

FAQ'S

Q. What is Hi'ikua?

Kamehameha Schools (KS) is committed to ensuring the health, safety, and well-being of our students and staff. To that end, KS has contracted with EthicsPoint, a national helpline company that provides a comprehensive internet and telephone based system to report or to seek guidance on illegal or unethical activities in the workplace. Hi'ikua is a platform on EthicsPoint dedicated to receiving and addressing student-related concerns. Hi'ikua has been specifically designed as an easy-to-use reporting tool for students, parents, and staff.

Q. What does Hi'ikua mean?

The word Hi'ikua reflects the value we place on how we mālama our beloved children, carrying them on our shoulder – not as a burden, but rather placed in high esteem.

Q. Why do we need Hi'ikua?

There is nothing more important than the health, safety, and well-being of our students. Everything we do is focused on achieving our mission of improving the capability and well-being of the Hawaiian people through education. The best way we can do that is to make sure our students have safe and healthy learning environments in which to flourish. The Hi'ikua Student Helpline provides an additional avenue for students and parents to ask questions and raise concerns.

Q. What types of situations should I report?

If something happens to you or you see something that puts the health or safety of our students at risk, we need to hear from you. You are encouraged to report any activities that present physical danger or social – emotional harm to any of our students or other individuals. For example, you should report issues such as harassment, bullying, threats or violence, drug or alcohol use, or anything that's a concern to your safety and well-being or the safety and well-being of other students or individuals. You are also encouraged to ask questions or raise awareness regarding any issues that may potentially impact students' health, safety, and well-being. Don't hesitate to report your concerns; we want to hear from you.

Q. What KS campuses and programs are served by Hi'ikua?

Hi'ikua is available across all three KS campuses, 30 preschools, Kūamahi Programs, and the ImuaXchange/ Holoa'e - Work-based Learning Program.

Q. Is Hi'ikua a resource for emergencies or suicide counseling?

The Hi'ikua Student Helpline is NOT an emergency resource or a crisis counseling resource. Please call 911 for any emergency matters. For students who need support related to depression or suicide, please contact a counselor or education administrator or one of the resources below to get immediate help:

State of Hawai'i Crisis Line: (808) 832-3100

National Crisis Text Line: 741741

National Suicide Hotline: 1-800-784-2433/ 1-800-SUICIDE

National Suicide Prevention Lifeline: 1-800-273-TALK (8255)

If you are concerned that a student is talking about suicide or depression but is not in immediate danger and you'd like to get help for them, Hi'ikua would be an appropriate way to alert KS. However, please call 911 if anyone is in immediate danger.

Q. Why should I report? What's in it for me?

All students have a right to a positive, safe, and nurturing learning environment. Your willingness to report will raise awareness and help ensure that issues don't go unreported. Our students are our most valuable asset and your report could make a significant difference in ensuring each and every student gets the help that they need and deserve. We can't do this alone, we need your help. By working together, we can maintain a safe, healthy, and productive learning environment for all students.

Q. Does KS really want me to report?

We certainly do. In fact, we need you to report. You know what is going on within KS - both good and bad. You may have initial knowledge of an activity that may be cause for concern. Your reporting can minimize the potential negative impact on KS and our students. Additionally, your input may help identify ways in which we can improve how we teach, nurture, and protect our students.

Q. How do I make a report via the Hi'ikua Student Helpline?

You can file a report via the internet by visiting the Hi'ikua Student Helpline @ <http://www.ksbe.edu/hiikua>, or by calling the toll-free hotline @ 1-844-284-2640. The Hi'ikua Helpline is available 24 hours a day throughout the year. If you choose to report via the Hi'ikua website, you will be connected to the Hi'ikua home page which is a user-friendly internet site that provides clear instructions on how to file a report. If you

contact the toll-free hotline, you will be connected to a third party operator who will walk you through the reporting process.

If you do not wish to disclose your identity, you can choose to remain anonymous.

Q. Is web-based reporting truly confidential?

All web-based reports, no matter the internet portal (e.g., home computer, work computer, school computer), will remain secure and anonymous. The Hi'ikua Helpline does not generate or maintain any internal connection logs with IP addresses, screen names, etc., so no information linking your PC to the Hi'ikua Student Helpline is available. Furthermore, EthicsPoint (vendor for the Hi'ikua Student Helpline) is contractually committed not to pursue a reporter's identity.

The EthicsPoint system is designed to protect your anonymity. However, you as a reporting party need to ensure that the content of your report does not reveal your identity by accident. For example, "I am in Ms. Ahuna's 3rd period band class (8th grade)...and I'm the only female in the class..."

Q. Can I still file a report if I don't have access to the internet?

Yes! If you don't have internet access or are uncomfortable using a computer, you can call the Hi'ikua toll-free hotline (1-844-284-2640) which is available 24 hours a day, 365 days a year.

Q. Is the telephone toll-free helpline confidential and anonymous too?

Yes! You will be asked to provide the same information that you would provide in an electronic report and a third-party interviewer (contracted through EthicsPoint) will type your responses into the Hi'ikua system. These telephonic reports have the same security and confidentiality measures as web-based reporting.

Q. If I see a potential violation or have other student concerns, shouldn't I just report it to a school administrator, counselor, etc.?

You certainly can and are encouraged to do so. The Hi'ikua Student Helpline is not a replacement for how issues are communicated and it isn't the only method through which issues should be addressed. We encourage students and parents to talk with teachers, counselors, and administrators if they have a concern. However, if such contact is not possible or convenient or if you wish to remain anonymous, you may use the Hi'ikua Student Helpline to report your concerns. All reports submitted through the Hi'ikua

Student Helpline will be handled promptly and confidentially. The Hi'ikua Student Helpline serves as an additional resource for students and parents to report their concerns or ask questions.

Q. Isn't this just a "Big Brother" program making everyone suspicious of everyone else?

Absolutely not - the Hi'ikua Student Helpline concentrates on being a positive aspect of the overall KS organizational culture, and allows students, parents, and staff to partner with management to assure a safe, secure, and ethical learning environment. We encourage you to use the system to seek guidance on ethical dilemmas, provide positive suggestions, or communicate a concern. Effective communication is the lifeblood of any organization and the Hi'ikua Student Helpline is a great way to enhance that communication.

Q. I am not sure that what I've observed or heard is something that should be reported, but it just does not look right to me. What should I do?

You should make a report. The helpline can help you to prepare and file your report so it can be properly understood. We'd rather you report a situation that turned out to be harmless than let possible unethical, unsafe, or inappropriate behavior go unchecked because you weren't sure. When in doubt – report. Remember, we want to hear from you.

Q. Where do these reports go? Who can access them?

Reports are entered directly on the EthicsPoint secure server to prevent any possible breach in security. EthicsPoint makes these reports available only to specific individuals within KS who are responsible for processing alleged violations. Each of these recipients has had training in keeping these reports in the utmost confidence. Moreover, the EthicsPoint's system and staff ensure that no report is ever shared with implicated parties.

Q. Does KS actually address concerns reported via the Hi'ikua Student Helpline?

Yes! All reports that do not implicate KS employees are submitted to designated staff (e.g. Po'okula, Principal, Vice Principal) on the affected campuses or KS sites within 24 hours or less. The reports are then reviewed and addressed as appropriate.

For reports implicating KS employees, the report will be transferred to the EthicsPoint website and handled in accordance with KS' complaint management process.

Q. Will my report be given to the person(s) I'm complaining about?

No. Your report will not be given to or shared with any implicated persons. If the person you are complaining about is a designated staff who typically receives these reports, he/she will be removed from distribution and will not have access to your report.

Q. What if I remember something important about the incident after I filed the report? Or what if KS management has further questions for me concerning my report?

When you file an electronic or telephonic report, you receive a unique code called a "report key" and you're asked to choose a password if you wish to remain anonymous. You can return to the Hi'ikua Student Helpline system again either electronically or by telephone and access the original report to answer questions posed by KS management and/or add further information that will help resolve open issues. We strongly suggest that you follow up within 5 days of filing your report. This will enable you and KS management to have an "anonymous dialogue" where situations are not only identified but also resolved, no matter how complex.

Q. Are these follow-up reports as secure as the first one?

Yes! All Hi'ikua Student Helpline correspondences are held in the same strict confidence as the initial report.

Q. What if I want to be identified with my report?

There is a section in the report for identifying yourself, if you wish.

Q. It's been several months and I haven't heard anything about my report, what can I do?

Rest assured, your report has been forwarded to the responsible designee for appropriate follow-up action. That said, you can always use your "report key" and password to log into the Hi'ikua website or call the toll-free number to ascertain the status, ask questions, or add information. If for some reason you don't receive a response or would like to personally speak to someone regarding your report, feel free to contact KS' Ethics & Compliance Director @ 808-534-3836 or kaernst@ksbe.edu.