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.

Central Office
455 Spadina Avenue, 4th Floor, Suite 400
(Just north of College Street)
Toronto, Ontario, M5S 2G8

Phone
416-978-8060

Fax
416-978-5729

Email
accessibility.services@utoronto.ca

Website
accessibility.utoronto.ca
The 2021-2022 academic year

The University continues to follow public health guidance closely and we’re optimistic about a gradual, safe return to campus for the Fall 2021 term. Accessibility Services is committed to offering a wide range of virtual and in-person services and programs during the 2021-2022 academic year.

• Students can meet with their Accessibility Advisor, Adaptive Technologist, or Learning Strategist via phone or Microsoft Teams. In person appointments may be available in September upon request, subject to public health guidelines. Contact our administrative team at accessibility.services@utoronto.ca or 416-978-8060 to request a phone or a virtual appointment.

• Students can attend a wide variety of workshops and peer-led groups remotely. Visit our website at accessibility.utoronto.ca to explore our program offerings.

• Students will be informed when in person if drop-in appointments are available.

• Contact our administrative team if you have questions about meeting remotely.

As the University of Toronto prepares for a safe and smooth start of the new academic year, program and service delivery is subject to change based on public health measures for physical distancing and travel restrictions.

For the most updated information, please visit: studentlife.utoronto.ca/covid-19-accessibility-faqs
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.

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 or 416-978-8060) or visit 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.
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?

5173 students registered (2020/2021)

- Mental Health: 56%
- ADHD: 14%
- Sensory Impairments: 3%
- Autism Spectrum: 3%
- Chronic Health Conditions: 9%
- Concussion & Acquired Brain Injury: 3%
- Functional and Mobility Disabilities: 4%
- Learning Disabilities: 8%
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, real-time captioning, and note-taking
- 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
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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 66).
Your responsibilities

• Register as soon as possible by submitting your *Intake Package* online

• You can register at any point during your time at U of T, but the earlier you register the sooner we can assess your needs and provide support

• For new students beginning in the fall, register as soon as you have accepted your offer to avoid the September rush

• Provide appropriate and current documentation describing the functional impact disability has on your academic life

• 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
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
Registering with Accessibility Services
Not 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.”

Sixth-year undergraduate student at St. Michael’s College living with a chronic health condition.
New to U of T or new to Accessibility Services?
You can 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 Letters of Accommodation. You need to reactivate your registration annually. Starting the week of May 1, you will receive an email to your UTmail+ account from Accessibility Services outlining how to reactivate your registration.

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.

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, or hospitalization).

For registration deadlines visit our website: 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.

Step 1

Obtain required documentation

To register, you will first need to obtain documentation of your disability. You must scan the documentation and upload it digitally.

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.

A. Chronic Health, Mental Health, and Sensory and Physical Disabilities

• The Certificate of Disability completed by a health care practitioner familiar with your disability who is licensed to make a diagnosis (uoft.me/as-documentation).

• Additional documentation related to your disability can also be provided (e.g., a report from an audiologist).

• If you live with a mental health disability, you are not required to disclose your specific diagnosis.
B. **Attention Deficit Hyperactivity Disorder (ADHD)**

- The Certificate of Disability (CDIS) which indicates diagnosis of ADHD (as per DSM5 guidelines) and adult functional impacts as they relate to post-secondary studies is necessary. A brief diagnostic note from the assessing practitioner or a prescription for ADHD medications/treatments is not sufficient.

- Assessment report confirms that several inattentive or hyperactive-impulsive symptoms were present before age 12 (report must clearly identify sources of information of this diagnostic evidence)

- For more detailed information, including obtaining documentation during COVID-19 restrictions, please visit our website at [uoft.me/as-documentation](uoft.me/as-documentation)

C. **Autism Spectrum Disorders (ASD)**

- Medical documentation by a trained psychologist, psychiatrist, or other physician with specialized training in assessing Autism Spectrum Disorder

- If documentation dates to early childhood, supplemental documentation that outlines functional impacts as an adult will be necessary

- The assessing professional must complete the Certificate of Disability and outline impacts rather than identifying only testing areas of impaired (not relative weakness) skills.

- The report may be no older than 5 years or completed at age 18 years

- For more detailed information, please visit our website at [uoft.me/as-documentation](uoft.me/as-documentation)

D. **Learning Disabilities (LD)**

- If you have a copy of a recent psycho-educational 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.

- If you had an Individual Education Plan (IEP) or a psycho-educational assessment from previous schooling, submit the documentation you have. For more information on Individual Education Plans (IEPs), please visit our website at [uoft.me/as-documentation](uoft.me/as-documentation)
• Interim accommodations may be provided while updated documentation is received.

For detailed information about the information we need from certain psycho-educational assessments, visit (uoft.me/as-LD-documentation).

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

More information regarding LD virtual assessments is available on our website at uoft.me/as-LD. You can discuss all available funding options with an Accessibility Advisor, so don’t let the cost of an assessment deter you from registering.

E. Concussion or Brain Injury

• The Certificate of Disability completed by a health care practitioner familiar with your disability who is licensed to make a diagnosis (uoft.me/as-documentation).

OR

• Recent medical documentation from an appropriate health care practitioner (e.g., an emergency room physician, family doctor, and/or neurologist) that outlines the functional impacts of your disability and your accommodation needs.

• Additional documentation may be requested to verify the need for continued services after the estimated duration of the condition.

F. Temporary Physical Disabilities (broken limbs, sprains/strains, soft tissue injury, short-term follow-up after surgical care)

• The Certificate of Disability completed by a health care practitioner familiar with your disability who is licensed to make a diagnosis (uoft.me/as-documentation).

OR

• Recent medical documentation from an appropriate health care practitioner (e.g., an emergency room physician, family doctor, and/or neurologist) that outlines the functional impacts of your disability and your accommodation needs.

• Additional documentation may be requested to verify the need for continued services after the estimated duration of the condition.
Step 2

Complete our online Student Intake Form

- 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) to access and complete the online Student Intake Form
- 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 or 416-978-8060.
Step 3

- After you submit your *Intake Package*, you will be contacted to schedule an appointment with an Accessibility Advisor.

- The Accessibility Advisor will review your *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 *Intake Package*, please contact our front desk at 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 an assessment.

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

If you suspect you might have a Learning Disability and/or ADHD, please complete our online 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 Academic Success to develop new learning skills academicsuccess.utoronto.ca
- Meet with your instructor, teaching assistant, or supervisor to discuss areas of improvement
- Visit Health & Wellness for strategies to manage stress healthandwellness.utoronto.ca
- Connect with the Centre for International Experience to get acquainted with your new city cie.utoronto.ca
- Visit a Writing Centre to develop new writing skills 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
I am taking courses at another U of T campus. How do I transfer my accommodations?

To receive 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 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/](http://utsc.utoronto.ca/ability/)

UTM Accessibility Services [utm.utoronto.ca/accessability/](http://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 supports within our learning environments.

In order to receive academic accommodations, register as a new student with Accessibility Services using the steps on page 13. 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 or 416-978-8060.
Once you have submitted your *Intake Package* online, we will schedule a one-hour meeting with you and an Accessibility Advisor. Your Advisor will review your documentation and work with you to outline appropriate and reasonable accommodations and supports.

**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.

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 to renew them 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?

Individualized, effective, and reasonable academic accommodations can be provided if you experience disability-related barriers in demonstrating required knowledge and skills in your program of study. Academic accommodations provide an equal opportunity for success for students while upholding academic standards and academic integrity.

How are academic accommodations determined?

Students provide documentation completed by a qualified medical professional 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. Over time, these accommodation plans can be modified 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
- Peer note-taking services
- 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
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 *Letters of Accommodation* and provide them to your professors, course instructors, or the appropriate person in your faculty, page 32
- Communicate with professors and course instructors about your accommodation needs—including requesting extensions, page 34
- Register for your tests, quizzes, and exams with Accommodated Testing Services, page 45
- Register to write tests, quizzes, and exams with Accommodated Testing Services
- Connect with an Accessibility Services Adaptive Technologist and/or Learning Strategist when this is recommended by your Advisor, page 56-57
- Explore options for Financial Aid to help you with disability-related educational costs, page 57-58
- Get connected and find support through our Community and Peer Support programs, page 62
Letters of Accommodation are used to inform your professors, instructors, and/or Program Administrators about your learning needs and to verify your need for 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 you are not comfortable communicating with professors or instructors directly, speak with your Accessibility Advisor and they can do so on your behalf.

The Letter of Accommodation maintains confidentiality about the nature of 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](http://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.

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](http://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, Microsoft Edge, or Internet Explorer v.11 and above web browsers
- If the problem persists, contact our front desk (at accessibility.services@utoronto.ca or 416-978-8060) for assistance.
When deciding how to discuss your accommodations with your professors, instructors, or Program Administrators consider what they really need to know and what information is relevant to them. 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. This is why I require note-taking services.”
- “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** 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’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 without proofreading it first. Always check for spelling and grammar, complete sentences, proper capitalization, appropriate punctuation.

**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

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]
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 of 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 assignment due date, you must complete the online *Extension Request Form* [uoft.me/as-extensions] before the originally negotiated extended due date. You may then need to meet with your Accessibility Advisor to discuss next steps.

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.

**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 those offered by our office, a Writing Centre, and the Academic Success Centre.

Visit [https://studentlife.utoronto.ca/task/motivation-and-procrastination](https://studentlife.utoronto.ca/task/motivation-and-procrastination/) for a list of programs and resources that can help you stay on top of deadlines.

**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://studentlife.utoronto.ca/task/motivation-and-procrastination/) 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 need an extension past the deadline outlined in my syllabus.

Contact your professor or instructor by email, provide your Letter of Accommodation and request an extension for up to one [1] week.

Your instructor says yes

Submit the assignment by the new deadline. You do not need to notify your Accessibility Advisor if an extension has been granted.

Your instructor says no

If there is a disability-related reason that your professor has not considered, meet with your Accessibility Advisor as soon as possible to discuss next steps.
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.

Your instructor says no

Complete the Extension Request Form available online uoft.me/as-extensions. Meet with your Accessibility Advisor if needed to discuss next steps.

No

Complete the Extension Request Form available online uoft.me/as-extensions. Meet with your Accessibility Advisor if needed to discuss next steps. Note: Advisors do not always support making the additional request.
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. Meet with your Accessibility Advisor if needed to discuss next steps.

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]
Academic consideration for non-disability reasons

You may require special consideration for reasons that are not connected to your disability. There are different processes to request consideration for reasons that are not disability-related.

Illness or injury

At this time, a Verification of Illness (also known as a “doctor’s note”) is not required. Students who are absent from academic participation for any reason (e.g. COVID-19, cold/ flu and other illness or injury, family situation) and who require consideration for missed academic work should report their absence through the online absence declaration form: https://help.acorn.utoronto.ca/blog/ufaqs/declare-an-absence/. The declaration is available on ACORN under the Profile and Settings menu. Students should also advise their instructor of their absence. Visit the COVID-19 Information for University of Toronto Students page on the Vice-Provost, Students website for information on this and other frequently asked questions: https://www.viceprovoststudents.utoronto.ca/covid-19/

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)

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
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.

During the **2021-2022** academic year, students may be writing online and take-home tests and exams. Students will 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**

There are additional steps for students registered with our service to get their test and exam accommodations. If you are planning planning to complete any timed written assessments with accommodations (quizzes, tests, exams, and online assessments), you must register with Accommodated Testing Services by the set deadlines ([lsm.utoronto.ca/ats](http://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. To review and check the status of your requests, please visit: [lsm.utoronto.ca/ats/info_for_students.html#Confirm_Bookings](http://lsm.utoronto.ca/ats/info_for_students.html#Confirm_Bookings)

**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 ensure you use the appropriate forms on the ATS website 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
- [lsm.utoronto.ca/ats/info_for_students.html#Important_Dates](lsm.utoronto.ca/ats/info_for_students.html#Important_Dates)

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

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 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: [lsm.utoronto.ca/ats](lsm.utoronto.ca/ats)
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/](https://studentlife.utoronto.ca/service/accessibility-advisor-support/) to find out where your Advisor is located and how to contact them.

Virtual and phone appointments will continue to be available for students throughout the 2021-2022 academic year.

Visit [uoft.me/as-advisors](http://uoft.me/as-advisors) for your Accessibility Advisor’s location.

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

Here are some things to keep in mind:

- Once you are registered with our service, meet with your Accessibility Advisor to keep them in the loop about any changes to your health or 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 well 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.
Appointments

When should I book an appointment with my Accessibility Advisor?

- To discuss the impact of disability on your academic work and to learn more about the services offered at Accessibility Services
- To request assistance accessing disability-related funding you may be eligible for
- To receive information about services and assessments
- To review updated medical documentation
- To discuss changes to your academic accommodations and options regarding managing your academic workload
- To provide information about petitions that you are filing for outstanding work or deferred exams
- To discuss changes to your ability to complete academic work due to disability

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

Email: accessibility.services@utoronto.ca
Phone: 416-978-8060
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

When should I email my Accessibility Advisor?

• To update your Advisor during a flare-up of disability-related symptoms with an academic impact (e.g., you have to miss a test or exam or may need to file a petition for term work). You may still need to meet with your Advisor to problem-solve or discuss a change in your accommodations.

• To update your Advisor that you will miss or have missed a class or lab due to disability-related symptoms

• To notify your Advisor of an update in medical or disability-related circumstances
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.

Contact our administrative team at accessibility.services@utoronto.ca or 416-978-8060.

When should I contact the administrative team?

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

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 (at 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

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 Front Office at 416-978-8060 or accessibility.services@utoronto.ca If you are not currently registered with Accessibility Services, contact our Front Office to obtain a secured email link.
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

Faculty of Applied Science & Engineering
uoft.me/engineering-petitions

Daniels Faculty of Architecture, Landscape, and Design
uoft.me/daniels-petitions

Faculty of Music
uoft.me/music-petitions

Faculty of Kinesiology and Physical Education
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/

UTM Accessibility Services
utm.utoronto.ca/accessibility
If you are having difficulty taking notes during class due to disability-related reasons, you can request access to our Volunteer Notetaking program.

Please speak with your Accessibility Advisor if you think you may benefit from the note-taking service. As this program runs on volunteer note-takers, we cannot guarantee notes for all classes.

We can’t guarantee notes are available for all classes since our note-taking service depends on volunteers.

Download course notes from the Notetaking Portal regularly throughout the term. Volunteer notes will not be available on the Portal for download once a course is over.

If notes are not available for a course you’re taking, contact as.notetaking@utoronto.ca as soon as possible.

After your course ends, the notes for that course will no longer be available to you through our Note-taking Portal. Be sure to download all the notes you need before the course ends. If you need to request access to these notes after your course ends, you must reach out manually via email to as.notetaking@utoronto.ca

Accessing class notes

Making the request for a note-taking accommodation is your responsibility.

1. Provide the appropriate Letter of Accommodation to your instructors when you need to request an accommodation. This may be at the beginning of each semester, depending on your accommodations.

2. Visit our Note-taking Portal to request a volunteer note-taker as soon as possible; we recommend you do this no later than the third week of classes.

3. Download your notes from the Note-taking Portal

Note-taking Portal:
studentlife.utoronto.ca/program/volunteer-note-taking/
What if notes have not been posted, or are hard to understand?

Our office automatically emails professors/course instructors asking them to make an in-class announcement to recruit volunteer note-takers. However:

- If notes are not available or uploaded within two weeks of class, please reach out to as.notetaking@utoronto.ca
- If notes are not available after one month, please visit your Accessibility Advisor to discuss alternative accommodations
- If notes are inconsistent, please provide feedback to as.notetaking@utoronto.ca

During the **2020/2021 academic year, 1,747 volunteers uploaded 23,185 notes for 3,440 courses.**

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
Learning strategies

Any student can meet with a Learning Strategist 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

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.

Did you know?

You can also access Learning Strategists and learning skills workshops through Academic Success and at your home college or faculty.

Find out more at uoft.me/academicsuccess

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
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 loan approved if you wish.

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 services
- Tutoring
- Technical aids
- Adaptive technology
- Psychoeducational
- Counselling

Meet with your Accessibility Advisor for more information about applying for these bursaries. Make sure you are aware of the deadlines to apply for BSWD funding 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

Funding guidelines and options change frequently. For updated information, visit the OSAP website at osap.gov.on.ca.
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**

If you are eligible for OSAP or similar government assistance programs, you may be able to access funds for disability-related services through the BSWD or similar financial assistance from your home province or territory. If you are not eligible for OSAP, there may be other funding sources available. Meet with your Accessibility Advisor to discuss this.
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 ability to receive OSAP funding, as well as other types of funding.
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 or 416-978-1957).

Find out more at onereach.library.utoronto.ca/accessibility-office/library-accessibility-office
Community and Peer Support
Connecting 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 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 connections with Peer Mentors and Peer Advisors, students can share their experiences of navigating disability and accommodations to come up with strategies and problem-solving techniques together and build resiliency.

We support the learning and development of students 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:

- Discover Your Strengths
- Navigate Your Accommodations
- Develop Communication & Leadership Skills
- Build Academic Skills
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.
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 to register for the program.

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/ for more information.

Social Association for Students with Autism (SASA)

The Social Association for Students with Autism (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-autism/ for more information.

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/
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.
Throughout the semester, we offer virtual workshops, events, dialogues, and socials 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.

**Workshops & Special Events**

Topics include:

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

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

**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 speaking with parents, self-care, managing distractions, and approaching disclosure.

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

☐ Download your *Letters of Accommodation* and provide them to your professors, course instructors, or the appropriate person within your faculty or program

☐ Communicate with instructors or the appropriate person in your faculty or program about your accommodation needs—including requesting extensions

☐ Register for your tests, quizzes, and exams with Accommodated Testing Services well in advance and be aware of registration deadlines for each term.

☐ Connect with an Accessibility Services Adaptive Technologist and/or and Learning Strategist when this is recommended by your Advisor

☐ Explore Financial Aid options with your advisor that may help with disability-related educational costs

☐ Get connected and find support through our Community and Peer Support programs
My accommodations

Date __________________________