

For additional information, contact: 911@ncmec.org



The NCMEC Standards Implementation Committee of the Texas 9-1-1 Trainers is working to make life safer for the children of Texas in cooperation with these organizations who developed and approved the Standard for Public Safety Telecommunicators When Responding to Calls of Missing, Abducted and Sexually Exploited Children (ANS 1.101.2-2010)



Is YOUR AGENCY ready for a CALL INVOLVING A MISSING CHILD?

The Texas 9-1-1 Trainers organization encourages you to take advantage of free training & resources.

BIG MISSION FOR A BIG, BIG STATE!

BIG MISSION FOR A BIG STATE!

Each day over 2,000 children go missing in the U.S. In Texas, 199 of those cases are still open. It's time for Texas to adopt the ANSI National Standard on Call Center Handling of Cases of Missing and Exploited Children!



Because the most important thing is protecting our children.

WHAT IS THE MISSION?

- to have all 9-1-1 center personnel trained in the best practices for handling calls reporting missing and exploited children. Free on-line training and regional, in-person training opportunities are readily available so Telecommunicators at your agency can be prepared, BEFORE they are faced with handling this type of call.
- to have the *Checklist for Public Safety Telecommunicators* from the National Center for Missing & Exploited Children (NCMEC) readily available at every 9-1-1 call center in Texas. The *Checklist* provides standardized, step-by-step call questioning and handling procedures. Copies of the *Checklist* can be ordered or downloaded from www.ncmecpublications.org.
- to have all call centers review and adopt ANSI-approved Public Safety Telecommunications Best Practices When Responding to Calls of Missing, Abducted and Sexually Exploited Children.
- to create support from PSAP directors, Chiefs and Sheriffs for adoption of best practices by encouraging their participation in NCMEC's free Chief Executive Office (CEO) seminar in Alexandria, VA.
- to make life safer for the children of Texas!

WHERE CAN I FIND A LIST OF AVAILABLE TRAINING & NCMEC RESOURCES?

For a list of training dates and locations, the link to on-line training and many other valuable resources go to www.texas911training.org or visit NCMEC at www.missingkids.com/911.

HOW WILL IMPLEMENTING TRAINING & STANDARDS BENEFIT YOUR AGENCY?

Calls about missing and sexually exploited children can become high-profile events that have a devastating impact on the victim's family, your community, and your call center. That is why every 9-1-1 call involving a missing and/or sexually exploited child must be handled according to best practices. Every 9-1-1 call center must have in place policies and training to help ensure every missing and sexually exploited child is given the best chance to be found alive and unharmed. When you become a NCMEC 9-1-1 Call Center Partner, you have the best assurance that no child is forgotten.

NCMEC 9-1-1 Call Center Partner Program

Because the most important thing is protecting our children.