

Accessibility Services: STUDENT REFERENCE GUIDE

2024/2025 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 fully accessible to all persons. This document 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 250B

Phone: 613-345-0660
ext. 5504

Fax: 613-548-7793

Cornwall Campus

2 St. Lawrence Drive
Cornwall, ON K6H 4Z1

Room M1440

Phone: 613-933-6080
ext. 5504

Fax: 613.548.7793

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: When you contact Accessibility Services for the first time, an appointment will be set up for you to meet a Counsellor or Accessibility Advisor based on your intake information, who will discuss your disability-related needs with you.

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 an appointment.

Q: Can I book regular appointments?

A: Your Counsellor or Accessibility Advisor will make recommendations about appointment timing/frequency based on your individual needs.

Q: What if I need to cancel an appointment?

A: Please contact your campus Student Wellness & Accessibility office as soon as you become aware that you need to cancel your appointment. To avoid 'no shows', please give at least 24 to 48 hours' notice to cancel or to reschedule an appointment. Providing notice allows other students the opportunity to access services with changes to provider availability.

Missed appointments may also result in a delay in service and/or a delay in the implementation of your accommodations. It is important that you actively engage in discussions with your Counsellor/Accessibility Advisor about your needs in order to ensure timely supports are in place for you.

Q: What if I am late for an appointment?

A: Please contact your campus Student Wellness & Accessibility office immediately to determine whether the meeting can still occur at that time or whether it needs to be rescheduled. Your appointment may be rescheduled to ensure that there will be sufficient time to adequately address all your questions and/or concerns.

Academic Accommodations Explained

Students with temporary, persistent or prolonged, or permanent disabilities or functional limitations (as defined in Section 10 (1) of the [Ontario Human Rights Code, 1990](#)¹) can access individually-designed supports 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, whether temporary, persistent or prolonged, or permanent, with valid documentation. An academic **accommodation** is an adaptation to the typical way a student is expected to learn that allows a student with a disability fair opportunity to engage in academic activities and fulfill essential course and program requirements.

Academic accommodations are individualized and determined based on documented functional limitations that interfere with academic functioning, keeping in mind specific program requirements. Students who receive accommodations must still meet the essential course and program requirements to be successful. This means that two people with the same diagnosis might have different accommodations due to the unique aspects of their circumstances and the courses they are taking. Accommodations provided to 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
- Permission to record learning experiences
- Note-taking services
- Access to a computer in class

Some other accommodations are explained below in further detail.

¹ Ontario Human Rights Code: <https://www.ontario.ca/laws/statute/90h19>

REDUCED COURSE LOAD

Students with a **persistent or prolonged, or 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 onto 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. The amount of government funding might depend on whether the disability is persistent or prolonged, or permanent. 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, contact 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. After the forms have been completed, you will be required to meet with your Program Coordinator to discuss your new program plan.

TEST CENTRE AND TEST CENTRE WITH PRIVATE SPACE

If you are registered with Student Wellness & Accessibility and have the *Test Centre* accommodation, your default location for your quizzes/tests/exams is the Test Centre.

If you have the *Test Centre Upon Request* accommodation, you have chosen your default location to be the classroom.

Notify your faculty **at least 5 business days** prior to the assessment if you choose to change your test location (Test Centre to classroom or classroom to Test Centre).

Writing Quizzes/Tests/Exams in the Test Centre

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

Tests written in the Test Centre are scheduled by your faculty member; you do not need to reserve a spot in the Test Centre.

Arriving at the Test Centre:

- Students must **arrive in advance** of their scheduled assessment to register so that they can

commence the assessment at the scheduled time.

- Students will be asked to provide a **valid SLC student ID card** or government-issued photo identification (Passport or Driver's License/Photo Card).
- Students are required to bring any testing supplies needed for the test, such as pencils, erasers, and pens.
- Supplies and outerwear may be subject to Test Centre staff inspection and/or may need to be stored in the designated storage area.
- The Test Centre is a scent-reduced zone. Please avoid the use of all scented products such as perfume and cologne.
- For digital assessments, students will be assigned a laptop and asked to log in via their Duo account. Once logged in, personal devices must be turned off and be stored in the designated storage area.

Academic Integrity in the Test Centre:

- All students are held to the same standard of Academic Integrity established by their Program and set out in their course outlines. Students are monitored by Test Centre staff for all forms of academic misconduct and violations of the SLC Academic Integrity Policy and Student Code of Conduct Policy.
- Students who fail to comply with the Rules and Regulations of the Test Centre, assessment instructions from faculty, and direction provided by Test Centre staff, may be subject to immediate termination of assessment.
- All academic misconduct (e.g., cheating) will result in immediate reporting of the violation to Faculty and Administration, with detail and video provided for faculty review and determination of sanction.
- To maintain academic integrity, there shall be:
 - **NO personal electronic devices** (this includes cell phones, tablets, USB flash drives, laptops, music/audio players, headsets, earbuds, smart watches, or any device identified as inappropriate by Test Centre staff).
 - NO talking or disruptive noise.
 - NO communication with other students.
 - NO wristwatches, smart watches, or fitness monitors.
 - NO unauthorized materials, including notes, paper, or books.
 - NO coats, outerwear, hoodies, jackets, ponchos, or other loose or pocketed (ask Test Centre staff for clarification, if needed).
 - NO purses, backpacks, bags, eyeglass cases or other cases.
 - NO food or beverages, no coffee cups. **ONLY** water in label-free, sticker-free bottles are permitted.

Monitoring time during assessments:

- Digital assessments have a pre-programmed time, which is set by the instructor and includes any accommodations for extra time. Digital assessments will end at the time duration indicated within the platform. Platforms, such as Blackboard, display a timer identifying the individual time permitted. If you have any concerns about the duration displayed for a digital assessment, see a Test Centre staff right away.
- For paper-based testing, to assist students to monitor their time, as part of the student sign-in process, Test Centre staff will:
 - offer students a timer with the test time preset, plus five minutes to settle into their station;
 - record student arrival time in the sign-in log;
 - record the sign-out time in the log; and,
 - report any time overages in minutes to student and faculty.
- Students may also request that the Test Centre staff give a reminder at the 15-minute remaining mark, though ultimately it remains the student's responsibility to monitor their time throughout their assessment.

***Note:** There may be an academic penalty if you exceed your allotted time.

Other notes about using the Test Centre:

- Students may be permitted bathroom breaks during the test. Breaks will be monitored and reported to faculty.
- In case of emergency (e.g., fire alarm, lockdown) or inclement weather alerts, students are to follow instructions of the Test Centre staff.
- Students do not have to miss class time to access accommodations. If your test time, including any extended time, interferes with class time or another assessment, please arrange with your faculty to start your test earlier, or at another mutually agreeable time.

Test Centre Campus Locations & Contact		
Campus	Room	Email
Brockville	212	testcentrebrockville@sl.on.ca
Cornwall	M1420/M1430	testcentrecornwall@sl.on.ca
Kingston	22160	testcentreakingston@sl.on.ca

ALTERNATIVE FORMAT TEXTBOOKS

Students who have a confirmed perceptual disability are eligible to receive their educational materials in alternative format (also called ‘altformat’ or ‘altmedia’). According to the [Canadian Copyright Law, Section 32](#)², 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
- Difficulty physically handling books or turning pages

To request textbooks and other educational materials in alternative format, an online form needs to be submitted with proof of purchase. Please follow these steps:

Step 1: Save a copy of your receipt(s) for the textbooks that you require in an alternative format.

A scan or clear photo of your receipt or forwarded email receipt is acceptable. If you do NOT have your book receipt(s), please send an email to altmedia@sl.on.ca to explain your situation.

Step 2: Open and complete the [online Alternative Textbook & Educational Materials Request Form](#)³, attach the item(s) from Step 1, and submit the form.

² Canadian Copyright Law, Section 32: <https://laws-lois.justice.gc.ca/eng/acts/C-42/page-1.html>

³ Online Alternative Textbook Request form: <https://stlawrencecollege.ca/forms/alternative-format-textbook/>

* If you receive an error message when submitting photos of your receipts via the online form, 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 email altmedia@sl.on.ca.

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 **5 business days** before the scheduled date. For paper-based assessments, 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 without giving notice to your Professor, 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 accessibility@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.

[Student Success Facilitators](#)⁴ are also a resource to provide support with academic success. They can be contacted by emailing success@sl.on.ca.

Also consider visiting the Academic Support Centre and/or applying for a Peer Tutor. See pages 26 and 27 for more information about these resources.

⁴ Student Success Facilitators: <https://www.stlawrencecollege.ca/services/academic/student-success-facilitator>

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 and accommodations. In these cases, we strongly encourage you to speak to your Counsellor/Accessibility Advisor to support your needs.

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](#)⁵.

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

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 accommodations 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 they are eligible to receive, but later realize it would be helpful for them. Students in that situation remain eligible for the accommodation and can inform Student Wellness & Accessibility at any time that they would like to access that accommodation. A student's accommodations can be changed at any time in the semester, provided any accommodation changes are supported by the documented 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.

⁵ Peer Tutoring Program: <https://www.stlawrencecollege.ca/services/academic/peer-tutoring>

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

A : Academic accommodations are automatically available to all faculty listed on your timetable, semester after semester, as long as your accommodations are active.

- If your accommodations do not indicate an expiry date (i.e., you have “Permanent” accommodations), they remain active unless or until you notify Student Wellness & Accessibility that you wish to terminate your accommodations.
- If your accommodations have an expiry date (i.e., you have “Interim” or “Temporary” accommodations), they will be available until the date indicated. If you would like to explore eligibility to access accommodations beyond the indicated date, contact Student Wellness & Accessibility.

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 receive ongoing accommodations. However, if your needs change, you may be required to provide additional or updated documentation. If you are not sure if you provided documentation that indicates a “permanent disability”, please check with your Counsellor/Accessibility Advisor.

If you have provided documentation indicating a “**persistent or prolonged disability**” without expiry noted by your health care provider, you do not have to provide any further documentation to receive ongoing accommodations. However, if your needs change, you may be required to provide additional or updated documentation. Where an end date is indicated by your health care provider, accommodations will be provided for the period of time indicated. You will need to provide Student Wellness and Accessibility with updated documentation to receive accommodations beyond the identified expiry date. If you are not sure if you provided documentation that indicates a “persistent or prolonged disability”, please check with your Counsellor/ Accessibility Advisor.

Interim Disability Status: This category includes students who are in the process of obtaining disability documentation (e.g., awaiting results of a psycho-educational assessment) or whose regulated health professional has indicated a chronic disability with a review date. In this situation, students have an expiry date indicated on their accommodations. Students will need to

provide Student Wellness and Accessibility with updated documentation to receive accommodations beyond the expiry date.

Temporary Disability Status: This category includes students who require accommodations on a short-term basis (e.g., a student breaks an arm and requires a note-taker or a scribe for a few weeks). Students will be provided accommodations for the period of time indicated on their medical documentation and will need to provide Student Wellness and Accessibility with updated documentation to receive accommodations beyond the expiry date.

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 access to your accommodations. However, they do not receive any 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 some 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 : Student Wellness & Accessibility formally approves your academic accommodations. Instructors are expected to honour your accommodations, but sometimes misunderstandings can occur. You are encouraged to communicate your concerns to your professor and/or contact Student Wellness & Accessibility as soon as possible 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. Please see your SLC Financial Aid Officer (also known as your "OSAP Rep") for more information.

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

A: If you are 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. You then have the option to submit a Medical/Compassionate Withdrawal Form to Student Wellness & Accessibility. This documentation is signed by your Regulated Health Care Professional if they support the medical withdrawal. This documentation process allows you to request a) a partial refund of your tuition fees (you will still be charged the administration fee and the ancillary fees), and/or b) replace any F (Fail) grades with W (Withdrawal) grades on your transcript (so that your withdrawal does not adversely affect your Grade Point Average). 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 your faculty or, if needed, Student Wellness & Accessibility, to discuss your situation as soon as you are able. Where appropriate, medical documentation may be required (and should only be submitted to SWA, not your faculty) regarding time missed for medical reasons.

How to View Your Accommodations

1. Login to SLC.me Student Portal:

- Access your SLC.me student portal by entering your login credentials.

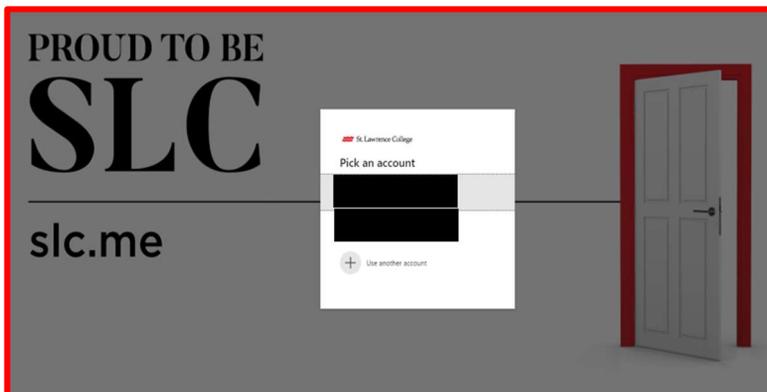


Fig 1: SLC.me Login page.

2. Click on Academic Records:



Fig 2: Student Homepage.

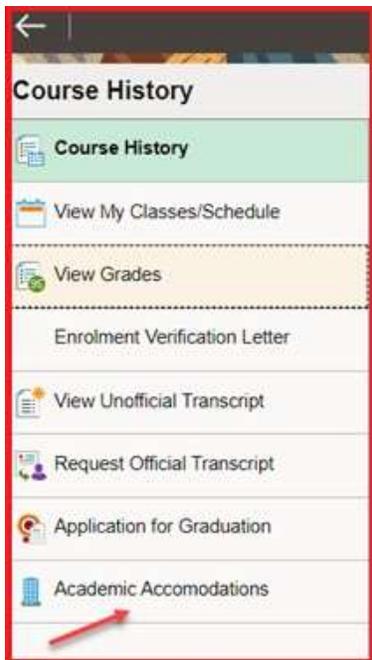


Fig 3: Access to Academic Accommodations.

3. View Your Academic Accommodations:

- Click on "Academic Accommodations" at the bottom of the list on the left to explore your accommodations.

4. Review Accommodation Details:

- View the specific details of the accommodations that have been assigned to you. (Note: For students without academic accommodations, a message will be displayed as shown in Fig 4.4.)
- To understand the responsibilities associated with each accommodation, including those of both faculty and students, click on the "faculty/student responsibilities" link (see Fig 4.1 and then Fig 4.2).
- View any past accommodations by clicking the arrow button, as demonstrated in Fig 4.1.
- If the Duration is "Permanent", your accommodations will automatically continue to be visible to your faculty each semester unless you notify Student Wellness & Accessibility that you wish to terminate your accommodations. If you would like to request changes to your accommodations, please contact your Accessibility Advisor/Counsellor.
- If the Duration is "Interim" or "Temporary", you will see an Expiry Date for your accommodations. To explore eligibility to access accommodations beyond the indicated date, , please contact your Accessibility Advisor/Counsellor to ensure you know what steps you need to take (as shown in Fig 4.3).

The screenshot shows a web interface for 'Academic Accommodations'. At the top, there are tabs for 'Plan', 'Enroll', and 'My Academics'. Below these are links for 'Add', 'Term Information', and 'Academic Accommodations'. The main heading is 'Academic Accommodations'. Underneath is a section for 'Advisor Info' with fields for 'Effective Date: 05/27/2024', 'Date-To: 08/31/2024', 'Duration: Temporary', 'Advisor Name', and 'Advisor Email'. Below this is a table titled 'Academic Accommodation Details' with columns for 'Accommodation Type', 'Accommodation Granted', 'Custom Accommodation Description', and 'View Responsibilities'. The table contains three rows of data.

Accommodation Type	Accommodation Granted	Custom Accommodation Description	View Responsibilities
1 Class	Conversion ready materials		Faculty / Student Responsibilities
2 Test	Allow short breaks without time penalty		Faculty / Student Responsibilities
3 Test	Access to computer, with use of the following software if listed here:		Faculty / Student Responsibilities

Fig 4.1: Accommodation details.

The screenshot shows a page titled 'Student / Faculty responsibilities'. On the left is a sidebar menu with items: 'Course History', 'View My Classes/Schedule', 'View Grades', 'Enrolment Verification Letter', 'View Unofficial Transcript', 'Request Official Transcript', 'Application for Graduation', and 'Academic Accommodations' (which is highlighted in green). The main content area is titled 'Student / Faculty responsibilities' and contains two sections: 'Student Responsibilities' with a bullet point about test breaks, and 'Faculty Responsibilities' with a bullet point 'None'. A 'Return' button is located at the bottom of the main content area.

Fig 4.2: Student/Faculty responsibilities.

The screenshot shows the 'Academic Accommodations' page. At the top, there are tabs for 'Plan', 'Enroll', and 'My Academics'. Below these are links for 'Add', 'Term Information', and 'Academic Accommodations'. The main heading is 'Academic Accommodations'. Underneath, there is an 'Advisor Info' section with a search bar and 'View All' link. The 'Effective Date' is 05/27/2024 and the 'Expiry Date' is 08/31/2024. The 'Duration' is 'Temporary'. The 'Advisor Name' and 'Advisor Email' are redacted. Below this is the 'Academic Accommodation Details' section, which includes a table with columns for 'Accommodation Type', 'Accommodation Granted', 'Custom Accommodation Description', and 'View Responsibilities'. The table lists three accommodations: 1. Class (Conversion ready materials), 2. Test (Allow short breaks without time penalty), and 3. Test (Access to computer, with use of the following software if listed here:). A 'Go to top' link is at the bottom left.

Fig 4.3: Expiry date for interim or temporary accommodations.

The screenshot shows the 'Student Accommodations' page. On the left is a navigation menu with links: 'Course History', 'View My Classes/Schedule', 'View Grades', 'Enrolment Verification Letter', 'View Unofficial Transcript', 'Request Official Transcript', 'Application for Graduation', and 'Academic Accommodations'. The main content area shows the same navigation tabs as Fig 4.3. Below the heading, a message states: 'You currently do not have academic accommodations; however, if you have a condition or disability that is affecting your studies, please contact Student Wellness & Accessibility to learn more about the supports available to you. Accessibility@sl.on.ca or 613-544-5400 x5504'. A red arrow points to the 'Go to top' link at the bottom left of the message area.

Fig 4.4: The message for Students without current Academic Accommodations.

Your 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 accommodations.
- 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 at St. Lawrence College have a *responsibility* to:

- Provide Student Wellness & Accessibility with appropriate information and documentation from a regulated health professional relating to your functional limitations (e.g., attention difficulties).
- Participate in discussions regarding possible accommodation solutions, based on functional limitations.
- Inform Student Wellness & Accessibility as soon as possible if your functional limitations change or if difficulties arise so that other options or arrangements can be explored.
- Continually monitor your progress and self-advocate, as needed.
- Complete any necessary steps identified and discussed with Student Wellness & Accessibility regarding your accommodations, support services, and referrals.
- Adhere to the responsibilities associated with each accommodation. You can access student and faculty responsibilities in SLC.me by clicking “Academic Records”, then “Academic Accommodations” and then “Faculty/Student responsibilities”.
- 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 an authorization form with your Accessibility Advisor or Counsellor. Please note that there may be financial implications of withdrawing from courses after the first drop deadline, which is two weeks after the start of each semester. Therefore, if you are considering this option, you are encouraged to contact Student Wellness & Accessibility and OSAP (if applicable) as soon as possible.
- Notify Student Wellness & Accessibility if you require placement accommodations. To support smooth implementation of placement accommodations, students are encouraged to notify Student Wellness & Accessibility the semester prior to placement.
- Submit an “Alternative Format Request Form” if you require educational materials in an

- alternative format ([click here for link](#)).
- Adhere to Test Centre protocols and related academic and student conduct policies when using the Test Centre ([click here for link to Test Centre protocols](#)).

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 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.

Confidential student records are maintained electronically on an encrypted, secured server in the Student Wellness & Accessibility office, and 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

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, as needed.

Additional Support Services at SLC

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

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.

To find out more information about Learning Strategy Services, contact accessibility@sl.on.ca.

ASSISTIVE TECHNOLOGY (AT) SERVICES

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 limitations.

Student Wellness and Accessibility staff support students with disabilities with their assistive technology needs.

Students may receive the following services

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

To find out more, visit [Adaptive Technology Services](https://www.stlawrencecollege.ca/services/student-wellness-and-accessibility/accessibility-services/adaptive-technology-services)⁶ and/or contact accessibility@sl.on.ca.

⁶ Adaptive Technology Services: <https://www.stlawrencecollege.ca/services/student-wellness-and-accessibility/accessibility-services/adaptive-technology-services>

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 professional counsellor about 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 counselling services. We understand that being in college can be an exciting time, but that it can also be accompanied by 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
- homesickness
- self-esteem
- sexuality
- substance use
- and much more.

Indigenous Counsellor

For students who want to connect with someone who understands the unique needs of Indigenous students, our Indigenous Counsellor is available tri-campus. If a student self-identifies as Indigenous, they have the option of requesting to meet with the Indigenous Counsellor when they register for counselling services. Wait times may be shorter for this service.

To learn more, visit [Counselling Services at SLC](https://www.stlawrencecollege.ca/services/student-wellness-and-accessibility/wellness-services-and-resources)⁷.

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

THRIVE COMMUNITY/SPIRITUAL CARE

Our THRIVE Community is a safe and welcoming group at SLC that exists to help you live your best life, and we can't wait to connect with you!

Our THRIVE Community is what you're looking for if you are a student needing:

- support as you navigate the transition to school
- to meet other students on your campus
- a sense of community
- to make sense of what's happening in your life or the world
- to make good friendships
- snacks
- to practice or grow in your beliefs or faith
- someone to have your back
- a safe space

Join our THRIVE Community

THRIVE is about building healthy culture at SLC and will help you find authentic community, supportive relationships and ultimately use your influence to make a difference on our campus and in the world.

The main ways we do this are through:

- Huddle groups (groups of 3-5 students with a student leader)
- One-on-one support and mentoring
- THRIVE community events
- THRIVE leadership events

Maybe a Huddle is for you!

Types of Huddles:

1. **THRIVE Huddles:** to make friends and contemplate life's big questions with no agenda in a safe place.
2. **Faith-based Huddles:** to make friends, ponder life's questions in the context of your personal faith and beliefs.

Spiritual health is about so much more than religion. Spirituality involves pursuing answers to key questions like: 'Who am I? Why am I here? What's it all about?' It is the foundation of overall health and well-being. Providing one-on-one mentoring and running small peer groups, the Spiritual Care Facilitator at St. Lawrence College is available to all students regardless of denomination, faith

tradition or spiritual conviction. To find out more information, visit [Thrive at SLC](#)⁸, or email thrive@sl.on.ca.

ACADEMIC SUPPORT CENTRE

Are you looking to improve/enhance your writing, math, accounting, 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 how to figure out your due dates and grades on Blackboard? Wondering how to cope with learning lots of new material? Student Success Facilitators (SSFs) provide support and resources to help you achieve your academic and personal goals. They work closely with faculty and College services to promote a positive learning experience. They also assist you with adjusting to college life, finding College resources (e.g., OSAP, Peer Tutoring), understanding how to develop the academic skills you will need, and more.

- Development of effective learning / study strategies - [check out their learning resource online](#)⁹.
- Information and referral to college resources and services
- Navigating Blackboard
- Academic advising
- Help with adjusting to college life
- Resources for finances
- To learn more, visit the [Student Success Facilitators](#)⁹ and/or contact success@sl.on.ca.

⁸ Thrive at SLC: <https://www.stlawrencecollege.ca/services/student-life/spiritual-care-facilitator>

⁹ Student Success Facilitator webpage: <https://www.stlawrencecollege.ca/services/academic/student-success-facilitator>

PEER TUTORING

If you are having difficulty in one or more of your courses, the Peer Tutoring Program may benefit you. Peer Tutors provide practice and review of course material to help students enhance their understanding of the course content. Students registered with Student Wellness & Accessibility may receive up to 7 hours of peer tutoring per.

Peer Tutoring is available for most courses in most programs but is subject to Peer Tutor availability. Peer Tutors may work individually or with small groups of students.

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 webpage](#)¹⁰.

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 a decision that is excessive or unwarranted may appeal the academic decision.

To learn more, visit the [Academic Appeal Procedure](#)¹¹, 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

¹⁰ Peer Tutoring: <https://www.stlawrencecollege.ca/campuses-and-services/services-and-facilities/peer-tutoring/>

¹¹ Academic Appeal Procedure: <https://www.stlawrencecollege.ca/about/college-reports-and-policies/academic-policies/academic-appeals/>

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.

To learn more, visit the [Behavioural Intervention Team](#)¹².

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. Each campus has an OSAP representative that can assist should you require. See below for contact information.

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 1-888-815-4514.

SLC Financial Aid/OSAP Offices

Brockville Campus

2288 Parkedale Avenue
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 Avenue
Kingston, ON K7L 5A6

613-544-5400, ext. 5503

osapk@sl.on.ca

¹² BIT: <https://www.stlawrencecollege.ca/campuses-and-services/services-and-facilities/report-a-concern/>

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