

# Accessibility Services at the University of Toronto St. George Campus

**Undergraduate Student Handbook**

**2024-2025**





Welcome to Undergraduate studies at the St. George campus of the University of Toronto. Accessibility Services is pleased to work with you to develop appropriate accommodations and supports while you undertake new academic challenges. This handbook is designed as a roadmap to assist you in navigating the accommodations process as well as the services and supports available at Accessibility Services at the University of Toronto's St. George campus.

Whether you are an incoming or returning student, please take the time to review its contents. If you have any further questions, please contact us.



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# The 2024-2025 academic year

We are looking forward to welcoming new and returning students to our campus this fall. Accessibility Services continues to be committed to offering a wide range of virtual, in-person, and hybrid services and programs during the 2024-2025 academic year.

- Students can meet with their Accessibility Advisor, Adaptive Technologist, or Learning Strategist via in-person appointment, phone or Microsoft Teams. Contact our administrative team at [accessibility.services@utoronto.ca](mailto:accessibility.services@utoronto.ca) or 416-978-8060 to request an appointment.
- Students can attend a wide variety of virtual, in-person, and hybrid workshops and peer-led groups. Visit our website at [accessibility.utoronto.ca](https://accessibility.utoronto.ca) to explore our program offerings.
- Contact our administrative team if you have questions about meeting remotely.

For the most updated information, please visit:  
[accessibility.utoronto.ca](https://accessibility.utoronto.ca)

# Confidentiality and Notification of Information Sharing

Accessibility Services respects your privacy and keeps your information confidential. Your information may be shared with relevant University of Toronto staff on a need-to-know basis so that they can perform their duties and provide academic or other disability-related accommodations.

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## These may include:

- Notifying Accommodated Testing Services of your test and exam accommodations
- Liaising with professors, course instructors, registrars, or program staff regarding accommodations

Information provided to Accessibility Services is protected in accordance with the Ontario Human Rights Code and the Freedom of Information and Protection of Privacy Act.

All University staff receiving information follow University policies and guidelines.

## Things to keep in mind:

- Registration with Accessibility Services is not noted on your transcript
- You do not have to disclose the nature of disability or information about your health to professors, course instructors, or other staff at the University

## Providing Consent

You will need to provide consent for Accessibility Services to share information with your family members or guardians and with external service providers.

If you have questions about confidentiality and information sharing, contact our administrative team ([accessibility.services@utoronto.ca](mailto:accessibility.services@utoronto.ca) or 416-978-8060) or visit [studentlife.utoronto.ca/task/policy-accessibility-services-statement-of-confidentiality](https://studentlife.utoronto.ca/task/policy-accessibility-services-statement-of-confidentiality)

This Handbook provides general information; policies and processes may be subject to change as Accessibility Services makes improvements to better serve students. For the most updated information on our policies and processes, please visit [accessibility.utoronto.ca](https://accessibility.utoronto.ca).

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**We are  
Accessibility  
Services**

**Accessibility Services** at the University of Toronto St. George campus is comprised of an interdisciplinary team of professionals who strive to provide equitable access to education for University of Toronto students with disabilities, health conditions, and diverse ways of learning. We collaborate with the University community to identify and remove barriers for students, and foster inclusion within learning environments.

Through a collaborative, individualized, and affirming accommodations process, we support students to:

- Achieve their academic goals;
- Engage in a personal skill development and learning process; and
- Navigate and fully participate in academic life and beyond.

We provide individualized and reasonable solutions that meet the accessibility needs of registered students while upholding academic standards and academic integrity within the University. We also act as a resource in developing an equitable, inclusive, and accessible student experience.

Our work is anchored in the *Ontario Human Rights Code*, the *Accessibility for Ontarians with Disability Act*, the *Freedom of Information and Protection of Privacy Act*, and the *University of Toronto's Statement of Commitment Regarding Persons with Disabilities*.

**We serve undergraduate, graduate, professional, Transitional Year Programme, Academic Bridging Program, visiting, and non-degree students with disabilities. Students registered with Accessibility Services may be those living with:**

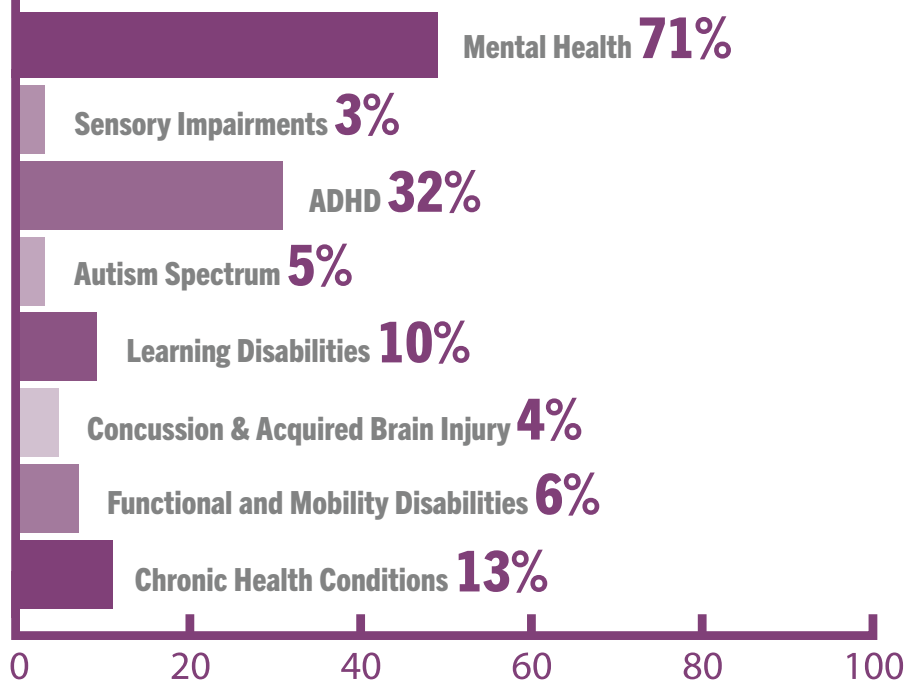
- Attention Deficit and Hyperactivity Disorder (ADHD)
- Autism Spectrum Disorders (ASD)
- Chronic health conditions
- Concussion & head injuries
- Learning disabilities (LD)
- Mental health conditions
- Mobility or functional disabilities
- Sensory disabilities, and
- Temporary disabilities & injuries



**Did you know** that nearly **90%** of registered students have non-visible or non-evident disabilities?

**6041**

**students registered** (2023-2024)



Note: the total percentage of diagnoses in the graph above exceeds 100% because approximately 36% of students had more than one disability for which they sought accommodation

For more information and statistics related to Accessibility Services, please see: [studentlife.utoronto.ca/wp-content/uploads/Accessibility-Services-Survey-Report-Summary-2023.pdf](https://studentlife.utoronto.ca/wp-content/uploads/Accessibility-Services-Survey-Report-Summary-2023.pdf)

## What do we do?

- We confidentially review your documentation and disability-related needs
- We work with you to determine appropriate academic accommodations for your program of study
- We assist you to navigate the use of your accommodations with faculty and staff
- We provide access to financial support where appropriate, for accommodations and skill development
- We provide access to adaptive furniture, equipment, and technology
- We coordinate specialized services such as sign-language interpretation and real-time captioning
- We support the development of your academic, communication, and leadership skills
- We offer opportunities to help you find a sense of community and belonging with other students

## You are in the driver's seat

Students with disabilities are responsible for accessing accommodations and services at U of T. You are also responsible for knowing policies and deadlines related to your program of study, as well as those related to your accommodations. There are a variety of services and supports available to you as a student registered with Accessibility Services, and more broadly as a St. George student that may be of benefit to you that you are welcome to make use of.

Learning how to use the accommodation process is essential to your success.

We encourage you to communicate directly with professors and instructors regarding your accommodations. If, however, you are uncomfortable doing so, you can request that your Accessibility Advisor assist with navigation and communication regarding the use of your accommodations.

These responsibilities can be difficult to manage—especially when you are new to U of T or new to Accessibility Services. We can help you learn how to manage your responsibilities effectively and confidently. Connect with a Peer Mentor or a Peer Advisor for support (page 74).

## Your responsibilities

- Register as soon as possible by submitting your online Student Intake Form
- You can register at any point during your time at U of T, but the earlier you register the sooner we can meet with you. This will help us better understand your lived experiences, your strengths, and your challenges and put in place an appropriate accommodation plan, as well as recommend additional supports for your learning.
- For new students beginning their studies in the fall, register as soon as you have accepted your offer of admission to the University (ideally no later than mid-July) to avoid the September rush.
- Provide current documentation describing the barriers or obstacles you may experience in your learning, ideally from a health care provider that best knows you and your current situation.
- Follow proper procedures as outlined in this Handbook and on our website (e.g., when requesting extensions, when registering for tests and exam accommodations, or when applying for funding for disability-related needs)
- Check your UTMail+ account regularly. All communication from our office will be directed to that account, so it is important that you check your inbox regularly to ensure that you receive correspondence from our office and are informed about important updates
- For classroom related accommodations, provide your letter of accommodation to your instructor 4-6 weeks in advance of the start of the course.



## No two university experiences are alike

Every student has unique strengths and needs. There isn't one "right" way to achieve success at U of T, and this is especially true if you are a student with a disability.

### We encourage you to:

- Go at your own pace and determine a course load that works for you in consultation with your Accessibility Advisor and your Registrar or Program Coordinator
- Build the skills to not just survive, but thrive at U of T
- Seek out and enjoy the rich academic experiences offered to all students
- Build connections with others to foster a sense of belonging
- Access support from others
- Practice self-care and self-compassion

Check out the tips and opportunities for self-care and finding balance at [healthyuoft.ca](https://healthyuoft.ca)



# **Registering with Accessibility Services**

**N**ot every student living with a disability requires accommodations. Accommodations are based on the disability-related barriers you encounter in the learning environment. Only students registered with Accessibility Services can access academic accommodations and the services provided by our office.

*“Being diagnosed with a disability between the summer of grade 12 and first year university was stressful. Registering with Accessibility Services was the best thing I ever did. I experienced success as a student and worried less about the ups and downs that come with my disability. I knew support was there if I needed it”*

***Undergraduate student at St. Michael's College  
living with a chronic health condition.***

# Registration Deadline

## New to U of T or new to Accessibility Services?

You should begin the registration process as soon as you have accepted your offer of admission. Check our website for our summer deadlines to receive accommodations for the start of the fall term.

## Already registered with Accessibility Services and returning for another term or year?

The expiry date of your accommodations is listed on your *Letter of Accommodation*. You need to reactivate your registration annually. During the first week of May, you will receive an email to your UTmail+ account from Accessibility Services outlining how to reactivate your registration for the coming year.

## I missed the deadline, and the school term has already begun. Is it too late to begin the registration process?

To ensure test and exam accommodations for the fall and winter exam periods, your intake package must be submitted by the deadlines indicated on our website [accessibility.utoronto.ca](https://accessibility.utoronto.ca) (deadlines vary year to year, but generally are mid-October for the December exam period and mid-February for the April exam period).

## Please note:

Registration after our exam period deadlines means test and exam accommodations will not be available until the following term, except in exceptional circumstances (e.g., a temporary physical disability like a concussion or broken bone), an emergency surgical treatment, unexpected hospitalization or a similar uncontrollable or unexpected event that would create a barrier to registering in a timely way.

For registration deadlines visit our website: [accessibility.utoronto.ca](https://accessibility.utoronto.ca)

# How to Register with Accessibility Services

Register as early as possible! You can register as soon as you have accepted your offer of admission to U of T using your UTORid or JOINid.

Registration is a 3-step process:

## **Step 1:**

Obtain required documentation

## **Step 2:**

Complete our online Student Intake Form

## **Step 3:**

Attend an intake appointment

## Step 1

### Obtain required documentation

To register, you will first need to obtain documentation of your disability. It is preferred that you scan and upload your documentation to our secure website if it is possible to do so.

#### **Documentation requirements**

The required documentation depends on the nature of disability or disabilities. Please read the following sections to determine what documentation you will need in order to register.

Please note: Adult (age 18 or older) aged documentation is necessary for many government financial supports for students with disabilities such as the Bursary for Students with Disabilities through OSAP.

Should you require a new or updated psychoeducational assessment or neuropsychological assessment, we can make a referral to a private psychologist.

You can discuss all available funding options with an Accessibility Advisor, so don't let the cost of an assessment deter you from registering.

For more information, visit [uoft.me/as-documentation](https://uoft.me/as-documentation)



Disability	Qualified Professionals	Additional Information
<b>Chronic Health, Mental Health, and Sensory and Physical Disabilities</b> <i>Required Documentation: Certificate of Disability</i>	A health care practitioner familiar with your disability who is licensed to make a diagnosis	<p>Additional documentation related to your disability can also be provided (e.g., a report from an audiologist)</p> <p>If you live with a mental health disability, you are not required to disclose your specific mental health diagnosis</p>
<b>Attention Deficit Hyperactivity Disorder (ADHD)</b> <i>Required Documentation: Certificate of Disability</i>  <i>Required Documentation: A psychoeducational assessment or neuropsychological assessment</i>	A health care practitioner familiar with your disability who is licensed to make a diagnosis	<p>The Certificate of Disability (CDIS) must indicate a diagnosis of ADHD (as per DSM5 guidelines) and adult functional impacts as they relate to post-secondary studies. A brief diagnostic note from the assessing practitioner or a prescription for ADHD medications/treatments is not sufficient</p>
	A psychologist	<p>The report clearly indicates whether report cards age 12 and younger were reviewed as part of the assessment</p> <p>The report clearly outlines the student's educational history both before and after age 12 and the sources of how that information was obtained are clearly indicated in the report</p> <p>Indicate in the report the age at which ADHD related challenges began (whether diagnosed then or not)</p> <p><a href="http://studentlife.utoronto.ca/wp-content/uploads/ADHD-Checklist.pdf">studentlife.utoronto.ca/wp-content/uploads/ADHD-Checklist.pdf</a></p>
<b>Autism Spectrum Disorders (ASD)</b> <i>Required Documentation: Certificate of Disability</i>  <i>Required Documentation: A psychoeducational assessment or neuropsychological assessment</i>	Trained psychologist, psychiatrist, or other physician with specialized training in assessing Autism Spectrum Disorder	<p>If documentation dates to early childhood, supplemental documentation that outlines functional impacts as an adult will be necessary</p> <p>If completing the Certificate of Disability, the assessing professional must outline impacts rather than identifying only testing areas of impaired (not relative weakness) skills</p>
	A psychologist	<p>The report may be no older than five [5] years or completed at age 18 years</p> <p><a href="http://studentlife.utoronto.ca/wp-content/uploads/Psycho-educational-assessment-checklist.pdf">studentlife.utoronto.ca/wp-content/uploads/Psycho-educational-assessment-checklist.pdf</a></p>

<p><b>Learning Disabilities (LD)</b></p> <p><i>Required Documentation: Psychoeducational assessment or neuropsychological assessment</i></p>	<p>A psychologist</p>	<p>If you have a copy of a recent psychoeducational assessment (completed at 18 years old or older or within five [5] years prior to the date of registration) please provide our office with a copy. We need the full report, including appendices with all test scores. Reports must clearly outline dates of assessment and that assessment was conducted in person.</p> <p>If you had an Individual Education Plan (IEP) or a psychoeducational assessment from previous schooling, please submit this or any other relevant documentation that you have.</p> <p>Interim accommodations may be provided while updated documentation is being obtained.</p> <p><a href="http://studentlife.utoronto.ca/wp-content/uploads/Documentation-Requirements-Learning-Disabilities.pdf">studentlife.utoronto.ca/wp-content/uploads/Documentation-Requirements-Learning-Disabilities.pdf</a></p>
<p><b>Acquired Brain Injury or Concussion</b></p> <p><i>Required Documentation: Certificate of Disability</i></p> <p><i>Required Documentation: Recent medical documentation that outlines the functional impacts of disability and related accommodation needs</i></p>	<p>A health care practitioner familiar with your disability who is licensed to make a diagnosis</p> <p>An appropriate health care practitioner (e.g., an emergency room physician, family doctor, and/or neurologist)</p>	<p>A psychoeducational or neuropsychological assessment may be needed if significant cognitive accommodation is required</p> <p>Additional documentation may be requested to verify the need for continued services if your condition persists beyond six [6] months</p>

<b>Temporary Physical Disabilities (broken limbs, sprains/strains, soft tissue injury, short-term follow-up after surgical care)</b>  <i>Required Documentation: Certificate of Disability</i>  <i>Required Documentation: Recent medical documentation that outlines the functional impacts of disability and related accommodation needs</i>	A health care practitioner familiar with your disability who is licensed to make a diagnosis	Additional documentation may be requested to verify the need for continued services after the estimated duration of the condition
	An appropriate health care practitioner (e.g., an emergency room physician, family doctor, and/or neurologist)	

## Step 2

### Complete our online *Student Intake Form* & include your required documentation

- Have your required documentation available in a digital format
- Set aside 30 minutes to complete the online *Student Intake Form*  
NOTE: You will not be able to save and return to the form.
- Visit ([uoft.me/as-registration](https://uoft.me/as-registration)) to access and complete the online Student Intake Form
- The Student Intake Form is your opportunity to provide us with critical information about your lived experience with disability (successes, challenges) and background/context about what has or has not worked for you in the past while you were in high school or other previous studies.
- Provide information in all required fields
- Attach your required documentation

If you require accommodations or assistance in completing the Student Intake Form, contact our front desk at [accessibility.services@utoronto.ca](mailto:accessibility.services@utoronto.ca) or 416-978-8060. Paper copies of the Student Intake Form are also available upon request from our front desk.

## Step 3

### Attend an Intake Appointment

- After you submit your completed Student Intake Package, you will be contacted to schedule an appointment with an Accessibility Advisor.
- The Accessibility Advisor will review your completed Student Intake Package and your needs so that they can work with you to determine appropriate academic accommodations for your program of study.
- If you need help with any step of the registration process, please contact our office and a member of our administrative team will be able to assist you.

If you are unsure of what documentation you need or require accommodations or assistance in completing the online Student Intake Form, please contact our front desk at [accessibility.services@utoronto.ca](mailto:accessibility.services@utoronto.ca) or 416-978-8060.

## What if I'm not sure I have a disability?

We can work with you if you suspect you have a disability or are in the process of obtaining documentation. Accessibility Services does not provide services to diagnose disabilities but we can discuss difficulties you are experiencing and, if appropriate, provide information about how to obtain appropriate documentation.

Contact our front desk to arrange a brief consultation meeting with our Intake Coordinator at [accessibility.services@utoronto.ca](mailto:accessibility.services@utoronto.ca) or 416-978-8060.

If you suspect you might have a Learning Disability and/or ADHD, please complete our online Student Intake Form prior to meeting with our Intake Coordinator.

## If you suspect you have a disability and are having difficulty with your studies, there are additional supports and resources you may explore:

- Meet with an Academic Advisor at your Registrar's Office to discuss program requirements and the supports available to you within your program, faculty, or college
- Meet with a Learning Strategist and attend a workshop at Centre for Learning Strategy Support to develop new learning skills [studentlife.utoronto.ca/departments/centre-for-learning-strategy-support](http://studentlife.utoronto.ca/departments/centre-for-learning-strategy-support)
- Meet with your instructor, teaching assistant, or supervisor to discuss areas of improvement
- Visit Health & Wellness for strategies to manage stress [healthandwellness.utoronto.ca](http://healthandwellness.utoronto.ca)
- Connect with the Centre for International Experience to get acquainted with your new city [cie.utoronto.ca](http://cie.utoronto.ca)
- Visit a Writing Centre to develop new writing skills [writing.utoronto.ca](http://writing.utoronto.ca)
- Make use of U of T's Aid Centres to develop problem-solving skills for subjects like Math, Statistics, Economics, and Chemistry

# Transfer of Accommodations

## **I am taking courses at another U of T campus.**

### **How do I transfer my accommodations?**

To arrange for accommodations at another U of T campus, complete the *Transfer of Accommodation* form available through the accessibility office at your home campus. Your home campus Advisor will send this along with a list of your accommodations to the other campus. It is important to speak with your home campus Advisor to complete this form as early as possible (i.e. several weeks before classes start at the other campus) to ensure that your accommodations are in place for your first class at the other campus.

- If you are a St. George student taking UTM or UTSC courses, it is your responsibility to contact the accessibility office at the campus you are visiting to book an intake appointment
- If you are a UTM or UTSC student taking courses at St. George, our administrative team will contact you to book an intake appointment with a St. George Accessibility Advisor. If you do not hear from our front desk, please contact us to ensure that we have received your documents

It is important that you attend this intake appointment to discuss the different processes, procedures, and deadlines that are unique to accessing your accommodations on the campus you are visiting.

Accommodations will apply only for the duration of the course(s) listed on the *Transfer of Accommodation* form. You will need to complete a new transfer request each time you take a new course (or new courses) in a new term at another U of T campus.  
New course(s) = new accommodations.

**Please note:** you must adhere to the academic and financial deadlines of your home campus while you take courses at another campus. For questions, please speak to your home campus Registrar's Office.

**For information about the accessibility office at your home campus, visit:**

UTSC AccessAbility Services [utsc.utoronto.ca/ability/](https://utsc.utoronto.ca/ability/)

UTM Accessibility Services [utm.utoronto.ca/accessability/](https://utm.utoronto.ca/accessability/)

## **I have accommodations at another university and am taking courses at U of T. Can I transfer my accommodations to U of T?**

No. Unfortunately, we do not transfer accommodations from other institutions. The University of Toronto offers unique programs, each of which has specific academic expectations. Students may experience opportunities, as well as challenges and barriers that may not exist in other university contexts. It is important to ensure students have access to an individualized accommodation plan that provides appropriate and effective supports for you within our learning environments.

In order to receive academic accommodations, register as a new student with Accessibility Services as soon as possible using the steps on page 16-20. You may upload relevant documentation from your home university as supplemental documentation.

If you have questions, contact our administrative team, at [accessibility.services@utoronto.ca](mailto:accessibility.services@utoronto.ca) or 416-978-8060.

## **Supports for Indigenous Students**

Accessibility Services aims to provide a safe, caring, respectful and culturally supportive environment for Indigenous students with disabilities. We encourage you to book a consultation with the Indigenous Liaison to discuss the registration and documentation requirements for Accessibility Services if you are an Indigenous student taking courses on the St. George campus and you have a disability or believe you may have a disability. Students can book a phone or virtual appointment with the Indigenous Liaison at [indigenous.accessibility@utoronto.ca](mailto:indigenous.accessibility@utoronto.ca) or by calling 416-978-0774.

# Intake Appointments

Once you have submitted your complete student intake package, we will schedule a meeting with you and an Accessibility Advisor. Your Advisor will review your documentation and work with you to create an appropriate accommodation plan uniquely tailored to your needs and your academic program.

## **What to expect during an intake appointment**

To help us develop an accommodation plan that's right for you, an Accessibility Advisor may ask questions at your intake appointment to learn more about:

- How disability impacts your life and learning
- Your previous learning experiences and the environment in which you learn best
- Your learning style and learning strengths
- If relevant, your family history



# Annual Renewal of Accommodations

As of April 30 each year, your accommodations expire. You must reactivate your registration with us in order to renew your accommodations.

During the first week of May each year, an email will be sent to your UTmail+ from Accessibility Services outlining how you can reactivate registration. We encourage you to renew your accommodations each May so that they are in place at the start of your next academic term.

**[studentlife.utoronto.ca/service/annual-academic-accommodation-renewal](https://studentlife.utoronto.ca/service/annual-academic-accommodation-renewal)**

**There are two types of renewals:**

- 1. You have current documentation regarding your disability, and you and your Accessibility Advisor don't anticipate changes in your accommodations or needs.**
  - You may be able to renew your accommodations electronically. If so, an individualized link and instructions to renew your accommodations will be sent to your UTmail+ account.
- 2. You need updated documentation and/or wish to discuss changes to accommodations.**
  - You will need to meet with your Accessibility Advisor to reactivate your accommodations.

# Academic Accommodations

## What are academic accommodations?

Accommodations are formally approved mechanisms and/or supports put in place by the University to enable a student to have the same opportunity to demonstrate competency and familiarity with required course material as their peers, without disability being a barrier or obstacle in their doing so (e.g. an accommodation to take breaks during an exam, use of a sign language interpreter during a presentation, an extension on a deadline during a disability related flare up). While the way in which a student demonstrates competency in course material may be altered through an accommodation, and/or the timeline by which they are expected to demonstrate certain competencies may be extended, students with accommodations are still required to achieve the same standards and demonstrate the same level of competency in the course material as their peers.

Eliminating a course requirement and reweighting its value to other assignments and/or assessments within the course is not generally considered an appropriate accommodation as it: 1) may provide a student with a more limited learning opportunity than their peers; 2) may prevent a student from fully demonstrating their understanding and achievement of course standards and competencies for assessment by the instructor.

## How are academic accommodations determined?

Students provide documentation completed by a qualified healthcare practitioner that confirms functional limitations and barriers related to a diagnosed disability requiring academic accommodations. The Accessibility Advisor reviews this documentation and meets with the student. This provides students with the ability to share their lived experiences in terms of navigating disability, including successes and skillsets they have developed over time. The Advisor then considers this information, as well as best practices and the expected learning outcomes/core competencies of the academic program, to develop an accommodation plan in collaboration with the student. These accommodation plans can be modified at any time in response to changes in the disability-related circumstances of the student and/or the academic demands of the program.

### It is important to note:

- Academic accommodations do not change the essential requirements of your course or program curricula
- You will be expected to meet the same academic standards and demonstrate the same knowledge and skill development as your peers

## Did you know?

Undergraduate students taking a **reduced course load** for disability-related reasons may be eligible to be charged per course fees. This may also apply to students learning abroad through an outbound exchange.

Speak with your Accessibility Advisor to see if this accommodation applies to you and your program of study.

Students who already have this accommodation should speak with their Registrar before adding or dropping courses to see how their fees may be affected.

# Types of accommodations



## Classrooms, labs, course work

- Accessible classrooms and labs, adaptive furniture, and assistive technology
- Sign language interpretation, professional/computerized notetaking
- Reasonable extensions on individual assignments and papers
- Access to materials in alternate formats (e.g., braille, large print, digitized text, voice-activated software, assisted-hearing devices)



## Quizzes, Tests and exams

- Accommodations may include access to a space with fewer distractions, additional writing time, and breaks
- Access to alternate formats like large print or braille
- Use of adaptive furniture and equipment (e.g., using a keyboard for writing or screen-reading software)



### **Practicum and placements**

- Guidance on requesting accommodations during a practicum or placement
- Developing safe, appropriate accommodations at a practicum or placement site in collaboration with the practicum or placement coordinator



### **Research**

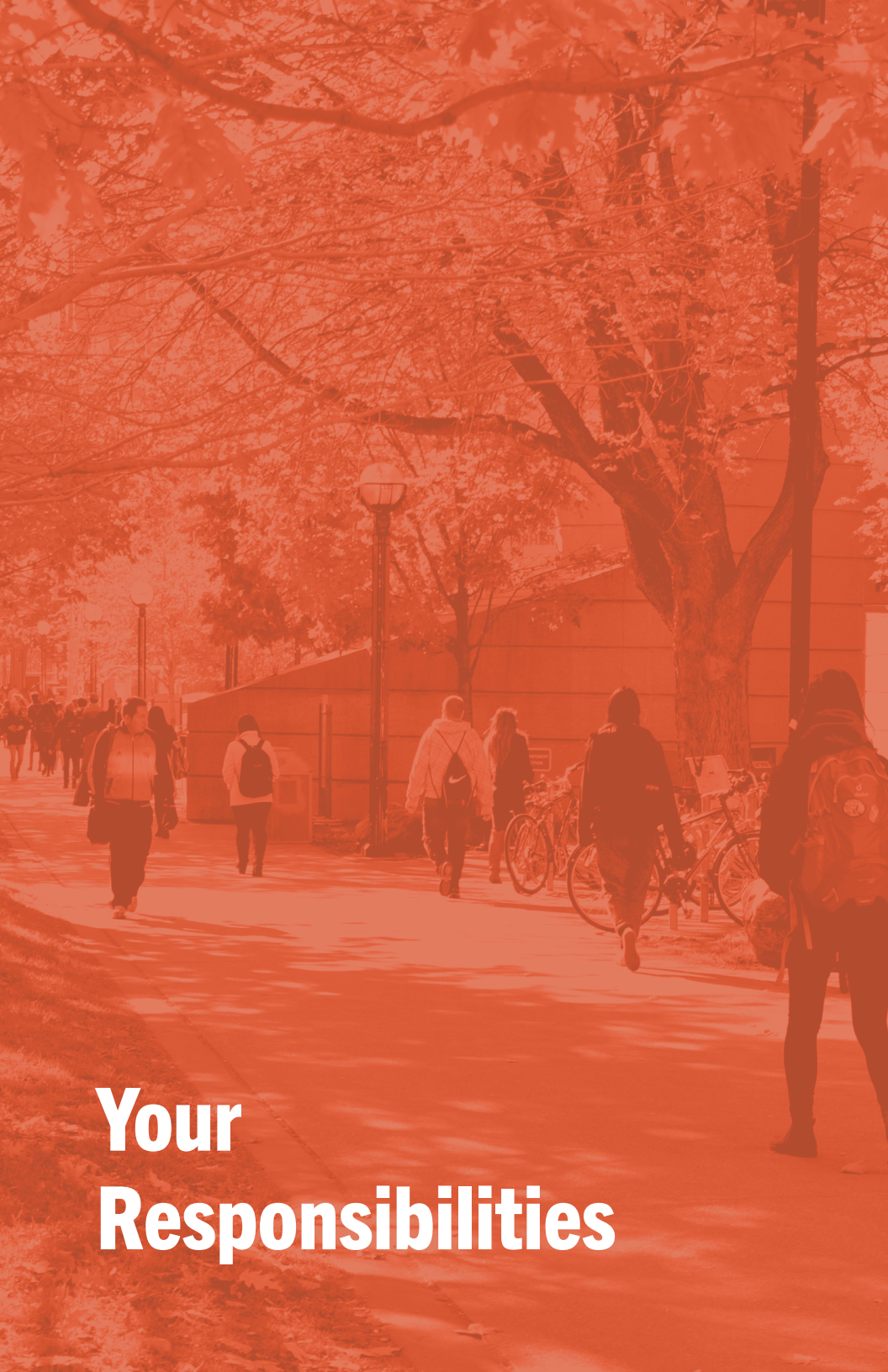
- Working with you and your department to determine whether additional time may be required to complete research



### **Outside of the classroom**

- Working with residences regarding disability-related housing needs
- Connecting you with campus and community resources
- Offering peer mentoring and co-curricular programming

For a list of academic accommodations, please visit [uoft.me/as-accommodations](https://uoft.me/as-accommodations)



# **Your Responsibilities**

Once you are registered with our service, you have new responsibilities when it comes to accessing your accommodations and the various services and programs offered through Accessibility Services. You've got this! And Accessibility Services is always here to help.

## Responsibilities checklist

- ☐ Download your *Letter of Accommodation* and provide them to your professors, course instructors, or the appropriate person in your faculty 4-6 weeks prior to the start of the course, page 33
- ☐ Communicate with professors and course instructors about your accommodation needs in a timely way—including requesting extensions, page 38
- ☐ Register for your tests, quizzes, and exams with Accommodated Testing Services, page 45
- ☐ Connect with an Accessibility Services Adaptive Technologist and/or Learning Strategist when this is recommended by your Advisor, page 63-64
- ☐ Explore options for Financial Aid to help you with disability-related educational costs, page 64-65
- ☐ Get connected and find support through our Community and Peer Support programs, page 70
- ☐ Strengthen your learning skillsets by attending a workshop or program through Accessibility Services, Centre for Learning Strategy Support, or one of the Writing Centres.
- ☐ Let us know immediately about any changes in the disability related barriers you may be experiencing, or changes in your accommodation needs. Many accommodations can be complex or require a significant amount of time to implement depending on the circumstances or internal/external system navigation that our office will need to navigate for implementation (up to 6 weeks or more in some cases). It is critical we know as soon as possible about any changes so that everything that you need is in place in a timely way to support your success.
- ☐ Self-enroll in the Accessibility Services Quercus module, which will allow you to receive important announcements and sync important dates such as registering for exams, signing up for peer note-taking, and more with your Quercus or personal digital calendar. [Register here.](#)

# Respect

Accessibility Services is committed to providing a safe, healthy, secure, and respectful environment for our staff, students, and visitors.

Any form of abuse is unacceptable including:

- Verbal abuse including using threatening language
- Action or attempted action that causes or could cause injury
- Physical or sexual assault



# Letter of Accommodation

*Letters of Accommodation* are used to inform your professors, instructors, and/or Program Administrators about your learning needs and to verify your need for need for classroom related accommodations. For students in professional faculties, such as the Faculty of Applied Science & Engineering and the Faculty of Kinesiology & Physical Education, you may need to provide *Letters of Accommodation* to your Academic Advisor and/or Registrar.

We encourage you to activate your accommodations by communicating directly with your professors or instructors with the support of your *Letter of Accommodation*. If/when your instructor's contact information is available, we strongly advise you to share your Letter of Accommodation with them several weeks (ideally 4-6 business weeks) before the start of the semester if there are specific accommodations that they will need to have in place to support you for the first day of class. If you would prefer, an Accessibility Advisor can speak to your instructor on your behalf - please let us know.

The *Letter of Accommodation* maintains confidentiality about the nature of your disability while providing information to the reader so they can implement your accommodations. This may include:

- Specific details about your classroom or lab accommodations
- Instructions to send tests, quizzes, and exams in the correct format to Accommodated Testing Services
- Confirmation that you may request a coursework extension on an individual assignment up to one [1] week from the original deadline
- Notification that a service provider or aide will be present in the classroom

- For the purposes of administering your accommodations, your instructors may need to share your Letters of Accommodation on a need-to-know basis with Teaching Assistants or other staff within an academic department. If you have questions or concerns about this, speak with your Accessibility Advisor

Go to [uoft.me/LOA](https://uoft.me/LOA) to download your *Letters of Accommodation*—there will be one for each of your courses.

Your *Letter of Accommodation* may not list all your accommodations—especially those related to accommodations for a practicum, placement, or field course. Meet with your Accessibility Advisor to discuss whether you need a tailored *Letter of Accommodation* for non-traditional and/or experiential learning environments.

Also, your letter of accommodation will not list approved test and exam accommodations as these are arranged by the student through Accommodated Testing Services (i.e. Test and Exam accommodations are not administered or arranged through your course instructor).

Not sure how to draft the email to your professor or course instructor requesting an accommodation? Take a look at our draft email to professors on page 37 or connect with a peer.

For information on peers, visit: [uoft.me/as-peers](https://uoft.me/as-peers)

### **If you have trouble accessing your Letters of Accommodation online, please note the following:**

- It may take up to 48 hours for your letter to become available after your intake appointment
- You can only use Firefox, Chrome, or Microsoft Edge web browsers
- If the problem persists, contact our front desk (at [accessibility.services@utoronto.ca](mailto:accessibility.services@utoronto.ca) or 416-978-8060) for assistance.
- You can also connect with a peer advisor if you need help downloading your letter.

# Working with your Professors and Course Instructors

When deciding how to discuss your accommodations with your professors, instructors, or Program Administrators consider what they may need to know and what information is relevant to them to support your success in your academic program. If you're not sure how to request or discuss accommodations, connect with your Accessibility Advisor.

You do not need to provide details about disability diagnosis, or personal struggles. Instead, discuss your specific learning and accommodations needs and any limitations you might experience in meeting course requirements.

## Some examples might be:

- “I have an academic accommodation that requires me to sit in the front row of the classroom for disability-related reasons”
- “I have an academic accommodation for the times I will need to miss class due to disability-related reasons.”
- “Because it takes me longer to process written information, I may require clarity around instructions and may potentially need extensions for term work.”

## Quick tips when requesting accommodations

- If you make the request in person or virtually, follow up with an email to your professors or instructors outlining what you discussed. If you are following up at a later date, reattach your *Letter of Accommodation*.
- In all of your correspondence, make sure to include your course code and section since professors or instructors often teach more than one course.
- Avoid writing angry or confrontational emails to professors or instructors. If a challenging situation arises, make an appointment with your Accessibility Advisor to get advice on next steps.

Students in professional faculties, such as the Faculty of Applied Science and Engineering and the Faculty of Kinesiology and Physical Education, may need to provide *Letters of Accommodation* to an Academic Advisor and/or Registrar. Contact your Accessibility Advisor to seek advice on how to best use the *Letter of Accommodation*.

## Writing an email to your professor or instructor

### DO'S

**DO** write an informative subject line, so that your professors and instructors know immediately why you're writing to them, even before they've read the email. Include the course code.

**DO** provide your Letter of Accommodation in a timely manner. It helps to explain your situation concisely, and then ask for an accommodation in a considerate manner.

**DO** finish with a closing sentence, including both your full name and your student number.

### DON'TS

**DON'T** address your instructor by their first name unless they've explicitly asked students to do so.

**DON'T** email your instructor to ask a question that can be found in the course syllabus. Always consult the syllabus before contacting your instructor.

**DON'T** send an email with threats or demands. Use a polite tone when requesting an accommodation

### Reminder:

For any official communication with your professors and course instructors, always use your UTmail+ account (@mail.utoronto.ca).

## Sample email to accompany Letter of Accommodation

New message



**From:** YOUR NAME

**Sent:** DATE (e.g., September 18, 10:55 AM)

**To:** PROFESSOR NAME <professor.name@utoronto.ca>

**Subject:** COURSECODE: YOUR NAME Letter of Accommodation

Dear Professor [NAME],

I am enrolled in your course [COURSE CODE + SECTION (e.g., ANT204 L0101)] for the fall semester. I am registered with Accessibility Services, and am attaching my Letter of Accommodation which outlines my accommodations for your course.

If you have any questions about my accommodations, my Accessibility Advisor, [ADVISOR'S NAME], can be reached at [ADVISOR'S EMAIL ADDRESS].

Thank you, and I look forward to the upcoming semester.

Sincerely,

[YOUR NAME]

[YOUR STUDENT NUMBER]

Send



# Requesting an Extension

The impact of disability may mean you sometimes need additional time to complete assignments. Your *Letter of Accommodation* will indicate this and provide your professors and instructors with information needed to approve up to a one [1] week extension on individual coursework.

All disability-related extension requests require approval from your professors or instructors made **before the original due date**. We recommend requesting an extension **a week before the original due date**. Approval by the instructor is requested to determine whether or not the request is feasible in the context of the course. It should not involve an assessment by your instructor to determine whether or not the accommodation is warranted. Should you feel this is taking

place, please connect with your Accessibility Advisor immediately to discuss.

We understand that sometimes, disability-related challenges may prevent this from happening. Should this occur, speak with your Accessibility Advisor to discuss next steps.

There are situations when a professor or instructor might not approve an extension:

- When the extension request concerns a group assignment
- When the answers for the assignment were posted or taken up in lecture
- When the extension request does not allow sufficient time for marking

In these circumstances, meet with your Accessibility Advisor to discuss potential next steps or alternate accommodations.

## **Extensions beyond one [1] week**

If you need a disability-related extension beyond one [1] week after an individual assignment due date, you must complete the online *Extension Request Form* [uoft.me/as-extensions](https://uoft.me/as-extensions) before the originally negotiated extended due date. Next, meet with your Accessibility Advisor to review your request.

Please note that disability-related extension requests beyond one [1] week will be considered when there have been extenuating circumstances. These requests are not automatically guaranteed and will be reviewed on a case by case basis.

It is important that you continue to work on assignments to the best of your ability while an extension request is being considered.

## **Can I get an extension on group work?**

Extensions may not be possible or appropriate for group work. They are not usually granted. If you are unable to complete group work due to disability-related reasons, speak with your instructor and your Accessibility Advisor as soon as possible to

discuss potential alternatives. Meet with your Accessibility Advisor to problem-solve how to address the workload issues you are facing and to consider whether an extension on an individual assignment in a different course might be possible so that you can focus on meeting the deadline set for your group work project.

## **How can I stay on top of my deadlines?**

At the beginning of the semester, map out your deadlines using a planner or a calendar. This may help to ensure you have time to make the most of the resources available to you as a student, including programming and learning strategy opportunities from our office, a Writing Centre, and the Centre for Learning Strategy Support.

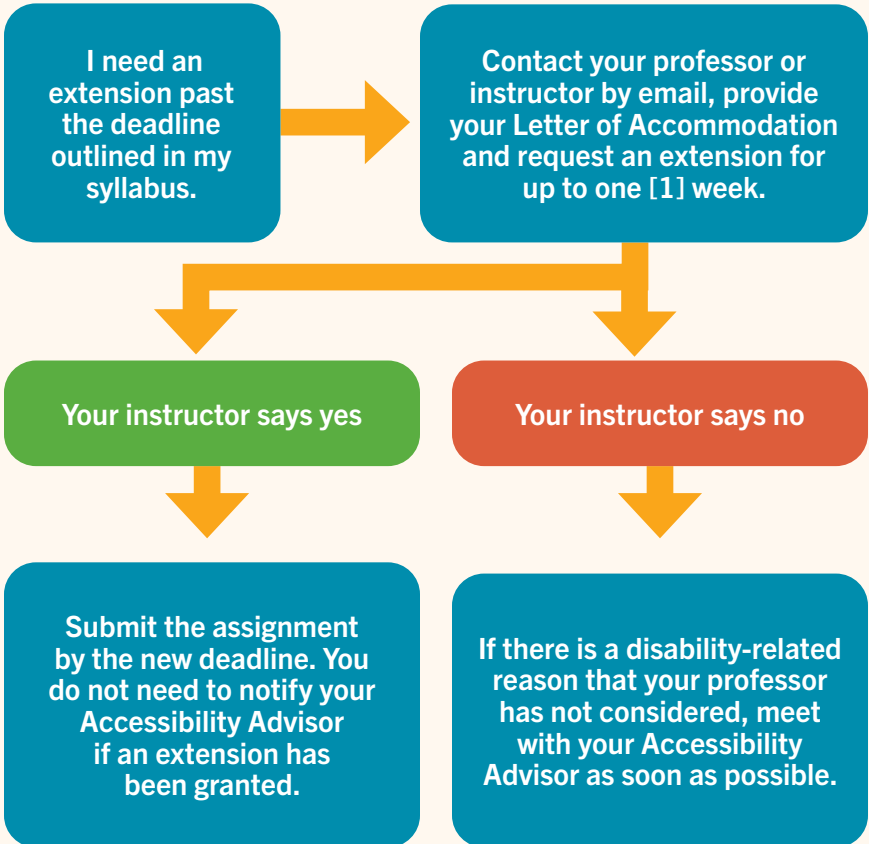
If you are having trouble staying on top of deadlines, see page 64 for more information on Learning Strategists and learning skills workshops

## **Where can I get help with planning my semester?**

Peer Advisors are available to assist you. Stop by one of our Peer Advisor drop-in sessions when they are available, or visit [uoft.me/as-peers](https://uoft.me/as-peers) to be connected to an upper-year student who can meet with you throughout the semester.

## How and when should I ask for an extension?

You may experience a flare-up of disability-related symptoms and, as a result, require a reasonable extension on assignments. Consider the charts below which highlight common scenarios that students experience.





I was granted an extension but am going to miss the new deadline.

Do you feel comfortable asking your instructor for an additional extension?

Yes

Contact your instructor and request an additional extension.

Your instructor says yes

Submit the assignment by the new deadline. You do not need to notify your Accessibility Advisor if a new extension was granted.


No

Complete the Extension Request Form available online [uoft.me/as-extensions](https://uoft.me/as-extensions). Meet with your Accessibility Advisor to review your request.

Your instructor says no


Complete the Extension Request Form available online [uoft.me/as-extensions](https://uoft.me/as-extensions). Meet with your Accessibility Advisor to review your request. Note: These requests are not always guaranteed

I was granted an extension and have missed the deadline.



Contact your instructor as soon as possible to tell them you will be meeting with your Accessibility Advisor. Complete the Extension Request Form online [uoft.me/as-extensions](https://uoft.me/as-extensions). Meet with your Accessibility Advisor to review your request.

I need an extension beyond the end of the academic term (five [5] business days after the exam period ends)



Contact your Registrar to submit a petition for consideration of an extension. Meet with your Accessibility Advisor regarding what support they can provide, if you are petitioning for disability-related reasons

## Sample email asking for an extension

New message



**From:** YOUR NAME

**Sent:** DATE (e.g., September 18, 10:55 AM)

**To:** PROFESSOR NAME <professor.name@utoronto.ca>

**Subject:** COURSECODE: Requesting an Extension

Dear Professor [NAME],

I am enrolled in your course [COURSE CODE + SECTION (e.g., BIO120H L0101)]. Earlier this term I sent you my Letter of Accommodation, as I am registered with Accessibility Services. Due to disability-related reasons, I am unable to submit [ASSIGNMENT] by [ORIGINAL DUE DATE]. I am writing to ask for an extension of [ONE TO SEVEN] days, as outlined in my Letter of Accommodation. I will submit by [EXTENDED DUE DATE].

If you have questions about my accommodations, my Accessibility Advisor, [ADVISOR'S NAME], can be reached at [ADVISOR'S EMAIL ADDRESS].

Thank you in advance for your understanding.

Sincerely,

[YOUR NAME]

[YOUR STUDENT NUMBER]

Send



## **Academic consideration for non-disability reasons**

You may require special consideration for reasons that are not connected to your disability (e.g. flu, bereavement). There are different processes to request consideration for reasons that are not disability-related.

### **Illness or injury**

The Verification of Illness or Injury form (also known as a “doctor’s note”) may be required for a missed academic obligation in some circumstances. It is the official University of Toronto form for all students who are requesting academic consideration based on non disability related reasons. For more information please visit: [registrar.utoronto.ca/policies-and-guidelines/verification-of-illness-or-injury](https://registrar.utoronto.ca/policies-and-guidelines/verification-of-illness-or-injury).

### **Religious observances**

Alert your professor or course instructor regarding religious observances that might impact your ability to meet course requirements during the term ([viceprovoststudents.utoronto.ca/policies-guidelines/accommodation-religious](https://viceprovoststudents.utoronto.ca/policies-guidelines/accommodation-religious))

### **Illness or death of a family member, or personal or family crisis**

Alert your College, Divisional, or Faculty Registrar if you face exceptional life circumstances.

# Quiz, Test and Exam Accommodations

Accommodated Testing Services (ATS) is responsible for administering accommodations for quizzes, term tests, and exams for students registered with Accessibility Services. Our office works collaboratively with Accommodated Testing Services so that you can write your tests and exams with approved accommodations.

## Did you know?

During the 2023-2024 academic year, ATS supported **30,192** accommodated tests and exams?

Students writing online and take home exams still have to register with Accommodated Testing Services to write with accommodations for these assessments.

### How to register for quiz, term test, or final exam Accommodations

If you are planning to complete any timed written assessments with accommodations (quizzes, tests, exams, and online assessments), please ensure you register with Accommodated Testing Services by the set deadlines ([lsm.utoronto.ca/ats](https://lsm.utoronto.ca/ats))

Please note that your professor, instructor or Program Administrator may be informed of your testing accommodations if they need to input them into an online test platform.

When you successfully submit a request for accommodations, you will receive an automated confirmation email. Typically, you will receive this e-mail one to two business days prior to your scheduled assessment date.

If you require accommodations for an oral exam, please connect with your Accessibility Advisor directly as these types of exams are not administered through Accommodated Testing Services.

## Step 1

1. **Confirm your scheduled assessments** for each course. This includes tests, quizzes, online assessments, and any other timed assessments you will need your testing accommodations for.
2. You can find this information on your syllabus and/or course website.
3. Not sure of the timing details for one of your assessments? Reach out to your instructor and ask! You can let them know that you need these details in order to book with ATS.

## Step 2

1. **Book with ATS** for each assessment you will need your testing accommodations for, whether remote or on campus/in person.
2. Bookings can be made through the “Accommodations” section on ACORN.
3. The deadline to book with ATS for assessments during the term is 14 days prior.
4. For assessments during final exam periods, there are specific deadlines, so please check the ATS website and watch out for an email announcing when exam period registration opens.

## Step 3

1. **Manage your ATS bookings.** You can visit ACORN to check which assessments you have booked with ATS.
2. Ensure there is an individual booking for each assessment requiring test accommodations.
3. Need to make changes to a booking? Please email [ats.info@utoronto.ca](mailto:ats.info@utoronto.ca).
4. If you need to cancel a booking, you can do it directly in ACORN. Please note that once the booking is cancelled, it cannot be reinstated

## On campus/in person assessments

### Step 4

1. **Check your 2-day confirmation email.**  
2 business days prior to your ATS booking, you will receive an email confirming your writing time and location. If you do not receive this email, contact ATS immediately.
2. It's very important that you carefully review this email, as your start time may be different than the standard class start time.
3. ATS also uses various locations on campus, so it's important to always check your writing location. Remember, you will be writing at an ATS location, not with your class!

### Step 5

1. **Hand your Tcard** to an invigilator as soon as you arrive, and follow their instructions to get signed in and begin your assessment.
2. **Write your assessment.**  
Arrive at your assigned ATS location 15 minutes before your scheduled start time. Late arrival will be deducted from your writing time, so make sure to be on time!

## Online assessments and take home exams

### Step 4

1. **ATS will send you an email** when we confirm that your accommodations are being applied to your assessment. Typically, we are able to confirm this 1-2 business days prior to your assessment.
2. Please note: for online assessments, your time-based accommodations will be applied, if applicable. If you have concerns about how to access other accommodations while writing an online or take home exam, please reach out to your Accessibility Advisor at least 14 days prior.

### Step 5

1. **Write your assessment.**  
Follow directions from your instructor to complete and submit your assessment. Your time-based accommodations will be programmed into your online assessment, if applicable

## For quizzes and term tests

- Check your syllabus for dates for quizzes and tests
- Register with 14 days' notice prior to the date of the quiz or test
- Please make sure to use the correct link on ACORN when registering for term tests versus final exams

## Final exams

- Check your exam schedule once it has been posted
- Register by Accommodated Testing Services Registration Deadlines each term
- [ism.utoronto.ca/ats/info\\_for\\_students.html#deadlines](https://ism.utoronto.ca/ats/info_for_students.html#deadlines)

Keeping track of deadlines can be difficult during busy times. Keep checking your UTMail+ address for reminders about important deadlines.

## If you know you will need to miss a test, quiz, or lab before the deadline occurs:

Email the professor with a copy of your *Letter of Accommodation* to notify them that you are registered with Accessibility Services. Book an appointment with your Accessibility Advisor as soon as possible to discuss next steps. Read your syllabus or speak with your instructor to ensure that a make-up test, quiz, or lab can be arranged.

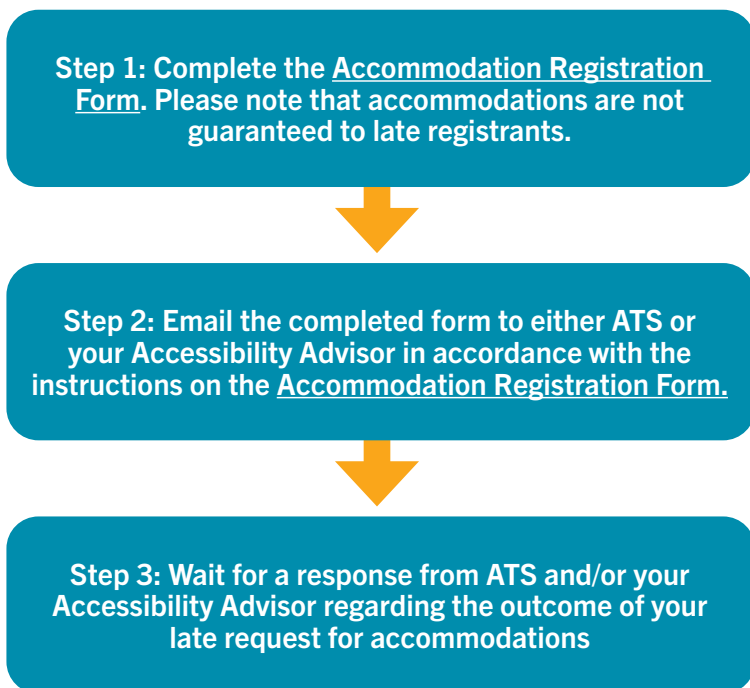
## If you have missed a past test, quiz, or lab during the term:

Email your professor to notify them. Connect with your Accessibility Advisor as soon as possible to discuss next steps.

For more information on Accommodated Testing Services, visit: [ism.utoronto.ca/ats](https://ism.utoronto.ca/ats)



**If you have missed the deadline to register for a test, quiz, or lab during the term:**



**Quiz, test and exam accommodations may include:**

- Additional writing time
- Stopped clock breaks
- Access to adaptive software, lightning, or furniture
- Large or alternative print materials
- A distraction-reduced space
- A scribe
- Access to food, drink, or medication

**If you need to register for a make up test that has already been approved by your professor:**

Submit a request for accommodations by e-mail in accordance with the instructions on the [Accommodation Registration Form](#).

# Working with your Accessibility Advisor

Once you are registered, you are assigned an Accessibility Advisor who can help you navigate your accommodations.

Your Accessibility Advisor may be located in our central office or in an office near your program faculty or department. Visit <https://studentlife.utoronto.ca/service/accessibility-advisor-support/> to find out where your Advisor is located and how to contact them.

In-person, virtual, and phone appointments will continue to be available for students throughout the 2024-2025 academic year.

You and your Accessibility Advisor will collaborate to develop your accommodations.

Here are some things to keep in mind:

- Once you are registered with Accessibility Services, meet with your Accessibility Advisor to keep them in the loop about any changes to your health, accessibility needs or if you encounter any challenges using your accommodations.

- You should connect with your Advisor as soon as possible if you are experiencing difficulties or a flare-up of your symptoms to discuss your options. They can be much more effective in helping you if you let them know at the time, rather than afterwards.
- It will be helpful to connect with your Advisor to discuss when and why you may be struggling with the completion of certain kinds of academic work to consider next steps.
- Let them know how your accommodations are working so you can discuss changes or alternatives if needed
- Your accommodation needs may change over time, and with different course demands

## **If you are experiencing a flare-up of symptoms that prevents you from attending a meeting:**

You may send your Accessibility Advisor an email to update them of your situation. This update will be added to your file, but you may still need to meet your Accessibility Advisor to plan or discuss next steps.

**“My Accessibility Advisor makes me feel heard and understood.”**

*Fifth-year undergraduate student at Victoria College living with a mental health disability and a chronic health condition.*

## **Staying in touch with your Accessibility Advisor**

We prefer appointments vs. emails.

Your Accessibility Advisor can provide the most valuable support through an appointment. Interactions in person, virtually, or over the phone allow Accessibility Advisors the chance to speak with you about your strengths, your challenges, and how they can provide support.

There are multiple ways you can stay in touch with your Advisor, which are outlined on the next few pages.

## **Our Appointment Policy**

Your scheduled appointment time is reserved just for you. We encourage you to be on time for appointments. Here are some things to keep in mind about your appointment:

- If circumstances change and you are unable to attend an appointment, please notify us by email or phone with 24 hours' notice so your appointment is released and available to other students

- We prioritize rescheduled appointments for students who provide notice
- For a Monday appointment, we require notice no later than 8:30 a.m. that morning
- Students who are more than 15 minutes late to their appointment will need to reschedule
- if you are meeting with us in person, virtually or by phone please note we do not audio or video record appointments, nor do we provide permission for you to audio or video record appointments (in person, virtual, phone) without first receiving our written permission to do so.

Email: [accessibility.services@utoronto.ca](mailto:accessibility.services@utoronto.ca)

Phone: 416-978-8060

## **Different Types of Appointments**

You can book an in-person, phone or virtual appointment with your Accessibility Advisor through our administrative team. More information on how to contact our

administrative team can be found on the next few pages.

## Drop-In Appointments

Accessibility Advisors hold drop-in appointments at various times throughout the week. These 15-minute appointments are designed for you to provide very brief, just-in-time updates to your Accessibility Advisor. For drop in times and locations, please click on the “Contacts” ribbon of the Accessibility Services [webpage](#) then scroll down to find your Accessibility Advisor.

## Emailing Your Accessibility Advisor

For most questions and concerns, we encourage you to book an appointment with your Accessibility Advisor.

However, there may be times that you will need to provide a brief informational update before a meeting, especially if you are experiencing a flare-up of disability-related symptoms.

In these circumstances, you may send an email to your Accessibility Advisor to update them on your situation.

### Please note:

- You may still need to book an appointment with your Accessibility Advisor to discuss next steps
- Email should not be used to make contact in emergency

situations. If you are experiencing an emergency, please call 911 or visit your nearest hospital emergency room.

- Personal and academic issues are best addressed during appointments

## Visiting and contacting our administrative team:

Visit or contact our administrative team to book an appointment with your Accessibility Advisor or to ask general questions. During busy times of the year, our administrative team receives high numbers of emails and phone calls; as such response times can be longer than normal.

You can visit our administrative team at the Accessibility Services Reception at 455 Spadina Avenue, 4th floor, Suite 400. You may also call 416-978-8060 or email the administrative team at [accessibility.services@utoronto.ca](mailto:accessibility.services@utoronto.ca).

## Accessibility Advisor Changes

Occasionally, based on caseload numbers, staffing, or the personal circumstances of your advisor (e.g. maternity leave, promotion to a new role in another office, retirement), your Accessibility Advisor may change throughout the year or the duration of your degree. We aim to provide you with as much communication and transparency as possible when this happens.

## **Do you want to work with another Accessibility Advisor?**

Transferring to another Accessibility Advisor is determined on a case-by-case basis as we consider each Advisor's caseload and particular expertise.

Contact our administrative team ([accessibility.services@utoronto.ca](mailto:accessibility.services@utoronto.ca) or 416-978-8060) to arrange a meeting with a Team Lead or our Assistant Director to discuss available options.

## **Document Upload Portal**

Students may need to securely provide documents to our office. To ensure the confidentiality and protection of your disability-related information, registered students can securely upload documentation via the Online Student Services portal using this link: [sites.studentlife.utoronto.ca/ASDocUploads](https://sites.studentlife.utoronto.ca/ASDocUploads)

You will need your UTORid and password to log into the portal. Acceptable document formats include: DOC; DOCX; PDF; PNG; JPG; TIF. Maximum document size: 35 MB.

If you experience any difficulties uploading your document, please contact our administrative team at 416-978-8060 or [accessibility.services@utoronto.ca](mailto:accessibility.services@utoronto.ca). If you are not currently registered with Accessibility Services, contact our

Front Office to obtain a secured email link.

## **If you develop another disability after you are registered with Accessibility Services**

We recognize that your health needs may change during your time as a student. If you develop a new disability or receive an updated diagnosis from your health care provider, let your Accessibility Advisor know as soon as possible to talk about potential additional supports. You may need to submit updated medical documentation (see pages 17-18 for information on what documentation you may be asked to submit).

# When to Connect with Accessibility Services

## **When should I book an appointment with my Accessibility Advisor?**

- To discuss the impact of your disability on your academic work
- To request assistance accessing the Bursary for Students with Disabilities (BSWD) & receive referrals for assessments
- To review updated medical documentation
- To discuss changes to your academic accommodations and reducing your course load
- To provide information about any petitions you are filing for outstanding work or deferred exams
- To discuss changes to your ability to complete academic work due to disability

## **When should I visit my Accessibility Advisor's drop-in hours?**

- To get or provide signatures on forms, submit updated documentation, and pick up information about events and resources
- To request clarification about academic accommodations, processes, and policies
- To problem-solve time-sensitive issues
- To discuss referrals to see a Learning Strategist, Adaptive Technologist, or a tutor

## **When should I email my Accessibility Advisor?**

- To update your Accessibility Advisor during a flare-up of disability-related symptoms with an academic impact
- To update your Accessibility Advisor that you will miss or have missed a class or lab due to disability-related symptoms

*Remember: you may still need to meet in person to problem-solve or discuss a change in your accommodations*

## **When should I meet with a Peer Advisor?**

- To learn about the services and resources at Accessibility Services & U of T
- To register for tests and exams
- To download your Letters of Accommodation
- To write emails and get tips on communicating with your professors and instructors
- To get tips on planning your semester, time-management, and managing school work

## **When should I contact the front desk?**

- To make or cancel appointments
- To request information about registration and the Bursary for Students with Disabilities (BSWD)
- To ask about accessibility-related deadlines
- To speak with another Accessibility Advisor when your Advisor is away

The front desk can be reached by in person at 455 Spadina Ave (Suite 400), over the phone at 416-978-8060, or over email at [accessibility.services@utoronto.ca](mailto:accessibility.services@utoronto.ca)

# Petitions

A petition is a formal request for an exception or change to the normal rules and deadlines in your academic program, supported by documentation. These may include deferring a final exam or submitting assignments after the end of term.

If you are filing a petition for disability-related reasons, our office can provide a letter of verification of your registration, your accommodations, and your disability-related circumstances of which we are aware. It is important that you keep your Accessibility Advisor in the loop if you are planning to submit a petition.

There are different processes at each of the undergraduate faculties and divisions.

## **Faculty of Arts & Science**

[uoft.me/artsci-petitions](https://uoft.me/artsci-petitions)

## **Faculty of Applied Science & Engineering**

[uoft.me/engineering-petitions](https://uoft.me/engineering-petitions)

## **Daniels Faculty of Architecture, Landscape, and Design**

[uoft.me/daniels-petitions](https://uoft.me/daniels-petitions)

## **Faculty of Music**

[uoft.me/music-petitions](https://uoft.me/music-petitions)

## **Faculty of Kinesiology and Physical Education**

[kpe.utoronto.ca](https://kpe.utoronto.ca)

If you are taking a course at another U of T campus and you need to file a disability-related petition, you should consult with your home campus Accessibility Advisor and file the petition through the Registrar's Office at your home campus.

## **UTSC AccessAbility Services**

[utsc.utoronto.ca/ability/](https://utsc.utoronto.ca/ability/)

## **UTM Accessibility Services**

[utm.utoronto.ca/accessibility](https://utm.utoronto.ca/accessibility)



# Dispute Resolution

The Ontario Human Rights Commission (OHRC) defines accommodations as appropriate when they provide students with disabilities meaningful access to education.

Accommodation planning begins with an identification of relevant disability related barriers to learning specific to the student. This then allows the student and advisor to work together in identifying and considering a range of accommodation options that could address these challenges. While student preference for certain accommodations is always strongly considered, it may not always be the deciding factor, especially when multiple accommodation options are available. The goal of accommodation is reasonableness, not perfection.

Occasionally, there may be situations where no accommodation can be identified that will effectively or fully mitigate a disability related barrier, particularly where an accommodation is in conflict with an academic standard/essential competency or the accommodation gives rise to safety concerns.

The University of Toronto provides students with a dispute resolution process which encompasses conflicts that may arise in the accommodations process. Questions, concerns, and issues should first be managed at the local, divisional, faculty, and college level as appropriate to the situation. For more information about policies, guidelines, publications, and resources that relate to your work and conduct as a student at the University of Toronto can be found through the [\*\*Office of the Vice, Provost, Students.\*\*](#)

## Concerns About Prohibited Discrimination

If you believe an act of discrimination has taken place in violation of The [\*\*University of Toronto's Statement on Prohibited Discrimination and Discriminatory Harassment\*\*](#), these steps will assist you in reporting your concerns and finding a resolution.

### Step 1:

- Raise your concern or complaint with the individual(s) who you believe engaged in discrimination/harassment (if possible).
- An informal resolution may be achieved here.



### Step 2:

- If a resolution is not achieved, discuss your concern with administrative officers responsible for the department or division. (e.g. Chair/Dean of Faculty/Department, Dean of Students)
- An informal resolution may be achieved here.



### Step 3:

- If the issue remains unresolved, you have the option to file a formal complaint. Set your complaint in writing and deliver it to an equity office.
- An equity officer will speak with you about available options and resources that may best be suited to your concerns.
- If an investigation is determined to be warranted, you will proceed to Step 4.



#### **Step 4:**

- An equity officer, in consultation with senior administration, will decide whether to conduct an investigation, and in the case that an investigation proceeds, the scope of the investigation will be set out.
- The decision will be advised by the Governing Council Statement on Prohibited Discrimination and Discriminatory Harassment



#### **Step 5:**

- The investigation will commence. The complainant will be advised if the concern/complaint is found to be substantiated. If it is found to be unsubstantiated, it will be dismissed. If a concern/complaint is found to be substantiated, steps will be taken to address the conduct that has occurred and to prevent reoccurrence.
- Resolution: The complaint will be addressed or dismissed.



#### **Step 6:**

- Potential to appeal: If you are not satisfied with the outcome of a complaint that has been investigated through the process in this flow-chart, you may request a review by writing to the Office of the Vice-Provost, Students within twenty (20) days of being notified of the result.

## Disputes Within Accessibility Services

- If you have a concern about your accommodations, the first step is to discuss this with your Accessibility Advisor. If you still have concerns after this meeting, you may discuss further with the Advisor's Team Lead (if concern is with a Team Lead, please bring concerns forward to an Assistant Director or Director of Accessibility Services for further discussion).
- If the matter is not resolved at this point, the second step is to contact the Executive Director, Student Life Programs & Services. For an updated list of St. George Student Life contacts, see this page: <https://studentlife.utoronto.ca/concern>
- If the matter is still not resolved, the third step should be to contact the Office of the Vice-Provost, Students at [vp.students@utoronto.ca](mailto:vp.students@utoronto.ca)

## Office of the Ombudsperson

- The University of Toronto Office of the Ombudsperson offers confidential advice and assistance to students, faculty, and staff on all three campuses of the University of Toronto.
- You may reach out to the office to discuss your concerns/problems at any point to get information about relevant policies and procedures and to help identify options. However, please note that the Ombudsperson cannot start an investigation until all other University avenues have been exhausted.
- For more information about their services and how to contact the office, visit the U of T Ombudsperson webpage ([ombudsperson.utoronto.ca](http://ombudsperson.utoronto.ca))

The background of the entire page is a photograph of a stone archway, likely part of a building's entrance, heavily covered in lush green ivy. The image is monochromatically tinted in a vibrant green color. The archway is constructed from large, rectangular stone blocks, and the ivy leaves are dense and detailed, filling the upper and right portions of the frame.

# Services

# Volunteer Peer Notetaking

Peer Note-taking is a commonly used resource accessed by students registered with Accessibility Services. The program runs through the support of thousands of student volunteers who share their own lecture notes anonymously on our Note-taking Portal. If eligible, students registered with Accessibility Services can access this portal. This program is not meant to replace in person class attendance or students taking their own notes, but rather acts as a complementary service to supplement a student's own note-taking during a lecture. If you feel you may benefit from peer notetaking, please speak with your Accessibility Advisor to discuss this and other resources to help develop and strengthen your note-taking skills.

## Accessing class notes

It is your responsibility to register for peer notetaking support on the Accessibility Services student portal, and we request that this be done for eligible courses at the start of the term — please note that this does not occur automatically. Additionally, we may not be able to facilitate note sharing for weeks of class that have already occurred, if you are signing up

after the first day of class.

In order to request notes, please follow the steps below and see our [\*\*“How to Register for Peer Notes” guideline\*\*](#) or watch this [\*\*video tutorial\*\*](#).

1. Visit our Note-taking Portal to register for volunteer note-taking in each course you are requesting notes. We recommend you do this at the beginning of each course, or as soon as you register with Accessibility Services. Please note that we will not be able to provide notetaking support retroactively once a course has ended, and the later in the course a request is made, the more challenging it can be to obtain notes.
2. This process initiates an automatic, anonymous, email to professors/course instructors requesting an in-class/Quercus announcement be made to recruit volunteer note-takers.
3. Please ensure to download your notes from the Note-taking Portal regularly throughout the course.

**Note-taking Portal:**

[\*\*studentlife.utoronto.ca/program/volunteer-note-taking\*\*](http://studentlife.utoronto.ca/program/volunteer-note-taking)

## What if notes are not available, or there are problems with the notes?

If after making a request, notes are not available or are not uploaded within two weeks of registering on the portal, please reach out to [as.notetaking@utoronto.ca](mailto:as.notetaking@utoronto.ca) so we may assist you. We can reach out to request another announcement be made in your class or remind a note-taker to continue uploading notes if they have stopped appearing on the portal. Your Accessibility Advisor may also be able to work with you to identify or recommend alternative resources.

We strongly suggest that notes are downloaded by students from the Note-taking Portal regularly/weekly. By frequently downloading and reviewing the course notes that are provided by volunteer notetakers, students are better able to identify issues or concerns early (e.g. quality of the notes, notes not being uploaded on time) and inform our office so that they can be addressed for the remainder of the course.

## Additional Support in Developing Notetaking Skills

We also strongly encourage all students to build and strengthen their note-taking skills through the duration of their degree by attending workshops at Accessibility Services (see p. 75), the [Centre for Learning Strategy Support](#) or by working with a Learning Strategist (see p. 64).

If you would like to learn more about how to incorporate volunteer notes with your own notes, please read through our guide: [studentlife.utoronto.ca/wp-content/uploads/Using-volunteer-notes.pdf](https://studentlife.utoronto.ca/wp-content/uploads/Using-volunteer-notes.pdf).

# Adaptive Technology

**Our Adaptive Technologist will meet with you to:**

- Identify what technology and/or software is available and appropriate for the functional limitations you are managing
- Assist you in learning how to use the technology and/or software

**Are you interested in learning more about adaptive technology that may assist you?**

Meet with your Accessibility Advisor for a referral to the Adaptive Technologist. For more information about various adaptive technology resources available please visit: [studentlife.utoronto.ca/service/accessibility-services-resource-library](https://studentlife.utoronto.ca/service/accessibility-services-resource-library)

# Learning Strategies

**Any student can meet with a Learning Strategist up to a few times per semester for individualized support. A Learning Strategist works with you one-to-one or in a small group to help you:**

- Identify the impact of disability on your learning
- Discover how to use your learning strengths for university-level work
- Learn to manage time and address procrastination, perfectionism, and prioritization issues
- Develop new strategies for reading, writing, and active studying to help you achieve your academic goals

Learning Strategists aren't able to:

- Offer direct support for course content (e.g. review assignments, proofread essays, tutor you on course material)
- Meet with you on a weekly basis to hold you accountable to your work

- Provide suggestions or advocate for changes to your academic accommodations or use of adaptive technology

We have in-house Learning Strategists that work specifically with students registered with Accessibility Services. You can book an appointment to meet with them by contacting our administrative team in person at 455 Spadina Ave, over the phone at 416-978-8060, or by email at [accessibility.services@utoronto.ca](mailto:accessibility.services@utoronto.ca).

## Did you know?

You can also access Learning Strategists and learning skills workshops through Centre for Learning Strategy Support and at your home college or faculty.

Find out more at [studentlife.utoronto.ca/departments/centre-for-learning-strategy-support](https://studentlife.utoronto.ca/departments/centre-for-learning-strategy-support)

# Financial Support

## Full-time OSAP funding for reduced course load

If you have a permanent disability, you may be eligible for full-time funding through the Ontario Student Assistance Program (OSAP) if you



are studying at 40% or more of a full course load. Speak to a registrar to determine what a 40% course load looks like in your program.

For the most up-to-date information on how to apply for this benefit, visit: [uoft.me/financial-aid-disabilities](https://uoft.me/financial-aid-disabilities)

## Bursaries

### Ontario Student Assistance Program (OSAP)

For domestic students, you must first apply for OSAP (or an equivalent financial assistance program in your home province or territory) to determine your eligibility for disability-related grants and bursaries. You do not need to accept a loan to be eligible for funding.

Access to funding for disability-related services and supports begins with determining OSAP eligibility. Even if you are not likely to be eligible for OSAP, apply anyway as it is a required first step for other sources of funding. You can decline the approved loan if you wish.

Funding guidelines and options change frequently. For updated information, visit the OSAP website at [osap.gov.on.ca](https://osap.gov.on.ca).

### The Bursary for Students with Disabilities (BSWD)

If you are eligible for OSAP, you may also be eligible for the Bursary for Students with Disabilities (BSWD) to help cover certain disability-related educational services and equipment. These may include:

- Assessments
- Note-taking
- Tutoring
- Technical aids
- Adaptive technology
- Psychoeducational assessments
- Counselling

Meet with your Accessibility Advisor for more information about applying for these bursaries. Make sure you are aware of the BSWD application deadlines each term.

If you are not eligible for OSAP or are an international student with financial needs, you can meet with your Accessibility Advisor about alternate sources of financial assistance for disability-related services or equipment.

For more information about financial support, visit: [uoft.me/as-financial](https://uoft.me/as-financial)

# Disability-Related Services

You may be eligible for disability-related services (e.g. tutoring, counselling, coaching) and/or equipment, depending on disability documentation. These services are a private agreement between you and your service provider but we may be able to facilitate contact and help you explore funding options.

You can meet your Accessibility Advisor to determine your needs and eligibility for funding options.

## Funding, fees, and receipts

It is important to keep track of the fees, payments, and receipts when you access BSWD or similar financial assistant supports. When applying for these services, please discuss next steps and how to submit receipts with your Accessibility Advisor.

### It is important to note:

- Any funds you receive from a bursary or grant must only be used for the service or equipment requested on the application. No changes or substitutions can be made.
- Services received for specific courses cannot be transferred to other courses. Discuss with your Accessibility Advisor should you have any questions about this process.
- If you do not use all of your funding in one term, do not assume that funds can be carried over to the following term. In some situations, a new application will need to be submitted. For example, funding from the winter term typically cannot be transferred to a summer term.
- All receipts must be submitted to the funding body by the end of each term, any unused funds must also be returned. Keep copies of receipts for your own records. Connect with your Accessibility Advisor to ensure you're aware of the processes involved in the submission of receipts and repayments.
- If you do not submit receipts or repayment by the end of the term you received funding, it can impact your eligibility to receive OSAP funding, as well as other types of funding.

# Library Accessibility Office

University of Toronto Libraries offer a variety of supports for students with disabilities.

In some cases, your Accessibility Advisor may refer you to the Library Accessibility Office directly for further support. With a referral from your Advisor, the library may provide:

- Reading material in an alternate format
- Access to laptops with assistive technology
- Retrieval of books on your behalf

Contact the Library Accessibility Office for more information ([library.accessibility@utoronto.ca](mailto:library.accessibility@utoronto.ca) or 416-978-1957).

Find out more at [onesearch.library.utoronto.ca/accessibility-office/library-accessibility-office](https://onesearch.library.utoronto.ca/accessibility-office/library-accessibility-office)

## Captioning

If not already available, captioning, described video, or transcription for all audiovisual material contained in the collection, as needed and upon request is available. This applies to both physical collections (e.g. DVD or Blu-ray) and online (e.g. streaming video).

# Print Conversion

As needed and upon request, the library will provide material from its collection in an alternate format. To make use of this service, you are asked to follow the guidelines for confirming eligibility.

Once you have identified the material you need and your preferred format, the library will work to have it converted and available as soon as possible. Obtaining an alternate format can take anywhere from days to weeks depending on your preferred format, so the sooner you let the library know what you need, the better.

## Accessibility Services Student Advisory Committee

The Accessibility Services Student Advisory Committee is a joint effort between students and Accessibility Services staff. Each year, students are recruited to join this committee to provide feedback to Accessibility Services and campus partners with the goal of improving our services and accessibility around the St. George campus. Recruitment for this committee usually begins around the start of the academic year. Find out more at [studentlife.utoronto.ca/program/accessibility-services-student-advisory-committee](https://studentlife.utoronto.ca/program/accessibility-services-student-advisory-committee).

# Accessibility Services Student Experience Survey

As part of Accessibility Services' mission to identify and remove barriers for students with disabilities and foster inclusion within learning environments, we collect quantitative and qualitative data through our annual Student Experience Survey. Started in 2019, these surveys explore students' experiences with Accessibility Services including registration, developing/navigating accommodations, resources/supports accessed and communication. The results of these surveys have directly informed the work of Accessibility Services to improve services for students with disabilities. We share these results in the hopes that staff, faculty, students and community members can work towards creating educational policies and programs that are more inclusive and accessible for students with disabilities. For more information, please visit [studentlife.utoronto.ca/news/accessibility-services-student-experience-survey-reports-2019-2022](https://studentlife.utoronto.ca/news/accessibility-services-student-experience-survey-reports-2019-2022)



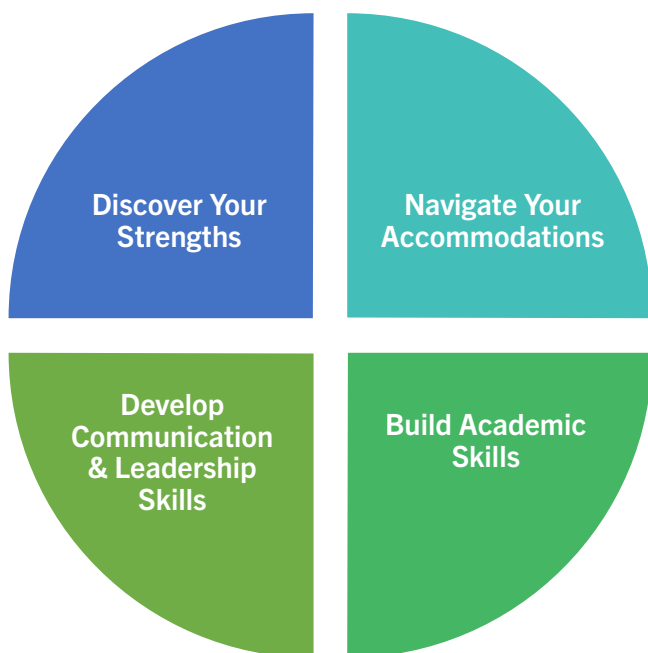
# Community and Peer Support

**C**onnecting with others who share your interests and life experiences will help you find a sense of community on campus, making your student experience richer. Visit [ulife.utoronto.ca](http://ulife.utoronto.ca) for a full list of on-campus opportunities.

At Accessibility Services, we are committed to fostering a sense of belonging and community for our students. Through Peer Mentors, Peer Advisors, Dialogue events, and Peer Connections, you can share their experiences of navigating disability and accommodations to come up with strategies and problem-solving techniques together and build resiliency.

We support your learning and development by providing workshops, dialogues, and events that explore and help develop academic self-advocacy, communication, and leadership skills.

**By engaging with peer communities, workshops,  
and events at Accessibility Services you can:**



# Moving Forward Summer Transition Program

## Moving Forward: Orientation Program

If you are an incoming student with a disability, you are encouraged to check out our Moving Forward: Orientation Programs scheduled regularly from July through September. They offer opportunities to develop skills to meet new academic expectations, learn about academic and co-curricular programs and building your network on campus. Learn more online at [uoft.me/movingforward](https://uoft.me/movingforward).

At each of these events you will:

- Learn about services and programs on campus for students with disabilities
- Learn effective study strategies and habits
- Connect with other students

“The Moving Forward program encouraged me to step out of my comfort zone. It helped me expand my connections on campus, and develop my leadership capacity. If you are a bit timid or introverted, this program helps you come out of your shell and be proactive!”

*Eighth-year undergraduate student at University College  
living with a mental health disability.*



# Access Us Peer Mentorship

The Access Us Peer Mentorship program is designed for newly registered students to connect with upper-year Peer Mentors for support throughout the term.

By regularly connecting with your peer mentor, you can get support:

- Navigating the campus and disability-related challenges
- Accessing various campus resources and opportunities
- Understanding university policies and procedures

Join a safe and comfortable community and access support and encouragement. Visit [uoft.me/accessus](https://uoft.me/accessus) for more information, including how to register.

# ADHD Peer Connections

ADHD Peer Connections provides an online space to connect with other students with Attention Deficit Hyperactivity Disorder (ADHD). Find community, share strategies to build resilience and be yourself! Learn more about ADHD Peer Connections here: [studentlife.utoronto.ca/program/adhd-peer-connections/](https://studentlife.utoronto.ca/program/adhd-peer-connections/)

# Programming for Students with ASD

## ASD Peer Connections for Women & Trans Students

ASD Peer Connections for Women & Trans Students provides women and trans students with Autism Spectrum Disorder (ASD) an informal space to connect and discuss topics relevant to their disability and identity. Visit [studentlife.utoronto.ca/program/asd-peer-connections-for-women-trans-students/](https://studentlife.utoronto.ca/program/asd-peer-connections-for-women-trans-students/) for more information.

## Social Association for Students with ASD (SASA)

The Social Association for Students with ASD (SASA) provides students with ASD, the chance to connect, contribute and develop new friendships. By joining the group, you will:

- Build a social network within the university in a safe and comfortable environment.
- Connect with students who share similar interests.
- Access support to address academic and social challenges you may experience. Visit [studentlife.utoronto.ca/program/social-association-for-students-with-asd](https://studentlife.utoronto.ca/program/social-association-for-students-with-asd) for more information

# Peer Advisor Drop-in

Peer Advisors are upper-year or graduate students registered with Accessibility Services who can provide one-to-one support during short drop-in appointments.

Connect with our Peer Advisors to:

- learn about the services offered by Accessibility Services
- discover supports and resources available to U of T students
- register for quizzes, tests, and exams
- navigate online systems and register for accommodated testing services, and access the note-taking portal

- download your Letters of Accommodation and get tips on communicating with professors and course instructors
- write emails and get tips on communicating with professors and course instructors
- plan out your semester
- get tips on time management and managing schoolwork

During the academic term, Peer Advisors are available throughout the week. For hours and how drop-in appointments are currently being offered (e.g. virtually, phone, or in person), visit [studentlife.utoronto.ca/program/peer-advisors-daily-drop-in](https://studentlife.utoronto.ca/program/peer-advisors-daily-drop-in).

## Peer Advisor Live-Chat

Peer Advisors will be available on our online chat at various times throughout the week

In order to chat, you must be a student at the University of Toronto and will need to log in using your UTORID. This chat is available to students who are registered with Accessibility Services as well as to students who are interested in learning more about our office.

Please see the section above, “Peer Advisor Drop-In”, for topics that Peer Advisors can help you with. Note that Peer Advisors cannot advise you on your specific accommodations or inform you of possible outcomes of your requests. For these inquiries, please connect with your Accessibility Advisor.

**For more information and insight from peers registered with Accessibility Services, turn to page 83**

# Workshops and Events

Throughout the semester, we offer workshops and events to help you build community and learn new skills. These opportunities aim to support student learning so you can discover your strengths, navigate accommodations, build communication and leadership skills, and develop academic skills.

## Group Learning Strategy Sessions

These online group sessions foster community while offering strategies and tips to help you navigate common challenge areas.

Please visit our Group Learning Strategies [webpage](#) for information on the most up to date topics and schedules.

Register in advance by visiting the [Accessibility Services Online Student Services Portal](#) and then clicking the “Group Learning Strategy Registration” icon.

## Workshops & Special Events

Topics include:

- Speaking to power & self-advocacy
- Academic resilience
- Learning and study strategies
- Leadership development

We also collaborate with Career Education & Exploration to offer programming to help students with disabilities explore careers and make the transition to post-university life.

For more information on our workshops, events, dialogues, and socials, visit the Programs tab on our homepage [accessibility.utoronto.ca](https://accessibility.utoronto.ca)

## Accessibility Dialogues

We host regular dialogues (informal conversations) where students can share ideas and questions and discuss the intersections of accessibility, life, and learning. Topics include: .

- Navigating U of T as a 2SLGBTQ+ Student with a Disability
- Speaking to Power

For more information on our dialogues, visit [studentlife.utoronto.ca/program/student-dialogues/](https://studentlife.utoronto.ca/program/student-dialogues/) and the “Programs” tab on our homepage: [accessibility.utoronto.ca](https://accessibility.utoronto.ca)

## Folio

Folio is a system that allows students to search, browse and register for and track engagement with events, services, programs and appointments. While most Student Life events and services have moved to Folio, job boards, employer resources, workshops and services provided through Career Exploration and Education will stay on CLNx for the time being.

You can register for most of the workshops and events at Accessibility Services through Folio ([folio.utoronto.ca/students/events?eventTypeId=18&page=1&studentSiteId=1](https://folio.utoronto.ca/students/events?eventTypeId=18&page=1&studentSiteId=1))

To search for more Student Life events and services visit [folio.utoronto.ca](https://folio.utoronto.ca)

# A Note to Parents, Family, and Supporters

## Supporting Students

Navigating a new institution and new systems can be challenging and you are certainly welcome to be involved in helping your student get started. Students can attend their meetings with parents, family, and/or supporters if they choose. Further communication between Accessibility Services and parents, family, and/or supporters will require the student to sign a consent form that will authorize the release of their information to the specified party/parties.

## Your Student's Accessibility Advisor

When your student registers with Accessibility Services, they are assigned an Accessibility Advisor. Their job is to help students with disabilities navigate academic accommodations and refer students to appropriate resources. This means that you, as a parent/family member/supporter have the opportunity to step-back knowing that your student will be supported through Accessibility Services.

## Student Independence

We also recognize that university is a time to build independence and we encourage students to practice self-advocacy skills as early as possible. The following suggestions will give a great starting point for new students:

- You can encourage your student to look at their class schedule, learn their instructors' names and reach out early on with their Letter of Accommodation to start a dialogue. Students may even wish to reach out to their instructors before the start of the semester if their contact information is available.
- Although parents/family/supporters are welcome to join, students are encouraged to attend their intake appointment with Accessibility Services on their own. They will be guided through the process with the help of their Accessibility Advisor. Attending on their own will give your student space to find their voice.

## Parent to Parent Letter

Some of the best advice for parents of students with disabilities comes from other parents. Follow the below link to read a fantastic open letter written by a woman who worked in Accessibility Services for over 30 years and who had a child with a disability attending college for the first time. Her experience and wisdom may be helpful to those supporting new students.

[Click here to read the letter.](#)

## Appendix

### What is a disability?

There are many ways to define disability. The University of Toronto abides by the definition in the *Ontario Human Rights Code, R.S.O. 1990, c.H.19*:

- Any degree of physical disability, infirmity, malformation, or disfigurement (including chronic health conditions, sensory impairments, functional or mobility disabilities)
- A condition of mental impairment or developmental disability
- A learning disability or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language
- A mental disorder
- An injury

“Disability is just another way of being a student.”

*4th-year undergraduate student, Woodsworth College, living with a mental health disability and an ADHD diagnosis*

## **Defining disability is a complex, evolving matter**

The term disability covers a broad range and degree of conditions. The *Ontario Human Rights Code* is not exhaustive and does not speak to the complex and intersectional lives that students with disabilities lead or the strengths they demonstrate every day.

Students with disabilities are thriving at U of T in nearly every program, faculty, and division. Students registered with our service are defined by their intelligence, their hard work, and their resilience.

## **Duty to Accommodate**

The *Ontario Human Rights Code* guarantees the right to equal treatment in education without discrimination on the ground of disability. The University of Toronto has a duty and is committed to considering accommodations when:

- They are requested by a student
- We become aware of a student's accommodation needs in a reasonable time
- Accommodations do not cause undue hardship to the University (e.g., safety to self and others, cost, and academic integrity of programs of study)

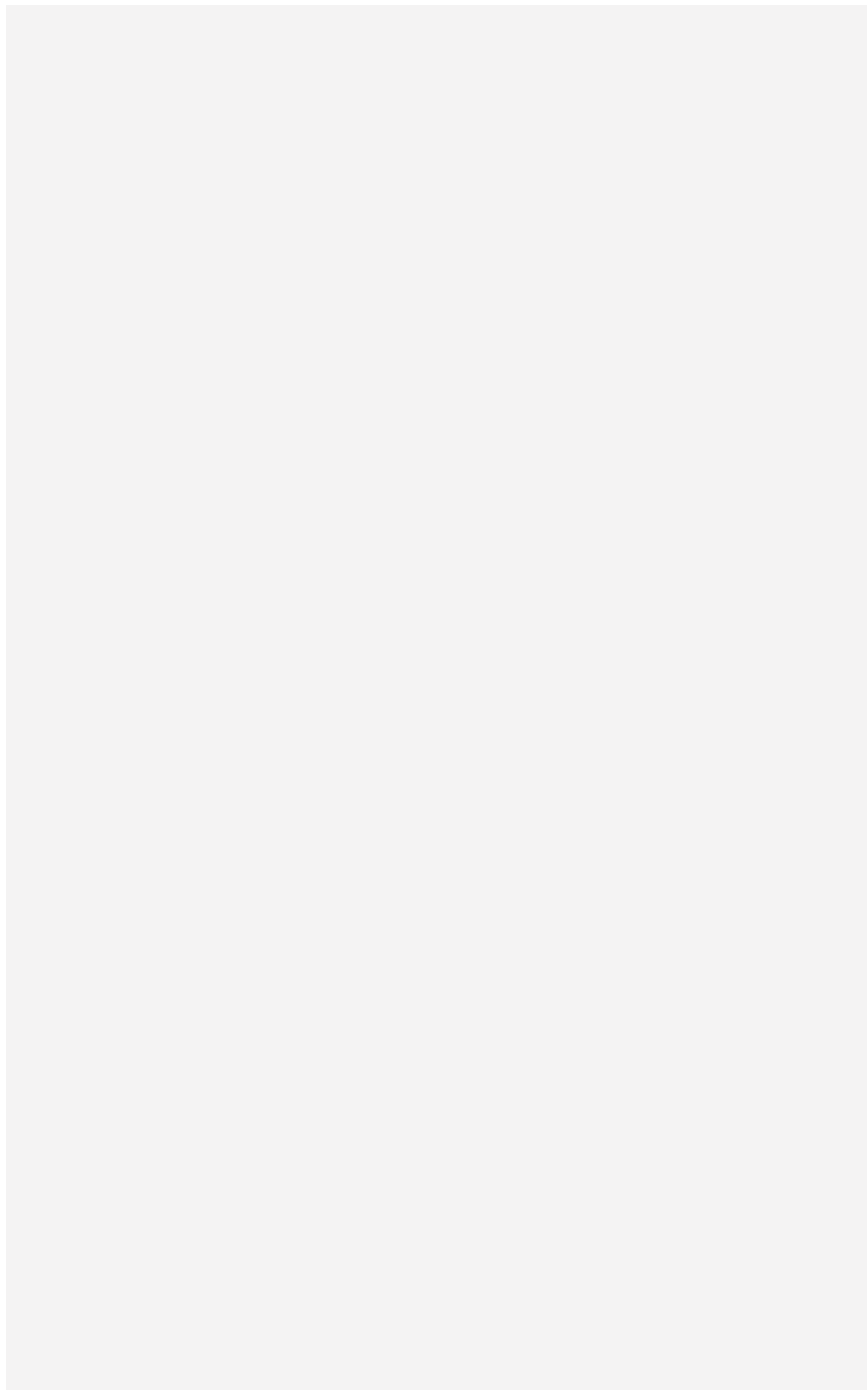
We will arrange appropriate, effective, and respectful accommodations that level the playing field so all students meet the same academic standards. Requests for accommodation are considered in good faith.

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## Notes



# My accommodations

Date

# Accessibility Services' Peer Guide to the Semester

By Emily Branov & Wren LeBlanc

Welcome to Accessibility Services' very own Peer Guide to the Semester! This section has been filled with insight from the Peer Staff team at Accessibility Services, and holds a wide range of information, resources, and pro-tips to support you through your academic journey here at the University of Toronto.

The guide itself is divided into three sections: Beginning of Semester, Middle of Semester, and End of Semester. This way, you can check in throughout the term when you're looking for support, guidance, or community! As always, best of luck with your semester, you got this! And even on the days you don't, this guide hopefully has got it for you!

## Beginning of the Semester

As the beginning of the semester arrives, as does the need to make decisions regarding courses and program pathways. This section of the guide offers insights on Accessibility Services resources and campus-wide resources so that you can make the most of your semester.

**\*Pro-tip:** Creating a schedule overview of your semester and assignments is a great first step to tackling assignments and preparing mid-terms/finals. [The University of Toronto Student Union](#) typically hands out free agendas at the beginning of each semester!

## Accessibility Services Resources

Getting in touch with Accessibility Services as early as you can is an ideal way to ensure you have access to your accommodations as soon as possible. In this section, we've detailed how to get in touch with Accessibility Services, the registration process, online resources to learn more, and some great additional programming offered by Accessibility Services.

### General Information

- **Address:** 455 Spadina Avenue, 4th Floor, Suite 400, Toronto, Ontario, M5S 2G8
- **Phone:** 416-978-8060
- **Email:** [accessibility.services@utoronto.ca](mailto:accessibility.services@utoronto.ca)
- **Website:** [studentlife.utoronto.ca/departments/accessibility-services](http://studentlife.utoronto.ca/departments/accessibility-services)

### Registering with Accessibility Services

Registering with Accessibility Services is a **3-step process** and can be done as soon you have accepted your offer of admission to UofT using your UTORid or JOINid.

You are also able to register at any time during your studies but ***be aware of the deadlines in place to receive accommodations by certain dates.***

See pages 16-23 in this handbook or visit [uoft.me/as-registration](http://uoft.me/as-registration) for more details

### Student Handbooks

This is your catch-all resource in finding out information pertaining to Accessibility Services! Within this

document you can find the Mission Statement, a guide on how to register, types of accommodations provided, list of services offered, and much more.

It is always a great idea to take a look at this before your initial intake appointment.

Digital copies of handbooks for undergraduate and graduate and professional program students can be found here: [studentlife.utoronto.ca/task/read-the-handbook](http://studentlife.utoronto.ca/task/read-the-handbook)

### Accessing your Letter of Accommodation (Students Registered with AS)

***The Letter of Accommodation*** is a form of official documentation provided to you that confirms your in-class accommodations with your instructors.

See pages 33-37 in this handbook for more information about accessing your Letter of Accommodation and sending your Letter of Accommodation to your professors and instructors. You can also follow this link for more details: [studentlife.utoronto.ca/service/letter-of-accommodation](http://studentlife.utoronto.ca/service/letter-of-accommodation)

## **Sign Up to Receive Peer Notes (Students Registered with AS)**

Peer note-taking support is one of the most common academic accommodations given to students registered with Accessibility Services. To access notes, you must have notetaking as an accommodation. See pages 62-63 in this handbook or visit [studentlife.utoronto.ca/service/note-taking-support](https://studentlife.utoronto.ca/service/note-taking-support) for more information.

## **Events and Programming (Students Registered with AS)**

Accessibility Services hosts many different forms of programming for many different occasions. You will be able to view and register for most events through Folio or Clockwork

Examples consist of:

- Peer Advisor Drop-Ins
- Virtual Accountability Check-In
- Access Us Peer Mentorship

See pages 70-76 in this handbook for more details or, to see a full list, go to [studentlife.utoronto.ca/departments/accessibility-services/](https://studentlife.utoronto.ca/departments/accessibility-services/) and click the “**Programs**” section located down the page to see a list of all of the programs currently running at Accessibility Services. Each program page will have information on how to register for their events.

## General University Resources

The University has a wide range of programming to support you through your academic journey. From workshops to social opportunities, make use of the Folio portal system, clubs registry, college-specific resources and department-specific resources offered to you.

### Degree Explorer

Tool for exploring program options and learning about required courses: [easi.its.utoronto.ca/student-information-systems/degree-explorer-admin](https://easi.its.utoronto.ca/student-information-systems/degree-explorer-admin)

### Timetable Explorer

Tool for exploring course offerings that work with your schedule: [ttb.utoronto.ca](https://ttb.utoronto.ca)

### Registered Study Groups

A great opportunity to connect with peers in your classes and make-use of dedicated study time (which also happens to count for your co-curricular record!) For more information, please visit: [sidneysmithcommons.artsci.utoronto.ca/recognized-study-groups/](https://sidneysmithcommons.artsci.utoronto.ca/recognized-study-groups/)

### Folio

Browse and register for Accessibility Services and Student Life workshops and events through Folio. Visit: [folio.utoronto.ca](https://folio.utoronto.ca)

### Accessing the Career & Co-Curricular Learning Network (CLNx)

Log into CLNx to view and apply for on-campus, off-campus,

and work-study job postings, and learn more about resources to support your academic and career success here: [clnx.utoronto.ca/](https://clnx.utoronto.ca/)

### Co-Curricular Record

Designed to help students find opportunities at U of T beyond the classroom and to have their skills and experiences captured on an official document. For more information, please visit: [studentlife.utoronto.ca/service/co-curricular-record](https://studentlife.utoronto.ca/service/co-curricular-record)

### Work Study Positions

Work Study positions are paid learning experiences where you can access experiential learning opportunities and work experiences. They are offered by a variety of different departments and feature a multitude of roles ranging from student services to academic research opportunities. See here for more information: [clnx.utoronto.ca/students/wspublicstudents.htm](https://clnx.utoronto.ca/students/wspublicstudents.htm)

*\*Pro-tip* – make use of the *St. George Career Exploration & Education* department's Events & Workshops for advice on bettering your resume and preparing for interviews. They can be accessed through

CLNx by clicking Events and Workshops > St. George > Career Exploration & Education.

### **Joining Clubs On-Campus**

The Student Organization Portal is a great place to get involved in any of your interests, no matter how niche.

Click the following links to find out more about clubs **currently running on campus**:

[sop.utoronto.ca](http://sop.utoronto.ca)  
[utsu.ca/utsu-clubs-services](http://utsu.ca/utsu-clubs-services)

### **The Clubs Fair**

Typically held at the beginning of September, this is a great event On-Campus where you can meet and learn more about different clubs and speak with club representatives.

Check the following link for more information on up-coming dates:

[www.utsu.ca/events](http://www.utsu.ca/events)

### **Fitness Amenities**

Start your semester off strong by setting up healthy boundaries and a regular exercise routine.

Check out the various U of T fitness programs, gym amenities and more at: [recreation.utoronto.ca](http://recreation.utoronto.ca)

### **Student Leadership**

Interested in Student Leadership Opportunities? Check out:

- **Association of Part-Time Undergraduate Students:**

All part-time undergraduate students

- **Scarborough Campus Students' Union:** Full-time UTSC undergraduate students
- **University of Toronto Graduate Students' Union:** All graduate students
- **University of Toronto Mississauga Students' Union:** Full-time UTM undergraduate students
- **University of Toronto Students' Union:** Full-time St. George undergraduate students & Toronto School of Theology students.

Interested in developing your leadership skills? Check out:

#### **Learning to Lead:**

A multidisciplinary workshop series where you'll build leadership skills

LeadHERship: An annual conference for the U of T community to come together and learn about leadership as it relates to gender

## LGBTOUT

LGBTOUT is the oldest LGBTQ+ student organization in Canada and has served the U of T community for over half a century. Today, LGBTOUT aims to provide a safe and inclusive space, resources, and programming for LGBTQ+ students at U of T.

For more information, visit [lgbtout.sa.utoronto.ca](http://lgbtout.sa.utoronto.ca)

## Sexual Education Centre

The University of Toronto Sexual Education and Peer Support Centre is a 100% not-for-profit, volunteer-run student service/student group at the University of Toronto, St. George campus.

For more information, visit [secutoronto.org/about](http://secutoronto.org/about)

## Multi-Faith Centre

Connect with the Multi-Faith Centre to book spaces for prayer and worship, attend discussions about meaning and purpose, social justice and religious diversity workshops, and more.

Visit [studentlife.utoronto.ca/departments/multi-faith-centre-for-spiritual-study-practice](http://studentlife.utoronto.ca/departments/multi-faith-centre-for-spiritual-study-practice)

## Health and Wellness Centre

Access a range of health services for your physical and mental health, wellness programs, and information to help support you in achieving your personal and academic goals.

Visit: [studentlife.utoronto.ca/departments/health-wellness](http://studentlife.utoronto.ca/departments/health-wellness)

## Middle of the Semester

As the middle of the semester approaches, as do mid-terms and assignments. Here is a list of resources to help you tackle your workload and make the best of your mid-term season.

### Accessibility Services Resources

#### Registering for Tests and Midterms

Students are required to register with Accommodated Testing Services (ATS) when needing accommodations for upcoming tests and midterms. See pages 45-49 in this handbook or visit this link [lsm.utoronto.ca/ats/](http://lsm.utoronto.ca/ats/) for

more information.

**\*Pro-tip:** Register for all of your midterms, tests, and quizzes at one time near the beginning of the semester. That way, you won't have to remind yourself to register for each assessment individually. Plus, you'll receive



a reminder email from ATS 1-2 days before each assessment.

### **Requesting Extensions on Coursework**

A common accommodation offered by Accessibility Services is extension on course work. See pages 38-44 in this handbook for more information on requesting extensions on coursework.

### **Events and Programming**

Accessibility Services hosts many different forms of programming for many different occasions. You will be able to view and register for most events through Folio or Clockwork

Examples consist of:

- Peer Advisor Drop-Ins
- Virtual Accountability Check-In
- Access Us Peer Mentorship

See pages 70-76 in this handbook for more details or, to see a full list, go to [studentlife.utoronto.ca/departments/accessibility-services](https://studentlife.utoronto.ca/departments/accessibility-services) and click the “*Programs*” section located down the page to see a list of all of the programs currently running at Accessibility Services. Each program page will have information on how to register for their events.

## **General University Resources**

### **Programming at the Centre for Learning Strategy Support**

Accessible through Folio

Some programs which may be helpful as mid-semester pick-me ups:

- Learning Strategist Drop-Ins
- Motivation and Procrastination Workshops
- Workshops on Managing Midterms and Assignments

Visit the Centre for Learning Strategy Support’s webpage for

more information: [studentlife.utoronto.ca/departments/centre-for-learning-strategy-support](https://studentlife.utoronto.ca/departments/centre-for-learning-strategy-support)

### **Writing Centre**

A great resource for help with planning and reading over essays. Writing centres provide free individual and group instruction in the many different kinds of writing done by University of Toronto students. For more information, please visit [writing.utoronto.ca/writing-centres](https://writing.utoronto.ca/writing-centres)

## Department-Specific Student Unions

Each department at the University of Toronto has a student-union who runs supportive programming throughout the year. Check out your department's student union

for fun social opportunities or mid-term study sessions. Search for departmental student unions through the Student Organization Portal ([sop.utoronto.ca/](https://sop.utoronto.ca/))

## End of Semester

Congratulations! You've made to the end of the semester. Here are some resources and tips to help you complete a smooth transition through finals season.

### Accessibility Services Resources

#### Registering for Final Assessments and Exams

Students are required to register with Accommodated Testing Services (ATS) when needing accommodations for upcoming tests and midterms. See pages

45-49 in this handbook or visit this link [ism.utoronto.ca/ats/](https://ism.utoronto.ca/ats/) for more information.

#### Renewing Accommodations

See page 25 in this handbook for more information.

### General University Resources

#### Summer Work Study

Job postings for summer jobs typically come up on Folio in April.

See here for more information: [clnx.utoronto.ca/students/wspublicstudents.htm](https://clnx.utoronto.ca/students/wspublicstudents.htm)

#### Programming at the Centre for Learning Strategy Support

- Exam preparatory workshops
- Anti-procrastination workshops
- Study Sessions

- Visit the Centre for Learning Strategy Support's webpage for more information: [studentlife.utoronto.ca/department/centre-for-learning-strategy-support](https://studentlife.utoronto.ca/department/centre-for-learning-strategy-support)

#### Helpful Reminder

Always make sure to include moments for rest and recuperation despite the intensity of the end of the semester. Respecting your needs through means such as adequate nutrition and sleep will be a significant contributor to your academic success!

# Closing Statement

Hooray! You've made it to the end of term! The end of semester is a great time for rest, rejuvenation, and reflection! While staying focused and productive throughout the academic year can be challenging, make sure to make use of a little "me" time throughout your semester and as you prepare for your endeavours! As students, we understand how challenging it can be to recover after end of term burnout. However, we hope that some of the resources in this guide supported you in mitigating the various stressors and challenges you may have encountered along the way. Peer Advisor Wren and Peer Lead Emily can personally attest to the amazing supports offered here at Accessibility Services, and we truly hope that our Peer Staff programming – such as our Peer Advisor Drop-Ins or Peer Mentor Connections – are able to keep you feeling supported and connected!

This is goodbye from us for now, however we do hope to see you in the future at some of Accessibility Services programming drop-ins or events! Remember that University is not only about the GPA you achieve or the length of your resume, it is also about the habits you build, self-care you exercise and memories you foster which will last a lifetime! Best of luck with all of your future plans and endeavours, we can't wait to see each and every reader go on to achieve their best!

Warm Regards,  
*Wren and Em*

