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

Confidentiality and Notification of Information Sharing
Accessibility Services respects your privacy and keeps your information confidential. Your information will 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 Test and Exam Services of your test and exam accommodations
- Liaising with professors, course instructors, registrars, or program staff regarding accommodations

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 or 416-978-8060) to speak with a staff member.

Things to keep in mind:
- You will not be identified on your transcript as receiving accommodations
- You do not have to disclose the nature of your disability or information about your health to your professors, course instructors, or other staff at the University

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.
We are Accessibility Services

Registering with Accessibility Services

Intake appointments

Academic Accommodations

Types of accommodations

Your Responsibilities

Letter of Accommodation

Working with your professors and course instructors

Requesting an extension

Test and Exam Accommodations

Working with your Accessibility Advisor

Petitions

Services

Note-taking

Adaptive technology

Learning strategies

Financial support

Bursaries

Tutoring

Community and Peer Support

Moving Forward Summer Transition Program

Access Us

Peer Mentorship

Social Association for Students with Autism (SASA)

Workshops and Events

Peer Advisor Drop-in
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 ensure that undergraduate, graduate, and professional students with disabilities achieve 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, 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?

4219 students registered (2017-2018)

- Mental Health 49%
- Sensory Impairments 3%
- Temporary Injury 3%
- ADHD 12%
- Autism Spectrum Disorder 3%
- Chronic Health Conditions 9%
- Concussion & Acquired Brain Injury 3%
- Functional and Mobility Disabilities 7%
- Learning Disabilities 11%
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

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 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.

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 help you learn how to manage your responsibilities effectively and confidently.

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 your 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

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.
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.

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?
You need to reactivate your registration annually. Starting the week of May 1, you will receive an email 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.

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

“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.
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 your specific 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)
- 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)
- 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 it
- If you had an Individual Education Plan (IEP) or a psycho-educational assessment from previous schooling, submit the documentation you have and we can discuss new documentation

For detailed information about the information we need from certain psycho-educational assessments, visit (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 it
- If you had an Individual Education Plan (IEP) or a psycho-educational assessment from previous schooling, submit the documentation you have and we can discuss new documentation

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

Please do not let the cost of an assessment deter you from registering with Accessibility Services; we 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)

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 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)

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 45-60 minutes to complete the online Student Intake Form

- Visit (uoft.me/as-registration) to access our online Student Intake Form

- Provide information in all required fields

- Attach your required documentation

Step 3 Submit your completed Intake Package

An Intake Package consists of:

- The Certificate of Disability (or recent medical documentation for concussions, brain injuries, and/or temporary physical disabilities)

- 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 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.
I’m not sure if 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 review with you any difficulties you are experiencing and, if appropriate, suggest referrals for assessment.

If you suspect you have a disability and are having difficulty with your studies, there are additional supports and resources that 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 [uoft.me/academicsuccess](http://uoft.me/academicsuccess)
- 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 [artsci.utoronto.ca/current/advising/freeresources](http://artsci.utoronto.ca/current/advising/freeresources)

I’m a UTM or UTSC student with a registered disability taking courses at St. George. How do I transfer my accommodations?

In order to receive accommodations at the St. George campus, you must complete the *Transfer of Accommodations Form* available through the accessibility office at your home campus.

Register early with your campus by contacting our front desk, at accessibility.services@utoronto.ca or 416-978-8060.

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.

In order to receive academic accommodations, you must register as a new student with Accessibility Services using the steps on pages 14-17. You may upload your *Letter of Accommodation* or equivalent documentation from your home university.
Intake appointments

Once you have submitted your Intake Package online, we will schedule a one-hour meeting with an Accessibility Advisor. They 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 discover:

- How your 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 medical 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 the process of reactivation. We encourage you to renew your accommodations over the summer months so that they are in place for the start of the following academic term. For more details about our annual renewal, and deadlines, please visit uoft.me/as-annualrenewal.

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 (you will receive an individualized link to renew to your UTmail+ account)

2. You need updated documentation and you want to discuss changes to accommodations.
   - You will need to meet with your Accessibility Advisor to reactivate your accommodations
What are academic accommodations?
Individualized, effective, and reasonable academic accommodations can be provided if you experience disability-related barriers in demonstrating the 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 particular program of study.

It is important to note:
• Academic accommodations will 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. 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
- Ensuring accessible classrooms and labs; adapted furniture and technology
- Providing sign language interpretation and note-taking services
- Determining reasonable extensions on assignments and papers
- Providing access to materials in alternate formats (e.g., braille, large print, digitized text, voice-activated software, assisted-hearing devices)

Tests and exams
- Providing a space in which accommodations may be provided for tests or exams (e.g., fewer distractions, additional time, breaks)
- Providing access to alternate formats like large print or braille
- Providing access to adaptive furniture and equipment (e.g., using a keyboard for writing or screen-reading software)

Practicum and placements
- Providing guidance for 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 if 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 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
Once you are registered with our service, you are in the driver’s seat when it comes to accessing both your accommodations and the various services and programs offered through Accessibility Services.

Responsibilities checklist

- Download your Letters of Accommodation and provide them to your professors, course instructors, or the appropriate person in your faculty, page 28
- Communicate with professors and course instructors about your accommodation needs—including requesting extensions, page 30
- Register for your tests, quizzes, and exams with Test & Exam Services, page 41
- Meet with your Accessibility Advisor for guidance in navigating your accommodations, page 43-38 Access services like the Note-taking service, Adaptive Technologist, and Learning Strategist, page 51-53
- Explore options for Financial Aid to help you with disability-related educational costs, page 53-54
- Get connected and find support through our Community and Peer Support programs, page 57-62

Your Responsibilities
The Letter of Accommodation is the way in which you inform your professors and course instructors about your learning needs and 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 your Letter of Accommodation to your Academic Advisor and/or Registrar.

We encourage you to activate your accommodations by communicating directly with your professors with the support of your Letter of Accommodation. If you are not comfortable communicating with professors directly, speak with your Accessibility Advisor and they can do so on your behalf.

The Letter of Accommodation maintains confidentiality about the nature of your 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 Test and Exam Services
- Requests to outline a need for coursework extensions up to one [1] week from the original deadline
- Notification if a service provider or aide will be present in the classroom

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 learning environments.

Go to uoft.me/LOA to download your Letters of Accommodation—there will be one for each instructor you have.

To view and download your letter(s), you must use the following web browsers: Firefox, Microsoft Edge, Chrome, or Internet Explorer v.11 and above.

Not sure how to draft the email to your professor? Take a look at our draft email to professors on page 33, or drop-in to meet with a Peer Advisor at Accessibility Services.

If you have trouble accessing your Letter 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, or connect with a Peer Advisor.
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.

Do not give them too many details about your 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, follow up with an email to your professor 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 often teach more than one course.
- Avoid writing angry or confrontation 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, 2018 10:55 AM)

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

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

Dear PROFESSOR NAME,

My name is YOUR NAME and I am enrolled in COURSE CODE + SECTION [e.g., ANT204 Section 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 questions about my accommodations, my Accessibility Advisor, ADVISOR’S NAME, can be reached at advisor.email@utoronto.ca.

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

Sincerely,

YOUR NAME

1234567890
The impact of a 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 coursework.

All disability-related extension requests require approval from your professors and instructors made before the original due date. We recommend asking for an extension and providing the Letter of Accommodation a week before the original due date.

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.

Extensions beyond one [1] week

If you need a disability-related extension beyond one [1] week after the assignment due date, you must complete the online Extension Request Form uoft.me/as-extensions before the originally negotiated extension. You must then 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 use the most of resources such as the Writing Centre and Academic Success to turn in your best possible work.

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, or visit 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 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.

  - **No**
    - Complete the Extension Request Form available online uoft.me/as-extensions. Meet with your Accessibility Advisor if needed to discuss next steps.

  **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.
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. 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

From: YOUR NAME
Sent: DATE (e.g., September 18, 2018 10:55 AM)
To: PROFESSOR NAME <professor.name@utoronto.ca>
Subject: COURSECODE: Requesting an Extension

Dear Professor NAME,

I am enrolled in your course COURSECODE + SECTION [e.g., BIO120H section 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 the term paper by DATE. I’m writing to you to ask for an extension of one week on this assignment (I will submit by DATE), as is outlined in my Letter of Accommodation from Accessibility Services attached.

If you have questions about my accommodations, my Accessibility Advisor, ADVISOR NAME, can be reached at advisor.email@utoronto.ca.

Thank you in advance for your understanding.

Sincerely,
YOUR NAME
1234567890
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 accommodations 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 non-disability related illness or temporary injury that impacts your studies.

Visit 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.

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

Test and Exam Services is responsible for administering accommodations for quizzes, term tests, and exams for students registered with Accessibility Services. Our office works collaboratively with Test and Exam Services to provide you with a supportive space to write your tests and exams with your approved accommodations.

During the 2017-2018 academic year, we coordinated and administered 21,120 quizzes, tests, and exams for students with disabilities.

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 Test and Exam Services by the set deadlines. (ace.utoronto.ca/tes/deadlines.html)

Important: Late registration for tests and exams will only be considered if there are unanticipated extenuating circumstances. You must meet with your Accessibility Advisor to make a late request for registration for test and exams.

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
Final exams
- Check your exam schedule once it has been posted
- Register by Test and Exam Services Registration Deadlines each term
- ace.utoronto.ca/tes/deadlines.html

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

Our Peer Advisors are available to help you with the registration process. Attend one of our drop-in hours to plan ahead and register for your tests and exams or attend an Access Us workshop.

Online tests are not coordinated by Test and Exam Services. Check your syllabus and if you have an online test, meet with your Accessibility Advisor in advance to arrange appropriate accommodations.

Test and exam accommodations may include:
- Additional time
- Semi-private space
- Allotted breaks
- A cue sheet or a scribe
- Access to food, drink, or medication
- Adaptive software, lighting, or furniture

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. Book an appointment or attend a drop-in 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. Book an appointment or attend a drop-in with your Accessibility Advisor as soon as possible to discuss next steps.

For more information about Test & Exam Services, visit: ace.utoronto.ca/tes/students.html

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 home faculty or college. Visit uoft.me/as-advisors to find out where your Advisor is located and how to contact them.

You and your Accessibility Advisor will collaborate in developing your accommodations.

Here are some things to keep in mind:
- Pay attention to what is going on 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.

If you are experiencing a flare-up of symptoms that prevents you from attending a drop-in hour or booking an appointment:
Use our online Accessibility Advisor Update Form (uoft.me/as-update-advisor) to update your Accessibility Advisor of your situation. You will still need to meet your Accessibility Advisor in person 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, meet with your Accessibility Advisor to keep them in the loop about any changes to your health or if you encounter any challenges using your accommodations.

We prefer meeting you in person

Your Accessibility Advisor can provide the most valuable support by meeting with you in person—through an appointment or a drop-in hour. Face-to-face interactions allow Accessibility Advisors to speak with you about your strengths, your challenges, and the ways in which they can best provide support.

We encourage you to avoid email communication with your Accessibility Advisor. Instead, there are multiple ways that you can stay in touch with your Accessibility 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 your 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 discuss requests to update your medical documentation, changes in your academic accommodations and reducing your course load
- To provide information about any petitions that you are filing for outstanding work or deferred exams

Our Appointment Policy

Your scheduled appointment time is reserved just for you. We encourage you to arrive 15 minutes early. 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 we can accommodate 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 arriving more than 15 minutes after the start of their appointment will need to reschedule

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

Your Accessibility Advisor may hold drop-in appointments. These appointments last approximately 10 minutes and are designed for you to ask one or two questions, to submit forms, or to briefly check in.

Please visit uoft.me/as-advisors to see where your Accessibility Advisor is located and if and when they hold drop-in hours.

When should I visit my Accessibility Advisor’s drop-in hours?

- To get signatures on forms or sign forms, submit updated documentation, and pick up letters, forms, and information about events and resources
- To request clarification about academic accommodations, processes, and policies; and problem-solve time-sensitive issues (test and exam accommodations, extensions, petitions or other issues)
- To discuss referrals to see a Learning Strategist, the Adaptive Technologist, or a tutor

Accessibility Advisor Update Form

For most questions and concerns, you will have to meet with your Accessibility Advisor in person either through a drop-in hour or by booking an appointment. However, there may be times that you will need to provide a brief informational update to your Accessibility Advisor before you meet with them, especially if you are experiencing a flare-up of disability-related symptoms.

We ask that you avoid emailing your Accessibility Advisor in these circumstances. Instead, use the Accessibility Advisor Update Form available online. (uoft.me/as-update-advisor)

Please note: you will still need to attend a drop-in hour or book an appointment to discuss next steps with your Accessibility Advisor.

When should I use the Accessibility Advisor Update Form?

- 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). You will still need to book an appointment or attend a drop-in hour to problem-solve or discuss a change in your accommodations
- To update your Accessibility Advisor that you will miss or have missed a class or lab due to disability-related symptoms
- To update your Accessibility Advisor that you will miss or have missed a practicum or placement due to disability-related symptoms
Visiting and contacting our front desk

Visit or contact our front desk to book an appointment with your Accessibility Advisor or to ask general questions. During busy times of the year, our front desk receives high numbers of emails and phone calls; as a result response times can be higher than normal. We encourage you to drop by and speak with our front desk staff if you are on campus.

Contact our front desk at accessibility.services@utoronto.ca or 416-978-8060

When should I visit or contact the front desk?

- 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 or 416-978-8060) and we will arrange a meeting with a Team Lead or the Assistant Director to discuss available options.

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
uoft.me/KPEPetitions
If you are having trouble taking class notes due to difficulty concentrating, writing, accessing verbal information, chronic pain, or other issues, you can request volunteer note-taking services as part of your academic accommodations and receive class notes from a peer through our online portal.

If you think you might benefit from the note-taking service but do not have note-taking as part of your academic accommodations, please meet with your Accessibility Advisor.

Our note-taking service depends on volunteers in each class to provide notes, so we cannot guarantee notes will be available for all classes. If notes are not available for your specific class, contact as.notetaking@utoronto.ca to see if we have archived notes from previous years or meet with your Accessibility Advisor for potential alternatives.

Accessing class notes

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

1. Provide a 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: uoft.me/notetakers
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 after 48 hours notes are not available, please reach out to as.notetaking@utoronto.ca
- If after one month notes are not available, please visit your Accessibility Advisor to discuss alternative accommodations
- If notes are inconsistent, provide feedback to as.notetaking@utoronto.ca

During the 2017-2018 academic year, 2,512 volunteers provided 47,228 uploaded notes in 5,785 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 to get a referral, and our front desk can book an appointment for you to meet with our 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 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

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/4p6
**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.

**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 to discuss alternate sources of financial assistance for your disability-related barriers.

For more information about financial support, visit: 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 meet with your Accessibility Advisor to determine your need 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 for approval.

**Funding, fees, and receipts**

If you are eligible for OSAP and your disability warrants it, you may be able to access funds for tutoring through the Bursary for Students with a Disability (BSWD). 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 at the end of each term and any unused funds must be returned at the end of the term. You should keep copies for your own records.
If you do not submit receipts and return any unused funds, 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.
Connecting 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 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 peers, students can share the experiences of navigating disability on campus in order to come up with strategies and problem-solving techniques together. We support the learning and development of students by providing workshops to explore and develop academic skills, resilience, self-advocacy, leadership, and professional development.

"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.

Moving Forward Summer Transition Program

Entering your first year of university is an exciting but potentially overwhelming experience. Every student transitioning to university faces challenges and some apprehension. We appreciate that students with disabilities may need some specific support.

The Moving Forward Summer Transition Program is an orientation event for students who identify as having a disability and who are entering their first year at U of T. This program is designed to support you in:

- Discovering strategies for managing life in and out of the classroom
- Learning about the campus culture and structures
- Gaining academic skills for producing university-quality work
- Meeting a community of peers you may see in your classes or at events

The program typically runs during the last week of August. For more information, visit uoft.me/movingforward
The Access Us Peer Mentorship program is designed for newly registered students to connect with an upper-year Peer Mentor for support throughout the term. By regularly connecting one-to-one 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

Access Us Peer Mentorship

SASA is an informal community for students with Autism Spectrum Disorders, registered with Accessibility Services. By joining the group, you will:

- Build a social network within the university in a safe and comfortable environment
- Connect with students with similar interests as you
- Get support addressing academic and social challenges you are experiencing

Join a safe and comfortable community and get support and encouragement. Visit uoft.me/accessus to register for the program.

Access Us Peer Mentorship

SASA is an informal community for students with Autism Spectrum Disorders, registered with Accessibility Services. By joining the group, you will:

- Build a social network within the university in a safe and comfortable environment
- Connect with students with similar interests as you
- Get support addressing academic and social challenges you are experiencing

Social Association for Students with Autism (SASA)

If you would like to join and meet with peers on a weekly basis, or attend monthly social activities off campus, visit uoft.me/SASA for more information.

Workshops and Events

We collaborate with many departments across campus to offer workshops on a variety of topics. By tailoring the workshops to the needs of students with disabilities, our goal is to provide students registered with Accessibility Services with a holistic approach to their skill development.

Topics include:

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

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

In addition to workshops, we also host a series of social events throughout the year, to provide fun opportunities for connection and networking. For more information on our workshops and events, visit: uoft.me/as-events

Workshops and 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

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.

Peer Advisor Drop-in

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

You can connect with a Peer Advisor to help you:

- Learn about the services at Accessibility Services
- Discover supports and resources at U of T
- Register for test and exams
- Download your Letter of Accommodation
- Write emails and get tips on communicating with professors and course instructors
- Plan out your semester and plan ahead
- Get tips on time management and managing school work

During the academic term, Peer Advisors are available throughout the week at Accessibility Services. For hours, visit: uoft.me/as-peers
Index

Accessibility Advisor  p.43-48
  • staying in touch with  p.44
  • working with  p.43
  • working with another Advisor p.48
Accommodations  p.22-25
  • disability  p.23, p.63
  • types  p.24-25
  • non-disability  p.18, p.40
Adaptive Technology  p.52
Annual Renewal of Accommodations  p.21
Appointments p.45
Bursaries  p.54
Community and Peer Support  p.57-60
Confidentiality, Information Sharing and Providing Consent  p.3
Drop-in Hours with Accessibility Advisor  p.46
Extensions  p.34-39
  • requesting an extension  p.34
Financial Support  p.53

Index

Front Desk  p.48
  • contact us  p.2
Funding  p.53-56
  • fees  p.23, p.53
  • receipts  p. 56
Intake Appointments p.20
Intake Package  p.14-18, p.20
Learning Strategies  p.53
Letter of Accommodation  p.28-29
Moving Forward Summer Transition Program  p.59
Note-Taking  p.51-52
Peer Advisor Drop-In  p.62
Peer Mentorship (Access Us)  p.60
Petitions  p.49
Reduced course load p.23, p.53
Registration  p.11-19
Services for Registered Students  p.50-56
Social Association for Students with Autism  p.60
Index

Semester Planning  p.35, p.42, p.62
Student Intake Form  p.16-17
Test and Exam Accommodations  p.41-42
Transfer Students  p.19
Tutoring  p.55-56
UTM and UTSC Students  p.19
Working with your Professors  p.30-33
Workshops and Events  p.61
Writing an Email to your Professors  p.33, p.39, p.62