

Procedure Number:	5051p
Procedure Title:	Academic Accommodation for Students with Accessibility Needs
Approved by:	Senate
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1. Purpose

- 1.1. This Procedure (the “**Procedure**”) is designed to support the Academic Accommodation for Students with Accessibility Needs Policy (the “**Policy**”). It describes the process whereby eligible Students may request Academic Accommodations at the University.

2. Process for Requesting Academic Accommodation(s)

- 2.1. Students with a documented disability or persistent or prolonged condition who seek academic accommodation(s) must:
- 2.1.1. register with Accessibility Services;
 - 2.1.2. book an appointment with an Accessibility Advisor as early as possible, as early identification is necessary to identify and implement appropriate academic accommodation(s) in a timely manner. The required time to plan, develop, and implement academic accommodations depends on the nature and uniqueness of the accommodation the student is seeking;
 - 2.1.3. provide appropriate official documentation outlining the restrictions and functional limitations of the disability or persistent or prolonged condition to Accessibility Services (see section 4 of this Procedure);
- 2.2. In consultation with the student and in a timely manner, the Accessibility Advisor will:
- 2.2.1. collect, review and manage all official documentation and relevant information provided by the student;
 - 2.2.2. gather and review student self-report (as shared during the intake appointment and subsequent communication);
 - 2.2.3. review program and course essential learning requirements;
 - 2.2.4. request additional information or documentation, as needed;
 - 2.2.5. determine appropriate options for academic accommodation;

- 2.2.6. ensure student understanding that academic accommodations provided are intended to remove barriers and provide access. They do not guarantee academic success;
- 2.2.7. provide interim academic accommodation(s) on a case-by-case basis as deemed appropriate;

3. Academic Accommodation Implementation

- 3.1. Upon confirmation of the academic accommodation plan with the student, Accessibility Services will generate the Accommodation Letter (the “**Letter**”);
- 3.2. The Letter will be sent by email to only those parties (e.g., faculty, unit or department head) necessary for the implementation and provision of the accommodation. The faculty, unit or department head is responsible for implementing the plan.
- 3.3. Accessibility Services is responsible for coordinating any support services to be provided for academic accommodations where those services cannot reasonably be provided at the program level.
- 3.4. The Academic Accommodation plan takes effect when:
 - 3.4.1. it has been agreed to by the student and Accessibility Services;
 - 3.4.2. applicable staff and faculty receive the Letter.
- 3.5. Upon receipt of the Letter, should applicable staff and faculty have concerns or questions relating to the implementation of the academic accommodation(s) or impact on the essential requirements of the course or program, they are to consult with Accessibility Services as soon as possible.
- 3.6. An existing academic accommodation plan may be modified, where appropriate, by Accessibility Services in consultation with relevant parties.

4. Documentation

- 4.1. Acceptable documentation must be current within three years and relevant to the nature of the disability or persistent or prolonged condition. Documentation must outline the functional impact with respect to their learning environment, and it must be completed by a licensed healthcare professional, who has specific training, expertise, and experience in the diagnosis of conditions for which accommodation is being requested. Documentation must include the qualified health professional's signature, credentials, license, and registration number.
- 4.2. Documentation must include sufficient information to allow Accessibility Services to determine eligibility for academic accommodations. If a student makes a request for accommodation without providing sufficient supporting documentation, Accessibility Services may require the

student to provide additional documentation. To support the provision of comprehensive and sufficient documentation, the [UCW Student Supporting Documentation for Accessibility Services form](#) can be provided to their registered healthcare provider.

- 4.3. If a student submits documentation relating to their disability or persistent or prolonged condition that was issued outside of Canada, the student must provide a notarized copy of the documentation in English.
- 4.4. Requests for academic accommodations will not generally be processed until sufficient documentation is provided to Accessibility Services. Depending on the nature of a disability or persistent or prolonged condition, a student may not be able to request academic accommodation(s) in a timely manner to formalize academic accommodation plans. Interim academic accommodation(s) may be explored under extenuating circumstances.
- 4.5. Students are not required to disclose their diagnosis in their documentation.
- 4.6. When a student's functional abilities have shown significant change since the documentation was submitted (i.e., an improvement or deterioration of status has taken place or is expected to take place) or when the student's request(s) for academic accommodation(s) have changed substantially over the course of their studies, new or updated information may be requested by Accessibility Services.

5. Accommodation Letter

- 5.1. The Letter specifies only the student's approved academic accommodation(s) and not their diagnosis. Information about a student's diagnosis provided to Accessibility Services will be kept confidential and shared only on a need-to-know basis or with the student's consent.
- 5.2. The contents of the Letter are confidential and are not to be shared with others.
- 5.3. The Letter is considered an official student record. A copy is shared with the Registrar.
- 5.4. At the beginning of each new term or otherwise at the earliest available opportunity, the student must request their Letter from Accessibility Services.

6. Confidentiality

- 6.1. The University is committed to keeping the information and documentation of students confidential, pursuant to the British Columbia Personal Information Protection Act.
- 6.2. The student's documentation provided under this Policy and Procedure is strictly confidential and is kept secure with the Registrar.

- 6.3. By requesting academic accommodation(s) with Accessibility Services, the student understands and allows Accessibility Services to disclose the information necessary to ensure academic accommodation(s) under this Policy and Procedure.

7. Appeals Pertaining to Academic Accommodation(s)

- 7.1. If students have concerns about the decision, adequacy or provision of academic accommodation(s), students are encouraged to informally resolve any concerns with Accessibility Services. Accessibility Services will review and attempt to resolve the student's concerns, together with the manager of student Accessibility Services, faculty, or members of an academic program or department head or other department/unit, as appropriate.
- 7.2. Appeals with respect to academic accommodation(s) must be submitted in writing and based on any or all the grounds described below.
 - 7.2.1. insufficient and/or inadequate accommodations: the student wishes to appeal as they have identified the recommended academic accommodation(s) are not reasonably meeting the student's needs or the student has new information relevant to the request for accommodation that was not reasonably available to Accessibility Services at the time of the original decision;
 - 7.2.2. procedural error: the student wishes to appeal based on procedural errors, such as failure to follow established policies or procedures that have negatively impacted the result of the accommodation;
 - 7.2.3. issues of bias: the student wishes to appeal based on concerns related to stereotyping and prejudice, negative attitudes, and lack of access to accommodations.
- 7.3. Accessibility Services will attempt to reach a consensus on academic accommodation between the student, faculty member, and/or department chair. If a resolution through informal discussion cannot be reached, the student may submit a formal appeal in writing to the Director of Student Affairs and Services within 10 calendar days of the student receiving the academic accommodation decision or of the student becoming aware of a deficiency in the implementation of an accommodation. The student must complete the Academic Accommodation Appeal Form, including the following information:
 - 7.3.1. a description of the issue and the academic accommodation(s) being requested;
 - 7.3.2. a description of the steps taken to resolve the issue informally;
 - 7.3.3. the resolution sought by the student;
 - 7.3.4. all of the information or documentation considered necessary to review the case.

- 7.4. During the formal appeal stage, the Director of Student Affairs and Services may extend a deadline by notifying the student by email and providing a revised timeline and an explanation of the reasons for the extension.
- 7.5. The Director of Student Affairs and Services will:
 - 7.5.1. review the academic accommodation(s) being requested by the student, the academic accommodation(s) approved by Accessibility Services and all other relevant information or documentation provided with the request for appeal;
 - 7.5.2. request information or documentation from Accessibility Services and the concerned faculty or members of an academic program or department, or other department/unit, as appropriate;
 - 7.5.3. consult with outside professionals including licensed medical professionals or legal counsel, as appropriate;
 - 7.5.4. render a decision as to whether the academic accommodation(s) recommended by Accessibility Services will be changed, within ten calendar days following receipt of the written request for appeal.
- 7.6. The Director of Student Affairs and Services or their designate(s) will communicate the decision along with the reasons behind the determined academic accommodation(s) in writing to the student and the appropriate other parties.
- 7.7. If a student is not satisfied with the Director of Student Affairs and Services' decision, the student may appeal to the VP Academic or their designate(s). The appeal should be made in writing and include the following information:
 - 7.7.1. a description of the issue and the academic accommodation(s) being requested;
 - 7.7.2. a description of the steps taken to resolve the issue informally and through the formal appeal process;
 - 7.7.3. the completed Academic Appeal Form;
 - 7.7.4. all of the information or documentation considered necessary to review the case.
- 7.8. The VP Academic or their designate(s) will:
 - 7.8.1. determine whether the original appeal process was procedurally fair and that no significant new information was provided that would alter the original decision, in which case the original decision stands; or
 - 7.8.2. determine whether the original decision-making process was not procedurally fair and/or did not consider all of the relevant information, in which case it may refer the

appeal back to the director of student affairs and services for reconsideration, or impose its own determination and resolution to the matter;

- 7.8.3. render a decision as to whether the academic accommodation(s) recommended by Accessibility Services will be changed, within ten calendar days following receipt of the written request for appeal.
- 7.9. The decision made by the VP Academic or their designate(s) is final.
- 7.10. The VP Academic or their designate(s) will communicate the decision to the student with their written decision, including their reasons for their decision, and provide a copy to the Registrar's Office
- 7.11. Accessibility Services will amend the determined academic accommodation(s), if required, to comply with the decisions made pursuant to sections 7.1, 7.4, or 7.7 of the Procedure. Pending such decisions, the relevant instructors or staff will be required to implement the academic accommodation(s) approved by Accessibility Services.
- 7.12. All documentation relating to the request for appeal and resolution procedures including the decision will be sent to the Registrar for retention.