



**HAMILTON-
WENTWORTH**
DISTRICT
SCHOOL
BOARD

Frequently Asked Questions

Will texting TipOff cost me money?

It depends on your phone plan. Standard text messaging rates apply.

What should I report?

You can share anonymous tips on bullying, student safety and crime to make your school safer.

What number do I text?

Text or call 905-963-0066. This creates what we call a 'conversation.'

Can I also call that number?

Yes, but TipOff will not engage in phone conversations. The automated prompts allow you to connect via text, or to contact emergency supports.

Will TipOff provide counselling?

No. TipOff's operators will never offer counselling. It is an information service centre. We can, however, refer you to 911 if you are in crisis. Your school will provide the same supports it does every day.

Where is TipOff available?

For the 2013-14 school year, HWDSB will expand the anonymous reporting system to schools with grades 7 to 12.

How will my tip be used?

TipOff labels each tip according to the type of incident and the location where it occurred. (e.g. #bullying, #theft, #onschoolproperty).

Tagging allows HWDSB to learn more about the use of the service, as well as the needs of our students and schools.

HWDSB will review conversations frequently, to better understand how tips are handled, the volume of tips received and customer satisfaction.

Your tip will always remain anonymous in the TipOff system. School officials may ask for your identity if your tip is of an urgent nature that requires face-to-face conversation.



The anonymous reporting service
at Hamilton-Wentworth District
School Board.

School safety starts with you!

What is TipOff?

TipOff is a service at HWDSB that strives to make schools safer and more welcoming for all students, staff and parents. The service can act as a portal for school safety and announcements.



To do this, TipOff provides a timely response to all anonymous text reports.



Tips submitted to TipOff are shared with the appropriate school, where normal school and Board protocols will be followed.

Why TipOff?



Accessibility

- Text a report from any mobile phone
- Call from a landline or mobile phone
- Smartphone app or web chat via www.hwdsb.on.ca/schools/tipoff
- Real-time school data and alerts
- Direct access to third-party counseling



Anonymity

- Report bullying, crime, violence without fear of reprisal, judgment or discovery



Accountability

- Incident tracking
- Instant notification

How does it work?

1. Send TipOff a text at 905-963-0066, via the FREE Android or iOS app or by web chat at www.hwdsb.on.ca/schools/tipoff
2. The service centre receives the message, showing a scrambled sender's number.
3. The sender will receive an automated reply to say that the service has received their text.
4. The operator reviews the text and asks basic questions. (e.g. What happened? Where?)
5. The tip and related information is sent to the appropriate school.
6. The school responds to the information received.

TipOff uses mobile communications technology like that found in large sports stadiums and school boards

