



**Missing Children
Society of Canada**

Investigative FAQs

What is a Child Search Alert?

A Child Search Alert is an alert for a high-risk missing child case that does not meet the AMBER Alert criteria but requires immediate assistance in connecting with the community.

Can I activate a Child Search Alert at any time?

Yes. We are available 24 hours a day, 7 days a week.

How do I activate a Child Search Alert?

You can do this in 3 ways. Login to the MCSC Police Hub (<https://police-mcsc.hub.arcgis.com/>) and use the quick link buttons to complete the survey, email alerts@mcsc.ca or call our toll free number 1-844-363-2453.

When I activate a Child Search Alert, where is the information sent?

The Child Search Network consists of multiple communication channels, including MCSC rescu/SMS text, social media and traditional media. The information can be shared through all channels or specific ones. These channels are not limited and are subject to change as we continue to grow the network.

Do I have to send an SMS Alert (Child Search Alert)?

No. This is completely optional and your choice. Two options are available:

1. You can upload a case on the Child Search Network for community viewing or
2. Upload the case and activate a SMS alert

If you decide not to activate the SMS at first, you can always activate it later.

What do I need to activate the Child Search Alert?

You need basic information about the missing child to help the public identify the child if a sighting is made and provide investigative contact information.

If more information becomes available regarding the missing child case, how can I add that to the Child Search Network?

You can update the case information through the Police Hub or at alerts@mcsc.ca, or you can call 1-844-363-2453.

When a child is located, what is the protocol to remove the Child's information to protect their identity?

Once we are aware of a location/case closure we will remove the child's information and images from our channels and replace them by advising the public that the child has been located unless requested not too.

What happens to the missing child's information once a child has been located, and an alert is cancelled?

The case information is anonymized and kept in a private database for future statistical purposes, and it is not available to the public.

Who do I contact if I have difficulties accessing the Police Hub or submitting a survey to request a Child Search Alert?

If you experience any difficulties accessing the Police Hub or with the survey, please email alerts@mcsc.ca or call 1-844-363-2453.