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About Us

Our Location

AccessAbility Services

University of Toronto Scarborough
Room SW302 (Science Building)
1265 Military Trail, Scarborough, Ontario
M1C 1A4

General inquiries and appointments: (416) 287-7560 (Voice/TTY)

Fax: (416) 287-7334

Email: ability@utsc.utoronto.ca

Website: <http://www.utsc.utoronto.ca/ability>

Our Office Hours

September—June

Mondays	10:00 am – 4:00 pm
Tuesdays	10:00 am – 4:00 pm
Wednesdays	10:00 am – 4:00 pm and 5:00 pm – 6:45 pm
Thursdays	10:00 am – 4:00 pm
Fridays	10:00 am – 3:00 pm

July—August

Mondays	10:00 am – 4:00 pm
Tuesdays	10:00 am – 4:00 pm
Wednesdays	10:00 am – 4:00 pm and 5:00 pm – 6:45 pm
Thursdays	10:00 am – 4:00 pm
Fridays	10:00 am – 2:00 pm

Please note: The office will be closed from 9:00am – 10:00am and 4:00pm – 5:00pm in order for staff members to complete administrative tasks such as processing requests and accommodations, attending meetings and other related tasks.

What if I need to submit something when you are closed?

The after hours drop box is located to the left of our main doors. All materials submitted after hours will be date stamped the following business day.

How To Reach Us

For general inquiries please contact our front desk staff by phone at (416)287-7560 (Tel/TTY), via email at ability@utsc.utoronto.ca, or drop by our office during regular office hours. To reach a specific staff member, please refer to the listings below. Please note that all initial TTY communication should be directed to our front desk staff.

Director

Tina Doyle
SW302F
Direct Line: (416) 287-7553
E-mail: doyle@utsc.utoronto.ca

Assistant Director

Colleen Reid
SW302B
Direct Line: (416) 208-4721
E-mail: reid@utsc.utoronto.ca

Disability Consultant

Cheryl Lepard
SW302E
Direct Line: (416) 287-5637
Email: clepard@utsc.utoronto.ca

Disability Consultant

Khadija Uddin
(Maternity leave until August 2012)
SW302D
Direct Line: (416) 208-5142
Email: kuddin@utsc.utoronto.ca

Disability Consultant

Elissa Golden
(Covering for Khadijas until August 2012)
SW302D
Direct Line: (416) 208-5142
Email: egolden@utsc.utoronto.ca

Coordinator, Volunteer Resources

Michelle Castañeda
SW302A
Direct Line: (416) 208-2667
Email: castaneda@utsc.utoronto.ca

Exam Coordinator

Joanne Terakita
SW302A
Direct Line: (416) 208-4722
E-mail: accessexams@utsc.utoronto.ca

Exam Assistant

Stephanie Allard
SW302A
Direct Line: (416) 208-4722
E-mail: accessexams@utsc.utoronto.ca

Assistive Technologist

Linda Petty
SW302G
Direct Line: (416) 208-5144
Email: lpetty@utsc.utoronto.ca

Administrative and Advisor Assistant

Jennifer Anthony
SW302
Direct Line: (416) 287-7560 (Tel/TTY)
Email: janthony@utsc.utoronto.ca

Assistant, Volunteer Resources

Kristina Stanley
SW302
Direct Line: (416) 208-2662
Email: notetaking@utsc.utoronto.ca

Front Desk

Direct Line: (416) 287-7560 (Tel/TTY)
Email: ability@utsc.utoronto.ca

Booking Appointments

Q: Who is my primary disability consultant?

A: Your primary disability consultant is the person you will meet with to discuss your disability related needs, accommodations, and other related issues. When you contact AccessAbility Services for the first time, you will be told with whom you will be meeting.

Q: How do I book an appointment with my consultant?

A: Please contact the front desk at 416-287-7560 (Tel/TTY) or at ability@utsc.utoronto.ca to book appointments with your consultant.

Q: Can I book regular appointments?

A: Your primary consultant will speak to you about your individual needs and will make recommendations regarding frequency of appointments.

Q: How can I contact my primary consultant if I have questions or concerns?

A: Contact information is listed in the “How to Reach Us” section of this manual (pg. 2). Your consultant will indicate the best method of contact and will get back to you as soon as possible. If you require immediate assistance, you may contact the front desk via phone or email.

Q: What if I need to cancel an appointment?

A: Please contact the front desk to cancel your appointment. If possible, we ask that you give 24 hours notice when cancelling appointments.

Please note that missing appointments may result in a delay in service and/or a delay in the implementation of your accommodations. We cannot provide supports if you do not engage in discussions with your primary consultant about your needs.

Please remember that you take an appointment time away from another student when you do not show up to an appointment without cancelling.

Q: What if I am late for an appointment?

A: Please contact the front desk immediately. Your appointment *may* be rescheduled to ensure that there will be sufficient time to adequately address *all* of your questions and/or concerns. **You will be required to reschedule your appointment if you are more than 15 minutes late.**

Processes

myAIMS (AccessAbility Information Management System)

Every student registered with AccessAbility Services will have their own **myAIMS online service account**. Your **myAIMS** account will allow you to:

- View and print your Letters of Introduction
- Access and manage your Peer Note Taking accommodations

Future components will include (currently being tested):

- Request quiz, test, or exam accommodations online
- View your appointments and test/exam schedules online

To Access your **myAIMS** account visit the homepage AccessAbility Services' website:

www.utsc.utoronto.ca/ability

Log-in using your UTORid and password.

Q: How does AccessAbility Services communicate with me?

A: Email is the primary form of general communication. We will send periodic emails with announcements, events and deadlines relating to your accommodations. Please ensure that you read these emails thoroughly as they are intended to provide you with valuable tips and information.

For security purposes, you are required to provide your UTSC or UToronto email address to the service and we encourage you to check it on a regular basis. **Be aware that forwarding email to external providers (e.g. hotmail, gmail) may result in blocked, delayed or lost messages. The University will not be responsible for lost correspondence.**

Q: Do I automatically receive my accommodations each year?

A: No. Your services and accommodations **are put in place for a specified length of time (up to one year)**. You must book a re-registration appointment in advance of your accommodation expiration date in order to discuss your services in the context of your current disability and academic needs.

Q: Do I need to have updated documentation each year?

A: Not necessarily. Documentation of your disability-related needs is required by AccessAbility Services in order to develop an accommodation and service plan. Updated documentation may be required depending on the nature of your disability related needs or if the documentation is outdated. In this case, you and your consultant will discuss next steps for having it updated.

Q: How will my instructors know about the accommodations I need?

A: The process of accommodation relies on a partnership between the AccessAbility Services office, the student, and the instructor. To facilitate this process a **Letter of Introduction** will be generated for each of your instructors. The purpose of the letter is to outline your accommodations and provide information about the implementation of your accommodations.

Instructors are asked to implement the accommodations they feel equipped to carry out. AccessAbility Services will implement any accommodations the instructor is not equipped to put in place (e.g., hire sign language interpreters, provide a computer for exams with assistive technology, etc).

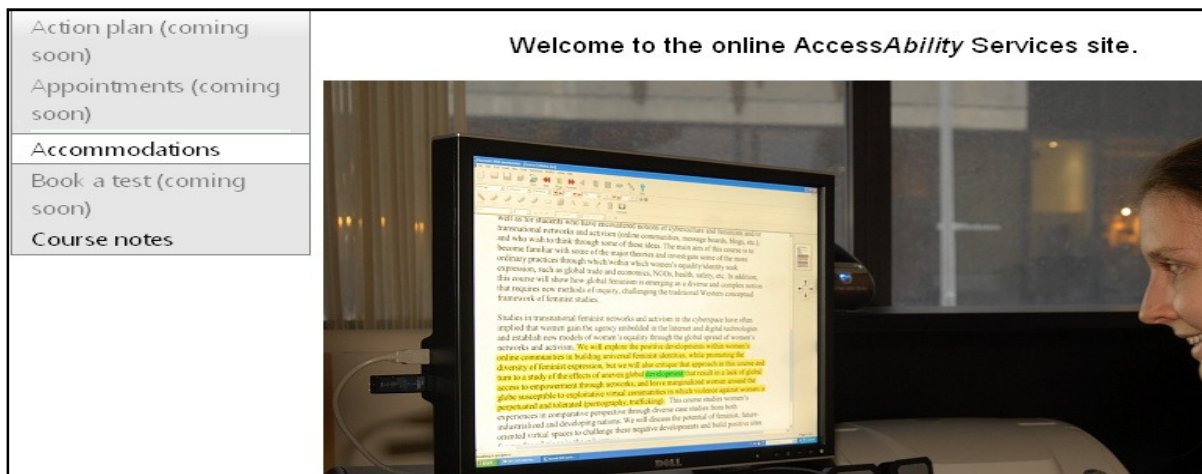
The other purpose of the letter is to assist you with introducing yourself to your instructor(s), which is the first step in establishing a good working relationship.

Please note that Letters of Introduction do not state your disability/diagnosis.

Q: How do I receive my Letter(s) of Introduction?

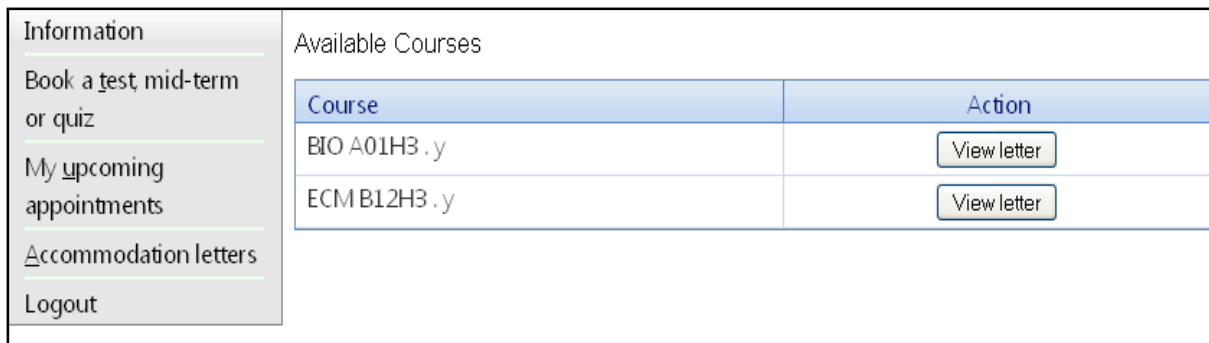
A: Your Letters of Introduction are generated through **myAIMS** at the beginning of each term. To access your letters complete the follow steps:

Step 1: Log-in to your **myAIMS** account, using your UTOR id and password, and select the **Accommodations** tab located on the left hand navigation pane.



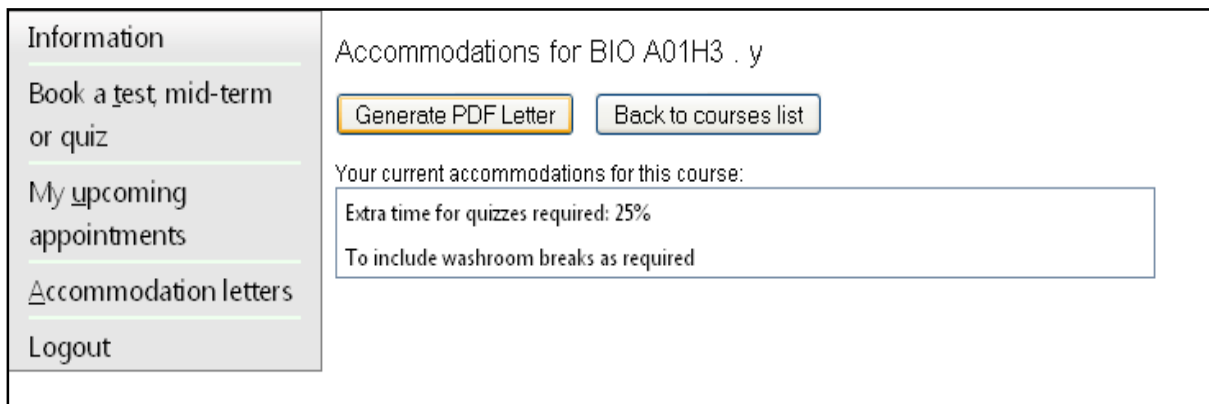
Description: Screen shot of the myAIMS main menu page.

Step 2: In the **Available Courses** list, locate the course for which you would like to access your Letter of Introduction. Click on **View letter**.



Description: Screen shot of myAIMS accommodation letter course menu page.

Step 3: Click on the **Generate PDF Letter** button to download your Letters of Introduction for each course.



Description: Screen Shot of myAIMS viewing and generating PDF Letters of Introduction page.

If you experience any trouble, or require assistance to access your Letters of Introduction, contact AccessAbility Services. We are more than happy to assist you.

Q: What do I do with my Letter(s) of Introduction?

A: It is your responsibility to print your letters and deliver them to your instructors during the first two weeks of classes. We recommend you deliver these to your instructors during their office hours.

Instructors need advance notice in order to make arrangements for accommodations. Late delivery of your letters may impact the Instructor's, and/or our office's, ability to deliver your accommodations in a timely manner.

We highly recommend that you contact your instructor via email in advance of the first day of class and arrange a time to deliver the letters. We encourage you to arrange a meeting during office hours in order to provide ample opportunity to discuss your needs and to ensure privacy.

Be prepared to briefly explain how your disability may affect your course participation, if applicable. Where required, you should also develop a plan for implementing your accommodations (e.g., how to obtain the reading list in advance; permission to tape-record lecture; if the disability affects oral presentations, what alternative can be arranged; if FM System will need to be used in lectures, etc.).

Instructors are requested not to ask about the nature of your disability, however it is important to decide ahead of time how you would respond to the question should it be asked. Please speak to your consultant if you are unsure about how to respond to questions that you feel uncomfortable answering (see the "Confidentiality and Disclosure of Disability" section for more information).

If you are not comfortable approaching your instructor please feel free to speak to your Consultant or the front desk staff.
Other arrangements can be made to inform your instructor about your needs.

Q: Am I required to use the services and accommodations available to me?

A: No. Your accommodations are designed to meet your disability related needs, but those needs may vary depending upon the format of your course. As such, you may find that there are times when you choose not to use the available supports. In these cases, we strongly encourage you to speak to your consultant about your decision.

It is important to note that, when you choose not to use the services and accommodations provided, we *may* not be able to support a request for special consideration arising from your choice.

Example #1: Your accommodations include extra time for exams, and you choose not to use the service. You run out of time while writing your exam and want to request a rewrite. AccessAbility Services will not be able to support this request.

Example #2: Your consultant has recommended that you reduce your course load, but you choose to maintain your current schedule. You realize after the course drop date that your GPA is at risk and decide to petition for a late withdrawal. AccessAbility Services may not be able to support this petition request.

Confidentiality and Disclosure of Disability

Confidentiality of information is the foundation of an effective service for students with disabilities. *AccessAbility Services* believes that this practice generates a student's trust and confidence; it is also our legal responsibility.

Information provided to *AccessAbility Services* is protected in accordance with the Ontario Human Rights Code and the Freedom of Information and Protection of Privacy Act. Personal information provided to us cannot be used, or disclosed to others, without the student's written consent, except where required by law.

Confidentiality also extends to student transcripts. Any student who has utilized the service will **not be identified on their transcript** as receiving accommodations.

Q: Do I have to disclose my disability to the instructor?

A: No, you are not required to disclose the nature of your disability, or health consideration, to your instructor.

The issue of whether or not to disclose is very personal. Before choosing to disclose, it is important that you:

- Feel comfortable with your diagnosis
- Understand your diagnosis
- Understand your strengths, challenges, and needs

Instructors often appreciate knowing about your circumstances. Sharing this information can facilitate problem solving if you experience difficulties later on in the term, and also gives the Instructor the opportunity to offer assistance which could be valuable to you (e.g., one-on-one help, additional resources, names of tutors, etc.) Please discuss this important decision with your primary consultant if you are unsure about what to do.

Should you decide to disclose to your instructor, please remember that s/he cannot be expected to know everything about the impact of a disability on your life (e.g., transportation, accommodations, assistive devices/technology, study requirements, etc). Therefore, it is helpful to be concise, organized, and comfortable with your presentation of this information. It is also important to communicate with the instructor throughout the term should any problems arise.

Duties and Responsibilities in the Accommodation Process

Q: What are my responsibilities as a student with a disability?

A: In *Policy & Guidelines on Disability and the Duty to Accommodate*, the Ontario Human Rights Commission (OHRC) has noted specific responsibilities of persons with disabilities.

These include, but are not limited to, the following:

- Advise the accommodation provider of their disability
- Make needs known and provide information to the accommodation provider as needed
- Participate in discussions regarding possible accommodations
- Work with the accommodation provider on an ongoing basis

We also expect students to:

- Meet with *AccessAbility Services* staff before the school session begins in order to avoid delays in the delivery of service
- Communicate accommodation needs and work with staff to identify solutions and appropriate courses of action
- Take ownership of accommodations and services
- Self-monitor the effectiveness of accommodations and other services and communicate with *AccessAbility Services* staff about this throughout the school session
- Check their university email account regularly for updates and communication from our office
- Read the U of T Scarborough calendar to become aware of all deadlines (e.g., dropping/adding courses, submitting petitions, etc.)
- Keep us informed of any changes to your personal contact information (e.g., address, email address, phone number, etc) and course information. Use the online forms or fill in the forms available in the office to notify us of the changes.

Your accommodations are based on your disability related needs and should not be misused (e.g., you indicate you were late for an exam because you used the extra time to study). If such a pattern does arise, your *AccessAbility Services* consultant will meet with you to discuss your accommodations.

Q: What are the responsibilities of AccessAbility Services Staff?

A: In *Policy & Guidelines on Disability and the Duty to Accommodate*, the OHRC has noted specific responsibilities of service providers. These include but are not limited to the following:

- Accept student requests for accommodation in good faith, unless there are legitimate reasons for acting otherwise
- Seek expert opinion or advice when needed
- Take an active role in ensuring that alternative approaches and possible accommodation solutions are investigated
- Keep a record of accommodation requests and action taken
- Maintain confidentiality

Q: What are the responsibilities of instructors?

A: Like AccessAbility Services staff, instructors are required to:

- Know which student is requesting academic accommodations, and what accommodations are required for coursework supports
- Accept student requests for accommodation in good faith, unless there are legitimate reasons for acting otherwise
- Maintain confidentiality

Q: What should I do if I have a conflict with or concern about AccessAbility Services?

A: If you have a concern with AccessAbility Services, you should first try to resolve it by speaking to your Consultant or contacting the Director of the service, Tina Doyle, at (416) 287-7553 or doyle@utsc.utoronto.ca. If your concern remains unresolved after taking these steps, you may contact the Dean of Student Affairs. The next step is to contact the Vice-President and Principal.

Q: What if I am unclear about my responsibilities or what I need to do?

A: We strongly advise that you contact AccessAbility Services staff if you...

- Are unsure at any point about what to do next
- Need clarification on any of our processes, services, or accommodations
- Feel that the accommodations and services are not meeting your needs
- Are not receiving the accommodations and services that you and your consultant discussed
- Have any other questions or concerns

For more details and the complete list of responsibilities visit:

www.ohrc.on.ca/en/resources/Policies/PolicyDisAccom2

Taking Courses at Other U of T Campuses

Q: How do I receive my accommodations on another U of T campus?

A: In order to receive services and supports at another U of T campus, you must notify our office so we can forward your accommodation information to the appropriate office.

To implement your accommodations on another campus you must:

1. Submit the **Taking Courses at Other U of T Campuses Form** to our office. This form can be found in the *AccessAbility Services* office or you can download it at www.utsc.utoronto.ca/ability/forms/#courseinfo. Once *AccessAbility Services* receives this form from you, your accommodations will be faxed to the office of the applicable campus.
2. Call the appropriate office to book an appointment (see contact information at the end of this section).

Q: Do I need to meet with an AccessAbility Consultant at St. George or U of T Mississauga campus?

A: Yes. Each UofT campus is unique. As such, procedures for receiving accommodations on each campus may vary. You must schedule an appointment with a consultant on the campus in which you are taking the course to ensure that you are familiar with their procedures.

If you have specific course concerns, discuss this with the consultant at the campus where the course is taking place. She/he will be more familiar with the campus and faculty.

Q: Do I provide my documentation to the St. George or Mississauga disability office?

A: No. Our office will keep your documentation on file.

Q: Who do I speak to if I need to change my accommodations while taking a course at another campus?

A: You are to contact your *AccessAbility Services'* consultant at your home campus, U of T Scarborough, to discuss potential changes in accommodation. All updates and/or changes will then be communicated to your consultant at the other disability office.

Q: Who do I speak to if I need to submit a disability related bursary (e.g., OSAP)?

A: You are to contact your *AccessAbility* Services' consultant at your home campus, U of T Scarborough, to discuss submitting a disability-related bursary.

Q: When taking courses at St. George or U of T Mississauga, which deadlines do I adhere to?

A: It is very important to note that even though you may be taking a course at another campus, you must still adhere to the academic and financial deadlines at U of T Scarborough. If you have questions, please speak to the Registrar's Office at U of T Scarborough.

Q: How do I contact the Office for Students with Disabilities (OSD) at the other U of T campuses?

A: St. George Accessibility Services has 2 locations:

Email: disability.services@utoronto.ca

Website: <http://www.accessibility.utoronto.ca/index.htm>

Robarts Library – LD Unit

130 St. George Street (1st Floor)

Toronto, Ontario M5T 3H1

(ground entrance off St. George – North end of building next to ATRC)

Telephone (Voice) (416) 978-8060

TTY (416) 978-1902

Fax (416) 978-8246

215 Huron Street

9th Floor, Room 939

Toronto, ON M5S 1A2

(just north of College Street)

Voice: (416) 978-7677

TTY: (416) 978-1902

Fax: (416) 978-5729

U of T Mississauga *AccessAbility* Resource Centre

Email: aarc@utm.utoronto.ca

Website: www.utm.utoronto.ca/access

3359 Mississauga Rd. N.,

Room 1113, South Building

Mississauga, Ontario L5L 1C6

Voice/TTY: (905) 569-4699

Fax (905) 569-4366

U of T Scarborough Students in Joint Programs at Centennial College

While you are enrolled in a joint program, you are a member of student societies at both institutions and **you may access student services and use facilities at either campus**. During sessions in which you are taking Centennial courses, you will receive a Centennial College student card in addition to your University of Toronto student card.

Q: Will I receive accommodations at Centennial College?

A: The Centennial College Office for Students with Disabilities (OSD) will need to identify appropriate accommodations based on your disability related needs and the Centennial course requirements. In order to facilitate the accommodation process, it is recommended that you:

1. Notify your *AccessAbility Services*' consultant at U of T Scarborough that you are taking courses at Centennial College as part of a joint program. This can be done in-person, by phone or email. The Consultant will prepare a letter for you outlining the accommodations that you receive.
2. Book an appointment with the OSD at Centennial College.
3. Pick up the letter from *AccessAbility Services* and take it with you to your appointment at Centennial College.

Q: Do I need to meet with a consultant at Centennial College?

A: Yes. To implement your accommodations, you need to schedule an appointment with a consultant at Centennial College (please see next page for contact information). You must book the appointment to discuss your disability related needs based on your current course(s) and Centennial's procedures for receiving accommodations.

Q: Do I provide disability related documentation to Centennial College?

A: Yes. Please speak to the OSD at Centennial regarding their requirements for documentation.

Q: Who do I speak to if I need to change my accommodations while taking courses at Centennial College?

A: You will need to speak to your Consultant at the Centennial OSD for any accommodation requests related to Centennial Courses.

Q: Who do I speak to if I need to submit a disability related bursary (e.g., OSAP)?

A: Since UofT will continue to administer all financial aid matters while you attend a Joint Program, you are to contact your *AccessAbility Services'* consultant at U of T Scarborough to discuss a disability related bursary.

Q: When taking courses at Centennial College, which deadlines (academic and financial) deadlines do I adhere to?

A: It is very important to note that even though you may be taking a course at Centennial, you must still adhere to specific academic and financial deadlines at U of T Scarborough (e.g., the course add and drop dates for U of T Scarborough, as published in the U of T Scarborough calendar, will also apply to your Centennial courses.) If you have questions, please speak to the Registrar's Office at U of T Scarborough.

Q: How do I contact the Centre for Students with Disabilities at Centennial College?

A: The Centennial HP Science and Technology Centre

Email: csd@centennialcollege.ca

Website: www.centennialcollege.ca/csd

755 Morningside Avenue

Room 190 (First floor, just right of the Learning and Resource Centre).

Toronto, ON, M1C 5J9

Tel: (416) 289-5000, ext. 8025