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Office of Compliance



Office of Compliance is located in the Green Center within the Office of General Counsel

Contact Info:
University Compliance
Officer/Title IX Coordinator:
Lorna Fink
561-237-7727
lfink@lynn.edu

Compliance Manager/ADA
Coordinator
Matt Roche
561-237-7728
mroche@lynn.edu

Compliance, whether we like it or not, is a part of our everyday professional lives...

While most compliance initiatives, internal or external, have been designed to increase the transparency and effectiveness of University operations, they often have the indirect effect of creating increased paperwork and red tape. When I become frustrated with the deluge of compliance obligations, I remind myself of the reasons behind the policies and procedures: our students and our staff. We go the extra step because it is who we are and what we do. Doing the right thing, no matter how hard, shows respect for our staff, our students, and ourselves.

The Office of Compliance has been designed to assist members of our community as they seek to do the right thing every single day. Through trainings, policies, guidance, and technical assistance, the Office of Compliance reinforces the good work we do to create a successful and positive working and learning community. From now on, the Office of Compliance will publish a quarterly newsletter designed to give you the tools you need to continue to support our shared commitment. I encourage you to actively read and engage with the newsletters and to take advantage of the full range of services offered by this office.

Never underestimate the importance and power of your own actions and conduct. Our success is dependent upon the employees that make the University what it is today.

Laurie Levine
Laurie Levine

Vice President of Business and Finance

A Conversation About Equity: Emotional Support Animals

Students frequently ask the Office of Compliance how they can be approved to have an emotional support animal on campus



While it is true that we have a no pet policy on campus, there are two exceptions to this policy: 1). The use of service dogs per the Americans with Disabilities Act and 2). The use of Emotional Support Animals under the Fair Housing Act.

A service animal is an animal, limited to a dog or miniature horse, which is trained to perform a specific task related to its handler's diagnosed medical condition, such as a seeing eye dog or a dog that notifies its owner of low blood sugar. These dogs are allowed to be present with their owners wherever they go on campus, including all buildings and classrooms. Service dogs do not require registration with the Office of Compliance, but a voluntary registry is available to the owner so that they do not have to be bothered with questions about why they have a dog on campus.

An emotional support animal is one that provides comfort to its owner in a housing setting. The key difference between these animals and a service animal is that there is no technical restriction as to what type of animal can serve as an Emotional Support Animal. Additionally, ESAs must be registered with the Office of Compliance.

Failure to register an ESA makes the owner subject to a potential violation of University Policy. Once registered with the Office of Compliance, departments on campus such as facilities, maintenance, security, and residence life are notified

Pet Policy

If a dog or other animal is spotted on campus, all community members are invited to check with ADA Coordinator Matt Roche to see if the dog is registered with the university. If the dog is not, the concerned party should file a complaint with Campus Safety in order for the proper education of the owner to take place and for documentation purposes. A student is allowed one warning if they fail to register their dog with the Office of Compliance, and then will be sanctioned for violating university policy if they continue to have the animal on campus and fail to follow proper protocol.



that the animal is allowed to be on campus and in the residence halls. While the Office of Compliance hosts the database of approved ESAs, enforcement of the pet policy is facilitated through Student Conduct and Community Standards.

Additional information regarding this topic in the higher education setting can be found through the ADA National Network at <https://adata.org/publication/service-animals-booklet>

***For More Information, Contact the
ADA Coordinator at 561-237-7728 or
by email at Mroche@lynn.edu***



Compliance Question

- Q: I'm worried that if I start talking about compliance topics with my team, someone will think that there's a particular problem I'm trying to address.

A: Be straightforward with your team by sharing the purpose of your talk. A Manager's Toolkit will be distributed with each issue of the Compliance Quarterly to assist in the facilitation of these often difficult discussions. First, let them know that there is no simmering internal compliance issue prompting your discussion. Second, share the good reasons you want to talk with them about compliance: understanding and adhering to compliance principles creates an understanding of the importance of compliance within the culture; helps the University fulfill its mission; and helps the University manage risk. Keeping the big picture benefits and goals in front of the team will hopefully mitigate any suspicion that the discussions are aimed at a particular person or issue.



The Code of Conduct may be found at lynn.edu/university-policies within Volume II- Community Policies. Questions about the Code of Conduct may be sent to lfink@lynn.edu



Policy Spotlight

The University Code of Conduct is designed to aid in the prevention of lawsuits and investigations due to ethical breaches made by employees. While the Code is not exhaustive, it should be used as a guiding document in daily decision-making and job functions. As we continue to innovate, we also remain committed to our mission.

In addition to providing protections legally, the Code also helps in creating a work culture that represents and highlights Lynn's key values. The University's Code of Conduct emphasizes the values that make up who and what we are: integrity, respect, professionalism, intellectual honesty, and dignity. In following these values, Lynn continues to provide a safe and secure work environment for employees.

In any work environment, challenges may arise. It is our goal is to make

certain that all staff members are equipped with the tools necessary to ensure that they comply with the Code, while also knowing that they are not alone. The Office of Compliance is here to make certain that all staff members are equipped with the tools they need to ensure that they comply with the Code.

Q: Who does our code apply to?

A: The code is designed to provide a high-level summary of our standards and expectations, to serve as a resource when you (or others) are faced with difficult situations or decisions. The code is a policy in its own right, contained within Vol. II of the Lynn policies. Our code applies to anyone in the Lynn community. This includes, but is not limited to, trustees, officers, administrators, staff, faculty, students, volunteers, contractors, and agents. All community members represent Lynn in their work and interactions with those in the surrounding community, and therefore are expected to follow the standards encompassed within the Code.

Hot Topic: Minors on Campus

Each year, thousands of minors participate in programs and activities on university campuses nationwide, and Lynn is no exception.

New challenges and liabilities arise when working with those under the age of 18. In response, Lynn has recently launched a new series of policies and procedures that aim to keep minors safe. Going forward, all programs involving minors will be required to register with the Office of Compliance 30 days prior to commencing any activity.

These programs will be held to strict standards regarding staffing and conduct. All staff responsible for supervising minors in a University sponsored program or activity will be subject to a criminal background check and will be required to successfully complete an online training course designed to provide the skills necessary to prevent and identify child abuse. For more information on the new procedures for activities and programs involving minor participants, please visit the Compliance and Risk Management page at my.lynn.edu/compliance. There you will find a *Programs with Minors Checklist* and other resources for hosting programs with minor participants. The full text of the Programs and Activities With Minor Participants Policy is available online at <https://www.lynn.edu/university-policies>

Interested in hosting a program with minor participants? Contact lfink@lynn.edu for more information.

What the Office of Compliance Can Do For You

Policy and Procedure Management

Employee and Student Training

Compliance and Risk Questions and Research

Equity Services: ADA, Title IX, Discrimination and Harassment

To Request the Services, visit itsupport.lynn.edu and select "Compliance Services"

Compliance Resources Available on My.Lynn.edu/compliance:

- *Free FERPA Training Courses*
- *Compliance Matrix*
- *Programs with Minors Checklist*
- *Free Risk Resources*

