

A photograph of the University of Toronto St. George Campus, featuring a prominent stone building with a tall, pointed tower and a large, ornate building with a mansard roof. The image is overlaid with a semi-transparent teal filter.

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

Undergraduate Student Handbook  
**2020-2021**



STUDENT  
**LIFE**

| Accessibility  
Services

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



**Website**

[accessibility.utoronto.ca](http://accessibility.utoronto.ca)

## The 2020-2021 academic year

Accessibility Services is committed to offering a wide range of services and programs during the 2020-2021 academic year.

- Students can meet with their Accessibility Advisor, Adaptive Technologist, or Learning Strategist via phone, Microsoft Teams, or Skype. Contact our administrative team at [accessibility.services@utoronto.ca](mailto: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](http://accessibility.utoronto.ca) to explore our program offerings.
- Drop-in appointments will be cancelled until further notice.
- 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](http://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 on campus.

### 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 front desk ([accessibility.services@utoronto.ca](mailto:accessibility.services@utoronto.ca) or 416-978-8060) to speak with a staff member.

This Handbook provides general information and 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](http://accessibility.utoronto.ca).

# Contents

<b>We are Accessibility Services</b>	<b>7</b>	<b>Services</b>	<b>54</b>
<b>Registering with Accessibility Services</b>	<b>13</b>	Note-taking	55
Intake appointments	24	Adaptive technology	56
Annual renewal of accommodations	25	Learning strategies	57
<b>Academic Accommodations</b>	<b>26</b>	Financial support	57
Types of accommodations	28	Bursaries	58
<b>Your Responsibilities</b>	<b>30</b>	Tutoring	59
Letter of Accommodation	32	Library Accessibility Office	61
Working with your professors and course instructors	34	<b>Community and Peer Support</b>	<b>62</b>
Requesting an extension	38	Moving Forward Summer Transition Program	64
Test and Exam Accommodations	45	Access Us	65
Working with your Accessibility Advisor	47	Peer Mentorship	65
Petitions	53	Programming for Students with ASD	65
		Peer Advisor Drop-in	66
		Workshops, Dialogues, and Events	67



**We are  
Accessibility  
Services**

**Accessibility Services** at the University of Toronto's St. George campus comprises an interdisciplinary team of professionals who collaborate with faculty, staff, and students to provide support to undergraduate, graduate, and professional students with disabilities in achieving their full potential.

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

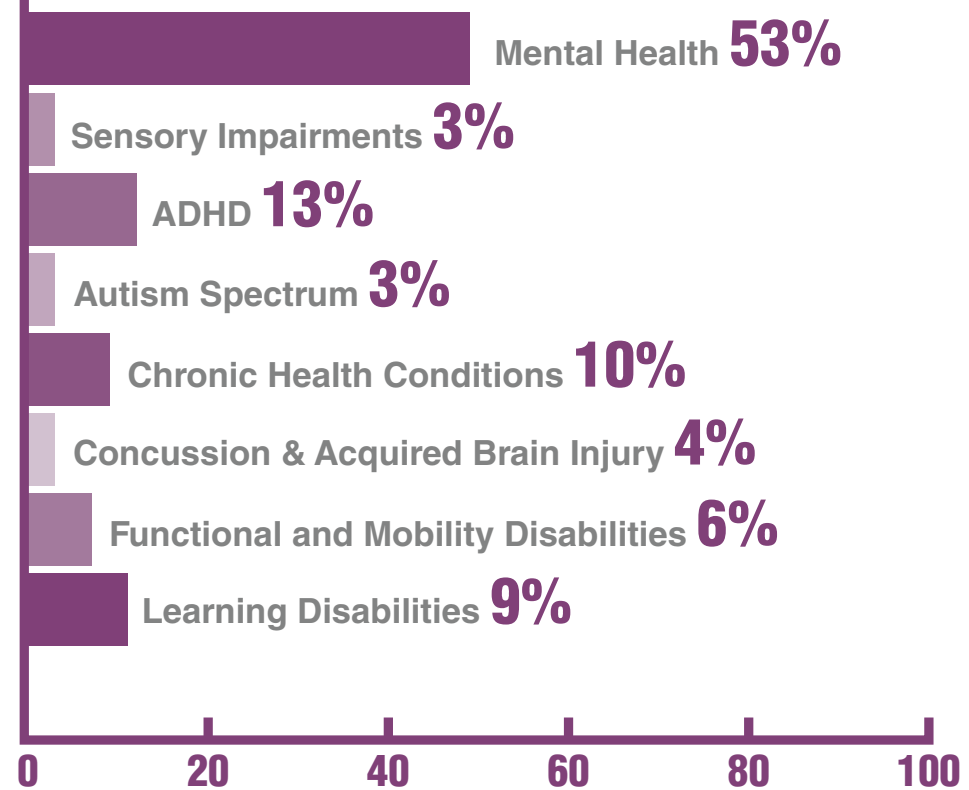
Our work is anchored in the *Ontario Human Rights Code*, the *Accessibility for Ontarians with Disability Act*, the *Freedom of Information and Protection of Privacy Act*, and the *University of Toronto's Statement of Commitment Regarding Persons with Disabilities*.

**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?

**4946**  
students registered  
(2019/2020)





## 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 in navigating 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

## You drive the process

Students with disabilities are responsible for accessing accommodations and services at U of T. You are also responsible for knowing policies and deadlines and making use of available services and supports.

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, speak with your Accessibility Advisor who can engage with course instructors on your behalf.

## 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

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)



## 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 [studentlife.utoronto.ca/department/health-wellness](https://studentlife.utoronto.ca/department/health-wellness)

“For me, proactive registration required discipline but was definitely worth it. For example, knowing there is a high demand for Accessibility Services, I registered early which gave me ample time to line up support and feel prepared.”

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

# 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*”

*Sixth-year undergraduate student at St. Michael's College living with a chronic health condition.*

## Registration deadlines

### **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?**

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?**

No. We accept registrations on a rolling basis; however, to receive 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).

### **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](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.

## 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.

#### 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](https://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), Autism Spectrum Disorders (ASD)

- 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](https://uoft.me/as-documentation)).
- If you have a copy of a recent psycho-educational or neuro-psychological 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
- If you had an *Individual Education Plan (IEP)* or a psycho-educational or a neuro-psychological assessment from previous schooling, submit the documentation you have; you will be able to discuss whether updated documentation is needed with an Advisor
- For detailed information about the information we need from certain psycho-educational and neuro-psychological assessments, visit ([uoft.me/as-LD-documentation](https://uoft.me/as-LD-documentation))

#### C. 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
- If you had an *Individual Education Plan (IEP)* or a psycho-educational assessment from previous schooling, submit the documentation you have; you will be able to discuss whether updated documentation is needed with an Advisor
- 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](https://uoft.me/as-LD-documentation)).

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

The cost of an assessment should not deter you from registering; you can discuss all available funding options when you meet with an Accessibility Advisor.

#### D. 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](https://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 disability and related accommodation needs
- A psycho-educational or neuropsychological assessment may be needed if significant cognitive accommodation required
- Additional documentation may be requested to verify the need for continued services if your condition persists beyond six [6] months

#### E. 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](https://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](https://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](mailto:accessibility.services@utoronto.ca) or 416-978-8060.

## Step 3 Submit your completed *Intake Package*

An *Intake Package* consists of:

- The *Certificate of Disability* (or recent medical documentation for concussions, brain injuries, temporary disabilities, and/or mental health)
- +
- The completed online *Student Intake Form*
- +
- Any supplemental or additional documentation related to your disability

## Step 4

### Attend an Intake Appointment

- 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](mailto:accessibility.services@utoronto.ca) or 416-978-8060.

### 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](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 *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 or your departmental chair to discuss program requirements
- Meet with a Learning Strategist and attend a workshop at Academic Success to develop new learning skills [academicsuccess.utoronto.ca](http://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](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

## 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.

- 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 Advisors. 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.

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](mailto:accessibility.services@utoronto.ca) or 416-978-8060.

# Intake appointments

Once you have submitted your *Intake Package* online, we will schedule a one-hour phone or virtual 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
- Your family history, where relevant

# Annual renewal of accommodations

As of May 1 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, you will receive an email 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 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 a level playing field for students while upholding academic standards and academic integrity.

## How are academic accommodations determined?

Academic accommodations are determined through individual consultation with an Accessibility Advisor and are based on the impact of the disability or disabilities within your program of study.

## 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?

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
- 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)



## Tests and exams

- Arranging a space in which accommodations may be provided for tests or exams (e.g., fewer distractions, additional time, 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

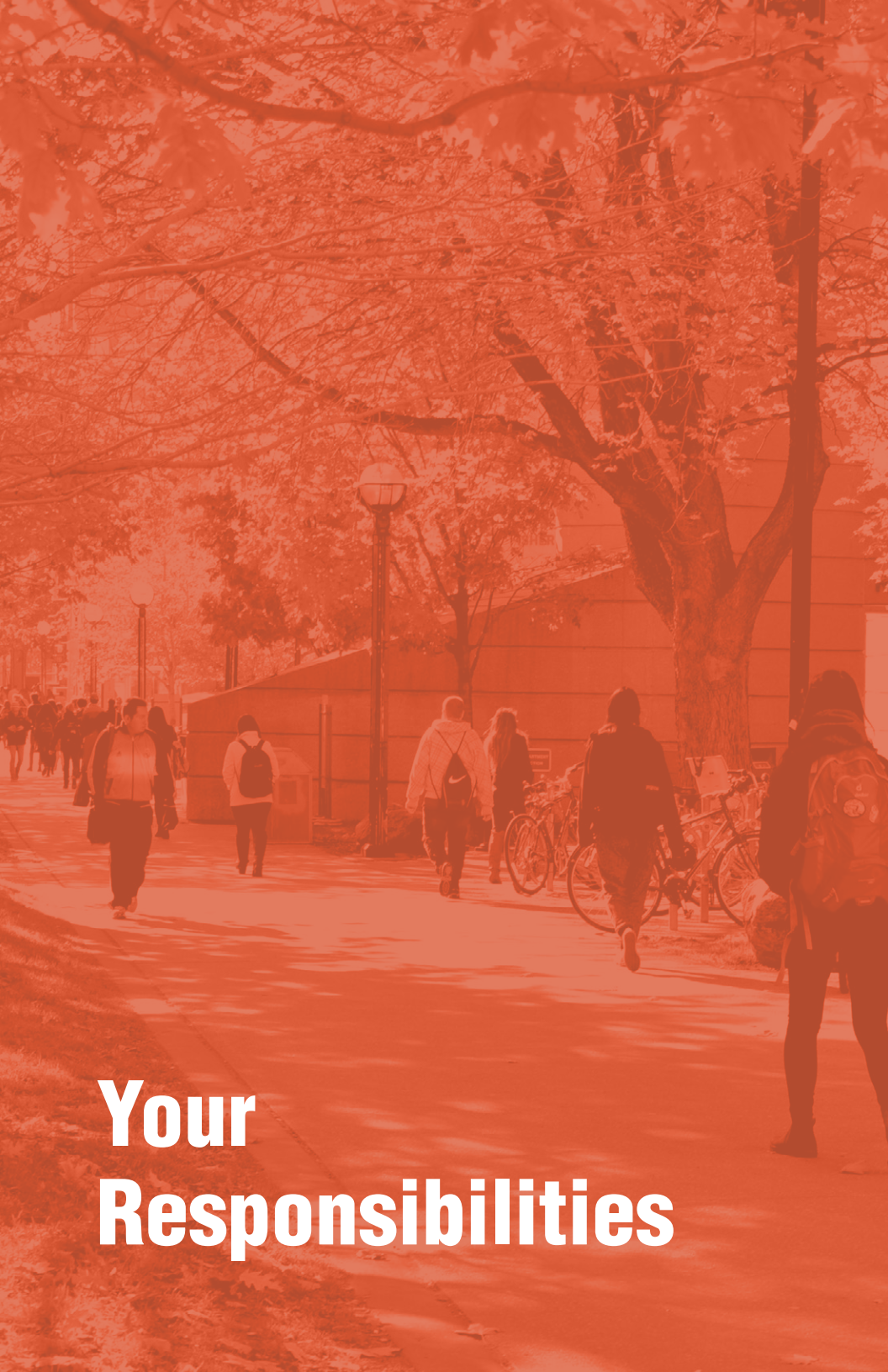
- Working with you and your department to determine whether additional time may be required to complete research
- Helping you access student funding if you require additional time or need to reduce your workload



## 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)



**O**nce 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
- 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

# Your Responsibilities

# Letter of Accommodation

*Letters of Accommodation* are used to inform your professors and course instructors about your learning needs and to activate your 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 disability and provides your professors and instructors with relevant information, for example:

- 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 instructor you have.

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? 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, Microsoft Edge, or Internet Explorer v.11 and above 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.

# Working with your professors and course instructors

When deciding how to discuss your accommodations with your professors and instructors, ask yourself 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.”
- “I have an academic accommodation that requires me to miss class sometimes due to disability-related reasons, which 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 for working with professors and instructors

- 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 with a professor or instructors at a later date, always reattach your *Letter of Accommodation*.
- In all of your correspondence with professors or instructors, 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.

For students in professional faculties, such as the Faculty of Applied Science and Engineering and the Faculty of Kinesiology and Physical Education, you may have to provide your *Letter of Accommodation* to your Academic Advisor and/or Registrar. Contact your Registrar 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** concisely explain your situation and politely ask for an accommodation when providing your *Letter of Accommodation* in a timely 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

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**.

While we aim for students to request an extension in advance, disability-related challenges may not always make this possible. In these circumstances, 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. 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 or where an extension might be requested in a different course.

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

Be your own administrative assistant! At the beginning of the semester, map out your deadlines using a planner or a calendar. By planning ahead, you can be sure to make the most of resources such as the Writing Centre and Academic Success to turn in your best possible work.

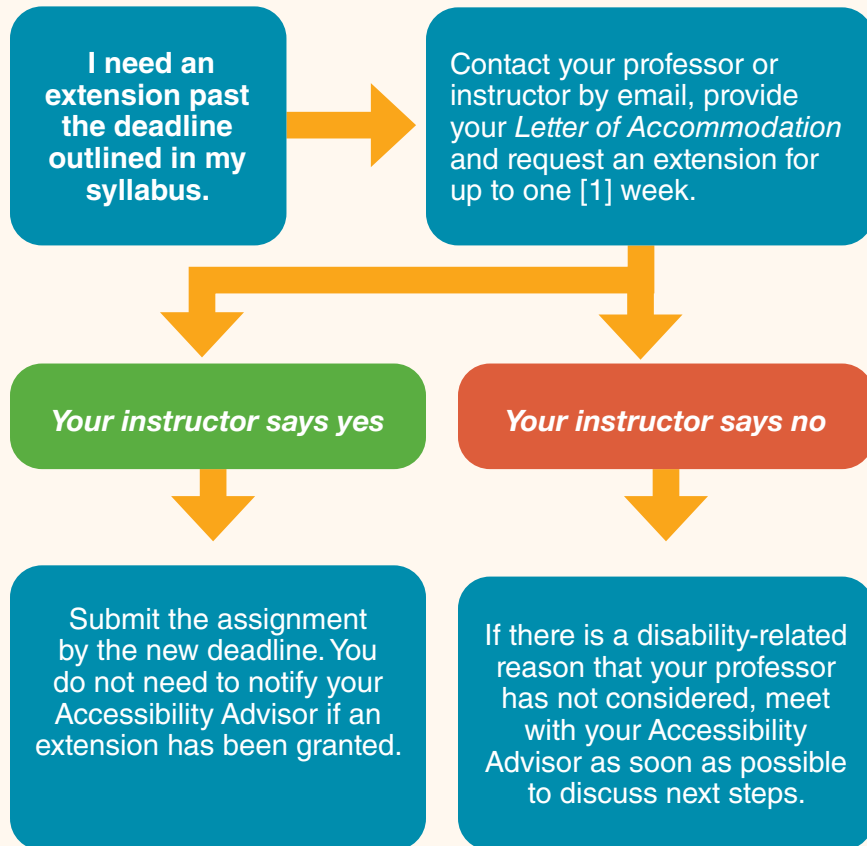
Visit [studentlife.utoronto.ca/task/time-management-and-goal-setting](https://studentlife.utoronto.ca/task/time-management-and-goal-setting) for a list of free apps that can help you stay on top of your deadlines.

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

Peer Advisors are available to assist you. Attend one of our Peer Advisor drop-in sessions, 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 and have missed the deadline.

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

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 if needed to discuss next steps.

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. There are different processes to request consideration for reasons that are not disability-related.

### Illness or injury

Complete the University's *Verification of Student Illness or Injury Form* if you are experiencing a **brief non-disability related illness or temporary injury** that impacts your studies.

Visit [illnessverification.utoronto.ca](https://illnessverification.utoronto.ca) to access this form. Each academic area has its own policies. Contact your College, Divisional, or Faculty Registrar for more information.

### 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

# 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.

During the **2020-2021** 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 to write your quizzes, tests, or exams with accommodations, you must register with Accommodated Testing Services by the set deadlines ([ace.utoronto.ca/ats](https://ace.utoronto.ca/ats))

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: [https://www.ace.utoronto.ca/ats/info\\_for\\_students.html#Confirm\\_Bookings](https://www.ace.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
- [https://www.ace.utoronto.ca/ats/info\\_for\\_students.html#Important\\_Dates](https://www.ace.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.

### During COVID-19

For online or take-home tests/exams, it is still your responsibility to register with ATS to ensure that you receive your time-based accommodations. After registering on-time, ATS will then work with your instructor and/or department administrator to ensure that your time-based accommodations are added to whatever online platform is being used. If you have questions or concerns about whom your accommodations will be shared with, please connect with your Accessibility Advisor.

If you require the use of in-person ATS facilities to write your online or take-home test/exam, please reach out to Accommodated Testing Services to discuss your options.

### Test and exam accommodations may include:

- Additional writing time
- Access to adaptive software
- Allotted breaks
- Large or alternative print materials

### 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. Connect 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 Test & Exam Services, please review their student guide: <https://ace.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.

During the COVID-19 pandemic, you can still book an appointment to connect with your Accessibility Advisor by phone, Microsoft Teams, or Skype. Any updates will be listed on our website [studentlife.utoronto.ca/covid-19-accessibility-faqs](https://studentlife.utoronto.ca/covid-19-accessibility-faqs)

Visit [uoft.me/as-advisors](https://uoft.me/as-advisors) for your Advisor's contact information.

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

Here are some things to keep in mind:

- Notice why and when you are struggling and meet with them to discuss 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 difficulties or a flare-up of your symptoms:

Meet with your Accessibility Advisor as soon as possible. They can be much more effective in helping you if you let them know at the time, rather than afterwards.

Visit [uoft.me/as-advisors](https://uoft.me/as-advisors) for your Accessibility Advisor's location and drop-in hours.

### If you are experiencing a flare-up of symptoms:

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 arrange a phone or virtual meeting with them 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

Once you are registered with our service, stay in touch 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.

### Meet with your Accessibility Advisor by phone or virtually

During the COVID-19 pandemic, our Accessibility Advisors will continue to meet with students by phone or virtually. If you have questions about meeting virtually, speak to our front desk team.

Your Accessibility Advisor can provide the most valuable support by connecting with you directly in a phone or virtual meeting. This gives Accessibility Advisors the chance to speak with you about your strengths, your challenges, and the ways in which they can provide the best support.

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

## Appointments

### When should I book a phone or virtual 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 the Bursary for Students with Disabilities (BSWD) and receiving 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 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 ask that you are available at the start of your scheduled phone or virtual appointment. 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 appointments on Mondays, 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](mailto:accessibility.services@utoronto.ca)

Phone: 416-978-8060

## Emailing Accessibility Advisor

For most questions and concerns, we encourage you to arrange a phone or virtual 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 attend a virtual or phone meeting to discuss next steps
- Email should not be used to make emergency contact
- Personal and academic issues are best addressed in person

## When should I email my Accessibility Advisor?

- To update your Accessibility 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)
- 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 problem-solve or discuss a change in your accommodations

## Connecting with our front desk

Contact our administrative team to book a phone or virtual 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 a result response times can be higher than normal.

Contact our administrative team at [accessibility.services@utoronto.ca](mailto:accessibility.services@utoronto.ca) or 416-978-8060.

## When should I visit or contact the administrative team?

- To request information about registration and the Bursary for Students with Disabilities (BSWD)
- To ask about accessibility-related deadlines, and 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 take into account each Advisor's caseload and particular expertise.

Contact our front desk (at [accessibility.services@utoronto.ca](mailto:accessibility.services@utoronto.ca) or 416-978-8060) and we will 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 Front Office 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.

# 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)

# Services

## Note-taking

If you are having trouble taking notes during class due to disability-related reasons, you can request volunteer note-taking services as an academic accommodation.

Speak with your Accessibility Advisor if you think you may benefit from the note-taking service.

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

If notes are not available for your specific class, contact [as.notetaking@utoronto.ca](mailto:as.notetaking@utoronto.ca) as soon as possible to see if we have archived notes from a previous session or meet with your Accessibility Advisor to discuss alternatives.

### Accessing class notes

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

1. Provide the appropriate *Letter of Accommodation* to your professors or instructors at the beginning of each semester
2. Visit our Note-taking Portal and request a volunteer note-taker (as soon as possible, and by 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/](http://studentlife.utoronto.ca/program/volunteer-note-taking/)



## What if notes have not been posted, or are hard to understand?

Our office will send out weekly emails to professors, course instructors, and teaching assistants asking them to make an in-class announcement to recruit volunteer note-takers. However:

- If notes are not available after **48 hours**, please reach out to [as.notetaking@utoronto.ca](mailto: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](mailto:as.notetaking@utoronto.ca)

During the **2019/2020** academic year, **1,757** volunteers provided **30,489** uploaded notes in **2,049** courses.

## Adaptive technology

Our Adaptive Technologist will meet with you to:

- Identify what technology and software is available and appropriate for the functional limitations you are dealing with
- Assist you in learning how to use the technology and software accommodations

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

Meet with your Accessibility Advisor for a referral to the Adaptive Technologist, and our front desk can book an appointment for you.

## 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 your disability on your learning
- Discover how to use your learning strengths for university-level work
- Learn to manage time and address procrastination 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 at our front desk.

### 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](https://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.

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 take 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.

Funding guidelines and options change frequently. For updated information, visit the OSAP website at [osap.gov.on.ca](http://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 services
- Tutoring
- Technical aids
- Adaptive technology

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](http://uoft.me/as-financial)

# Tutoring

You may be eligible for tutoring as part of your academic accommodations, depending on your disability documentation. Tutoring is a private agreement between you and a tutor, but we can facilitate contact and help you explore funding options.

You can contact your Accessibility Advisor to determine your need and eligibility for tutoring and funding options. Our office keeps a list of tutors for a variety of disciplines and if we are unable to find you a suitable tutor, you can find your own and submit their resume to Accessibility Services at [as.tutor@utoronto.ca](mailto:as.tutor@utoronto.ca) for approval.

## Funding, fees, and receipts

If you are eligible for OSAP or other similar provincial assistance programs or something similar and your disability warrants it, you may be able to access funds for tutoring through the Bursary for Students with a Disability (BSWD) or similar financial assistance from your home province or territory. If you are not eligible for OSAP, you may be able to access funds through a more limited Alternate Bursary. Meet with your Accessibility Advisor to discuss this.

### It is important to note:

- Any funds you receive for tutoring from a Bursary must only be used for the tutoring requested on the Bursary application. No changes or substitutions can be made.
- 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 Bursary application must be submitted. Funding from the winter term cannot be transferred to summer term.
- All receipts must be submitted to Enrolment Services by the end of each term. Any unused funds must also be returned by the end of the term. Keep copies of receipts for your own records.

**If you do not submit receipts and return any unused funds by the end of the term, it can impact your ability to receive OSAP funding.**

All questions regarding transfer of bursary funds should be directed to your Accessibility Advisor during a drop-in hour or an appointment.

**Can I transfer tutoring hours and services to another course?**

No, tutoring hours and services cannot be re-allocated to another course.

**Can I use bursary funds for items or services not recommended on the application?**

No, you are not permitted to alter what is outlined in your bursary application. If you want to purchase other items or services, discuss this with your Accessibility Advisor before you make any purchases.

## Library Accessibility Office

The University of Toronto Libraries offer a variety of supports to assist all students, as well as supports catered to those with accessibility needs.

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 can provide any of the following:

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

Contact the U of T Library Accessibility Office for more information ([library.accessibility@utoronto.ca](mailto:library.accessibility@utoronto.ca) or 416-978-1957) or visit them in person at Robarts Library, Room 1008.

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

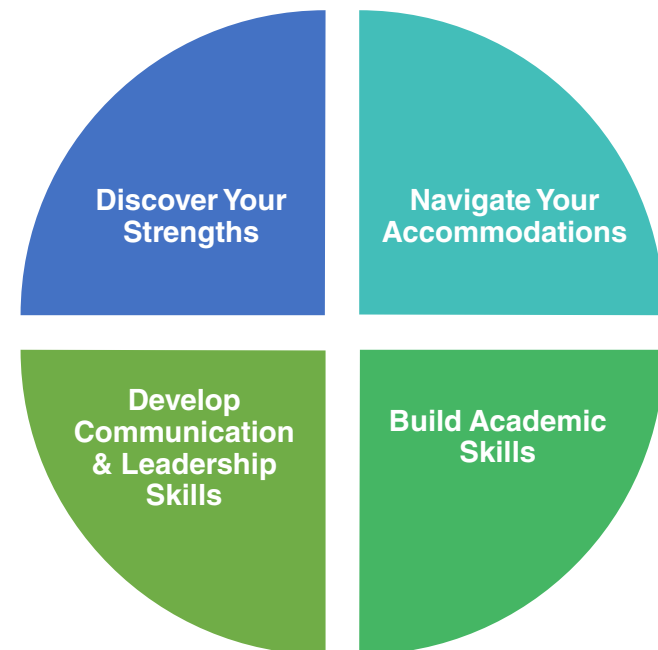
**C**onnecting with others through shared interests, hobbies, and life experience will help you find a sense of community on campus, making your student experience much richer than if you focus solely on academics. Visit [ulife.utoronto.ca](https://ulife.utoronto.ca) for a full list of on-campus opportunities.

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 the experiences of navigating disability on campus in order to come up with strategies and problem-solving techniques together.

We also support the learning and development of students by providing workshops, dialogues, and events to explore and develop academic skills, resilience, self-advocacy, and communication and leadership skills.

For the 2020-2021 academic year, we are offering a wide variety of programs virtually to students.

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



# Community and Peer Support

# Moving Forward Summer Transition Program

(happening virtually)

## Moving Forward: Get Started Workshops

Students with a disability can attend an evening workshop with Accessibility Services to learn about navigating accommodations and the skills needed to thrive at the University of Toronto.

At these workshops you will:

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

## Moving Forward: Orientation Program

Students with a disability are encouraged to check out our Moving Forward: Orientation Program in late August. This is an opportunity to develop the skills to meet new academic expectations, learn about academic and co-curricular programs and start building your network on campus.

Check out our Moving Forward programs at [uoft.me/movingforward](https://uoft.me/movingforward)

“*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

By regularly connecting remotely 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 get support and encouragement. Visit [uoft.me/accessus](https://uoft.me/accessus) to register for the program.

## 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) is an informal space to connect and discuss topics relevant to their disability and identity. For more information, please visit: [uoft.me/ASDpeers](https://uoft.me/ASDpeers)

### Social Association for Students with Autism (SASA)

SASA is an informal community for students with ASD, registered with Accessibility Services. By joining the group, you will build a social network within the university in a safe and comfortable environment, and connect with students with similar interests as you. For more information, visit: [uoft.me/SASA](https://uoft.me/SASA)

## Peer Advisor Drop-in

Peer Advisors are upper-year or graduate students registered with Accessibility Services who can help you navigate your accommodations.

Connect with our Peer Advisors in virtual drop-in sessions to:

- learn about the services at Accessibility Services
- 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

To connect with Peer Advisors and attend their virtual drop-in hours, visit: [uoft.me/as-peerdropin](https://uoft.me/as-peerdropin)

## Workshops, Dialogues, and Events

Throughout the semester, we offer virtual workshops, events, dialogues, and socials to help you build community and learn new skills. We take a holistic approach to supporting 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) for both undergraduate and graduate students. Share ideas and questions in space where we discuss the intersections of accessibility, life, and learning. Topics include speaking with parents, self-care, managing distractions, disclosure in the classroom, and more.

For more information on our workshops, events, dialogues, and virtual socials, visit the CLNx Accessibility calendar at: [uoft.me/as-events](https://uoft.me/as-events)

# 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 *Code* is not exhaustive and does not speak to the complex and intersectional lives that people with disabilities lead or to the strengths that students registered with our service 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:

- Accommodations 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 that all students meet the same academic standards. Requests for accommodation are considered in good faith.



# Index

Accessibility Advisor	46-51	Letter of Accommodation	32-33
staying in touch with	48	Library Accessibility Office	61
working with another Advisor	51	Moving Forward Summer Transition Program	64
Accommodations	26-29	Note-Taking	55-56
types	28-29	Peer Advisor Drop-In	66
non-disability	44	Peer Mentorship (Access Us)	65
Adaptive Technology	56, 58	Petitions	53
Annual Renewal of Accommodations	25	Programming for Students with ASD	65
Appointments	24, 49, 51	Reduced course load	57
Bursaries	58	Registration	12-25
Community and Peer Support	31, 62	Services for Registered Students	54-61
Confidentiality, Information Sharing and Providing Consent	5	Social Association for Students with Autism	65
Extensions	11, 28, 31, 34, 39	Semester Planning	38, 45, 65
requesting an extension	38, 43	Student Intake Form	16-21
Financial Support	57-58	Test and Exam Accommodations	45-46
Front Desk	56-57	Transfer Students	22-23
contact us	2, 51	Tutoring	58-60
Funding	57-60	UTM and UTSC Students	22
fees	59	Working with your Professors	34-36
receipts	59-60	Workshops and Events	64-67
Intake Appointments	24	Writing an Email to your Professors	37, 43
Intake Package	19-20		
Learning Strategies	57		

## Checklist

## Notes

- Download your *Letters of Accommodation* and provide them to your professors, course instructors, or the appropriate person in your faculty
- Communicate with professors and course instructors about your accommodation needs—including requesting extensions
- Register for your tests, quizzes, and exams with Test & Exam Services
- Connect with an Accessibility Services Adaptive Technologist and/or and Learning Strategist when this is recommended by your Advisor
- Explore options for Financial Aid to help you with disability-related educational costs
- Get connected and find support through our Community and Peer Support programs

**Notes**

**My accommodations**

**Date** \_\_\_\_\_

