Welcome!

The DRC 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 DRC 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 that is 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.

Policy LR7: 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 LR7 is available at:

Website: https://students.ok.ubc.ca/academic-success/disability-resources/understanding-policy-73/

Allergy Alert

The Centre is an allergen-free zone. The following allergens are prohibited in the Centre office area, the Inclusive Technology Lab (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. For more information, please visit the Scent Free Education and Awareness website.

Website: https://hse.ok.ubc.ca/health/scentfree/
Register with the DRC

The process of registering with the DRC may take 2-4 weeks as the process consists of providing medical documentation and meeting an Accessibility Advisor.

- Submit a **Self-Assessment webform** found at: https://webforms.students.ubc.ca/access/cfa-information-form
- Submit supporting medical documentation. For more information: https://webforms.students.ubc.ca/access/cfa-information-form
- An Advisor will contact you to schedule an appointment. The initial meeting usually takes about one (1) hour at which time you will be asked about your experiences and expectations.
- Your Advisor will determine reasonable accommodations for you 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 how to use the accommodation portal.

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

Accommodations Portal: Submit accommodation letter to your instructors

Your instructors must receive an accommodation letter from you at the beginning of each term. Follow these steps to send your accommodation letter to your instructors. NOTE: This must be done before you can schedule any tests or exams and/or request a notetaker.

- Go to DRC home page: https://students.ok.ubc.ca/academic-success/disability-resources/
- Select ‘**Student Login**’ in the middle of the screen.
- Log in with your CWL.
- Main Menu: ‘**Welcome to the Online Student Services**’.
- Click on ‘**Review and Renew Accommodations**’.
- Click on the ‘**Accommodations**’ tab.
- Select the current term (top-right) and click ‘**Refresh**’.
- Find your course. Click the ‘**Request**’ button under the Request column on your first course in the list to get started.
- Review your accommodations and indicate whether ‘**your accommodations require any changes**’
- If there are no changes, your instructor will receive a notification email with instructions on how to access your letter.
- If you need to change your accommodation, a request for accommodation review will be sent to your DRC Advisor. Your advisor will review the request and contact you if needed.
- 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: Schedule tests and exams

**NOTE:** All tests, midterms, quizzes must be booked at least seven (7) days before the date of the test.

**NOTE:** Final exams must be booked at least seven (7) days prior to the first day of the final exam period.

- Go to the Centre home page: [http://students.ok.ubc.ca/academic-success/disability-resources/](http://students.ok.ubc.ca/academic-success/disability-resources/)
- On the main page, underneath ‘Accommodations Portal’ select ‘For Students’.
- Log in with your CWL.
- Main Menu: ‘Welcome to the Online Student Services’.
- Click ‘Schedule a test or exam’.
- Midterms: click Schedule a test, mid-term or quiz; Final exams: click ‘Schedule a final exam’.
- Online Test Booking, click ‘Next’.
- Select your course in the drop-down box, which includes all your courses. Click ‘Next’.
- Book your in-class exams at the same date and time as the class. Enter the regular duration of the exam. Click ‘Next’.
- Confirm instructor information. Click ‘Next’.
- Choose accommodations that you want to access for this exam. Click ‘Next’.
- Your test time appears under ‘Available dates & times’. Click ‘Next’.
- Confirm and complete. Review the information and click ‘Finish’.

**IMPORTANT:**

- 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](mailto:drc.exams@ubc.ca).
- Review the ‘My upcoming events’ tab to view the status of your test(s) and exam(s).

Accommodations Portal: Request a peer notetaker

Peer Notetakers are available to students who have Notetaker as a disability-related accommodation. Ensure your accommodations letter has been submitted prior to requesting a notetaker.

- Start at home page: [http://students.ok.ubc.ca/academic-success/disability-resources/](http://students.ok.ubc.ca/academic-success/disability-resources/)
- On the right-hand side of the screen select ‘For Students’.
- Log in with your CWL
- Main Menu: ‘Welcome to the Online Student Services’.
- Click ‘Course Notes’.
- Select the current term (top-right) and click ‘Refresh’.
- Find the course you require notes for. Under the column ‘I require a notetaker’ click ‘change this’ and change No to ‘Yes’. This will notify the DRC staff of your request.
- Course notes are accessed in the ‘Accommodations Portal’ under ‘Course Notes’.
- You will be notified via email if a notetaker has not been recruited.

If you have any questions or need assistance, contact [drc.questions@ubc.ca](mailto:drc.questions@ubc.ca)
Alternate Format Materials

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 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 (ITL) 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!

Location: LIB 101
Website: https://library.ok.ubc.ca/use-the-library/itl/
Contact: itl.ok@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 be approved for a 40% reduced course load. Services could include:

- Technology
- Tutors

Ask your advisor how to apply and qualify for this program; we can help you with your application. For budget planning, student awards, scholarships and bursaries visit:

Website: [https://students.ok.ubc.ca/courses-money-enrolment/finances/](https://students.ok.ubc.ca/courses-money-enrolment/finances/)

Peer Mentor Program

All new-to-UBCO students (including transfer and mature students) are automatically paired with an upper-year student in the same academic program.

Peer mentors are seasoned, upper year students who are UBC Okanagan campus experts. Your peer mentor is your first point of connection and is here to answer all your questions and refer you to campus resources.

Website: [https://students.ok.ubc.ca/new-to-ubc/peer-mentor-program/](https://students.ok.ubc.ca/new-to-ubc/peer-mentor-program/)
Contact: [orientation.ok@ubc.ca](mailto:orientation.ok@ubc.ca)

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.

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 contact:

Equity & Inclusion Office: UNC 325H
Website: [https://equity.ok.ubc.ca/](https://equity.ok.ubc.ca/)
Contact: [equity.ubco@ubc.ca](mailto:equality.ubco@ubc.ca)
Contact: 250-807-9291
Health and 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
Website: https://students.ok.ubc.ca/health-wellness/
Contact: 250-807-9270

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.

Location: UNC 217
Website: http://ombudsoffice.ubc.ca/
Contact: ombuds.office.ok@ubc.ca

Learning Support Services

Learning supports at UBC Okanagan provide students with a range of skills and strategies that encourage learning excellence. Students are invited to access a variety of learning support resources that include free tutoring in:

- Math and Science Centre
- Online Learning Coaches
- Tech Support for Online Learning
- Math & Science Supports
- Supplemental Learning Program
- Writing & Language Learning Supports
- Learning Strategists

Website: https://students.ok.ubc.ca/academic-success/learning-hub/
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

Location: UNC 207
Website: https://students.ok.ubc.ca/academic-success/academic-advising/
Contact: advising.ubco@ubc.ca
Contact: 250-807-9100

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!

Website: 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.

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

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.
DISABILITY RESOURCE CENTRE STAFF

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250-807-8053 | drc.questions@ubc.ca

Where to Find Us

Office: UNC 214, University Centre, 3272 University Way, Kelowna BC V1V 2V7

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

Facebook: http://www.facebook.com/ubcodisability

Email: drc.questions@ubc.ca

Phone: 250-807-8053

Confidential Fax: 855-949-3705