UNIVERSITY OF
TORONTO
MISSISSAUGA

Accessibility
Services

Accessibility Services at the University of Toronto Mississauga Campus

Undergraduate Student Handbook
2025-2026
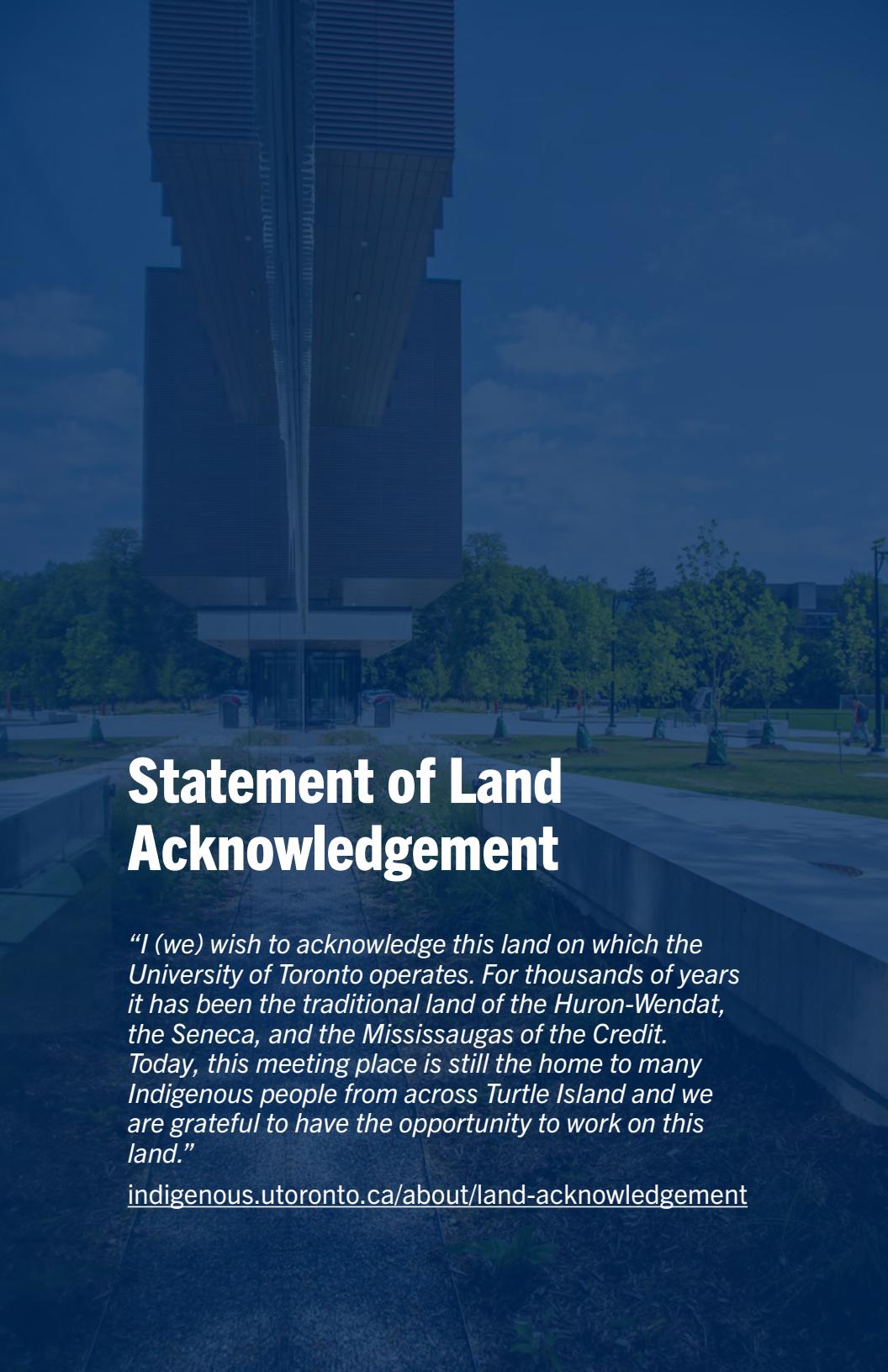
Statement of Land Acknowledgement

"I (we) wish to acknowledge this land on which the University of Toronto operates. For thousands of years it has been the traditional land of the Huron-Wendat, the Seneca, and the Mississaugas of the Credit. Today, this meeting place is still the home to many Indigenous people from across Turtle Island and we are grateful to have the opportunity to work on this land."

indigenous.utoronto.ca/about/land-acknowledgement

Welcome to Undergraduate studies at the Mississauga campus of the University of Toronto. Accessibility Services is pleased to work with you to develop appropriate accommodations and supports while you undertake new academic challenges. This handbook is designed as a roadmap to assist you in navigating the accommodations process as well as the services and supports available at Accessibility Services at the University of Toronto's Mississauga campus.

Whether you are an incoming or returning student, please take the time to review its contents. If you have any further questions, please contact us.

Main Office - **DV 2240 -** Student Services Hub
University of Toronto Mississauga
3359 Mississauga Road
Mississauga, ON, Canada, L5L 1C6

Phone
905-569-4699

Fax
905-569-4366

Email
access.utm@utoronto.ca

Website
https://www.utm.utoronto.ca/accessibility/

The 2025-2026 academic year

We are looking forward to welcoming new and returning students to our campus this fall. Accessibility Services continues to be committed to offering a wide range of virtual, in-person, and hybrid services and programs during the 2025-2026 academic year.

- Students can meet with their Accessibility Advisor, Adaptive Technologist, Learning Strategist, or Academic Life Strategist via in-person appointment, phone or Microsoft Teams. Contact our administrative team at **access.utm@utoronto.ca** or **905-569-4699** to request an appointment.

- Students can attend a wide variety of virtual, in-person, and hybrid workshops and peer-led groups. Visit our website at utm.utoronto.ca/accessibility/registered-students/get-involved to explore our program offerings.

For the most updated information, please visit: **https://www.utm.utoronto.ca/accessibility/**

Confidentiality and Notification of Information Sharing

Accessibility Services respects your privacy and keeps your information confidential. Your information may be shared with relevant University of Toronto staff on a need-to-know basis so that they can perform their duties and provide academic or other disability-related accommodations.

These may include:

- Notifying Accommodated Testing Services of your test and exam accommodations

- Liaising with professors, course instructors, Registrar Office or program staff regarding accommodations

Information provided to Accessibility Services is protected in accordance with the Ontario Human Rights Code and the Freedom of Information and Protection of Privacy Act.

All University staff receiving information follow University policies and guidelines.

Things to keep in mind:

- Registration with Accessibility Services is not noted on your transcript
- You do not have to disclose the nature of disability or information about your health to professors, course instructors, or other staff at the University

Providing Consent

You will need to provide consent for Accessibility Services to share information with your family members or guardians and with external service providers.

If you have questions about confidentiality and information sharing, contact our administrative team (**access.utm@utoronto.ca** or **905-569-4699**).

This Handbook provides general information; policies and processes may be subject to change as Accessibility Services makes improvements to better serve students. For the most updated information on our policies and processes, please visit **utm.utoronto.ca/accessibility**

Contents

We are Accessibility Services

Accessibility Services at the University of Toronto Mississauga campus is comprised of an interdisciplinary team of professionals who strive to provide equitable access to education for University of Toronto students with disabilities, health conditions, and diverse ways of learning. We collaborate with the University community to identify and remove barriers for students, and foster inclusion within learning environments.

Through a collaborative, individualized, and affirming accommodations process, we support students to:

• Achieve their academic goals;
• Engage in a personal skill development and learning process; and
• Navigate and fully participate in academic life and beyond.

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

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

We serve undergraduate, graduate, professional, visiting, and non-degree students with disabilities. Students registered with Accessibility Services may be those living with:

• Attention Deficit and Hyperactivity Disorder (ADHD)

• Autism Spectrum Disorders (ASD)

• Chronic health conditions

• Concussion & head injuries

• Learning disabilities (LD)

• Mental health conditions

• Mobility or functional disabilities

• Sensory disabilities, and

• Temporary disabilities & injuries

Accessibility Services Data

+12.6%
from previous year.

Registered Students with Accessibility Services

1786	2001	2254
2022 - 23	2023 - 24	2024 - 25
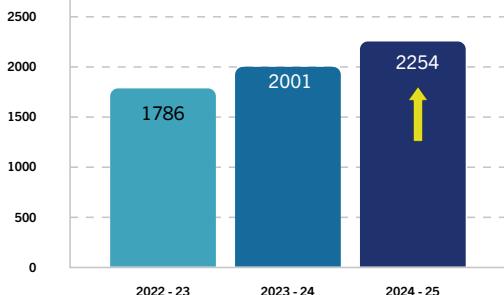
Complex Student Cases

45% of Students registered with Accessibility Services

45%

require accommodations for more than one disability.

Tests and Exams

12,134

+11%
from previous year.

12,134 tests and exams were booked and supervised by Accommodated Testing Services

+10.1%
from previous year.

Advising Appointments

4712	4896	5391
2022 - 23	2023 - 24	2024 - 25

What do we do?

- We confidentially review your documentation and disability-related needs

- We work with you to determine appropriate academic accommodations for your program of study

- We assist you to navigate the use of your accommodations with faculty and staff

- We provide access to financial support where appropriate, for accommodations and skill development

- We provide access to adaptive furniture, equipment, and technology

- We coordinate specialized services such as sign-language interpretation and real-time captioning

- We support the development of your academic, communication, and leadership skills

- We offer opportunities to help you find a sense of community and belonging with other students

You are in the driver's seat

Students with disabilities are responsible for accessing accommodations and services at UTM. You are also responsible for knowing policies and deadlines related to your program of study, as well as those related to your accommodations. There are a variety of services and supports available to you as a student registered with Accessibility Services, and more broadly as a U of T student that may be of benefit to you that you are welcome to make use of.

Learning how to use the accommodation process is essential to your success.

We encourage you to communicate directly with professors and instructors regarding your accommodations. If, however, you are uncomfortable doing so, you can request that your Accessibility Advisor assist with navigation and communication regarding the use of your accommodations.

These responsibilities can be difficult to manage—especially when you are new to UTM or new to Accessibility Services. We can help you learn how to manage your responsibilities effectively and confidently. Connect with the **Peer Mentor Learning Community (PMLC)** for support (**page 72**).

Your responsibilities

- Register as soon as possible by submitting your online Student Intake Form

- You can register at any point during your time at UTM, but the earlier you register the sooner we can meet with you. This will help us better understand your lived experiences, your strengths, and your challenges and put in place an appropriate accommodation plan, as well as recommend additional supports for your learning.

- For new students beginning their studies in the fall, register as soon as you have accepted your offer of admission to the University (ideally no later than mid-July) to avoid the September rush.

- Provide current documentation describing the barriers or obstacles you may experience in your learning, ideally from a health care provider that best knows you and your current situation.

- Follow proper procedures as outlined in this Handbook and on our website (e.g., when requesting extensions, when registering for tests and exam accommodations, or when applying for funding for disability-related needs)

- Check your UTMail+ account regularly. All communication from our office will be directed to that account, so it is important that you check your inbox regularly to ensure that you receive correspondence from our office and are informed about important updates

- For classroom related accommodations, upload your letter of accommodation to **AIMS** 4-6 weeks in advance of the start of the course.

No two university experiences are alike

Every student has unique strengths and needs. There isn't one "right" way to achieve success at UTM, and this is especially true if you are a student with a disability.

We encourage you to:

- Go at your own pace and determine a course load that works for you in consultation with your Accessibility Advisor and and your academic advisor in the Office of the Registrar

- Build the skills to not just survive, but thrive at UTM

- Build connections with others to foster a sense of belonging

- Access support from others

- Practice self-care and self-compassion

- Seek out and enjoy the rich academic experiences offered to all students

Check out some tips and opportunities for self-care and finding balance at UTM's **Health & Counselling Centre**!
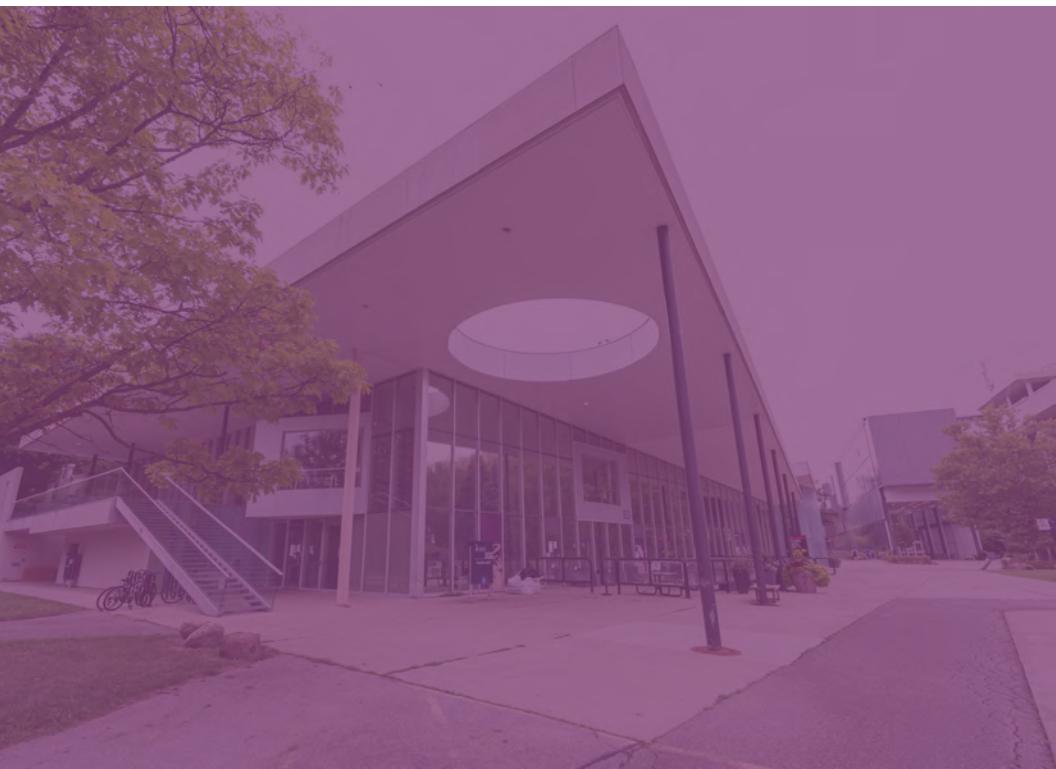
Registering with Accessibility Services

Not every student living with a disability requires accommodations.

Accommodations are based on the disability-related barriers you encounter in the learning environment.

Only students registered with Accessibility Services can access academic accommodations and the services provided by our office.

"

Accessibility Services has allowed me to better understand my disability and its effects. Additionally, they made me feel more included in the UTM community when I felt my disability was getting in the way of my academics

"

- Registered student with UTM Accessibility Services.

Registration Deadline

New to U of T or new to UTM Accessibility Services?

You should begin the registration process as soon as you have accepted your offer of admission. Check our underline for more information.

Already registered with UTM Accessibility Services and returning for another term or year?

The expiry date of your accommodations is listed on your *Letter of Accommodation*. You need to reactivate your registration annually. During the first week of May, you will receive an email to your UTmail+ account from Accessibility Services outlining how to reactivate your registration for the coming year.

The school term has already started. Is it too late to begin the registration process?

To ensure test and exam accommodations for the fall and winter exam periods, your intake package must be submitted in a timely fashion.

Please note:

Registration after exam period deadlines means you must submit a **Late Add form**. Test and exam accommodations may not be available until the following term, except in exceptional circumstances (e.g., a temporary physical disability like a concussion or broken bone), an emergency surgical treatment, unexpected hospitalization or a similar uncontrollable or unexpected event that would create a barrier to registering in a timely way.

Please speak to someone at UTM Accessibility Services for further clarification.

For registration deadlines visit our website: **utm.utoronto.ca/accessibility**

How to Register with Accessibility Services

Register as early as possible! You can register as soon as you have accepted your offer of admission to U of T using your UTORid or JOINid.

Registration is a 3-step process:

Step 1:
Obtain required documentation

Step 2:
Complete our online Student Intake Form

Step 3:
Attend an intake appointment

Step 1 — Obtain required documentation

To begin the registration process, please obtain documentation regarding your disability. If possible, we recommend scanning and uploading your documentation through our secure website for faster processing.

Documentation requirements

The required documentation depends on the nature of disability or disabilities. Please read the following sections to determine what documentation you will need in order to register.

Please note: Adult (age 18 or older) aged documentation is necessary for many government financial supports for students with disabilities such as the Bursary for Students with Disabilities through OSAP.

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

You can discuss all available funding options with an Accessibility Advisor, so don't let the cost of an assessment deter you from registering.

For more information, visit utm.utoronto.ca/accessibility/future-u-t-students/documentation-requirements

Disability	Qualified Professionals	Additional Information
Chronic Health, Mental Health, and Sensory and Physical Disabilities *Required Documentation: Certificate of Disability*	A health care practitioner familiar with your disability who is licensed to make a diagnosis	Additional documentation related to your disability can also be provided (e.g., a report from an audiologist) If you live with a mental health disability, you are not required to disclose your specific mental health diagnosis
Attention Deficit Hyperactivity Disorder (ADHD) *Required Documentation: Certificate of Disability*	A health care practitioner familiar with your disability who is licensed to make a diagnosis	The Certificate of Disability (CDIS) must indicate a diagnosis of ADHD (as per DSM5 guidelines) and adult functional impacts as they relate to post-secondary studies. A brief diagnostic note from the assessing practitioner or a prescription for ADHD medications/treatments is not sufficient
Required Documentation: A psychoeducational assessment or neuropsychological assessment	A psychologist	The report clearly indicates whether report cards age 12 and younger were reviewed as part of the assessment The report clearly outlines the student's educational history both before and after age 12 and the sources of how that information was obtained are clearly indicated in the report Indicate in the report the age at which ADHD related challenges began (whether diagnosed then or not) studentlife.utoronto.ca/wp-content/uploads/ADHD-Checklist.pdf
Autism Spectrum Disorders (ASD) *Required Documentation: Certificate of Disability* *Required Documentation: A psychoeducational assessment or neuropsychological assessment*	Trained psychologist, psychiatrist, or other physician with specialized training in assessing Autism Spectrum Disorder	If documentation dates to early childhood, supplemental documentation that outlines functional impacts as an adult will be necessary If completing the Certificate of Disability, the assessing professional must outline impacts rather than identifying only testing areas of impaired (not relative weakness) skills
	A psychologist	The report may be no older than five [5] years or completed at age 18 years studentlife.utoronto.ca/wp-content/uploads/Psycho-educational-assessment-checklist.pdf

Learning Disabilities (LD) *Required Documentation: Psychoeducational assessment or neuropsychological assessment*	A psychologist	If you have a copy of a recent psychoeducational assessment (completed at 18 years old or older or within five [5] years prior to the date of registration) please provide our office with a copy. We need the full report, including appendices with all test scores. Reports must clearly outline dates of assessment and that assessment was conducted in person. If you had an Individual Education Plan (IEP) or a psychoeducational assessment from previous schooling, please submit this or any other relevant documentation that you have. Interim accommodations may be provided while updated documentation is being obtained. studentlife.utoronto.ca/wp-content/uploads/Documentation-Requirements-Learning-Disabilities.pdf
Acquired Brain Injury or Concussion *Required Documentation: Certificate of Disability* *Required Documentation: Recent medical documentation that outlines the functional impacts of disability and related accommodation needs*	A health care practitioner familiar with your disability who is licensed to make a diagnosis	A psychoeducational or neuropsychological assessment may be needed if significant cognitive accommodation is required Additional documentation may be requested to verify the need for continued services if your condition persists beyond six [6] months
	An appropriate health care practitioner (e.g., an emergency room physician, family doctor, and/or neurologist)	

| Temporary Physical Disabilities (broken limbs, sprains/ strains, soft tissue injury, short-term follow-up after surgical care)

Required Documentation: Certificate of Disability

Required Documentation: Recent medical documentation that outlines the functional impacts of disability and related accommodation needs | A health care practitioner familiar with your disability who is licensed to make a diagnosis | Additional documentation may be requested to verify the need for continued services after the estimated duration of the condition |
| | An appropriate health care practitioner (e.g., an emergency room physician, family doctor, and/or neurologist) | |

Step 2

Complete our online Student Intake Form & include your required documentation

- Have your required documentation available in a digital format

- Set aside sometime to complete the online *Student Intake Form*
  NOTE: You will not be able to save and return to the form.

- Visit (**aims.utm.utoronto.ca /custom/misc/home**) to access and complete the online Student Intake Form

- The Student Intake Form is your opportunity to provide us with critical information about your lived experience with disability (successes, challenges) and background/ context about what has or has not worked for you in the past while you were in high school or other previous studies.

- Provide information in all required fields

- Attach your required documentation

If you require accommodations or assistance in completing the Student Intake Form, contact our front desk at **access.utm@utoronto.ca** or **905-569-4699**. Paper copies of the Student Intake Form are also available upon request from our front desk.

Step 3

- After you submit your completed Student Intake Package, you will be contacted to schedule an appointment with an Accessibility Advisor.

- The Accessibility Advisor will review your completed Student Intake Package and your needs so that they can work with you to determine appropriate academic accommodations for your program of study.

- If you need help with any step of the registration process, please contact our office and a member of our administrative team will be able to assist you.

If you are unsure of what documentation you need or require accommodations or assistance in completing the online Student Intake Form, please contact our front desk at access.utm@utoronto.ca or **905-569-4699**.

What if I'm not sure I have a disability?

We can work with you if you suspect you have a disability or are in the process of obtaining documentation. Accessibility Services does not provide services to diagnose disabilities but we can discuss difficulties you are experiencing and, if appropriate, provide information about how to obtain appropriate documentation.

Contact our front desk to arrange a brief consultation meeting with our Intake Coordinator at **access.utm@utoronto.ca** or **905-569-4699**.

If you suspect you might have a Learning Disability and/or ADHD, please complete our online **Student Intake Form** prior to meeting with your Advisor.

If you suspect you have a disability and are having difficulty with your studies, there are additional supports and resources you may explore:

- Meet with an Academic Advisor at the Office of the Registrar to discuss program requirements and the supports available to you within your program

- Meet with a Learning Strategist, attend a workshop, or attend writing, math or study opportunities at the Robert Gillespie Academic Skills Centre (**utm.utoronto.ca/rgasc**)

- Visit the Health & Counselling Centre for strategies to manage stress (**utm.utoronto.ca/health**)

- Connect with the International Education Centre to get acquainted with your new city (**utm.utoronto.ca/international**)

- Meet with your instructor, teaching assistant, or supervisor to discuss areas of improvement

Transfer of Accommodations

I am taking courses at another U of T campus. How do I transfer my accommodations?

To arrange for accommodations at another U of T campus, complete the ***Transfer of Accommodation* form** available through the accessibility office at your home campus. Your home campus Advisor will send this along with a list of your accommodations to the other campus. It is important to speak with your home campus Advisor to complete this form as early as possible (i.e. several weeks before classes start at the other campus) to ensure that your accommodations are in place for your first class at the other campus.

- If you are a UTM student taking UTSG (St. George) or UTSC (Scarborough) courses, it is your responsibility to contact the accessibility office at the campus you are visiting to book an intake appointment

- If you are a UTSG or UTSC student taking courses at UTM, our administrative team will contact you to book an intake appointment with a UTM Accessibility Advisor. If you do not hear from our front desk, please contact us to ensure that we have received your documents

- If you are taking courses at ***Sheridan College***, complete the **Transfer of Accommodation form** for *Sheridan*.

It is important that you attend this intake appointment to discuss the different processes, procedures, and deadlines that are unique to accessing your accommodations on the campus you are visiting.

Accommodations will apply only for the duration of the course(s) listed on the *Transfer of Accommodation* form. You will need to complete a new transfer request each time you take a new course (or new courses) in a new term at another U of T campus. New course(s) = new accommodations.

Please note: you must adhere to the academic and financial deadlines of your home campus while you take courses at another campus. For questions, please speak to your home campus Registrar's Office.

For information about the accessibility office at your home campus, visit:

UTSC AccessAbility Services **utsc.utoronto.ca/ability**

UTSG Accessibility Services **accessibility.utoronto.ca**

I have accommodations at another university and am taking courses at U of T. Can I transfer my accommodations to U of T?

No. Unfortunately, we do not transfer accommodations from other institutions. The University of Toronto offers unique programs, each of which has specific academic expectations. Students may experience opportunities, as well as challenges and barriers that may not exist in other university contexts. It is important to ensure students have access to an individualized accommodation plan that provides appropriate and effective supports for you within our learning environments.

In order to receive academic accommodations, register as a new student with Accessibility Services as soon as possible using the steps on page 16-20. You may upload relevant documentation from your home university as supplemental documentation.

If you have questions, contact our administrative team, at access.utm@utoronto.ca or **905-569-4699**.

Intake Appointments

Once you have submitted your complete student intake package, we will schedule a meeting with you and an Accessibility Advisor. Your Advisor will review your documentation and work with you to create an appropriate accommodation plan uniquely tailored to your needs and your academic program.

What to expect during an intake appointment

To help us develop an accommodation plan that's right for you, an Accessibility Advisor may ask questions at your intake appointment to learn more about:

- How disability impacts your life and learning
- Your previous learning experiences and the environment in which you learn best
- Your learning style and learning strengths
- If relevant, your family history

Annual Renewal of Accommodations

You must reactivate your registration with us in order to renew your accommodations. If unable to register online, please reach out to our front desk or email us at **access.utm@utoronto.ca**.

Log in to AIMS (**aims.utm.utoronto.ca/custom/misc/home**) to renew your accommodations and check your eligibility for self-renewal. You may need to connect with the front desk or your Accessibility Advisor to determine accommodations for next year.

We encourage you to renew your accommodations each May so that they are in place at the start of your next academic term.

There are two types of renewals:

1. **You have current documentation regarding your disability, and you and your Accessibility Advisor don't anticipate changes in your accommodations or needs.**

   • Log in to AIMS and follow the self-renewal instructions.

2. **You need updated documentation and/or wish to discuss changes to accommodations.**

   • You will need to meet with your Accessibility Advisor to reactivate your accommodations.

Academic Accommodations

What are academic accommodations?

Accommodations are formally approved mechanisms and/or supports put in place by the University to enable a student to have the same opportunity to demonstrate competency and familiarity with required course material as their peers, without disability being a barrier or obstacle in their doing so (e.g. an accommodation to take breaks during an exam, use of a sign language interpreter during a presentation, an extension on a deadline during a disability related flare up). While the way in which a student demonstrates competency in course material may be altered through an accommodation, and/or the timeline by which they are expected to demonstrate certain competencies may be extended, students with accommodations are still required to achieve the same standards and demonstrate the same level of competency in the course material as their peers.

Eliminating a course requirement and reweighting its value to other assignments and/or assessments within the course is not generally considered an appropriate accommodation as it: 1) may provide a student with a more limited learning opportunity than their peers; 2) may prevent a student from fully demonstrating their understanding and achievement of course standards and competencies for assessment by the instructor.

How are academic accommodations determined?

Students provide documentation completed by a qualified healthcare practitioner that confirms functional limitations and barriers related to a diagnosed disability requiring academic accommodations. The Accessibility Advisor reviews this documentation and meets with the student. This provides students with the ability to share their lived experiences in terms of navigating disability, including successes and skillsets they have developed over time. The Advisor then considers this information, as well as best practices and the expected learning outcomes/core competencies of the academic program, to develop an accommodation plan in collaboration with the student. These accommodation plans can be modified at any time in response to changes in the disability-related circumstances of the student and/or the academic demands of the program.

It is important to note:

• Academic accommodations do not change the essential requirements of your course or program curricula

• You will be expected to meet the same academic standards and demonstrate the same knowledge and skill development as your peers

Did you know?

Undergraduate students taking a **reduced course load** for disability-related reasons may be eligible to be charged per course fees.

Speak with your Accessibility Advisor to see if this accommodation applies to you and your program of study.

Students who already have this accommodation should speak with the UTM Registrar's Office before adding or dropping courses to see how their fees may be affected.

Types of accommodations
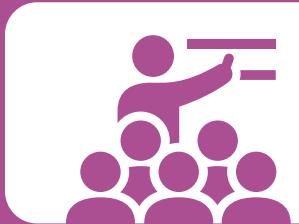
Classrooms, labs, course work

- Accessible classrooms and labs, adaptive furniture, and assistive technology

- Sign language interpretation, professional/computerized notetaking

- Reasonable extensions on individual assignments and papers

- Access to materials in alternate formats (e.g., braille, large print, digitized text, voice-activated software, assisted-hearing devices)

Quizzes, Tests and exams

- Accommodations may include access to a space with fewer distractions, additional writing time, and breaks

- Access to alternate formats like large print or braille

- Use of adaptive furniture and equipment (e.g., using a keyboard for writing or screen-reading software)

Practicum and placements

- Guidance on requesting accommodations during a practicum or placement

- Developing safe, appropriate accommodations at a practicum or placement site in collaboration with the practicum or placement coordinator
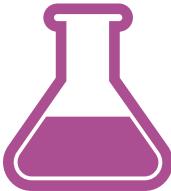
Research

- Working with you and your department to determine whether additional time may be required to complete research

Outside of the classroom

- Working with the residence office regarding disability-related housing needs
- Connecting you with campus and community resources
- Offering peer mentoring and co-curricular programming
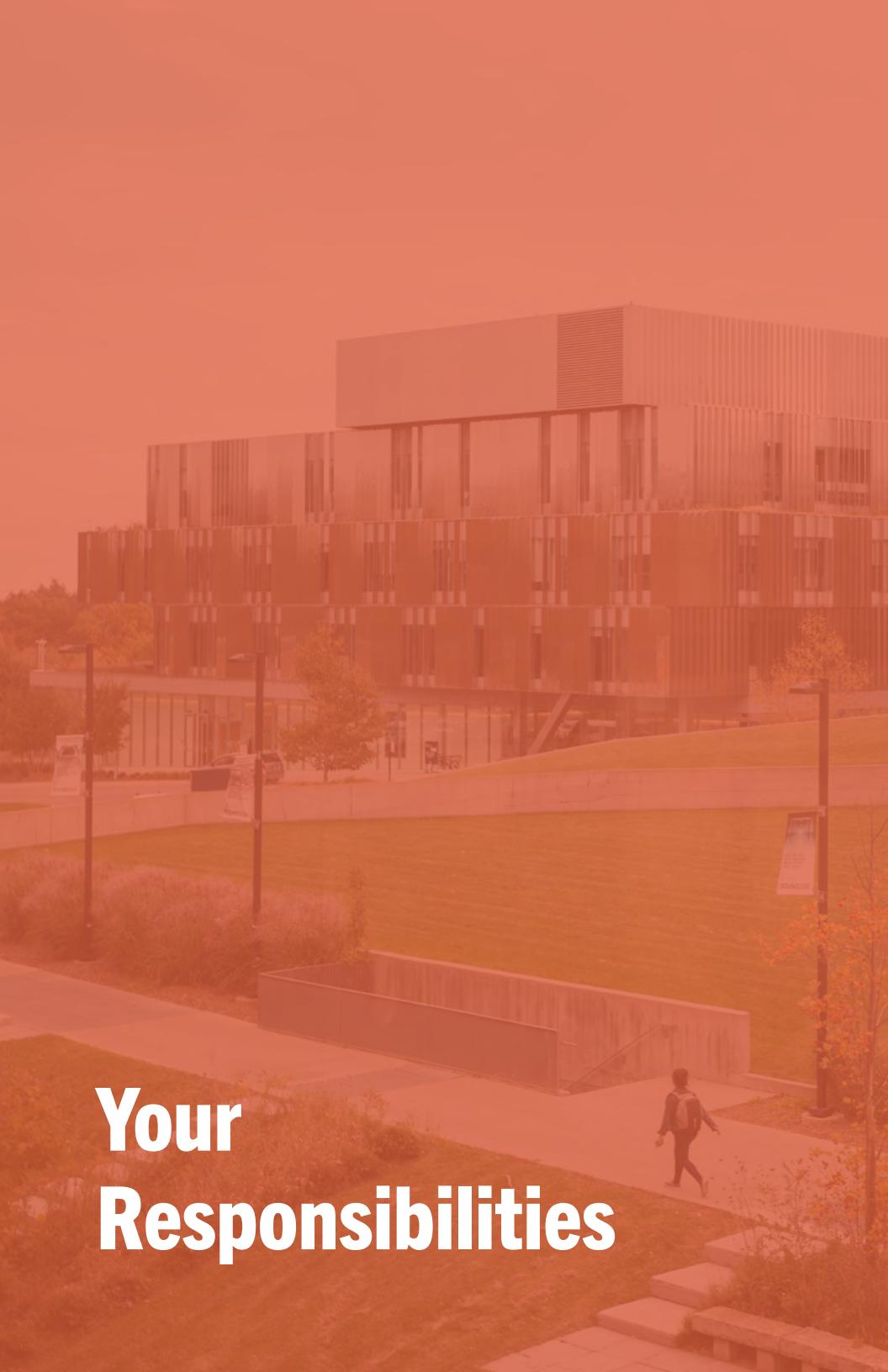
Your
Responsibilities

Once you are registered with our service, you have new responsibilities when it comes to accessing your accommodations and the various services and programs offered through Accessibility Services.

You've got this! **And Accessibility Services is always here to help.**

Responsibilities checklist

☐ Log in to AIMS to send your letter of accommodation to your instructors under the "self-renewal" tab in advance of class where possible, page 33

☐ Communicate with professors and course instructors about your accommodation needs in a timely way—including requesting extensions, page 38

☐ Register for your tests, quizzes, and exams with **Accommodated Testing Services**, page 43

☐ Connect with an Accessibility Services **Adaptive Technologist, Academic Life Strategist** and/ or **Learning Strategist** when this is recommended by your Advisor, page 61-62

☐ Explore options for **Financial Aid** to help you with disability-related educational costs, page 62-63

☐ Get connected and find support through our **Community** and **Peer Support** programs, page 68-74

☐ Strengthen your learning skillsets by attending a workshop or program through Accessibility Services or Robert Gillespie Academic Skills Centre.

☐ Let us know immediately about any changes in the disability related barriers you may be experiencing, or changes in your accommodation needs. Many accommodations can be complex or require a significant amount of time to implement depending on the circumstances or internal/ external system navigation that our office will need to navigate for implementation (up to 6 weeks or more in some cases). It is critical we know as soon as possible about any changes so that everything that you need is in place in a timely way to support your success.

Respect

Accessibility Services is committed to providing a safe, healthy, secure, and respectful environment for our staff, students, and visitors.

Any form of abuse is unacceptable including:

• Verbal abuse including using threatening language

• Action or attempted action that causes or could cause injury

• Physical or sexual assault

Letter of Accommodation

Letters of Accommodation are used to inform your professors, instructors, and/or Program Administrators about your learning needs and to verify your need for need for classroom related accommodations.

Log-in to **AIMS** and select the "Accommodation Request & Renewals" tab. You will see your courses listed for the current or upcoming semester. Select the "request" button - this will open a new page where you can review your accommodations and select the courses/professors that you would like them sent to. Review the important information on this page and submit the request at the bottom of the page.

The *Letter of Accommodation* maintains confidentiality about the nature of your disability while providing information to the reader so they can implement your accommodations. This may include:

• Specific details about your classroom, lab and/or testing accommodations

• Confirmation that you may request a coursework extension on an individual assignment up to one [1] week from the original deadline

• Notification that a service provider or aide will be present in the classroom

- For the purposes of administering your accommodations, your instructors may need to share your Letters of Accommodation on a need-to-know basis with Teaching Assistants or other staff within an academic department. If you have questions or concerns about this, speak with your Accessibility Advisor

Go to **AIMS** to view your *Letters of Accommodation*— there will be one for each of your courses.

Your *Letter of Accommodation* may not list all your accommodations—especially those related to accommodations for a practicum, placement, or field course. Meet with your Accessibility Advisor to discuss whether you need a tailored *Letter of Accommodation* for non-traditional and/or experiential learning environments.

Not sure how to draft the email to your professor or course instructor requesting an accommodation?

Take a look at our draft email to professors on page 41 or connect with a peer. For information on peers, visit: **uoft.me/as-peers.**

If you have trouble accessing your Letters of Accommodation online, please note the following:

- It may take up to 24 hours for your letter to become available after your intake appointment

- You can only use Firefox, Chrome, or Microsoft Edge web browsers

- If the problem persists, contact our front desk (at **access.utm@utoronto.ca** or **905-569-4699**) for assistance.

Working with your Professors and Course Instructors

When deciding how to discuss your accommodations with your professors, instructors, or Program Administrators consider what they may need to know and what information is relevant to them to support your success in your academic program. If you're not sure how to request or discuss accommodations, connect with your Accessibility Advisor.

You do not need to provide details about disability diagnosis, or personal struggles. Instead, discuss your specific learning and accommodations needs and any limitations you might experience in meeting course requirements.

Some examples might be:

- "I have an academic accommodation that requires me to sit in the front row of the classroom for disability-related reasons"

- "I have an academic accommodation for the times I will need to miss class due to disability-related reasons."

- "Because it takes me longer to process written information, I may require clarity around instructions and may potentially need extensions for term work."

Quick tips when requesting accommodations

- If you make the request in person or virtually, follow up with an email to your professors or instructors outlining what you discussed. If you are following up at a later date, reattach your *Letter of Accommodation*.

- In all of your correspondence, make sure to include your course code and section since professors or instructors often teach more than one course.

- Avoid writing angry or confrontational emails to professors or instructors. If a challenging situation arises, make an appointment with your Accessibility Advisor to get advice on next steps.

Writing an email to your professor or instructor

DO'S	DON'TS

DO write an informative subject line, so that your professors and instructors know immediately why you're writing to them, even before they've read the email. Include the course code.

DO provide your Letter of Accommodation in a timely manner. It helps to explain your situation concisely, and then ask for an accommodation in a considerate manner.

DO finish with a closing sentence, including both your full name and your student number.

DON'T address your instructor by their first name unless they've explicitly asked students to do so.

DON'T email your instructor to ask a question that can be found in the course syllabus. Always consult the syllabus before contacting your instructor.

DON'T send an email with threats or demands. Use a polite tone when requesting an accommodation.

Reminder:

For any official communication with your professors and course instructors, always use your UTmail+ account (@mail.utoronto.ca).
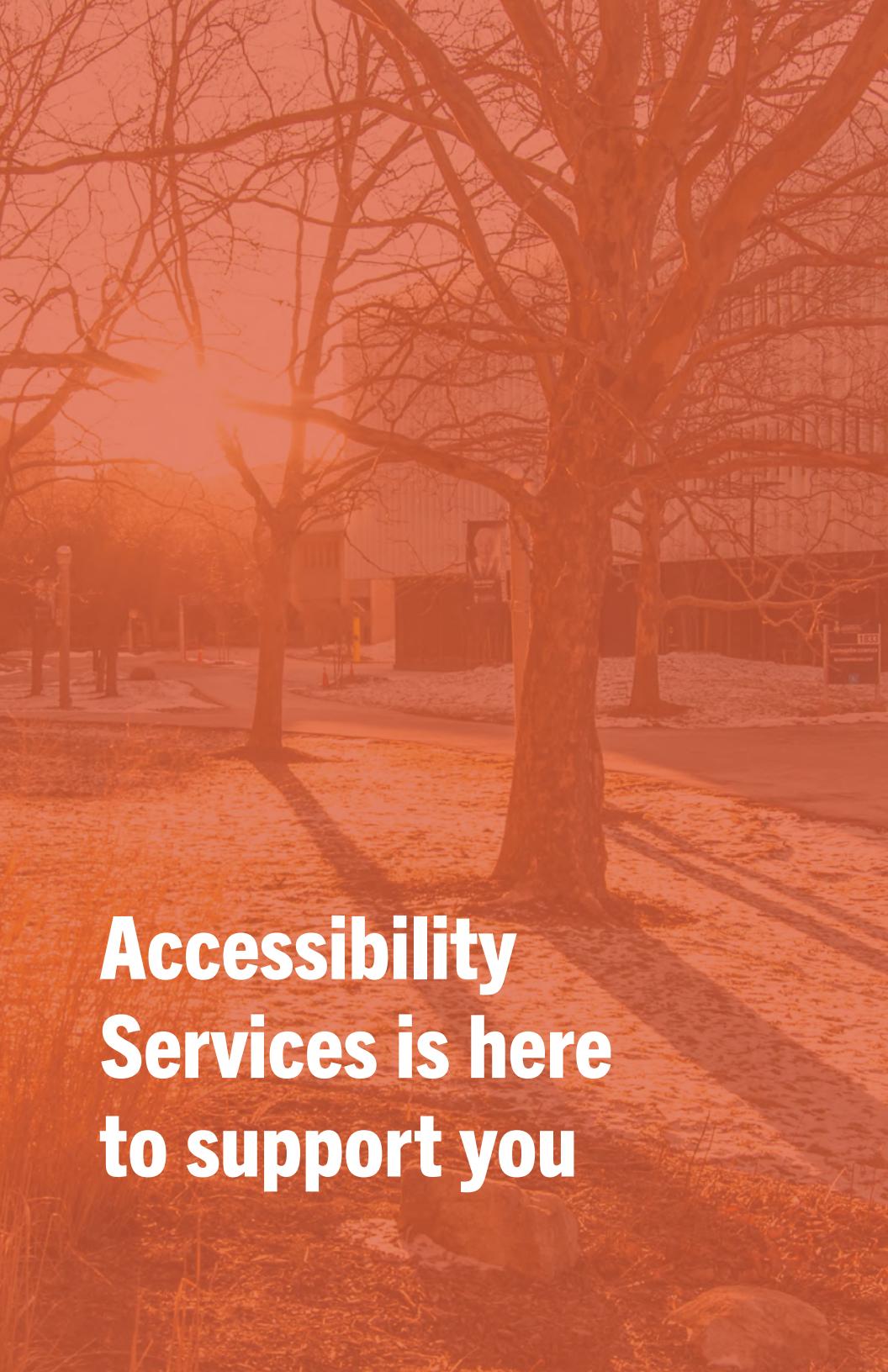
Accessibility Services is here to support you

Requesting an Extension

The impact of disability may mean you sometimes need additional time to complete assignments. Your *Letter of Accommodation* will indicate this and provide your professors and instructors with information needed to approve up to a one [1] week extension on individual coursework.

All disability-related extension requests require approval from your professors or instructors made **before the original due date**. We recommend requesting an extension **a week before the original due date**. Approval by the instructor is requested to determine whether or not the request is feasible in the context of the course. It should not involve an assessment by your instructor to determine whether or not the accommodation is warranted. Should you feel this is taking place, please connect with your Accessibility Advisor immediately to discuss.

We understand that sometimes, disability-related challenges may prevent this from happening. Should this occur, speak with your Accessibility Advisor to discuss next steps.

There are situations when a professor or instructor might not approve an extension:

• When the extension request concerns a group assignment

• When the answers for the assignment were posted or taken up in lecture

• When the extension request does not allow sufficient time for marking

In these circumstances, meet with your Accessibility Advisor to to discuss potential next steps or alternate accommodations.

Syllabus Importance

It is important to always refer to your course syllabus to verify the process for extensions on assignments. This may include extension request policies, and/or other deadlines students need to be aware of. Some courses may require all requests to be sent via email, while others may require students to fill out a *Special Consideration Request form*. You can refer to Page 41 to see a sample email you can use when requesting an extension.

Extensions beyond one [1] week

If you need a disability-related extension beyond one (1) week after an individual assignment due date, please complete a **Special Considerations Request form**. Next, meet with your Accessibility Advisor to review your request.

Please note that disability-related extension requests beyond one [1] week will be considered when there have been extenuating circumstances.

These requests are not automatically guaranteed and will be reviewed on a case by case basis.

It is important that you continue to work on assignments to the best of your ability while an extension request is being considered.

Can I get an extension on group work?

Extensions may not be possible or appropriate for group work. They are not usually granted. If you are unable to complete group work due to disability-related reasons, speak with your instructor and your Accessibility Advisor as soon as possible to discuss potential alternatives. Meet with your Accessibility Advisor to problem-solve how to address the workload issues you are facing and to consider whether an extension on an individual assignment in a different course might be possible so that you can focus on meeting the deadline set for your group work project.

How can I stay on top of my deadlines?

At the beginning of the semester, map out your deadlines using a planner or a calendar. This may help to ensure you have time to make the most of the resources available to you as a student, including programming and learning strategy opportunities from our office and the Robert Gillespie Academic Skills Centre.

If you are having trouble staying on top of deadlines, see page 62 for more information on Learning Strategists and learning skills workshops

Where can I get help with planning my semester?

Peer Mentors are available to assist you. Stop by one of our Peer Mentor sessions when they are available. Visit **Peer Mentor Learning Community (PMLC)** for ways to get connected with a Peer Mentor.

How and when should I ask for an extension?

1 Review your course syllabus regarding how to ask.

You may be required to:

- *send an email*
- *fill out a SCR*
- *speak with them in person*

2 Follow course policy

Sample email asking for an extension

New message ⎯ ⤡ ✕

From: YOUR NAME

Sent: DATE (e.g., September 18, 10:55 AM)

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

Subject: COURSECODE: Requesting an Extension

Dear Professor [NAME],

I am enrolled in your course [COURSE CODE + SECTION (e.g., BIO120H L0101)]. Earlier this term I sent you my Letter of Accommodation, as I am registered with Accessibility Services. Due to disability-related reasons, I am unable to submit [ASSIGNMENT] by [ORIGINAL DUE DATE]. I am writing to ask for an extension of [ONE TO SEVEN] days, as outlined in my Letter of Accommodation. I will submit by [EXTENDED DUE DATE].

If you have questions about my accommodations, my Accessibility Advisor, [ADVISOR'S NAME], can be reached at [ADVISOR'S EMAIL ADDRESS].

Thank you in advance for your understanding.

Sincerely,

[YOUR NAME]

[YOUR STUDENT NUMBER]

Send

Academic consideration for non-disability reasons

You may require special consideration for reasons that are not connected to your disability (e.g. flu, bereavement). There are different processes to request consideration for reasons that are not disability-related.

Illness or injury

The **Verification of Illness or Injury form** (also known as a "doctor's note") may be required for a missed academic obligation in some circumstances. It is the official University of Toronto form for all students who are requesting academic consideration based on non disability related reasons. For more information please visit: **registrar.utoronto.ca/policies-and-guidelines/verification-of-illness-or-injury**.

Religious observances

Alert your professor or course instructor regarding religious observances that might impact your ability to meet course requirements during the term (**viceprovoststudents.utoronto.ca/policies-guidelines/accommodation-religious**).

Illness or death of a family member, or personal or family crisis

Alert the UTM Office of the Registrar if you face exceptional life circumstances.

Quiz, Test and Exam Accommodations

Accommodated Testing Services (ATS) is responsible for administering accommodations for quizzes, term tests, and exams for students registered with Accessibility Services. Our office works collaboratively with Accommodated Testing Services so that you can write your tests and exams with approved accommodations.

Did you know?

During the 2024-2025 academic year, ATS supported **12,134** accommodated tests and exams?

Students writing online and take home exams still have to register with Accommodated Testing Services to write with accommodations for these assessments.

How to register for quiz, term test, or final exam Accommodations

If you are planning to complete any timed written assessments with accommodations (quizzes, tests, exams, and online assessments), please ensure you register with Accommodated Testing Services by the set deadlines (aims.utm.utoronto.ca).

When you successfully submit a request for accommodations, you will receive an automated confirmation email. Typically, you will receive this e-mail one to two business days prior to your scheduled assessment date.

If you require accommodations for an oral exam, please connect with your Accessibility Advisor directly as these types of exams are not administered through **Accommodated Testing Services (ATS)**.

Step 1

1. **Confirm your scheduled assessments** for each course. This includes tests, quizzes, online assessments, and any other timed assessments you will need your testing accommodations for.

2. You can find this information on your syllabus and/or course website.

3. Not sure of the timing details for one of your assessments? Reach out to your instructor and ask! You can let them know that you need these details in order to book with ATS.

Step 2

1. **Book with ATS** for each assessment you will need your testing accommodations for, whether remote or on campus/in person.

2. Bookings can be made through **AIMS**, under "Schedule a Test or Exam".

3. The deadline to book with ATS for assessments during the term is 14 days prior.

4. For assessments during final exam periods, there are specific deadlines, so please check the ATS website and watch out for an email announcing when exam period registration opens.

Step 3

1. **Manage your ATS bookings.** You can visit **AIMS** to check which assessments you have booked with ATS.

2. Ensure there is an individual booking for each assessment requiring test accommodations.

3. Need to make changes to a booking? Please email accessexams.utm@utoronto.ca.

4. If you need to cancel a booking, please email ATS as soon as possible.

On campus/in person assessments

Step 4

1. **Check your 2-day confirmation email.** 2 business days prior to your ATS booking, you will receive an email confirming your writing time and location. If you do not receive this email, contact ATS immediately.

2. It's very important that you carefully review this email, as your start time may be different than the standard class start time.

3. ATS also uses various locations on campus, so it's important to always check your writing location. Remember, you will be writing at an ATS location, not with your class!

Step 5

1. **Hand your Tcard** to an invigilator as soon as you arrive, and follow their instructions to get signed in and begin your assessment.

2. Write your assessment. Arrive at your assigned ATS location 15 minutes before your scheduled start time. Late arrival will be deducted from your writing time, so make sure to be on time!
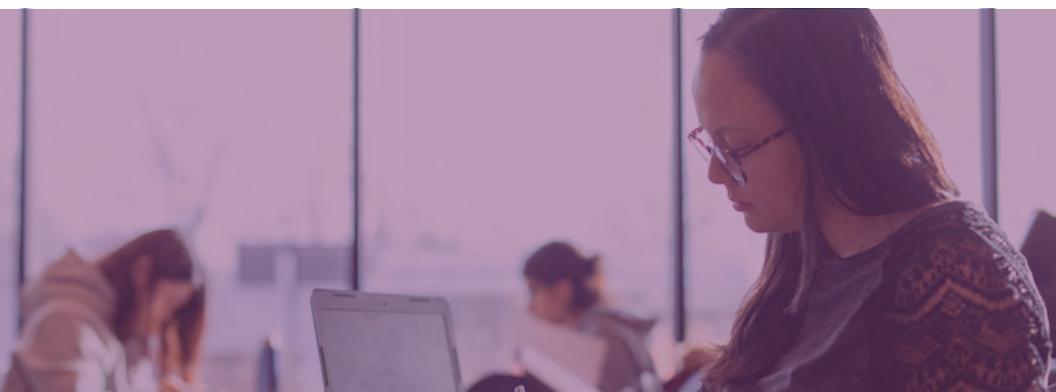
For quizzes and term tests

- Check your syllabus for dates for quizzes and tests
- Register with 14 days' notice prior to the date of the quiz or test
- Please make sure to use the correct link on **AIMS** when registering for term tests versus final exams

Final exams

- Check your exam schedule once it has been posted
- Register by Accommodated Testing Services Registration Deadlines each term
- **utm.utoronto.ca/accessibility/registered-students/test-and-exam-services/submitting-testexam-requests**

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

If you know you will need to miss a test, quiz, or lab before the deadline occurs:

Book an appointment with your Accessibility Advisor as soon as possible to discuss next steps. Read your syllabus or speak with your instructor to ensure that a make-up test, quiz, or lab can be arranged.

If you have missed a past test, quiz, or lab during the term:

Email your professor to notify them. Connect with your Accessibility Advisor as soon as possible to discuss next steps.

For more information on Accommodated Testing Services, visit: **utm.utoronto.ca/accessibility/registered-students/testexam-services.**

If you have missed the deadline to register for a test, quiz, or lab during the term:

Step 1: Complete the Late Add Form. Please note that accommodations are not guaranteed to late registrants.

Step 2: Email the completed form to ATS in accordance with the instructions on the Late Add Form.

Step 3: Wait for a response from ATS regarding the outcome of your late request for accommodations

Quiz, test and exam accommodations may include:

- Additional writing time
- Stopped clock breaks breaks
- Access to adaptive software, lightning, or furniture
- Large or alternative print materials
- A distraction-reduced space
- A scribe

If you need to register for a make up test that has already been approved by your professor:

Submit a request for accommodations by e-mail in accordance with the instructions on the **Late Add Form**.

Working with your Accessibility Advisor

Once you are registered, you are assigned an Accessibility Advisor who can help you navigate your accommodations.

Your Accessibility Advisor is located in our central office in the Student Services Hub in Davis Building (DV 2240). Visit **utm.utoronto.ca/accessibility/people** to find out how to contact them.

In-person, virtual, and phone appointments will continue to be available for students throughout the **2025-2026** academic year.

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

Here are some things to keep in mind:

- Once you are registered with Accessibility Services, meet with your Accessibility Advisor to keep them in the loop about any changes to your health, accessibility needs or if you encounter any challenges using your accommodations.

- You should connect with your Advisor as soon as possible if you are experiencing difficulties or a flare-up of your symptoms to discuss your options. They can be much more effective in helping you if you let them know at the time, rather than afterwards.

- It will be helpful to connect with your Advisor to discuss when and why you may be struggling with the completion of certain kinds of academic work to consider next steps.

- Let them know how your accommodations are working so you can discuss changes or alternatives if needed

- Your accommodation needs may change over time, and with different course demands

If you are experiencing a flare-up of symptoms that prevents you from attending a meeting:

You may send your Accessibility Advisor an email to update them of your situation. This update will be added to your file, but you may still need to meet your Accessibility Advisor to plan or discuss next steps.

> *The advisors have been amazing, and truly feel like they are on our side.*
>
> - **Registered student with UTM Accessibility Services**

Staying in touch with your Accessibility Advisor

We prefer appointments vs. emails.

Your Accessibility Advisor can provide the most valuable support through an appointment. Interactions in person, virtually, or over the phone allow Accessibility Advisors the chance to speak with you about your strengths, your challenges, and how they can provide support.

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

Our Appointment Policy

Your scheduled appointment time is reserved just for you. We encourage you to be on time for appointments. Here are some things to keep in mind about your appointment:

- If circumstances change and you are unable to attend an appointment, please notify us by email or phone with 24 hours' notice so your appointment is released and available to other students

- We prioritize rescheduled appointments for students who provide notice

- For a Monday appointment, we require notice no later than 8:30 a.m. that morning

- Students who are more than 10 minutes late to their appointment will need to reschedule

- If you are meeting with us in person, virtually or by phone please note we do not audio or video record appointments, nor do we provide permission for you to audio or video record appointments (in person, virtual, phone) without first receiving our written permission to do so.

Email: access.utm@utoronto.ca

Phone: 905-569-4699

Different Types of Appointments

You can book an in-person, phone or virtual appointment with your Accessibility Advisor through our administrative team. More information on how to contact our

administrative team can be found on the next few pages.

Drop-In Appointments

Accessibility Advisors hold drop-in appointments at various times throughout the week. These 10-minute appointments are designed for you to provide very brief, just-in-time updates to your Accessibility Advisor. For drop in times please see the [Accessibility Staff Directory](#). Scroll down to find your Accessibility Advisor and click on their profile.

Emailing Your Accessibility Advisor

For most questions and concerns, we encourage you to book an appointment with your Accessibility Advisor.

However, there may be times that you will need to provide a brief informational update before a meeting, especially if you are experiencing a flare-up of disability-related symptoms.

In these circumstances, you may send an email to your Accessibility Advisor to update them on your situation.

Please note:

- You may still need to book an appointment with your Accessibility Advisor to discuss next steps

- Email should not be used to make contact in emergency

situations. If you are experiencing an emergency, please call 911 or visit your nearest hospital emergency room.

- Personal and academic issues are best addressed during appointments

Visiting and contacting our administrative team:

Visit or contact our administrative team to book an appointment with your Accessibility Advisor or to ask general questions. During busy times of the year, our administrative team receives high numbers of emails and phone calls; as such response times can be longer than normal.

You can visit our administrative team at the Student Services Hub in Davis Building, DV 2240. You may also call **905-569-4699** or email the administrative team at access.utm@utoronto.ca.

Accessibility Advisor Changes

Occasionally, based on caseload numbers, staffing, or the personal circumstances of your advisor (e.g. maternity leave, promotion to a new role in another office, retirement), your Accessibility Advisor may change throughout the year or the duration of your degree. We aim to provide you with as much communication and transparency as possible when this happens.

Do you want to work with another Accessibility Advisor?

Transferring to another Accessibility Advisor is determined on a case-by-case basis as we consider each Advisor's caseload and particular expertise.

Contact our administrative team (access.utm@utoronto.ca or 905-569-4699) to arrange a meeting with our Assistant Director to discuss available options.

Document Upload Portal

Students may need to securely provide documents to our office. To ensure the confidentiality and protection of your disability-related information, students can upload documentation via the Accessibility Information Management System using this link: aims.utm.utoronto.ca

You will need your UTORid and password to log into the portal. Acceptable document formats include: DOC; DOCX; PDF; PNG; JPG; TIF. Maximum document size: 35 MB.

If you experience any difficulties uploading your document, please contact our administrative team at 905-569-4699 or access.utm@utoronto.ca

If you develop another disability after you are registered with Accessibility Services

We recognize that your health needs may change during your time as a student. If you develop a new disability or receive an updated diagnosis from your health care provider, let your Accessibility Advisor know as soon as possible to talk about potential additional supports. You may need to submit updated medical documentation (see pages 17-18 for information on what documentation you may be asked to submit).

When to Connect with Accessibility Services

When should I book an appointment with my Accessibility Advisor?

- To discuss the impact of your disability on your academic work

- To request assistance accessing the Bursary for Students with Disabilities (BSWD) & receive referrals for assessments

- To review updated medical documentation

- To discuss changes to your academic accommodations and reducing your course load

- To provide information about any petitions you are filing for outstanding work or deferred exams

- To discuss changes to your ability to complete academic work due to disability

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

- To get or provide signatures on forms, submit updated documentation, and pick up information about events and resources

- To request clarification about academic accommodations, processes, and policies

- To problem-solve time-sensitive issues

- To discuss referrals to see an Academic Life Strategist, Learning Strategist, Adaptive Technologist or a peer mentor

### When should I email my Accessibility Advisor?

- To update your Accessibility Advisor during a flare-up of disability-related symptoms with an academic impact

- To update your Accessibility Advisor that you will miss or have missed a class or lab due to disability-related symptoms

Remember: you may still need to meet in person to problem-solve or discuss a change in your accommodations.

When should I contact the front desk?

- To make or cancel appointments

- To request information about registration and the Bursary for Students with Disabilities (BSWD)

- To ask about accessibility-related deadlines

- To speak with another Accessibility Advisor when your Advisor is away

The **front desk** can be reached by in person in the Student Services Hub in Davis Building, over the phone at **905-569-4699**, or over email at access.utm@utoronto.ca
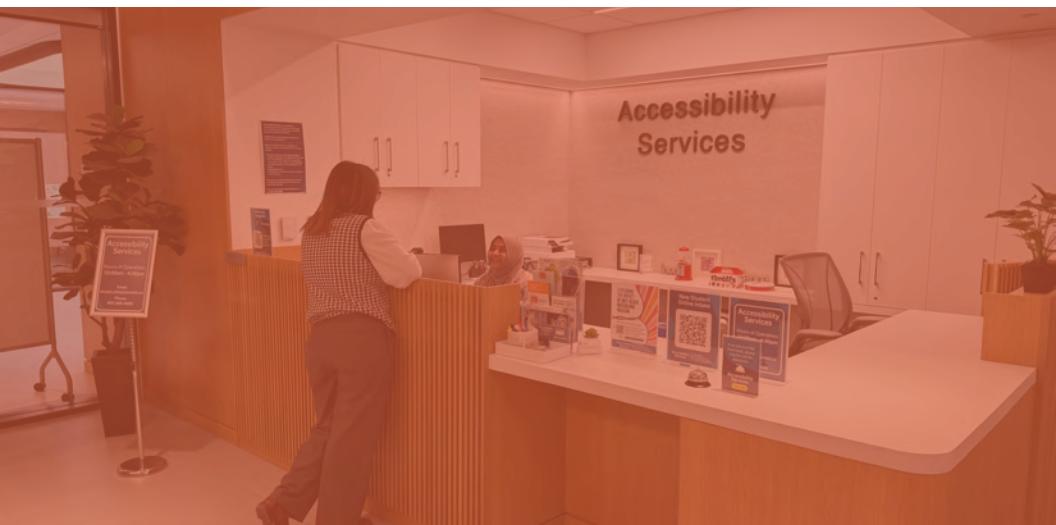
Special Consideration Request

Special Consideration Requests (SCR)

Some courses/departments require a Special Consideration Request (SCR) form, which is an online form that you fill out to request late assignments, missed tests, extensions etc. Please refer to your course syllabus about process and/or visit **Special Consideration Requests (SCR): Late Assignments & Extensions / Missed Tests & Quizzes | Institute of Communication, Culture, Information and Technology** for more information.

Petitions

Petitions

A petition is a formal request for an exception or change to the normal rules and deadlines in your academic program, supported by documentation. These may include deferring a final exam or submitting assignments after the end of term.

If you are filing a petition for disability-related reasons, you can select your advisors name in your petition if it pertains to your disability and if supporting disability related documentation needs to be provided.

To submit a petition , please visit this webpage: **utm.utoronto.ca/registrar/petitions/submit-petition**

Other Campuses

If you are taking a course at another U of T campus and you need to file a disability-related petition, you should consult with your home campus Accessibility Advisor and file the petition through the Registrar's Office at your home campus.

- **UTSC AccessAbility Services**
  utsc.utoronto.ca/ability/
- **UTSG Accessibility Services**
  accessibility.utoronto.ca

Dispute Resolution

The Ontario Human Rights Commission (OHRC) defines accommodations as appropriate when they provide students with disabilities meaningful access to education.

Accommodation planning begins with an identification of relevant disability related barriers to learning specific to the student. This then allows the student and advisor to work together in identifying and considering a range of accommodation options that could address these challenges. While student preference for certain accommodations is always strongly considered, it may not always be the deciding factor, especially when multiple accommodation options are available. The goal of accommodation is reasonableness, not perfection.

Occasionally, there may be situations where no accommodation can be identified that will effectively or fully mitigate a disability related barrier, particularly where an accommodation is in conflict with an academic standard/essential competency or the accommodation gives rise to safety concerns.

The University of Toronto provides students with a dispute resolution process which encompasses conflicts that may arise in the accommodations process. Questions, concerns, and issues should first be managed through the **UTM Office of Student Affairs & Services**. Further information on the complaint process can be found at this website (**people.utoronto.ca/inclusion/complaints**). For more information about policies, guidelines, publications, and resources that relate to your work and conduct as a student at the University of Toronto can be found through the **Office of the Vice, Provost, Students.**

Concerns About Prohibited Discrimination

If you believe an act of discrimination has taken place in violation of The **University of Toronto's Statement on Prohibited Discrimination and Discriminatory Harassment**, these steps will assist you in reporting your concerns and finding a resolution.

Step 1:

- Raise your concern or complaint with the individual(s) who you believe engaged in discrimination/harassment (if possible).

- An informal resolution may be achieved here.

Step 2:

- If a resolution is not achieved, discuss your concern with administrative officers responsible for the department or division. (e.g. Chair/Dean of Faculty/Department, Dean of Students)

- An informal resolution may be achieved here.

Step 3:

- If the issue remains unresolved, you have the option to file a formal complaint with the **UTM Equity, Diversity & Inclusion Office**.

- An equity officer will speak with you about available options and resources that may best be suited to your concerns.

- If an investigation is determined to be warranted, you will proceed to Step 4.

Step 4:

- An equity officer, in consultation with senior administration, will decide whether to conduct an investigation, and in the case that an investigation proceeds, the scope of the investigation will be set out.

- The decision will be advised by the Governing Council Statement on Prohibited Discrimination and Discriminatory Harassment

Step 5:

- The investigation will commence. The complainant will be advised if the concern/complaint is found to be substantiated. If it is found to be unsubstantiated, it will be dismissed. If a concern/complaint is found to be substantiated, steps will be taken to address the conduct that has occurred and to prevent reoccurrence.

- Resolution: The complaint will be addressed or dismissed.

Step 6:

- Potential to appeal: If you are not satisfied with the outcome of a complaint that has been investigated through the process in this flow-chart, you may request a review by writing to the Office of the Vice-Provost, Students within twenty (20) days of being notified of the result.

Disputes Within Accessibility Services

- If you have a concern about your accommodations, the first step is to discuss this with your Accessibility Advisor. If you still have concerns after this meeting, you may discuss further with our Assistant Directors or Director of Accessibility Services.

- If the matter is not resolved at this point, the second step is to contact the Assistant Dean, Student Wellness, Support & Success, Student Affairs. For an updated list of UTM SAS+ contacts, see this page: **utm.utoronto.ca/sas**

- If the matter is still not resolved, the third step should be to contact the Office of the Vice-Provost, Students at **vp.students@utoronto.ca**

Office of the Ombudsperson

- The University of Toronto Office of the Ombudsperson offers confidential advice and assistance to students, faculty, and staff on all three campuses of the University of Toronto.

- You may reach out to the office to discuss your concerns/problems at any point to get information about relevant policies and procedures and to help identify options. However, please note that the Ombudsperson cannot start an investigation until all other University avenues have been exhausted.

- For more information about their services and how to contact the office, visit the U of T Ombudsperson webpage (**ombudsperson. utoronto.ca**).
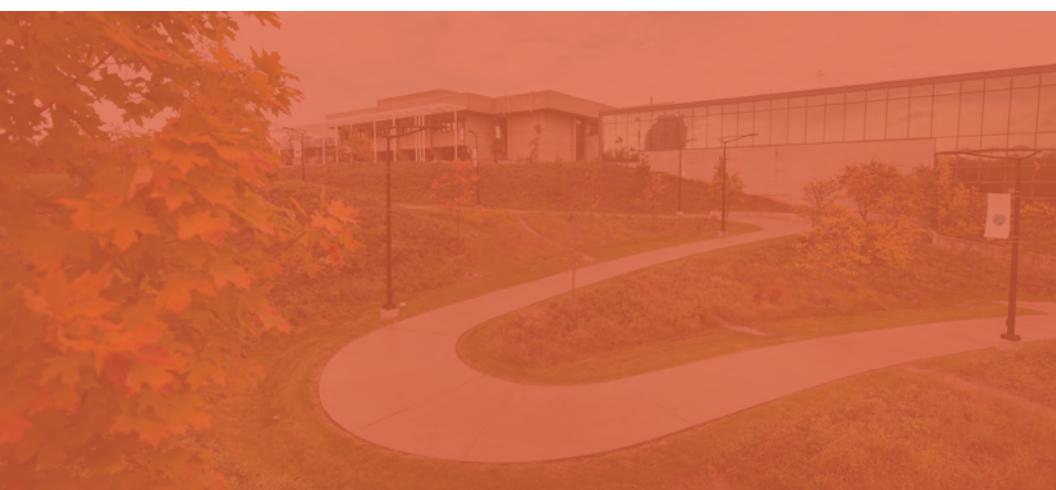
Services

Volunteer Peer Notetaking

Peer Note-Taking is a commonly used resource accessed by students registered with Accessibility Services. The program runs through the support of thousands of student volunteers who share their own lecture notes anonymously on our Note-Taking Portal. If eligible, students registered with Accessibility Services can access this portal. This program is not meant to replace in-person class attendance or students taking their own notes, but rather acts as a complementary service to supplement a student's own note-taking during a lecture. If you feel you may benefit from Peer Note-Taking, please speak with your Accessibility Advisor to discuss this and other resources to help develop and strengthen your note-taking skills. As this program relies on volunteers, we cannot guarantee that notes will be available for all of your courses.

Accessing class notes

It is your responsibility to register for Peer Note-Taking support on the Accessibility Services student portal, and we request that this be done for eligible courses at the start of the term – please note that this does not occur automatically. Additionally, we may not be able to facilitate note sharing for weeks of class that have already occurred, if you are signing up after the first day of class.

Note-taking Portal:
utm.utoronto.ca/accessibility/note-taking-services

In order to request notes, please follow the steps below or watch the Accessibility's Note-Taking video tutorial at **utm.utoronto.ca/accessibility/registered-students/aims-students**.

1. Before submitting your note-taking requests, please ensure that you have already **self-renewed** and **sent the Letter of Accommodations to your course instructors** on the AIMS system.

2. Visit our *__Note-Taking Portal__* to register for volunteer note-taking in each course you are requesting notes. We recommend you do this at the beginning of each course, or as soon as you register with Accessibility Services. Please note that we will not be able to provide note-taking support retroactively once a course has ended, and the later in the course a request is made, the more challenging it can be to obtain notes.

   a) To submit your note-taking requests, you must log into **AIMS** by using your **UTORid** and **password** at **aims.utm.utoronto.ca**

   *Look for "**Course Notes**" icon/tab and log in with **UTORid & Password***

   b) Please only submit note-taking requests for your UTM courses by following the instructions below:

   Look for "*I require a note-taker*" and select "*change this*" to "*yes*". Select "*OK*" in pop-up window to confirm.

3. This process informs Accessibility's staff to send an anonymous email to professors/course instructors requesting an in-class/Quercus announcement be made to recruit volunteer note-takers.

4. Please ensure to download your notes from the Note-Taking Portal regularly throughout the course.

What if notes are not available, or there are problems with the notes?

If, after making a request, notes are not available or are not uploaded within two weeks of registering on the portal, please reach out to **accessvolunteers.utm@utoronto.ca** so we may assist you. We can reach out to request another announcement be made in your class or remind a note-taker to continue uploading notes if they have stopped appearing on the portal.

We strongly suggest that notes are downloaded by students from the Note-Taking Portal regularly/weekly. By frequently downloading and reviewing the course notes that are provided by volunteer note-takers, students are better able to identify issues or concerns early (e.g., quality of the notes, notes not being uploaded on time) and inform our office so that they can be addressed for the remainder of the course.

Additional Support in Developing Note-taking Skills

We also strongly encourage all students to build and strengthen their note-taking skills through the duration of their degree by attending workshops at Accessibility Services. Check out the Accessibility Services Academic Skills Module (**utm.utoronto.ca/accessibility/registered-students/accessibility-services-academic-skills-module**) or work with a Learning Strategist (see p. 62).

If you would like to learn more about how to incorporate volunteer notes with your own notes, please read though our guide: **utm.utoronto.ca/accessibility/note-taking-services**.

Adaptive Technology

Our Adaptive Technologist will meet with you to:

- Identify what technology and/or software is available and appropriate for the functional limitations you are managing
- Assist you in learning how to use the technology and/or software

Are you interested in learning more about adaptive technology that may assist you?

Meet with your Accessibility Advisor for a referral to the Adaptive Technologist. For more information about various adaptive technology resources available please visit: **utm.utoronto.ca/accessibility/student-resources/assistive-technology**

Learning Strategies

Any student can meet with a Learning Strategist up to a few times per semester for individualized support. A Learning Strategist works with you one-to-one or in a small group to help you:

- Identify the impact of disability on your learning
- Discover how to use your learning strengths for university-level work
- Learn to manage time and address procrastination, perfectionism, and prioritization issues
- Develop new strategies for reading, writing, and active studying to help you achieve your academic goals

Learning Strategists are not able to:

- Offer direct support for course content (e.g. review assignments, proofread essays, tutor you on course material)
- Meet with you on a weekly basis to hold you accountable to your work
- Provide suggestions or advocate for changes to your academic accommodations or use of adaptive technology

We have in-house Learning Strategists that work specifically with students registered with Accessibility Services. You can book an appointment to meet with them by contacting our administrative team in person at **Room DV 2240** in the Student Services Hub in Davis Building, over the phone at **905-569-4699**, or by email at **access.utm@utoronto.ca**.

Did you know?

You can also access Learning Strategists and learning skills workshops through the **Robert Gillespie Academic Skills Centre (RGASC)**.

Find out more at **utm.utoronto.ca/accessibility/student-resources/learning-strategy-tri-campus-toolkit**

Academic Life Strategist

The Academic Life Strategist assists students through collaboration and coaching on learning and life goals to navigate their academic journey. Areas which may be explored include self-advocacy, self-care, managing personal and academic schedules, goal setting, transition support, communication/social skills, learning strategies, accountability support and resource provision. See more information about Academic Life Coaching support on our website at **Learning Strategies and Academic Life Strategies**.

Financial Support

Full-time OSAP funding for reduced course load

If you have a permanent disability, you may be eligible for full-time funding through the Ontario Student Assistance Program (OSAP) if you

are studying at 40% or more of a full course load. Speak to a registrar to determine what a 40% course load looks like in your program.

For the most up-to-date information on how to apply for this benefit, visit: uoft.me/financial-aid-disabilities

Bursaries

Ontario Student Assistance Program (OSAP)

For domestic students, you must first apply for OSAP (or an equivalent financial assistance program in your home province or territory) to determine your eligibility for disability-related grants and bursaries. You do not need to accept a loan to be eligible for funding.

Access to funding for disability-related services and supports begins with determining OSAP eligibility. Even if you are not likely to be eligible for OSAP, apply anyway as it is a required first step for other sources of funding. You can decline the approved loan if you wish.

Funding guidelines and options change frequently. For updated information, visit the OSAP website at osap.gov.on.ca.

The Bursary for Students with Disabilities (BSWD)

If you are eligible for OSAP, you may also be eligible for the Bursary for Students with Disabilities (BSWD) to help cover certain disability-related educational services and equipment. These may include:

- Assessments
- Note-taking
- Tutoring
- Technical aids
- Adaptive technology
- Psychoeducational assessments
- Counselling

Meet with your Accessibility Advisor for more information about applying for these bursaries. Make sure you are aware of the BSWD application deadlines each term.

If you are not eligible for OSAP or are an international student with financial needs, you can meet with your Accessibility Advisor about alternate sources of financial assistance for disability-related services or equipment.

For more information about financial support, visit: utm.utoronto.ca/future-students/finances/financial-aid

Disability-Related Services

You may be eligible for disability-related services (e.g. tutoring, counselling, coaching) and/or equipment, depending on disability documentation. These services are a private agreement between you and your service provider but we may be able to facilitate contact and help you explore funding options.

You can meet your Accessibility Advisor to determine your needs and eligibility for funding options.

Funding, fees, and receipts

It is important to keep track of the fees, payments, and receipts when you access BSWD or similar financial assistant supports. When applying for these services, please discuss next steps and how to submit receipts with your Accessibility Advisor.

It is important to note:

- Any funds you receive from a bursary or grant must only be used for the service or equipment requested on the application. No changes or substitutions can be made.

- Services received for specific courses cannot be transferred to other courses. Discuss with your Accessibility Advisor should you have any questions about this process.

- If you do not use all of your funding in one term, do not assume that funds can be carried over to the following term. In some situations, a new application will need to be submitted. For example, funding from the winter term typically cannot be transferred to a summer term.

- All receipts must be submitted to the funding body by the end of each term, any unused funds must also be returned. Keep copies of receipts for your own records. Connect with your Accessibility Advisor to ensure you're aware of the processes involved in the submission of receipts and repayments.

- If you do not submit receipts or repayment by the end of the term you received funding, it can impact your eligibility to receive OSAP funding, as well as other types of funding.

Library Accessibility Office

University of Toronto Libraries offer a variety of supports for students with disabilities.

In some cases, your Accessibility Advisor may refer you to the Library Accessibility Office directly for further support. With a referral from your Advisor, the library may provide:

- Reading material in an alternate format

- Access to laptops with assistive technology

- Retrieval of books on your behalf

Contact the Information & Loans Desk at askutml.utm@utoronto.ca or by calling **905-828-5236.**

Accessibility Student Advisory Group (ASAG)

Join the UTM Accessibility Student Advisory Group!

Do you have a passion for accessibility and inclusion? The **Accessibility Student Advisory Group (ASAG)** provides students with disabilities with the opportunity to share their experiences, ideas, and perspectives on matters that impact the student experience at the University of Toronto Mississauga (UTM). Students and staff will come together to discuss issues, activities, and initiatives related to accessibility, and provide feedback and recommendations to Accessibility Services at UTM.

Group Membership

- Membership is on a voluntary basis.
- The term of service will be one academic year from September 2025 to April 2026.
- Group members will include Accessibility staff (x2) and Accessibility-registered students (up to 10 student members)

Meetings

- Meetings occur monthly (1 hour) from September 2025 to April 2026.
- Topics of discussion will be provided prior to each meeting.

Eligibility & Application

- Must be a current undergraduate or graduate student registered with Accessibility Services at the University of Toronto Mississauga
- For more information, please visit **uoft.me/UTMASAG**

Accessibility Services Student Experience Survey

As part of Accessibility Services' mission to identify and remove barriers for students with disabilities and foster inclusion within learning environments, we collect quantitative and qualitative data through our annual Student Experience Survey.

These surveys explore students' experiences with Accessibility Services including registration, developing/ navigating accommodations, resources/supports accessed and communication.

The results of these surveys have directly informed the work of Accessibility Services to improve services for students with disabilities.

Each student registered with Accessibility Services will receive an email at the end of the winter term (April-May) with a unique link to participate and submit their feedback.

Community and
Peer Support

Connecting with others who share your interests and life experiences will help you find a sense of community on campus, making your student experience richer. Visit the **UTM Centre for Student Engagement** for a full list of on-campus opportunities.

At Accessibility Services, we are committed to fostering a sense of belonging and community for our students. We support your learning and development with workshops, events, and social functions that focus on building academic skills, communication, and community.

By engaging with peer communities, workshops, and events at Accessibility Services you can:
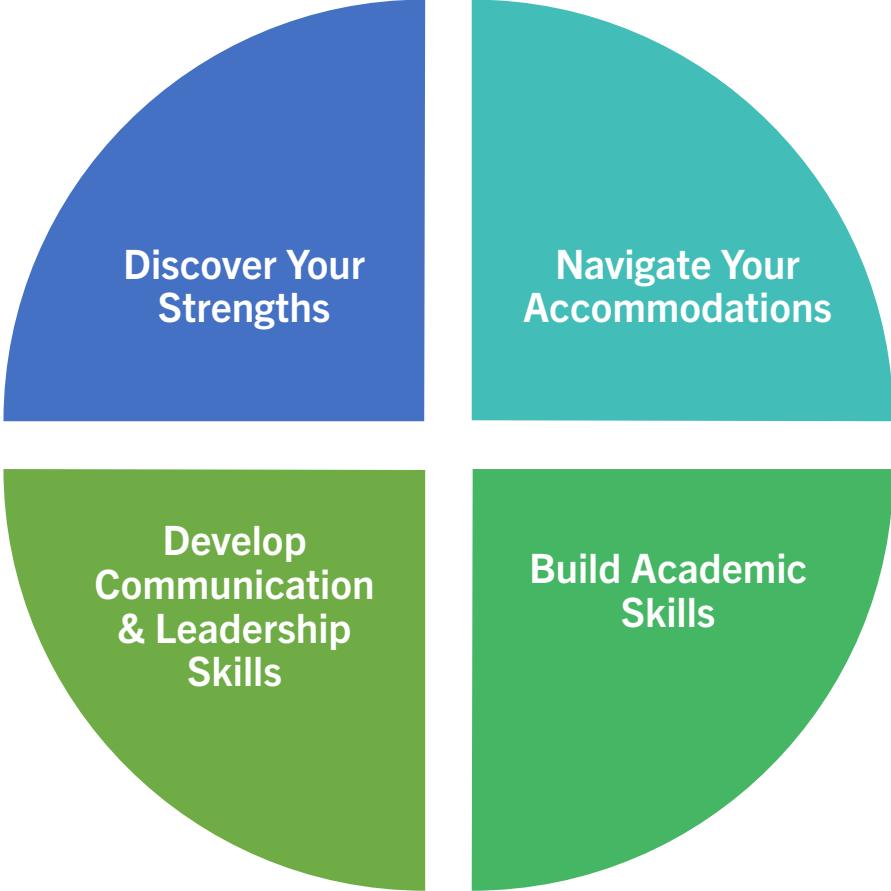
Discover Your Strengths

Navigate Your Accommodations

Develop Communication & Leadership Skills

Build Academic Skills

Summer Academic Skills Institute (SASI)

Summer Academic Skills Institute (SASI)

SASI is a comprehensive transition program for first year undergraduate students with disabilities at the University of Toronto Mississauga (UTM). This free program will provide students with the opportunity to:

- Develop academic and learning strategies that are essential for success in their upcoming courses.
- Connect with other first year students with disabilities and upper year student mentors.
- Learn how to access academic and well-being resources on campus.

Sessions will include:

- Evidence-based note-taking, test-taking, and study strategies
- Beating procrastination and time management tips
- Strategies for handling academic stress
- How to access academic and well-being resources on campus
- Mock lecture and Q&A period with a UTM instructor
- Library tour and information session
- Wellness activities with peer mentors, and more!

Eligibility & Registration

Open to first year undergraduate students registered with UTM Accessibility Services. Please visit **uoft.me/UTMSASI** for more information, including how to register.

> *I feel like I have someone I can count on to support me with my disability. Sometimes it feels like I'm struggling alone, but my advisor has made me feel like I always have support.*
>
> *- Registered student with UTM Accessibility Services*

ADHD
Skills Group

ADHD Skills Group

Looking for an opportunity to connect with fellow students who have similar experiences as you and lived experience with Attention Deficit Hyperactivity Disorder (ADHD)? Do you want to learn how to better manage your time and finish assignments, manage procrastination and stress, organize, and prioritize your academic work?

The group meets up weekly for 4 sessions to connect, learn and practice new learning skills while enjoying light snacks and discussing mutual interests and topics in a safe, supportive, relaxed, visual, and interactive manner.

Come to learn, develop new skills, and find connections with your peers!

Eligibility

Open to students with ADHD who are currently registered with UTM Accessibility Services.

Sessions - Occur in Fall and Winter Terms

Group members meet weekly for 4 weeks during the Fall and Winter term. Commitment to all 4 sessions is required. Sessions will be held on campus in the **Student Services Hub Activity Room** (**DV 2220**).

Learn more about the ADHD Skills Group here:
uoft.me/ADHDSkillsGroup

Peer Mentor Learning Community (PMLC)

Peer Mentor Learning Community (PMLC)

The PMLC program is offered jointly by Accessibility Services and the Robert Gillespie Academic Skills Centre (RGASC) to support student learning and well-being for students registered with Accessibility Services.

Through interactive workshops, social events, and one-on-one mentoring, the PMLC program engages students in building academic skills and fostering connections.

Workshops

PMLC workshops are collaborative, activity-based, and hands-on sessions that support students to become active, engaged, and independent learners. Students will learn essential academic skills such as time management, note-taking, test taking, reading, and writing.

Study & Art Café & Mentor Connections

A space for students registered with Accessibility Services to study independently, participate in art activities, and connect with our volunteer mentors. Our mentors are available to assist you with:

• Navigating and accessing campus resources

• Tips on being a successful student

• Time management and study strategies

• How to use the AIMS Test/Exam & Note-taking Modules

One-on-One Mentoring

Confidential sessions between students and mentors, meant to provide guidance on how to navigate university life and meet their personal and academic goals.

Please visit our PMLC webpage for more information:
uoft.me/UTMPMLC

Study Hub

Study Hub

The Study Hub is a quiet space to study, catch up on work and/or learn a strategy or two. We aim to provide a quiet, distraction-free zone to help you concentrate on your work. Each study hub will begin with a mini learning strategy session facilitated by an Accessibility Services Learning Strategist and/or an Academic Life Strategist.

Drop in, ask questions, learn a new academic strategy, work on assignments and, of course, enjoy a snack!

Eligibility

Open to all undergraduate and graduate students currently registered with UTM Accessibility Services.

For more information, visit our Study Hub webpage at
uoft.me/UTMStudyHub

Social Connections

Social Connections

Looking for an opportunity to connect with fellow students and develop new friendships? Then this group is for you!

The group meets up to play games, enjoy light snacks, and discuss mutual interests and topics in a safe, supportive, relaxed, visual, and interactive manner. Activities and topics will be suggested by staff in order to promote social connections but student input is welcomed and encouraged!

Come to laugh, develop social skills, and find community!

Eligibility

Open to all undergraduate and graduate students currently registered with UTM Accessibility Services.

Learn more about our Social Connections program at **uoft.me/SocialConnections**

A Note to Parents, Family, and Supporters

Supporting Students

Navigating a new institution and new systems can be challenging and you are certainly welcome to be involved in helping your student get started. Students can attend their meetings with parents, family, and/or supporters if they choose. Further communication between Accessibility Services and parents, family, and/or supporters will require the student to sign a consent form that will authorize the release of their information to the specified party/parties.

Your Student's Accessibility Advisor

When your student registers with Accessibility Services, they are assigned an Accessibility Advisor. Their job is to help students with disabilities navigate academic accommodations and refer students to appropriate resources. This means that you, as a parent/family member/supporter have the opportunity to step-back knowing that your student will be supported through Accessibility Services.

Student Independence

We also recognize that university is a time to build independence and we encourage students to practice self-advocacy skills as early as possible. The following suggestions will give a great starting point for new students:

- You can encourage your student to look at their class schedule, learn their instructors' names and reach out early on with their Letter of Accommodation to start a dialogue. Students may even wish to reach out to their instructors before the start of the semester if their contact information is available.

- Although parents/family/supporters are welcome to join, students are encouraged to attend their intake appointment with Accessibility Services on their own. They will be guided through the process with the help of their Accessibility Advisor. Attending on their own will give your student space to find their voice.

Parent to Parent Letter

Some of the best advice for parents of students with disabilities comes from other parents. Follow the below link to read a fantastic open letter written by a woman who worked in Accessibility Services for over 30 years and who had a child with a disability attending college for the first time. Her experience and wisdom may be helpful to those supporting new students.

[Click here to read the letter.](#)

Appendix

What is a disability?

There are many ways to define disability. The University of Toronto abides by the definition in the *Ontario Human Rights Code, R.S.O. 1990, c.H.19*:

- Any degree of physical disability, infirmity, malformation, or disfigurement (including chronic health conditions, sensory impairments, functional or mobility disabilities)

- A condition of mental impairment or developmental disability

- A learning disability or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language

- A mental disorder

- An injury

Accommodations have helped me so so much, I definitely see a difference between using them and not having them.

- Registered student with UTM Accessibility Services

Defining disability is a complex, evolving matter

The term disability covers a broad range and degree of conditions. The *Ontario Human Rights Code* is not exhaustive and does not speak to the complex and intersectional lives that students with disabilities lead or the strengths they demonstrate every day.

Students with disabilities are thriving at U of T in nearly every program, faculty, and division. Students registered with our service are defined by their intelligence, their hard work, and their resilience.

Duty to Accommodate

The *Ontario Human Rights Code* guarantees the right to equal treatment in education without discrimination on the ground of disability. The University of Toronto has a duty and is committed to considering accommodations when:

• They are requested by a student

• We become aware of a student's accommodation needs in a reasonable time

• Accommodations do not cause undue hardship to the University (e.g., safety to self and others, cost, and academic integrity of programs of study)

We will arrange appropriate, effective, and respectful accommodations that level the playing field so all students meet the same academic standards. Requests for accommodation are considered in good faith.

Notes

My accommodations

Date _____