



## **Best Practice Recommendations for using the Telecommunications Best Practices for Missing and Abducted Children (TELMAC) Online Course**

It is critically important to provide telecommunicators, call-takers and dispatchers with the tools and training which promote swift and decisive response to reports of missing, abducted and sexually exploited children. Central to such training is a clearly worded policy, accompanied by carefully delineated procedures and best practice indicators. A core element of this online training for telecommunications personnel handling cases involving missing, abducted or sexually exploited children concerns vigilance: the first response in any call of this type, regardless of what the initial indicators may be, should be governed by an assumption that the child is in danger until significant facts to the contrary are confirmed. Immediate and comprehensive response enhances the likelihood of accumulating evidence or information that might otherwise be lost during the critical, early stages of an investigation.

This training should be used as just one component within a comprehensive strategy for bringing the model policy, best practices and operational checklists into the communications center, and should not be relied upon alone as a means to building and optimizing telecommunicator preparedness. Textual information from the Standard should be carefully incorporated into communications centers' training and operations manuals. Call-handling checklists should be integrated into existing console-based operational resources such as process charts, CAD systems and log formats. Jurisdictionally relevant call scenarios should be administered to assess understanding and correct application of the material. When incorporated with these additional training efforts, course module content will be more effective at strengthening telecommunicators' understanding of the nature of and response to the problem missing and abducted children which will bolster their capacity to respond effectively to each and every call concerning the welfare of a child.

## **About the Joint Steering Committee on Call Center Best Practices and NCMEC Missing Kids Readiness Project**

The APCO ANS 1.101.3-2015 Standard for Public Safety Telecommunicators When Responding to Calls of Missing, Abducted and Sexually Exploited Children was developed by membership of the National Center for Missing and Exploited Children's (NCMEC) Missing Kids & 9-1-1 Readiness Project Executive Committee (formerly named the Joint Steering Committee on Call Center Best Practices in Cases of Missing, Abducted and Sexually Exploited Children). This standard was approved by the Standards Development Committee on 12/8/2014 and received final approval by the American National Standards Institute on 1/8/2015. The current version (3) replaces APCO ANS 1.101.2-2010.

**The Missing Kids and 9-1-1 Readiness Project** is a collaborative initiative involving the National Center for Missing Exploited Children (NCMEC), the AMBER Alert Training and Technical Assistance Program, the Association of Public Safety Communications Officials (APCO) International, the National Emergency Number Association (NENA) and the International Academies of Emergency Dispatch (IAED). As a companion to the Standard, the Checklist for Call Takers When Handling Calls of Missing and Sexually Exploited Children was designed to assist telecommunications centers in incorporating the best practice protocols into front-line operational procedures. The checklist outlines the critically important first responder role of the telecommunicator, sets forth step-by-step call-intake protocols specific to each incident type (abduction, LIMS - lost/injured/otherwise missing, runaway, throwaway) and provides comprehensive descriptive and contact information regarding around the clock resources and support available throughout these types of investigations.