

What To Do If You See Someone Who Is Missing

The goal is to safely reunite the vulnerable missing person with their family, while not putting anyone else at risk. Getting help is the most important thing.

If you see the person who has been listed as missing, here are some steps for what to do next:

- Call Calgary Police Service at 403.266.1234 and let them know where the person is. Stay on the line with the communications officer and follow their directions.
- If you feel comfortable and safe in doing so, you can approach the person.

A: Approach

- Identify yourself and let them know you want to help them get where they need to be.
- Ask if they need help
- Speak slowly and calmly; ask simple “Yes” or “No” questions; one question at a time
- Wait 15 – 30 seconds for a response

L: Listen

- Avoid confrontation or argument
- Listen for key words or phrases that will help
- Be aware of their tone of voice and your tone of voice

E: Engage

- Use good nonverbal communication – smile
- Make eye contact and approach from the front
- Stay with the person until help arrives

R: React

- Getting help is most important
- Call Calgary Police Services at 403.266.1234 and let them know where the person is
- Stay on the line with the communication officer and follow their directions

T: Talk

- If your attempt to approach them is unsuccessful, back away and give the person space. If possible stay close enough until help arrives.
- After the situation is resolved you may feel upset or want to talk with someone. Help is available 24/7 through the Distress Centre at 403.266.4357.