

Student Manual

AccessAbility Services
University of Toronto
Scarborough

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GENERAL INFORMATION

myAIMS (my 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 Accommodation
- Access and manage your Peer Note Taking accommodations
- Request, confirm and cancel quiz, test, or exam accommodations online
- View your appointments and test/exam schedules online

You will gain access to myAIMS once your accommodations are approved and you login using your UTORid. This guide outlines how you access your services through myAIMS.

Communication with Service

AccessAbility Services primarily communicates with you via your University of Toronto email. We will send periodic emails with announcements, events, and deadlines relating to your accommodations. We will also push some communication through this app. Please ensure that you read these notifications thoroughly as they are intended to provide you with valuable information (e.g., reminders) and tips.

For security purposes, you are required to provide your official UofT 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.

UTSC Student Experience App

UTSC Student Experience App is the official student app from the Office of Student Experience & Wellbeing at the University of Toronto Scarborough. A convenient way to stay connected with your friends, student services and the campus community from the palm of your hand.

- Access your student services on the go.
- Connect with your campus events.
- Engage with exclusive content.

<http://www.utsc.utoronto.ca/studentaffairs/utsc-student-experience-app>

The app provides one click access to the UTSC campus map, TTC bus tracking, course descriptions, course timetable, lab availability, directory and YouTube channel.

Appointments

BOOKING APPOINTMENTS

Please contact the front desk at Tel/TTY 416-287-7560 or at ability.utsc@utoronto.ca to book an appointments with your Disability Consultant.

You will attend appointments with your Disability Consultant to discuss your disability related needs, accommodations, and other related issues.

Your Consultant will speak to you about your individual needs and will make recommendations regarding frequency of appointments.

CANCELLING APPOINTMENTS

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

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

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 Disability Consultant about your needs.

LATE ARRIVALS

If you are going to be late for your appointment, 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 may be required to reschedule your appointment if you are more than 15 minutes late.

Renewing Your Accommodations

You are required to connect periodically with your Disability Consultants in order to renew your services and accommodations. These services and accommodations **are put in place for a specified length of time (up to one year)**. You must book a renewal appointment in advance of your accommodation expiration date in order to discuss your services in the context of your current disability and academic needs.

Documentation

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** at your renewal appointment, depending on the nature of your disability related needs, or if the original documentation is outdated. In this case, you and your Consultant will discuss next steps for having it updated.

Taking Courses at Other University of Toronto Campuses

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.

Each UofT campus is unique. As such, procedures for receiving accommodations for 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.

To implement your accommodations on another campus you must:

STEP 1: Submit the **Taking Courses at Other U of T Campuses Form** to our office. This form can be found download from the AccessAbility Services website. Once AccessAbility Services receives this form from you, your accommodations will be forwarded to the office of the applicable campus

STEP 2: Call the appropriate office to book an appointment (see contact information at the end of this section).

ACCOMMODATIONS

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.

However, if you would like changes to your accommodations you must speak to your home campus Disability Consultant (UTSC students taking a course at St. George speak to their UTSC Disability Consultant, St. George student taking UTSC course should speak to their Counsellor at St. George, etc.).

FINANCIAL AID

You should speak with your home campus Financial Aid office and primary consultant for any disability-related funding (e.g. OSAP BSWD).

DOCUMENTATION

You are not required to re-submit medical documentation to other campus disability offices. Your documentation will be kept on file at your home campus. If you wish to discuss potential changes to your accommodations, you should contact your home campus disability services office. All updates and changes will then be communicated to the other disability office.

DEADLINES

The academic calendar is different on each campus so you must ensure that you comply with the accommodation request deadlines on the campus you are taking a course at. For example, due to the differing campus dates for when final exams are held each campus has a different deadline to submit final exam accommodation requests

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 of your home campus. If you have questions please speak to the Registrar's Office at UTSC.

CONTACTS

AccessAbility Resource Center, UofT Mississauga

General Inquiry Tel: 905-569-4699

Fax: 905-569-4366

Web: <http://www.utm.utoronto.ca/accessability>

Email: access.utm@utoronto.ca

3359 Mississauga Rd. N.,
Room 2037, Davis Building
Mississauga, ON L5L1C6

Accessibility Services, UofT St. George

General Inquiry Tel: 416-978-8060 Fax: 416-978-5729

Email: accessibility.services@utoronto.ca
Web: <http://www.accessibility.utoronto.ca>
455 Spadina Avenue, 4th Floor, Suite 400
(Just north of College Street)
Toronto, ON M5S 2G8

Web Pages

[UTM AccessAbility Resource Centre http://www.utm.utoronto.ca/accessibility](http://www.utm.utoronto.ca/accessibility)

[St. George Accessibility Services http://www.accessibility.utoronto.ca](http://www.accessibility.utoronto.ca)

Note taking

Requesting Note Taking

If you are approved for note taking accommodations, and wish to receive notes for your courses, you must register online through your **myAIMS** (Accessibility Information Management System) account. You are required to register for your note taking accommodations prior to the beginning of the academic session, or as soon as you register with the service.

Failure to submit your note taking requests by the proposed timeline may impact our ability to implement the accommodations in a timely manner.

You may access your note taking accommodations by completing the following steps:

STEP 1: Visit the AccessAbility Services' website: www.utsc.utoronto.ca/ability you will find a link for **myAims** in the top right corner of our web page. To **register online at myAIMS** log-in using your UTORid and password.

STEP 2: To **enable note taking** click on **Manage my Notetaking** located on top ribbon select **Courses/Notes** You will see a table listing your courses followed by three columns.

Under the column "**I require a note taker**" you have the option to leave the default setting as "**No**" or click "**change this**", to switch your preference to "**Yes**" and enable note taking for the specific courses you require. If you have the option to select a note taker and they have sample notes you may choose that note taker. If

no note takers are available at this time, please proceed to Step 3.

STEP 3: Once you have enabled note taking for your courses, You may contact the AccessAbility Services office to **receive a Note Taking Package**. Deliver this package to your instructor immediately in order for him or her to make an in-class announcement to recruit note takers.

Web Pages

[myAIMS \(my AccessAbility Information Management System\)](#)

Recruiting a Note taker

Note takers are recruited in one of the following ways:

IN-CLASS: Deliver your **Note Taking Package** to your instructor. This package includes a letter asking your instructor to make a recruitment announcement in class. Please ask your instructor to read the package, and indicate that you require a peer note taker for his/her class.

NOTE: If there are no note takers available for your course **one week after** your Instructor's announcement, you must inform AccessAbility Services. We will schedule an Outreach Team Member to make an additional in-class announcement to recruit note takers.

INTRANET: Course specific announcements are posted by AccessAbility Services on the university Intranet.

SELF-RECRUITMENT: This method is recommended for those who feel comfortable approaching a peer or friend in class to be a note taker.

DISPLAY BOOTHS: Our Outreach Team assists us in leading display booths to inform students of volunteer opportunities and encourage students to sign-up as peer note takers.

The note taking package contains the following information:

- A letter to the instructor outlining the steps he/she needs to take to recruit note takers using the in class method.
- A scripted in class announcement that the professor can read to recruit note takers in class.
- Registration information cards to hand out to potential volunteer note takers.

We recommend you deliver the package during your professor's office hours or at the beginning of the class. Please note you can also email the electronic package to your professor. Do not delay delivering your Note Taking Packages as this could impact the length of time it takes to obtain your note taking accommodations.

If you are taking an online course, the note taking package is also available online at

http://www.utsc.utoronto.ca/~ability/faculty_accommodate_notetaking.html

You can email this package to your professor and request that they make an announcement to the class via email or Quercus.

If your professor has not made an announcement after you have provided the note taking package, please contact them via email to follow up and remind him/her to make the in class announcement.

If the announcement is not made during the next lecture, **please notify AccessAbility Services immediately.**

Selecting a Note taker

You are responsible for checking your online **myAIMS** account frequently. We recommend that you log-in **at least once per week** to check the status of your account. Once there are note takers available, you will see a button prompting you to **select a note taker**.

Note: If you do not have any note takers available within one week of hearing your Instructor's in-class announcement, please notify AccessAbility Services. We will implement additional methods to recruit note takers for this course. Please ensure that you keep us informed in order for us to assist you in the best way that we can.

SAMPLE NOTES

As part of the registration process, Volunteer Note Takers are asked to upload sample copies of their notes.

When you click the button "**Choose this note taker**" you will be shown a list of note takers and a link called

"Check sample notes".

If you click the link to **View sample notes** and there are **NO sample notes** to view, please contact AccessAbility Services immediately. We will contact the note takers and request that they upload sample notes as soon as possible. **It is your responsibility to inform us and follow-up frequently to ensure your accommodations are provided in a timely manner.**

Important: If you are taking a course that has two course codes, note takers may be available under one course code and not the other. If you are registered in a course which has two course codes please notify the front desk. If there are note takers available for the course code which you are not registered for then staff will have to

manually assign you to a note taker of your choosing from the other course code.

We recommend that you select a note taker based on the content, clarity, and style of the sample notes.

After viewing the sample notes choose a volunteer note taker. Please be advised that you will still have the option to select a note taker even if there are no sample notes available. We do not recommend this option. It is best to view samples of the notes and ensure that they will meet your note taking needs.

When a note taker has been selected, they will be notified by email and asked to upload all notes for the class to date. Please give the note taker one week after they have been chosen to upload course notes. After the first week note takers will upload a copy of their notes within 24 hours of each lecture.

Please note: You need to select a note taker in order for the note taker to continue uploading notes. If you do not select a note taker you will only see up to 3 sets of sample notes.

Viewing and downloading notes

Once you have chosen your note taker, your notes can be accessed through your online myAIMS account. When notes are uploaded by your note taker, you will be able to view them by clicking the Notes button in the column "My lecture notes".

Here you can view and download course notes by clicking on View notes.

Important: Note files will be provided in either PDF or MS Word format. We strongly encourage you to download these notes and keep a back-up copy on your computer, as well as a printed hard copy. This will ensure you can access your notes at all times, even in the event of a network failure, or if your computer crashes.

Missing Notes

It is your responsibility to check your online myAIMS account frequently. You are required to follow up with AccessAbility Services within 1 week of the lecture for which you are missing notes. If you do not see lecture notes available online within 1 week of your lecture, please notify AccessAbility Services with the applicable course code, lecture section and lecture dates of the notes missing.

You may do so via e-mail at notetaking.uts@utoronto.ca, or by phone at (416) 208-2662 / (416) 287-7560 (Tel/TTY). Please provide AccessAbility Services with the applicable course code, lecture section and lecture dates of the missing notes.

Please remember that you are provided with notes for disability-related reasons. If you are not checking for notes after a few weeks it may indicate that you do not require this accommodation for the course.

If you have not notified AccessAbility Services about the missing notes for more than 3 weeks following the applicable lecture we may not be able to follow-up or assist you, in retrieving notes for those lectures.

Your Responsibilities

COURSE CONFLICTS

Do not enroll in courses with meeting times that conflict!

- Students who knowingly enroll in courses that conflict should not expect that a section change will be approved by the professor at a later date.
- Students should not expect special consideration if they choose to remain in courses that conflict. This includes requesting note taking accommodations in both courses. The service will not set up note taking accommodations for two courses which are running at the same time. This is a conflict and you are expected to correct this.

ATTENDING CLASSES

You are expected to attend lectures. Receipt of volunteer notes is not the equivalent of attending class. Your note taking accommodations are designed to supplement your own notes and/or enhance your understanding of the material covered during lecture.

Note taking accommodations are approved when the impact of your disability may negatively affect your ability to take sufficient notes during lectures and tutorials. The purpose of receiving peer notes is to provide you with an accurate, complete set of notes, should you have difficulty doing this yourself due to concentration difficulties, information processing difficulties, difficulties with writing, etc.

Attending class provides you with a context for the notes, and allows you to determine what content is more important. When you choose not to attend your lecture, you risk the reputation of the note taking program and deter volunteers from supplying a copy of their notes. Frequent non-disability-related absences will initiate a suspension of service for the course until you meet with your consultant to review your accommodation needs and applicable procedures.

CHECKING MYAIMS

During the academic term, **you should be checking your myAIMS account at least once per week** and following up on any issues or difficulty with AccessAbility Services in a timely manner.

Learning takes place throughout the entire semester. As such, you need to access

your peer notes on a regular basis to review and facilitate your learning process. Failing to access your notes on a regular basis may suggest that you do not require this accommodation.

We do recognize that there may be extenuating disability-related circumstances that may prevent you from accessing your myAIMS account. If this is the case, then please speak to your Disability Consultant immediately. An exception to this policy will be taken into consideration if there are extenuating circumstances (e.g., hospitalization).

CHANGES TO YOUR TIMETABLE

Your online myAIMS account is synced with your ACORN timetable. If your courses appear in ACORN, they will also appear in your myAIMS account. Please note that the changes that you make on ACORN are reflected on myAIMS within 24-48 hours of the time that you made your change.

If you have added a course and you require note taking, you must also log-in to myAIMS to request note taking, changing the default setting of "NO" to "YES" if you require note taking for the course. You must follow the steps to ensure a note taker is recruited for this course.

If a course you have added appears on ACORN but not in your myAIMS account within 48 hours, inform AccessAbility Services immediately.

If you no longer require note taking for a course, please Log-in to your online myAIMS account and change the "I require a note taker" status from "YES" to "NO" for the applicable course.

IMPORTANT DATES

It is your responsibility to be familiar with expectations for course components such as assignments and exams. If your note taker has provided information in the notes about due dates or expectations for course components, it is your responsibility to check with the professor or Blackboard to ensure this information is accurate.

SHARING NOTES

You are **not** permitted to share your notes with peers.

AccessAbility Services has obtained permission from the note taker to provide their lecture notes to students with disabilities who require this as an academic support. Providing notes to other students without the note taker's consent is in violation of the agreement with the note taker, against AccessAbility Services' policies and regulations, and can endanger the reputation of our services. If you are found sharing the notes with peers, you must meet with a Disability Consultant to review your responsibility in the accommodation process and your accommodation will be re-assessed.

Note Taking Confidentiality

Note takers will only be informed that one or more students require their notes for a course.

Note takers are **not** provided with information such as student names, reason notes are required, student numbers or email addresses.

TESTS/QUIZZES/EXAMS PROCESS

SUBMITTING QUIZ/TEST/EXAM REQUEST

In order to schedule a test/quiz/exam with *AccessAbility* Services, you must first know the date, time and duration of the test/quiz/exam as it applies for the class. You will use the Test/Exam module of *myAIMS* to submit your request online.

It is important that requests for tests/quizzes be made at least 14 days before the date of your test/quiz.

Final Exam accommodation requests are to be submitted before the published Final Exam deadline dates.

BOOKING A TEST/EXAM/QUIZ WITH MYAIMS

Step 1: Go to the *myAIMS* page of the *AccessAbility* Services website at <http://www.utsc.utoronto.ca/ability/myaims.html>.

Step 2: Log-in to *myAIMS* using your UTORid and password.

Step 3: On the left side panel of the Welcome page, click on "Book a Test/Final Exam."

Step 4: Click on "Schedule a test, mid-term or quiz" on the left side panel of the web page. For finals, you will need to click "Schedule a final exam" which is also located in the same panel.

Step 5: Follow the prompts to complete the components of the web module marked on the left side of the screen. This includes:

SELECT COURSE: select your course from the drop down list.

CLASS TEST DATE AND TIME: Input the date, time and duration of your test as indicated by your instructor by clicking on the icons (calendar, clock and time-slider) to the right of each box.

Note: the 'Class test duration' box must be filled in using minutes. Please note that the date and time of your final exams will already be listed. This information has been obtained from the master final exam schedule from the Registrar's Office.

CONFIRM INSTRUCTOR INFORMATION: Verify your instructor's name and email address. Please note if you input any change to either the Instructor name or email address, the Exam Office will be notified for verification purposes.

CHOOSE ACCOMMODATIONS: A list will be provided of the accommodations that have already been approved for you by your Consultant. If you do not want an accommodation, uncheck the box. By using the buttons below the accommodation list, you can also select "Check all" accommodations or "Check none."

Note: If you uncheck the accommodations you will not receive them during the test/quiz/exam so be careful when you are checking all/none of the accommodations.

ADDITIONAL REQUIREMENTS: Indicate any conflicts you will have for the test/quiz/exam (e.g. two tests on the same day back to back). Ensure you scroll all the way to the end of the page.

Select your test time

Confirm and complete: Review and confirm the details of your booking. Click 'Finish' to complete your test/quiz/exam request.

Important: Make sure you click 'Next' and proceed to **STEP 7 (Confirm and complete)**. Not completing **STEP 7** will result in an incomplete test/quiz/exam request.

You must click on the checkbox in front of "*I acknowledge that the information I am submitting is correct to the best of my knowledge*"; if this is not clicked you will receive an error message.

After clicking 'Finish' you will see a message reminding you to log on to check your scheduled test/quiz/exam time and location three days before the date of the test/quiz/exam.

BOOKING A TEST/EXAM/QUIZ LESS THAN 14 DAYS AWAY

When making accommodation requests, students have a responsibility to give the university ample time to ensure that accommodations will be available when needed. This includes meeting posted deadlines. However, if students have a test/exam scheduled less than 14 days away, they are still able to submit an accommodation request. To submit a late accommodation request, submit a [Late Request for Quiz/Test/Exam Accommodation](#) form. This form is available on our website, [online forms page](#).

Completed online forms can be emailed to accessexams.utscc@utoronto.ca for submission.

Though *AccessAbility* Services make every effort to accommodate, students submitting late request forms are expected to be prepared to write with their class unless they receive notification from the office that accommodations have been arranged.

NOTE ABOUT UTSC FINAL EXAMINATION SCHEDULES

Final examination schedules are posted on the web at: <https://www.utscc.utoronto.ca/registrar/examination-schedule> as soon as they are finalized. The date of posting is normally no later than:

August examination period: Mid-July

December examination period: Mid-November

April examination period: Mid-March

Note: Final examinations (including deferred examinations) and term tests may be held on any day of the week. Every effort will be made to avoid scheduling them on Sundays. However, UTSC reserves the right to do so if necessary.

Once the final examination module is opened on myAIMS, an email will be sent to all *AccessAbility* students notifying them that they are able to schedule their final exams on myAIMS.

Web Pages

Final Exam Schedule (Registrar's Posted Schedule)

www.utscc.utoronto.ca/registrar/examination-schedule

[myAIMS](#)

Checking and Confirming Your Test and Exam Requests

CHECKING YOUR REQUEST

On the myAIMS welcome page, click on "View my Appointments."

Remember:

- Under Date/time you will see the class date and time, NOT your scheduled date and start time.
- You will be able to see your actual test/quiz/exam date, time, and location 3 days before the test/quiz/exam. You will be prompted by email to login and view your booking at this time.

VIEWING THE TIME AND LOCATION OF TEST/EXAM/QUIZ

You must log in to myAIMS three (3) days before the date of the test/quiz/exam to view your accommodated start time and writing location, if applicable.

Quizzes/Tests/Exams are scheduled to overlap with the first 30 minutes of the class' scheduled time. However, if you are writing with extra time you may start before, and/or end after, your class. It is essential that you view the "My upcoming events" section of myAIMS as start times may differ from the classes scheduled start time.

Due to a glitch on myAIMS, the status will always be shown as "Tentative". However, students are able to login and view their start time and test room. Not being able to confirm **will not** affect a student's confirmed status to write with *AccessAbility Services*.

REMEMBER: You will only be able to see your accurate test/quiz/exam date, time, and location 3 business days before the test/quiz/exam. Prior to this you will only see the class date and time, **NOT** your scheduled date and start time.

Cancelling or Missing Test/Exam

Terms Tests: Where you missed a quiz/test for disability-related reasons you are encouraged to notify your instructor and speak with your Disability Consultant. If the reason is not disability related, you must speak directly with your instructor. You must go on to myAIMS to cancel your test/exam. If you have any problems with the online cancellation notify AccessAbility Services at accessexams.uts@utoronto.ca.

Final Exams – If you are unable to write your final examination(s):

Students are expected to write their final exams at the end of their courses.

Occasionally, students encounter circumstances where it is absolutely impossible for them to do this. If you are ill or other circumstances prevent you from attending a final exam(s), you will need to:

- If possible, please go onto myAIMS to cancel your exam if you will not be writing.
- Petition to defer the final exam.

If you are unable to write your exam due to disability-related reasons, please inform your Consultant before submitting your petition. Indicate on your petition documentation that you are registered with *AccessAbility* Services and you give your consent for *Access Ability* Service to communicate with the Registrar's office directly in regards to your petition.

You are strongly advised, before missing an examination, to discuss the possible consequences of deferring an examination with your Disability Consultant or an Academic Advisor and to consider doing so only in the case of illness or other truly extenuating circumstances. You may be placing yourself at a disadvantage by writing an examination long after the course has finished. If you missed the exam for disability-related reasons please book an appointment to discuss this with your Disability Consultant.

Emergency Examination Cancellation by the University

In the event of an emergency that results in the University cancelling or rescheduling examinations (e.g., due to weather), please refer to the Registrars website for further instructions.

Procedure for Cancellation of Classes and/or University Closure Due to Adverse Weather Conditions: <http://www.provost.utoronto.ca/policy/snowclosure.htm>.

Please check UTSC's Campus Status page for updates
<http://www.utsc.utoronto.ca/home/campus-status-and-announcements>.

Updates will also be posted on UTSC social media channels:

twitter.com/utsc

[Facebook](#)

and on the Information line: 416-287-7026.

Website:

[UTSC Severe Weather Guidelines](#)

Make-up Tests and Deferred Final Exams

MAKE-UP TESTS/QUIZZES

Once an instructor offers a make-up test/quiz, you must complete and submit a [Rescheduling of Test -Notification form](#).

DEFERRED EXAMS

For final exams, you must petition to defer through e-service. When a petition is granted for deferred exams, students requesting exam accommodations should complete the deferred exam form and submit it to the department as soon as the

petition is approved.

Note to students in the joint program

Extensions or other special consideration for term tests or term work are at the discretion of your instructor and Centennial College. If you are making a request such as for a deferred final examination or late withdrawal from the course after the final drop date, you must follow the petition procedure outlined in the UTSC calendar. Such requests should not be taken up directly at Centennial.

Websites

[Rescheduling and Deferred exam forms](#)

[Missed Final Exam - Registrar's Office](#)

Pop/random quizzes

If an instructor announces that there will be Pop/random Quizzes in your class you will not be able to request these quizzes on myAIMS. Instead, please email accessexams.utsc@utoronto.ca the following information:

- Purpose of your email (Require accommodations for Pop/random Quizzes)
- Details about the course (Course Code, Contact Info for Professor, time of the quizzes)
- Other important details (the class will have the pop quiz at the beginning or end of the tutorial session)

The Exam office staff will contact you directly with the specific arrangements that will be made for your specific course.

Day of the Test/Exam - Arriving and Signing in

You should arrive at the test location a minimum of 10 minutes before your scheduled start time. The Invigilator will ask you to show your T-card and sign the **Test/Exam Data Sheet** before you can commence writing. The Test/Exam Data Sheet outlines all the information about your exam, including your accommodations.

You are required to:

- Verify your test accommodations
- Check your start time on the Data Sheet
- Check the time to stop writing
- Note what aids are allowed
- Sign the agreement at the bottom of the data sheet confirming your understanding of the approved accommodations, duration, and authorized aids.

Requesting Accommodation for Online Tests/Quizzes/Exams written from home

Students requesting accommodations for online assessments (including mTuner assessments for PSYA01 and PSYA02) should send an email (from their UToronto account) to accessexams.utsc@utoronto.ca with the following information:

- Subject - Request for [Name of Online Test e.g., mTuner] accommodation
- Course Code, lecture section, Professor name
- Consent statement: "I give permission for the AccessAbility Services Office to forward my name, student number and any relevant accommodation information to the course instructor and any outside party that is directly involved in the development and/or administration of the online tests."

Course and Test/Exam Conflicts

COURSE CONFLICTS

Do not enroll in courses with meeting times that conflict!

Students who knowingly enroll in courses that conflict should not expect that a section change will be approved by the professor at a later date.

- **Students should not expect special consideration if they choose to remain in courses that conflict. This includes requesting to move tests/exams if they are scheduled at the same time as courses that conflict. This is a conflict and you are expected to correct this in your timetable. We will not move conflicting exams if it is a result of you choosing to register in two courses at the same time.**
- This principle also applies to **registering for courses between campuses**. You need to create a schedule to allow you to get between campuses. For example, if you have a UTSC course Mondays 9-11am and a St. George course Mondays 11am - 1pm and you miss tests at St. George because you cannot get there on time we will not accommodate your missed tests. This is not the result of disability-related need. This is a result of schedule planning on your part. You must consider travel time when planning your course schedule.

TEST/EXAM CONFLICTS TESTS/MIDTERMS/QUIZZES: If you have been scheduled to write two tests/quizzes/exams at the same time (other than the

situation described above resulting from a timetable conflict), you should note this scheduling concern on the Additional Requirements page of the myAIMS module. In most cases, arrangements will be made for you to write both tests/exams on the same day, with a supervised break between exams unless your accommodations state otherwise.

FINAL EXAMS: If you are scheduled to write two examinations at the same time, you should report the conflict on your Registrar's Office eService (This includes direct conflicts with UTM or UT St. George Final Exams). You must also report that you will be writing the final exam with AccessAbility Services on eService.

When registering to write the exams with AccessAbility Services note this scheduling concern on the Additional Requirements page of the my AIMS module.

Web Pages

[Registrar's office final exam conflict information](#)

Religious Observance Accommodation

RELIGIOUS OBSERVANCES

It is the policy of the University of Toronto to arrange reasonable accommodation for the needs of students who observe religious holy days other than those already accommodated by ordinary scheduling and statutory holidays.

Any student whose examination timetable is in conflict with a religious observance may request special consideration by:

1. **Final exams:** Go to [eService](#) no later than **posted dates and times on the Registrar's Office website**

OR

2. **Term tests/quizzes:** Contact your course Instructor immediately to request alternate arrangements.

Next steps:

Register for your test/exam on myAIMS noting that you requested religious accommodation. Once the accommodation is granted provide AccessAbility Services with a copy of the approval.

AccessAbility Services cannot make any arrangements for disability related exam accommodations until the request is granted.

Web Pages

Questions for Professors During Tests/Exams

If you have a question about the test/quiz/exam, the Invigilator will attempt to contact the instructor for clarification. You should continue to write your test/quiz/exam while the Invigilator attempts to reach your instructor, as it could take some time. Should your instructor not be available to visit, we encourage you to write down your interpretation of the question followed by your answer.

Specific Accommodations

SCRAP PAPER

If you need scrap paper while writing the test or exam, the Invigilator will provide you with additional exam booklets for this purpose. Please note that all materials, including scrap paper, **must be handed in** at the completion of your exam.

BREAKS

The purpose of the break is to allow you time to relax, do stretching exercises, change positions, etc. The difference between extra time and break time is that the clock "stops" during break time and you must stop writing when on an authorized break. If you are authorized to have break time(s), the maximum break allowed (per hour) will be indicated on the Exam Data Sheet.

The following policies and procedures apply to taking breaks:

- You must let the Invigilator know when you want to take your break so that they can stop the clock.
- You are expected to remain at the test site for the duration of the break as you must be supervised at all times.
- During your breaks, you must turn your exam over. You are NOT allowed to write, study, or access other material or computer software during this time.
- **If you choose not to take your break**, you cannot use the time for other purposes, unless otherwise indicated on the Exam Data Sheet (i.e. you cannot use the break time to finish writing the test/exam).

WASHROOM BREAKS

You are permitted to use the washrooms within the *AccessAbility* Services exam room when necessary; however, you must notify the Invigilator that you wish to use the facilities. Please note that unless your accommodations state otherwise, the clock will not stop during the time you are using the washroom. If you are writing in one of our overflow locations, notify the room Invigilator that you need to use the washroom and they will escort you to and from the washroom.

COMPUTER ACCOMMODATIONS

If you have been authorized to use a computer, you are NOT permitted to use the

spell check, grammar check, thesaurus, or dictionary features on the computer unless these are authorized as an accommodation. Also, you are also not permitted to work in, or access, any file other than the one set-up by the Invigilator. It is the Invigilator's responsibility to have the computer set up and ready for you with the program(s) you are permitted to use (e.g. Word, Kurzweil, etc.).

You must adhere to the following guidelines when utilizing a computer during a test/quiz/exam:

- You must edit and print the finished document within the allotted time. The Invigilator will inform you when there are about 10 minutes left in your scheduled test time.
- You may print during the test under the supervision of the Invigilator if you wish to review the document on paper; however, once your allotted test time is over, no additional time will be given to make adjustments to the document. You will not be permitted to make any changes after the <u>final</u> print. All printed versions of your test/exam answers will be submitted to your instructor. You must ensure that the version you wish to be graded is clearly marked "Final Version for Grading". You are NOT permitted to take a copy of the document for yourself, nor will you be allowed to take any materials used during the course of your exams, including any crib sheets or memory aids. All materials must be given to the Invigilator at the conclusion of your exam.
- **You may only save your work to the computer desktop.** If you save your document to other drives on the computer, it will be automatically erased. The Invigilator will set up the program for you prior to your test/exam. During the test/exam, simply press the save button to save your work to the desktop. After the completion of the test/exam, your work will be printed, and the file will be erased from the desktop.
- **DO NOT attempt to use or access unauthorized files, programs, or connect to the Internet as these actions will be considered an academic offence and reported as such.**

SCRIBE ACCOMMODATION

If you are authorized to have a scribe for writing tests/exams, the scribe will type or write the answers you provide. You must instruct the scribe as to how you want to proceed with the questions (e.g., read everything first, what order you want to start in, how fast or slow to read each question). The scribe acts as your hand and/or eyes; they will not assist you with the content of the answer in any way. You must dictate your answer to the scribe and include all punctuation. Do not assume that the scribe knows how to spell technical words. It is up to you to confirm spelling with the scribe.

Exam Room Regulations

1. Although you are writing in a separate location, the exam room regulations are the same as those followed at the class test site.

2. You are advised to **arrive to the exam room at least 10 minutes before your scheduled exam start time.** In doing so, you will have time to review the Test/Exam Data Sheet and our invigilator can complete the sign in process so you can begin the test at your scheduled start time.

3. For health reasons, we require the room to be **scent-free and nut-free.** On your test day, please do not wear perfumes or other scented products, and please do not bring foods that contain nuts.

4. You are advised to read the section of the UofT Scarborough Calendar titled *Code of Behaviour on Academic Matters.*

5. As per university exam room regulations, in general, students will not be permitted to write their final exam if they arrive 15 minutes after the commencement of the class' scheduled start time.

6. No persons will be allowed in the exam room except the students writing the exam, course instructors, AccessAbility Services staff and the Invigilators supervising within our test site.

7. As per University exam policy, you must bring your photo identification cards (T-Card) with you to the exam and present it to your Invigilator.

8. Bags, books, cell phones, wallets are to be deposited in areas designated by the Invigilator. **Please remember to turn your cell phone AND cell phone alarms OFF before storing them.**

Note: The University is not responsible for personal property left in exam rooms.

9. Seating and rooms will be predetermined by the Exam Coordinator and are based on your approved accommodations. Invigilators do not have the authority to change seating within the exam space.

10. No unauthorized materials or electronic devices shall be brought into the exam room or used at an exam except those authorized by the course instructor. Unauthorized materials include, but are not limited to, books, class notes, or aid sheets.

Unauthorized electronic devices include, but are not limited to, cell phones, laptop computers, programmable calculators, MP3 players, Personal Digital Assistants ("PDA" such as Palm Pilot or Blackberry), pagers, electronic dictionaries, Compact Disc Players, and Mini Disc Players. Possession is punishable under the *Code of Behaviour on Academic Matters.*

Remember: It's not just a cell phone, it's an unauthorized aid!

11. Please use the washroom before you arrive at the designated time/location of the test/quiz/exam.
12. You must not communicate with other students in any manner whatsoever while the exams are in progress.
13. You must take out all materials (e.g. Pens, pencils, calculator etc.) before the question paper is handed out. Pencil cases and white out are not permitted on your desk in the exam room. Please note that the Invigilator will check items brought to your desk and may ask you to empty your pockets before/after going to the washroom.
14. If you bring any unauthorized material into an exam room, or assist, or obtain assistance from other students, or from an unauthorized source, you may be refused permission to write the remaining part of the exam or any subsequent exams. You are also liable to penalties under the *Code of Behaviour on Academic Matters* (see the University of Toronto Policies section of the Calendar) including the loss of academic credit for the course, suspension, or expulsion from the University.
15. You are not permitted to leave the exam room, except under supervision, for at least half an hour after the class exam has commenced. Therefore, if you are writing earlier than the class, and finish before the class has begun, you must be prepared to remain in our exam room for at least 30 minutes after the scheduled class start time. Please note that **studying** during this waiting period will not be permitted in our exam room(s). Non-academic reading material is available for you to use in the exam room(s). Please ask your Invigilator for these materials.
16. You will be allowed to leave the exam room when the Invigilator has given you authorization to do so.
17. At the conclusion of the exam, you must cease all writing when instructed by the Invigilator. If you continue to write after the end of the exam, invigilators may report this on an Exam Incident Report form.
18. Invigilators will collect all test/quiz/exam materials once you are finished writing. Question sheets, all booklets with rough notes, and pre-approved memory aids must be handed in and will be submitted to your course instructor.
19. Exam books, used or unused, and other material issued for the exam shall not be removed from the exam room.
20. At the conclusion of the exam you must remain seated until all exam-related materials have been collected. Students must initial their Test/Exam Data Sheet before leaving. Students wishing to leave before the conclusion of an exam must adhere to the same regulations.

21. Once you are authorized by the Invigilator to leave the test site, you must not speak with any students who are still writing their test/exam. We ask that you collect your belongings and leave the exam room quickly and quietly.

Code of Conduct - Office of the Registrar can be found at <https://www.utsc.utoronto.ca/registrar/code-conduct>

ALTERNATE OR MULTIPLE FORMAT MATERIAL (MFP)

Alternate or multiple format materials (MFP) may include, but are not limited to:

- E-text (e.g., may need specific font type, size and colour or to use software like Kurzweil to read the material aloud)

- Braille (e.g., Nemeth code for mathematics)

- Enlarged format and large fonts with contrasting background

Step 1: If approved for multiple format accommodation your information will be provided to the Robarts Library Accessibility Office.

Step 2: You will receive an email from the Robarts Library Accessibility Office which outlines the Multiple Format rules, regulations, copy write law, and prohibited usage of materials information. The email will also contain a link to submit your requests for material via online form. **Please keep a copy of this link (bookmark) in order to submit multiple or future requests.**

Step 3: Fill out the online request form and submit as much biographical information about the original text as possible (Author, Edition, Publisher, ISBN, etc.)

You will be notified via email once the request is ready to download. Typically, you will be provided the alternate format via email (a PDF file) unless otherwise specified.

Hard copies of books or hard copy Multiple Format materials (e.g. Braille) can be picked up and dropped off at the UTSC AccessAbility Services office (AA142) or arranged for delivery if on-site services are not available.

COMMUNICATION SERVICES

Depending on the level of hearing loss and language acquisition, students with hearing loss may be eligible for the following services: American Sign Language Interpreter, Computerized note taker (CNT) or a Real-time Captionist (CART) and Closed Captioning.

Sign Language/CNT/CART

Step 1: If this accommodation is approved, please call or email our office and provide us with all of your upcoming course details, for which you will require these communication accommodations. Please include as much detail as possible, including course code, instructor name, TA name, time and length of lectures and location of lectures if onsite or online.

Step 2: *AccessAbility* Services will contact you via phone or email to review and confirm your request.

Step 3: *AccessAbility* Services will facilitate an introduction with you and the service provider prior to the class (e.g., meet at the service 30 min. before the class, speak on the phone prior to first lecture).

Step 4: *AccessAbility* Services will email each course instructor to inform them that a CNT, CART or Interpreter will be in the class prior to the start of classes.

Step 5: The Service Provider (CNT, Interpreter, CART) will contact and introduce themselves to the course instructor and provide a quick orientation on the services they will be providing.

RESPONSIBILITIES

- **You must promptly inform *AccessAbility* Services of any changes to your class schedule (add/drop courses, change sections, etc.).**
- You cannot make special arrangements with your service provider to make changes to the schedule. Any requests to change the agreed upon schedule must go through *AccessAbility* Services.
- **You are expected to attend classes.** You will not be provided with notes for courses you are not attending unless you miss for disability-related reasons. Please speak with *AccessAbility* Services regarding missed classes. Please inform us in advance of any classes you may miss due to extenuating circumstances.

TIMELINES FOR REQUESTING SERVICES

You need to submit a service request by the posted deadline in order for the university to have the time to book a qualified service provider. If you submit your request late this may result in difficulty getting coverage.

Fall Term

All requests should be in by 3rd week of August

Winter Term

All requests should be in by 1st week of December

Closed Captioning

Please speak with your Disability Consultant if you have any concerns regarding accessing media for your course work.

TIMELINES FOR REQUESTING SERVICES

You need to submit a service request as soon as you become aware of media in your course which is not accessible to you.

We strongly recommend you speak with each instructor prior to, or at the beginning of, the course to discuss your needs. This gives the instructor time to make the necessary arrangements to meet your accommodation needs.

PERSONAL SUPPORT ASSISTANCE

As a courtesy, *AccessAbility Services* may assist in arranging a volunteer support person for assistance with activities such as mobility on campus, getting books out of bags, etc.

If our courtesy service of a volunteer support person has been approved, students are required to speak with the Assistant, Volunteer Resources to work out a schedule for the volunteer.

Please submit a request for our courtesy service by the posted deadlines in order to give the service time to implement your request. If you have missed the deadline (possibly because you are newly registered with the service) please speak with the Assistant, Volunteer Resources.

Deadlines

For Fall Terms, please submit all requests by the first week of August

For Winter Terms please submit all requests by the final week of November

Note: You are required to arrange personal care (e.g, toileting) through an attendant service in the community (CILT). See Attendant Care section.

Attendant Care

Students are required to set up their own attendant services for routine activities of daily living such as dressing, bathing, transferring and toileting.

To apply for attendant care support in Toronto contact the Centre for Independent Living (CILT)

Website

<http://www.cilt.ca/default.aspx>

CO-OP

Co-op Accommodation Process

You are encouraged to speak with your Co-op Coordinator regarding your accommodation needs in the workplace. If you would like AccessAbility Services to work with you and the Co-op Coordinator regarding your disability-related needs let the Coordinator or your Disability Consultant know.

You will be asked to sign a Consent to Disclosure form to allow communication between the departments.

Joint Program

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.

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

STEP 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 at UTSC.

STEP 2: Book an appointment with the CSD at Centennial College.

STEP 3: Pick up the letter from AccessAbility Services and take it with you to your

appointment at Centennial College.

You will be required to provide your documentation to the Centennial College CSD. Please speak with them in regards to their documentation requirements.

FINANCIAL: 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 disability-related educational expenses and the OSAP BSWD/CSG.

DEADLINES: 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.

Centennial College Centre for Students with Disabilities

General Inquiries Tel:

(416) 289-5000, ext. 8025

Email: csd@centennialcollege.ca

755 Morningside Avenue

Room 190 (First floor).

Toronto, ON, M1C 5J9

Website

[Centennial CSD https://www.centennialcollege.ca/student-life/student-services/centre-for-students-with-disabilities/](https://www.centennialcollege.ca/student-life/student-services/centre-for-students-with-disabilities/)

FINANCIAL RESOURCES

Contacts - University of Toronto Financial Aid

Financial Aid Office (FAO) at UTSC
Office of the Registrar, Highland Hall
Phone: (416) 287-7001
Email: finaid@utsc.utoronto.ca

Enrolment Services Contact (for OSAP, BSWD/CSG)

University of Toronto
172 St. George Street
Toronto, Ontario
M5R 0A3

Location:

West side of St. George Street, just north of the intersection of St. George Street and Bloor Street West. The closest subway stop is St. George Station.

Telephone: 416-978-2190

Fax: 416-978-7022

Web Pages

[Enrolment Services](#)

[UTSC Financial Aid Office](#)

Government External Programs

First Nations students may qualify for financial support through their band and/or other government sponsored programs. Students should check with their band or [Aboriginal Affairs and Northern Development Canada](#). Financial support from bands may be in the form of tuition, books, living expenses, and disability-related educational expenses.

Other funding support for persons with disabilities in Ontario (websites listed below)

Web Pages

[Ontario Disability Support Program \(ODSP\)](#)

[Assistive Devices Program](#)

Graduate Student Grant

At the University of Toronto, graduate students with a disability may have access to the *School of Graduate Studies (SGS) Accessibility Grant*. The grant was established to assist with accommodations necessary to meet unexpected needs arising from the particular demands of the graduate program.

Web Pages

[SGS Accessibility Grant](#)

HEALTH PLANS

University Of Toronto Scarborough students are either covered under provincial health insurance plans, (the Ontario plan is called OHIP) or the University Health Insurance Plan (called UHIP <http://uhip.ca/>).

If you are moving to attend university, remember to submit your change of address to OHIP. Forms are available at the Health & Wellness Centre. Students from other provinces are usually covered under their own provincial plans, but regulations vary from province to province. Some provinces require students attending out of province universities to submit a letter of acceptance to the university as well as proof of registration for the current year. Please check the regulations for your province.

NOTE: Provinces differ in the services covered by their health insurance plans. If you are an out of province student, be sure you are aware of the coverage you will receive while in Ontario.

Students who are not covered under provincial health insurance plans, including international students, exchange students and returning Canadians in their 3 month OHIP waiting period are required to have UHIP coverage. UHIP covers students and their dependents, for most doctors and hospital visits in Ontario, to the same level as OHIP coverage.

STUDENT HEALTH PLANS

Scarborough Campus Student Union (SCSU) Health Plan

plan is for full-time students. However, **part-time students with disabilities can opt into the SCSU health plan** by completing an enrolment form at the SCSU Office on campus.

offers health, dental and vision benefits

students will have access to health plan benefits during the summer provided they have taken winter courses (even if you don't take summer courses)

students can opt out of the plan if covered by a family health plan.

Part-time Student Health Plan

Health and dental benefits

External Health Plans

If you are graduating, and only have coverage through the student health plan, we encourage you to look into health plans prior to graduating to ensure your funding is not interrupted (e.g., medication coverage is not stopped until you find a new health plan).

RESOURCES:

There are a number of external health plan providers (e.g., Greenshield, Sunlife, etc.)

A plan is available through the government of Ontario for those who meet the eligibility requirements (e.g., Trillium Drug Program)

Web Pages

[SCSU Health Plan](#)

[SCSU Opt Out](#)

[APUS](#)

[Trillium Drug Program](#)

Joint Program with Centennial - Financial Aid

For students enrolled in a joint program with Centennial College:

The UTSC Financial Aid Office (S303) will administer all financial aid matters. You should not apply for financial aid at Centennial College.

OSAP Bursary for Students with Disabilities (BSWD/CSG)

Disability Consultants will assess disability-related educational expenses based on the medical documentation provided and discussion with the student. If a student appears eligible for disability-related funding, the Consultant will work with the student on submitting an application.

Programs:

BURSARY FOR STUDENTS WITH A DISABILITY (BSWD)

Up to \$2,000 per academic year (provincial funding)

Full-time and part-time students with either permanent or temporary disabilities

Students must have disability-related educational costs for services or equipment that are not covered by another agency or service and are required for post-secondary participation

CANADA STUDENT GRANT FOR SERVICES AND EQUIPMENT FOR PERSONS WITH PERMANENT DISABILITIES (CSG-PDSE)

Up to \$8,000 per academic year (federal funding)
Full-time and part-time students with permanent disabilities who have disability-related educational costs
Submit receipts to Enrolment Services (links below)

Web Pages

[BSWD Receipts for Equipment, Software & All Other Items](#)

[BSWD/CSG Receipts for Services](#)

[Enrolment Services](#)

OSAP Course load

ONTARIO STUDENT ASSISTANCE PROGRAM (OSAP) COURSE LOAD

If you meet the OSAP definition of having a permanent disability, you may take a 40% course load. This means that you can take 1.0 credits per session and still qualify for OSAP funding/interest free status.

Scholarships for Students with Disabilities (External)

Portal to awards and scholarships for students with disabilities studying at Canada's colleges and universities.

Website

[Disability Awards](#)

Scholarships for Students with Disabilities (UofT Internal)

Prudential Ability Award

Branko Vojnovic U of T Scarborough AccessAbility Award

Irving J. Hoffman Memorial Scholarship

Website

[UofT Awards and Scholarships](#)

Tuition - 30% Off Ontario Tuition Grant

30% OFF ONTARIO TUITION GRANT

All students who apply to OSAP will be automatically assessed for the Ontario Tuition Grant. Students who are denied OSAP can still receive the Ontario 30% Off Tuition. However, if you are denied the OSAP loan, but are granted the 30% Off Ontario Tuition Grant, you do not qualify for OSAP BSWD, CSG-PDSE, and CSG-PPD funding for students with disabilities.

Website

[30% Off Ontario Tuition Grant](#)

Health Plans

University Of Toronto Scarborough students are either covered under provincial health insurance plans, (the Ontario plan is called OHIP) or the University Health Insurance Plan (called UHIP).

If you are moving to attend university, remember to submit your change of address to OHIP. Forms are available at the Health & Wellness Centre.

Students from other provinces are usually covered under their own provincial plans, but regulations vary from province to province. Some provinces require students attending out of province universities to submit a letter of acceptance to the university as well as proof of registration for the current year. Please check the regulations for your province.

NOTE: Provinces differ in the services covered by their health insurance plans. If you are an out of province student, be sure you are aware of the coverage you will receive while in Ontario.

Students who are not covered under provincial health insurance plans, including international students, exchange students and returning Canadians in their 3 month OHIP waiting period are required to have UHIP coverage. UHIP covers students and their dependents, for most doctors and hospital visits in Ontario, to the same level as OHIP coverage.

Student Health Plans

Scarborough Campus Student Union (SCSU) Health Plan

- plan is for full-time students. However, **part-time students with disabilities can opt into the SCSU health plan** by completing an enrolment form at the SCSU Office on campus.
- offers health, dental and vision benefits
- students will have access to health plan benefits during the summer provided they have taken winter courses (even if you don't take summer courses)
- students can opt out of the plan if covered by a family health plan.

For more information about the SCSU Health Plan benefits and opting in: www.ihaveaplan.ca/rte/en/UniversityofTorontoScarboroughCampusSCSU_Home

Part-time Student Health Plan

- Health and dental benefits

For more information about the APUS Health Plan: www.apus.utoronto.ca

External Health Plans

If you are graduating, and only have coverage through the student health plan, we encourage you to look into health plans prior to graduating to ensure your funding is not interrupted (e.g., medication coverage is not stopped until you find a new health plan)

Resources:

There are a number of external health plan providers (e.g., Greenshield, Sunlife, etc.) you can investigate. A plan is available through the government of Ontario for those who meet the eligibility requirements (Trillium Drug Program).

Joint Programs

For students enrolled in a joint program with Centennial College: The UTSC Financial Aid Office (S303) will administer all financial aid matters. You should not apply for financial aid at Centennial College.

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.

You are not required to disclose the nature of your disability, or health consideration, to your instructor. Instructors do need to know about disability-related need if they are required to be involved in the accommodation process (e.g., making a note taking announcement, assisting with test/exam accommodations, determining if an accommodation may compromise the essential core requirements of a course, etc.).

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 in the term. It 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.

RIGHTS AND RESPONSIBILITIES IN THE ACCOMMODATION PROCESS

Your Responsibilities

In the *Policy & Guidelines on Disability and the Duty to Accommodate (2004)*, 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.

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 *Access Ability Services* consultant will meet with you to discuss your accommodations.

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

CHOOSING NOT TO USE ACCOMMODATIONS

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.

INSTITUTIONS RESPONSIBILITY

In the *Policy & Guidelines on Disability and the Duty to Accommodate (2004)*, 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

CONFLICTS OR CONCERNS

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

SAFETY & EMERGENCY

EMERGENCY EVACUATION

Emergency Evacuation Points have been strategically located throughout the campus as points where people needing assistance can gather. Every sign has a location code which consists of a letter and one or two numbers. These indicate the Wing/Building the person is in, the floor level and the location of the sign.

In the event of a fire or other emergency persons who cannot gain access to an outside exit should stage themselves at one of the evacuation points and have the University Police advised of their location. This can be done in one of three ways:

- Have a responsible person tell the Police of the location
- By activating the fire alarm (pull station) near the Emergency Evacuation Sign
- By calling if there is a phone nearby or use a cell phone as a backup (Note: Please note cell phones do not work in all areas of the campus)

The University Police have a full listing of the location points and either they or the fire department will respond to the location as soon as possible.

Emergency Evacuation Chairs

Emergency Evacuation Chairs have been placed throughout the campus for use by the Toronto Fire Department to transfer persons with mobility devices using stairs.

CRISIS CONTACTS

[For emergencies call 911](#)

[University of Toronto Scarborough Community Police](#) 416-287-7333

Mental Health Resources

Good2Talk

Free counselling and Information for Post-Secondary students

24 hours / day

7 days / week

1-866-925-5454

<http://www.good2talk.ca/>

Scarborough/East York:

Rouge Valley Health System Adult Crisis Services

<http://www.rougevalley.ca/adult-crisis-services>

Centenary Site
2867 Ellesmere Road
Toronto, ON M1E 4B9
(416) 284-8131

Scarborough Hospital Regional Mobile Crisis Team

416-495-2891. Service borders: south to the lake, north to Steeles Ave., east to Port Union Rd., and west to Victoria Park

Distress Centre Scarborough

24 hours / day
7 days / week
416-408-HELP (4357)

East Metro Youth Services Walk-In

1200 Markham Road (at Ellesmere) 2nd Floor
416-438-3697, Ext. 1

TORONTO:

Gerstein Centre Crisis Line - 416-929-5200 service borders: south to the lake, north to Eglinton, east to Bayview to Danforth and then to Victoria Park, west to Jane St..

NORTH YORK/ETOBICOKE:

Provided by St. Elizabeth Health Care 416-498-0043, Service borders: South to the lake to Jane, to Eglinton, Eglinton east to Victoria Park, north to Steeles, and west to Hwy 4

DURHAM:

Durham Crisis Services

905-666-0483

Rouge Valley Health System Adult Crisis Services

<http://www.rougevalley.ca/adult-crisis-services>

Ajax Pickering Site

580 Harwood Avenue South
Ajax, ON L1S 2J4 (905) 683-2320

YORK REGION:

Community Crisis Response Service, Distress Centre,
905-310-COPE (2673)

PEEL REGION:

Mobile Crisis of Peel
905-278-9036, (Mississauga, Brampton, Caledon)

UTSC CAMPUS POLICE

University of Toronto Scarborough
1265 Military Trail
Science Wing, Room SW 304
Toronto, Ontario
M1C 1A4 CANADA

General Enquiries: 416-287-7398
Emergency: 416-287-7333
E: campuspolice@utsc.utoronto.ca

Web Pages

[UTSC Police](#)

UOFT COMMUNITY SAFETY OFFICE

The Community Safety Office responds to students, staff, and faculty members of the University of Toronto community who have personal safety concerns.

The Office responds to all personal safety concerns by addressing the complaint, assessing the personal and community safety risks, providing a continuum of intervention options that the complainant can explore in order to address their personal safety concern(s), presenting information about the particular issue experienced, co-creating a safety plan, referring and working in partnership with various offices in order to address the individual's personal safety concerns. Additionally, the Office provides consultation and training to those managing difficult behavior, workshops on a variety of topics, and self-defense courses.

The Community Safety Office offers support and assistance to the members of the university community on a short term basis.

- The Community Safety Office is a tri-campus service.
- The Community Safety Office is a University of Toronto Equity Office.
- The Community Safety Office collects personal information in accordance with Ontario's Freedom of Information Protection of Privacy Act (FIPPA) and the Personal Health Information Protection Act (PHIPA).

416.978.1485 CSO Main Line

Web Pages

[UofT Community Safety Office](#)

PARKING AND TRANSPORTATION

ACCESSIBLE DROP OFF/PICK UP

Your Disability Consultant approves accommodation of drop off privileges for disability-related need.

If eligible you will be advised to send an email, using your utoronto email account, to the Administrative & Advisor Assistant ability.utsc@utoronto.ca

The following information will be required:

- Permission to disclose name to parking office staff in order to set up inner lot access
- Car make /model/colour
- License Plate Number

Accessible Parking

Students: If you have a Ministry of Transportation Accessible Parking Permit (APP), please go to the UofT Scarborough Parking Office, bringing your permit with you. If you do not have a Ministry of Transportation Accessible Parking Permit, please book an appointment with [AccessAbility Services](#), where information is available regarding the [procedure for obtaining Parking accommodation](#).

Website

[UTSC Accessible Parking](#)

Attendant Care Parking

Students may need attendant care services for daily living activities (e.g., toileting) while on campus. Arrangements are made for attendants to have access to short term parking. Please speak to the main office at 416-287-7560 or ability.utsc@utoronto.ca regarding these arrangements.

Wheeltrans

There are four Wheel Trans stops on campus. All Wheel Trans stops are identified on the campus map.

For additional information about Wheeltrans, please visit the TTC Wheel Trans website or contact them at (416) 393-4111.

Web Pages

[UTSC Wheeltrans locations](#)

[TTC Wheeltrans](#)