



Recommendations for utilizing the Telecommunications Best Practices for Missing and Abducted Children (TELMAC) course information and resources

The TELMAC course endeavors to provide telecommunicators, call-takers, and dispatchers with the tools and training which promote swift and decisive response to reports of endangered, missing, and abducted children. Central to an agency's effective implementation of best practices and resources discussed in the training is a clearly worded policy, accompanied by carefully delineated procedures and best practice indicators. A core element of policy and procedure for telecommunications personnel handling these cases 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 to build and optimize telecommunicator preparedness.

Call-handling checklists should be integrated into existing console-based operational resources such as flowcharts, CAD screens and logging/record formats. Jurisdictionally relevant call scenarios should be developed and used to assess understanding and correct application of the material. When incorporated with these additional training efforts, the TELMAC course content will be more effective at strengthening telecommunicators' understanding of and response to the problem of endangered, missing, and abducted children; and can bolster their capacity to respond effectively to every call concerning the welfare of a child.

Additional Resources

The TELMAC course highlights key resources and recommends each communications center develop local/agency training which incorporates relevant state, municipal and/or agency policies, procedures, and operational tools into its presentation of the information. These resources can assist in that effort.

- [APCO ANS 1.101.3-2015 Standard for Public Safety Telecommunicators When Responding to Calls of Missing, Abducted and Sexually Exploited Children](#)
- [Model Policy for Law Enforcement: Missing and Abducted Children](#)
 - [Addendum for Children with Special Needs](#)
- [Effective Use of the National Crime Information Center Database with Missing-Child Incidents](#)
- [The \(NCMEC\) Missing Kids & 9-1-1 Readiness Project](#)
- [NCMEC Resources on Issues related to endangered, missing, and abducted children](#)