall ensure
    - a file is maintained consisting of
        - a copy of all applicable reports
        - a photograph of the missing person
        - press clipping
        - electronic files
    - all memorandum notes and hardcopy files have been scanned and attached to the original eReport

25. When the missing person is not located within 30 days of being reported missing and there is no new evidence, explanation or circumstances indicating that the occurrence should not be cancelled shall ensure
    - consultation takes place between the assigned investigator and the HMPU
    - the status of the original eReport remains open
    - request is made to have the missing person's dentist complete a RCMP 1667

        ➔ *At the discretion of the Detective Sergeant, the RCMP 1667 may be completed before the 30–day period has passed.*

    - supplementary information is added to the original eReport for inclusion in the CPIC Dental Characteristic File and submit with the RCMP 1667
    - an investigative chronology is created and maintained
    - regular investigative follow–up until the missing person is located or a sufficient conclusion is established
    - the occurrence is re-assigned when the lead investigator leaves the unit or retires, and
        - the reassignment is documented in the original eReport;
        - those closely associated with the missing person’s disappearance are advised; and
        - when feasible, request the former lead investigator brief the new lead investigator on the investigation

- in cases where there is a strong possibility of the missing person being victimized by crime, an electronic ViCLAS Report/eBooklet is completed in accordance with Procedure 05-19
- the requirements of the Ontario Major Case Management Manual are met pursuant to the use of the Ministry approved software (PowerCase)

Missing Persons Located (All Search Levels)

Police Officer

26. Upon receiving information that a missing person has been located deceased shall comply with Procedure 04-02.

27. Upon receiving information that a missing person has been located shall
    - attend the location to confirm the information
    - ensure the missing person is safe

        ➔ *Alternate methods of verification may be utilized, however the occurrence cannot be closed without the approval of the Officer in Charge of the HMPU, or designate*

    - ensure the reportee and/or next of kin is notified

        ➔ *Do not disclose the location of an adult missing person without their approval.*

    - notify
        - Communications Services
        - HMPU
        - all members of the Search Management Team at the Command Post, if established
        - the Officer in Charge
        - Corporate Communications
        - all police services previously notified of the missing person
    - call RMS-Ops and advise that the missing person has been located
    - update the original eReport with all pertinent information
    - return any personal items seized for the purposes of DNA analysis, in accordance with Procedure 09-01
    - consider the completion of a return interview with the missing person

        ➔ *If the individual chooses not to participate in the return interview, record this information in the original eReport.*

    - consider contacting the divisional Community Relations Officer or Crime Prevention Officer for follow–up and prevention strategies to prevent repeat occurrences
    - consider offering the assistance of Victim Services Toronto in compliance with Procedure 04–31
    - scan and attach all memorandum book notes and hardcopy reports to the original eReport

Supervisory Officer

28. Upon confirmation that the missing person has been located shall ensure
    - RMS-Ops has been notified and the missing person has been removed from CPIC
    - the original eReport has been updated accordingly and closed
    - all required notifications have been made
    - any personal items seized for the purposes of DNA analysis are returned, as required

- ensure all memorandum book notes and hardcopy files have been scanned and attached to the original eReport

Unit Crime Analyst

29. Upon confirmation that the missing person has been located shall ensure that postings are removed from Pushpin.

Missing Person Coordinator - HMPU

30. Upon confirmation that the missing person has been located shall ensure that postings are removed from MCSC - Child Search Network in accordance with Appendix B.

Appendices

Appendix A – National Missing Person DNA Program
Appendix B – Missing Children Society of Canada - Child Search Network

Supplementary Information

Governing Authorities

Federal: DNA Identification Act

Provincial:
- Child, Youth and Family Services Act
- Mental Health Act
- Missing Persons Act
- Community Safety and Policing Act
- Community Safety and Policing Act (Ontario Regulations)
  - O. Reg. 392/23, Adequate and Effective Policing (General)
  - O. Reg. 394/23, Major Case Management
  - O. Reg. 395/23, Investigations

Other:
- Ontario Major Case Management Manual

Associated Governance

Toronto Police Service Board Policies:
- Adequacy Standards Compliance Policy
  - Part 2 VII AI-005 Use of Auxiliaries
  - Part 2 - VIII AI-006 Use of Volunteers
  - Part 4 - XXIV ER-007 Ground Search for Lost Persons or Missing Persons
  - Part 5 - XXXIII LE-006 Criminal Investigation Management

- Part 5 - LIII LE-026 Missing Persons
- Part 7 - LXXVIII VA-001 Victim Assistance

Toronto Police Service Procedures:

- 02–13 Child Apprehension Warrants
- 02–17 Obtaining a Search Warrant
- 04–02 Death Investigations
- 04–06 Building Checks and Searches
- 04–08 Vulnerable Person Registry
- 04–09 American Sign Language and Language Interpreters
- 04–17 Rewards
- 04–21 Gathering/Preserving Evidence
- 04–23 Marine Response
- 04–27 Use of Police Dog Services
- 04–31 Victim Services Toronto
- 04-47 Unidentified Vulnerable Person
- 05–04 Intimate Partner Violence
- 05-19 Violent Crime Linkage Analysis System
- 05–26 Child Abductions
- 06–04 Persons In Crisis
- 09–01 Property – General
- Chapter 10, Appendix A Incident Management System Organizational Chart
- 10–01 Emergency Incident Response
- 11–01 Emergency Management & Public Order Response
- 13-17 Notes and Reports
- 15-20 Body-Worn Camera
- 17–01 News Media
- 17–07 BOLOs and FYIs
- 17–10 Internet
- 17–12 Service Communication Systems
- 17–13 Social Media

Other:

- Standards of Conduct 2.1.1
- Standards of Conduct 2.2.1
- Toronto Police Service Criminal Investigation Management Plan

Forms:

- eReports
- TPS 230 Missing Person Search Assignment
- TPS 231 Search Assignment Log
- TPS 232 Missing Person Bulletin
- TPS 233 Canvass Interview Form
- TPS 233A Suggested Questions For a Door–to–Door Canvass
- TPS 235 Missing Person Search De–Briefing
- TPS 260 Missing Person Risk Assessment
- TPS 260A Missing Person Risk Assessment - Supervisor
- TPS 261 Missing Person Questionnaire
- Form 1 - MPA Ontario Missing Person Act – Information to Obtain a Warrant / Telewarrant Authorizing Entry
- Form 2 - MPA Ontario Missing Person Act – Warrant Authorizing Entry
- Form 3 - MPA Ontario Missing Person Act – Information to Obtain an Order for the Production of Records
- Form 4 - MPA Ontario Missing Person Act – Order for the Production of Records

- Form 5 - MPA Ontario Missing Person Act – Urgent Demand for Records
- Form 6 - MPA Ontario Missing Person Act – Urgent Demand for Records Report
- Form A01 RCMP – Consent to Provide a Biological Sample (National Missing Persons DNA Program)
- Form A02 RCMP – Understanding to Provide a Biological Sample (National Missing Persons DNA Program)
- Form D03e RCMP – Request for Authorization to Submit Samples/DNA Profiles to the National Missing Person DNA Program
- RCMP 1667 RCMP Dental Characteristics Input Data
- RCMP 2689 RCMP Persons / Body Category
- Risk Response Text Template

➔ *The TPS 230, TPS 231, TPS 260 and TPS 260A are available as text templates.*

Definitions

For the purposes of this Procedure, the following definitions will apply:

AMBER Alert means a co–operative effort between police, the media and the Ministry of Transportation to provide early notification to the public where a person under 18 years of age is believed to have been abducted and where circumstances lead police to believe that the abducted person is in danger of serious bodily harm or death and there is enough descriptive information about the abducted person, and/or the abductor, and/or the abductor's vehicle to believe an immediate broadcast alert will help in locating the person. An AMBER Alert will have a duration of 5 hours following activation, unless cancelled or extended.

Divisional Search Box means a portable storage box containing the necessary items essential to the supervisory officer at the scene of a Level 1 or Level 2 search. These items shall be determined by Procedure 04–05 and established practice, and should be located where it is easily accessible by the Officer in Charge.

Incident Commander means the police officer who has taken charge of the incident and who is in charge at the Command Post and, in conjunction with other emergency services commanders, is responsible for coordinating and managing police response at an incident.

Last Known Place means the last substantiated (by clues or evidence) position that the missing person was known to be.

Level 3 Missing Person Search means the level of search implemented when a person is reported missing and there are no extenuating circumstances. At this level, there are minimal concerns regarding the possibility of being victimized by crime or the infirmity or limitations of the missing person.

Level 2 Missing Person Search means the level of search when a missing person:
- is under 16 years and judged likely to be incapable of caring for themselves;
- has known vulnerabilities (including medical and/or mental health conditions, and current emotional/physical state)
- is over 65 years of age, or;
- there is a strong possibility of being victimized by crime

Level 1 Missing Person Search means the level of search implemented when the Level 3 and Level 2 missing person searches are ineffective or if the situation, due to the extenuating circumstances, necessitates that this level be initiated immediately.

Major Case Manager means a police officer responsible for the overall management and administration of a major case investigation. The Major Case Manager shall

- have the necessary competence and experience to fulfill the role in accordance with CSPA, O. Reg. 394/23
- have successfully completed the Ontario Major Case Management Course
- ensure any member(s) assisting with assignment of cases have completed the Ontario Major Case Management Course
- ensure any member assigned to a role in the investigation have the necessary training, competence and experience to fulfil the role in accordance with the regulation
- ensure resources are available to manage investigations through approved software such as PowerCase and TPS TRACKER.

Missing Person means a person where both the following circumstances exist with respect to the person:

1. The persons whereabouts are unknown and,
   i. the person has not been in contact with people who would likely be in contact with the person, or
   ii. it is reasonable in the circumstances to fear for the person's safety because of the circumstances surrounding the person's absence or because of any other prescribed considerations.
2. A member of a police force is unable to locate the person after making reasonable efforts to do so.

[Source: *Missing Person Act*, 2018]

Missing Person Coordinator means the member assigned to the Homicide – Missing Persons Unit that provides assistance to lead investigators and divisional officers assigned to missing person and unidentified human remains investigations. The Missing Person Coordinator will

- examine all missing person occurrences to ensure quality control, case continuity, consistency and compliance with related procedures;
- evaluate the risk and response assessments of missing person investigations;
- connect officers with existing and new community resources to assist with investigations;
- act as a liaison between investigators and the reportees and/or families in missing persons investigations;
- liaise with the Office of the Chief Coroner / Ontario Forensic Pathology Service on issues relating to unidentified human remains, as required;
- develop contacts and builds relationships with social services, public health and community organizations/agencies. Maintains a list of current community resources available to assist with investigations;
- plan and deliver training as required.

Missing Persons Search Page means a web page located on the Service Internet site used to publish information and pictures regarding missing person investigations that have proceeded to a Level 1 search.

National Centre for Missing Persons and Unidentified Remains (NCMPUR) means the national centre created and maintained by the Royal Canadian Mounted Police (RCMP) to compile data on missing persons and unidentified remains. The Toronto Police Service supports the centre and encourages officers to forward pertinent information to the RCMP to assist in matters of missing persons and unidentified remains.

National Missing Children's Operations (NMCO) means the national registry created and maintained by the Royal Canadian Mounted Police (RCMP) to compile data on missing and abducted children. The Toronto Police Service supports the registry and encourages officers to forward pertinent information to the RCMP to assist in matters of both parental and non–parental abduction.

Non–Parental Abduction means the unlawful removal of a child by a person other than a parent, guardian, or person having lawful care or charge of the child.

Parental Abduction means the unlawful removal of a child by a parent, guardian, or any other person having lawful care or charge of a person under the age of fourteen whether or not there is a custody order in relation to that child made by a court, with the intent to deprive a parent, guardian, or person having lawful care or charge of the person.

Place Last Seen (PLS) means the location where the missing person was actually seen by a witness. The PLS may shift throughout the course of the investigation as new information is known.

Primary Investigator means a police officer responsible for leading a threshold investigation. The primary investigator shall have the necessary competence and experience to fulfil the role in accordance with O. Reg. 394/23 and have successfully completed the Ontario Major Case Management Course delivered by the Ontario Police College or by a certified trainer in respect of the course.

Search Management Team means the team from Emergency Management & Public Order (EM&PO), led by a search manager, supporting the requesting division, and responsible for coordinating a Level 1 search for a missing person. EM&PO is the service resource supporting the division.

Search Manager means the provincially accredited police officer in charge of the Emergency Management & Public Order – Search Management Team.

Trauma-Informed Approach means an approach to interviewing that will avoid re-traumatizing and adding unnecessary stress to the individual being interviewed. The benefit of this approach is that you are likely to get better information, and the interviewee will feel respected rather than victimized by the interview itself. A trauma-informed approach is not developed through following a checklist or a list of techniques, but by being constantly aware, paying attention, and being sensitive to the experience of others. When thinking about a trauma informed approach to interviewing, should consider

- building rapport;
- giving the interviewee a sense of control;
- choosing questions carefully;
- sensitivity to differences; and
- what you are bringing to the table.

Unit means a section of the Service as designated by the Board, such as a field headquarter, division, bureau or squad.

We are dedicated to delivering police services, in partnership with our communities, to keep Toronto the best and safest place to be.

Learn more about our Service **Core Values** and **Competencies** here

