Welcome!

The Centre works to facilitate access and inclusion of disabled students in all aspects of university life at UBCO.
**Confidentiality**

If you wish to share information about your disability documentation or discuss the nature of your disability with your instructors or other university offices, you can. However, you are not expected to do so.

The Centre is committed to treating your documentation as confidential in accordance with BC’s Freedom of Information and Protection of Privacy Act:

*Guide to Access to Information and Privacy Protection*
https://universitycounsel.ubc.ca/access-and-privacy/

In registering for services with our office, you have given written permission for the Centre to share relevant information with instructors and departments to the extent necessary to ensure the provision of services. The functional impact of your disability relative to a need for a specific accommodation is the type of information that may be shared.

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**Policy 73: Accommodation for Students with Disabilities**

UBC has a policy that outlines the principles, responsibilities and processes for the provision of *Accommodation for Students with Disabilities*.

A copy of the approved *Policy #73* is available at https://students.ok.ubc.ca/academic-success/disability-resources/understanding-policy-73/

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**Disability Resource Centre Staff**

- **Earlene Roberts**, Manager  
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- **Amy Lauterbacher**, Exam Coordinator  
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- **Heather Hemerling**, Reception & Admin Support  
  (250) 807-8053 | drc.questions@ubc.ca

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**Where to Find Us?**

**Office:** UNC 214 - University Centre (3272 University Way)

**Online:** https://students.ok.ubc.ca/academic-success/disability-resources/

**Facebook:** [http://www.facebook.com/ubcodisability](http://www.facebook.com/ubcodisability)

**Email:** drc.questions@ubc.ca

**Phone:** (250) 807-8053
Campus Recreation

Campus Recreation offers many ways to support your physical well-being on campus.

Opportunities for group fitness, personal training, sport clubs, intramurals, and more! Don’t forget to ask about the accessAbility program.

https://students.ok.ubc.ca/involvement-activities/recreation/

Get Involved /Get Experience!

Get involved on campus—Volunteering on campus can help you develop skills, build your resume, give back to the community, and network with campus partners—all in one place.

https://students.ok.ubc.ca/involvement-activities/get-involved/

Explore ways to start gaining valuable experience you can use on your resume. Whether on- or off-campus, paid or volunteer, check out some opportunities that are right for you.

https://students.ok.ubc.ca/career-experience/get-experience/

ALLERGY ALERT

The Centre is an allergen-free zone. The following allergens are prohibited in the Centre office area, the ITL, and all exam rooms:

- Cologne, perfume, and other scented products
- All nuts (peanuts and tree nuts)

UBC Okanagan has implemented a voluntary Scent Free Program on campus. Scented personal products contain chemicals which can cause health problems for many people, especially those with asthma, allergies or environmental illnesses. The University Health & Safety Committee asks for your support in limiting the use of scented personal care products.

Scented products can cause sore throat, runny nose, sinus congestion, wheezing, shortness of breath, headache, mental confusion, inability to concentrate, flushing, irritability, nausea, muscle pain or migraines. Besides perfume, cologne and aftershave some products that may contain added scents are soap, lotions, deodorants, shampoo, conditioner, hair spray, make-up, sun screen, detergent, fabric softener, cleaning products, candles and air fresheners.

For more information, please visit the Scent Free Education and Awareness page:

https://hse.ok.ubc.ca/health/scentfree/
Connect with the Centre

Because everyone and their request is unique, the process of affiliating with the Centre may take at least a couple of weeks; it consists of meeting an Accessibility Advisor and providing medical records or documentation.

Request Accommodations:

1. Submit your Self-Assessment Form and if you have it, your medical documentation or the Verification of Disability form to the Centre. The forms can be found in the Information Package (link below).

2. Someone from the Centre will contact you to schedule an appointment with an advisor. The initial meeting usually takes about 1 hour and you will be asked about your experiences and expectations.

3. Your advisor will determine what are reasonable accommodations and may also refer you to specialized services and discuss funding options. You will also receive an orientation on how to access your accommodations and use the accommodation portal for students.

For more information and to access the Information Package, please visit https://students.ok.ubc.ca/academic-success/disability-resources/

Math & Science Support

The Math & Science Centre provides tutoring sessions in all math, statistics, science, economics, and engineering courses, supplemental learning sessions, back to basics sessions, and more.

Math & Science Centre: LIB 237
https://students.ok.ubc.ca/academic-success/learning-support/math-science-centre/

Support Animals

Some students may wish to bring their support animals to campus. The university is currently in the process of finalizing a policy for support animals on campus. Please speak to your advisor for more information.

Need Academic Help?

Visit the Advising & Involvement Centre for advice and strategies for academic success, student life exploration, and other resources:

- Academic advising
- Degree planning, choosing a major, grades and performance
- Distance and online learning
- Go Global program
- Graduation, transition and career planning
- Learning coaches for one-on-one support

Advising & Involvement Centre: UNC 207
Contact: (250) 807-9100 / advising.ubco@ubc.ca
https://students.ok.ubc.ca/academic-success/academic-advising/
Learning Support Services

Learning supports at UBC Okanagan provide students with a range of skills and strategies that encourage learning excellence and promote holistic development. Students are invited to access a variety of learning support resources that include free tutoring in writing, research, math and sciences, as well as help with study skills and learning strategies.

Online Resources: https://students.ok.ubc.ca/student-learning-hub/
- Math and Science Centre
- Supplemental Learning Program
- Writing & Language Learning Supports
- Study Smart Program
- Learning Strategists
- Learn Smart

Writing & Research Support

The Writing & Research Centre offers assistance to undergraduate students for developing a draft, clarifying an argument, organizing written materials, understanding editing techniques and effective sentence structures, and building beneficial writing habits.

The Centre for Scholarly Communication supports graduate students, post-doctoral fellows, staff and faculty in disseminating their research.

Location: LIB 237
http://library.ok.ubc.ca/wrs/wrc/

Accommodations Portal:
How to share your Accommodations Letter with your instructor

Follow these steps to send your accommodation letter to your instructor.
* Please note this has to be done before you can schedule any tests or exams or request a notetaker.

1. Go to the DRC home page: https://students.ok.ubc.ca/academic-success/disability-resources/
2. In the middle of the screen underneath “Accommodations Portal” select “Student Login”
3. Log in with your CWL.
4. Main Menu: “Welcome to the Online Student Services”.
5. Click on “Review and Renew Accommodations”.
6. Click on the “Accommodations” tab.
7. Select the current term (top-right) and click “Refresh”.
8. Find your course.
9. Click the “Request” button under the Request column on your first course in the list to get started.
10. Please review your accommodations and indicate whether “your accommodations require any changes”.
11. If there are no changes, after you confirm your accommodations your instructor will get a notification sent to their UBC email with instructions on how to access your letter.
12. If you indicate you need to change your accommodation, a request for accommodation review will be sent to your advisor. Your advisor will review the request and contact you if/as needed.
13. Then select “I agree” to the terms and click on the “Submit” button. You will be returned to the list of your courses.

If you have any questions or need assistance, please contact your advisor.
Accommodations Portal: How to schedule your tests and exams

* All tests must be booked at least 7 days before the date of the test.
* Final exams must be booked at least 7 days prior to the first day of final exam period.

1. Go to the Centre home page: http://students.ok.ubc.ca/academic-success/disability-resources/
2. On the main page, underneath “Accommodations Portal” select “For Students”.
3. Log in with your CWL.
4. Main Menu: “Welcome to the Online Student Services”.
5. Click “Schedule a test or exam”.
6. For midterms click “Schedule a test, mid-term or quiz”. For final exams, click “Schedule a final exam”.
7. Online Test Booking - click “Next”.
8. Select your course in the drop-down box, which will include all courses you are registered in. Click “Next”.
9. Book your in-class exams at the same date and time as the class. Enter the regular duration of the exam. Click “Next”.
10. Confirm instructor information. Click “Next”.
11. Choose accommodations that you want to access for this exam. Click “Next”.
12. Your test time appears under “Available dates & times”. Click “Next”.
13. Confirm and complete. Review the information and click “Finish”.

IMPORTANT Notes:

- You will receive an email that your booking request was received.
- If you have made an error in your booking request, you must contact the Exam Coordinator in writing to drc.exams@ubc.ca.
- Please review the “My upcoming events” tab to view the status of your test(s) and exam(s).

Health & Wellness

Services and supports available through Health & Wellness include:

- Counselling services
- Crisis response
- Drug/alcohol counselling
- Psychiatric consultation
- Sexual health resources
- Health assessments and treatment (Health Clinic UNC 303)
- Meditation, relaxation, and self-calming advice
- Spiritual/Multi-Faith space (UNC 328)

Health & Wellness Office: UNC 337
Contact: (250) 807-9270
https://students.ok.ubc.ca/health-wellness/

Equity & Inclusion

UBC's Policy on Discrimination and Harassment has 13 grounds of prohibited discrimination, including discrimination based on physical and mental disability. If you feel discriminated against or have any questions, please visit:

Equity & Inclusion Office: UNC 325H
Contact: (250) 807-9291
https://equity.ok.ubc.ca/

Ombuds Office

The Ombudsperson for Students is an advocate for fairness. This office provides information, advice and support to students who need help in navigating difficult situations and challenges in their university life. It is an independent, impartial, and confidential resource. For more information, please visit the website below.

Contact: ombuds.office.ok@ubc.ca
http://ombudsoffice.ubc.ca/
Financial Assistance to Students with Disabilities

Funding is available to eligible students. If you are a BC resident, have an approved student loan and have a documented permanent disability, you may be eligible for the Canada Student Grant for Students with Permanent Disabilities (CSG-PD).

You are encouraged to submit a Permanent Disability Program Application to Student Aid. Once approved you may be eligible for grants and additional financial support for services and equipment, and approved for a 40% reduced course load. Services could include:

- Technology
- Tutors

Ask your advisor on how to qualify and apply for this program. We can help you with your application.

Other sites for budget planning, student awards, scholarships and bursaries:

https://students.ok.ubc.ca/courses-money-enrolment/finances/

accessABILITY Program [Not Available At This Time]

The accessAbility program provides 6 weeks of one-on-one personal training with workouts catered to your interests and abilities, as well as a one-semester gym pass to the Hangar.

To apply for this program, please email accessability@ubcsuo.ca and complete the questionnaire to be considered for this program.

Accommodations Portal:
How to request a Peer Notetaker for your courses

Access to the note-taking program is available to students who have Peer Notetaker as a disability-related accommodation.

1. Go to the Centre home page: http://students.ok.ubc.ca/academic-success/disability-resources/
2. On the right hand side of the screen underneath “Accommodations Portal” select “For Students”.
3. Log in with your CWL.
4. Main Menu: “Welcome to the Online Student Services”.
5. Click “Course Notes”.
6. Select the current term (top-right) and click “Refresh”.
7. Your courses are listed. Under the column “I require a notetaker” click “change this” to change to “Yes”.
8. The Centre staff will be notified of your notetaker request.
9. Once a notetaker is hired you will be notified via email.
10. You will be able to access your notes on the “Accommodations Portal” under “Course Notes”.

If you have any questions or need assistance, please contact drc.questions@ubc.ca.
Students approved for alternate format for their textbooks must submit their request using the Crane Library web form. This should be done as soon as possible. Eligibility for these materials is determined on your documented need. Examples include:

- Accessible PDF, digital audio, electronic etext

Crane Library Web form
https://webforms.students.ubc.ca/access/alternate-format

Recording of Lectures

For the purpose of recording, devices could be (but are not limited to) cellular phones, MP3 players, computers and other handheld devices that record sound.

- It is the responsibility of the student to inform the instructor that they may be recording their lectures.
- Lectures recorded may not be shared with other people without the explicit consent of the instructor.
- Recording of lectures or class presentations is solely authorized for the purposes of this individual.
- The recording may not be reproduced or uploaded to social media or any other accessible web environments.
- Recordings, course materials, and lecture notes may not be exchanged or distributed for commercial purposes, for compensation, or for any other purpose other than study by the student.
- Students must destroy recordings at the end of the semester in which they are enrolled in the class.

Inclusive Technology Lab

The UBCO Library has an Inclusive Technology Lab (LIB 101) with assistive technology available for student use and loan. The lab requires a Salto access card, and students must have a referral from the Centre to obtain access to the lab. Please contact your advisor to initiate this process.

The ITL borrowing collection is available at the Library Service Desk, and includes:

- Laptops with assistive software (e.g., text-to-speech, speech-to-text, etc.)
- Headsets
- Ergonomic mice and keyboards
- Digital recorders
- Live scribe pens
- Reader pens
- … and more!

For more information:
Contact: itl.ok@ubc.ca
Website: http://library.ok.ubc.ca/use-the-library/itl/