

BRISTOL CT POLICE DEPARTMENT

TYPE OF DIRECTIVE: General Order	SUBJECT: Missing Person Investigations	EFFECTIVE DATE: August 1, 2016	
ISSUING AUTHORITY: Chief Brian Gould <i>Brian Gould</i>	POLICY NUMBER: 3.26	RESCINDS: N.A.	
DISTRIBUTION: All Sworn Personnel	REISSUE DATE: July 16, 2020	# OF PAGES: 18	
POSTC ACCREDITATION STANDARD: 1.7.10, 1.7.11			

PURPOSE: Establish standardized and thorough investigative protocols for missing person investigations.

POLICY: To thoroughly investigate reported missing persons using proactive investigative techniques and to ensure the investigation is in compliance with the requirements outlined in Connecticut PA 11-02 and the POSTC model policy. The intent of this policy is to ensure that missing person or adult missing person cases are given appropriate priority over property related cases. This policy applies to all Bristol PD missing person investigations regardless of which division is assigned.

In accordance with the Connecticut POSTC policy on missing person investigations, BPD personnel will not refuse to accept reports of missing persons and all reports of missing persons will be accepted without delay.

DEFINITIONS:

- (1) "Missing Person", means any person who is reported missing to a law enforcement unit until the person is located or determined to be a voluntarily missing adult. It also includes any child who is missing voluntarily or involuntarily, or under circumstances not conforming to his or her ordinary habits or behavior and who may be in need of assistance per CGS Section 46b-120.
- (2) "Adult Missing Person" means a missing person who had attained the age of 18 years at the time they went missing.
- (3) "Missing Child" means any missing person who is under the age of eighteen years, whose temporary or permanent residence is in Connecticut or is believed to be in Connecticut, whose location has not been determined, and who has been reported as missing to a law enforcement agency CGS-29-1e(b)(1).
- (4) "Reporting Myth" means it is an incorrect assumption that 24 hours, or any other time frame, must pass before a law enforcement unit will accept a missing person report. There is NO waiting period for reporting a missing person.
- (5) "Missing Child Report" is a report prepared on a form designated by the Department of Emergency Services and Public Protection for the use by private citizens and law enforcement agencies (LEA) to report missing children information to the Missing Children Information Clearinghouse. (CGS Sec 29-1e)

The DPS 81 C, *AMBER ALERT/ MISSING CHILD / SILVER ALERT REQUEST* form must be immediately transmitted to the State Police Message Center to request alert activation. This form is for use by private citizens and LEAs to report missing children information to the Missing Person Information Clearinghouse.

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- (6) **“Missing Person Clearinghouse”** is located at the COLLECT unit. It establishes services to aid in the location of missing children and acts as a central repository of information regarding missing children and other missing persons. Such information shall be collected and disseminated to assist in the location of missing children. The clearinghouse responsibilities include:
- Establish a system of intrastate communication of information relating to missing persons;
 - Provide a centralized file for the exchange of information on missing children within the state;
 - Interface with the NCIC on missing children suspected of interstate travel;
 - Collect, process, maintain and disseminate information on missing children and strive to maintain or disseminate only accurate and complete information;
 - Conduct investigations concerning missing children in this state and cooperate with local law enforcement agencies and other state and federal agencies concerning missing children.
- (7) **“At Risk”** - regardless of age, a missing person is at risk when missing under circumstances in which the individual is in danger of serious physical injury or death. **This policy presumes that every missing person or missing adult person will be considered at high risk until a reasonable and articulable basis to conclude otherwise exists.**
- (8) **“Missing/NOT At-Risk Adult”** means an adult will not be considered At-Risk if any of these criteria are met:
- (a) **“Absent Spouse”**: An absent spouse has committed no crime and is legally free to come and go. (Caution should be exercised both in preserving the privacy rights of the spouse in their wish to keep their whereabouts unknown and in making sure that the “absent spouse” is not, in fact, the victim of foul play related to domestic abuse.)
 - (b) An adult who has left a note and/or told a credible person that they are intentionally absent. (An exception would be a suicide note.)
 - (c) An adult who simply has not been in touch with the reporting party for an extended period of time, unless extenuating circumstances exist.
 - (d) Fugitives from justice including AWOL service personnel.
 - (e) Adult who is being sought for business or social purposes such as debt collections or school reunions.

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- (9) "Family with service needs" means a family that includes a child who is at least seven years of age and is under eighteen years of age who;
- (a) has without just cause run away from the parental home or other properly authorized and lawful place of abode;
 - (b) is beyond the control of the child's or youth's parent, parents, guardian or other custodian;
 - (c) has engaged in indecent or immoral conduct;
 - (d) is a truant or habitual truant or who, while in school, has been continuously and overtly defiant of school rules and regulation; or
 - (e) is 13 years of age or older and has engaged in sexual intercourse with a person and such other person is 13 years of age or older and not more than 2 years older or younger than such child.
- (10) "Amber Alert" (America's Missing: Broadcast Emergency Response Alert) is defined as a nationally recognized program used by law enforcement to help find children under the most serious life threatening conditions. This is a rapid notification to the public which utilizes all available technology during the critical period after a child / missing person has been abducted. Any police department can request an Amber Alert. The Message Center is also the clearinghouse for all AMBER Alert information and has set procedures for activating, broadcasting and deactivating the system. AMBER Alert creates an emergency notification system for law enforcement agencies to broadcast local, regional, or statewide public alerts via radio television and electronic highway signs. AMBER criteria:
- a. The child must be under 18 years of age, unless there are special circumstances such as a proven mental or physical disability.
 - b. Law enforcement must believe the circumstances surrounding the abduction indicate that the child is in danger of serious bodily harm or death.
 - c. There must be enough descriptive information to believe a broadcast will help.
 - d. The information must be received in a timely manner.
- (11) "SILVER Alert" is an alert system for persons who are (a) under the age of 18 but do not meet the criteria of AMBER, (b) adult persons with a mental impairment or medical condition and (c) any person over the age of 65.
- (12) "Locator" is a web-based poster-creation program that provides law enforcement agencies with access to create and distribute their own posters to include Missing Children, Missing Adults, AMBER Alert, Wanted, Crime Alert, and other additional titles. The program allows agencies to distribute posters electronically and transmit the information to other agencies, media outlets, and the general public via Email distribution. It is initiated by contacting State Police Message Center or the NCMEC.

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- (13) "DNA" is defined as a material that is found in the nucleus of white blood cells and some structures outside the nucleus called mitochondria. Known as the "blueprint of life," it acts as a genetic code that distinguishes one person from another.
- (14) "DNA Database" is the Department of Justice DNA database for all cases involving the report of an unidentified deceased person or a high-risk missing person. The DOJ database is called CODIS, an acronym for "Combined DNA Index System. The system is similar in concept to that of the fingerprint index process, in attempting to identify offenders by their unique genetic substance and link them to the crime.
- (15) "NCIC" - A nationwide, on-line computer telecommunications system that is maintained by the FBI. NCIC's Missing Person File was implemented in 1975. Records in the Missing Person File are retained indefinitely, until the individual is located, or the record is canceled by the entering agency.
- (16) "UPS" is the Unidentified Persons System, an automated database maintained by the DOJ.
- (17) "NCIC Number" A computer generated number automatically assigned by NCIC to each accepted record.
- (18) "CODIS" is the Combined DNA Index System for Missing Persons. Generates investigative leads in cases where biological evidence is recovered from the crime scene.
- (19) "NamUs" is the National Missing and Unidentified Persons System, serves as a searchable online repository for missing and unidentified persons records that includes case data and circumstances, agency information, dental records and NCIC coding, fingerprint classifications and DNA testing status.
- (20) "Family reference samples" are samples collected from the immediate family members of the reported missing person. The samples provided by family members of missing persons can only be searched against the unidentified human remains index and can also be entered as an identifier in NAMUS.
- (21) "Family Reference Sample Collection Kit" is a standardized collection kit that provides a safe and effective, noninvasive means for obtaining DNA reference samples from appropriate family members of a missing person. The samples are entered into the FBI's Missing Persons DNA Database Program for comparison.
- (22) "IAFIS" is the Integrated Automated Fingerprint Identification System a national fingerprint and criminal history system maintained by the FBI, Criminal Justice Information Services (CJIS) Division.
- (23) "ViCAP" is the Violent Criminal Apprehension Program. This national data center is designed to collect, collate, and analyze information on crimes of violence.
- (24) "Runaway" is any child who is voluntarily missing.

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- (25) "Stranger Abduction" is a missing person taken/kidnapped by a stranger (includes cases of a known abductor who is not a family member).
- (26) "Lost" is a missing person who has strayed away and whose whereabouts are unknown.
- (27) "Alzheimer's Disease" A progressive, degenerative disease of the brain in which brain cells die and are not replaced. It results in impaired memory, thinking, and behavior.
- (28) "Suspicious Circumstances" is circumstances which give rise to the belief that "foul play" may have been involved; the disappearance is out of character for the individual and no known reason can be determined.
- (29) "Parent/Family Abduction" is a child who has been taken, detained, concealed, enticed away, or retained by a parent or non-parent family member.
- (30) "Dependent Adult" is an adult who has physical or mental limitations which restrict his/her ability to carry out normal activities (e.g., Alzheimer's disease, mentally handicapped).
- (31) "Voluntary Missing Adult" is a missing adult who has left on his/her own free will.
- (32) "Catastrophic Missing person" is possibly a victim of a disaster (i.e., boating accident, plane crash, earthquake, flood, fire, terrorist act, etc.).
- (33) "Law Enforcement Agency" (LEA) is the Division of State Police or any municipal police department.
- (34) "**CART**" is comprised of specially trained investigators, with representation from State Police Major Crime Squads, who will assist the investigating agency. They are utilized as a resource in an effort to coordinate an immediate response to the report of a missing child. The team also consists of members from other state agencies and/or local law enforcement, who will respond based upon the team's needs.

BACKGROUND:

Missing Persons Investigations are frequent law enforcement assignments which may be solved in a short period of time with the officer quickly locating the subject nearby, or extended over a long period of time often involving large pools of resources and sometimes, becoming a national event. Throughout law enforcement history, there has been an ever growing number of missing person complaints lodged with police departments. According to the FBI, as of December 31, 2010, NCIC contained 85,820 active missing person records. Juveniles under the age of 18 account for 38,505 (44.9 percent) of the records and 10,248 (11.9 percent) were for juveniles between the ages of 18 and 20. For Connecticut alone, there are almost 500 missing person cases. These statistics change on a daily basis.

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Because of the increasing amount of cases along with the life or death severity attached to many of the scenarios, the nation's law enforcement community, government forensic investigative agencies and private organizations have continually worked to create a sophisticated investigation and communications system which allows interoperability between all concerned groups allowing for the best possible chances to locate a victim. A thorough investigation may find a person, save a life, or give closure to a grieving family.

Over the years, the Connecticut law enforcement community saw missing person cases grow in number as well. Also observed was the gravity attached to the more complex, long term investigations. Connecticut law enforcement leaders researched the situation and determined that all missing person cases needed to be promptly investigated and that officers were to be provided with a written guide of investigative steps to be taken. A resource list of supporting agencies and organizations should be afforded to all police investigators.

At a Special Meeting of the POST Council on December 13, 2007, the Council adopted the document entitled "Guidelines for Handling Missing Persons Investigations and Acceptance of Reports" pursuant to PA 07-151. The POSTC, as a matter of policy has developed these guidelines. **In recent legislation under Public Act 11-102, the Connecticut General assembly decided to ensure that this information would no longer be considered a guide but now a policy to which all law enforcement must adhere.**

APPLICABILITY:

As of January 1, 2012, POSTC was directed to develop and implement a policy concerning the acceptance of missing person reports, including, but not limited to, adult missing person reports, by LEAs in this state and such agencies' response thereto. Such policy shall include, but not be limited to, (1) procedure for the acceptance of a missing person report, (2) the types of information that a LEA should seek to ascertain and record concerning the missing person that would aid in locating the missing person, (3) the circumstances that indicate that a missing person is a high risk, (4) the types of information that a LEA should provide to the person making the missing person report, to a family member or to any other person in a position to assist the LEA in its efforts to locate the missing person, and (5) the responsibilities of a LEA in responding to a missing person report and the manner of such response, including preferred methods of response that are sensitive to the emotions of the person making such report.

Each police basic or review training program conducted or administered DESPP, POSTC or a municipal police department shall include training in the policy developed pursuant to subsection (a) of this section and training in the use of the NamUS.

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PROCEDURES:

Acceptance of Initial Call

- A.** Determination of missing person case and sensitivity to the reporting party.
1. Officers, dispatchers or other designated personnel who take the initial call, by telephone, in person, or by electronic media, shall determine if the call is a missing person case according to the definition of a missing person – see References: Missing Persons Terms Definitions.
 2. Reporting parties and families of missing persons often experience feelings of helplessness and anxiety. Dispatchers, officers or other designated personnel dealing with these persons should be sensitive to those feelings and respond appropriately.
 3. There are two dimensions to a missing person investigation:
 - (a) Locating and determining the well-being of the missing person:
 - (b) Supporting the person initiating the report and the loved ones who were left behind.
 4. Officers need to act in a swift, organized and efficient manner. These investigations must be initiated immediately. Studies show the majority of abducted children are killed within the first three hours of the abduction.
- B.** Confirmation of responsibility for acceptance of report, priority in handling, and agency notification.
1. It is the duty of all law enforcement agencies (LEA) to immediately assist any person who is attempting to make a report of a missing person or runaway and a report shall be accepted regardless of jurisdiction. A LEA shall accept without delay any report of a missing adult person.
 - The LEA that receives a report of a missing person shall be the lead agency in charge of the missing person investigation, and shall continue in that capacity unless another LEA assumes primary responsibility over the investigation. The lead LEA shall be entitled to the cooperation of any other LEA in the State.
 2. Any municipal police department which receives a report of a missing child under 18 years of age shall immediately accept such report for filing and inform all on-duty police officers and dispatchers of the existence of the missing child /missing person report and communicate the report to other appropriate law enforcement agencies. (Sec. 7-282c CGS).

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3. When dealing with missing person’s jurisdictional issues, it is not uncommon for multiple agencies to be involved in the same case. It is essential that agencies work closely together in order to enhance, and not impede, the investigation of the case. The policy requires that the law enforcement unit taking the initial missing person report “promptly notify,” and send copies of the report to, the agency that has jurisdiction over the missing person’s resident address and to the agency where the missing person was last seen. It may also be appropriate to notify the agency having jurisdiction of the missing person intended destination.

4. Special attention should be given to reports of missing children or for persons with physical or mental limitations as these persons are at greater risk of harm.

5. BPD personnel receiving notification of jurisdiction over any aspect of a missing person or adult missing person investigation should promptly give appropriate assistance in the active investigation, follow-up as requested by the agency making the request, and provide all reports, records and assistance appropriate to the investigation. All BPD assistance will be documented with a BPD incident report.

When a child is reported missing, regardless of reason, Communications Division will immediately notify a supervisor.

RESPONDING OFFICER’S INITIAL CONTACT AT THE SCENE AND MAKING AN ASSESSMENT AT THE SCENE:

- A. Responding officers or other designated personnel shall interview, with sensitivity, the reporting party and any witnesses to determine;
 1. that this is a missing person or adult missing person case,
 2. if the person may be at risk – or the existence of any suspicious circumstances, and
 3. if there are any potential crime scene areas and/or potential witnesses.

- B. Many times, parents or guardians are anxious to assist law enforcement in the initial phase of the investigation and they will want to provide additional documents to assist in the location of their loved one. Besides obtaining photos of the missing person, additional items such as fingerprint cards obtained through community events, items containing DNA samples of the missing person, or other related documents may be offered voluntarily by the family. BPD personnel shall accept these items and properly document their collection in their report which shall be treated, submitted and stored as evidence and inform also the follow-up investigators that these items have been collected.

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- C.** Complaints of missing persons will be documented in an incident report. A sworn written statement will be taken from the reporting person which will include the basic description of the missing person and the circumstances surrounding the disappearance. Statements should be taken from witnesses with critical information relating to the investigation of the missing person.
- D.** When available, the following information will be obtained and / or acted on to aid in the search for the person and completion of reports. This list is not all inclusive and Officers need to use their training and experience to be proactive in the investigation.
- (1) Name, age and physical description of the missing person, and relationship of the reporting person to the missing person;
 - (2) Determine if there is a crime scene that needs to be preserved;
 - (3) Time and place last seen and the identity of anyone accompanying the missing person;
 - (4) The extent of any search already conducted for the missing person;
 - (5) Thoroughly search the immediate and surrounding area in a logical and systematic manner. For children, search the house first (even if the parents said they already have done so);
 - (6) Whether the missing person has been reported missing before and the degree to which the absence departs from established behavior patterns, habits or plans;
 - (7) Recent photograph(s) of missing person;
 - (8) Identify and interview potential witnesses;
 - (9) Whether the missing person has been involved recently in domestic problems or custody issues, suffered emotional trauma or life crises; demonstrated unusual, uncharacteristic or bizarre behavior; has talked about running away or committing suicide; is dependent on drugs or alcohol; or has a history of mental illness;

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- (10) The physical condition of the missing person, whether the person is currently on prescription medication, and if so if the person took the needed medication with them;
- (11) Any information about a vehicle or other form of transportation;
- (12) If the missing person or adult missing person has taken anything with them (e.g., food, clothing, money, weapons, and personal items). If they have bank accounts, charge cards or debit cards, or toll passes, check them for recent activity; also check for notes or other documents that may provide insight to the missing person's plans;
- (13) Determine if the missing person has access to a computer, smart phone or other similar electronic device. Do not turn on these devices or allow anyone else except trained personnel access them as these devices can be forensically analyzed. Family members or service providers may be helpful in obtaining screen names and email account information. Officers should try to view the missing person's social networking sites from another device. Officers should be aware that forensic analysis of electronic equipment can provide valuable information that would further the investigation;
- (14) Whether the missing person has a cell telephone or other form of electronic communication or GPS enabled device. Determine the cell phone carrier and consider contacting their law enforcement assistance department for help. Record and call the number. Leave a message if voice mail picks up;
- (15) Whether the missing person has relatives, friends, neighbors, or coworkers whom he/she may visit or otherwise contact, or who may have information;
- (16) Whether the missing person has failed to perform some important task (e.g., pick-up children, feed pets?);
- (17) Ensure Officers on subsequent shifts are notified of the missing person;
- (18) Conduct a neighborhood or area canvass when appropriate to the individual case;
- (19) Enter information into COLLECT and N.C.I.C. within two hours;

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(20) Consider notifying other agencies for assistance in locating the missing person in their related jurisdiction. It is essential that agencies work together to enhance the success of the investigation.

(21) The investigating officer shall determine if the missing person fits the mandatory criteria for an **AMBER Alert**. The criteria are:

- a. The child must be under 18 years of age, unless there are special circumstances such as a proven mental or physical disability.
- b. Law enforcement must believe the circumstances surrounding the abduction indicate that the child is in danger of serious bodily harm or death.
- c. There must be enough descriptive information to believe a broadcast will help.
- d. The information must be received in a timely manner.

If the above criteria are met and there is no extenuating investigative need that dictates otherwise, the DPS 81-C AMBER ALERT/ MISSING CHILD / SILVER ALERT REQUEST form must be immediately transmitted to the State Police Message Center to request alert activation. The Message Center will then determine if the alert meets the guidelines and activate the alert.

MESSAGE CENTER

Phone - 860 685-8190

Toll Free - 800-842-0200

Fax- 680-685-8346

Dps.messagecenter@ct.gov

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(22) If the missing person does NOT fit the above criteria, officers should continue to exercise discretion in determining which of the many other tools available would be the most appropriate for transmitting information and photographs to other officers, the media and the public. Determine if the missing person fits the mandatory criteria for a **SILVER Alert**. The criteria are:

- a. persons who are under the age of 18 but do not meet the criteria of AMBER,
- b. adult persons with a mental impairment or medical condition,
- c. any person over the age of 65.
- d. The request for activation of a silver alert is the same as AMBER, by transmitting the DPS 81-C to the State Police Message Center. Once the criteria has been determined to meet the standards. The information is disseminated to media outlets in the state of Connecticut in an effort to appeal to the public for assistance in locating the missing person. The plan alerts the public as quickly as possible to the disappearance so everyone may assist in the search for the safe return of the individual. Forms necessary to submit the alerts can be found on the BPD network drive in the General Orders folder.

(23) **IMPORTANT NOTE REGARDING MEDICAL INFORMATION:** CGS 29-1e provides that the medical information of any missing person collected, discovered, or otherwise obtained during the course of the missing person investigation, will not be released to the public without the consent of the parent, guardian, or legal custodian or, in the case of a missing person other than a missing child, the spouse, parent, sibling, child or next of kin of such person. This provision will apply to press releases, silver alerts, and amber alerts.

(24) BPD supervisors will consider the use of press releases to notify the public of missing persons (both child and adult) when appropriate. A BPD press release will be required for all Silver and Amber alerts initiated by the BPD even if the State of CT does a release.

(25) Consider using additional resources to assist in the search:

- a. Federal Bureau of Investigation (FBI)
- b. Department of Justice (DOJ)
- c. Critical Reach, National Center for Missing & Exploited Children (NCMEC)
- d. National Center for Missing Adults (NCMA)
- e. Child Abduction Response Team (CART)
- f. A Child is Missing Alert
- g. Everbridge Statewide Reverse 911

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- (26) In cases where canine assistance will be requested,
- a. Dogs should be requested and used as early in the search as possible
 - b. Contamination at the point where a missing person was last seen must be minimal. While awaiting dogs, officers should protect the scene and keep persons from where the missing person was last seen.
 - c. Shut off car engines in the area of the search.
 - d. Identify but do not touch any "scent article". Allow the dog handler to take possession of the article. (Vehicles can be scent articles in a search). Suggested items include pillow case, hat, comb/brush, sock, razor, toothbrushes, under garments, etc., that were recently worn by the missing person and not handled by anyone else. Such "scent articles" should be placed in a clean paper bag using a clean glove or a clean stick. Items taken from a family laundry hamper, containing a mix of family member's clothing, *will not be beneficial*.
- (27) Collect personal clothing, bedding, personal hygiene items, etc., that may contain DNA with evidentiary value (direct questions on DNA collection to the Forensic Lab);
- (28) Where appropriate to the investigation, request voluntary assistance from the family or reporting party in obtaining evidence belonging to the missing person such as:
- a. Recent photographs of missing person to include photos with teeth showing.
 - b. Information regarding the last dental examination received by the missing person. (In CT this information is allowed to be purged after 7 years)
- (29) Obtain a list of locations frequented by the missing person; hobbies, interests, preferences and predilections;
- (30) Review court orders regarding custody matters, where applicable;

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(31) A missing persons case **SHALL** be entered into NamUs after the individual has been missing for (30) days. (A missing person CAN be entered in less than 30 days if determined to be “at risk”)

(a) Anyone can enter a case after becoming a registered NamUs user. You may submit a registration request following the registration link; https://www.findthemissing.org/users/new_confirm, or by selecting the "Register" button on the left navigation bar of the www.findthemissing.org web site.

(b) An NCIC number or law enforcement case number must be in place before the case is published on the NamUs site (both are preferred).

(c) This will require the Officer to register in the system (see A above). Registration allows the officer to have direct involvement with the case and the assigned NamUs Regional Services Specialist (RSS) to obtain case details and biometric data.

(d) Once the case is entered in NamUs, the submitting Officer should request to be included as a local contact on the case. The RSS will facilitate obtaining the biometric data, which includes dental records for the NamUs Forensic Odontologist to code and upload to the NamUs case file. Additionally, the RSS will facilitate a fingerprint classification request and a request for DNA on a Family Reference Sample (FRS).

(e) NamUs offers a “Missing Persons to Unidentified Persons (remains)” (MP to UP) case-matching feature that should be monitored by the investigator for potential matches. When a match of interest is discovered, the officer should bring it to the attention of the RSS for expediting the comparison.

BPD INVESTIGATIVE RESPONSIBILITY PROTOCOLS:

The Patrol Division will continue to investigate and follow up on missing person cases until they are formally relieved by CID or until the person has been located. All missing person cases will be referred to CID for review for possible assignment as an ongoing investigation. Shift Commanders have the authority and responsibility to make notifications through the chain of command, including CID, should further investigative resources be required.

BRISTOL CT POLICE DEPARTMENT

TYPE OF DIRECTIVE: General Order	SUBJECT: Missing Person Investigations	EFFECTIVE DATE: August 1, 2016	
ISSUING AUTHORITY: Chief Brian Gould <i>Brian Gould</i>	POLICY NUMBER: 3.26	RESCINDS: N.A.	
DISTRIBUTION: All Sworn Personnel	REISSUE DATE: July 16, 2020	# OF PAGES: 18	
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GUIDELINES FOR POLICE INTERACTION WITH COMPLAINANTS, FAMILY MEMBERS, AND OTHERS:

It is important that officers remain in open contact with the family of all missing persons or adult missing persons and with any other associated person. In missing person or adult missing persons investigations, the BPD may assign an officer as a "family liaison". The family liaison would;

1. keep families updated on the progress of the investigation,
2. assist with the preparation and distribution of missing person or adult missing persons posters,
3. provide support and coordination with all missing person organizations,
4. focus the point of contact for communications.

All personnel involved in missing person or adult missing persons investigations need to be particularly sensitive to the interests, concerns, and needs of the family or other reporting persons and, to the fullest extent possible, communicate relevant and appropriate information on the case. It is not uncommon for the reporting persons or those left behind to experience significant emotional responses. They are dealing with a situation which is at the very highest stress level possible. Medical support, including consultation with a therapist, is advisable.

The investigator will maintain contact with the missing person's closest relative and/or reporting person concerning progress of the investigation and shall notify them that they must contact the Department as soon as any contact is made with the missing person. The investigator must also maintain contact with other agencies involved in this case.

The investigator should advise the family member / reporting party of two clearing houses to which they may also report a missing person:

- For a missing person under the age of 17, contact the NCMEC
- For a missing person over the age of 18, contact the National Center for Missing Adults.

INITIATE FOLLOW-UP CONTACTS WITHIN 30 DAYS:

The assigned investigator should re-contact the reporting party within 30 days of the initial report to determine if any additional information may have become available. The assigned investigator should also maintain contact with other agencies involved in the investigation to obtain new information and to review which agencies should continue as lead.

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MISSING PERSON RETURNED:

When a missing person is located, the assigned investigator shall complete an incident report documenting the circumstances in which the person was located. The reporting party and other involved agencies shall be notified and such notification recorded in the report.

- (a) Any automated systems entries shall be cancelled.
- (b) Information regarding any found, unidentified persons, alive or deceased, should be entered into COLLECT and NCIC.

Investigate the details relative to the return of the missing person. These details can reveal valuable information about the reasons for going missing, where the missing person has been, with who they have been and what they have been doing. It is understood that in many cases, the missing person will not cooperate. Consideration must be made that sometimes the reason for running away is to escape abuse by a family member or caregiver. If the interview is conducted in their presence, the aggrieved is unlikely to reveal that and the person will simply have returned to the place of abuse

CONSIDERATION FOR CLOSURE OF MISSING PERSON INVESTIGATION:

Careful consideration should be made concerning clearing a missing person investigation. While closure is obviously appropriate when the missing person is confirmed returned or evidence has matched an unidentified person or body. The inability to move forward in the investigation should not be a reason for closing a case.

1. By closing a case in such a manner, all evidence may be lost for the future identification of a deceased person.
2. An unidentified body may be discovered several years later, after the missing report had been filed and prematurely closed. In such case, there may be no relevant evidence that may assist identifying the body, further hindering a death investigation.
3. When the reported missing person is under the age of 18, the missing person should remain classified under their actual age as when originally reported missing, regardless of their current age. A missing child report should not be cancelled and re-entered simply because the child has reached adulthood. The missing child report should not be removed or canceled from any automated system due to emancipation or reaching adulthood.

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FORMS AND REPORTS:

- (A) All law enforcement agencies shall submit to the Missing Children Information Clearinghouse all missing child reports received by any such agency CGS 29-1e(d).
- (B) All law enforcement agencies shall submit to the clearinghouse any missing person reports when the missing person is :
- (1) is eighteen years of age or older and has a mental impairment, or
 - (2) is sixty-five years of age or older, provided a missing person report prepared by the Department of Emergency Services and Public Protection has been filed by such missing person's relative, guardian, conservator, attorney-in-fact appointed by the missing person in accordance with chapter 7, any health care representative appointed by the missing person in accordance with section 19a-576 or a nursing home administrator.
 - (3) Subject to available resources, the clearinghouse established by section 29-1e may collect, process, maintain and disseminate information to assist in the location of missing persons other than children and those persons who are eligible for assistance under subsection (a) of this section
- (C) SPECIAL NOTE: A report of a missing person under the age of 21 must be reported to the U.S. Department of Justice National Crime Information Center (NCIC) per Federal Law.

ADDITIONAL RESOURCES:

1. National Center for Missing and Exploited Children (NCMEC). a private, nonprofit organization that provide services nationwide for families and professionals, to prevent the abduction, endangerment and sexual exploitation of children. NCMEC's national office is:

National Center for Missing and Exploited Children
699 Prince Street Alexandria, VA 22314
(800) 843-5678 www.missingkids.com

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2. Alzheimer’s Association “Safe Return” Program. A nationwide identification registry program designed to assist law enforcement agencies with information to quickly identify and return those individuals who have wandered off. It offers a 24 hour hotline service, provides names, photographs, identifying characteristics and emergency contact information, and offers a Law Enforcement Officer’s Pocket Response Guide that describes the best ways to recognize, communicate with and respond to a person with Alzheimer’s. The Alzheimer’s Association “Safe Return” program may be contacted at:

Alzheimer’s Association “Safe Return” Program
(800) 272-3900 www.alz.org

3. US Department of State, Child Custody Division. This agency is the central authority for providing assistance regarding international parent/family abduction.

Bureau of Consular Affairs, US State Department @ (202) 736-7000

4. US Department of State, Office of Passport Services. Authorized to revoke passports of citizens who are subject to federal arrest warrants. This office can be reached by calling (202) 955-0307.

5. US Postal Service. Access to databases of the names of all individuals within the nation who filed “Change of Address” forms will provide law enforcement agencies with return address and postmark information on mail destined for a specific address. Phone : (202) 268-4267.

6. US Department of Defense. Information about current and past assignments of active duty members of the Armed Forces can be obtained by calling (800) 336-4592.

7. US Office of Personnel Management. Address information about retired members of Armed Forces or retired federal civil service employees Address information of where retiree’s federal pension payments are mailed can be obtained by calling (202) 606-2424.

8. National Center for Missing Adults (NCMA). A division of Nation’s Missing Children Organization.

4641 North 12th Street, Suite 100 Phoenix, AZ 85014
(800) 690-FIND www.theyaremissd.org

9. National Missing and Unidentified Persons System (NamUs). (This involves a DNA data base)

U.S. Department of Justice, Office of Justice Programs;
810 7th Street, NW Washington, DC
20531 www.questions@findthemissing.org

Bureau/Division/Shift Commanders shall ensure that all members of their command are thoroughly familiar with, and understand the contents of this order.

**** This revision updated the policy dated December 27, 2011.**