



# Disability Services

STUDENT AFFAIRS "WE'RE HERE TO HELP"



# Disability Services Handbook

**Your Disability Consultant is:**

**Your Learning Strategist is:**

**Your Adaptive Technologist is:**

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# WELCOME

## Thank you for choosing George Brown College!

As a George Brown College student you have the opportunity to receive the education you desire along with the services you require. Research indicates that students who know HOW to ask for help, WHERE to ask for help and who KNOW THEIR RIGHTS are much better equipped to succeed in college. This handbook was designed to help you in these important areas. George Brown College is one of the most diverse colleges in Canada and we are dedicated to promoting an equitable environment for both students and employees. George Brown College is not only dedicated to providing opportunities for it's communities, but we also strive to ensure that all students can participate and have equal access to all aspects of college life.

## MISSION STATEMENT

Our mission is to provide access to education through a range of support services. In the delivery of these services we are dedicated to a student-centred approach. We provide quality service by treating everyone with respect, maintaining a positive, professional rapport and soliciting input from everyone concerning the service provided.

George Brown College has a Disability Services Policy. This policy applies to all students with a disability. All college employees must follow this policy. The policy was written in accordance with the Ontario Human Rights Code (OHRC), the Charter of Rights and Freedom (1982) and the Accessibility of Ontarians with a Disability Act (AODA, 2005).

The policy states: Students with documented disabilities that interfere with their ability to participate in and benefit from the College's educational services and cultural life, may obtain assistance from the Office of Disability Services and Deaf and Hard of Hearing Services in acquiring appropriate and reasonable accommodations.

You can access the Disability Services Policy and read more about it at:

**<http://www.georgebrown.ca/policies/index.aspx>**

# DISABILITY SERVICES OFFICES

The services available in the Disability Services Office (DSO) support students with disabilities. A disability may place restrictions on how a student accesses post-secondary education. The DSO works with the student to facilitate individualized and appropriate accommodations to help reduce these restrictions. You—the student—have the responsibility of providing us with the information we need in order to best assist you. After all, you are the expert on yourself!

The professionals in the DSO work together as a team, which includes the Intake Coordinator, Disability Consultants, Learning Strategists and Adaptive Technologists.

Our **Intake Coordinator** is the first point of contact and can provide you with detailed information as well as assist you with the intake process and direct you to your specific Consultant.

**Disability Consultants** are responsible for assisting you in receiving accommodations that you require. Together with your Consultant you will develop your own individualized accommodation profile.

**Learning Strategists (LS)** are trained learning disability specialists who can help you understand your psycho-educational reports. They can work with you to develop individualized study and organizational strategies and assist you with reading, writing and research skills.

**Adaptive Technologists (AT)** provide one-on-one demonstrations and training sessions regarding the use of special adaptive equipment. They will guide you in assessing which software and/or hardware will best suit your needs.

**St. James Campus:** 200 King St. East, Room 582C

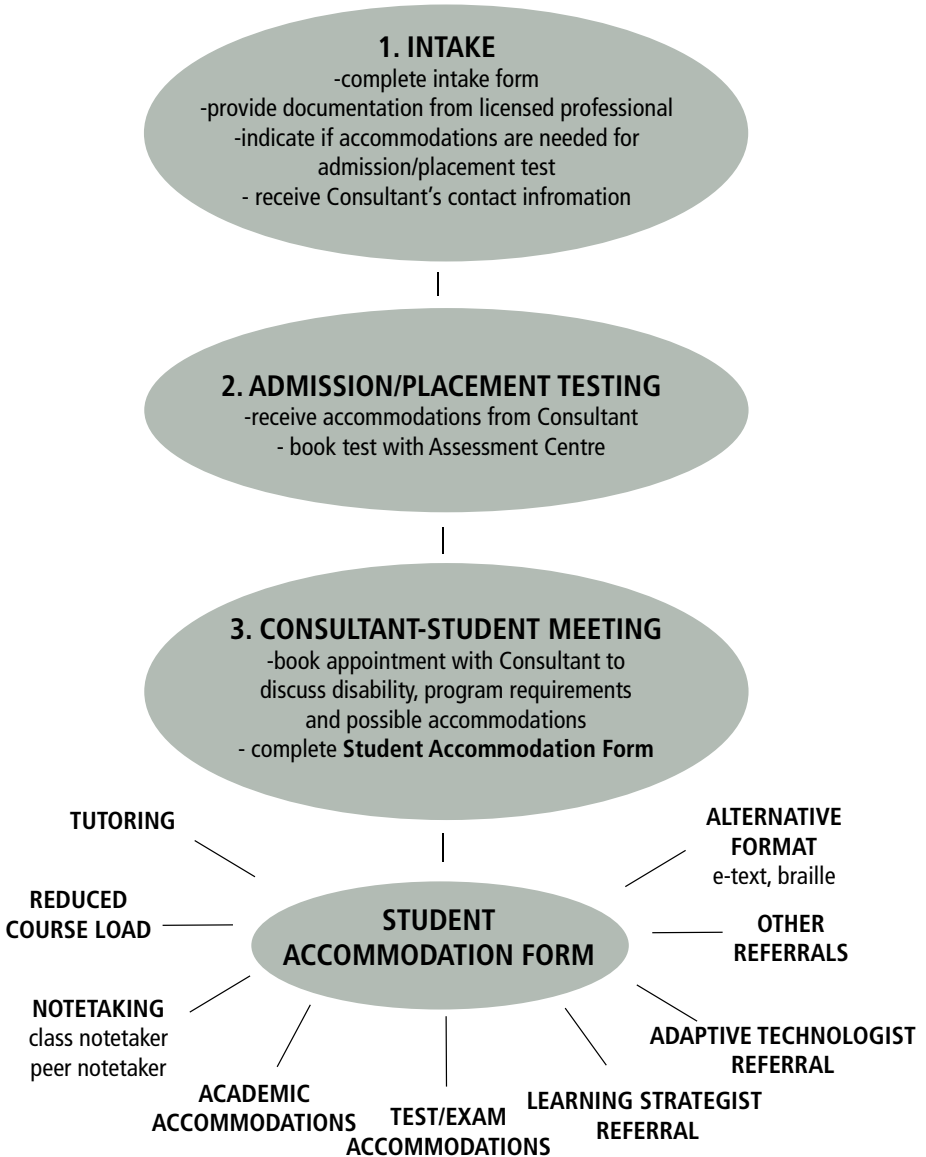
**Casa Loma Campus:** 160 Kendal Ave., Building C, Room C317

**Ryerson Campus:** 99 Gerard St. East, SHE Building, Room 597

For general inquiries, please call: (416) 415 – 5000, Ext 2622  
1 1-800-265-2002 (Toll Free)  
(416) 864-0535 (TTY)

For information about Deaf & Hard of Hearing Services (DHHS) please refer to the DHHS Student Handbook.

# FLOW CHART



# FACTS ABOUT THE DISCLOSURE OF A DISABILITY

Disclosure of a disability is voluntary. You must complete an Intake Form and provide documentation regarding your disability. It is your responsibility to contact the Consultant at your campus for an appointment. All information is confidential. You will be asked to sign a release of information form, which gives your Consultant permission to discuss your academic and accommodation needs with your professors, as necessary. We don't disclose the nature of your disability—we talk about the accommodations that you require which may be necessary to help you learn.

## RESPONSIBILITIES

### STUDENT RESPONSIBILITIES

- TELL the appropriate person/department at school that you have a disability. You are strongly encouraged to register with Disability Services as early as possible in order to avoid a delay in service. The earlier you register the better we will be able to work with you to plan your accommodations.
- KNOW your strengths and challenges and be able to discuss them. This will enable you to ask for accommodations when you need them.
- ASK for help at the beginning of a course. Don't wait until you run into difficulty. Accommodations must be arranged with professors in advance, not after assignments or tests are completed.
- COMMUNICATE with your professors about what accommodations you will need—don't expect them to automatically "know" what you need. One way you will be communicating with your professors is to provide each one with a copy of your individual Student Accommodation Form.

## **DISABILITY SERVICES RESPONSIBILITIES:**

- Treat each student as an individual, and with respect and dignity.
- Maintain confidentiality of all information submitted to the office; release information with written consent of the student or on a need to know basis with prior consent.
- Maintain documentation of disability and any other written records pertaining to the disability.
- Help students determine which support services are appropriate and explain how these services will be provided.
- Assist students in gaining equal access to all GBC services, classes and events.
- Provide students with a Student Accommodation Form to give to their professors.
- Provide advocacy and support to students when communicating with professors.

## **PROFESSOR RESPONSIBILITIES:**

- Treat each student as an individual, and with respect and dignity.
- Maintain academic standards of the College.
- Acknowledge and provide reasonable and appropriate academic and test accommodations in a fair and timely manner.
- Maintain the confidentiality of student accommodation information and communication unless otherwise given written consent or authorization by the student.
- Ensure a test is available in the Assessment Centre on time, when a student has arranged to take a test at the Assessment Centre.

# ACCOMMODATIONS

Accommodations are student-specific and are unique to the individual and their courses (program). Accommodations are forms of assistance that are provided or arranged by the DSO to help you achieve your academic goals. Types of accommodations may include: notetaking, test and exam accommodations, the use of a tape recorder, tutoring, textbooks in alternative format and reduced course loads.

<b>ACCOMMODATIONS ARE:</b>	<b>ACCOMMODATIONS ARE NOT:</b>
Specific Supports to reduce the barrier the disability presents.	Modifying course standards or course outcomes.
Established best practices that acknowledge no accommodation is perfect.	Giving a student an advantage.
Student and course specific individualized supports.	A method to completely erase the barrier.

## MEETING WITH YOUR CONSULTANT

Typically occurs at the beginning of the semester, but as situations arise throughout the semester, Consultants are available to discuss challenges, etc. Together you and your Consultant prepare your individual Student Accommodation Form.

## STUDENT ACCOMMODATION FORM (SAF)

This form lists all of the accommodations that you are entitled to, both in the classroom and for tests and exams. Give your SAF to your Professors as soon as possible. It is a good idea to ask them if they would like to meet during their office hours to discuss it further. If the professor has questions about your accommodations that you cannot answer, refer them to your Consultant.

## TYPES OF ACCOMMODATIONS

### Reduced Course Load

You may find your learning needs are best met by reducing the number of courses you take during a semester. If you are a student with a disability, you may take 40% of your program's full course load and still be considered a full-time student with all the rights and privileges that accompany that designation—including eligibility for OSAP.

#### **To utilize this accommodation:**

- Make an appointment with your Program Coordinator to discuss a reduced course load. You want to ensure that you are not dropping courses that are prerequisites in subsequent semesters. Your coordinator is the best person to recommend what courses you should take.
- Meet your Disability Consultant and fill out the proper paperwork. You may also need to obtain a signature from your Program Coordinator when adding/dropping courses.

### Tests and Exams Accommodations

You may require accommodations for your tests and exams. If you wish to use your accommodations, you need to write the test or exam in the Assessment Centre. Here are a few accommodations that may be available to you:

- Extra time — usually time and a half — may be given.
- Some students need to have their test read to them or to have a scribe write the answers they dictate.
- Arrangements may also include access to a computer in order to complete your test. Sometimes formula sheets, calculators and/or dictionaries may be used.
- Test proctors can clarify and explain questions, but cannot provide answers for you.

Other accommodations may be available to you. Make sure you discuss your test/exam accommodation needs with your Consultant. Typically you will write your test or exam at the same time as the rest of the class is writing.

## To utilize this accommodation:

- When preparing your Student Accommodations Form, you and your Consultant will determine which accommodations are reasonable and appropriate for your tests/exams. Your Consultant forwards your test/exam accommodations to the Assessment Centre where you will write your tests/exams.
- Book your test with the Assessment Centre 5 business days in advance. This does not include Saturdays and Sundays.

### **St. James, Casa Loma students:**

Book your test by e-mail or phone, or in person.

E-mail: [booktest@georgebrown.ca](mailto:booktest@georgebrown.ca)

Phone: (416) 415 –5000 ext. 2624

### **Ryerson students:**

Book your tests online:

<http://www.runner.ss.ryerson.ca/accesscentre/students/>  
and click on Tests/Exams.

Make sure you provide the following information:

- Your name
  - Your student ID number
  - Your telephone or e-mail address
  - Date of test
  - Start time of test
  - Professor's name
  - Course name
  - Classroom number (where test is taking place)
  - Length of test (example: 2 hours)
- Inform your Professor well in advance that you are writing tests in the Assessment Centre as it is their responsibility to ensure your test is available.

### **Assessment Centre Locations**

St. James - 275 Building A

Casa Loma - 343 Building C

Ryerson - tests/exams are usually written in the main office area of Early Childhood department, SHE Building Ryerson

If you book a test in the AC, it is important that you keep your commitment, as the Assessment Centre staff have made the necessary arrangements for you. If you cannot write a test at the time you have booked, please call to cancel with 24 hours notice. To receive test/exam accommodations you must write the test/exam in the AC.

## Notetaking

When your disability impacts your ability to take notes in class, the DSO may determine that a notetaker is necessary. A notetaker may be required in classes where there are a lot of lectures, but not in labs or classes where the focus is on discussion or work in groups. Your Consultant will help you decide which courses require a notetaker.

### **To utilize this accommodation:**

Make an appointment to see your Consultant to enquire about getting a notetaker for your classes. Your Consultant will explain the process of getting a notetaker for your class(es).

- Attend your classes.
- Obtain a copy of the notes.
- If your Professors or other students ask why you aren't taking your own notes, your Consultant can discuss ways in which you can respond.

## Tutoring

Your Consultant can help you find a tutor who is appropriate for your needs. There are two different types of tutoring that may assist you.

### **Peer Tutoring (Peer Assisted Learning)**

You can take advantage of the Peer Tutoring program that operates through Peer Assisted Learning (PAL). Located in Room 430A at the St. James Campus and in Room C503 at the Casa Loma Campus. The PAL Centres are available to all students.

To make use of the tutors in these centres, sign up for the Tutee Orientation online at:

[www.georgebrown.ca/peerlearning/orientation.aspx](http://www.georgebrown.ca/peerlearning/orientation.aspx)

Or in Room -121 (Peer Assisted Learning Centre) at St. James Campus and Room C317 at the Casa Loma Campus.

### **One-on-One Tutoring**

An individual tutor can provide one-on-one assistance in the subject areas specific to your academic needs.

### **To utilize your accommodation:**

- Talk to your tutor about arranging a comfortable learning style environment (eg. you can book a room in the library).
- Inform your tutor about how you learn best (eg. by being shown examples, discussing the issues). Spend your tutoring time together on study-related issues; save personal conversations for another time.
- Make every effort to keep the appointments that you make with your tutor; often, they are students too, and their time is valuable. If you cannot make a scheduled appointment, let your tutor know at least 24 hours in advance.

### **Recording Lectures**

You may find it necessary to record (tape or digital) some of your class lectures so that you can listen to them again after class.

### **To utilize your accommodation:**

- Inform your Professor that you will be recording the lecture (as indicated on your Student Accommodation Form).
- Recordings must be used for your personal study only; do not make them available to any other individual without written consent from the Professor.
- You may be asked to turn off the recorder during class discussion time.
- It is helpful if you provide your own recorder; if this is not possible, you may be able to borrow one from the DSO.

### **Textbooks in Alternative Format**

You may require your study materials to be in an alternative format. Textbooks can be provided in a variety of formats (e.g., e-text, Braille).

As specified by copyright laws, to be eligible to receive the textbook in alternative format, you must purchase the text.

- Many textbooks are available in e-text format and can be obtained directly from the publisher.
- If your textbooks are not already available in electronic format, you may need to buy two copies of the book: one to give to the DSO for transcription and one to use while waiting for your tape or disk.

## **To utilize your accommodation:**

- Inform your Consultant as soon as you know what textbooks you will require, as it can take up to a few months to have the books transferred into an alternative format.

## **Enhanced Services**

Enhanced Services is a program that provides assistance for students with learning disabilities in order to maximize their potential. Students who have an identified learning disability are eligible for the services provided by a Learning Strategist and an Adaptive Technologist.

### **Learning Strategist (LS)**

Students must be referred to the Learning Strategist by their Consultant. The LS can help you understand your learning disability and your strengths and weaknesses as a learner. Using this information they work with you to develop effective strategies to enhance your learning. Depending on your learning disability, the Learning Strategist may refer you to the Adaptive Technologist to learn about technology that can assist you.

### **Adaptive Technologist (AT)**

Referrals to the AT can be made by your Consultant or Learning Strategist.

Students who have a learning disability may be referred to the Adaptive Technologist. The AT can recommend programs that help offset the barrier that your disability presents. The AT can also provide you with training on the specific programs.

Students who do not have a learning disability may also be referred to the AT directly by their Consultant. In these situations the AT can recommend and train students on software that may be appropriate based on their disability.

Students who suspect they may have a learning disability may be eligible for some services while they are waiting for a psycho-educational assessment to confirm their diagnosis. If you suspect you have a learning disability, register at the DSO.

# ENSURING YOU RECEIVE THE ACCOMMODATIONS YOU NEED

## A. SERVICE THROUGH THE DISABILITY SERVICES OFFICE

Our goal in DSO is to provide excellent support services for students with disabilities, but we understand that from time to time students may have a concern or complaint about the services they receive. We want to resolve any student concerns as quickly as possible. Your Consultant may be able to help you resolve the situation or suggest a course of action. If you do have a complaint, we suggest you follow these steps to help resolve the problem:

- If you are not receiving the services that you need or have asked for, tell your Disability Consultant as soon as possible.
- If you have a problem with or a complaint about anyone who works in the DSO, please discuss your complaint with that person first.
- If the suggestions listed above do not solve your problem, contact one of the college administrators below to discuss your concerns.

### **Janet Foster**

#### **Manager, Disability Services**

C317 Casa Loma Campus,

416-415-5000 ext. 2966

E-mail: [jfoster@georgebrown.ca](mailto:jfoster@georgebrown.ca)

### **Kim Vance**

#### **Director, Academic and Professional Student Support Services**

582C St. James Campus

416-415-5000 ext. 2109

E-mail: [kvance@georgebrown.ca](mailto:kvance@georgebrown.ca)

## **B. NON-ACCOMMODATION BY PROFESSOR OR OTHER GBC STAFF**

Accommodation recommendations are made in accordance with the Ontario Human Rights Code (OHRC) and are specifically addressed in the OHRC'S Policy and Guidelines on Disability and the Duty to Accommodate (2000). Our role in the DSO is to support students in obtaining their education goals by recommending accommodations and providing support and advocacy; we cannot force individuals to provide accommodations. Most often we can work with other members of the GBC community to understand the purpose and need for accommodations and mediate a resolution through education.

In the event that a student feels their accommodation needs are not being met, they should first arrange a meeting with the Consultant to discuss their concerns. The Consultant can act as an advocate for the student by providing more information to the parties involved about the rights and responsibilities of accommodating students. Additionally, they may be able to clarify why the student accommodations are required (without disclosing the nature of the student's disability). If the student's concerns are not mediated through this process, the student can contact the Human Rights Office to file a formal complaint.

## **C. ACADEMIC APPEALS**

For students who feel that their work has been unfairly assessed, they should follow the process outlined in the Academic Appeals Policy. More information on this policy can be found on-line at:

[http://www.georgebrown.ca/policies/documents/GBC\\_Policies.pdf](http://www.georgebrown.ca/policies/documents/GBC_Policies.pdf)

or through the Student Association.

# FINANCIAL ASSISTANCE FOR STUDENTS WITH DISABILITIES

## BURSARY FOR STUDENTS WITH DISABILITIES (BSWD)

The Government of Ontario offers the Bursary for Students with Disabilities to OSAP-eligible students to help offset the financial costs associated with the student's disability.

To be considered for the BSWD you do not have to receive OSAP— you simply have to establish eligibility by completing and submitting an OSAP application. This money is used to pay for tutors, readers, notetakers, learning disability assessments; technical aids or equipment; computers, hardware, software and accessories such as printers and scanners; attendant care, short-term counselling, and specialized transportation to and from the postsecondary institution.

Any request to access the BSWD must be approved by the Financial Aid Office at George Brown College. Approval is granted if the service and/or equipment requested is justified as a necessary accommodation for the student's academic success. This decision is primarily made in consultation with your Consultant. It is also dependent upon whether there is another source available to provide the financial aid, e.g., WSIB. BSWD monies received do not need to be paid back.

## CANADA STUDY GRANT

The Canada Study Grant for Persons with Disabilities is a maximum of \$2000 grant for OSAP-eligible individuals that can be applied for each year. This money can be used for any purpose - e.g., rent, food, books, etc. This grant must receive the approval of the Financial Aid Officer at the College and is based on financial need.

## FOR MORE INFORMATION

### **Financial Aid Office**

#### **St. James**

200 King St. E., Student Service Centre

#### **Casa Loma**

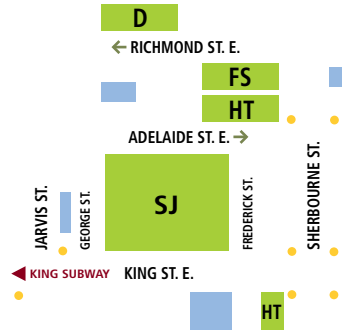
160 Kendal Ave., Room C308

# DISABILITY SERVICES

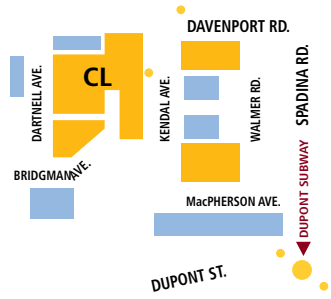
## Mail

Disability Services  
 George Brown College, St. James Campus  
 PO Box 1015, Station B  
 Toronto, Ontario, M5T 2T9  
 Phone: 416-415-5000 ext 2622  
 or 1-800-265-2002 (Toll Free)  
 Fax: 416-415-2726  
 TTY: 416-864-0535

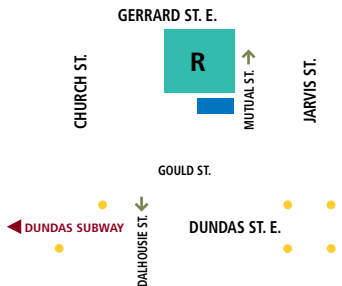
**St. James Campus**  
 200 King St. East, Room 582C



**Casa Loma Campus**  
 160 Kendal Ave., Building C, Room C317



**Ryerson Campus**  
 99 Gerrard St. East,  
 Sally Horsefall Eaton (SHE) Centre, Room 597



# RESOURCES

**George Brown College website:**

[www.georgebrown.ca](http://www.georgebrown.ca)

**Disability Services website:**

[www.georgebrown.ca/saffairs/disabilities/disabilities.aspx](http://www.georgebrown.ca/saffairs/disabilities/disabilities.aspx)

**Deaf and Hard of Hearing website:**

<http://www.georgebrown.ca/saffairs/deaf/deaf.aspx>

For more information regarding the Deaf & Hard of Hearing Services (DHHS) Office please see the DHHS Student Handbook.

**GBC Captioned Media and E-text Policy:**

<http://www.georgebrown.ca/Admin/VP Acad/policies/captionedmediaalternative.pdf>

**GBC e-Information Accessibility Policy**

[http://www.georgebrown.ca/Admin/VP Acad/policies/e-accessibility\\_policy.pdf](http://www.georgebrown.ca/Admin/VP Acad/policies/e-accessibility_policy.pdf)

For more information please read: Diversity, Equity and Human Rights Office  
<http://www.georgebrown.ca/diversity>

**Ontario Human Rights Code Report:** The Opportunity to Succeed: Achieving Barrier-Free Education for Students with Disabilities

<http://www.ohrc.on.ca/english/consultations/ed-consultationreport.shtml>

**George Brown College Disability Services Policy**

<http://www.georgebrown.ca/Admin/VP Acad/policies/disabilitypolicyfinal.pdf>

**The George Brown College e-Information Accessibility Policy**

<http://www.georgebrown.ca/Admin/VP Acad/policies/disabilitypolicyfinal.pdf>

**George Brown College's AODA website**

<http://www.georgebrown.ca/aoda/index.aspx>



**Make it happen.**

George Brown College P.O. Box 1015, Station B, Toronto, Ont., Canada M5T 2T9  
Toronto: 416-415-2000 or Toll-free in Canada and the United States: 1-800-265-2002

[www.georgebrown.ca](http://www.georgebrown.ca)