

Procedure Information	
Related to Policy No.:	E-1.09
Approved By:	Executive Committee
Approval Date:	May 6, 2025
Executive Responsible:	VP Student Affairs
Administrator Responsible:	Director, Learning Commons & Academic Success Centre
Date of Next Review:	May 2030

## ACCOMMODATION FOR STUDENTS WITH DISABILITIES PROCEDURE

### Definitions

#### Academic Term

A division of the academic year, such as a semester.

#### Medical Restrictions

Medical restrictions refer to disabilities expected to last for more than one academic term.

#### Temporary Health Issues

Medical impairments that will likely last for one academic term or less than one academic term. These conditions are typically unanticipated and can include, but are not limited to:

- (a) Acute physical or mental illness or medical circumstance that starts or recurs during the term.
- (b) The start of, or a change in, a chronic physical or mental health condition.

Examples of temporary health issues include

- (a) concussions,
- (b) broken or sprained limbs,
- (c) situational anxiety or depression,
- (d) appendicitis, and
- (e) other short-term conditions.

Temporary health issues do not include illness resulting from communicable diseases, periods of self-isolation, or responsibilities as the primary caregiver for a family member who is ill or in self-isolation. Such circumstances are addressed under the provisions of the *Academic Concessions Policy*.

## Disability

An inability to participate fully and equally in society as a result of the interaction of an impairment and a barrier. Impairment includes a physical, sensory, mental, intellectual, or cognitive impairment, whether permanent, temporary, or episodic.

## Interim Accommodations

Temporary measures provided to support students while they obtain documentation from qualified healthcare providers. They help address barriers such as financial constraints, geographic limitations (e.g., rural locations), and systemic delays (e.g., long wait times for specialist appointments). While intended as short-term solutions, these accommodations may remain in place for the duration of a program if full documentation is not feasible. The College acknowledges these challenges and will provide accommodations as needed based on the available information.

## Principles of Natural Justice

The principles of natural justice, including procedural fairness, ensure the right to be heard, the right to have an impartial, unbiased decision, and the right to have reasons.

(a) The right to be heard includes providing sufficient notification that allows involved parties to review and respond to a complaint. Sufficient notification may include information about the complaint, respective policy and procedures (or where to find them), the possible outcomes or impact of a decision, a time frame, and any relevant contact information.

(b) The right to an impartial, unbiased decision ensures that the procedure is free of conflict of interest.

(c) The right to reason requires that decision-makers provide both decision and written reasons for that decision.

## Fast-Track Accommodations

An internal planning approach used by Accessibility Advising Services to support timely and effective development of accommodation plans in common and straightforward cases. These cases often involve commonly requested supports that can be addressed without requiring formal documentation or complex consultation. This approach allows Accessibility Advisors to respond quickly where appropriate, while still retaining the flexibility to engage more deeply in complex or evolving situations.

Fast-track accommodations are not a separate category of accommodations communicated to students or faculty. All accommodation plans shared with instructors have been assessed by Accessibility Advising Services as appropriate under policy, regardless of the process used to develop them. See the *Guidelines for Accommodations for Students with Disabilities* for more context and examples.

### Retroactive Accommodations

Academic adjustments granted after an assessment has already taken place. These accommodations are only considered in rare cases where a student faced significant, unforeseen circumstances—such as a medical emergency—that prevented them from requesting support in advance. Because they are an exception rather than the norm, retroactive accommodations are only provided when strict criteria are met and sufficient documentation is available. Examples may include deadline extensions, the opportunity to retake a test, or adjustments to grades, depending on the situation.

### Student

A person registered for any course or program offered by the College. People are still considered students for the purpose of this policy if they have informed the College that they are on a scheduled program break and expected to register in the next major term.

### Undue Hardship

Refers to a legal standard that defines the limit beyond which accommodations are not required. It is determined solely by the CNC Administration and Executive and occurs when providing accommodation would result in significant challenges to the College. This may be based on factors such as:

- (a) Cost: If the accommodation imposes substantial financial costs that create an unreasonable burden on the College's resources.
- (b) Health and Safety Risks: If the accommodation presents health or safety risks to individuals or others, these risks cannot be effectively managed.
- (c) Impact on Operations: If the accommodation disrupts the normal functioning of the College or significantly alters essential academic requirements.
- (d) Impact on Academic Standards or Quality: If the accommodation request requires a substantial alteration of essential course or program requirements and could have a substantial negative impact on program or course quality.

- (e) Available Resources: The College's ability to provide accommodations, considering its financial, human, and material resources.
- (f) Legal and Policy Obligations: If the College's legal, regulatory, or contractual obligations limit its ability to provide the requested accommodation.

### Urgent Accommodation Requests

Refers to a situation where a student requires immediate support due to sudden health issues, emergencies, or unexpected events that significantly impact their well-being, safety, or academic success. Accessibility Advising Services evaluates urgency based on criteria such as immediate health or safety risk, medical crises, sudden onset or worsening of a condition, imminent academic consequences, or emergency displacement. Refer to *Guidelines on Accommodations for Students with Disabilities* for more details.

## **Procedures**

### Fast-Track Accommodations

1. The fast-track approach to accommodations is described in the *Guidelines for Accommodations for Students with Disabilities*.
  - 1.1. Accessibility Advising Services will direct fast-tracked accommodations request to the appropriate instructor(s) once reviewed and approved.
  - 1.2. Regardless of whether prepared through a fast-track accommodation process or otherwise, all Accessibility Service Plans communicated by the Accessibility Advising Services are valid and will be implemented accordingly.
  - 1.3. The appropriate instructor will communicate with Accessibility Advising Services via email or other established procedures for tracking purposes, provide updates on any challenges with implementation, and seek further guidance and support.
  - 1.4. Instructors are encouraged to reach out to Accessibility Advising Services if they have any questions about an accommodation or its implementation. Advisors will offer clarification and, where necessary, coordinate additional follow-up with the student or instructional team.

### Requesting Accommodations

2. If the accommodation request requires more comprehensive support, students will contact Accessibility Advising Services or Academic Success Centre as early as possible to start accommodation requests.
  - 2.1. Students are encouraged to start accommodation requests at least a month before the beginning of the academic term to avoid processing delays, particularly during high-volume periods.
  - 2.2. Students are encouraged to provide three (3) to six (6) months advance notice for accommodation in practical environments, i.e., clinical placement or trade shops.
  - 2.3. Students may request retroactive accommodations if the circumstances satisfy the criteria. Refer to the *Guidelines for Accommodations for Students with Disabilities* for more details about retroactive accommodations.
3. Accessibility Advising Services will acknowledge that they have received an accommodation request within three (3) business days of submission.
4. Accessibility Advising Services will document the needs and potential accommodation discussed during the initial intake meeting to prepare an accommodation plan.

### Urgent Accommodation Request

5. In cases where a student faces a sudden and serious barrier that affects their ability to complete immediate academic tasks, Accessibility Advising Services will make every effort to respond quickly, within three (3) business days.
  - 5.1. Students are encouraged to inform the office of the urgency as soon as possible and provide relevant supporting details or documentation.
  - 5.2. Where appropriate, interim accommodations may be provided while a full plan is developed.
6. In cases where full accommodation cannot be immediately provided, Accessibility Advising Services may offer interim accommodation until full accommodation can be arranged.

## Preparation and Implementation of an Accessibility Service Plan

7. Accessibility Advising Services will review the accommodation request in the student's file and consult with relevant faculty members within five (5) business days of receiving the request.
  - 7.1. Delays may occur for justifiable reasons, especially during high-volume periods, which will be communicated to the student along with the corresponding explanations for any delays.
8. Students will provide the required documentation to support their accommodation request within ten (10) business days from receiving a request where feasible.
9. Accessibility Advising Services will develop an *Accommodation Service Plan* in collaboration with relevant faculty members.
10. Academic accommodations will be determined on a case-by-case basis, tailored to meet individual needs and circumstances as part of the accommodation process. Refer to *Guidelines for Accommodations for Students with Disabilities* for further information.
11. Faculty will adjust the teaching plan to implement the *Accessibility Service Plan* within seven (7) business days.
  - 11.1. Faculty may receive additional time to work collaboratively with Accessibility Advising Services when the *Accessibility Service Plan* requires significant changes to maintain academic standards.

## Interim Accommodations

12. If students cannot provide professional medical documentation immediately, Accessibility Advising Services may offer interim accommodations based on the student's self-report of their condition and an initial meeting until they can get the required documentation.
  - 12.1. Interim accommodation will be provided for up to one semester and reviewed by Accessibility Advising Services.
  - 12.2. After ninety (90) days, Accessibility Advising Services will review the status of the student's pending documentation. The interim accommodations may be extended on a case-by-case basis, or changes to the plan may be suggested.
  - 12.3. Student's self-report will not be considered a professional medical diagnosis.

### Communication of Accommodation Decision

13. Accessibility Advising Services will share the *Accommodation Service Plan* with relevant parties.
14. If an accommodation request is denied, students will receive a written explanation from Accessibility Advising Services outlining the specific reasons for the decision.
  - 14.1. The student may then request a decision review by submitting additional documentation or seeking reconsideration through the dispute resolution process.

### Alternate Forms of Support when Accommodations are Unfeasible

15. The College may provide alternate forms of support to students when accommodations are not feasible due to logistical, resource, or program constraints. These alternate forms of support are detailed in the *Guidelines for Accommodations for Students with Disabilities*.

### Determining Undue Hardship

16. The College may refuse accommodation if it creates undue hardship, as determined by legal standards.
17. In cases where undue hardship is being considered, the Director of the Learning Commons & Academic Success Centre may convene the Rapid-Response Team to review the case collaboratively. Refer to sections 31-34 of this Procedure for details on the Rapid-Response Team.
18. The Vice President (VP) of Student Affairs will review the Rapid-Response Team's joint recommendation and make the final decision regarding undue hardship.
  - 18.1. The final decision, along with detailed reasons, will be communicated to the student in writing within five (5) business days of the decision.
  - 18.2. Decisions regarding undue hardship are final and not subject to appeal.

### Addressing Complex Accommodations Challenges

19. When an accommodation request cannot be implemented through standard processes measures, the Director of the Learning Commons & Academic Success Centre may convene the Rapid-Response Team to address the challenge. Refer to sections 31-34 of this Procedure for details on the Rapid-Response Team.

20. The Rapid-Response Team's recommendations will be finalized and communicated to all relevant stakeholders, including the student and instructor, within ten (10) business days of being convened.
  - 20.1. If delays occur, the Chair will inform the stakeholders of the reasons and provide an updated timeline.
21. The Director of the Learning Commons & Academic Success Centre will oversee the implementation of the Rapid-Response Team's recommendations and provide additional support as needed.

#### Dispute Resolution and Appeals Process

22. The College encourages students and instructors to address disagreements about *Accommodation Service Plans* through open, respectful, and constructive dialogue. Many issues can be resolved informally through mutual agreement. These discussions should remain confidential and involve only those necessary to reach a resolution.
23. If an informal resolution is not possible or appropriate, either the student or the instructor may submit a written request to appeal a formal decision regarding an accommodation plan. The appeal must be submitted to the Director of the Learning Commons & Academic Success Centre within ten (10) business days of the decision.
  - 23.1. The request for appeal must clearly outline the reasons for disagreement, reference specific elements of the accommodation plan in question, and include any supporting documentation.
24. Until the appeal process is resolved, the existing accommodation plan will remain in effect unless interim measures are determined by the Director of the Learning Commons & Academic Success Centre to address immediate concerns.
25. The Director of the Learning Commons & Academic Success Centre will conduct a preliminary review to determine whether there are sufficient grounds to proceed with the appeal.
  - 25.1. Sufficient grounds may include, but are not limited to:
    - 25.1.1. Evidence that the accommodation plan does not adequately address the student's documented needs.
    - 25.1.2. Evidence that the accommodation plan imposes an unreasonable burden on the instructor or compromises essential academic standards.

- 25.1.3. New relevant information or documentation becomes available that was not available at the time of the original decision.
26. If sufficient grounds are not found, the Director will communicate this decision in writing to the individual who submitted the appeal, along with the rationale for the decision and the documentation reviewed.
27. If sufficient grounds are established, the Director will convene the Rapid-Response Team within five (5) business days to provide input on the appeal. Refer to sections 31-34 of this Procedure for details on the Rapid-Response Team.
28. The Director of the Learning Commons & Academic Success Centre will:
- 28.1. Issue a recommendation based on the input received from the Rapid-Response Team and a detailed review of the specifics of the case.
- 28.2. Clearly outline the basis for their recommendation, referencing the input provided by the Rapid-Response Team, the documentation reviewed, and how the decision aligns with the principles of accessibility and academic integrity.
- 28.3. Communicate the recommendation to the VP of Student Affairs for final consideration.
29. The VP of Student Affairs will:
- 29.1. Make the final decision, considering the recommendation provided by the Director of the Learning Commons & Academic Success Centre.
- 29.2. Communicate the final decision in writing to all relevant parties within five (5) business days of receiving the recommendation.
30. The decision of the VP of Student Affairs is final and will be implemented as directed.

#### Rapid Response Team

31. The Director of Learning Commons & Academic Success Centre will convene a Rapid-Response Team to determine an issue of undue hardship, address complex accommodation challenges, and resolve disputes or review appeals within five (5) business days of identifying the need for intervention.
32. The Director of Learning Commons & Academic Success will determine the appropriate team composition based on the needs of the case. It may consist of:
- 32.1. The Director of Learning Commons & Academic Success.

- 32.2. The Dean of the Centre for Teaching & Learning.
  - 32.3. The Dean(s) of the relevant academic program(s).
  - 32.4. Accessibility Advisors.
  - 32.5. Faculty Program Coordinator or another faculty member from the same or related program area.
  - 32.6. Representatives of Human Resources, Facilities, or other departments as appropriate.
  - 32.7. Other subject-matter experts or support staff as deemed necessary.
33. The Rapid-Response Team will:
- 33.1. Review all relevant information, including the accommodation request, documentation, and institutional constraints where relevant.
  - 33.2. Consult with relevant stakeholders, such as the student, faculty members, and support staff where necessary.
  - 33.3. Collaboratively develop a joint recommendation, outlining their findings and reasoning.
  - 33.4. Recommend innovative and reasonable solutions that uphold the student's right to accommodation while maintaining academic standards.
34. In the cases of undue hardship or appeals, the Director of the Learning Commons & Academic Success Centre will relay recommendations to the VP of Student Affairs for final decisions.

#### Ongoing Communication and Feedback

35. Accessibility Advising Services will reach out to students and faculty at least once during each academic term to ensure that accommodations are being implemented effectively.
36. Students and faculty are encouraged to notify Accessibility Advising Services promptly if issues arise or if the *Accommodation Service Plan* is not being implemented as agreed.
37. While Accessibility Advising Services provides ongoing support, it is ultimately the student's responsibility to inform the office if they believe their accommodation plan is not being implemented effectively or if they decide not to follow it as specified.

38. Accessibility Advising Services will periodically evaluate the effectiveness of accommodations by collecting feedback from students and faculty at the end of each academic term.

#### Confirmation of Full-Time Status for Students with Disabilities

39. The Academic Success Centre may confirm that a student with an approved accommodation plan is considered a full-time student, even with a reduced course load (e.g., 40-60%). This confirmation applies to internal College resources like scholarships, financial aid, and housing.
40. For external purposes, such as immigration or external financial aid, the College will issue letters confirming the student's full-time status based on their accommodation plan and reduced course load.
  - 40.1. The College cannot guarantee decisions made by external agencies.
41. Students seeking assistance with external processes may consult with Accessibility Advising Services for guidance and additional resources.

#### **Links to Other Related Policies, Documents, and Websites**

- Accommodations for Students with Disabilities policy
- Guidelines for Accommodations for Students with Disabilities

#### **Forms**

- Accommodations Service Plan

#### **Procedure Amendment Log**

<b>Amendment Number:</b>	<b>Date:</b>
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