

*Ethical Advocate*  
*Anonymous Communication Center*  
*Incident Reporting*  
*Users Guide for*  
*Gunnison County*

**EA System Release 2.0**  
**Updated January 2021**

**Anonymous Incident Reporting  
Users Guide  
For Communication Center Incident Reporting**

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## ***How To Submit A Report Through Ethical Advocate's Communication Center***

Dial the U.S. toll-free number assigned by Ethical Advocate for Gunnison County, **855-443-0787**.

You will speak with an agent from Ethical Advocate's Communication Center, not an employee or representative of Gunnison County. Completing an incident report is easy and should not take more than 10-15 minutes. The call center is available 24/7/365.

- Make sure you are in a place where no one can hear you
- Ethical Advocate suggests you place the call from outside the office and not using Gunnison County's phones. Your anonymity cannot be guaranteed if you call from a company phone.

### **Create a User Name and Password**

The agent will ask you if you are new or returning user. If new, you will be asked to create a non-identifiable 'User Name' and 'Password,' which **you must write down and keep in a secure place for future use.**

When returning to the system, give the agent the user name and password that you created.

**The agent and Ethical Advocate's system do not collect information about you in any manner; nor can it identify you.**

**Ethical Advocate's system is completely anonymous and does not have the ability to retrieve a user name and password.**

**Consequently write your user name and password for future use and keep it in a safe, secure place.**

### **Create a Report:**

The agent will assist you in creating a report by asking a series of questions. You will be asked if you want to identify yourself; if yes, your identity will be included in the report. If not, you will remain anonymous.

Once submitted, the report cannot be changed; however you can add information to the report after submission.

### ***After You Submit a Report***

When the agent submits your report, it is entered in Ethical Advocate's secure database and an e-mail is automatically sent to a designated Issue Administrator at Gunnison County saying a report has been submitted.

That person will go to the Ethical Advocate website and login to review the report. Only authorized Gunnison County representatives can login to see the report.

The Issue Administrator will likely respond to you, through the website, that they have received the report. Depending on the circumstances, they might ask you for additional information, or to check back within a certain period.

### **Follow Up**

You must check back if you want to communicate with the Issue Administrator, receive their communication or find out the status of your report.

Call the toll-free number assigned by Ethical Advocate for Gunnison County, **855-443-0787**. Give the agent your user name and password and tell the agent you are following up from a submitted report and what action you want to take place.

Actions include:

- adding or appending to a report you submitted
- adding comments
- seeing if the Issue Administrator has left comments for you
- responding to the Administrator's comments

***It is important to keep checking back regularly.***

### **If You Lose Your User Name and/or Password**

If you lose your user name and/or password, create another by calling the toll-free number assigned by Ethical Advocate for Gunnison County, **855-443-0787**, following the instructions above. If your incident report is still open, that is, you have not received communication from Gunnison County that it has been completed or closed, re-submit the report as a new incident report, describing the incident and everything you initially said as best you can, along with your best estimate as to when you initially submitted the report.

For the last question you will be asked, titled **“Do you have any additional comments,”** ask the agent to write that you have already submitted this report, but had to re-submit as you misplaced your username and/or password. Indicate this new report be the one that is responded to. If you can, indicate the approximate date of the original submission.