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KERMODE FRIENDSHIP SOCIETY
MISSING MURDERED INDIGENOUS WOMEN GIRLS 2SLBGTOQAI
SAVE OUR SISTERS
AND
SAFER STRONGER PROJECT

WELCOME

Welcome to the Kermode MMIWG 2SLBGTOQAI+ web page for Northwest BC.

This page is the result of several years' work by Kermode and ally organizations in Terrace to address the issues around Missing and Murdered Women, Girls and 2SLBGTOQAI+.

Department of Women And Gender Equality generously funded a MMIWG Awareness & Commemoration project, which bridged Kermode with the Terrace Women's' Centre's partnership Safer Stronger Project.

A component of this work, was to create handbook or toolkit to assist families of MMIWG. To kick this off, we invited Bernadette Smith, co-founder of the Manitoba Coalition of Families of Missing and Murdered Women in Manitoba (CFMMWM) and the Drag the Red Initiative, to come to tell us her story and help us start shaping a Toolkit for Missing Persons.

Recently, Kermode partnered with Terrace Women's' Centre and Skeena Diversity to complete the MMIWG Toolkit work and expand our community connections to forge solid ally-ships. The vision is to continue along this collaborative path to make lives for all Women, Girls and 2SLBGTOQAAI better, as we share these incredible Indigenous lands.

SECTION 1



FIRST

24 HOURS

CHECKLIST

First 24 Hours Checklist

- TAKE CARE OF YOURSELF

- CONFIRM PERSON MISSING
- CONDUCT SEARCH
- MAKE CONTACT LIST

- REPORT TO POLICE
- CHECK SOCIAL MEDIA

- TAKE NOTES: COMMUNICATION LOG

- CONTACT ALL FAMILY & FRIENDS
- ASSIGN FAMILY CONTACT PERSON

- DETAILED DESCRIPTION
- DETAILED BEHAVIOURS



First 24 Hours Checklist

TAKE CARE OF YOURSELF & TAKE NOTES

You must stay healthy in this time of crisis.

Refer to the Self-Care Information Sheet.

SEEK SUPPORT

Family

Friends

Community organizations

CRISIS LINE: <https://www.kuu-uscrisisline.com>

OR CALL NATIONAL CRISIS LINE 1-800-588-8717 TOLL-FREE 24/7



THESE TASKS ARE ALL HAPPENING AT THE SAME TIME

HOUR 1: CONFIRM MISSING

- CONFIRM** with all family, friends and contacts that the person is missing.
- CONDUCT** searches with family, friends, hangouts and hospital.
- COMPLETE** the Family and Friends Contact List

HOUR 1: REPORT

- REPORT PERSON MISSING TO POLICE**

DO NOT WAIT 24 HOURS if you have noticed changes in their behaviours or routines. If you believe your loved one is at risk, tell police right away. Share all information with the police.

WORK WITH POLICE ON RISK ASSESSMENT

- CHECK ON-LINE ACCOUNTS** for your loved one's activity.
Email ~ Facebook ~ Twitter ~ Instagram ~ TikTok ~ Snap Chat ~ Blogs
- COLLECT MANY PHOTOS** of your loved one
FOR USE in the Missing Persons Poster and SHARE with POLICE.



Include many photos with different hair colors/hair styles.
With/without glasses
With/ without caps, hats, toques
Copy pictures from Facebook or websites and save to a computer
Pictures of what your loved one would look like when they are found.

WRITE IT DOWN

USE COMMUNICATION LOG AND RECORD EVERYTHING IN IT

KEEP DETAILED NOTES

RECORD search efforts

Who you talk to.

Date/time

Main points of conversation

All search efforts.

SHARE everything with police:

Communication Log

Family & Friends Contact List

Hospitals and Hangouts

Detailed Description

RECORD everything in Communication Log.

Police case number

Contact persons spoken to

Officer's badge number

Police will add your loved one name to the Canadian Police Information Centre database.

CPIC is a system that informs every police department in Canada. It gives police nation-wide access to information on your missing loved one.



CONTACTS

CONTACT all relatives, friends, foster-families

Include contacts in other communities and provinces



CONFIRM your loved one is not with them.

RECORD details of all conversations in Communication Log.

Include ALL CONTACT NUMBERS for your loved one

Home, work, school, cell, and other places they stay.

DATE & TIME of last time you, or others, had contact with them.

Where they were going.

Who were they with, etc.?

COMPLETE the Family and Friends Contact List

Log all the names, phone numbers, and addresses for people your loved one knows (see **Family & Friends List**, page____).

CONTACT all these people to

ADVISE them your loved one is missing.

ASK each person you speak to for more contacts for your loved one.

ASK if they had contact with them.

TELL them that police may contact them for their investigation.

Record ALL contacts and conversations for your search in Communication Log

Keep detailed notes of search efforts by you and your family and share with police.

FAMILY CONTACT PERSON

Who is the family contact for police?

Who are the alternate contacts?

Police try each number, going down the list.

These phone numbers must work, and have accessible voicemail.

Always record in the log when contacting anyone and making notes: this keeps all your notes in one place.

PLACE YOUR LIST NEAR PHONE

Keep your **Family and Friends Contact List** near the phone:

Support people



Their contact information

Others can follow up when you are not at home.

ANSWER PHONE 24 HOURS A DAY

SHARE PHONE DUTY with family members and friends.

CLEAR ALL VOICEMAIL boxes clear so messages are not missed.

DESCRIPTION AND BEHAVIOURS

CREATE DETAILED DESCRIPTION

Use the Detailed Description Form to write a description of missing person

Hair and eye color

Height and weight

Scars, tattoos

Distinguishing marks and piercings

What they were wearing when last seen.

Distinctive features

Jewelry always worn.

Write detailed **PATTERN OF BEHAVIOUR** for your loved one.

Typical day:

Work?

School?

Childcare?

Family Visits?

Friends?

Volunteer work?

Any changes to your loved one's routine, tell Police immediately.

HOUR 24

REVIEW RISK ASSESSMENT WITH POLICE.



Worksheet #1 Communication Log

<u>Date</u>	<u>Time</u>	<u>Name of Contact</u>	<u>In person/by phone</u>	<u>Address/Phone Number</u>	<u>Notes</u>
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Worksheet # 2 Family and Friends Contact List

Name of Family or Friend	Phone Number	Alternate Number	Notes



Section 2

GUIDE

TO

SOCIAL MEDIA

- Using Social Media
 - **Matrix**
 - Scammers
-
- APPENDIX
 - Email account set up
 - Facebook
 - Instagram TikTok Twitter

Guide to Using Social Media

Instructions for setting up Social Media accounts are found in the APPENDIX.

Here is some information to use Social Media in your search for your loved one.

ASSIGN a Social Media Person to

Work closely with the main Family Contact Person

Set up a Facebook group to post information about your search

Moderate the public Facebook group

Set up and moderate a private Facebook Messenger chat group, and/ or a phone text group

Share all information in the Communication Log

Monitor other Facebook (Instagram, TikTok, Twitter, etc.) groups and posts about your loved one

Ensure all posed information is accurate, current and trigger-sensitive

DO's and DON'Ts

Do:

- Use clear photos of the missing person
- Try to use photos that only show the missing person (crop out others where needed)
- Include a brief physical description of the person and where they were last seen
- Keep posts positive – audiences respond to positivity and it promotes action
- Communicate clearly and concisely so that your message is easy for people to digest
- Post at a time when people are likely to see your message (i.e. not at 3am)
- Appoint 2-4 trusted administrators to help maintain the page

Don't:

- Don't bombard followers with too much information. A maximum of four posts a week is recommended, although you can update more often if you have new information to share.
- Don't feel obliged to respond to any comment or message
- Don't respond to trolls – it's generally best to remove or hide negative comments

Things to be aware of



- Journalists may hear about your story through Facebook and contact you.
- It can take a lot of time and energy to manage the response social media can generate. This is why multiple administrators is important – share the load.
- You may receive unkind or unhelpful comments from people; you or your administrators should delete inappropriate content as soon as you can.
- You should only share the information you are comfortable to make public. Once it's online you will have limited control over it

How to find a missing person <https://youtu.be/KS4-OgLiXNU>

Beware of Scammers!

HOW TO SPOT AN EMAIL / TEXT SCAM:

1. Does the sender use threatening language, or are they making promises that seem unrealistic or too good to be true? This could mean they are trying to lure you into a fake or dangerous situation by playing on your emotions. An example could be a message that say they have information to help you but you need to click on a link to share that information, where they will ask you for unsafe persona information.
2. Does the text/email message include a link to click on or an attachment to open? These are likely to be fake as well, and could ask you to give personal information like a bank account or credit card number, and could lead to your identity being hacked or stolen.
3. Does the text/email message have a lot of spelling or grammar mistakes in it? This is another sign that the message could be a scam sent by a computer program (robo-call), instead of being sent from a real person or professional organization.

If the message you are reading has any of the above “red flags”, then you should delete it or report the abuse (e.g., report to Facebook) if it continues.

A helpful online resource from the Government of Canada where you can learn more about how to identify and report online scams is the Canadian Anti-Fraud



Centre, which is safe, free and confidential: <https://www.antifraudcentre-centreantifraude.ca/index-eng.htm>.

EMAIL: Hotmail / Gmail / Outlook Instructions

Type in www.hotmail.com or www.gmail.com or www.outlook.com and look to your bottom left to sign up for an account.

You are redirected to a page where you need to enter

All your information

Choose a name for your account.

Pick a name

Easy to remember,

Write it down to avoid having to search or make up a new account.

Your first and last name is ideal if you are able to.

Choosing your password

Choose so no-one can easily access your account.

Choose something easy to remember and difficult for others to figure out.

When asked for an alternate email address,

If you do not have one, use the option of answering a security question.

After all this information is entered, you will then be forwarded to your new Hotmail account with further instructions on managing it.

Tip: Add all your email contacts immediately to your "address book" so they are easy to access for sending email updates.

Facebook Instructions:

To set-up a Facebook account you need a current email. If you do not have one, please go to the Email instructions in this guide first to get an email account.

Your sign-up information is sent to the email you provide to Facebook.

First, set up a profile in your own name

Next, start a "group" for your loved one.



Groups let you message people, and share information easily

It is important your group is an “open” group with limited privacy so that the most people can see it.

IMPORTANT – you will not be able to be “friends” with your missing loved one as they need to accept your request by signing in.

You must monitor their personal “Profile” (through someone who is already friends with them (like their close friend/partner).

Getting Started

Type in www.facebook.com

First, fill in the blanks with your name, email and information.

Click on “sign up” (note: type your name exactly as you want it to appear).

Facebook then redirects you to a security page.

Enter the security check and click “sign up”.

STEP 1:

You are directed to your “**Getting Started**” page

Here you have the option to search for friends

There is an option to skip this step by clicking “skip”, at bottom of the page.

STEP 2:

Facebook then directs you to set up your “**Profile Information**”

It asks about the schools you attended/work details etc.

Again you have the option of skipping this at the bottom of the page.

STEP 3:

You are prompted to upload or take a **picture for your profile**

This will be seen on your profile to friends and family,

The option to skip is on the left.

We recommend you load a picture of yourself, or your loved one.



STEP 4:

Next, you enter the **Welcome** page

Where you'll walk through all the profile options.

On this page you are able to search friends by name or email.

An important option on this page is your **personal security options**

Found at the top right of the page

You can set your personal security to be high, and still leave security open if you start a group for your loved one.

Remember that the tighter the security on your profile, the fewer people can see it.

On the left side of the page you have the options to create events, send messages, create groups, etc.

This is where you can create a group for your loved one.

When using this site, please be careful. If you add people you do not know, your profile runs the risk of being hacked.

You can report spam and hackers on your page

In order to share your loved one's information, this may be a risk you choose to take.

Ask friends and family for more tips on security.

The more family and friends you add as friends or invite to the group, the bigger the network

Information can travel quickly across the country.

Send messages to your friends and family asking them to share information widely.

Twitter Instructions

To set-up a Twitter account you need a current email. If you do not have one, please go to the Email instructions in this guide first to get an email account (see *above*). All of your sign-up information will be sent to the email you provide Twitter.



Twitter enables you to communicate quickly. It works sending a text to the world. You can update your Twitter right from your cell phone, anywhere/anytime.

The challenge with “tweets” is that you only have 140 characters to share what to say. If no-one is following your page, your message is not read. So, spend time inviting people to follow you.

Twitter is a great way to communicate brief “sound-bites” however, it will take some time to get up and running and you need to be able to spend some time getting it active. For Advanced Users: one advantage to a Facebook “page” rather than a group, is that you have the option to have all the page status updates go immediately to Twitter. See Facebook instructions (page _____) for more details.

Go to www.twitter.com to access the site.

On the home page you will be prompted to enter your name, email and a password to sign up.

Then they direct you to a confirmation page, where you double check all your information before clicking ‘creating my account’

This brings you to another security check. Enter the information asked and click create my account.

STEP 1:

Select the topics you are interested in. Find a few people you want to hear from, then follow them as well as their messages

STEP 2:

Search the services you use to discover which of your friends are already using Twitter. Follow any of the friends you find to add their Tweets to your timeline.

You are then directed to your home page, where you have the option of formatting your profile.



Your SOCIAL MEDIA CONTACT can help you with instructions for Instagram, TikTok, Snap Chat, and WhatsApp.



SECTION 3



**GENERAL
INFORMATION
ON
REPORTING A
MISSING PERSON**

General Information on Reporting a Missing Person

Missing Persons' cases include:

- Runaway youths
- Voluntarily missing adults
- Wandered/Alzheimer patients
- Parental abductions where there is immediate danger to the child
- Non-family abductions
- Unknown circumstances
- Unusual/suspicious circumstances

Remember:

There is no 24-hour waiting period to report a person missing.

If there is indication of foul play, contact police immediately at 9-1-1.

It is not a crime to be missing.

Adults can choose to leave home and cut off all contact with friends and family.

This means police is limited in what it can do.

If police locates a missing person, they cannot give information about that person without specific permission from that person.

Missing Children (under 18 years of age)

PROVIDE INFORMATION

- Child's school and teachers
- Was the school was contacted and checked.
- Current photo of the missing child.
 - For use by police for media release
 - Helps police identify the missing person.
- Description of the child
 - Date of birth
 - Age
 - Physical description



Clothing worn

Braces, glasses, scars

When last seen.

- The time and place where the missing person was last seen and by whom.
- The names, addresses and phone numbers of friends, and whether or not they have been checked prior to reporting the person missing.
- A list of possible hangouts or locations that the child may have gone and whether or not those locations have been checked
- Any medications used:
 - Find out if they have the medications with them.
 - How often they need to take the medication.

Adults (18 years of age and older)

- **Ensure the missing person is not at work prior to contacting police**
- A current photo of the missing person.
 - Used by police when issuing a media release
 - Helps officers identify the missing person.
- A description of the person including
 - Date of birth
 - Age
 - Physical description
 - Clothing worn when last seen.
- Names, addresses and phone numbers of friends and whether or not they have been checked prior to reporting the person missing.
- Check hospitals prior to contacting the police.
- Put a toothbrush, comb and article of clothing in a Ziploc bag for police in case they need a DNA sample
- Make a list of possible
 - Hangouts or locations that the adult may have gone
 - If or not these locations have been checked.
 - Medications:
 - Find out if they have the medications with them.
 - How often they need to take the medication



SECTION 4



WORKING WITH POLICE

Working with the police

IMPORTANT:

There is no 24-hour waiting period to report a person missing!

The first 24-hours

What will police ask?

You have rights

Consent for nation-wide search

Missing persons' crisis line

Small things can be significant to police

Rewards

Missing persons' cases

General info reporting on reporting a missing person

Missing children

Missing adults



Working with the Police

IMPORTANT: There is no 24-hour waiting period to report a person missing!

You are tense and worried. This is normal. It is an extremely stressful situation when a loved one has gone missing

NOTE: The police should understand this and should be able to have sympathy for what your family is going through. *That may not always happen.*

Always try to deal clearly and respectfully with the police. A positive relationship with the police helps everyone to find the missing person.

If you have a concern about police behavior, you are better able to address it, when you can show that you built a positive relationship with the police.

Expect the police to

Ask you to complete your own search of family, friends, hangouts and hospitals before they take a missing persons' report.

Be prepared to answer many questions.

If you do not know why they are asking a question, just ask them why they want that information.

Your Communication Log will help you keep track of information.

NOTE: As a family member of a missing person, you have rights.

- Always ask the police any questions you may have. That is your right.
- Ask for your police contacts name. That is your right.
- Always ask for the case file number. RECORD IT. That is your right.
- Ask what follow ups the police will be doing. That is your right.
- Ask if there are similar cases reported. That is your right.



- You can give consent to check if your loved ones identification has been used nation-wide
 - Driver's license
 - Credit cards
 - Bank cards etc.
- You can call missing persons through BC RCMP <https://bc-cb.rcmp-grc.gc.ca/ViewPage.action?siteNodeId=27&languageId=1&contentId=-1>
Give them your case number and ask for updates or for clarity on information given to you.
- You can request police to do
 - Media updates
 - Crime Stoppers video (if foul play is suspected)
 - Other awareness campaigns
- **IMPORTANT:** think of small details around the time your loved one went missing
 - Small things can be very significant for police
 - Tell them everything.
- If your family is offering a reward
 - Make police aware of the details
 - Rewards increase the number of tips
 - Note that police are not responsible for offering rewards, nor will they communicate the details of the reward.

Information on Missing Persons for POLICE

The majority of missing persons are located within 24 hours and three days of being reported missing. PLEASE SEE **REPORTING A MISSING PERSON Section 3**

Missing Persons' cases include:

- Runaway youths
- Voluntarily missing adults
- Wandered/Alzheimer patients
- Parental abductions where there is immediate danger to the child



- Non-family abductions
- Unknown circumstances
- Unusual/suspicious circumstances

Detailed information about how police do their work

There is no delay in police starting on a case. As soon as you report it, the file is opened.

Keep in daily contact with police: team work is critical. Police rely on families for information.

Keep a daily log so you can share info with police. Set up an operational center for the family where all info can be collected and shared.

Work closely with police on the poster.

The police determine how serious the case is. A missing person's file is never closed. If you have concerns you can always contact the officer's supervisor.

Amber Alert is another tool that can help the search for children and youth in non-family abductions.

Police has a specific system they follow. They will use whatever numbers you provide to call you.

Police shares your goal to find your loved one. Call them frequently to establish two-way communication. Do not wait for police to call you. Call police even when you have no information.

The more information you can give police, the better; sources of money and where they get it

Remember police may want to revisit your loved one's home and belongings, electronic devices and vehicle several time as they progress through the investigation. They may ask for articles of clothing, toothbrush, dental, for DNA including mother and father's DNA. Do not throw anything out.



Missing persons' files are never closed. There is no length of time for a missing person investigation.

RCMP want you to know that

- Investigations begin at the point of first notification (anyone can report a missing person at any time);
 - The police want to find the person reported missing and will rely on family and friends to assist in efforts;
 - Police's priority is confirm the person is missing and complete a **risk assessment** (we should treat all matters the same and as legitimate, serious and urgent);
 - Police will generate a **file for the missing person** and all steps taken to locate the person will be stored in our **records management system**;
 - Police will assume the worst in order to **avoid miscalculations or missed investigative avenues** at the start;
 - The **risk assessment will be re-visited** as new information comes to light and time passes;
 - Police need to gather information and may **ask wide array of questions** (reasons for some questions may not be understood by the family/witness);
 - Police will want to issue a **press release** and work with the family to do this (keeping in mind the risk to the investigation, risk to the individual, privacy, familial and long term impact the release may have – once information is released it cannot be taken back);
 - Police will **see/search the site-last-seen or home of a missing person** for information and may want to control those scenes and collect evidence, DNA or fingerprints;
 - Police will want **statements from the complainant and the person who last saw the individual**. This will be repeated as new witnesses are identified;
 - We will want to create a **timeline of the individual's activities** prior to going missing, the individual's history
- Policed we will want a **complete and accurate description/photo; it should realistically portray what the person looks like if they were to be found**;
- Police will want **medical and dental office** information and the banking institutions used as well as any **sources of income/money** the individual has;
 - Police will also want **social media platforms and user names**;
 - Police have powers under the **missing persons act to acquire information from third parties** to assist the missing person investigation;
 - Police may want **familial DNA** from up to two people who are closely related to the missing person;



- Police will **continually verify accuracy of the information they receive** and are trained not to assume anything and will pursue direct sources of relayed information;
- Police will add the individual to their **National Database** as a missing person;
- Police will want a **family liaison** identified and we ask the **communication be two-way** (liaison connects with RCMP when needed and vice versa);
- Often **family or friends have excellent suggestions for investigative avenues** as they know the person missing, bring these ideas forward (can use the family liaison also);
- Police **may not be able to release all the details** of what they know (if it might jeopardize the investigation or if the missing person is found and does not want it shared);
- Police will keep the **file open until the individual is located**.

Worksheet # 3: Draft Missing Poster

MISSING PERSON!

NAME OF LOVED ONE

INSERT PERSONAL INFO HERE

Please bring our loved one home safely!

PHOTO – a photo that the family chooses and that shows what they would look like, if they were found today

NAME OF LOVED ONE has been missing since DATE.

SHE/HE/ THEY was last seen PLACE/LOCATION in CITY/TOWN on DATE at approximately TIME.

SHE/HE/ THEY is RACE/GENDER, about HEIGHT tall and approximately WEIGHT.

SHE/HE/ THEY has LENGTH/COLOR hair.

SHE/HE/ THEY has COLOUR eyes and has SCAR/PIERCING/DISTINGUISHING MARK. SHE/HE/ THEY was wearing this when last seen: DESCRIPTION OF CLOTHES/SHOES/JEWELRY.



If you have any information or have seen (NAME OF PERSON) please contact
(INSERT LOCAL POLICE INFO)

WORKSHEET # 4: PRESS RELEASE – see fillable PDF (one page)



SECTION 5



48 HOURS

&

BEYOND

CHECKLIST

48 Hours & Beyond Checklist

REMEMBER YOU ARE UNDER LOTS OF STRESS

Confirm your contact person

Give the police information

Ask police to release a picture

Assign a family media spokesperson

Assign phone monitoring

Meeting with family and friends

Answer phone 24 hours a day

Designate "organizers"

Start poster

Start research

Facebook group

Info to police

Connect with community organizations

48 Hours & Beyond Checklist

This is a list of important things to help you search when a loved one is missing.

- **Confirm your contact person with the police.**

Give the police the contact person's name and correct contact numbers.

The contact person is responsible for

- Asking the police for regular updates

- Following up with the police

- To streamline communication, the contact person should be the only person talking to the police.

- **What to give to police**

- All cell phones/calling cards/contact numbers for your loved one,

- Include bills/statements with account numbers if you can.

- **Ask police to release a picture** of your missing loved one to the media

- It should a picture you have chosen

- Add a statement on behalf of the family.

- Use the sample statement (Section 4) to help write this statement.

- **Assign a family media person.**

who

This person should be comfortable and confident speaking to the media

They should keep things clear and brief.

They should be able to remain calm when dealing with reporters may ask hard or inappropriate questions.

They should be the only person talking to the media, to insure the media always knows the right person to call and always get correct information.

When incorrect information goes out to the public, it is very hard to correct it.

You can assign a back-up media contact if your first contact is not always available.

- **Assign a family member to coordinate/ organize phone monitoring.**

This person can also be responsible for checking in with family members who need support.

- **Have a meeting with family and friends to plan**

Plan what needs to be done to continue the search

Decide on who is responsible for each task.

Try to have regular check-in meetings so to brief everyone

Add anything new to the list of things that need to be done.

- **Remember to make sure someone answers the phone 24 hours a day**

Clear all voicemail after writing down messages

That way messages are not missed, if a call is not answered.

- **Choose one or two designated “organizers” to**

Follow up with all family and friends who have been given search-related tasks to make sure that these tasks are getting done.

This person may be a close family friend.

Family members may be too busy searching or too stressed to keep everyone organized.

“Organizers” should attend check-in meetings.

- **Ask all family members to make a list of friends** who may be able to offer supports

- Meals

- Childcare

- Rides

- Putting up posters, etc.

- Grocery shopping

- This frees family members for police and media work, and ensures they can take a break and get some rest.

- **Start to work on a poster**

- To distribute to the public

- Use the Draft Missing Poster in this toolkit (see Section__).

- Photocopy and put the poster up everywhere

- Include ALL the places, where your loved one regularly hangs out.

- Make an electronic version of this poster

- Circulate it to your entire email contact list

- Encourage friends and family to do the same

- **Research the following details** about your loved one’s family, friends, and acquaintances, so that you can provide them to the police for further investigation.

Ensure you list full names, phone numbers and addresses wherever possible.

You can also call these people yourself

Advise them your loved one is missing

Request any information they may have.

- Make a list of your loved one's
 - Doctors,
 - Dentist
 - Other care providers.
- Look up
 - Provincial medical card number
 - Any additional health care card numbers
- If your loved one is in school or in training, list
 - Location/ addresses
 - Teachers, trainers, counsellors etc.
- List banks, credit unions, or cheque cashing places that your loved one deals with.
 - Access copies of their bank/credit card statements (if possible) and keep these handy for police.
- If your loved one has Indian status, look up
 - Treaty card number
 - Contact information for their band office.
- Identify if your loved one has a passport
 - Try to located it
 - Find out if they have it with them
- Start a Facebook page or group for your loved one**
 - Share information about their disappearance
 - Invite ALL of your Facebook contacts.

There are Facebook groups for missing persons to help you share information across Canada
Search “Red Circle Alert” and “Families of Sisters in Spirit” in groups, and request help.

If you need help using social media, please refer to the Social Media Section 2 in this toolkit.

- **Provide police with on-line information** on all of your loved one’s accounts including

Facebook

Twitter

Myspace

Instagram

TikTok

SnapChat

Hotmail, Gmail or any other email/online providers.

Police may have the ability to check activity on these accounts.

- **Many people and organizations want to help your family!**

The Useful Resources Section 8 in this toolkit can connect you with organizations that can assist you with

Producing posters

Childcare

Emotional and spiritual support, and more.

□ Place your loved one's toothbrush or hairbrush, and a piece of worn clothing, in sealed "Ziploc" bags in case the police request it in future (for DNA testing).

□ **REMEMBER YOU ARE UNDER LOTS OF STRESS.**

So are family and friends.

Use the Self-Care Guide Section 6 in this toolkit.

Try to eat, and sleep, regularly.

Your loved one needs you to stay healthy!

SECTION 6



SELF-CARE GUIDE

SELF-CARE GUIDE

It is vital to remember to take care of yourself

Stress symptoms are NORMAL

Physical symptoms

Emotional Symptoms

Behaviourial symptoms

Helpful Tips

Daily Commitment

You are not alone



Self-Care

It is vital that you remember to take care of yourself. If you don't take care of yourself first, you cannot take care of others, or stay well as you search for your loved one.

Consider a BUDDY SYSTEM so someone can keep an eye on you, and step in to give you a break.

Stress symptoms are normal under these circumstances.

How you are feeling is normal and natural.

It is experienced differently by each family member.

Here are some symptoms. This is not a complete list; you may be experiencing other symptoms not included here.

Physical Symptoms

Chills	Elevated Blood Pressure
Thirst	Shock symptoms
Nausea	Tension
Vomiting	Insomnia
Dizziness	Fatigue Exhaustion
Headaches	Stomach/digestive problems
Chest pains	

Sometimes these symptoms need medical attention.

Contact your doctor if your symptoms persist.



Emotional Symptoms

Fear	Inappropriate emotional responses
Guilt	Emotional outbursts
Grief	Mental confusion
Denial	Nightmares
Anxiety	Hyper-vigilance
Agitation	Suspiciousness
Depression	Difficulty problem solving
Intense anger	Difficulty making decisions
Feeling overwhelmed	Poor concentration/memory
Disconnection	Heightened/lowered alertness
Loss of emotional control	Hyper-critical

Behavioural Symptoms

Any change in normal behaviour	Using old coping habits
Withdrawal	Appetite
Irritability	Alcohol consumption
Anger	Increasing anxiety
Restlessness	Absenteeism – missing work/school
Irregular sleep	Pacing
Change in social activity	

Talk to your doctor if symptoms last for more than a week.

Refer to the Useful Resources Section 8 which as resources available to support you, your family and friends.



Helpful tips

- Plan regular family meetings to check in with everyone and see how each of you is doing. This is an opportunity to share information and plan together, helping communication.
- Know that you are not alone. There are people that want to help you search, people to support you, and people to talk to. Reach out – people do care!
- Talk with someone. Whether it is an Elder, a therapist, family member or a friend, you need to be able to speak freely with someone who will listen openly to your feelings.
- Remember that you can also attend or request a ceremony.

How's Your 5?

Creates a common language to support each other across five fundamental domains of human experience

Work – employment/school

Love – relationships/social support

Play – self-care/joyful activities

Sleep – sleep habits

Eat – food and drink

Daily Commitment to Self-care

Make a commitment to do at least one thing for yourself and your well-being each day.

This helps you stay balanced and reduces stress. Try to

- Take a 10-15 minute walk
- Call a friend and go for coffee
- Write in a journal
- Be in nature
- Exercise



- Light a candle
- 5 minutes of quiet time
- Take an afternoon nap
- Talk to an Elder or spiritual advisor
- Your body needs fuel and sleep to be able to stay healthy.
 - Eat a balanced diet with regular meals.
 - Get 7-8 hours of sleep a night.
- Find a quiet place with no distractions where you can go to feel at peace.
 - Even a few minutes will help.
- The strong emotions you are feeling
 - May help drive you in the search for your loved one.
 - Remember to release emotions in a positive way as they build up.
 - Take time to blow off steam in a safe and healthy way.
- Sometimes it may feel like you should have been there or done something differently in order to prevent this from happening.
 - Be gentle with yourself and others.
 - Blaming yourself or others isn't helpful to you or your loved one.
- Some people find relief in writing:
 - A letter
 - Journaling
 - Scribbling thoughts
 - Just writing everything you are feeling, and thinking about can help.
- If they are old enough, let younger siblings take part in the search if they request it.
 - It may give them a sense of purpose, and helpfulness
 - Make them feel better for contributing.
- Allow younger children return to school if they want
 - Make sure a school counsellor is there, if needed.
- Do not try to go through this alone and be the rock for the whole family.
 - You have every right to have your feelings.
 - They are normal and natural.
- Acknowledge how you really feel:



It is important.

Explore how to use your feelings in a good way.

- Other families have also traveled this journey.
They have survived.
So will you.
You are not alone.
- Never give up.
Don't stop looking.
Smile at the good thoughts that remind you of your loved one.
Never lose hope.

Always remember, you are not alone.



SECTION 7



HOSPITALS and HANGOUTS (Northwest BC)

ATLIN

Called

Date/Time

Notes

Health units

188 Discovery Avenue

Atlin BC VoW 1Ao

Phone:

Fax:

188 Discovery Avenue

Atlin BC VoW 1Ao

Phone:

Fax:

Other places known to visit:



BURNS LAKE

Called

Date/Time

Notes

Burns Lake Primary Care Clinic

Medical clinics

741 Center Street

Burns Lake BC V0J 1E0

Phone: 250-692-2412

Fax: 250-692-2403

Lakes District Hospital and Health Centre

Hospital

741 Centre Street

Burns Lake BC V0J 1E0

Phone: 250-692-2400

Fax: 250-692-2403

Southside Health & Wellness Centre

Medical clinic

27920 Wellness Way

Burns Lake BC V0J 1E4

Phone: 250-694-3270

Fax: 250-694-3290

Other places known to visit:



DEASE LAKE

Called

Date/Time

Notes

Stikine Health Centre

Medical clinic

48875 Highway 37

Dease Lake BC VoC 1Lo

Phone: 250-771-4444

Fax: 250-771-3911

Stikine Health Centre (Health Unit)

48875 Highway 37

Dease Lake BC VoC 1Lo

Phone: 250-771-4444

Fax: 250-771-3911

Other places known to visit:



HOUSTON

Called

Date/Time

Notes

Houston Health Care Centre

Long term care

3202 14th Ave

Houston BC V0J 1Z0

Phone: 250-845-5975

Fax: 250-845-5977

Houston Health Centre

Health unit

3202 14th St

Houston BC V0J 1Z0

Phone: 250-845-2294

Fax: 250-845-7884

Houston Primary Care Clinic

Medical clinic

3202 14th St

Houston BC V0J 1Z0

Phone: 250-845-5972

Fax: 250-845-2255

Other places known to visit:



KITIMAT

Called

Date/Time

Notes

Kitimat General Hospital
Health units
920 Lahakas Blvd. South
Kitimat BC V8C 2S3
Phone: 250-632-3181
Fax: 250-632-7081

Other places known to visit:



MASSET

Called

Date/Time

Notes

Masset Community Health

Health units

2520 Harrison Ave

Masset BC VoT 1Mo

Phone: 250-626-4702

Fax: 250-626-6015

Northern Haida Gwaii Hospital and Health Centre

Hospitals

2520 Harrison Avenue

Masset BC VoT 1Mo

Phone: 250-626-4700

Fax: 250-626-6015

Northern Health Masset Clinic

Medical clinics

2520 Harrison Avenue

Masset BC VoT 1Mo

Phone: 250-626-4702

Fax: 250-626-4708

Other places known to visit:



PRINCE RUPERT

Called

Date/Time

Notes

Prince Rupert Community Health

Health units

300 - 3rd Avenue West

Prince Rupert BC V8J 1L4

Phone: 250-622-6380

Fax: 250-622-6391

Prince Rupert Regional Hospital

Hospitals

1305 Summit Avenue

Prince Rupert BC V8J 2A6

Phone: 250-624-2171

Fax: 250-624-2195

Other places known to visit:



QUEEN CHARLOTTE

Called

Date/Time

Notes

Haida Gwaii Hospital/Health Centre

Medical clinics

3209 Oceanview Drive

Queen Charlotte BC VoT 1So

Phone: 250-559-4901

Fax: 250-559-8037

Other places known to visit:



SMITHERS

Called

Date/Time

Notes

Bulkley Valley District Hospital

Hospitals

3950 8th Avenue

Smithers BC VoJ 2No

Phone: 250-847-2611

Fax: 250-847-2446

Smithers Community Health

Health units

3793 Alfred Avenue

Smithers BC VoJ 2No

Phone: 250-847-6400

Fax: 250-847-5908

Other places known to visit:



STEWART

Called

Date/Time

Notes

Stewart Health Centre

Health units

904 Brightwell Street

Stewart BC VoT 1Wo

Phone: 250-636-2221

Fax: 250-636-2715

Stewart Primary Care Clinic

Medical clinics

904 Brightwell Street

Stewart BC VoT 1Wo

Phone: 250-636-2221

Fax: 250-636-2715

Other places known to visit:



TERRACE

Called

Date/Time

Notes

Mills Memorial Hospital

Hospitals

4720 Haugland Ave

Terrace BC V8G 2W7

Phone: 250-635-2211 Fax:

250-635-4609

Northwest Regional Office

Regional offices

4702 Lazelle Avenue

Terrace BC V8G 1T2

Phone: 250-631-4150

Fax: 250-635-7794

Terrace Health Unit

Health units

3412 Kalum St

Terrace BC V8G 4T2

Phone: 250-631-4200

Fax: 250-638-2264

Other places known to visit:



THE HAZELTONS

Called

Date/Time

Notes

Hazelton Community Health

Health units

2510 Highway 62

Hazelton BC VoJ 1Yo

Phone: 250-842-4640

Fax: 250-842-4642

Wrinch Memorial Doctors' Clinic

Medical clinics

2510 Hwy 62 Hazelton BC VoJ 1Yo

Phone: 250-842-5234

Fax: 250-842-5065

Wrinch Memorial Hospital

Long term care

2510 Highway 62

Hazelton BC VoJ 1Yo

Phone: 250-842-5211

Fax: 250-842-5865

Other places known to visit:



SECTION 8



USEFUL RESOURCES FOR MMIWG

USEFUL LINKS and RESOURCES for MMIWG

National Inquiry for Missing & Murdered Indigenous Women & Girls

<https://www.mmiwg-ffada.ca/>

Indigenous Services Canada

https://www.aadnc-aandc.gc.ca/DAM/DAM-INTER-HQ-AI/STAGING/texte-text/library_services_Sources_info_1464881801622_eng.pdf

Women and Gender Equality (WAGE)

<https://women-gender-equality.canada.ca/en.html>

Native Women's Association of Canada

<https://safe-passage.ca/>

<https://safe-passage.ca/training.html>

Sex trafficking/ gender violence

<https://defenddignity.ca/>

<https://www.feathersofhope.ca/human-trafficking-largely-targets-indigenous-women-and-girls-mmiwg-report-leader-post/>

<http://thewalkplay.blogspot.com/>

<https://truckersagainsttrafficking.org/>

Sexualized violence <https://www.utpjournals.press/doi/abs/10.3138/cjwl.28.2.i>

<https://www.vice.com/en/article/gq8xnx/first-nations-women-are-being-sold-into-the-sex-trade-on-ships-along-lake-superior>

<https://storymaps.arcgis.com/stories/7f554a6e9438414ab30f18628a6fe89a>

<https://bcaafc.com/help/ending-violence/>

<https://leaderpost.com/news/local-news/street-wise-and-business-savvy>

<https://thestarphoenix.com/news/local-news/human-trafficking-largely-targets-indigenous-women-and-girls-mmiwg-report>



Safety and toolkits

<https://www.vpnmentor.com/blog/the-empowering-internet-safety-guide-for-women/>

<https://www.kanikanichihk.ca/missing-persons-persons-at-risk-toolkit/>

<https://www.highwayoftears.org/current-initiative>

<https://www.mmiwg-ffada.ca/aftercare-stories/>

<https://www.kanikanichihk.ca/wp-content/uploads/2020/01/2019-KANI-MINO-INFO-FULL-v1.pdf>

<https://pafnw.files.wordpress.com/2017/10/2020.03.31-letterhead-pafnw-safety-tips-brief-hill.pdf>

<https://www.wernative.org/>

<https://drive.google.com/file/d/1NUR576YEcjA2zLsybUAtooxVkel7WCqZ/view>

2SLGBTQQAI+ information

<https://en.wikipedia.org/wiki/Two-spirit>

<https://www.heretohelp.bc.ca/lgbt-glossary>

https://en.wikipedia.org/wiki/Third_gender

https://en.wikipedia.org/wiki/Gender_roles_among_the_indigenous_peoples_of_North_America

<https://ccgsd-ccdgs.org/wp-content/uploads/2018/09/Canadian-History-Timeline.pdf>

<https://ccgsd-ccdgs.org/wp-content/uploads/2018/10/CCGSD-Queer-History-Colouring-Book-V2.pdf>

<https://ccgsd-ccdgs.org/wp-content/uploads/2019/01/2SResourceList.pdf>

<http://www.phsa.ca/transcarebc/trans-basics/two-spirit>

<http://www.dancingtoeaglespiritsociety.org/>

<http://www.dancingtoeaglespiritsociety.org/twospirit.php>

http://www.dancingtoeaglespiritsociety.org/essays/model_for_change.pdf

Protocols & research

<https://www.ohchr.org/EN/PublicationsResources/Pages/Publications.aspx>

<https://www.ohchr.org/en/professionalinterest/pages/opccpr1.aspx>

<https://www.ohchr.org/Documents/ProfessionalInterest/crc-sale.pdf>



<https://www2.ohchr.org/english/law/pdf/cedaw-one.pdf>

<https://pafnw.wordpress.com/2017/10/26/research-resources/>

News items

<https://www.niwrc.org/>

<https://www.niwrc.org/sites/default/files/niwrc-2020-mmiwg-poster.pdf>

<https://www.cbc.ca/radio/thesundayedition/the-sunday-edition-for-june-9-2019-1.5165327/the-mmiwg-report-is-a-catalogue-of-catastrophe-and-a-horrific-indictment-of-failure-michael-s-essay-1.5166346>

<https://www.cbc.ca/news/politics/stefanovich-mmiwg-action-plan-delay-1.5583585>

<https://www.cbc.ca/news/canada/manitoba/violence-against-indigenous-women-action-plan-covid-19-mmiwg-1.5563528>

<https://www.thecanadianencyclopedia.ca/en/article/highway-of-tears>

<https://www.womenwarriors.club/truth-telling-in-education-with-guest-writer-dr-marcia-anderson/>

<https://www.outsideonline.com/1900566/vanishing#close>

https://www.nwac.ca/wp-content/uploads/2015/05/Fact_Sheet_Missing_and_Murdered_Aboriginal_Women_and_Girls.pdf

<https://www.thecanadianencyclopedia.ca/en/article/missing-and-murdered-indigenous-women-and-girls-in-canada>

<https://www.cbc.ca/missingandmurdered/>

<https://raventrust.com/2020/05/05/national-day-of-awareness-for-missing-murdered-indigenous-women-and-girls-necessitates-action/>

<https://voh-photography.squarespace.com/new-blog/2019/10/15/project-change>

https://www.brantfordexpositor.ca/entertainment/local-arts/regina-expat-molloy-reflects-on-missing-and-the-truth-it-conveys/wcm/456082ce-c858-43d6-9c25-f527c02ff4ed?video_autoplay=true

Men/ Allies

<https://www.yukon-news.com/news/man-camps-may-be-a-threat-to-yukon-indigenous-women-and-girls-say-advocates/>



<http://wav-bc.com/index.html>

<https://moosehidecampaign.ca/documents-and-faqs/organizing-a-moose-hide-campaign-event>

Art Music Videos

<https://www.mmiwg-ffada.ca/artists-list/>

<https://www.kairoscanada.org/missing-murdered-indigenous-women-girls/art>

https://www.google.com/search?rlz=1C1GCEU_enCA900CA901&q=mmiw+art&sa=X&ved=2ahUKEwihgaD5lTrAhUdHzQIHV2ZDFoQ1QloAHoECA5QAQ&biw=1280&bih=578

<https://www.smithsonianmag.com/smithsonian-institution/these-haunting-red-dresses-memorialize-murdered-and-missing-indigenous-women-180971730/>

<https://www.jaimeblackartist.com/> <https://youtu.be/DEWnSdJp1Do>

<https://youtu.be/AeoJWhoUjr4>

<https://youtu.be/-nplGNcOAHU>

<https://www.americanindianmagazine.org/story/redress-project>

<https://www.voanews.com/usa/indigenous-artists-sing-murdered-and-missing>

<https://youtu.be/6SudJKLrOAw>

<https://youtu.be/1wtamKcJbXw>

https://youtu.be/jqgegU_KU4Y

<https://www.lcsun-news.com/story/news/2019/06/09/las-cruces-mural-raises-awareness-missing-murdered-indigenous-women-nm/1373926001/>

<https://www.cbc.ca/news/indigenous/mmiwg-art-gardiner-museum-toronto-1.5264118>

<https://www.cbc.ca/news/canada/new-brunswick/mount-allison-red-dress-art-mmiwg-1.5305187>

<https://www.deviantart.com/tag/mmiwg>

Art and literature

<https://guides.library.ubc.ca/c.php?g=710070&p=5059064>

<https://youtu.be/N5D-1TyJmSE> Maddy King photography



<https://youtu.be/36cHO7XVgNo>

<https://youtu.be/4KMYi-2BMsl>

<https://youtu.be/6DLZgG15c-o>

<https://www.cbc.ca/news/indigenous/maddy-king-pikangikum-first-nation-photography-1.5678866>

<https://youtu.be/m2Cen4GyFjE>

<https://www.leelagilday.com/music>

https://youtu.be/HLTGlor_Rs

Films

Stolen - https://open.spotify.com/show/7D4inq4DY144KIZN99Od6t?si=8_lj54-GSzq6HAGv8nwqvA&nd=1

[Finding Dawn](#) by National Film Board of Canada

https://www.nfb.ca/film/this_river/

Racism

<https://www.macdonaldlaurier.ca/identity-politics-prolongs-racism/#.YFUAM-poKes.linkedin>

Books & Plays

Highway of Tears	by Jessica McDiarmid
Stolen Sisters	by Emmanuelle Walter
Braiding Sweetgrass	by Robin Kimmerer
Seven Fallen Feathers	by Michelle
Bunk # 7	by Larry Guno
Unnatural Accidental Women	by Marie Clements
Indian Horse	by Richard Wagamese
The Hours That Remain	by Keith Barker
Deer Woman	by Tara Beagan
Surviving the city	by Tasha Spillett-Sumner, Natasha Donovan, Donovan Yaciuk, Jerry Sumner
Keetsahnak	by Kim Anderson Maria Campbell Christi Belcourt (Editors)
Pig Girl	by Colleen Murphy
Betty	by David Robertson
Red River Girl	by Joanna Jolly



The Break	by Katherena Vermette
Violence against IW	by Allison Hargreaves
That Lonely Section of Hell	by Lori Shenher
Indigenous Nationhood	by Pam Palmater
Forever Loved	by Jennifer Brant and D. Memee Lavell-Harvard
Invisible Victims	by Katherine McCarthy
Obstruction of Justice	by Ray Michalko
Kwe: Standing With Our Sisters	Joseph Boyden, editor
Children of God	by Corey Payette (musical)

Cultural Practices

<http://www.kanikanichik.ca/wp-content/uploads/2017/07/Routine-Practices-at-Indigenous-Healing-Ceremonies.pdf>

Indigenous Health

<http://indigenousnutrition.org/>

<https://bcitnews.com/2020/09/24/for-the-record-the-struggles-of-indigenous-women-during-covid-19/>



SECTION 9

KERMODE FRIENDSHIP SOCIETY
MISSING MURDERED INDIGENOUS WOMEN GIRLS 2SLBGTOQAI
SAVE OUR SISTERS
AND
SAFER STRONGER PROJECTS

ACKNOWLEDGEMENTS

CANADIAN WOMEN'S FOUNDATION
WOMEN AND GENDER EQUALITY CANADA

~

ANNETTE MORGAN

BERNADETTE SMITH

BRENDA WILSON

CAL ALBRIGHT

CHAR TOEWS

CARRIER SEKANI FAMILY SERVICES

DONNA LAPRETRE

DR. DENISE JAWORSKY

ELSIE WEIBE and MARY TEEGEE

HIGHWAY OF TEARS SOCIETY

HOLLY HARRIS

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KA NI KANICHICK INC.

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RAVEN TACUARA COLLECTIVE

SKEENA DIVERSITY SOCIETY

TEARS TO HOPE SOCIETY

TERRACE RCMP

TERRACE WOMEN'S RESOURCE CENTRE SOCIETY

WANDA GOOD