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About Us

Location

University of Toronto Scarborough
Room SW302 (Science Building)
1265 Military Trail, Scarborough, Ontario
M1C 1A4

General inquiries and appointments: (416) 287-7560 (Voice/TTY)
Fax: (416) 287-7334
Email: ability@utsc.utoronto.ca
Website: www.utsc.utoronto.ca/ability

Office Hours

<table>
<thead>
<tr>
<th>Days</th>
<th>Times</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mondays</td>
<td>10:00 am – 4:00 pm</td>
</tr>
<tr>
<td>Tuesdays</td>
<td>10:00 am – 4:00 pm</td>
</tr>
<tr>
<td>Wednesdays</td>
<td>10:00 am – 4:00 pm and 5:00 pm – 6:45 pm</td>
</tr>
<tr>
<td>Thursdays</td>
<td>10:00 am – 4:00 pm</td>
</tr>
<tr>
<td>Fridays</td>
<td>10:00 am – 3:00 pm</td>
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Drop-ins first-come, first-served basis Monday to Thursday from 2pm – 3pm

Please note: The office is closed from 9:00am – 10:00am and 4:00pm – 5:00pm in order for staff members to complete administrative tasks such as processing requests and accommodations, attending meetings and other related tasks.

What if I need to submit something when you are closed?
The afterhours drop box is located to the left of our main doors. All materials submitted after hours will be date stamped the following business day.

Appointments and Drop-ins

Appointments and drop-in meetings are available. If you have questions about whether your needs are better addressed during drop-in hours or with an appointment, please contact the main office at at Tel/TTY 416-287-7560 or at ability@utsc.utoronto.ca
Booking Appointments

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

You will attend appointments with your primary disability Consultant to discuss your disability-related needs, accommodations, and other related issues. Your Disability Consultant will speak to you about your individual needs and will make recommendations regarding frequency of appointments.

Cancelling Appointments

Please contact the front desk to cancel or reschedule your appointment. If possible, we ask that you give 24 hours notice when cancelling appointments. Please remember that you take an appointment time away from another student when you do not show up to an appointment without cancelling. Missing appointments may result in a delay in service and/or a delay in the implementation of your accommodations. We cannot provide supports if you do not engage in discussions with your primary consultant about your needs.

Late Arrivals

If you are running late for your appointment, please contact the front desk immediately. Your appointment may be rescheduled to ensure that there will be sufficient time to adequately address all of your questions and/or concerns. **You will be required to reschedule your appointment if you are more than 15 minutes late.**

Drop-in Services

15 minute DROP-IN meetings are available on a first-come, first-served basis Monday to Thursday from 2pm – 3pm. Drop-in interactions are meant to be short discussions, answer brief questions or referrals.

If your Consultant is in, and available, you will be placed on the drop-in list to meet with your consultant. If your Consultant is not in (e.g., due to vacation, illness), or is fully booked for drop-ins that day, you will be advised of this and you will be provided with the option to see another Consultant. If you choose to see a different Disability Consultant you may
be provided with general advice (e.g., how to petition, etc.). Depending on the issue you may be advised to schedule an appointment with your Disability Consultant for any follow up required.

Note: Sobiya is only available for drop-ins on Monday, Tuesday and Thursdays; Drop-ins are not available for students who meet with Colleen.

Processes

**myAIMS (AccessAbility Information Management System)**

Every student registered with AccessAbility Services will have their own myAIMS online service account. Your myAIMS account will allow you to:

- View and print your Letters of Introduction
- Access and manage your Peer Note Taking accommodations
- Request quiz, test, or exam accommodations online
- View your appointments and test/exam schedules online

**Communication with Service**

AccessAbility Services primarily communicates with you via your university email. We will send periodic emails with announcements, events, and deadlines relating to your accommodations. We will also push some communication through the AccessAbility Services app found at https://guidebook.com/guides/.

Please ensure that you read these notifications thoroughly as they are intended to provide you with valuable information and tips. For security purposes, you are required to provide your official UofT email address to the service and we encourage you to check it on a regular basis. **Be aware that forwarding email to external providers (e.g. hotmail, gmail) may result in blocked, delayed or lost messages. The University will not be responsible for lost correspondence.**

**Renewing Your Accommodations**

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

Documentation of your disability-related needs is required by AccessAbility Services in order to develop an accommodation and service plan. Updated documentation may be required at your renewal appointment, depending on the nature of your disability related needs, or if your original documentation is outdated. In this case, you and your consultant will discuss next steps for having it updated.

Letters of Introduction for Faculty

The process of accommodation relies on a partnership between the AccessAbility Services office, the student, and the instructor. To facilitate this process a Letter of Introduction will be generated for each of your instructors. The purpose of the letter is to outline your accommodations and provide information about the implementation of your accommodations.

Instructors are asked to implement the accommodations they feel equipped to carry out. AccessAbility Services will implement any accommodations the instructor is not equipped to put in place (e.g., hire sign language interpreters, provide a computer for exams with assistive technology, etc).

The other purpose of the letter is to assist you with introducing yourself to your instructor(s), which is the first step in establishing a good working relationship.

Please note that Letters of Introduction do not state your disability/diagnosis.

Generating your Letters of Introduction

Your Letters of Introduction are generated in your myAIMS account at the beginning of each term. To access your letters complete the follow steps:

Step 1: Log-in to your myAIMS account, using your UTOR id and password, and select the Accommodations tab located on the left hand navigation pane.
Step 2: In the Courses list, locate the course for which you would like to access your Letter of Introduction. Click on View accommodations.

Description: Screen shot of myAIMS accommodation letter course menu page.

Step 3: Click on the Generate PDF Letter button to download your Letters of Introduction for each course.

Description: Screen Shot of myAIMS viewing and generating PDF Letters of Introduction page.

If you require assistance to access your Letters of Introduction, contact AccessAbility Services. We are more than happy to assist you. **It is your responsibility to print your letters and deliver them to your instructors** during the first two weeks of classes. **We highly recommend that you contact your instructor via email in advance of the first day of class and arrange a time to deliver the letters.** We encourage you to arrange a meeting during office hours in order to provide ample opportunity to discuss your needs and to ensure privacy. Instructors need advance notice in order to make arrangements for accommodations. Late delivery of your letters may impact the Instructor’s, and/or our office’s, ability to deliver your accommodations in a timely manner. Be prepared to briefly explain how your disability may affect your course participation, if applicable. Where required, you should also develop a
plan for implementing your accommodations (e.g., how to obtain the reading list in advance; permission to tape-record lecture; if the disability affects oral presentations, what alternative can be arranged; if FM System will need to be used in lectures, etc.).

Instructors are requested not to ask about the nature of your disability, however it is important to decide ahead of time how you would respond to the question should it be asked. Please speak to your Consultant if you are unsure about how to respond to questions about your disability or disability-related needs (see the “Confidentiality and Disclosure of Disability” section for more information).

If you are not comfortable approaching your instructor please feel free to speak to your Consultant or the front desk staff. Other arrangements can be made to inform your instructor about your needs.

Taking Courses at Other University of Toronto Campuses

In order to receive services and supports at another U of T campus, you must notify our office so we can forward your accommodation information to the appropriate office.

To implement your accommodations on another campus you must:

Step 1 Submit the Taking Courses at Other U of T Campuses Form to our office. This form can be found in the AccessAbility Services office or you can download it at http://www.utsc.utoronto.ca/ability/registering_online_forms.html. Once AccessAbility Services receives this form from you, your accommodations will be faxed to the office of the applicable campus.

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

Each UofT campus is unique. As such, procedures for receiving accommodations on each campus may vary. You must schedule an appointment with a consultant on the campus in which you are taking the course to ensure that you are familiar with their procedures.

Accommodations and Financial Aid

If you have specific course concerns, discuss this with the consultant at the campus where the course is taking place. She/he will be more familiar with the campus and faculty.

However, if you would like changes to your accommodations you must speak to your home campus Disability Consultant (UTSC students taking a course at St. George speak to their UTSC Disability Consultant, St. George student taking UTSC course should speak to their Counsellor at St. George, etc.).
In addition, you should speak with your home campus Financial Aid office and primary consultant for any disability-related funding (e.g. OSAP BSWD).

**Documentation**

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

**Deadlines**

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

It is very important to note that even though you may be taking a course at another campus, you must still adhere to the academic and financial deadlines of your home campus. If you have questions please speak to the Registrar’s Office at UTSC.

**Contacts**

**AccessAbility Resource Center, UofT Mississauga**
General Inquiry Tel: 905-569-4699
Fax: 905-569-4366
Web: [http://www.utm.utoronto.ca/accessability](http://www.utm.utoronto.ca/accessability)
Email: access.utm@utoronto.ca
3359 Mississauga Rd. N.,
Room 2037, Davis Building
Mississauga, ON L5L1C6

**Accessibility Services, UofT St. George**
General Inquiry Tel: 416-978-8060Fax: 416-978-5729
Email: accessibility.services@utoronto.ca
Web: [http://www.accessibility.utoronto.ca](http://www.accessibility.utoronto.ca)
455 Spadina Avenue, 4th Floor, Suite 400 (Just north of College Street)
Toronto, ON M5S 2G8
Note taking

Procedures for Requesting Note taking Accommodations
If you are approved for note taking the following procedures apply to you.
If you are approved for note taking accommodations, and wish to receive notes for your courses, you must register online through your myAIMS (Accessibility Information Management System) account. You are required to register for your note taking accommodations prior to the beginning of the academic session, or as soon as you register with the service. Failure to submit your note taking requests by the proposed timeline may impact our ability to implement the accommodations in a timely manner.

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

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

Step 2: To enable note taking click on Courses / Notes located on the left hand navigation panel. You will see a table listing your courses followed by three columns (Screen View #1).

<table>
<thead>
<tr>
<th>Course name</th>
<th>I require a note taker</th>
<th>Note taker availability</th>
<th>My lecture notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>PSY C08H3lec 01 y</td>
<td>Yes change this</td>
<td>select a notetaker</td>
<td>N/A</td>
</tr>
<tr>
<td>PSY C08H3tut 0003 y</td>
<td>Yes change this</td>
<td>None are available at this time</td>
<td>N/A</td>
</tr>
<tr>
<td>PSY D33H3lec 01 y</td>
<td>Yes change this</td>
<td>Selected</td>
<td></td>
</tr>
</tbody>
</table>

Description: myAIMS Screen View #1 – Course / Notes page
Under the column “I require a note taker” you have the option to leave the default setting as “No” or click “change this”, to switch your preference to “Yes” and enable note taking for the specific courses you require. If you have the option to select a note taker and they have sample notes you may choose that note taker. If not note takers are available at this time please proceed to Step 3.
Step 3: Once you have enabled note taking for your courses, come to the AccessAbility Services office to pick up a Note Taking Package. You must deliver this package to your instructor immediately in order for him or her to make an in-class announcement to recruit note takers.

Recruiting and Selecting Note takers

Note taker Recruitment
Note takers are recruited in one of the following ways:

In-class: You are required to deliver a Note Taking Package to your instructor. This package includes a letter asking your instructor to make a recruitment announcement in class. Please ask your instructor to read through the package, and indicate that you require a peer note taker for his/her class.

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

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

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

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

Note taking Packages for Instructors
The note taking package contains the following information:

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

It is your responsibility to provide note taking packages to your course instructors as soon as possible at the beginning of the school term. You must come to the AccessAbility Services office to pick up the Note Taking Packages.
We recommend you to deliver the package during your professor’s office hours or at the beginning of the class. Please note you can also email the electronic package to your professor. Do not delay picking up your Note Taking Packages as this could impact the length of time it takes to obtain your note taking accommodations.

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

http://www.utsc.utoronto.ca/~ability/forms/Word/Notetaking%20Instructor%20Package.doc You can email this package your professor and request that they make an announcement to the class via email or blackboard.

If your professor has not made an announcement after you have provided the note taking package, please contact them in person or via email to follow up and remind him/her to make the in class announcement. If the announcement is not made during the next lecture, please notify AccessAbility Services immediately.

If you have concerns approaching your instructor please feel free to speak to your Consultant or the front desk staff.

Selecting a Note taker

You are responsible for checking your online myAIMS account frequently. We recommend that you log-in at least once per week to check the status of your account. Once there are note takers available, you will see a button prompting you to select a note taker (Screen View #2).

<table>
<thead>
<tr>
<th>Course name</th>
<th>I require a note taker</th>
<th>Note taker availability</th>
<th>My lecture notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>PSY C08H3lec 01 y</td>
<td>Yes change this</td>
<td>Selected</td>
<td>N/A</td>
</tr>
<tr>
<td>PSY C08H3tut 0003 y</td>
<td>Yes change this</td>
<td>None available at this time</td>
<td>N/A</td>
</tr>
<tr>
<td>PSY D33H3lec 01 y</td>
<td>Yes change this</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Description: myAIMS Screen View #2 – Selecting a Note Taker
If you do not have any note takers available within one week of hearing your Instructor’s in-class announcement, please notify AccessAbility Services. We will implement additional methods to recruit note takers for this course. Please ensure that you keep us informed in order for us to assist you in the best way that we can.

Sample Notes
As part of the registration process, Volunteer Note Takers are asked to upload sample copies of their notes. When you click the button “Choose
this note taker” you will be shown a list of note takers and a link to View sample notes (Screen View #3).

**myAIMS Screen View #3 – Viewing Sample Notes**

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

**Important:** If you are taking a course that has 2 course codes note takers may be available under one course code and not the other. If you are registered in a course which has 2 course codes please come in and speak to the front desk. If there are note takers available for the course code which you are not registered for then staff will have to manually assign you to a note taker of your choosing from the other course code.

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

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

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

Confidentiality: Note takers will only be informed that one or more students require their notes for a course. Note Takers are not provided with information such as student names, reason notes are required, student numbers or email addresses.
Viewing and Downloading Your Notes
Once you have chosen your note taker, your notes can be accessed through your online myAIMS account. When notes are uploaded by your note taker, you will be able to view them by clicking the Notes button in the column “My lecture notes” (Screen View #4).

myAIMS Screen View #4 – Accessing Lecture Notes

<table>
<thead>
<tr>
<th>Course name</th>
<th>I require a note taker</th>
<th>Note taker availability</th>
<th>My lecture notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>PSY C08H3lec 01 y</td>
<td>Yes change this</td>
<td>select a notetaker</td>
<td>N/A</td>
</tr>
<tr>
<td>PSY C08H3tut 0003 y</td>
<td>Yes change this</td>
<td>None are available at this time</td>
<td>N/A</td>
</tr>
<tr>
<td>PSY D33H3lec 01 y</td>
<td>Yes change this</td>
<td>Selected</td>
<td>Notes</td>
</tr>
</tbody>
</table>

Here you can view and download course notes by clicking on View notes (Screen View #5).

myAIMS Screen View #5 – Viewing Notes / Downloading Course Notes Files

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

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

Attending Classes

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

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

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

Course Conflicts

Do not enrol in courses with meeting times that conflict

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

You are not permitted to share your notes with peers. AccessAbility Services has obtained permission from the note taker to provide their lecture notes to students with disabilities who require this as an academic support. Providing notes to other students without the note taker’s consent is in violation of the agreement with the note taker, against AccessAbility Services’ policies and regulations, and can endanger the reputation of our services. If you are found sharing the notes with peers, you must meet with a Disability Consultant to review your responsibility in the accommodation process and your accommodation will be re-assessed.

Missing Notes

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

You may do so in person at the AccessAbility Services Office (SW302); via e-mail at notetaking@utsc.utoronto.ca, or by phone at (416) 208-2662 / (416)287-7560 (Tel/TTY).

If you have not notified AccessAbility Services about the missing notes for more than 3 weeks following the applicable lecture we will not be able to follow-up, nor assist you, in retrieving notes for those lectures. You note taking accommodations will be reviewed with your Consultant to determine if note taking is required in the specific course.

Checking myAIMS for Notes

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

Learning takes place throughout the entire semester. As such, you need to access your peer notes on a regular basis to review and facilitate your learning process. Failing to access your notes on a regular basis may suggest that you do not require this accommodation.

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

**Changes to Your Timetable**

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

If you have added a course and you require note taking, you must also log-in to myAIMS to request note taking, changing the default setting of “NO” to “YES” if you require note taking for the course. You must follow the steps to ensure a note taker is recruited for this course (see pg. 1 “How do I request note taking accommodations?”).

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

If you no longer require note taking for a course, please Log-in to your online myAIMS account and change the “I require a note taker” status from “YES” to “NO” for the applicable course (see pg. 1 “How do I request note taking accommodations?” for more information).

In addition, please notify AccessAbility Services by email at notetaking@utsc.utoronto.ca or call Tel: (416) 208-2662. Please inform us of the course code, lecture section and your reason for terminating note taking services for the course (e.g., instructor is providing power point notes).
Tests/Quizzes/Exams Process

If you are approved for test/exam accommodations the following procedures apply to you.

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

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

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

2015-2016 Deadlines
Fall Session (December Exams): Friday, November 6th, 2015 at 3:00pm
Winter Session (April Exams): Friday, March 11th, 2016 at 3:00pm

Submitting a Test/Exam/Quiz Request

STEP 1: Go to the myAIMS page of the AccessAbility Services website.  
http://www.utsc.utoronto.ca/ability/myaims.html

myAIMS Screen View #6 – myAIMS home page

Click on one of the options below to log into myAIMS:

- myAIMS for Registered Students
- myAIMS for Notetakers
- myAIMS for Instructors

Coming Soon – Click on the above link if you are an instructor, professor, TA, or classroom coordinator.
STEP 2: Log-in to myAIMS using your UTORid and password.

*myAIMS Screen View #7 – myAIMS log-in Page*

To log-in, enter your UTORid and password.

<table>
<thead>
<tr>
<th>UTORid</th>
<th>Password:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Log In

NOTE: If your test/exam accommodations are expired, you need to contact your consultant at AccessAbility Services to renew your test/exam accommodations and reinstatelog-in privileges.

For information about your UTORid please visit www.utorid.utoronto.ca or the ITS Student HelpDesk at: 8487, student.helpdesk@utsc.utoronto.ca

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

*myAIMS Screen View #8 – myAIMS menu page*
STEP 4: Click on “Schedule a test, mid-term or quiz” on the left side panel of the web page. For finals, you will need to click “Schedule a final exam” which is also located in the same panel.

*myAIMS Screen View #9 – Test/Exam booking main page*

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

1. **Select Course**: select your course from the drop down list.

*myAIMS Screen View #10 – Test/Exam booking Select course page*
2. **Class test date and time:** Input the date, time and duration of your test as indicated by your instructor by clicking on the icons (calendar, clock and time-slider) to the right of each box. Note: the ‘Class test duration’ box must be filled in using minutes. Please note that the date and time of your final exams will already be listed. This information has been obtained from the master final exam schedule from the Registrar’s Office.

   *myAIMS Screen View #11 – Test/Exam booking Class Test Date and Time Page*

   ![Image](image1.png)

3. **Confirm Instructor Information:** Verify your instructor’s name and email address. Please note if you input any change to either the Instructor name or email address, the Exam Office will be notified for verification purposes.

   *myAIMS Screen View #12 – Test/Exam Booking Confirm Instructor Information Page*

   ![Image](image2.png)
4. Choose accommodations: A list will be provided of the accommodations that have already been approved for you by your Consultant. If you do not want an accommodation, uncheck the box. By using the buttons below the accommodation list, you can also select “Check all” accommodations or “Check none”. Note: If you uncheck the accommodations you will not receive them during the test/quiz/exam so be careful when you are checking all.none of the accommodations.

5. Additional Requirements: Indicate any conflicts you will have for the test/quiz/exam (e.g. two tests on the same day back to back). Ensure you scroll all the way to the end of the page.
6. Select your test time:

*myAIMS Screen View #15 – Test/Exam Booking Select Your Test Time Page*

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

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

*myAIMS Screen View #16 – Test/Exam Booking Confirm and Complete Page*
NOTE: You must click on the checkbox in front of “I acknowledge that the information I am submitting is correct to the best of my knowledge”; if this is not clicked you will receive the error message below.

Screen View #17 – Test/Exam Booking Confirmation Error

Step 6:
After clicking ‘Finish’ you will see a message reminding you to log on to check your scheduled test/quiz/exam time and location three days before the date of the test/quiz/exam.

myAIMS Screen View #18 – Test/Exam Booking Thank You for Your Submission Page
Checking your request

On the left side panel of the myAIMS welcome page, click on “My upcoming events”.

*myAIMS Screen View #19 – My Upcoming Events Page*

Remember:

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

Checking and Confirming the Time and Location of Test/Exam/Quiz

You must log in to myAIMS 3 days before the date of the test/quiz/exam to view and confirm your accommodated start time and writing location.
Quizzes/Tests/Exams are scheduled to overlap with the first 30 minutes of the class' scheduled time. However, if you are writing with extra time you may start before, and/or end after, your class. It is essential that you view the “My upcoming events” section of myAIMS as start times may differ from the classes scheduled start time.

All test events on myAIMS will be marked as 'Tentative' prior to confirmation.

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

### Cancelling or Missing a Test/Exam/Quiz

**Terms Tests:** Where you missed a quiz/test for disability-related reasons you are encouraged to notify your instructor and speak with your Disability Consultant. If the reason is not disability related, you must speak directly with your instructor.

You must go on to myAIMS to cancel your test/exam. If you have any problems with the online cancellation notify AccessAbility Services at accessexams@utsc.utoronto.ca.

**Final Exams – If you are unable to write your final examination(s):** Students are expected to write their final exams at the end of their courses. Occasionally, students encounter circumstances where it is absolutely impossible for them to do this. If you are ill or other circumstances prevent you from attending a final exam(s), you will need to:

- If possible, please go onto myAIMS to cancel your exam if you will not be writing.
- Petition to defer the final exam. For more information, please go to the following website:  
  [http://www.utsc.utoronto.ca/~registrar/current_students/deferred_exams](http://www.utsc.utoronto.ca/~registrar/current_students/deferred_exams)

If you are unable to write your exam due to disability-related reasons, please inform your Consultant before submitting your petition. Indicate on your petition documentation that you are registered with AccessAbility Services and your give your consent for AccessAbility Service to communicate with the Registrar’s office directly in regards to your petition. **Registrar’s Website Screen View, Missed Final Examination Policy page**
You are strongly advised, before missing an examination, to discuss the possible consequences of deferring an examination with your Disability Consultant or an academic advisor and to consider doing so only in the case of illness or other truly extenuating circumstances for you may be placing yourself at a disadvantage by writing an examination long after the course has finished. If you missed the exam for disability related reasons please meet with your AccessAbility Services Consultant.

**Emergency Examination Cancellation by the University**

In the event of an emergency that results in the University cancelling or rescheduling examinations (e.g., due to weather), please refer to the Registrars website at https://www.utsc.utoronto.ca/~registrar/scheduling/exam_info#Emerg for further instructions.

**Make-up Tests/Quizzes and Deferred Final Exams**

Once an instructor offers a make-up test/quiz, you must obtain a Rescheduling of Test -Notification form (Yellow) found in the service lobby or http://www.utsc.utoronto.ca/~ability/registering_online_forms.html#forms_t estexams. Complete the form and submit it before the deadline date if possible.

For final exams, you must petition to defer through e-service. When a petition is granted for deferred exams, students requesting exam accommodations should complete the deferred exam form found at http://www.utsc.utoronto.ca/~ability/registering_online_forms.html#forms_t estexams and submit it to the department as soon as the petition is approved.
**Students in Joint Program with Centennial:**
Extensions or other special consideration for term tests or term work are at the discretion of your instructor and Centennial College. If you are making a request such as for a deferred final examination or late withdrawal from the course after the final drop date, you must follow the petition procedure outlined in the UTSC calendar. Such requests should not be taken up directly at Centennial.

**Scheduling POP Quizzes with AccessAbility Services**

If an instructor announces that there will be Pop Quizzes in your class you will not be able to request these quizzes on myAIMS. Instead, please email accessexams@utsc.utoronto.ca the following information:
- Purpose of your email (Require accommodations for Pop Quizzes)
- Details about the course (Course Code, Contact Info for Professor, time of the quizzes)
- Other important details (the class will have the pop quiz at the beginning or end of the tutorial session)

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

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

Students requesting accommodations for online assessments (including mTuner assessments for PSYA01 and PSYA02) should send an email (from their utoronto account) to accessexams@utsc.utoronto.ca with the following information:
- Subject - Request for [Name of Online Test e.g., mTuner] accommodation
- Course Code, lecture section, Professor name
- Consent statement: “I give permission for the AccessAbility Services Office to forward my name, student number and any relevant accommodation information to the course instructor and any outside party that is directly involved in the development and/or administration of the online tests. “

**Course and Scheduling Conflicts**

**Course Conflicts**
Do not enroll in courses with meeting times that conflict!
- Students who knowingly enroll in courses that conflict should not expect that a section change will be approved by the professor at a later date.
- Students should not expect special consideration if they choose to remain in courses that conflict. This includes requesting to move
tests/exams if they are scheduled at the same time as courses that conflict. This is a conflict and you are expected to correct this in your timetable.

**Scheduling Conflicts**

**Tests/Midterms/Quizzes:** If you have been scheduled to write two tests/quizzes/exams at the same time (other than the situation described above resulting from a timetable conflict), you should note this scheduling concern on the Additional Requirements page of the myAIMS module. In most cases, arrangements will be made for you to write both tests/exams on the same day, with a supervised break between exams unless your accommodations state otherwise.

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

When registering to write the exams with AccessAbility Services note this scheduling concern on the Additional Requirements page of the myAIMS module. In most cases, arrangements will be made for you to write both tests/exams on the same day, with a supervised break between exams unless your accommodations state otherwise.

**Religious Observances**

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

Any student whose examination timetable is in conflict with a religious observance may request special consideration by:
1. **Final exams**: Go to eService no later than posted dates and times on the Registrar’s Office website at https://www.utsc.utoronto.ca/~registrar/scheduling/exam_info#religous

OR

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

**Next steps:**

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

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

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**Day of the Test/Exam - Arriving and signing in**

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

You are required to:

- Verify your test accommodations
- Check your start time on the Data Sheet
- Check the time to stop writing (with and without accommodated break times)
- Note what aids are allowed
- Sign the agreement at the bottom of the data sheet confirming your understanding of the approved accommodations, duration, and authorized aids.
### Questions for Professors During Tests/Exams

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

### Specific Accommodations

**Scrap Paper**

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

**Breaks**

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

The following policies and procedures apply to taking breaks:

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

**Washroom Breaks**

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

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

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

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

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**Exam Room Regulations**

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

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

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

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

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

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

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

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

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

9. Seating and rooms will be predetermined by the Exam Coordinator and are based on your approved accommodations. Invigilators do not have the authority to change seating within the exam space.
10. No unauthorized materials or electronic devices shall be brought into the exam room or used at an exam except those authorized by the course instructor. Unauthorized materials include, but are not limited to, books, class notes, or aid sheets. Unauthorized electronic devices include, but are not limited to, cell phones, laptop computers, programmable calculators, MP3 players, Personal Digital Assistants ("PDA" such as Palm Pilot or Blackberry), pagers, electronic dictionaries, Compact Disc Players, and Mini Disc Players. Possession is punishable under the Code of Behaviour on Academic Matters.

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

11. Please use the washroom before you arrive at the designated time/location of the test/quiz/exam.

12. You must not communicate with other students in any manner whatsoever while the exams are in progress.

13. You must take out all materials (e.g. Pens, pencils, calculator etc.) before the question paper is handed out. Pencil cases and white out are not permitted on your desk in the exam room. Please note that the Invigilator will check items brought to your desk and may ask you to empty your pockets before/after going to the washroom.

14. If you bring any unauthorized material into an exam room, or assist, or obtain assistance from other students, or from an unauthorized source, you may be refused permission to write the remaining part of the exam or any subsequent exams. You are also liable to penalties under the Code of Behaviour on Academic Matters (see the University of Toronto Policies section of the Calendar) including the loss of academic credit for the course, suspension, or expulsion from the University.

15. You are not permitted to leave the exam room, except under supervision, for at least half an hour after the class exam has commenced. Therefore, if you are writing earlier than the class, and finish before the class has begun, you must be prepared to remain in our exam room for at least 30 minutes after the scheduled class start time. Please note that studying during this waiting period will not be permitted in our exam room(s). Non-academic reading material is available for you to use in the exam room(s). Please ask your Invigilator for these materials.

16. You will be allowed to leave the exam room when the Invigilator has given you authorization to do so.

17. At the conclusion of the exam, you must cease all writing when instructed by the Invigilator. If you continue to write after the end of
the exam, invigilators may report this on an Exam Incident Report form.

18. Invigilators will collect all test/quiz/exam materials once you are finished writing. Question sheets, all booklets with rough notes, and pre-approved memory aids must be handed in and will be submitted to your course instructor.

19. Exam books, used or unused, and other material issued for the exam shall not be removed from the exam room.

20. At the conclusion of the exam you must remain seated until all exam-related materials have been collected. Students must initial their Test/Exam Data Sheet before leaving. Students wishing to leave before the conclusion of an exam must adhere to the same regulations.

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

For additional information on the test/quiz/exam process please contact the AccessAbility Services front desk staff at (416) 287-7560 (Tel/TTY) or email the Exam Office at accessexams@utsc.utoronto.ca

Alternate or Multiple Format Material (MFP)

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

- E-text (e.g., may need specific font type, size and colour or to use software like Kurzweil to read the material aloud)
- Braille (e.g., Nemeth code for mathematics)
- Enlarged format and large fonts with contrasting background

Step 1 If approved for multiple format accommodation you and the Consultant will sign a Multiple Format Contract. This contract is particularly important due to copyright laws.

Step 2 Submit a Multiple Format Request form to the front line staff. The form can be found at http://www.utsc.utoronto.ca/~ability/registering_online_forms.html/forms_accom

Step 3 The receipt for the purchase of the textbook must be included with the MFP Request form.
Step 4 You will be notified that the request is ready for pickup. Typically, the publishers will provide the alternate format via email (a PDF file) or mail it to the service (in PDF file on CD Rom).

**Communication Services**

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

**Sign Language/CNT/CART**

**Step 1** If this accommodation is approved, complete the Request Sign Language Interpreter, CNT or Real-time Captionist form to provide the service with the type of information required to set up these services (e.g., course timetable). Note: Please ask the front desk for the form. We are working to get this form online.

**Step 2** Review your request with the Assistant, Volunteer Resources.

**Step 3** The service will facilitate an introduction with you and the service provider prior to the class (e.g., meet at the service 30 min. before the class).

**Step 4** The Assistant, Volunteer Resources will email each instructor to inform them that a CNT, CART or Interpreter will be in the class prior to your arrival and encourage the instructor to email should there be any questions or concerns.

**Step 5** The Service Provider (CNT, Interpreter, CART) will introduce themselves to the faculty and provide a quick orientation on the service.

**Responsibilities**

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

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

**Winter 2016**
All requests should be in by Friday Nov 27th, 2015.

**Summer 2016**
All requests should be in by Friday, April 8th, 2016

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

**Timelines for Requesting Services**
You must submit a service request as soon as you become aware of media in your course which is not accessible to you. We strongly recommend you speak with each instructor prior to, or at the beginning of the course to discuss your needs. This gives the instructor time to make the necessary arrangements to meet your accommodation needs.

**Personal Support Assistance**
As a courtesy service, AccessAbility Services may assist in arranging a volunteer support person for assistance with activities such as mobility on campus, getting books out of bags, etc. If our courtesy service of a volunteer support person has been approved, students are required to speak with the Assistant, Volunteer Resources to work out a schedule for the volunteer.

Note: You are required to arrange personal care (e.g, toileting) through an attendant service in the community (CILT).
Co-op

You are encouraged to speak with your Co-op Coordinator regarding your accommodation needs in the workplace. If you would like AccessAbility Services to work with you and the Co-op Coordinator regarding your disability-related needs let the Coordinator or your Disability Consultant know. You will be asked to sign a Consent to Disclosure form to allow communication between the departments.

Joint Programs at Centennial College

While you are enrolled in a joint program, you are a member of student societies at both institutions and you may access student services and use facilities at either campus. During sessions in which you are taking Centennial courses, you will receive a Centennial College student card in addition to your University of Toronto student card.

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

Step 1: Notify your AccessAbility Services' consultant at U of T Scarborough that you are taking courses at Centennial College as part of a joint program. This can be done in-person, by phone or email. The Consultant will prepare a letter for you outlining the accommodations that you receive at UTSC.

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

Step 3: Pick up the letter from AccessAbility Services and take it with you to your appointment at Centennial College.

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

Financial: Since UofT will continue to administer all financial aid matters while you attend a Joint Program, you are to contact your AccessAbility Services' consultant at U of T Scarborough to discuss disability-related educational expenses and the OSAP BSWD/CSG.

Deadlines: It is very important to note that even though you may be taking a course at Centennial, you must still adhere to specific academic and financial deadlines at U of T Scarborough (e.g., the course add and drop dates for U of T Scarborough, as published in the U of T
Scarborough calendar, will also apply to your Centennial courses). If you have questions, please speak to the Registrar's Office at U of T Scarborough.

Centennial College Centre for Students with Disabilities

General Inquiries Tel: (416) 289-5000, ext. 8025
Email: csd@centennialcollege.ca

Web: https://www.centennialcollege.ca/student-life/student-services/centre-for-students-with-disabilities/

755 Morningside Avenue
Room 190 (First floor).
Toronto, ON, M1C 5J9

Financial Resources

Government Grants & Bursaries

OSAP Course Load
If you meet the OSAP definition of having a permanent disability, you may take a 40% course load. This means that you can take 1.0 credits per session and still qualify for OSAP funding/interest free status. At the time of completing your application, do not check the “Yes” box, as this will place your application on hold. Please check the “No” box. After you have submitted your application, inform your Consultant that you have applied for OSAP. The Consultant will then notify Enrolment Services/OSAP that you are a student with a permanent disability. If you have a temporary disability, speak directly with your Disability Consultant about eligibility for financial assistance through OSAP.

OSAP Bursary for Students with a Disability (BSWD) – Provincial Funding
Up to $2,000 per academic year
• Full-time and part-time students with either permanent or temporary disabilities
• Students must have disability-related educational costs for services or equipment that are not covered by another agency or service and are required for postsecondary participation

Canada Student Grant for Services and Equipment for Persons with a Disability (CSG-PDSE) – Federal Funding
• Up to $8,000 per academic year
• Full-time and part-time students with permanent disabilities who have disability-related educational costs
Canada Student Grant for Persons with Permanent Disabilities (CSG-PPD) – Federal Funding
Up to $2000 per academic year
- Full or part-time students who have self-identified as having a permanent disability

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

Please speak with your Disability Consultant about disability-related educational expenses.

Scholarships
Available scholarships include:
- Prudential Ability Award
- Branko Vojnovic U of T Scarborough AccessABILITY Award
- Irving J. Hoffman Memorial Scholarship
For more information on the above scholarships and other available scholarships, please see: www.utsc.utoronto.ca/registrar/financial_aid/scholarship

External Financial Support

Financial Awards
Please visit the following websites for more information:
Disability Awards www.disabilityawards.ca/
- National Educational Association of Disabled Students (NEADS) www.neads.ca
- For general scholarship information:
- Scholarship Canada www.scholarshipscanada.com
- Student Awards www.studentawards.com
Government Programs
Supports Include:

- **Assistive Devices Program**
  www.health.gov.on.ca/english/public/program/adp/adp_mn.html

- **Ontario Disability Support Program (ODSP)**

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

Financial Aid Contacts

**Financial Aid at UTSC**
Arts and Administration Building, Office of the Registrar, AA142
Phone: (416) 287-7001
Email: finaid@utsc.utoronto.ca
www.utsc.utoronto.ca/registrar/

You can book an appointment with a Financial Aid Officer at U of T Scarborough to discuss financial related questions. Book your appointment through the eService link:
www.utsc.utoronto.ca/registrar/general/eservice

**Enrolment Services Contact Information**

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

**Telephone:** 416-978-2190    **Fax:** 416-978-7022

**Health Plans**

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

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

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

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

### STUDENT HEALTH PLANS

#### Scarborough Campus Student Union (SCSU) Health Plan

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

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

#### Part-time Student Health Plan

- Health and dental benefits

For more information about the APUS Health Plan: [www.apus.utoronto.ca](http://www.apus.utoronto.ca)
External Health Plans

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

Resources:

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

Joint Programs

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

Confidentiality and Disclosure of Disability

Confidentiality of information is the foundation of an effective service for students with disabilities. AccessAbility Services believes that this practice generates a student’s trust and confidence; it is also our legal responsibility.

Information provided to AccessAbility Services is protected in accordance with the Ontario Human Rights Code and the Freedom of Information and Protection of Privacy Act. Personal information provided to us cannot be used, or disclosed to others, without the student’s written consent, except where required by law.

Confidentiality also extends to student transcripts. Any student who has utilized the service will not be identified on their transcript as receiving accommodations.

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

- Feel comfortable with your diagnosis
- Understand your diagnosis
- Understand your strengths, challenges, and needs

Instructors often appreciate knowing about your circumstances. Sharing this information can facilitate problem solving if you experience difficulties later in the term. It also gives the Instructor the opportunity to offer assistance which could be valuable to you (e.g., one-on-one help, additional resources, names of tutors, etc.). Please discuss this important decision with your primary Consultant if you are unsure about what to do.

Should you decide to disclose to your instructor, please remember that s/he cannot be expected to know everything about the impact of a disability on your life (e.g., transportation, accommodations, assistive devices/technology, study requirements, etc). Therefore, it is helpful to be concise, organized, and comfortable with your presentation of this information. It is also important to communicate with the instructor throughout the term should any problems arise.

**Rights and Responsibilities in the Accommodation Process**

**Your Responsibilities**

In the *Policy & Guidelines on Disability and the Duty to Accommodate (2004)*, the Ontario Human Rights Commission (OHRC) has noted specific responsibilities of persons with disabilities. These include, but are not limited to, the following:

- Advise the accommodation provider of their disability
- Make needs known and provide information to the accommodation provider as needed
- Participate in discussions regarding possible accommodations
- Work with the accommodation provider on an ongoing basis

We also expect students to:

- Meet with AccessAbility Services staff before the school session begins in order to avoid delays in the delivery of service
- Communicate accommodation needs and work with staff to identify solutions and appropriate courses of action
- Take ownership of accommodations and services
- Self-monitor the effectiveness of accommodations and other services and communicate with AccessAbility Services staff about this throughout the school session
• Check their university email account regularly for updates and communication from our office
• Read the U of T Scarborough calendar to become aware of all deadlines (e.g., dropping/adding courses, submitting petitions, etc.)
• Keep us informed of any changes to your personal contact information (e.g., address, email address, phone number, etc) and course information

Your accommodations are based on your disability related needs and should not be misused (e.g., you indicate you were late for an exam because you used the extra time to study). If such a pattern does arise, your AccessAbility Services consultant will meet with you to discuss your accommodations.

We strongly advise that you contact AccessAbility Services staff if you...
• Are unsure at any point about what to do next
• Need clarification on any of our processes, services, or accommodations
• Feel that the accommodations and services are not meeting your needs
• Are not receiving the accommodations and services that you and your consultant discussed
• Have any other questions or concerns

For more details and the complete list of responsibilities visit: www.ohrc.on.ca/en/resources/Policies/PolicyDisAccom2

Choosing Not to Use Accommodations

Your accommodations are designed to meet your disability related needs, but those needs may vary depending upon the format of your course. As such, you may find that there are times when you choose not to use the available supports. In these cases, we strongly encourage you to speak to your consultant about your decision.

It is important to note that, when you choose not to use the services and accommodations provided, we may not be able to support a request for special consideration arising from your choice.

Example #1: Your accommodations include extra time for exams, and you choose not to use the service. You run out of time while writing your exam and want to request a rewrite. AccessAbility Services will not be able to support this request.

Example #2: Your consultant has recommended that you reduce your course load, but you choose to maintain your current schedule. You realize after the course drop date that your GPA is at risk and decide to
petition for a late withdrawal. AccessAbility Services may not be able to support this petition request.

**Institutions Responsibility**

In the *Policy & Guidelines on Disability and the Duty to Accommodate (2004)*, the OHRC has noted specific responsibilities of service providers. These include but are not limited to the following:

- Accept student requests for accommodation in good faith, unless there are legitimate reasons for acting otherwise
- Seek expert opinion or advice when needed
- Take an active role in ensuring that alternative approaches and possible accommodation solutions are investigated
- Keep a record of accommodation requests and action taken
- Maintain confidentiality

**Conflicts or Concerns**

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