



PUNAHOU SCHOOL

Punahou Community Hotline FAQs

Q. What is the Punahou Community Hotline?

Punahou School is committed to ensuring the health, safety, and well-being of our students and staff. The School has contracted with EthicsPoint, a national hotline company, to implement the Punahou Community Hotline. This hotline is an easy-to-use reporting tool for students, parents, faculty, staff and administrators to report student health and safety issues.

Q. Who can file a report with the Punahou Community Hotline?

Anyone in the Punahou community, including students, teachers, administrators, staff, parents and alumni.

Q. If I see a potential student health and safety concern, shouldn't I just report it to a school administrator, counselor, etc.?

You certainly can and are encouraged to do so. The Punahou Community Hotline is not a replacement for how student health and safety issues are communicated and it isn't the only method through which such issues should be addressed. We encourage students and parents to talk with teachers, deans, counselors and administrators if they have a concern. The Punahou Community Hotline serves as an additional resource for students and parents to report their concerns or ask questions.

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. How do I make a report via the Punahou Community Hotline?

You can file a report via the internet by visiting the Punahou Community Hotline at **punahou.ethicspoint.com** or by calling the toll-free hotline at **844-513-8110**. The hotline is available 24 hours a day throughout the year. If you choose to report via the website, you will be connected to a user-friendly site that provides clear instructions on how to file a report. If you call 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. Does Punahou really want me to report?

Yes! You may have initial knowledge of an activity that causes you concern. Your reporting can minimize potential harm to our students. Additionally, your input may help identify ways in which we can improve how we nurture and protect our students.

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 if you wish. The Punahou Community Hotline does not generate or maintain any internal connection logs with IP addresses, screen names, etc., so no information linking your computer to the hotline is available. Furthermore, EthicsPoint is contractually committed not to pursue a reporter's identity.

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

If you don't have internet access or are uncomfortable using a computer, you can call the Punahou Community Hotline toll-free number **844-513-8110** which is available 24 hours a day, 365 days a year.

Q. Is the telephone toll-free hotline 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 Punahou Community Hotline system.

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?

Whether you talk to a teacher, dean, counselor, administrator, or use the Punahou Hotline, you should report your concerns. The hotline 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 unsafe or inappropriate behavior go unchecked because you weren't sure.

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 Punahou 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. 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 Punahou administrators have 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 Punahou Community Hotline system again either electronically or by telephone and access the original report to answer questions posed by Punahou administrators 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 Punahou administrators to have an anonymous dialogue where situations are not only identified but also resolved, no matter how complex.

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

You may use your "report key" and password to log into the Punahou Community Hotline 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, please contact Senior Director of Human Resources Pauline Bailey at pbailey@punahou.edu; Academy Principal Emily McCarren at emccarren@punahou.edu; or Junior School Principal Paris Priore-Kim at ppriore-kim@punahou.edu.