



**Curtis Institute of Music ("Curtis")  
Anonymous Reporting Hotline  
Operated by Lighthouse Services**

## **PROCEDURES DOCUMENT**

### **SCOPE**

This document applies to reports by all members of the Curtis community worldwide, including students, parents, alumni, faculty, staff, trustees, patrons, and vendors, utilizing the Curtis Institute of Music Anonymous Reporting Hotline ("CIM-ARH").

### **PURPOSE**

Curtis Institute of Music is committed to the highest possible standards of ethical, moral, and business conduct. In conjunction with this commitment and Curtis's commitment to promoting a healthy and safe school culture, the CIM-ARH is designed to: (i) give community members a safe, anonymous place to report possible misconduct violations from the past or present; and, (ii) make community members more likely to report concerns.

CIM-ARH is operated by Lighthouse Services ("Lighthouse"), now operated by Mitrastech, an independent third-party service.

Reports may cover any misconduct that puts students or the Curtis community at risk.

CIM-ARH is not an emergency services helpline. It is in addition to and not a replacement for Curtis's current in-person grievance procedures, which are outlined in the [Student Code of Conduct](#) and [Employment Policies](#), respectively.

Individuals seeking emergency helpline services should refer calls to:

Emergency Response	9-1-1
Lifeline (suicide prevention): Talk to someone, get help	(800) 273-TALK (8255)
Crisis Text Line (all ages, 24/7)	Text MATTERS to 741741
Online PEER Support Chat (LGBTQ)	(888) 843-4564
Trans Lifeline	(877) 565-8860

Individuals wishing to make reports through CIM-ARH may also share their report, at their option, with:

- 1) Law enforcement, by contacting the Philadelphia Police Department, 9th District, at (215) 686-3090  
and
- 2) In cases alleging sexual misconduct, independent counseling professionals, by contacting the Philadelphia Center Against Sexual Violence/WOAR at (215) 985-3333

It should be borne in mind that under Pennsylvania's Child Protective Services Law, mandated reporters—which includes all Curtis employees—must make an immediate and direct report of suspected child abuse to ChildLine either electronically at [www.compass.state.pa.us](http://www.compass.state.pa.us) or by calling 800-932-0313.

After making the report to ChildLine, employees are also required to immediately thereafter notify the president and CEO or his designated agent for reporting. Students under the age of 18 are considered children under the Child Protective Services law.

## **SAFEGUARDS**

### **Retaliation prohibited**

Retaliation against individuals submitting hotline reports or cooperating with investigations will not be tolerated.

### **Anonymous allegations**

Reporters may remain anonymous at their option. Concerns expressed anonymously will be investigated, but anonymous complaints are more difficult to investigate. To the extent allowable by law, these reports will be kept anonymous; however, mandated child abuse reporter laws may require us to disclose reported information to the Commonwealth.

### **Confidentiality**

Every effort will be made to protect the reporter's identity by Lighthouse. Please note that the information provided in a hotline report may be the basis of an internal and/or external investigation by Curtis into the issue being reported. It is possible that as a result of the information provided in a report the reporter's identity may become known to us during the course of our investigation.

## **PROCEDURE**

### **Making a report**

CIM-ARH is intended to be used for serious and sensitive issues and the reporter may remain anonymous. Lighthouse provides a toll-free number along with several other reporting methods, all of which are available 24 hours a day, seven days a week for use by Curtis community members. Concerns may be reported in one of the following ways:

- **Website:** <https://report.syntrio.com/curtis/LHILandingPage.asp>
- **Toll-Free Telephone:**
  - English speaking USA and Canada: (833) 700-0026
  - Spanish speaking USA and Canada: (800) 216-1288
  - Spanish speaking Mexico: 01-800-681-5340
  - French speaking Canada: (855) 725-0002
- **E-mail:** [reports@lighthouse-services.com](mailto:reports@lighthouse-services.com) (Must include Curtis's name with report.)
  - E-mail reporting is available to anyone around the world. Lighthouse staff are trained to receive reports in 39 different languages.
- **Fax:** (215) 689-3885 (Must include Curtis's name with report.)

## **How the report will be handled**

Upon receipt of the report, Lighthouse will provide the information to the designated recipient, Curtis' Title IX coordinator and vice president, people & culture. If the reporter wishes to remain anonymous, no identifiable information will be shared.

The case shall be assigned to for follow-up, fact-finding, and possible investigation based on the following categories:

1. If the report represents an allegation against a current student, the case is assigned to Patricia Carpino, senior associate dean of student services.
2. If the report represents an allegation against a current staff or faculty member, the case is assigned to Kimberly Gould, vice president, people & culture.
3. If the report represents an allegation against someone other than a current student, staff or faculty member (e.g. alum, former faculty member, someone deceased, a vendor, etc.), the case is assigned to Kimberly Gould, vice president, people & culture.
4. If an allegation is made against a trustee, the president and CEO, or the Title IX coordinator/vice president of people & culture, the case is assigned to a representative of the human resources committee of the board of trustees.

Reports that include an allegation that falls under the guidelines of Title IX will be assigned to Kimberly Gould, the school's designated Title IX coordinator. The Title IX coordinator is responsible for managing reports consistent with Curtis' Interim Sex Discrimination Policy and any applicable laws or regulations, or other Curtis policies.

## **Feedback to reporter**

Whether reported directly to Curtis personnel or through CIM-ARH, reporters will be given the opportunity to receive follow-up:

- Acknowledging that the report was received;
- Indicating how the report will be dealt with;
- Telling them whether initial inquiries have been made;
- Telling them whether further investigations will follow, and if not, why not; and
- Informing them of whether corrective action has been taken.

If the reporter chooses to be available for anonymous follow-up, further information may be sought from the reporter. The extent of communication between the reporter and investigators will depend on the nature of the issue, the level of information initially provided, and if more information is needed.

## **Outcome of an investigation**

The duration and scope of an investigation can vary and depends on many factors. The investigators will initially determine whether there is a duty to report the matter to authorities. They will also conduct fact-finding to determine whether there is a possibility of a violation of internal codes of conduct, policies or procedures, and/or local, state or federal law. Legal counsel may be involved during this phase. The findings

are then provided to the appropriate administrators who will determine appropriate discipline and remediation consistent with school policy.

### **Updates to trustees**

Administration will (i) notify the board's human resources committee as soon as practical of reports of misconduct which have the potential to significantly adversely impact the Institute and/or its community members; and, (ii) shall present a quarterly report outlining the number, type, and status of cases received through CIM-ARH.