

Accessibility Services: STUDENT REFERENCE GUIDE

2021/2022 Academic Year

It is recommended that all students who are registered with Accessibility Services read this handbook.

Please contact your campus Student Wellness & Accessibility office if you have any questions about the information contained in this guide.

St. Lawrence College is committed to making our resources usable by all people, whatever their abilities or disabilities. This information will be made available in alternative format upon request.

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Student Wellness & Accessibility Offices

Brockville Campus

2288 Parkedale Avenue
Brockville, ON K6V 5X3
Room 100

Phone: 613-345-0660
ext. 3154 or ext. 3111

Fax: 613-345-7871

Cornwall Campus

2 St. Lawrence Drive
Cornwall, ON K6H 4Z1
Room M1461

Phone: 613-933-6080
ext. 2709

Kingston Campus

100 Portsmouth Avenue
Kingston, ON K7L 5A6
Room 01230

Phone: 613-544-5400
ext. 5504

Fax: 613-548-7793

Office Hours: Monday – Friday, 8:00 AM to 4:00 PM

Email: accessibility@sl.on.ca

Booking Appointments: Frequently Asked Questions

Q: Who is my Counsellor/Accessibility Advisor?

A: Your Advisor is the person you will meet with to discuss your disability-related needs, accommodations, and other related issues. When you contact Accessibility Services for the first time, an appointment will be set up for you to meet your advisor.

Q: How do I book an appointment with my Advisor?

A: Please contact the front desk at your campus Student Wellness & Accessibility office or email accessibility@sl.on.ca to book appointments with your Advisor.

Q: Can I book regular appointments?

A: Your Advisor will speak to you about your individual needs and will make recommendations regarding frequency of appointments.

Q: What if I need to cancel an appointment?

A: Please contact your campus Student Wellness & Accessibility office to cancel your appointment. If possible, we ask that you give 24 to 48 hours' notice when cancelling appointments as this allows another student the opportunity to book an appointment.

Please note that missing appointments may result in a delay in service and/or a delay in the implementation of your accommodations. We cannot provide supports if you do not engage in discussions with your Advisor about your needs.

Q: What if I am late for an appointment?

A: Please contact your campus Student Wellness & Accessibility office immediately. Your appointment may be rescheduled to ensure that there will be sufficient time to adequately address all of your questions and/or concerns. You may be required to reschedule your appointment if you are more than 10 minutes late.

Academic Accommodations Explained

Students with temporary or permanent disabilities or functional limitations (as defined in Section 10 (1) of the Ontario Human Rights Code, 1990) can access individually-designed supports, personal counselling and accommodations to meet their academic and placement needs. The goal of Student Wellness & Accessibility is to address the attitudinal, informational, communication, technological, organizational, and physical barriers that can hinder the success of students with disabilities as they strive to achieve their educational, personal and career goals.

Academic Accommodations provide support to all students with disabilities, both temporary and permanent, with valid documentation. An **accommodation** is a change in the typical way a student is expected to learn, complete tests or take part in class. Accommodations include things like alternative reading formats or physical changes to the classroom.

St. Lawrence College will accommodate students with temporary or permanent disabilities. Accommodations are based on the functional limitations associated with a student's disability that interfere with their academic functioning, keeping in mind specific program requirements. Students who receive accommodations must still meet the essential course and program requirements in order to be successful. This means two people with the same diagnosis might have different accommodations because of the unique aspects of their circumstances and the courses they are taking. Accommodations provided to our students with disabilities equalize the learning environment. They do not guarantee success and do not provide an advantage - they simply "level the playing field".

Examples of Common Accommodations:

- Extra time for tests/exams
- Recorded lecture
- Note-taking services
- Access to computer in class

Other accommodations are explained below in further detail.

LEARNING STRATEGIES SERVICES

Learning Strategies (LS) are active plans or approaches that help you to learn more effectively and efficiently.

Our Learning Specialists assist students with the development of skills and motivation necessary for academic success. Learning Strategy appointments use a **one-on-one approach** with a focus on the **individual needs of each student**. Learning Specialists and students work collaboratively to create a

plan to work on skills such as time management, organization, note-taking strategies, effective textbook-reading methods, study practices, and more.

ADAPTIVE TECHNOLOGY SERVICES

Adaptive or Assistive Technology (AT) is a generic term that includes any piece of equipment or software that is used to increase efficiency, maintain function, or improve the capability of individuals with disabilities. AT is used to achieve greater independence while compensating for any functional deficits. The Adaptive Technologists work closely with the Counsellors/Accessibility Advisors in supporting students with disabilities.

After a referral, students may see an Adaptive Technologist for:

- an AT assessment and/or review of existing AT
- assistance with the ordering / purchasing process
- on-going training and troubleshooting needs

REDUCED COURSE LOAD

Students with a **permanent disability** who are registered with Student Wellness & Accessibility have the option of taking a reduced course load. A reduced course load means that students take a smaller number of courses each semester, and then add semesters on to the end of their program. For example, if a student is in a one-year program and decides to take a 50% course load, the program becomes two years. There is a tuition subsidy (discount) for the additional semesters, for eligible students. Students on a reduced course load maintain full-time student status as long as the course load remains between 40% and 100% of a full course load. Full time student status means that students remain full time for OSAP purposes and retain other full time student benefits such as the bus pass, health plan, and so on. To discuss this option, come to Student Wellness & Accessibility. If it is determined that a reduced course load will best support your academic success, you will need to complete some forms at Student Wellness & Accessibility before it becomes official and before you withdraw from any courses.

DISTRACTION REDUCED ENVIRONMENT AND DISTRACTION REDUCED PRIVATE SPACE ACCOMMODATIONS

If you are registered with Student Wellness & Accessibility and have *Distraction Reduced Environment* or *Distraction Reduced Private Space* on your Accommodation Letter, your default location for your quizzes/tests/exams is the Test Centre.

Distraction Reduced Environment: Your quizzes/test/exams will be scheduled in the Test Centre by your faculty member.

Distraction Reduced Private Space: Students with this accommodation require a private room within the Test Centre. Your faculty will book your spot in the Test Centre and Test Centre staff will coordinate the private room – you do not need to book anything yourself.

Writing Quizzes/Tests/Exams in the Test Centre

The **Test Centre** provides a quiet, comfortable, professional and secure testing environment for students with disabilities when those needs cannot be met in the classroom. The Test Centre can accommodate digital, paper-based and online tests.

To access testing accommodations, students generally need to complete assessments (quizzes, tests, exams) in the Test Centre. (There are some exceptions; if you prefer to complete tests in the classroom, discuss with your faculty and your Counsellor/Accessibility Advisor.)

Your faculty will book your assessments in the Test Centre on your behalf; you do not need to book your assessments.

When completing an assessment in the Test Centre:

- Attend Test Centre with Student ID or photo ID at regular time of test or agreed upon time.
- Personal devices (e.g., laptops, phones, etc.) are **not permitted** with you during your test.
- You are expected to monitor your time independently during an assessment. You will not be notified by Test Centre staff of time remaining. There are clocks in the Test Centre to help you manage your time during your assessments.
- There may be academic penalty if you exceed your allotted time.
- You do not have to miss class time in order to access your accommodations. If your test time, including any extended time, interferes with class time, please arrange with your faculty to start your test earlier, or at another mutually agreeable time.
- Notify instructor **at least 2 business days** prior to assessment if you choose to change your test location (Test Centre to classroom or classroom to Test Centre).

Test Centre Campus Locations & Contact		
Campus	Room	Email
Brockville	212	testcentrebrockville@sl.on.ca
Cornwall	M1420/M1430	testcentrecornwall@sl.on.ca
Kingston	22120	testcentreakingston@sl.on.ca

ALTERNATIVE FORMAT TEXTBOOKS

Students who have a confirmed perceptual disability are eligible to receive their educational materials in alternative format. According to the [Canadian Copyright Law, Section 32](#)¹, students with perceptual disabilities include those who have:

- Visual disabilities
- Difficulty processing print due to a learning disability
- Difficulty reading due to illness
- Difficulty with concentration due to short term memory loss, or
- Difficulty physically handling books or turning pages

To request textbooks and other educational materials in alternative format, please follow these steps:

1. Obtain a copy of your SLC Booklist

This document can be found by logging into the student portal at [slc.me](#). From the top navigation bar, click on “College Services,” then “Booklists/Learning Materials,” then select your campus. Search the booklists by name.

- Save a copy to your computer/device. This can be uploaded with the online form.

2. Obtain a copy of proof that you have purchased the textbooks that you require in alternative format

Your book receipt(s) is preferred.

- A scan or clear photo of your receipt, or forwarded email receipt are acceptable. This can be uploaded with the online form.*

If you do **NOT** have your book receipt, please contact altmedia@sl.on.ca or call 613-544-5400, ext 1636.

3. Complete and submit the [online Alternative Textbook & Educational Materials Request Form](#)²

- The above 2 items can be uploaded with this form before submitting.

* Due to a limit on the size and number of uploads to the online form, you may receive an error message when submitting photos. If you do, remove your uploaded photos and submit the form without them. Then, send your photos directly to altmedia@sl.on.ca using your student email, and we will make sure that the application form and supporting information are linked.

If you need assistance in requesting your books in altformat, please contact altmedia@sl.on.ca or call 613-544-5400, ext. 1636.

¹ Canadian Copyright Law, Section 32: <https://laws-lois.justice.gc.ca/eng/acts/C-42/page-1.html>

² Online Alternative Textbook Request form: <https://stlawrencecollege.ca/forms/alternative-format-textbook/>

Accommodations: Frequently Asked Questions

Q : I have an accommodation to write my tests in the Test Centre. What if I want to write my test in the classroom instead?

A : You can change the location for quizzes/tests/exams (Test Centre to classroom or classroom to Test Centre) as long as you notify your professor by email at least 2 business days before the scheduled date. Professors are not obligated to have extra copies of tests in the classroom and therefore if you show up to write your test in the classroom, you will likely be told you need to go to the Test Centre to write the test.

Q : I have accommodations in place, but I find I'm struggling academically. What can I do?

A : Make an appointment at the Student Wellness & Accessibility front desk or via email at wellness@sl.on.ca to review supports available. The earlier you get in touch with Student Wellness & Accessibility, the better it will feel to get things on track.

Q : Am I required to use the services and accommodations available to me?

A : No. Your accommodations are designed to meet your disability related needs, but those needs may vary depending upon the format of your course. As such, you may find that there are times when you choose not to use the available supports. In these cases, we strongly encourage you to speak to your Advisor about your decision.

Q : I want to get a tutor, how do I do that?

A : Visit this link to request a peer tutor, free of charge: [Peer Tutoring Program](#)³.

³ Peer Tutoring Program: <https://www.stlawrencecollege.ca/services/academic/peer-tutoring>

Q : One of my friends has an accommodation that I want. How do I get it added to my Accommodation Letter?

A : The accommodation process is an individualized process, based on the student's needs and the disability documentation provided by the student. This means that students are eligible for only the accommodations that are appropriate to their individual needs, and Accommodation Letters will be different for different students. If you would like to review your accommodations, please book an appointment at Student Wellness & Accessibility. Sometimes students decline an accommodation but later realize it would be helpful for them. We can change an Accommodation Letter at any time in the semester, provided any accommodation changes support the identified functional need or limitation. If you have new or additional disability documentation you would like Student Wellness & Accessibility to consider, please provide it to Student Wellness & Accessibility at the time of booking the appointment.

Q : I'm in my first year of a 2-year program. Will my Accommodation Letter be sent to my professors next year?

A : Check the expiry date at the top left of your Accommodation Letter. Upon expiry of your Accommodation Letter, you will need to renew your Accommodation Letter, either at the Student Wellness & Accessibility front desk, or fill out the [online Accommodation Letter Renewal Form](#)⁴.

Q : I provided Student Wellness & Accessibility with disability documentation to get accommodations. Do I need to provide that documentation every year?

A : If you have provided documentation indicating a “**permanent disability**”, you do not have to provide any further documentation to renew your current accommodations. However, if your needs change, you may need to provide additional or updated documentation. If you are not sure if you provided documentation that indicates a “permanent disability”, please check with your Advisor.

Interim Disability Status: Students are in the process of obtaining documentation either from a regulated health professional from whom they received a diagnosis or are receiving ongoing treatment or from the results of a psycho-educational assessment. After the accommodation

⁴ Online Accommodation Renewal Form: <https://www.stlawrencecollege.ca/forms/accommodation-letter-renewal-form/>

valid date has expired, students will need to contact Student Wellness and Accessibility to update their documentation to receive further accommodation.

Temporary Disability Status: Students who are in a position where they are temporarily in need of accommodations. For example, a student breaks his/her arm and requires a note taker or a scribe. Documentation will need to be provided. Student will be provided accommodations until the valid date on the accommodation letter has expired. This date is indicated on the student's medical documentation.

Q : Do I have to disclose my disability to my instructors?

A : No, the choice to disclose is entirely yours. Your professor will be aware that you need accommodations when they receive a copy of your Accommodation Letter. However, this letter contains no information about your disability. In some circumstances, however, disclosing the nature of your disability could be very helpful to you or your professor for the purposes of arranging your accommodations. You are encouraged to speak with Student Wellness & Accessibility at any time if you have questions or concerns about disclosing your disability to anyone outside of the Student Wellness & Accessibility office.

Q : What should I do if my professor is not implementing my accommodations as I thought they would?

A : Your Accommodation Letter represents the SLC Student Wellness & Accessibility formal approval of your academic accommodation plan. Instructors are expected to honour this letter, but sometimes misunderstandings can occur. You are encouraged to communicate your concerns to your professor and/or contact Student Wellness & Accessibility to help you resolve the issue.

Q : Will taking a reduced course load affect my eligibility for disability grants / bursaries of Ontario Student Assistance Program (OSAP)?

A : Most scholarships require confirmation that you are registered in a full-time program at college or university. If you are taking a reduced course load as an accommodation of your disability, it can be considered the equivalent of a full course load carried by a student without a disability. OSAP requires a minimum course load of 40%.

Q: What if I become ill or the symptoms of my disability become so severe that need to withdraw from my program and come back at a later time?

A: If you're not sure whether to withdraw or not, we encourage you to come to Student Wellness & Accessibility to discuss your situation. If you decide to withdraw, we will guide you to complete an Academic Withdrawal Form, which you submit to the Registration Office. After that, you have the option to submit a Medical/Compassionate Withdrawal Form to Student Wellness & Accessibility, signed by your physician, supporting the withdrawal on a medical basis. This process allows you to request a) a pro-rated refund of your tuition fees, and/or b) replacing any F (Fail) grades with W (Withdrawal) grades on your transcript, so that your withdrawal does not adversely affect your GPA. You can access the necessary forms, and guidance on the process, at Student Wellness & Accessibility.

Q: What if I have a medical emergency and I miss a due date or a test?

A: Contact Student Wellness & Accessibility to discuss your situation as soon as possible. When appropriate, we can make alternate arrangements with your professors. In these cases, we will need medical documentation about the period of time you were absent due to a medical condition.

Student Rights and Responsibilities

Students with Disabilities at St. Lawrence College have a *right* to:

- equal access and equal opportunity to participate in the academic experience
- be treated with dignity and respect regarding their disability, accommodation and/or access needs
- appropriate, individualized accommodation
- protection and security of their personal, health, disability and other confidential information
- timely service provision
- prompt, equitable investigation and resolution of concerns

Students with Disabilities have a *responsibility* to:

- provide Student Wellness & Accessibility with appropriate information and documentation from a regulated health professional relating to your needs.
- participate in discussions regarding possible accommodation solutions, based on needs.
- inform Student Wellness & Accessibility as soon as possible if your needs change or if difficulties arise so that other options or arrangements can be explored.
- continually monitor your progress and self-advocate as needed.
- inform Student Wellness & Accessibility of any changes in faculty and/or courses (including relevant on-line or Ontario Learn courses) to support updated Accommodation Letter distribution.
- complete any necessary steps identified and discussed with Student Wellness & Accessibility to initiate your accommodations.
- renew your Accommodation Letter with Student Wellness & Accessibility each semester/year as appropriate. The expiry date is indicated on your Accommodation Letter. Submit renewal requests through the [online Accommodation Letter Renewal Request Form](#)⁵.
- notify Student Wellness & Accessibility if you would like to discuss the option of a reduced course load. Students with confirmed disabilities are permitted to take as low as 40% of a full course load, upon completion of required documentation with your Accessibility Advisor or Counsellor.
- notify Student Wellness & Accessibility if you require placement accommodations. To support smooth implementation of placement accommodations, notify Student Wellness & Accessibility no later than the semester prior to placement.
- submit an [online Alternative Format Request Form](#)⁶ if you require educational materials in an **alternative format**.

⁵ Accommodation Letter Renewal Form: <https://www.stlawrencecollege.ca/forms/accommodation-letter-renewal-form/>

⁶ Alternative Format Textbook Request Form: <https://stlawrencecollege.ca/forms/alternative-format-textbook>

Statement of Confidentiality

Student Wellness & Accessibility collects and stores personal and health information as is reasonably required to provide disability-related services and is allowed under the authority of the *Personal Health Information Protection Act, 2004*.

Information pertaining to a student's disability, and/or functional limitations arising from a disability, specifically as it relates to accommodations in the academic context is collected. Information pertaining to a student's participation in academic studies at St. Lawrence College including name, birth particulars, contact information, emergency contacts and academic status is also collected.

Student Wellness & Accessibility collects this information for the following purposes:

1. To determine a student's eligibility for accessibility services
2. To design and approve appropriate individualized accommodation plans
3. To determine eligibility for funding supports (e.g., *Bursary for Students with Disabilities, Ontario Student Assistance Program – Ontario Student Assistance Program (OSAP)*)
4. To facilitate referrals to on or off-campus supports

Confidentiality and Protection of Information

The College is committed to maintaining confidentiality when providing academic accommodations and related support services to students with disabilities. All information provided by students including written documentation related to their disability and information disclosed by students to Student Wellness & Accessibility staff personnel in appointments, emails or phone calls is held in strictest confidence. Discussion or clarification of your accommodations with other staff or faculty may need to be done by Student Wellness & Accessibility for the sole purpose of implementing your accommodations efficiently and effectively.

Student paper records are maintained in locked file cabinets in the Student Wellness & Accessibility office and are accessed only by Student Wellness & Accessibility employees. Student Wellness & Accessibility also stores student electronic records on an encrypted, secured server that is maintained by Information Technology Services. Only Student Wellness & Accessibility staff is authorized access to these student electronic records.

Student Wellness & Accessibility maintains records for 10 years after the last contact with the service before being destroyed. This enables students to access their file with Student Wellness & Accessibility for various purposes for a period after leaving St. Lawrence College, such as applying for admission to other academic institutions or accommodation on professional qualifying exams.

Sharing and Exchange of Personal, Health or Disability-Related Information

Outside of Student Wellness & Accessibility

No information about a student's disability and/or their registration with Student Wellness & Accessibility is shared with others at St. Lawrence College, without the student's explicit consent, including with professors, teaching assistants, staff in academic departments, Student Awards, Registrar's Office, Residences or other units.

Students are not required to share *any* information about their disability or health condition with anyone outside of Student Wellness & Accessibility.

Information about a student's disability/health condition, their registration with Student Wellness & Accessibility and/or their receipt of academic accommodations does not appear on any official file with the College, including transcripts or degree documents.

Disclosure

There are some exceptions where Student Wellness & Accessibility may be required by law or statute to share information about students registered with its services. These exceptions include:

- If there is a known risk of serious harm to the student or another person
- In the case of apparent, reported, suspected or potential child abuse or neglect
- In response to a court order or summons for records or testimony
- If a student reports sexual abuse by a Regulated Health Care Professional
- For the purpose of contacting a relative, friend or potential substitute decision-maker if the student is injured, incapacitated, or ill and unable to give consent personally
- If the student is known to be involved in a fraud investigation
- For the purpose of a proceeding or a contemplated proceeding in which Student Wellness & Accessibility is expected to be a party or a witness if the information relates to or is a matter at issue in the proceeding

Consent forms to grant any sharing of their personal, health or disability-related information are available from Student Wellness & Accessibility staff as needed.

Additional Support Services at SLC

Outside of academic accommodations, there are many services offered to support learning.

COUNSELLING SERVICES

Counselling Services are a part of Student Services, and are designed to provide support to students during their time at St. Lawrence College. Meeting with a friendly and professional counsellor with whatever may be challenging or troubling, can make a difference. Our counsellors provide a wide range of strategies and supports to assist you in doing your best during your time at St. Lawrence College.

Who should seek counselling?

Any student of St. Lawrence College is welcome to seek service. We understand that being in college can be an exciting time, but that it can also be accompanied with stressful times.

Some common areas of concern addressed in counselling are:

- transition to college life,
- adjustment to disability or health related concerns,
- anxiety or mood issues,
- stress management,
- conflict with family and friends,
- grief/loss,
- relationship problems,
- self-esteem,
- sexuality,
- substance use,
- and much more.

Click to learn more about [Counselling Services at SLC](#)⁷.

⁷ Counselling Services at SLC: <https://www.stlawrencecollege.ca/services/student-wellness-and-accessibility/wellness-services-and-resources>

ACADEMIC SUPPORT CENTRE

(Formerly the Math & Writing Centre)

Are you looking to improve/enhance your writing, math, or science skills? The Academic Support Centre is here to help. They offer a safe, friendly, and collaborative learning environment for you to develop your abilities and strengthen your confidence. Their team is happy to assist you with a variety of different topics and can offer free one-on-one or group tutoring sessions. They welcome students from all programs. To find handouts and reference materials or to inquire about our services, please visit slc.me, or visit the Academic Support Centre located in or near the library on your campus.

STUDENT SUCCESS FACILITATORS

Worried about how to study effectively? Not sure who to talk to about finances? Wondering how to cope with learning lots of new material? Student Success Facilitators (SSF) provide support and resources to help you achieve your academic and personal goals. They work closely with faculty and College services to ensure that you have a positive learning experience. They also assist you with adjusting to college life, finding College resources, obtaining a peer tutor, becoming a peer tutor, understanding how to develop the academic skills you will need, and more.

- Development of effective learning and study strategies - check out their [learning resource online](#)⁸.
- Information and referral to College resources and services
- Academic advising
- Help with adjusting to college life
- Resources for finances

PEER TUTORING

If you are having difficulty in one or more of your courses, the Peer Tutoring Program may be of benefit to you. Peer Tutors provide practice and review of course material to help students enhance their understanding of the course content.

Peer Tutoring is available for most courses in most programs but is subject to Peer Tutor availability.

⁸ Student Success Facilitator Online Learning Resources: <https://www.stlawrencecollege.ca/campuses-and-services/services-and-facilities/student-success-facilitators/learning-resources/>

Peer Tutors may work individually or with small groups of students. Peer Tutoring is a paid Student Bursary position. Peer Tutors may opt to accumulate hours towards a Student Life Credit instead of being paid.

Students who are strong academically in their courses may be interested in becoming a Peer Tutor. Peer Tutors should possess excellent communication skills and a friendly, helpful attitude. The rewards of becoming a Peer Tutor include extra income, excellent experience, reinforcement of your own knowledge and the satisfaction of helping others.

If you are interested in receiving Peer Tutoring or would like to become a Peer Tutor yourself, please learn more by visiting the [Peer Tutoring page](#)⁹ specific to the campus you are attending.

APPEALS

St. Lawrence College is committed to fairness and requires adherence to policy in decisions affecting students. The goal of the Academic Appeal Procedure is to seek resolution when a student feels that they have not been treated fairly with respect to academic policy. Academic appeals provide a mechanism for reasonable review of academic decisions. A student who feels that a College policy has been violated or that a decision is excessive or unwarranted may appeal the academic decision.

Click to learn more about the [Academic Appeal Procedure](#), and who to contact for support.

BEHAVIOURAL INTERVENTION TEAM (BIT)

The top priority of the SLC Behavioural Intervention Team is the safety and well-being of students, staff, faculty and the college community. The team wants to be notified of individuals on campus who are experiencing distress or jeopardizing campus safety. As a team they coordinate resources and facilitate a caring, restorative approach to best assist the individual of concern. You can make a report anonymously online, or contact the BIT directly to voice your concern.

Click to learn more about the [Behavioural Intervention Team](#)¹⁰.

⁹ Peer Tutoring: <https://www.stlawrencecollege.ca/campuses-and-services/services-and-facilities/peer-tutoring/>

¹⁰ BIT: <https://www.stlawrencecollege.ca/campuses-and-services/services-and-facilities/report-a-concern/>

OSAP (ONTARIO STUDENT ASSISTANCE PROGRAM)

All information is interpreted from the OSAP website and is subject to change without notice.

OSAP is a mix of grants and loans for students to supplement the financial resources you have available to aid with the costs of your post-secondary education. Through one OSAP application, you have access to this mix of different financial aid programs, depending on your circumstances.

OSAP is open to Ontario residents who are a Canadian Citizen, permanent resident or protected person. If your home is in another province, contact your Provincial Ministry of Education for information about their student aid programs.

As a government program, OSAP is not intended to meet all your educational and living costs, you are expected to help pay for your studies. What OSAP aims to provide is equality of opportunity for all Ontario students who wish to pursue post-secondary studies.

It is of the utmost importance to keep your contact information updated with OSAP and the National Student Loans Service Centre (NSLSC). Failure to keep updated contact information can result in missed information from the National Student Loans Service Centre and OSAP that could lead to problems with your current or past student loans. You can also contact NSLSC by calling 1-888-815-4514.

SLC Financial Aid/OSAP Offices

Brockville Campus

2288 Parkedale Ave. Brockville ON K6V 5X3

613-345-0660, ext. 3230

osapb@sl.on.ca

Cornwall Campus

2 St. Lawrence Drive, Cornwall ON K6H 4Z1

613-933-6080, ext. 2722

osapc@sl.on.ca

Kingston Campus

100 Portsmouth Ave., Kingston ON K7L 5A6

613-544-5400, ext. 5503

osapk@sl.on.ca

Other Helpful Resources

Regional Assessment and Resource Centre Transition Guide:

www.queensu.ca/rarc/transition-programs-and-services/transition-resource-guide

Learning Disabilities Association of Ontario

www.ldao.ca

Canadian Mental Health Association – Understanding Your Mental Illness

<https://cmha.ca>

Autism Ontario

www.autismontario.com

Autism Canada – Post-Secondary Education

www.autismcanada.org

Canadian National Institute for the Blind

www.cnib.ca/en/ontario/Pages/default.aspx

Canadian Hearing Society

www.chs.ca

Spinal Cord Ontario

www.sciontario.org

Ontario Brain Injury Association

www.obia.ca

Ontario Assistive Devices Program

www.health.gov.on.ca

March of Dimes Canada

www.marchofdimes.ca/EN/Pages/default.aspx