

Staff

Guidebook

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Section 1:
Staff Guidebook Introduction

Staff Guidebook Overview

Welcome to Lindenwood! You are here because of your unique talents and your ability to contribute to the mission of the University and the greater good of the Lindenwood community. Please read this document carefully. These policies and procedures will support and guide you as you perform your professional duties.

This document contains general guidelines for safe and effective operating practices. The Staff Guidebook should not be considered a contract, either expressed or implied, between the University and employee. Moreover, these guidelines neither confer any obligation on Lindenwood University nor create any right to employment on the part of employees.

Please note that the policies, procedures, and guidelines contained in this guidebook are subject to change at any time.

Conformance with the Law

The contents of this guidebook have been drafted with the intent to conform with all laws. Anything stated herein shall be deemed subject to, and modified by, any current, amended, or future federal, state, or local law in order to be in conformance.

Letter from the President

Dear Lindenwood Community Members:

This guidebook is intended to support your efforts on behalf of the University and her most important constituents: our students. Understanding explicit policies, procedures, and expectations is a critical task incumbent upon all of us. I urge you to read this document in its entirety, refer to it often, and offer suggested changes when appropriate.

This publication is designed to

- increase the efficiency of day-to-day operations
- enable us to better serve our students
- make our work more personally and professionally satisfying
- enhance our collective commitment to the University and her mission

In short, by making University policies and procedures clearer, we hope to empower you to excel and succeed in your important work.

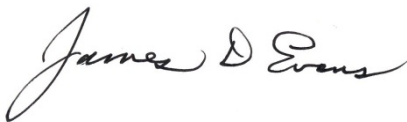
Although this guidebook is not an employment contract, it does represent the formal structure of our business operations and the behavioral norms endorsed and supported by the Lindenwood community. Accordingly, every member of that community is expected to abide by and support the policies and guidelines presented here.

Lindenwood succeeds, by and large, through our unique personal commitment to integrity, to each other, and to our students. We expect members of our student body to adapt well and contribute productively to a rule-governed society. We expect them to reflect maturity and appropriate priorities. We can expect no less of ourselves.

As Lindenwood continues to experience exponential growth, we retain a deep concern for the individual while acknowledging that the rights of all are best protected by our commitment to the Golden Rule. No employee's personal needs should ever rise above the mission of our University.

To that end, this Staff Guidebook will help us all stay on track and continue to put the needs of our students first. I thank you for your daily contributions to the uniquely respectful and dignified learning and working environment with which we are blessed.

Very sincerely yours,



James D. Evans, PhD
President

Lindenwood History

Mary Sibley founded Lindenwood University in 1827 in the frontier town of Saint Charles, Missouri. "Lindenwood Female College" began as a finishing school for young women from well-to-do families but from its inception was committed to combining professional preparation with academic pursuits, the social with the intellectual, and the spiritual with the physical. In short, Mary Sibley brought holistic higher education to the American frontier.

Lindenwood became a Presbyterian college in 1853 and it maintains a historical relationship with the Presbyterian Church. In 1918, Lindenwood became a four-year college, and in 1997, Lindenwood became a comprehensive University. Historical reviews and summaries of its development indicate that Lindenwood held to its original purpose, customs, and ideals through the mid-1960s. Soon, however, Lindenwood began to feel the impact of the economic pressure and rapid culture change that marked the decades of the '60s and '70s.

In 1969, Lindenwood attempted to strengthen its financial base by becoming coed. In 1975, the Lindenwood Female College became The Lindenwood Colleges, a federation of four enterprises: The Lindenwood College for Women, The Lindenwood College for Men, The Lindenwood Evening College, and The Lindenwood College for Individualized Education. Graduate programs were also added to the mix.

During the '70s and '80s, the school suffered increasing operating deficits and accumulated substantial indebtedness. The demand for higher education was still present, but Lindenwood had drifted away from the institutional characteristics that would best serve that population. In the spring of 1989, the number of resident students had dropped below 1,000, the financial situation was dire, and there was no well-defined sense of purpose and direction. In view of the school's seemingly inexorable decline, the Lindenwood University Board of Directors considered closing its doors permanently.

Instead of shutting down one of America's oldest institutions of higher education, however, Lindenwood's Board made a courageous decision to "re-found" the school. This decision involved three major actions. First, the Board recruited an experienced President and directed him to transform the University into a carefully managed institution. Second, the Board worked with the President and key members of the University community to rebuild the mission in a way that would bring Lindenwood back to its historical purpose and objectives. Third, the University community committed itself to implementing the rebuilt mission throughout all academic programs and in the day-to-day operations of the campus.

These actions launched a new era for Lindenwood that was based on a return to the fundamental precepts that had given rise to the original frontier University: individualized, holistic, values-oriented higher education that combines the practical with the academic.

Several significant changes and initiatives followed adoption of the revised mission: Dormitory visitation rules were re-established and enforced; a code of conduct was developed; programs aimed at developing a strong work ethic were put in place; the ideal of community service was made a prevailing expectation; a number of new co-curricular opportunities and student organizations were added; a serious, individualized advising system was implemented; and the general education curriculum was strengthened to merge a traditional “liberating arts” form of higher education with career preparation.

Lindenwood College became Lindenwood University in 1997. Just a year later, the administration recognized the unique possibilities presented by the University’s rich frontier heritage, and Lindenwood acquired the historic homestead built and maintained by Daniel Boone, his son, Nathan, and their families in rural Defiance, Missouri. The “Boone Campus” is the headquarters of Lindenwood’s Center for the Study of American Culture and Values, which offers programs in American Studies and Environmental Studies.

When linked with tighter overall management of the institution and aggressive recruiting and public relations campaigns, these changes resulted in a period of prosperity unprecedented in the University’s storied history. New construction arrived in 1996 with the building of the Hyland Performance Arena. By the 1998-99 academic year, the unduplicated student count approached 9,500, the faculty had grown from fewer than 50 professors to more than 140, and the school had experienced nine consecutive years of balanced budgets and increasing revenues.

In 2000, Lindenwood began building new residence halls—the first such construction in more than 30 years. In 2002, Lindenwood built a beautiful new campus center, which the Board of Directors named in honor of the late President Dennis Spellmann. The J. Scheidegger Center for the Arts opened in the summer of 2008, and the Evans Commons opened in 2011. Not only has the main campus expanded, but Lindenwood has branched out in the St. Louis region, adding sites in Belleville, Lincoln County, North St. Louis County, O’Fallon, South County, St. Louis City, Weldon Spring, Wentzville, and Chesterfield Valley. In 2011, the Higher Learning Commission recognized Belleville as a full-service campus. Annual student headcount for the entire University system is approximately 17,000.

Lindenwood’s recent growth has not been limited to enrollment, new buildings, and campus sites. Long known for athletic excellence, the University has been granted provisional membership in the NCAA II Division, and the University’s academic programs continue to grow.

With the Board’s and the Administration’s dedication to excellence, future expansion will continue to be driven by the educational needs of Lindenwood’s students and the academic goals of the faculty.

Mission Statement

Lindenwood University offers values-centered programs leading to the development of the whole person – an educated, responsible citizen of a global community.

Lindenwood is committed to

- providing an integrative liberal arts curriculum,
- offering professional and pre-professional degree programs,
- focusing on the talents, interests, and future of the student,
- supporting academic freedom and the unrestricted search for truth,
- affording cultural enrichment to the surrounding community,
- promoting ethical lifestyles,
- developing adaptive thinking and problem-solving skills,
- furthering lifelong learning.

Lindenwood is an independent, public-serving liberal arts University that has a historical relationship with the Presbyterian Church and is firmly rooted in Judeo-Christian values. These values include belief in an ordered, purposeful universe, the dignity of work, the worth and integrity of the individual, the obligations and privileges of citizenship, and the primacy of the truth.

Section 2:
Human Resources Policies & Procedures

Human Resources Overview

Lindenwood University constantly endeavors to maintain its position as the best teaching University in the Midwest region. Therefore, attracting and fostering talented personnel is a critical priority. Lindenwood's leadership accomplishes this by

- recruiting and retaining compassionate, capable, committed, community-minded employees who are attuned to the Lindenwood mission and to the needs of our academic community,
- providing equitable compensation, benefits, and recognition systems that help retain and motivate employees,
- assuring that the University provides a fair and just work environment.

The following information details specific policies and procedures related to employment and to Lindenwood's commitment to employee satisfaction.

Legal Obligations and Policies

The contents of this guidebook, as well as University policies and procedures, have been drafted with the intent to conform to the laws of the land. Anything stated herein shall be deemed subject to, and modified by, any current, amended, or future federal, state, or local laws in order to be in conformance. Human Resource policies and procedures likewise require all employees to abide by applicable laws and all University policies.

Disability Support

If reasonable accommodations are required to enable a qualified applicant or employee with a disability to participate in the application process or to perform essential job functions, the Human Resource Office should be contacted.

Sexual Misconduct

Lindenwood has a zero tolerance policy for any sexual misconduct, whether physical, verbal, or via the Internet. Unwanted sexual overtures, approaches, or attacks – and any sexual intention expressed or communicated to a minor – shall result in the immediate involvement of law enforcement agencies and dismissal from the University. Predatory behavior in person, in writing, or through electronic means is prohibited. Any student, faculty member, or staff member who engages in stalking or solicitation shall be reported to law enforcement officials

and permanently dismissed/furloughed from the University. Lindenwood shall cooperate fully in supporting the prosecution of any such crimes.

Harassment Statement

Lindenwood University does not tolerate harassment. The University complies with appropriate federal, state, and local laws pertaining to this matter. Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when (1) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment; (2) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; (3) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment; or (4) any other form of sexual harassment as defined by the EEOC or respective state counterparts, federal and state legislation, or interpretation by the courts.

Retaliation against or intimidation of a person who has filed a complaint of sexual harassment is also prohibited. Sexual harassment in which an employee makes sexual advances, requests sexual favors, or engages in any other verbal or physical conduct of a sexual nature toward a Lindenwood University student, even if that student is not directly under the employee's supervision, will not be tolerated.

Lindenwood University forbids all forms of harassment. Lindenwood University investigates each harassment complaint thoroughly and promptly. Investigations will be conducted in a sensitive manner, and, to the extent possible, confidentiality will be honored.

Disciplinary action up to and including termination will be imposed on employees engaging in such actions. Any matter involving harassment or discrimination should be brought to the immediate attention of the employee's supervisor or one of the University officers listed below:

Dr. Richard Boyle Vice President Human Resources/ Dean of Faculty (636) 949-4477	Ms. Julie Mueller Vice President Operations & Finance/COO (636) 949-4901	Dr. Jann Weitzel Vice President Academic Affairs/ Provost (636) 949-4846	Dr. John Oldani Vice President Student Development (636) 949-4993
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Dr. Keith Russell
Interim Dean of Academics
Belleville Campus
(618) 239-6021

Dr. Angela Wingo
Dean of Students
Belleville Campus
(618) 239-6061

Equal Employment Opportunity and Affirmative Action Statement

Lindenwood University is an Equal Opportunity Employer. The University complies with appropriate federal, state, and local laws and provides equal employment opportunities and access to educational programs without regard to race, color, religion, gender, age, sexual orientation, national origin, veteran status, disability, or any other protected status to all qualified applicants and employees. Lindenwood University is committed to a policy of non-discrimination and dedicated to providing a positive discrimination-free educational work environment.

Any matter involving discrimination of any type should be brought to the immediate attention of the employee's supervisor or one of the University officers listed above.

Fraternization

Employees are prohibited, under any circumstances, to engage in any physical or improper social interaction with students, regardless of the student's age or consent to such conduct. Further, employees shall not date or entertain or socialize with students in such a manner as to create the perception that a dating relationship exists. In addition, consumption of alcohol with students is prohibited prior to, during, or after any school-related activity or trip, including study abroad and athletic travel. If a student initiates inappropriate behavior toward a staff member, that professor shall document the incident and report it to his/her supervisor.

If inappropriate employee behavior is discovered, the University considers such actions as grounds for dismissal.

Indemnification

As part of the University's commitment to its instructors, Lindenwood will protect against damage, loss, or injury due to work and or decisions made in the best interests of the University. This policy is contingent on the University's determination that the incident is not caused by malicious intent or egregious negligence.

Subpoena, University-Related Legal Actions

Prior to giving out any information, employees should contact their direct supervisor and the University's In-House Legal Counsel if confronted with any of the following:

- litigation related to the University
- threats of litigation
- contact by an attorney
- receipt of a summons or subpoena

- contact by a private investigator
- written or verbal notice of noncompliance with any federal, state, or local law

Whistleblower Policy

Lindenwood University requires directors, officers, and employees to comply with its Code of Ethics (See **Appendix A: Code of Ethics**) and observe high standards of business and personal ethics in the conduct of their duties and responsibilities in all matters, including those related to the University's Whistleblower Policy. (See **Appendix B: Whistleblower Policy**.)

Employment Policies

Contracts and Employment-At-Will

Unless otherwise contracted, Lindenwood recognizes the employee's right to resign at any time for any reason; similarly Lindenwood may terminate an employee at any time for cause. Employees are expected to comply with all federal, state, and local laws at all times, whether on or off campus, and failure to do so is deemed unacceptable conduct. Any such violations determined to be egregious by the University are grounds for discipline or termination.

Grounds for discipline or termination include, but are not limited to,

- poor performance
- dishonesty
- theft
- security breaches
- insubordination
- fighting or threatening violence
- smoking in prohibited areas
- harassment of any kind
- absenteeism
- excessive tardiness
- discrimination
- vandalism
- possession of controlled substances
- being in possession of a firearm (including parking lots and green spaces) unless in conjunction with a University class or activity
- unauthorized disclosure of confidential information
- plagiarism

- libel or slander of any individual associated with the University
- abusive or offensive language
- health and safety threats
- conduct not in keeping with Lindenwood philosophy or other violations

Grievance Procedure

Grievances with a person or the institution should be brought to the attention of the employee's immediate supervisor via a signed, written statement. The immediate supervisor will then seek resolution.

Grievances with the immediate supervisor should be brought in a signed, written statement to the executive management team:

Vice President for Human Resources/Dean of Faculty	(VP-HR/Dean of Faculty)
Vice President for Academic Affairs/Provost	(VP-AA/Provost)
Vice President for Operations & Finance/Chief Operating Officer	(VP-OF/COO)
Vice President for Student Development	(VP-SD)

Appeals Process

If an employee determines the resolution by the immediate supervisor is not satisfactory, she/he may appeal to the executive management team via a first or second signed, written statement.

If the employee determines the resolution by the executive management team is not satisfactory, an appeal may be made to the President via a second or third signed, written statement.

If the employee determines the resolution by the President is not equitable, that employee may appeal to the chairman of the Lindenwood University Board of Directors through a third or fourth signed, written statement.

Employee Benefits, Privileges, and Recognition

Employment Benefits

Health and Dental Insurance

Lindenwood offers employees and dependents health insurance coverage and dental coverage. Employees have the opportunity to extend temporarily their health and dental coverage at the University's rates under the Consolidated Omnibus Budget Reconciliation

Act (COBRA). Continuation of coverage is available only when qualifying events cause coverage under the University's plans to end. Coverage under COBRA is limited to the health and dental coverage in effect at the time of the qualifying event. Employees have 60 days to elect COBRA after the termination of the previous policy. Please see the Human Resources/Payroll Office (Roemer 112) for additional details.

Paycheck Disbursement

Exempt employees are paid once a month. Non-exempt employees are paid twice a month. Paychecks may be picked up at the Roemer Business Office cashier's window or transmitted via direct deposit after 2:00 p.m. on payday.

To set up direct deposit of paychecks, employees should see the Human Resources/Payroll Office (Roemer 112) to obtain and submit the appropriate documentation. Pay stubs can then be picked up at the Roemer Business Office after 2:00 p.m. on payday.

Individuals may not pick up another employee's paycheck without prior written authorization from the employee. If an employee would prefer to have his/her paycheck mailed, he/she should contact the Human Resources/Payroll Office (Roemer 112) to make arrangement. Paychecks will be mailed on payday via regular U.S. mail.

Vacation, Personal, and Sick Days

Vacation is based on Lindenwood University's fiscal year July 1st through June 30th and is accrued in advance as follows:

- First year 5/6 of one day for each month of service prior to July 1st.
- Second year through ninth year 10 days each year.
- Tenth year 1 1/4 days for each month of service prior to July 1st.
- Eleventh year through nineteenth year, 15 days per year.
- Twentieth year 1 2/3 days for each month of service prior to July 1st.
- Twenty-first year and thereafter, 20 days per year.

Vacation requests must be submitted at least two weeks prior to the requested vacation date and are dependent on approval by the department supervisor. Staff members who have a Lindenwood email account can print a Staff Vacation Request Form from the Forms and Guidebooks folder on the Faculty & Staff Portal on the Website. Staff members who do not have an email account can obtain a copy of the form from their supervisor.

Staff members receive **2 personal days per year** and **6 sick days per year**. Forms related to personal days and sick leave must also be filled out.

Vacation Carry Over

Vacation shall not be accumulated or carried over from year to year without approval of the VP-HR/Dean of Faculty. Requests to carry over vacation must be in writing and approved by the immediate supervisor and then certified by the payroll office. If these approvals are obtained, the request shall be submitted to the VP-HR/Dean of Faculty's office no later than June 15.

No employee shall accumulate more than 40 vacation days. Accrued vacation days donated to the University shall not be replaced by other unused vacation days. Consequently one's accrual limit shall be permanently reduced by the number of days donated.

Holidays

The University observes eight holidays annually:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Friday after Thanksgiving Day
- Christmas Eve
- Christmas Day

Sick Leave

Employees are entitled to six working days of sick leave per year, plus one additional day per year for each year's service up to six additional days, or a total of twelve working days per year after six years of service. A maximum of five days of sick leave may be used for a death in one's immediate family (see Bereavement below). One can accumulate a maximum of 24 sick days, including days allocated for the present year. Sick Leave is intended for personal illness only. A staff member using sick leave must notify his or her supervisor at the earliest possible time, so that arrangements can be made to cover essential job duties.

Sickness necessitating absence of fewer than three working days may be certified by the staff member except when such occurs immediately before or after a holiday or personal vacation. Other absences must be verified by a physician. Sick leave is not reimbursable at the termination of employment at Lindenwood University.

Unpaid Personal Leave

At the discretion of the President, an employee may be granted time off without pay for personal reasons. Employees are required to use all accrued vacation prior to taking a personal leave of absence. Whether or not an employee is granted a personal leave may depend upon job requirements, the availability of a temporary replacement, and the projected ability of the department/program to reinstate the employee after the leave. The University is under no obligation to return an employee who takes personal leave to the previously held position.

Absences

Out of consideration to coworkers, it is important to be prompt and dependable. Excessive absenteeism and tardiness places an additional burden on other employees and may affect services provided to students or others by Lindenwood University.

Therefore, employees should schedule time off in advance whenever possible. Lindenwood University recognizes that unanticipated or emergency situations occur. These types of events are considered unscheduled absences. In these situations, employees must notify their supervisors as soon as possible. Further excessive, unscheduled absences will result in disciplinary action up to and including termination.

Bereavement

Employees may use a maximum of five days of sick leave in the event of a death in the immediate family. The immediate family is defined as

- spouse
- parent
- stepparent
- sibling
- child
- stepchild
- grandparent
- father-in-law
- mother-in-law
- brother-in-law
- sister-in-law
- son-in-law
- daughter-in-law
- grandchild

One sick day may be used for extended family. Additional vacation time or unpaid leave may be taken if necessary by seeking approval from the employee's immediate supervisor. Additional documentation may be requested.

Jury Duty

Upon receipt of a jury duty summons, the employee should present a copy of the summons to his or her supervisor. The summons should indicate the beginning date of service and the anticipated end date of service.

Upon completion of jury duty, or at the end of each week for lengthy jury duty assignments, the employee must provide verification of attendance from the court indicating the dates of jury duty. This statement should be given to the employee's supervisor. Payment of salary or wages may not be approved until this statement has been received.

Employees will be paid regular salary or wages for any time scheduled to work while on jury duty for up to two weeks. An employee who has jury duty on a scheduled day off will not receive additional pay from Lindenwood University. Any compensation received for jury duty must be remitted to the University. Employees are required to return to work the next business day following the completion of the duty.

Family Medical Leave

Lindenwood will grant a leave of absence to regular full-time and regular part-time employees (for those who qualify) for the care of a child after birth, adoption, or foster care placement, the care of a covered family member (spouse, child, or parent) with a serious health condition, or in the event of an employee's own serious health condition. Leaves will be granted for a period of up to twelve weeks in any twelve-month period. Qualifying employees will use vacation days at the onset of this period. They will also receive coverage under the University medical plan during this period. Employees should consult with the Human Resources Office for more details.

Military Leave

Lindenwood University complies with federal, state, and local laws and honors and respects the rights and obligations of its staff members to serve in the U.S. armed forces. All staff members will be granted time off to serve in that capacity. Military service includes active duty, active duty for training, initial act of duty for training, inactive duty training, full-time National Guard duty, and absence from work to determine fitness for any of the above types of duty. Employees must provide notice to their supervisor in writing in advance of military service.

Personal days and vacation days may be used for military leave as long as the employee has time available and/or accrued. Additional unpaid leave will be granted as necessary. Employees who follow the procedures outlined in the policy will accumulate seniority for the period of service in the armed forces and retain previously accumulated benefits subject to rules and regulations that might be imposed in those plans underwritten by insurance companies. During any period of paid leave, the University will continue normal contributions toward the cost of benefits. When military service is unpaid, the employee will pay the cost of benefits.

An employee may elect to continue his or her University health care benefits during a period of military service. Lindenwood University will continue to make contributions for medical insurance as long as the employee is using accrued time off. If the employee is on an unpaid leave, he/she will have to pay the full premium. An employee who is performing military service may elect to make employee contributions or elective deferrals to the University's retirement plan to the extent allowed by law.

Retirement

Lindenwood University participates in the TIAA/CREF retirement program and invites its employees to join. In order to be eligible for the plan, individuals must be at least 21 years of age and have been employed at Lindenwood University for two years. (An exception can be made for those employees who have previously participated in TIAA/CREF.) Entrance into the program or any changes requested to an existing program must take place as of September 1 each year.

The University will equally match a dollar amount up to 5 percent of the employee's salary. A participant can contribute up to 20 percent of his or her monthly salary to the fund. Any questions concerning the retirement fund should contact the VP-HR/Dean of Faculty.

Tuition Remission

As a part of the benefit structure at Lindenwood University, full-time employees are eligible to obtain full tuition remission for themselves and their spouses at the bachelor's or master's level for any enrollment period at Lindenwood University. Children of full-time faculty and staff are eligible for four years of undergraduate tuition as full-time residential students.

Employees who enroll in any program at Lindenwood beyond the master's level are eligible for partial tuition remission not to exceed the amount that would be spent were that employee enrolled in a master's program.

Privileges and Courtesies

Computer Software

Employees may purchase Microsoft software products at a discounted rate through <http://lindenwood.onthehub.com>. Applications purchased through this site can only be used by active employees. Once the employee leaves the University, the license is no longer valid and must be removed from the employee's PC. Further information is available at www.lindenwood.edu/technology.

Dining Services

Employees with dining privileges are granted five meals per week during the fall and spring semesters. These meals are specifically allocated for the lunch period, which is from 11:00 a.m. to 1:30 p.m. in the Spellmann Center cafeteria and the Lion Mart located in the Loft (Butler Hall).

However, meals may be purchased at any time during regular meal sessions on a cash basis. There is no employee discount for food at Java 101 (Spellmann Center) or Java 201 (Butler Library).

Event Tickets

Employees and members of their immediate families (see Bereavement section for definition of "immediate family") will be admitted to regular season athletic events without charge. To attend events, employees must present a valid Lindenwood University identification card.

Additionally, employees will be issued two complimentary theatre or concert tickets per event upon request, on a space-available basis. Free tickets are available only for Lindenwood student productions.

Tickets to film series presentations in Young Hall are free to anyone with a University ID, including alumni.

Library Privileges

Employees of the University have full library privileges. Employees have access to all available materials such as books, subscriptions, data bases, and other resources. Materials may be checked out for up to three weeks with a current Lindenwood University identification card. Library databases can be accessed from extension locations with proper login information.

Recreational Facilities

Recreational facilities are available during normal operating hours. If an employee would like to request an exception to the posted hours, he/she should contact the facility supervisor.

Spirit & Supplies Shoppe

All Lindenwood employees are eligible for a 10 percent discount on materials sold in the Lindenwood Spirit & Supplies Shoppe. This discount will not be in addition to any seasonal or special pricings.

Employee Recognition

Employee of the Month/Year Awards

This award recognizes full- or part-time faculty and/or staff members who perform their duties at a high level and exhibit a positive and supportive attitude toward colleagues, students, and visitors. Nominees must have been employed at Lindenwood University for more than a year. (See **Appendix C: Employee of the Month/Year.**)

SECTION 3:
General Policies and Procedures

Employee Conduct

Confidentiality

Employees are expected to treat all information regarding students, employees, and institutional information as confidential. Employees are considered ambassadors for Lindenwood University. Information about students, employees, and Lindenwood University business must not be discussed. If there are complaint issues, staff members should refer to the Whistleblower policy. (See **Appendix B - Whistleblower Policy**)

Lindenwood University is morally and legally obligated to maintain the privacy of those whom we serve. Information regarding students is to be released only by authorized employees in accordance with established federal policies. The statute commonly known as the "Buckley Act" bars any release or disclosure of information concerning students' grades, social behavior, or any other information relevant to their attendance at Lindenwood University. **Before discussing a student's confidential information with parents or guardians, ensure that the student has signed a FERPA Waiver giving permission for such disclosure. Employees should reveal information only to those specifically named in the waiver.** Electronic copies of student FERPA Waivers are available on the Faculty & Staff Portal in the Forms & Handbooks folder in the Academic Services section.

Responsibility for Timely Reporting

Every member of the Lindenwood faculty, staff, and administration is obligated to immediately report any circumstances, complaints, behaviors, documents (electronic or paper), or observations that reveal or indicate a threat to the wellbeing of students or other members of the University community. Any matter of this type must be reported to at least two campus authorities: (1) one's immediate supervisor or vice president and (2) the President's office. It is not acceptable to withhold or postpone reporting because the information on the matter is incomplete; the possible trouble is discovered during the course of a class project or assignment, research project, or co-curricular initiative; filing a concern or complaint might upset another employee or one's supervisor; disclosing the information might disrupt or interfere with the completion of a newspaper article, video production, or a professional manuscript; the threat surfaces in the context of counseling or advising students.

"Red Flag" Identity Theft Prevention Program

In compliance with federal laws (Red Flags Rule regulations) designed to protect against identity theft, Lindenwood has developed an Identity Theft Prevention Program. The program provides guidelines for employees to identify red flags that indicate potential theft of personal information of students, employees, and University customers. To learn more about the program, see **Appendix D: "Red Flag" Policy**.

Conflict of Commitment

A "conflict of commitment" exists when external activities of an employee are so substantial or demanding of the employee's time and attention as to interfere with the individual's responsibilities to the unit, students, or the University.

Employment by the University is to be considered full-time and without interference from outside activities that are monetary or social in nature. Any such activities must be authorized by the President prior to onset of the activity. This policy does not pertain to employees who are in the National Guard or the Reserve Bank of the Armed Services. Failure to do so may result in termination from the University.

Drugs and Alcohol

Lindenwood University prohibits the unlawful use, possession, manufacture, and distribution of illicit drugs and alcohol by its employees on its property or as part of any of its activities. Persons who violate this policy are subject to campus disciplinary action and referral to law enforcement agencies.

The level of disciplinary action will be determined by assessing the seriousness of the breach of policy, the effect of the conduct on the community, and the assessed probability that other violations will not be committed by the person(s) in the future. Lindenwood will work with local authorities to ensure local, state, and federal laws are enforced.

Exception: alcohol may be consumed at designated locations for authorized functions.

Favoritism

No employee shall permit personal relationships or friendships with other Lindenwood employees to influence work-related decisions or behavior. Conspicuous violations of this rule shall result in reprimand and, if persistent, may result in termination.

Nepotism

No employee shall participate, either directly or indirectly, in a decision to appoint or hire a family member as an employee of the University. Nor should any employee supervise or formally evaluate any genetic or legal relative who has been hired by the University. Family member constitutes anyone who is related via blood or legal contract. An employee or supervisor who has a question pertaining to the relatives covered by the University's nepotism policy should contact his/her department head or the Human Resources Office.

Political Nonpartisanship

No office, organization, subdivision, student, or employee of Lindenwood University may use University resources, advertising channels, or work time to promote, assist, or express support for any particular candidate(s) pursuing election or appointment to a political office. No Lindenwood student, faculty member, or employee may use those resources or

University work time on behalf of his/her personal political initiatives or state or imply that he/she speaks as a representative of the University when expressing personal support for a political candidate. No Lindenwood student, faculty member, employee, or entity is permitted to post, mount, erect, or stand a sign, banner, or poster of a political nature on any property owned, leased, or managed by the University.

This policy is in no way meant to deter students or organizations on campus from engaging in political discussions and debate. However, Lindenwood as an institution must remain politically neutral relative to candidates for office. Also, students may invite active candidates in to stump as long as they issue equal invitations to the opposing candidates(s). The general principle is that Lindenwood allow political activities on campus only if they serve a clear educational purpose. Any such events must be approved by the Office of Student Development.

Policy on Intellectual Rights

Lindenwood University abides by federal and international law pertaining to intellectual rights. Any exception is stipulated in an individual contract with the inventor or content creator.

Professional Appearance

Faculty and staff are expected to dress according to generally accepted professional standards appropriate for the professional environment. For clarification and details, consult the employee's supervisor.

Solicitation/Distribution

Lindenwood University recognizes the responsibility to prevent disruption of normal business and avoid interference or disturbance to our students, visitors, and employees. Solicitation and distribution are prohibited unless approved in advance. Solicitation refers to employee(s) and/or non-employee(s) approaching anyone for the purpose of influencing him/her to take a specific action or make purchases as to matters or items not related to Lindenwood business. Distribution refers to handing out materials, supplies, brochures, etc., for non-Lindenwood business. (See **Appendix E: Solicitation/Distribution Policy**)

Expense Policies

Purchase Procedures

All purchases must be pre-approved by the Vice President for Operations and Finance/Chief Operating Officer or the President. Purchase requests shall be made by submitting a purchase requisition approved by the department head to the VP-OF/COO. If approved, the requisition will be forwarded to the Spirit & Supplies Shoppe for processing. The Spirit &

Supplies Shoppe will create a purchase order/PO number and will forward it to the requestor. When the requestor receives the purchase order, the purchase may be made. Upon receipt of items, the employee shall attach the invoice to a copy of the purchase order and return it to the Spirit & Supplies Shoppe for processing.

In the event that a vendor does not accept purchase orders, a check for payment may be requested by filling out a check request form, obtaining the approval of the department head, and submitting it to the VP-OF/COO. If approved, the check request will be forwarded to Accounts Payable for processing. The check may be obtained from the Roemer Business Office Cashier window. One week should be allowed for processing.

All items requested for purchase should include three bids or price comparisons. Lindenwood University is a tax-exempt organization, so taxes should not be included. Tax exempt forms can be obtained from the Accounts Payable Office if needed.

Purchases made without prior approval or without a tax exempt form will not be reimbursed.

Agency Accounts

Agency accounts are handled by the Roemer Business Office. Employees responsible for student organizations or groups may utilize agency accounts. Agency accounts are established to provide organizations and activities with a University account to execute the following transactions:

1. Depositing funds obtained by fundraiser projects
2. Student payments associated with dues, clothing, etc.
3. Payment processing for approved expenditures

Requests for Withdrawals

Check requests should be completed for approved expenditures from an agency account. Check requests are then forwarded to the VP-OF/COO for approval. In instances where vendors require advanced approval, a purchase requisition can be requested from the VP-OF/COO.

Student-Athlete Payments

If a student athlete is making payment for clothing or athletic gear, he or she should forward payment directly to the Roemer Business Office. (Make checks payable to Lindenwood University and indicate the sport.) Coaches and other staff members are not allowed to collect money under any circumstances. Each coach is responsible for providing the Business Office with a list of student athletes who plan to purchase items (along with dollar amount due), so their names can be highlighted by a Roemer Business Office representative confirming payment has been received. This authorizes the coach to release clothing/items to the student athlete. When the student athlete pays at the Roemer

Business Office Cashier's Window, a hand receipt will also be generated.

Student-Athlete Orders

The Roemer Business Office will not track orders. Its role is only to confirm that a payment for a particular student athlete has been received. It is the coach's responsibility to keep track of sizes, order forms, etc.

Fundraisers

Fundraising projects must be approved in advance by the Vice President for Institutional Advancement and the VP-OF/COO, in that order. Checks received as a result of a fundraiser should be made payable to Lindenwood University, annotated to indicate use of funds, and deposited through the Roemer Business Office.

Facilities and Property Usage

Facilities Access

The student is the reason the University was founded and remains the reason for our continued existence and operations. Our grounds, buildings, facilities, curricula, personnel, and programs have the preeminent purpose of serving the student – now and in the future – including any prospective student who is visiting one of our campuses.

All University personnel are stewards of their respective domains on campus but not the owners of those domains. Each of us is responsible for the orderly and responsible care and functioning of his/her campus space but not entitled to unreasonably exclude students and friends of the University from normal and expected admittance to and participation in our facilities.

To ensure full access to our resources, each building or facility manager must produce a scheduling and access policy and procedure for his/her venue for approval (and possible modification) by the President or the President's delegate. Facility managers must also understand and comply with the Policy on Facilities Access. (See **Appendix F: Policy on Facilities Access**.)

Meeting Space and Events Reservations

To request a meeting space or to get approval for an event, employees should make a formal request through the "Request a Facility Online" link, which is located on the same Webpage as the campus calendar, or fill out the "Special Event Request Form," which is also located on the Webpage under the campus calendar. The form can also be found on the J-Drive under "Forms" and on the Faculty & Staff Portal in the Forms & Handbooks folder. Fill

out the form and email it to the Facilities Coordinator (SGahr@lindenwood.edu). Student organizations should additionally send a copy to the Assistant Director of Student Life and Leadership at ncornwell@lindenwood.edu.

For further information, contact the Facilities Coordinator at 949-4613.

Maintenance and Repairs

Requests for maintenance support for faculty or professional staff should be submitted to the Business Service Center (near West Clay) at 636-949-4922 or e-mailed to maintenance@lindenwood.edu. The full name of the requester, a telephone number where he/she can be reached, the office or location of the item in need of repair, and a description of the problem and requested assistance must be provided. Technology repairs should be directed to the Help Desk (helpdesk@lindenwood.edu).

Key Requests

Keys are ultimately authorized by the VP-OF/COO. However, in order to receive a key, the employee must obtain and have signed a key request form obtained from the department or division head and submit it to the VP-OF/COO. If authorized, the University will provide a key within five working days.

NOTE: Keys must not be loaned to any unauthorized person or duplicated. Employees who violate these restrictions will be subject to loss of access to previously authorized areas.

When employees change office locations or leave the University, old keys must be returned to the key master located in the Business Service Center (near the Spirit Shoppe).

Faculty members who are assigned to Elm Street classrooms may check out a key for the semester in the office of the Provost.

In instances of lost keys, employees may be charged \$35.00 for the replacement. Appeals to the charge may be made to the VP-OF/COO.

Firearms Policy

No person is permitted to carry firearms or other weapons—either concealed or visible—on Lindenwood property or to any Lindenwood class (offered anywhere), except by duly sworn law enforcement officers who are on duty. Off-duty police officers may carry completely concealed weapons to their Lindenwood classes only if authorized to do so by their employer and the state of Missouri or Illinois.

Lindenwood shooting team members and coaches must comply with established firearms handling policies and procedures.

Food and Drink

No food or drink (except liquids in plastic bottles with closable caps) is to be consumed in the J. Scheidegger Center. No food or drink (except liquids in plastic bottles with closable caps) is to be consumed in studios, lecture halls, or classrooms without prior permission of the instructor. When allowing food and drink to be consumed, the instructor is responsible for the removal of all waste materials.

Smoking Policy

University policy prohibits smoking in Lindenwood owned and leased buildings to protect the health, safety, and comfort of University students, employees, and visitors. Nonsmoking areas include entrances, exits, outside stairways to buildings, outdoor passageways to entrances, windows, indoor and outdoor facilities, and any outside locations at the time when an event is taking place. The following areas are designated for smoking:

Butler Hall	Side area at pool entrance & War Memorial area
Welcome Center	Behind the building
Library	Between Library and Roemer Between Library and Young Hall
Roemer	Between Roemer and Library
Young	Between Young and Library
MAB	Sidewalk between MAB and Warner Hall
Spellmann	1 st Floor – Patio outside of The Connection 3 rd Floor – Between Parker and Spellmann

Parking and Parking Stickers

Each University employee is required to obtain a parking permit in order to park on University grounds. Campus parking and vehicular regulations are designed to minimize congestion, maintain safety, enhance security, and maximize the use of existing parking facilities. Annual \$2.00 parking stickers are available for purchase at the Campus Security Office, 2021 First Capitol, Suite G.

No vehicles should be parked in any area not marked as a parking spot by white marking. The fire lane is designated by yellow marking around all curbs on campus. Parking in a fire lane will result in a parking fine and possible towing. Parking in no-parking zones or courtesy lanes is prohibited. Parking in handicapped parking by those who are not disabled is also prohibited. Violators will be ticketed and/or towed at the owner's expense.

Identification Cards (ID)

With the submission of the appropriate tax forms to the Human Resources/Payroll Office (Roemer 112), the employee will be presented an employment slip, which should be shown

to the Work and Learn Office (Spellmann 3rd Floor) to verify new employment at the University. At that time, an employee ID will be created.

If an ID is lost, the employee will pay \$10 to the Roemer Business Office, obtain a purchase receipt, and obtain a new ID from the Work and Learn Office.

Copy Center Use

Print requests can be sent via e-mail (copycenter@lindenwood.edu or x4616) or brought to the Copy Center with the completed work request form. The Copy Center is generally open during business hours Monday through Friday.

Please allow a 24-hour period to obtain materials. Upon completion of a request, the requester will be contacted via the contact information on the work request form. It is the employee's responsibility to pick up copies before the office closes. A student may not retrieve copies for employees unless the student's name was given to the Copy Center in advance by the employee.

For more information about hours of operation, contact the Copy Center:

copycenter@lindenwood.edu
939-4616

SECTION 4:

Computer and Communication Policies and Procedures

Computer Policies and Support

Computer Use

The Lindenwood University Computer Use policy applies to all computers connected to the Lindenwood University network whether they are personal or University owned computers. At its discretion, the University reserves the right to restrict or deny the use of its network facilities and capabilities.

Individuals who are provided access to University computer facilities and to the campus-wide communications network assume responsibility for their appropriate use. The University expects individuals to be careful, honest, responsible, and civil in the use of the University network and computers. Computer and network facilities are provided primarily for educational use. These facilities have tangible value. Consequently, attempts to circumvent accounting systems or to use the computer accounts of others will be treated as forms of attempted theft.

Individuals may not attempt to damage or to degrade the performance of Lindenwood's computers and network and should not disrupt the work of other users. Individuals may not attempt to circumvent security systems or to exploit or probe for security holes in any Lindenwood network or system, nor may individuals attempt any such activity against other systems accessed through Lindenwood's facilities.

Individuals assume personal responsibility for the use of their accounts. Users may not disclose their passwords or otherwise make Lindenwood's facilities available to unauthorized individuals. Moreover the possession or collection of other's passwords is prohibited.

Physical theft, rearrangement, or damage to any University computer or network equipment, facilities or property is strictly prohibited and will be reported to the police. This includes all public computer labs, network equipment, wiring, and circuits.

Users with personal computers on the LU network are expected to take reasonable precautions to ensure the security of their systems. All computers require a valid, up-to-date virus-scanning program. Individuals may be held responsible for misuse by others that occurs on their systems.

Users are not permitted to register external domain names that reference systems on the LU network. It is prohibited to use Lindenwood University's network for commercial purposes. It is prohibited to connect any secondary physical network to the LU network without authorization. Providing services or running applications that consume excessive bandwidth on the LU network is prohibited.

No Lindenwood University system is to be used for illegal or criminal purposes. Users must observe intellectual property rights, including in particular copyright laws as they apply to software and electronic forms of information. Users are expected to report any evidence of actual suspected violation of this policy to the Help Desk (helpdesk@lindenwood.edu - (636) 255-5100).

► BLACKBOARD, CAMS, AND EMAIL

Blackboard is an Internet-based class management tool that can be accessed through University computers or remotely, which is convenient not only for faculty members but for students who live off campus.

CAMS Enterprise is the campus administration system provided by Three Rivers System. Faculty members are required to learn and utilize the CAMS reporting procedures to track attendance, grades, and other relevant administrative matters.

The University provides email through Microsoft Outlook, which is installed on all faculty and employee computers. Email accounts can be accessed remotely through: www.lindenwood.edu/exchange. The use of Lindenwood's email for non-business mailing list subscriptions is prohibited. This includes but is not limited to Groupon, Free Merchandise Sites, and sites similar in nature.

Our email system is to be used principally for conducting Lindenwood business. Excessive personal use—defined as exceeding ten minutes per work day engaged in personal email communications—is not permitted. The use of POP Mail or non-Lindenwood issued accounts (Yahoo, Gmail, Lycos, etc.) to conduct Lindenwood business is prohibited. Official Lindenwood business will be conducted using Lindenwood's official email only.

Any personal email transactions should take place only during regular work breaks, unless they are of a time-critical nature, e.g., related to a family emergency or an urgent financial or medical matter.

Under no circumstances is any employee authorized to broadcast personal or political messages to either ad hoc or preconfigured distribution groups, whether internal or external to the University.

Lindenwood employees are prohibited from sending or knowingly downloading emails that violate local, state, or federal laws or ordinances. All electronic transmittals sent over our system must conform to norms of common courtesy and decency. These transmittals must not contain off-color language or humor, obscene, profane, or tasteless images, or angry or disrespectful expressions, nor should they express personal or unfounded criticisms of the University or any members of the Lindenwood community. Use of the system to carry out threats or harassment will result in disciplinary action that may include termination of employment from the University.

Neither graphic images nor software attachments should be downloaded, opened, or transmitted via email unless automatic virus-checking is turned on and functioning at the time of such operations. No one should open attachments that have questionable or unknown status as doing so can cause expensive, time-consuming damage and malfunction across the University's entire computer network.

All emails generated through or received by Lindenwood's email system are property of the University and subject to examination by University officials for cause. However, statutes governing intellectual property rights will supersede the University's prerogatives in the case of copyrighted materials. Although the Department of Information Technology does not routinely monitor all emails, Lindenwood reserves the right to inspect any messages on our server at any time.

Failure to abide by these policies may result in rescission of an individual's email privileges. Repeated violations of these strictures may be cause for dismissal.

► ELECTRONIC ACCOUNTS

Requests for email accounts and CAMS access must come from the school dean. The dean will send the user's full name, office location, telephone number (if known), and appropriate access allowances and restrictions to the VP-HR/Dean of Faculty for approval. Approved accounts are handled by the Department of Information Technology. (helpdesk@lindenwood.edu - (636) 255-5100).

Email addresses will be issued after the request has been made in writing by the employee's dean, and information will be emailed to the dean or placed in his/her mailbox. The dean is responsible for notifying the Department of Information Technology immediately when a full-time faculty member leaves the University.

Requests for Blackboard shells are made by professors through the Blackboard tab on the University Website.

► HARDWARE AND SOFTWARE REQUESTS

Requests for hardware or software for professors or classrooms must come from the school dean. The requisition should include the user's full name, office location or class location, telephone number (if known), and appropriate access allowances and restrictions. The dean or section director will complete the requisition form and forward it to the Department of Information Technology. The Department of Information Technology will determine the availability of the equipment or software and submit the request to the Vice President for Operations & Finance/COO or the President for approval.

After approval, it may take up to six weeks to complete the purchase. Installation of the equipment/software then will be added to the schedule and the persons involved will be notified.

The dean is responsible for notifying the Department of Information Technology when a piece of equipment or software is no longer required. Two weeks should be allowed for removal.

► EXTENSION CAMPUS REQUESTS

The procedures listed above apply as well to extension campus requests for hardware/software. However, the site coordinator is responsible for notifying the Dean of Evening and Graduate Admissions when an extension-campus user leaves the University. The Dean of Evening and Graduate Admissions is then responsible for notifying the Department of Information Technology (helpdesk@lindenwood.edu - (636) 255-5100).

► SOFTWARE COPYRIGHT COMPLIANCE

As a part of its compliance with federal copyright law, Lindenwood University employs a procedure to respond to bona fide notices of copyright violation by copyright holders. This procedure operates as follows:

The Digital Millennium Copyright Agent for the University requests that the Network Operations Center block the Internet Protocol (IP) address alleged to be in violation of federal law and provide the agent with the identity of the user or party responsible for the computer (responsible party). The agent then notifies the user or responsible party of the notice and requests a cease and desist statement. Upon receipt of that statement, the agent requests that the Network Operations Center unblock the IP address.

Because intentional file sharing of material for which the user does not have the copyright holder's permission is a violation of the University policy, the user shall report to the VP-HR/Dean of Faculty office for disciplinary processing. These procedures help to protect the user against copyright holders going through legal processes to obtain the identity of the user.

In the case where the copyright notice is the result of a computer compromise (electronic activities that cause damage to a computer), or a "hacking," and not the intentional activity of file sharing on the part of the computer's user, the agent shall instruct the user to fix the computer or to make an appointment with the Helpdesk (helpdesk@Lindenwood.edu) to have it fixed. The agent will request the block be lifted upon receipt of information that the machine has been repaired.

► FILE SHARING

File Sharing software, including (but not limited to), Aimster, Gnutella, Madster, Ares (All versions), Hotline, Monolito, BearShare, Imesh, Napster, Bitorrent, Kazaa (All versions), NeoNapster,

Bulbster, LimeWire and WinMX, is prohibited on the Lindenwood University network including residence halls, apartments, classrooms, public spaces, and faculty/staff offices.

Because our network and Internet connections are shared by many University services (the University library, Lindenwood University website, electronic mail, etc.), the Department of Information Technology monitors this traffic constantly to ensure reliable service for everyone. File sharing software can account for a large portion of traffic on the network.

► COMPUTER USAGE

Obscene or harassing electronic communication is prohibited, as are messages that target individuals in a threatening manner. Individuals who send such communications will be remanded for disciplinary action and possible legal action. The Department of Information Technology reserves the right to monitor any computer activity on a LU computer or any computer connected to the LU network.

The Department of Information Technology reserves the right to deny system or network access on a temporary or permanent basis to anyone who violates these rules. This includes the ability to terminate processes or connections that threaten system or network security, performance or integrity. The network administrator will attempt to notify the user of any such action.

Occasional personal Internet browsing, the use of social networking (Facebook, MySpace, Twitter, etc.) is acceptable as long as its usage is not excessive, does not interfere with normal job duties, and does not violate any part of Lindenwood's computer usage policy. Playing games on Lindenwood University computers is prohibited. This includes online game websites and applications installed on Lindenwood assets not authorized by the Department of Information Technology.

Lindenwood University Computer Use Policy Agreement

The Lindenwood University Computer Use Policy applies to all computers, mobile devices, etc., connected to the Lindenwood University network, whether they are personal or University owned. At its discretion, the University reserves the right to restrict or deny the use of its network facilities and capabilities. Computer and network facilities are provided primarily for educational use. This policy does not supersede or remove employee directives relative to computer use and email as defined in Faculty or Staff Handbooks.

Individuals may not attempt to damage or degrade the performance of Lindenwood's computers and network, or otherwise disrupt the work of other users. Individuals may not attempt to circumvent security systems or exploit/probe security holes in any Lindenwood network or system, nor may individuals attempt any such activity against other systems accessed through Lindenwood's facilities. Hacking for data with the express purpose of exploiting the use of the data is prohibited.

Individuals assume personal responsibility for the use of their accounts. Users may not disclose their passwords or otherwise make Lindenwood’s facilities available to unauthorized individuals. Moreover, the possession or collection of other’s passwords is prohibited. The Department of Information Technology reserves the right to monitor any computer activity on an LU computer or any computer connected to the LU network. Users with personal computers on the LU network are expected to take reasonable precautions to ensure the security of their systems and may be held responsible for misuse by others. Users are not permitted to register external domain names that are utilized for Lindenwood business unless otherwise approved by the school’s dean and the Department of Information Technology. Users must observe intellectual property rights in accordance with the Lindenwood University copyright policy. Lindenwood University prohibits the use of its network for commercial purposes and prohibits the connection to any secondary physical network to the LU network without authorization. Providing services or running applications that consume excessive bandwidth on the LU network is prohibited. The email and network systems are to be used principally for conducting Lindenwood business. Excessive personal use, as defined in Faculty & Staff Handbooks, is not permitted.

Lindenwood employees are prohibited from sending or knowingly downloading software or data that violates local ordinances, state, or federal laws. Viewing, sending, or authoring obscene or harassing electronic material is prohibited, as are messages that target individuals in a threatening manner. Any exception to this policy must be presented to and be approved by the school’s dean and the Chief Information Officer.

ACKNOWLEDGEMENT: I hereby certify that I have read and will abide by the above policies.

Signature

Date

Communications Policies and Procedures

Editorial Style and Approval

All materials written by staff and faculty on Lindenwood’s behalf must follow style rules appropriate for the intended publication (AP Style, LU Style, MLA Style, etc.). For further information, consult with the PR staff on external publications; consult with the Director of Executive Communication on academic and administrative materials.

All publications created for public distribution that bear Lindenwood’s name, whether printed professionally by the PR staff or produced on a faculty member’s computer, must be formally approved/proofed. To start the PR approval process for external publications, submit a *Publication Request Form* at the beginning of the planning process. The form can be found on the Faculty & Staff Portal. To get approval on formal internal/administrative documents, contact the Director of Executive Communication.

Forms and University Documents

The latest versions of commonly used forms and documents are available on the Faculty Folder Network Drive. Topics range from Academic Services to Vacation Requests to Final Exams Schedules. To access this information, click on My Computer and choose the Faculty Folder (usually the J: Drive). Print out forms as needed. Many forms are also on the Faculty & Staff Portal in the Forms & Handbooks folder.

Logo Use

Logos for Lindenwood University can be found on the Faculty Drive in the Logos folder. Any document that bears the logo should be proofread by the Public Relations and Marketing Office (x4913). The Belleville campus versions of the LU logos appear in maroon. Sports logos that contain the images of a lion (St. Charles) or a lynx (Belleville) should, in most cases, be reserved for sports-related editorial content.

Media Contact

Employees at the St. Charles campus and at extension centers should call the Lindenwood University Public Relations and Marketing Office at (636) 949-4913 if they are aware of or involved in any media matters related to Lindenwood. Employees at LU-Belleville should contact the Assistant Vice President and Executive Director of Community Relations at (618) 239-6031.

If an employee on the St. Charles campus or an extension center is approached by a member of the media for an “ambush” interview, he/she should immediately call (636) 949-4913 and notify the PR staff. Belleville employees who are approached by a member of the media for an “ambush” interview should immediately call (618) 239-6031 or (314) 504-0036 to notify the Assistant Vice President and Executive Director of Community Relations.

To reach the St. Charles public relations professionals after hours, contact security at (636) 262-4622. To reach the Belleville campus Assistant Vice President and Executive Director of Community Relations after hours, call (314) 504-0036.

Signature Policy

Lindenwood employees shall not include another Lindenwood employee's signature on any document without written, signed approval from the signature holder. Further, University officials wishing to include the President's signature on a document shall have that document reviewed and approved by the Director of Executive Communication in the Executive Office followed by a review and approval by the President prior to general distribution. This policy applies to all University faculty, staff, and students. Further, all authorized monetary signatures are approved by the Board of Directors and implemented via the President.

Mail Procedures

Incoming Mail

Mail is received each morning, Monday through Saturday, at the Evans Commons mailroom. Mail for faculty, staff, and students is sorted. The same procedure is used for UPS, DHL, and FEDEX deliveries. Mail that has an incomplete address (incomplete, indecipherable, or missing name) may be opened to determine the recipient. If it is not possible to determine the addressee, and it is definitely for Lindenwood, the item will be sent to the office/individual deemed most appropriate.

Outgoing Mail

Faculty and staff outgoing mail sent from the Evans Commons mailroom Monday through Saturday must be University related. There are two pick-ups each on Monday through Friday (one in morning and another in the afternoon), and one pick-up on Saturday. Mail that is hand-addressed or is larger than a normal envelope can go only with the morning mail. Mail that is machine addressed or typed goes with the afternoon mail. Faculty and staff who wish to mail personal items may do so, but it is discouraged. The mailroom does not handle outgoing UPS, FEDEX, or DHL mail. The only time it will handle such mailings is when a package is being returned and the carrier has been notified. Personal mail may be sent through University mail if stamped by the sender. Mail delivered to the mailroom must be separated into appropriate bins (hand-addressed, machine addressed, oversize, international, and campus/student mail) to avoid having mailings return to Lindenwood and to ensure proper postage is placed on the mail.

Mail that needs to be mailed immediately must be delivered to the mailroom in sufficient

time to ensure it can be processed. Mail for the morning pick-up should be in the bins before 9:30 a.m. (normal pick-up 10:30) and mail for the afternoon pick-up should be in the bins before 1:30 p.m. (normal pick-up 2:30 p.m.). The carriers will not pick up mail that is not metered for them. However, the International Office has a daily non-holiday pick up schedule with United Parcel Service (UPS). If an employee wishes to ship documents overnight in the United States, he/she should contact the appropriate dean/director. The dean/director will then discuss the shipment with the VP-OF/COO who will approve the shipment and communicate that approval to the International Office.

Bulk Mail

For University purposes, bulk mail is mail that is being sent to at least 200 recipients and each piece is of the same size and weight. Additionally, bulk mail is general in nature, meaning each item is not specific to each individual (such as grades or bills). This type of mailing is handled by the department sending the mail.

The mail must be sorted by zip code (three digit 633xx, 634xx). As the mail is sorted, it must be stamped in the upper right corner with the University non-profit stamp, which ensures that the mailing will receive a discounted rate. The stamp is located in the Work and Learn Office (Spellmann Campus Center). There must be a total count of letters being mailed and a subtotal based on zip codes. This determines the cost of the mailing.

Once all necessary materials are obtained, the staff member should go to the 5th Street U.S. Post Office and ask for the bulk mailing department. At that time, the Post Office will request the total number of pieces and zip-code subtotals, as well as an example. The faculty member should ask for and complete a PS for 3602-N so the mailing can be recorded and a cost determined.

Finally, the staff member should take a check request for the amount to the VP-OF/COO. Upon receipt of the check, the entire bulk mailing should be taken to the U.S. Post Office located at 5th Street in St. Charles for mailing.

Employee Mailboxes

Mail for the staff and faculty is separated into the appropriate individual or section mailbox. It is important that the mailroom be informed of any changes in faculty or staff in order to ensure that the mail is sorted properly. This is a responsibility of the individual and the section dean/director.

Oversize mail will be marked with the individual's name and placed on the shelves in the mailroom. A note will also be placed in the mailbox notifying the recipient that the item has been received and can be picked up. Usually, a telephonic notification will also be made. Because of the amount of oversize mail that is received daily and the limited space in the mailroom, it is imperative that oversize mail be picked up as soon as possible. Individuals must show ID when receiving oversize mail. Only the addressee may receive the mail; it will not be given to someone else without permission.

Student Mailboxes

Student mail is delivered to the Evans Commons mailroom in the afternoon. It is separated into individual boxes and will normally be available by 3:00 p.m. Mail that is oversize will be listed on a separate posting outside the mailroom. Students should check mail daily. Mail delivered on Saturday will not be available until the next Monday. Students who wish to pick up oversize mail may normally do so between 8:00 a.m. and 5:00 p.m. Monday through Friday. There is no service on weekends.

Individuals must show ID when receiving oversize mail. Only the addressee may receive the mail; it will not be given to someone else without permission. Students who receive mail under multiple names need to inform the mailroom of these names to ensure delivery.

SECTION 5:
Emergencies and Cancellations

Emergency Preparedness

Injuries/Accidents – Faculty/Staff

In the event of an emergency, 911 should be called immediately. Lindenwood University provides workers compensation benefits for all employees in accordance with federal, state, and local laws if a compensable injury is incurred in the course of employment.

Employees should immediately report all injuries incurred on the job, no matter how insignificant, to their supervisor. The employee must also complete an incident report. The supervisor will instruct the employee where to obtain any necessary medical treatment. If the medical provider certifies that the injured/ill employee is unable to work, a leave of absence may be initiated.

Injuries/Accidents—Students

At times employees must deal with students who suffer injury or illness. **In the event of an emergency, 911 should be called immediately.** If the injury or illness is not life threatening, Campus Security should be called for assistance. An incident report must be completed.

If the student needs to be transported to the hospital, 911 should be called. Employees should not transport students in University or personal vehicles. If the student is transported to the hospital, Campus Security will notify the legal guardians.

Lindenwood University Campus Security

Phone Numbers:

Weekday Daytime Dispatch (8:00 AM - 4:00 PM) - **(636) 949-4922**

Security Direct Line - 24/7 - **(636) 262-4622**

Secondary Line - Evening/Weekend - **(636)-262-4623**

Kurt Smith, **Director of Public Safety and Security**

Phone/Ext. **(636) 949-4687**

For further information on how to handle emergencies, refer to **(Appendix G – Emergency Procedures)**

Cancellations and Emergency Alerts

Emergency Text Messages

During emergencies the University alerts students, staff and faculty via the Lindenwood Instant Message System provided by Rave. This important service enables quick mass communication in the event of school closings or campus crises. Students are prompted by

e-mail when they enroll to enter their mobile phone numbers into the system. The service is free to users. All employees, including faculty, are encouraged to sign up at www.getrave.com/login/lindenwood.

School Cancellations

When it is necessary to cancel classes, announcements will be posted on the Lindenwood University website, local designated television and radio stations (including LUTV and KCLC).

The Lindenwood Instant Message System provided by Rave will be used to announce cancellations and other notifications as needed.

SECTION 6:
Appendices

Appendix A: Faculty and Staff Code of Ethics

Lindenwood University's Code of Ethics is built upon the mission of the University and codifies the founding principles of the institution.

Every action taken by an employee of the University should be that which supports the development of the whole person—an educated, responsible citizen of a global community. All that Lindenwood employees do should exemplify a respect for the worth and integrity of the individual, affirm the obligations and privileges of citizenship, and countenance the primacy of the truth.

Respect for the individual is the basis for Lindenwood's emphasis on confidentiality regarding all private matters related to students and colleagues as is the University's prohibition against harassment of any kind to any member of the University community or the community at large.

The obligations and privileges of citizenship are the basis for policies that require responsible stewardship of campus properties and resources and also reward faculty for professional service to the University.

The primacy of truth is the basis for policies that prohibit political partisanship and protect the student's right to learn and openly exchange ideas in a civil environment that respects individuality and provides a platform for the merging of scholarly interests and pedagogy. Lindenwood University requires directors, officers, and employees to be guided by these mission-based principles and observe the highest standards of personal and business ethics in the conduct of their duties and responsibilities. As members of the Lindenwood community, employees must abide by all University rules, regulations, and policies. As representatives of Lindenwood, all employees must practice honesty and integrity in fulfilling responsibilities and comply with all applicable laws and regulations.

Appendix B: Whistleblower Policy

Policy Standards and Applications

General

Lindenwood University (“LU”) requires directors, officers and employees to comply with its Code of Ethics and observe high standards of business and personal ethics in the conduct of their duties and responsibilities. As employees and representatives of LU, we must practice honesty and integrity in fulfilling our responsibilities and comply with all applicable laws and regulations.

Reporting Responsibility

It is the responsibility of all directors, officers and employees to comply with the Code and to report violations or suspected violations in accordance with this Whistleblower Policy.

No Retaliation

No director, officer or employee who in good faith reports a violation of the Code shall suffer harassment, retaliation or adverse employment consequence. An employee who retaliates against someone who has reported a violation in good faith is subject to discipline up to and including termination of employment. This Whistleblower Policy is intended to encourage and enable employees and others to raise serious concerns within LU prior to seeking resolution outside LU.

Reporting Violations

The Code addresses LU’s open door policy and suggests that employees share their questions, concerns, suggestions or complaints with someone who can address them properly. In most cases, an employee’s supervisor is in the best position to address an area of concern. However, if you are not comfortable speaking with your supervisor or you are not satisfied with your supervisor’s response, you are encouraged to speak with someone in the Human Resources Department or anyone in management whom you are comfortable in approaching. Supervisors and managers are required to report suspected violations of the Code to LU’s Compliance Officer, who has specific and exclusive responsibility to investigate all reported violations. For suspected fraud, or when you are not satisfied or you are uncomfortable with following LU’s open door policy, individuals should contact LU’s Compliance Officer directly.

Compliance Officer

The LU Compliance Officer is responsible for investigating and resolving all reported complaints and allegations concerning violations of the Code and, at his or her discretion, shall advise the President, the Chairman of the Board of Directors and/or the finance and audit committee. The Compliance Officer has direct access to the finance and audit committee of the Board of Directors and is required to report to the finance and audit committee at least annually on compliance activity. The LU Compliance Officer shall be

appointed by the Chairman of the Board of Directors.

Accounting and Auditing Matters

The finance and audit committee of the LU Board of Directors shall address all reported concerns or complaints regarding corporate accounting practices, internal controls or auditing. The Compliance Officer shall immediately notify the finance and audit committee of any such complaint and work with the committee until the matter is resolved.

Acting in Good Faith

Anyone filing a complaint concerning a violation or suspected violation of the Code must be acting in good faith and have reasonable grounds for believing the information disclosed indicates a violation of the Code. Any allegations that prove not to be substantiated and which prove to have been made maliciously or knowingly to be false will be viewed as a serious disciplinary offense.

Confidentiality

Violations or suspected violations may be submitted on a confidential basis by the complainant or may be submitted anonymously. Reports of violations or suspected violations will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation.

Handling of Reported Violations

The Compliance Officer will notify the sender and acknowledge receipt of the reported violation or suspected violation within five (5) business days. All reports will be promptly investigated and, if warranted, appropriate corrective action will be taken.

Compliance Officer – Vice President for Human Resources

Adopted by the Board of Directors: November 3, 2006

Appendix C: Employee of the Month/Year Awards

Recognizing Outstanding Employees

Employee of the Month

This award recognizes full- or part-time faculty and/or staff members who perform their duties at a high level and exhibit a positive and supportive attitude toward colleagues, students and visitors. Nominees must have been employed at Lindenwood University for more than a year.

Those interested in nominating someone for this award should write a 75-100 word summary explaining why a particular employee should be considered. Qualities and achievements worthy of mention might include exceptional performance, creative contributions, outstanding dedication, and/or consistent support and a positive attitude. Nominations should be submitted to the President's office prior to the first day of the month (or by 9 a.m. Monday if the 1st falls on a weekend) and should have the enthusiastic support of the employee's direct supervisor.

The Employee of the Month is chosen from nominees by the President and the VP-OF/COO. Monthly award winners receive a framed certificate and their names are engraved on the Lindenwood Employee of the Month plaque in Roemer Hall. Monthly award winners are automatically nominated for Employee of the Year.

Employee of the Year

Employee of the Year will be awarded annually at the Lindenwood University Christmas Party. (December's monthly winner will be considered for the following year's annual award). The Employee of the Year winner will receive a personal recognition plaque. He/she will also be commemorated with a photo display and an engraved name on the plaque in Roemer Hall. The winner will be selected by President, the VP-OF/COO, as well as the President's Council.

Appendix D: Red Flag Policy

LINDENWOOD UNIVERSITY

IDENTITY THEFT PREVENTION PROGRAM

- I. BACKGROUND
- II. PURPOSE AND SCOPE
- III. DEFINITIONS
- IV. IDENTIFICATION & DETECTION OF RED FLAGS
- V. APPROPRIATELY RESPONDING WHEN RED FLAGS ARE DETECTED
- VI. CONSUMER REPORTS-ADDRESS VERIFICATION
- VII. TRAINING
- VIII. OVERSIGHT OF THIRD PARTY SERVICE PROVIDERS
- IX. PROGRAM ADMINISTRATION
- X. UPDATING THE PROGRAM
- XI. BOARD APPROVAL

I. BACKGROUND

In response to the growing threats of identity theft in the United States, Congress passed the Fair and Accurate Credit Transactions Act of 2003 (FACTA), which amended a previous law, the Fair Credit Reporting Act (FCRA). This amendment to FCRA charged the Federal Trade Commission (FTC) and several other federal agencies with promulgating rules regarding identity theft. On November 7, 2007, the FTC, in conjunction with several other federal agencies, promulgated a set of final regulations known as the "Red Flags Rule". The Red Flags Rule became effective November 1, 2008. However, the FTC has deferred

enforcement of the rule through August 1, 2009 in order to give institutions additional time in which to develop and implement the written identity theft prevention programs required by the Red Flags Rule regulations.

The Red Flags Rule regulations require entities with accounts covered by the Red Flags Rule regulations, including universities, to develop and implement a written Identity Theft Prevention Program (hereinafter, the "Program" or the "Identity Theft Program") for combating identity theft in connection with certain accounts. The Program must include reasonable policies and procedures for detecting, preventing, and mitigating identity theft and enable the entity with covered accounts to:

1. Describe and define relevant patterns, practices, and activities, dubbed "Red Flags", signaling possible identity theft and incorporate those Red Flags into the Program;
2. Detect Red Flags;
3. Respond appropriately to any Red Flags that are detected to prevent and mitigate identity theft; and
4. Ensure the program is updated periodically to reflect changes in risks.

This document outlines the required Red Flags Rule Program of Lindenwood University and is extended to encompass not just financial or credit accounts but any University account or database for which the University believes there is a reasonably foreseeable risk to the University, its students, faculty, staff, constituents, board members, or customers from identity theft.

II. PURPOSE AND SCOPE

The purpose of this program is to ensure the compliance of Lindenwood University with the Red Flags Rule regulations, to identify risks associated with identity theft, and to mitigate the effects of identity theft upon the University, employees, students, constituents, board members, and customers.

The requirements of this program apply to all Lindenwood University campuses, to the employees of such campuses, and the third parties with whom Lindenwood University contracts to perform certain functions on its behalf.

III. DEFINITIONS

Account: Account means a continuing financial relationship established by a person with Lindenwood University, including an extension of credit, such as the purchase of services or property involving a deferred payment.

Covered Account: The Red Flags Regulations define the term "covered account" to mean (1) "an account that a financial institution or creditor offers or maintains primarily for personal, family, or household purposes that involves or is designed to permit multiple payments or transactions ..." and (2) "any other account that the financial institution or creditor offers or maintains for which there is a reasonably foreseeable risk to customers, or to the safety and soundness of the financial institution, or creditor from identity theft, including financial, operational, compliance, reputation, or litigation risks."

For the purposes of the University's Identity Theft Program, the term "covered account" is extended to include any University account or database (financial or otherwise) for which the University believes there is

a reasonably foreseeable risk to the University, its students, faculty, staff, constituents. Board members, or customers from identity theft.

Credit: "Credit" means "the right granted by a creditor to a debtor to defer payment of debt or to incur debts and defer its payment or to purchase services or property and defer payment therefore."

Creditor: "Creditor" means "an entity [i.e. Lindenwood University] that regularly extends, renews, or continues credit; any entity that regularly arranges for the extension, renewal, or continuation of credit; or any assignee of an original creditor who participates in the decision to extend, renew, or continue credit."

Financial Institution: "Financial institution" means "a State or National bank, a State or Federal savings and loan association, a mutual savings bank, a State or Federal credit union, or any other entity that has an account belonging to a consumer."

Identity Theft: "Identity theft" means "fraud committed using the identifying information of another person."

Red Flag: "Red Flag" means "a pattern, practice, or specific activity that indicates the possible existence of Identity Theft."

Service Provider: "Service provider" means "a person that provides a service directly to the financial institution or creditor [i.e. credit reporting agency or collection agency]."

Transaction Account: "Transaction account" means "a deposit or account (i.e. at a bank or savings and loan) on which the depositor or account holder is permitted to make withdrawals by negotiable or transferable instrument, payment orders of withdrawal, telephone transfers, or other similar items for the purpose of making payments or transfers to third persons or others. Such term includes demand deposits, negotiable order of withdrawal accounts, savings deposits subject to automatic transfers, and share draft accounts."

IV. IDENTIFICATION & DETECTION OF RED FLAGS

A "Red Flag" is a pattern, practice, or specific activity that indicates the possible existence of identity theft. The following Red Flags are potential indicators or warning signs of potential or actual identity theft or similar fraud. Anytime a Red Flag or a situation resembling a Red Flag is apparent, it should be investigated for verification. The examples below are meant to be illustrative. Anytime a Lindenwood University employee suspects a fraud involving personal information about an individual or individuals, the employee should assume that this Identity Theft Program applies and follow protocols established by his/her office for investigating, reporting, and mitigating identity theft.

Examples of Red Flags:

Alerts, Notifications or Warnings from a Consumer Reporting Agency

1. A fraud or active duty alert is included with a consumer report.
2. A consumer reporting agency provides a notice of credit freeze in response to a request for a consumer report.
3. A consumer reporting agency provides a notice of address discrepancy.

4. A consumer report indicates a pattern of activity that is inconsistent with the history and usual pattern of activity of an applicant or customer, such as:
 - a. A recent and significant increase in the volume of inquiries;
 - b. An unusual number of recently established credit relationships;
 - c. A material change in the use of credit, especially with respect to recently established credit relationships; or
 - d. An account that was closed for cause or identified for abuse of account privileges by a financial institution or creditor.

Suspicious Documents

5. Documents provided for identification appear to have been altered or forged.
6. The photograph or physical description on the identification is not consistent with the appearance of the applicant or customer presenting the identification.
7. Other information on the identification is not consistent with information provided by the person opening a new covered account or the customer presenting the identification.
8. Other information on the identification is not consistent with readily accessible information that is on file with the University, such as a signature card or a recent check.
9. An application either appears to have been altered or forged, or gives the appearance of having been destroyed and reassembled.

Suspicious Personal Identifying Information

10. Personal identifying information provided is inconsistent when compared against external information sources used by the University. For example:
 - a. The address does not match any address in the consumer report; or
 - b. The Social Security Number (SSN) either has not been issued or is listed on the Social Security Administration's Death Master File.
11. Personal identifying information provided by the customer is not consistent with other personal identifying information provided by the customer. For example, there is a lack of correlation between the SSN range and date of birth.
12. Personal identifying information provided is associated with known fraudulent activity as indicated by internal or third-party sources used by the University. For example:
 - a. The address on an application is the same as the address provided on a fraudulent application; or

- b. The phone number on the application is the same as the number provided on a fraudulent application.
- 13. Personal identifying information provided is of a type commonly associated with fraudulent activity as indicated by internal or third-party sources used by the University. For example, the address on the application is fictitious, possibly a mail drop or prison or the telephone number is invalid or is associated with a pager/answering service.
- 14. The SSN provided is the same as that submitted by other persons opening an account or other customers.
- 15. The address or telephone number provided is the same as or similar to the address or telephone number submitted by an unusually large number of other persons opening accounts or other customers.
- 16. The person opening the covered account or the customer fails to provide all required personal identifying information on an application or in response to notification that the application is incomplete.
- 17. Personal identifying information provided is not consistent with personal identifying information that is on file with the University.
- 18. The person opening the covered account (or the customer) cannot provide authenticating information beyond that generally would be available from a wallet or consumer report (such as answers to "challenge questions").

Suspicious Account Activity or Unusual Use of Account

- 19. Shortly following the notice of a change of address for a covered account, the University receives a request for a new, additional, or replacement card, or for the addition of authorized users on the account.
- 20. A new account is used in a manner commonly associated with known patterns of fraud. For example, the student fails to make the first payment or makes an initial payment but no subsequent payments.
- 21. A covered account is used in a manner that is not consistent with established patterns of activity on the account. There is, for example nonpayment when there is no history of late or missed payments or material changes in the use of the account.
- 22. A covered account that has been inactive for a lengthy period of time is used (taking into consideration the type of account, the expected pattern of usage, and other relevant factors).
- 23. Mail sent to the customer is returned repeatedly as undeliverable even though transactions continue to be conducted in connection with the customer's covered account.
- 24. The University is notified that the customer is not receiving paper account statements.
- 25. The University is notified of unauthorized charges or transactions in connection with a customer's covered account.

Alerts from Other

26. The University is notified by a customer, a victim of identity theft, a law enforcement authority, or any other person that it has opened a fraudulent account for a person engaged in identity theft.

V. APPROPRIATELY RESPONDING TO DETECTED RED FLAGS

Once potentially fraudulent activity is detected, an employee should inform his/her supervisor that he/she has detected an actual or potential Red Flag or has identified a similar area of concern of identity theft. The supervisor should determine the validity of the Red Flag.

If it is found that a situation of identity theft has occurred, the Division or Department Head should inform the Business Office of the matter so that it is documented as part of the monitoring portion of this program.

If the Red Flag indicates that a fraudulent transaction has occurred, the Division or Department Head should attempt to mitigate the effects of the transaction. Consideration should be given to the type of Red Flag identified, type of transaction, relationship with the victim of the fraud, availability of contact information for the victim of the fraud, and numerous other factors. Appropriate actions may include but are not limited to:

1. Canceling the transaction;
2. Not opening a new account or closing the account in question
3. Notifying and cooperating with appropriate law enforcement;
4. Notifying the Chief Operating Officer, Chief Financial Officer, and In-House Legal Counsel of the University;
5. Notifying Senior Administration Personnel of the University;
6. Notifying the customer that fraud has been attempted or that it has occurred;
7. Changing any passwords or other security devices that permit access to relevant accounts and/or databases;
8. Continuing to monitor the account or database for evidence of identity theft;
9. Alternatively, determining that no response is warranted after appropriate evaluation and consideration of the particular circumstances.

In all situations where it is discovered that a Red Flag has been positively identified, the office responsible for the account shall document what occurred and describe its review of the matter and any specific actions taken to mitigate the impact of the effects of the actual or potential identity theft discovered. Such documentation shall also include a description of any additional actions the office believes

are systemically necessary within that office (such as updating policies and procedures) in response to identified Red Flag to handle or prevent similar situations in the future.

VI. CONSUMER REPORTS-ADDRESS VERIFICATION

Any University office that obtains and/or uses consumer reports from a Consumer Reporting Agency that finds a discrepancy between the address on file with the University and the address on the report should attempt to form a reasonable belief that the University is dealing with the actual student being researched or investigated and not another person with the same or similar name.

The office may reasonably confirm the accuracy of the consumer's address by:

1. Verifying the address with the consumer about whom it has requested the report;
2. Reviewing its own records to verify the address of the consumer;
3. Verifying the address through third-party sources;
4. Using other reasonable means.

The office must provide the consumer's address that it has reasonably confirmed to be accurate to the Consumer Reporting Agency as part of the information it regularly furnishes for the reporting period in which it establishes a relationship with the consumer.

VII. TRAINING

Staff training is required for all employees, officials, and contractors who likely will come into contact with accounts or personally identifiable information that may constitute a risk to the University or its students.

The Division or Department Head of each office that maintains a covered account under this program is responsible for training such employees by familiarizing them with the policies contained herein.

As part of the training, all requisite employees, officials, and contractors should be informed of the contents of the University's Identity Theft Program and afforded access to a copy of this document. In addition, all requisite employees, officials, and contractors should be trained by the Division or Department Head of each office regarding how to identify Red Flags and what to do should he/she detect a Red Flag or have similar concerns regarding an actual or potential fraud involving personal information.

VIII. OVERSIGHT OF THIRD PARTY SERVICE PROVIDERS

It is the responsibility of the University to ensure that the activities of all service providers are conducted in accordance with reasonable policies and procedures designed to detect, prevent, and mitigate the risk of identity theft. Before the University may engage a service provider to perform an activity in connection with one or more of the University's covered accounts, the University must take the following steps to ensure the service provider performs its activities in accordance with reasonable policies and procedures designed to detect, prevent and mitigate the risks of identity theft:

1. The University must require that the service provider has identity theft policies and

procedures in place;

2. The University must make the service provider aware of the University's Identity Theft Program by providing a copy of this document and require said provider to report to the University any Red Flags it identifies.

IX. PROGRAM ADMINISTRATION

Responsibility for overseeing the administration of this program has been delegated by the Board of Directors to the University President (for general oversight) and the University's Vice President for Operations and Finance (for general execution), with compliance monitoring responsibility to be performed by the Business Office. On an annual basis, and as part of the University's Compliance Monitoring Plan, the Business Office will confer with the University offices that maintain covered accounts under the program to review each office's list of covered accounts, training and policies, procedures, and practices as they relate to preventing, detecting and mitigating identity theft; as well as the definitive identification of Red Flags or similar incidents documented by the offices who maintain covered account under this Program. The Chief Financial Officer of the Business Office will create an annual report based upon that office's annual conferences with University offices that maintain covered accounts, and assess the effectiveness of the University's Identity Theft Program as a whole. As part of the report, the Business Office will make recommendations for updating or modifying the program as appropriate. The annual report will be provided by the Chief Financial Officer of the Business Office to the Vice President for Operations and Finance for review and presentation to the University's President and Board of Directors.

X. UPDATING THE PROGRAM

On an annual basis, as part of the University's Compliance Monitoring Plan, the program will be re-evaluated by the Vice President for Operations and Finance to determine whether all aspects of the program are up to date and applicable. This review will include an assessment of which accounts and/or databases are covered by the program, whether additional Red Flags need to be identified as part of the program, whether training has been implemented, and whether training has been effective. In addition, the review will include an assessment of whether mitigating steps included in the program remain appropriate and whether additional steps need to be defined.

XI. APPROVAL OF THE POLICY

Under the Red Flags Regulations, implementation and oversight of the Identity Theft Program is the responsibility of the governing body or an appropriate committee of such governing body. Approval of the initial plan must be appropriately documented and maintained. After its initial approval of the Program, the governing body may delegate its responsibility to implement and oversee the Identity Theft Program. As the governing body of the Lindenwood University, the Board of Directors as of the date below hereby approved the initial Identity Theft Program. Having made such initial approval, the Board of Directors hereby delegates the responsibility for implementing, monitoring and overseeing the University's Identity Theft Program to the University Administration, in accordance with procedures stipulated herein.

Approved by the Board of Directors this 1st day of August, 2009.

Appendix E: Solicitation/Distribution Policy

Solicitation/Distribution Policy

Lindenwood University recognizes the responsibility to prevent disruption of normal business and to avoid interference or disturbance to our students, visitors, and employees. Solicitation and distribution are prohibited unless approved in advance.

Definition:

- Solicitation refers to students, employee(s) and/or non-employee(s) approaching anyone for the purpose of influencing him/her to take a specific action or make purchases as to matters or items not related to Lindenwood business.
- Distribution refers to handing out materials, supplies, brochures, etc., for non-Lindenwood business.

Any students, recognized Student Organizations, campus departments, or outside organizations providing a service to students can request permission to solicit. The following promotions are prohibited:

- Items which compete with any Evans Commons' or University contracts, products, and/or services unless special approval is granted
- Items with the Lindenwood logo
- Credit card vendors and applications
- Bars and night clubs, happy hour specials, etc.

General Solicitation Policies

1. Any student, recognized Student Organization, campus department, non-employee or outside organization who intends to solicit employees/students or distribute literature for any purpose must request permission, in writing, at least forty-eight (48) hours prior. The request should be submitted to the Director of Student Life & Leadership, aroyal@lindenwood.edu, or the Director's designee, stating the purpose of the proposed visit and the name of any person(s) wanting access to any campus of Lindenwood University.
2. The Director of Student Life & Leadership or the designee will attempt to locate an appropriate designated area for use by the non-employee or organization.
3. Items or literature may not be distributed in any designated work/study area.
4. The use of the Lindenwood University's internal campus mail system for solicitation purposes is prohibited, except for charitable solicitations that may be approved by the Director of Student Life & Leadership.
5. Organizations may not allow another organization to solicit under its name or use their scheduled space. Doing so will result in the organization forfeiting the scheduled space and may subject the organization to suspension of privileges.
6. All approved solicitation must be conducted in compliance with the Student, Faculty, and Staff Handbooks, the procedures established by the Office of Student Life & Leadership, and must comply with all applicable laws and University policies.
7. Any solicitation undertaken at a University athletic event or facility must be approved by the Athletics Department, and must be conducted in compliance with the solicitation policy established by that department.

Advertising:

1. Only preapproved fliers shall be posted on campus. Approved posters receive the seal of approval from the Director of Student Life & Leadership and will be distributed by departmental staff only.
2. No posted material shall contain derogatory remarks or personal attacks against any individual or organization, or promote alcohol or nudity. Such material shall constitute immediate cancellation of bulletin board posting privileges.
3. Fliers shall not to be posted on paint, glass, brick, furniture, trees or any other area besides bulletin boards.
4. Chalk advertisements are allowed on concrete on areas other than the heritage campus. The chalk design has to be preapproved by the Director of Student Life & Leadership. The request must be submitted at least two full workdays prior. Non-permanent water-soluble chalk must be used. The chalk advertisement must be removed within forty-eight (48) hours.

All disputes over content of the solicitation material and/ or policies shall be decided by the Director of Student Life & Leadership.

Appendix F: Policy on Facilities Access

The student is the reason the University was founded and remains the reason for our continued existence and operations. Our grounds, buildings, facilities, curricula, personnel, and programs have the preeminent purpose of serving the student – now and in the future – including any prospective student who is visiting one of our campuses.

In the management of our programs and facilities, we must also be mindful of our obligations to the interests of various friends, supporters, benefactors, alumni, parents, and other Lindenwood stakeholders. They have the right to certain courtesies when on campus.

Decisions on access to and use of any of our programs or facilities must be based on the legitimate interests of present and future students and consideration of the normal and justified expectations of friends of Lindenwood. This principle has the following implications:

- ❑ All University personnel are stewards of their respective domains on campus but not the owners of those domains. Each of us is responsible for the orderly and responsible care and functioning of his/her campus space but not entitled to unreasonably exclude students and friends of the University from normal and expected admittance to and participation in our facilities.
- ❑ Reasonable, legitimate requests for facilities usage, visitation, or viewing should be accommodated whenever possible without the expression of hesitation, resentment, or a proprietary attitude. These facilities include but are not limited to all educational, production, and performance spaces in the J. Scheidegger Center, the Hyland Arena, the Spellmann Center, the Lindenwood University Cultural Center, our various athletics facilities, our classroom buildings, and the Lindenwood Commons.
- ❑ All offices and space managers are to cooperate with Lindenwood's Admissions and Institutional Advancement offices regarding access to and viewing of any and all buildings by visitors to campus, including prospective students and their families, group tours, and present, past, and future benefactors and friends of the University.
- ❑ The Admissions and Institutional Advancement offices may at times request access to spaces with very little notice, for necessary reasons beyond their control. If at all possible, those requests are to be honored to the best of the ability of the manager of the requested space or facility.
- ❑ All requests for access should be treated with appropriate judgment and courtesy, without remonstrance or unjustified demurrers. Each building or facility manager will produce a scheduling and access policy and procedure for his/her venue for approval (and possible modification) by the President or the President's delegate.

Deliberate attempts to frustrate reasonable student (or other stakeholder) access to and participation in University spaces for personal or proprietary purposes will be considered undesirable employee conduct and will be addressed accordingly.

Appendix G: Emergency Procedures

The purpose of an emergency program is the safety and protection of the building's occupants. The evacuation of any area that becomes involved in an emergency situation must begin immediately if a real emergency situation is underway. The method and direction of evaluation will be governed by the layout of the building and the location of the emergency. Persons evacuating the building should proceed to the closest unencumbered exit.

This booklet contains information on emergency situations and procedures to follow should an emergency occur. Please read it carefully and familiarize yourself with the location of emergency equipment and exits throughout the building.

Lindenwood University buildings are equipped with smoke detectors, emergency lighting and fire extinguishers on each floor. The St. Charles Fire Department conducts frequent inspections to determine the conditions of the buildings' safety equipment. If the tenant has determined the need to evacuate its personnel, and after an area has been completely cleared of its occupants, no one should return to the site until it has been declared safe by the responsible authorities. Always remember to stay off the building elevators if an emergency is underway.

Medical Emergency and Work Related Injury

Medical Emergency

- Do not move a seriously injured person unless the person is in a life-threatening situation (i.e. falling debris, fire, explosion).
- Someone should stay with the injured person, if possible. Keep the victim as calm and comfortable as possible. Employ Universal Precautions for all body fluid discharges. **(Assume all such discharges are contaminated).**
- **Dial 911 (9-911 on in-house phone) for injuries requiring immediate attention.** Be prepared to provide:
 - Nature of the injury
 - Location of the emergency exists
 - The number you are calling from and, if possible, have someone stay close
 - to that number until aid arrives
 - Send someone to meet and guide the emergency crew
 - Notify the Director of Security (636) 949-4687, switchboard (636-949-2000) and/or Maintenance Office (636) 949-4922 before 5 p.m. and (636) 262-4622 after 5 p.m. Give your name, location, and telephone number. Provide as much information as possible: nature of injury or illness, whether victim is conscious, type of treatment being administered, etc.
- Return to the victim and remain with the victim until campus security or emergency crew arrives.

Emergencies for Students and Employees:

St Joseph's Medical Center
300 First Capitol Drive
St. Charles, MO 63301
(636) 979-5000

Work Related Illness and Injuries (Employees)

Work related illnesses and injuries that occur on the Lindenwood University, St. Charles campus should be treated at the employee's health care provider. Transporting students or other employees to Emergency Care Centers results in full liability on the part of the one transporting the injured. Students can report to any healthcare facility if they choose to seek non-emergency treatment. 911 should be called in the event of a life threatening injury or condition.

Student Health and Safety

Student Health/Wellness and Campus Safety

If a student has an accident on University property, the student should report the accident to the Director of Campus Safety and Security at **(636) 949-4687**. If a student suffers an accident or illness while attending classes, the student should notify the instructor. The University will take necessary steps to intervene in a medical emergency while the student is on campus. If paramedic services or hospitalization is required, the student is financially responsible. The student must fill out an accident form that can be found in the Security Office. (CSC-G)

Student Accident Insurance

For students registered in credit courses, the University provides accident insurance in a designated amount for injuries sustained while participating in University-sponsored activities. The activity must take place on University premises or on any premises designated by the University. Students are also covered while traveling to and from College-sponsored activities as a member of a group under University supervision. It is the **student's** responsibility to report injuries promptly to the instructor or to the Director of Public Safety and Security.

Crime

Any student, prospective student, faculty or staff person who has been a victim of or a witness to a criminal activity that occurred on any of the grounds or facilities of Lindenwood University is encouraged to report this information to the Director of Public Safety and Security or the Student Development Office and fill out a crime report. It is University policy to assist the police in any investigation.

Bomb Threat

- Most bomb threats are received by telephone.
- Remain calm and attempt to obtain as much information as possible from the caller by using the checklist following this page if you have it available. If your phone has Caller ID, also list the source of the call if available.
- Notify the **Director of Public Safety and Security (636) 979-4687/ Residential Services (636) 949-4922 before 5 p.m. or (636) 262-4622 after 5 p.m. or call 911**, giving your name, location, and telephone number. Inform them of the situation, including any information you may have as to the location of the bomb, time it is set to explode, time you received the call and any distinguishing information about the caller.
- **DO NOT USE THE FIRE ALARM or HAND-HELD RADIOS.**
- Inform your supervisor.
- If you should spot a suspicious object, package, etc., which may be a potential bomb, **DO NOT TOUCH, MOVE, EXAMINE, OR DISTURB THE OBJECT.**
- If instructed to evacuate, follow the Emergency Evacuation Plan. Do not reenter the building until instructed to do so.

(Continued)

BOMB THREAT RECORDING FORM

Exact wording of threat

Questions to Ask

When will the bomb explode? _____
Where is the bomb? _____
What does the bomb look like? _____
What kind of bomb is it? _____
What will cause it to explode? _____

Did you place the bomb? _____
Why? _____

Caller's voice and manner description: (Circle appropriate items)

female	male	familiar*	accent	distinct	disguised
calm	angry	loud	soft	slow	rapid
excited	sobbing	laughing	profane	incoherent	slurred
lisp	raspy	cracking	stutter		

If familiar, who did the caller sound like? _____

Background noises: (Circle appropriate items)

street noises	trains/airplanes	whistle sounds	animal noises
house noises	Music	radio	television
office machines	general office	cell phone	static
party noises	PA system	clear	

Date and time call was received

Date _____/_____/_____ Time _____ a.m./p.m.

Chemical Spills

Chemical Spills – Immediately Dangerous to Life or Health

If a chemical spill takes place that, in the opinion of the person responsible for such material, poses an immediate threat to themselves or other building occupants, the following steps should be taken:

- Sound the building fire alarms if there is any reason to believe the released material may affect individuals outside the immediate spill area. Make reasonable attempt to direct evacuating individuals away from the immediate spill area.
- If you come into physical contact with the spilled material, remove any contaminated clothing immediately and flush all areas of bodily contact with large amounts of water for at least 15 minutes.
- **Call Director of Public Safety and Security (636) 949-4687/ Residential Services (636) 949- 4922 before 5 p.m. or (636) 262-4622 after 5 p.m. or 911.** Be prepared to give: building, floor/ room number, type of incident, chemical(s) involved, and an estimate of the volume of material(s) involved.
- Initiate the Regional Emergency Evacuation Plan.
- Ensure that medical assistance is obtained for those injured or exposed (safety shower, medical attention, etc.). Continue to rinse body contact areas with large amounts of water for at least 15 minutes unless directed otherwise.

Chemical Spills – Not Immediately Dangerous to Life or Health

Chemical spills involving materials for which the person responsible has definitive information indicating that the released material does not pose an immediate threat to him/her or other building occupants should be handled in the following manner:

- If you are thoroughly familiar with the hazards of the spilled material, you have been trained to confine and cleanup spills, and you have access to appropriate personal protective clothing and equipment, attempt to confine the spread of the spill as much as possible.
- If you come into physical contact with the spilled material, remove any contaminated clothing immediately and flush all areas of bodily contact with large amounts of water for at least 15 minutes.
- **Call the Director of Public Safety and Security (636) 949-4687/ Residential Services (636) 949-4922 before 5 p.m. or (636) 262-4622 after 5 p.m. or 911.**

Be prepared to give the building, floor, room number, type of incident, chemical(s) involved, and an estimate of the volume of material involved.

- Residential Services will then notify the appropriate department(s) to assist in the cleanup of the released materials.

Earthquake

During the Quake

- If you are indoors, stay there. Get under a desk or table, or stand in a doorway or corner. Stay clear of windows, bookcases, and outside walls. **DO NOT USE THE ELEVATORS!**
- If in a crowded public place, do not rush for the doors. Move away from display shelves containing objects that could fall.

After the Quake

- Exit building as quickly as possible.
- Check for injuries. Apply first aid. Do not move seriously injured individuals unless they are in immediate danger.
- Do not use the telephone immediately unless there is a serious injury, fire, or gas leak. Telephones should be kept available for emergencies.
- If you suspect or know that someone is trapped in the building, notify emergency personnel on the scene first and then a member of the University emergency response team. Give the time when the victims were last seen, number of victims, and their last known location.
- Do not touch downed power lines or damaged building equipment.
- Where applicable, turn off all natural gas, oxygen/acetylene tanks, etc.
- Clean up spilled medicines, bleaches, gasoline, or other chemicals. If a spill is significant in amount, utilize Chemical Spills Emergency Procedures.
- If building is damaged, initiate the Regional Emergency Evacuation Plan and do not enter until directed to do so by emergency personnel or a member of the University emergency response team.
- If you evacuate, immediately go to designated area on the regional evacuation plan. Be sure to account for yourself, so time will not be wasted by emergency personnel who may be looking for you.

- Be prepared for aftershocks.

Fire

Lindenwood provides fire extinguishers and evacuation routes in all of its buildings. Know the location of the fire alarms, extinguishers, and fire evacuation routes/ fire exits in the area in which you are working. As you leave, be prepared to help those having trouble moving to the exits.

- **PULL ALARM AT EXIT DOOR.** Upon discovering a fire, explosion or smoke in the building, close the door to the room where the fire is located, and immediately activate the fire alarm system.
- **CALL FOR HELP.** After sounding the alarm, call the **Director of Public Safety and Security (636) 949-4687/ Residential Services (636) 949-4922 before 5 p.m. or (636) 262-4622 after 5 p.m. or 911** if time permits. Identify yourself and the location of the fire (floor and room number if possible). **Sounding the alarm automatically notifies the fire department.**
- **WARN OTHERS.**
- **ATTEMPT TO EXTINGUISH ONLY IF YOU CAN DO SO SAFELY.**
- **EVACUATE IMMEDIATELY UPON ALARM.** Follow the Emergency Evacuation Plan and do not re-enter the building until instructed to do so.
- Do not use elevators during a fire emergency. Use stairs. Power outages will leave you stranded and trapped on the elevator.
- Assemble in the closest parking lot away from the drive lanes and fire lanes. Stay clear of the building.
- Advise fire fighters on the scene if you suspect someone may be trapped.
- Do not re-enter the building until instructed to do so by the fire department or other authorities.

When the Fire Alarm sounds you must assume that it is a real fire. Go to the main fire panel and find the location of the alarm. Check out the location and if it is a false alarm, then silence the alarm and let everyone know that it is safe to enter the building. If it is a real fire, allow the alarm to sound until it is safe to enter the building.

Substance Abuse

Knowingly possessing, using, transmitting, or being under the influence of a controlled substance, unauthorized drug, or alcohol in University buildings, at University functions, or on University grounds is prohibited at all times.

An individual thought to be under the influence of a controlled substance, alcohol, prescription or non-prescription drug **whose behavior is disruptive to the educational process** will be requested to leave and report to the Dean of Student's office; if the Dean of Students is not available, the student will be interviewed and assessed by an alternative officer of the University.

If the individual refuses to leave/continues to stay in the area:

- The instructor should dismiss the class if in a classroom.
- All persons should leave the area.
- You should note the description of the individual and his/her location; provide the name if possible.
- You should call the **Director of Public Safety and Security (636) 949-4687/ Residential Services (636) 949-4922 before 5 p.m. or (636) 262-4622 after 5 p.m. or 911.**

After the situation has been resolved, document the incident in writing and supply a copy to the Dean of Student's office within 24 hours.

If the individual is not disruptive but suspected of being under the influence of a controlled substance, immediately report the individual to the appropriate administrator. If the individual is a student, then report to the Dean of Students (636) 949-4980 or **Director of Public Safety and Security (636) 949-4687 and/or Residential Services (636) 949-4922 before 5 p.m. or (636) 262-4622 after 5 p.m.** If the individual is an employee then contact the Office of Human Resources (636-949-4477). The Dean of Students will act as back up if necessary.

Severe Weather

Tornado or Severe Thunderstorm Watch

- Facilities staff/security will monitor radio for weather information.
- Bring all persons inside the building.
- Close window blinds.

Severe Thunderstorm Warning

Be prepared to move to place of shelter if threatening weather approaches.

- Keep people indoors and away from windows. If large hail begins to fall, it may be necessary to seek shelter.
- Report injuries and damage to the **Director of Public Safety and Security (636) 949- 4687/Residential Services (636) 949-4922 before 5 p.m. or (636) 262-4622 after 5 p.m.**

Tornado Warning

If an actual tornado has been identified in the area by spotters and/or radar

- Seek shelter immediately; move students and staff to safe areas. Recommended shelter areas are stairwells, rest rooms, or corridors. Do not stand in front of glass doors, windows, elevator lobbies or in an atrium. Do not get into elevators during a tornado.
- Assist individuals with physical disabilities to the shelter areas.
- Stay away from windows and exterior walls.
- Shelter – Main Building – first floor interior walls and classrooms without windows and interior walls.
- Shelter – Plaza – Any office not on an outside wall
- Shelter – Other locations – Inner hallways and classrooms without an outside wall.
- Where applicable, turn off all natural gas, oxygen/acetylene tanks, etc.
- Monitor weather conditions via radio and contact the pertinent law enforcement agencies.
- Remain in safe (shelter) area until warning expires.
- Students who live in non-traditional housing may seek shelter in the lower level of the Performance Arena.

Tornado Aftermath

- After the tornado is clear, leave badly damaged buildings; do not attempt to return to the buildings unless directed to do so by emergency personnel or campus security.
- See Medical Emergencies regarding care of injured persons.

- Report all damages and injuries to the **Director of Public Safety and Security (636) 949- 4687/ Residential Services (636) 949-4922 before 5 p.m. or (636) 262-4622 after 5 p.m.**
- Do not attempt to turn on/off or use utilities or equipment.

Utility Failure

If the utility failure is not wide-spread, immediately call the **Director of Public Safety and Security (636) 949-4687/Residential Services (636) 949-4922 before 5 p.m. or (636) 262-4622 after 5 p.m.** Be prepared to give

- Location; including floor
- Room number
- Nature of the problem
- Person to contact and extension.

If any of the following occurs in the evening or on the weekend please contact Residential Services at (636) 262-4622.

Electrical Failure

Turn off computers in offices and classrooms and leave them off for 30 minutes after the power comes on to give the staff time to bring up servers again. Emergency lighting is temporary and is not provided to continue building operations. Evacuate darkened areas with caution.

All employees and students should report to common areas and wait for instructions on cancellations/ closings and other general announcements. If the electrical failure occurs during evening classes, then classes will be canceled and the school will close unless shelter is needed during a severe storm.

Elevator Failure

If you are trapped in an elevator, activate elevator alarm and/or use the emergency telephone (if available). **NEVER ATTEMPT TO EXIT AN ELEVATOR STOPPED BETWEEN FLOORS.**

Telephone Failure

If there is a power failure it is possible there will be a telephone failure also.

Flooding/Plumbing Failure

Do not touch energized electrical appliances while you are standing in an area filled with water. Contact the **Director of Public Safety and Security (636) 949-4687/Residential Services (636) 949-4922 before 5 p.m. or (636) 262-4622 after 5 p.m.** immediately.

Natural Gas Leak

If you detect the odor of natural gas, leave the area and contact the **Director of Public Safety and Security (636) 949-4687/ Residential Services (636) 949-4922 before 5 p.m. or (636) 262-4622 after 5 p.m.** Do not use any spark-producing devices such as electric motors, switches, etc.

Workplace Violence

Restraining Order

If a student, faculty, or staff member has a restraining order against someone, a copy of that order should be on file with the Dean of Students Office so that the University is aware of the situation. Reasonable steps will be taken to insure the safety of that individual. If a faculty/staff member has the restraining order, the Dean of Students office and the Human Resources office will have a copy. If a student has a restraining order, there will be a copy on file in the Director of Security's office.

Abusive or Threatening Individual

1. Stay calm and collect your thoughts. Assess the level of the threat. Don't risk staying in a situation if you think physical attack is possible.
2. If the situation is dangerous, go to a safe place and call Security at 636-262-4622.
3. If the situation does not appear to be dangerous, take steps to de-escalate the conflict:
 - Move individual to a private area away from an audience
 - Use a clear, calm, strong voice
 - Keep your body language non-threatening
 - Thank the individual for bringing the concern to your attention
4. If you are unable to de-escalate the situation, call for assistance from an administrator.
5. Document the events even if you solved the problem. Give documentation to the appropriate administrator.

If an Individual Has a Weapon in His/Her Possession

- Do not attempt to approach, escort or disarm the individual.
- Get a description of the individual(s) and their location(s).
- Do not use words that threaten or intimidate.
- Be respectful; do not shame, blame, or judge the individual.
- Listen to the individual and allow them to ventilate.
- Do not argue; let them express their anger.
- Empathize with the individual; imagine yourself in the same situation.
- Ask the individual how the problem may be solved.
- Think about possible ways to solve the problem.
- If you are unable to solve the problem, ask for help.
- Notify the **Director of Public Safety and Security** (636) 949-4687 before 5 p.m. or (636) 262-4622 after 5 p.m.

Weapons Suspected in the Classroom

- Seek out the nearest colleague
- Confidentially tell the colleague that you suspect a student has a weapon in class.
- Give the name/seat location of the student who is suspected.
- Tell the colleague to inform an administrator immediately.
- Continue class and lesson. The administrator will notify the Police Department.

Weapons Pulled or Displayed

- If a student/intruder pulls a gun in class, **DO NOT** try to disarm the individual.
- Remain calm. Tell the rest of the class to remain seated and stay calm.
- **STAY AWAY** from the student/intruder with the gun. Talk to the individual in as controlled a manner as possible.
- Ask the individual to put the gun down and move away from it.
- Do what you can to get the attention of another colleague and the Administration so that help can be summoned.

Hostage Incident

- Notify Police (911) and **Director of Public Safety and Security** (636) 949-4687 before 5 p.m. or (636) 262 4622 after 5 p.m.
- Follow the instructions of the hostage taker.
- Do not try to disarm or negotiate with the hostage taker.
- Do not offer yourself as a hostage.
- Do focus your attention on what is happening and make mental lists of events and a description of the perpetrator(s).
- If hostages are taken away, make sure you know who they are and remember what the hostage taker says at this specific moment in the incident.
- When it is feasible, contact an administrator for help.
- When police arrive, trust them and follow their instructions.

Missing Person Procedures

This policy is to identify procedures in case an on-campus resident is missing for more than 24 hours.

- Inform each student that they have the option to identify an individual that the institution can contact no later than 24 hours after the time the student is determined missing according to the institution's official notification procedures.
- Report a missing student as soon as possible to campus security.
- Resident Directors need to provide each student a way to register confidential contact information in the event a student is determined missing for more than 24 hours.
- Institute a policy that allows students to inform someone they trust as to where they are going and if they are going to be gone for more than 24 hours.
- Advise each student under 18 years of age (who is not emancipated) that the institution must notify a custodial parent or guardian no later than 24 hours after the time the student is determined missing.
- After 24 hours, security and the University administration will determine when to notify the local authorities.

Annual Fire Reporting Procedures

Each eligible institution participating in any program under this title that maintains on-campus student housing facilities shall, on an annual basis, publish a fire safety report, which shall contain information with respect to the campus fire safety practices and standards of that institution, including-

(A) Statistics concerning the following in each on-campus student housing facility during the most recent calendar years for which data are available:

1. The number of fires and the cause for each fire;
2. The number of injuries related to a fire that result in treatment at a medical facility;
3. The number of deaths related to a fire; and
4. The value of property damage caused by a fire;

A description of each on-campus student housing facility fire safety system, including the fire sprinkler system;

The number of regular mandatory supervised fire drills;

Policies or rules on portable electrical appliances, smoking, and open flames (such as candles), procedures for evacuation, and policies regarding fire safety education and training programs provided to students, faculty and staff; and

Plans for future improvements in fire safety, if determined necessary by such institution.

Provide a copy of the report on an annual basis, to the Vice President of Student Development and Vice President of Operations on the statistics required to be reported.

Current information to the campus community- Each eligible institution participating in any program under this title shall:

Make, keep, and maintain a log recording all fires in on-campus student housing facilities, including the nature, date, time, and general location of each fire; and

Make annual reports to the campus community on such fires.

Responsibilities of the Dean of Students- The Dean shall make the statistics submitted under 1A to the Vice Presidents available to the public; and

(B) In coordination with nationally recognized fire organizations and representatives of institutions of higher education, and other organizations that represent and house a significant number of students-

1. Identify exemplary fire safety policies, procedures, programs, and practices, including the installation, to the technical standards of the National Fire Protection Association, of fire detection, prevention, and protection technologies in student housing, dormitories, and other buildings;

2. Disseminate the exemplary policies, procedures, programs and practices described in clause (i) to the Administrator of the United States Fire Administration;

3. Make available to the public information concerning those policies, procedures, programs, and practices that have proven effective in the reduction of fires; and

4. Develop a protocol for institutions to review the status of their fire safety systems.

Rules of construction- Nothing in this subsection shall be construed to-

Authorize the Dean of Students to require particular policies, procedures, programs, or practices by institutions of higher education with respect to fire safety, other than with respect to the collection, reporting, and dissemination of information required by this subsection;

Affect section 444 of the General Education Provisions Act (the Family Educational Rights and Privacy Act of 1974) or the regulations issued under section 264 of the Health Insurance Portability and Accountability Act of 1996

Create a cause of action against any institution of higher education or any employee of such an institution for any civil liability; or

Establish any standard of care.

Compliance report- The Dean of Students shall annually report to the appropriate authorities regarding compliance with this subsection by institutions of higher education including an up-to-date report on the Dean's monitoring of such compliance.

Evidence- Notwithstanding any other provision of law, evidence regarding compliance or noncompliance with this subsection shall not be admissible as evidence in any proceeding of any court, agency, board, or other entity, except with respect to an action to enforce this subsection.

Lindenwood University offers values-centered programs leading to the development of the whole person—an educated, responsible citizen of a global community.

LINDENWOOD

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