

List of community resources which support families and friends of missing persons:

ABORIGINAL FRONT DOOR

604-428-1908 | <https://www.abfrontdoor.org>

BC FAMILY INFORMATION LIAISON UNIT (FILU)

1-888-355-0064 | bcfilu@gov.bc.ca

CARNEGIE COMMUNITY CENTRE

604-665-2220 | <https://vancouver.ca/parks-recreation-culture/carnegie-community-centre.aspx>

SALVATION ARMY VANCOUVER - HARBOUR LIGHT

604-646-6800 | <https://vancouverharbourlightsa.ca>

SISTERWATCH

<https://sisterwatch.ca>

UNION GOSPEL MISSION

604-253-4044 | <https://ugm.ca>

VANCOUVER ABORIGINAL HEALTH SOCIETY

604-254-9949 | <https://www.vahs.life>

VANCOUVER ABORIGINAL COMMUNITY POLICING CENTRE

604-678-3790 | <https://vacpc.org>

REPORTING A MISSING PERSON



MISSING PERSONS INVESTIGATIONS IN B.C.

The Vancouver Police Department (VPD) follows the B.C. Provincial Policing Standards and their guiding principles for missing persons investigations. The first underlying principle of the Standards is:

“There should be no barriers to reporting a missing person and investigations should begin without delay.”

HOW TO REPORT A MISSING PERSON

TO REPORT A MISSING PERSON, CALL 604-717-3321

If you have concerns about the missing person’s immediate safety, or if the missing person is a child, senior, anyone with mental or physical challenges, or someone you believe is suicidal, CALL 911.

REPORT IT AS SOON AS POSSIBLE.

There is no waiting period. Anyone can make the report anytime.

TELL US EVERYTHING YOU KNOW

The following suggested information will aid the police in their investigation but is not required. Please tell us everything you know.

- **Last date and time** of known contact
 - **Type** of contact (seen, spoken to, in person, or on social media)
 - **Physical** description (hair, eyes, teeth, piercings, tattoos, scars, birthmarks, **any unique personal identifiers**)
 - **Last known clothing** description
 - **Last known location** where the missing person was seen, where they lived or stayed, scheduled pick-ups and drop-offs, regularly visited locations and hangouts, restaurants, bars, community service work
 - Recent **pictures** of the missing person
 - **Friends’** names and contact information
 - **Do they use any community services?**
 - **Cell phone description, phone number(s)**, SIM card information
 - Financial information: name of the missing person’s **bank**, debit and/or credit cards, where and how the missing person accesses money
 - Common **transportation means** (transit and compass card, vehicle information, Uber, Lyft, and/or Evo accounts, etc.)
 - Any **new or recent changes in behaviours or challenges** (bullying, job loss, relationships, etc.)
 - **Mental health** issues - where do they get care? Are they followed by a **mental health team**?
 - Known **medications** - do they take any **medications** for mental health?
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- Community activities, **clubs**, sports, groups, religious activities, memberships
 - Missing before? Please include any new or different behaviour when reporting. Why are you worried this time? This information will aid in assessing the risk to the missing person.
 - Any potential **criminal activity or associates** - our goal is to find the person, not to take enforcement action; knowing if criminal activity is involved is very important because it helps to assess whether there is heightened risk to the missing person.
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WHAT TO EXPECT FROM THE VPD

INFORMATION UPDATES

The VPD will communicate regularly with family members and reportees of missing persons through a family liaison, detective, and/or other member of the VPD. Information you will receive from the VPD may include:

- Updates regarding areas checked, such as the last known location, the person’s home, hospitals, jail
- Available support services
- Communication about media releases and photos before they are released to the public when practical

POSTERS

If the family decides to make posters, please consider using a **VPD contact number** and not the family or reporting person’s number. Please ask the VPD member responsible for the file for more information.

CONTACT FROM MEDIA

If you are contacted by the media, we ask that you do not disclose any information regarding the investigation until you speak to the assigned Family Liaison officer.

ADDITIONAL OR UPDATED INFORMATION

To provide additional or updated information about an already reported missing person in Vancouver, please call:

VPD MISSING PERSONS UNIT

6 a.m. - 4 p.m. | 604-717-2530 | Messages can be left after hours.

FOR INFORMATION ON THE INVESTIGATIVE PROCESS AND REPORTING A MISSING PERSON, VISIT: [VPD.ca/missingpersons](https://www.vpd.ca/missingpersons)



NEED SUPPORT? VPD Victim Services: 604-717-2737 / [VPD.ca](https://www.vpd.ca)
Crisis Centre B.C.: 310-6789 (no area code needed) / crisiscentre.bc.ca
