

CHAPTER M

AFTER HOURS TELEPHONE ANSWERING SERVICE

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Preamble

In order to provide tipsters the means to communicate criminal information to Crime Stopper Programmes, hereinafter referred to as Programmes, within the Province of Ontario after normal working hours, the Ontario Association of Crime Stoppers hereinafter referred to as OACS, entered into an agreement with Alternative Answers, to provide an answering service to all Crime Stoppers Programmes in the Province.

It is expected of each Programme, that the use of this service be respected by that Programme and not be misused; and, that Alternative Answers agrees to have only trained sworn staff answering after hour telephone lines from any Crime Stoppers Programme.

Although this service is provided free to any Programme wishing to utilize same, the onus is on the individual programmes requesting a deviation from this policy to seek concurrence from the liaison person assigned by the OACS.

- 1.0 The Ontario Association of Crime Stoppers, hereinafter referred to as the OACS, has entered into an Agreement with Alternative Answers for after hours telephone service.
- 1.1 Alternative Answers agrees to supply a telephone answering service to all current Ontario Crime Stoppers' Programmes, who are in good standing with the OACS.
- 1.2 The OACS agrees to pay Alternative Answers, monthly charges for a telephone answering service provided from Monday to Friday between 4:00PM and 8:00AM during week days, and Friday to Monday from 4:00PM to 8:00AM and on statutory holidays.
- 1.3 The OACS is not responsible for any additional monthly charges incurred by any Crime Stoppers Programme for services provided other than the time set out in 1.2 above. The OACS acknowledge that Alternative Answers will bill the respective Crime Stoppers Programme directly for any additional monthly charges.
- 2.0 The OACS requests that Alternative Answers generate a tip report outlining the incoming tip information and forward same to the respective

Crime Stoppers Programme forthwith.

- 2.1 Where a major offence occurs (ie homicide), in addition to forwarding the tip report to the CRIME STOPPERS Programme whose telephone line the tip was received, the OACS also directs Alternative Answers to forward the tip report to the Crime Stoppers Programme whose area the report relates to.
- 2.2 The OACS places the onus on the Crime Stoppers Programme Coordinators to provide Alternative Answers with the relevant information relating to major offences. And further with respect to major offences, to provide directions to Alternative Answers regarding paging the Coordinator or faxing the tip report, as set out in 2.1
- 3.0 The OACS recommends each Crime Stoppers Programme provide a pager to the Coordinator. This enables Alternative Answers to communicate urgent matters to the respective Crime Stoppers Programme forthwith.
- 4.0 The OACS undertakes to appoint a Liaison representative to work with Alternative Answers, the OACS and the Crime Stoppers Programme.
- 4.1 The OACS directs the Programme's Coordinator to forward all concerns or questions relating to the services provided by Alternative Answers to the Liaison representative.