



## PROCEDURES ON ACCOMMODATION RELATED TO STUDENTS REQUESTING ACADEMIC ACCOMMODATIONS

In accordance with the *Policy on Accessibility and Accommodation for Students and Employees* ([PRVPA-14](#))  
Updated September 27, 2021

### SCOPE

These Procedures are in harmony with the University's *Policy on Accessibility and Accommodation for Students and Employees* ([PRVPA-14](#)) (the "Policy") and do not replace or supersede any rule or process set out therein.

Unless otherwise defined herein, all capitalized terms shall have the meaning ascribed to them in the Policy.

### PROCEDURES

The Access Centre for Students with Disabilities (ACSD) is a student service that provides support services and reasonable accommodations to students with documented disability conditions, and is primarily appointed for carrying out the responsibilities set out in these procedures. The ACSD coordinates services, supports students with self-advocacy and collaborates with instructors on the implementation of academic and classroom Accommodations. Further details can be found on the [ACSD website](#). The ACSD supports a range of disability conditions that include but are not limited to: mental health conditions, learning disabilities, neurodevelopmental disorders, mobility impairments, medical conditions, vision and hearing impairments.

Academic Accommodations are determined on an individual, student-centered basis and must be reasonable, taking into consideration the student's medical or psychological documentation and current functional limitations. The factors that determine reasonable academic Accommodations include the student's functional limitations, academic standards and course objectives, and time and resource constraints for all parties involved in coordinating the Accommodation(s).

Importantly, Accommodations aim to reduce barriers related to academic participation so that a student with a disability has an equitable learning experience. Accommodations are not meant to modify course material or learning objectives. They must not interfere with the University's ability to assess the essential learning outcomes of the course or program, and must adhere to all academic standards and the University's academic integrity policies. Academic Accommodations do not guarantee a level of academic achievement.

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### Academic Accommodations

The ACSD is a student service that coordinates a variety of Accessibility services and Accommodations in accordance with applicable legislation and with consideration of Undue Hardship, cost, security, health and safety requirements.

Examples of Accommodations include exam accommodation, sign language interpretation, transcription and professional note-taking, accessible materials in alternate formats (e.g. Braille, large print), hygiene attendants and textbook/course pack conversion services.

The ACSD Advisor works with the student to establish an Accommodation plan for the duration of each course. The Accommodation plan is based on the student's documentation, current barriers and challenges as described by the student, and the reasonability of the requested services. The Accommodation plan may be reviewed and modified at the request of the student to fit their needs as they progress through the University. Students wishing to modify or add Accommodations must contact their ACSD Advisor to discuss the possibility.

Additionally, ACSD Advisors assist Students with accessibility needs in accessing on-campus support services and resources in the application process, and collaborate with internship and co-op placement supervisors for registered Students. They also assist registered Students in accessing on-campus and external support services and resources, and in self-advocating which can include how to speak with Instructors about their functional limitations and needs.

### Registering with the ACSD

Current and newly admitted Students can request a meeting with an ACSD Advisor, to discuss services and support options, including the registration process. Students are also encouraged to refer to the [ACSD website](#) for instructions and deadlines on registration, eligibility criteria and where to submit documentation. Students who are unclear about what documentation is required are encouraged to consult the ACSD website or contact the ACSD.

### Eligibility

Required documentation:

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To register with the ACSD, the Student must provide medical or psychological documentation (i.e., report, letter) that has been completed by a licensed professional (i.e., family doctor, psychologist, psychiatrists etc.) on letterhead. This documentation must have a clear statement of diagnosis, signature, and contact information of the professional issuing the documentation.

Other relevant documentation can include functional limitation(s) faced by the Student and accompanying recommendations to reduce the functional impact on academic performance, functioning or participation in academic activities. Examples of acceptable documentation by disability:

- Learning disability: A psycho-educational or neuropsychological assessment
- Attention Deficit Disorder/Hyperactivity: A psycho-educational, neuropsychological, or medical assessment
- Medical conditions: A medical letter or assessment dated within the last year
- Mental Health conditions: A medical letter or assessment dated within the last year.

Students requesting Accommodations are responsible for registering with the ACSD and providing the required documentation in accordance with the ACSD's procedures. Students are encouraged to contact the ACSD as soon as reasonably possible to ensure sufficient time to properly review Accommodation requests and coordinate any necessary arrangements.

### Instructor Responsibilities Regarding Academic Accommodations

The ACSD Advisor is responsible for developing an Accommodations plan and coordinating the support services where those services cannot reasonably be provided at the program level.

Instructors are responsible for implementing all recommended Accommodations and providing all relevant information regarding the accommodation to members of the course or program's teaching team.

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### Letters of Accommodation

With the permission of the student, the ACSD Advisor will prepare a Letter of Accommodation (LOA) for the Instructor, detailing only the student's Accommodations, and not their disability diagnosis. This letter is also available to the student. All medical and psychological information obtained by the ACSD is treated as confidential and is not shared with Instructors or others within the University without written consent from the student.

When releasing information to Instructors, information is disclosed on a "need-to know" basis in order for them to perform their duties under the terms of this Policy. Faculty and staff members who receive an LOA are expected to respect the confidentiality of students with disabilities.

### Recourse if Accommodation is not supported

1. Disagreement between Student and Instructor: If a Student believes that their Accommodations are not being implemented as laid out in their Accommodation plan (established by ACSD), they are to speak with their Instructor and contact their ACSD Advisor. The Student's ACSD Advisor may suggest that they speak with the Instructor, or they can bring their concern directly to the chair of the department of the course in question.

If the Student requests support from their ACSD Advisor in self-advocacy, the ACSD Advisor will take the necessary time to explain to the Instructor the Barriers faced by the Student, and the need for the Accommodations and accessibility services as outlined in the Student's Accommodation plan. If the Instructor cannot reach an agreement with the ACSD Advisor and/or manager on the issue, the concern can be discussed further with the department chair. If needed, the ACSD Advisor and/or manager can be brought back into the conversation for further support.

Instructors who have been notified by the ACSD of an academic Accommodation for a Student for a course, program or activity have a duty to implement the accommodations, subject to considerations of Undue Hardship as determined by the ACSD, in consultation with the relevant departments.

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If the Instructor believes that the Accommodations determined by the ACSD will result in a fundamental alteration of an essential requirement of their course, program or activity they must contact the ACSD in a timely manner to discuss their concerns and work cooperatively to determine appropriate Accommodation.

2. Disagreement between student and ACSD Advisor: If a Student believes that the ACSD Advisor has not accepted documentation that they believe is appropriate, or has not implemented an Accommodation plan that meets their functional limitations and needs, they can contact the manager of the ACSD to discuss their concerns. A plan that meets their needs and addresses their concerns will be developed.
3. Instructor refuses to accommodate a Student: If an Instructor refuses to apply a recommended Accommodation, the ACSD Advisor will discuss the matter with the ACSD manager who may then convene a meeting between the faculty member and the chair of the relevant department.

Approved by the Manager, Access Center for Students with Disabilities, September 27, 2021.