

Published by Lauren Blanchard Pourian, LSW and Katie Coutinho, LSW; Services for Students with Disabilities at Loyola University Chicago, August 2009.

The information in the guide is current as of August 2009. All stated policies and procedures are subject to change at any time and are not intended to create a contract with or entitlement for students. The policies included in this guide do not constitute all the rules and regulations of Loyola University Chicago.

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**Welcome to Loyola University Chicago!** Loyola is committed to providing equal access for all students with disabilities including, but not limited to, direct assistance, promotion of an accessible physical environment, education of all Loyolans regarding disability issues, and student advocacy. This booklet describes policies and procedures for students with disabilities on the Lake Shore, Water Tower, Rome Center and Beijing Center Campuses.

If you are new to Loyola, we encourage you to make an appointment with Services for Students with Disabilities (SSWD) staff at least four weeks before the first semester you will be attending classes at Loyola. This will give you and Loyola time to evaluate your needs and identify available resources. If you are just exploring your college options, the SSWD staff will be glad to meet with you to explain our services. Every student with a disability is unique and her or his requests for services will be evaluated on a case-by-case basis. Services for Students with Disabilities staff work closely with several Loyola departments and outside agencies to ensure that your educational needs are met.

Services for Students with Disabilities (SSWD) is part of the Office of Academic Advising and Services. The Office of Academic Advising and Services includes Academic Advising, the Tutoring Center and SSWD. Many students with disabilities work closely with OAAS. In this way, we seek to enhance your entire academic experience at Loyola.

Please read this guide and contact us should you have any questions. We look forward to meeting and working with you.

Sincerely,

Lauren Blanchard Pourian, LSW  
Coordinator, Services for Students with Disabilities

Katie Coutinho, LSW  
Disability Specialist, Services for Students with Disabilities

The SSWD main office is located at the Lake Shore Campus. We also hold office hours at the Water Tower Campus by appointment.

Services for Students with Disabilities office locations are:

Lake Shore Campus  
Sullivan Center, Suite 260  
773-508-7714  
Email: [sswd@luc.edu](mailto:sswd@luc.edu)

Water Tower Campus  
25 E. Pearson, Suite 605  
312-915-6316 (Wednesdays only)  
Email: [sswd@luc.edu](mailto:sswd@luc.edu)

## **Notice of Non-Discrimination Policy**

Loyola University of Chicago admits students without regard to their race, religion, color, gender, age, sexual orientation, ancestry, national or ethnic origin, disability, or other characteristic protected by applicable law, to all the rights, privileges, programs, and other activities generally accorded or made available to students at the school.

Loyola University does not discriminate on the basis of race, religion, color, gender, age, sexual orientation, ancestry, national or ethnic origin, disability, or other characteristic protected by applicable law, in administration of its educational policies, admission policies, scholarship and loan programs, and athletic and other school-administered programs.

Students who have inquires about this policy or believe they have been discriminated against in violation of this policy, please contact the Office of the Dean of Students at 773.508.8840 or Centennial Forum, Rm. 100, 1125 W. Loyola Avenue, Chicago, IL 60626.

## **Philosophy and Mission Statement**

Services for Students with Disabilities at Loyola University Chicago is committed to compliance with legal requirements including Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990 and other relevant state and federal legislation. The goal of Services for Students with Disabilities is to maximize each student's potential in assisting them to develop and maintain independence. Our philosophy encourages self-awareness, self-determination, self-advocacy and independence in an accessible learning environment, while carefully maintaining the confidentiality of each student. Encouragement is given to all students to visit Services for Students with Disabilities to explore the services. **Early planning is essential for many accommodations and services that are provided. Therefore, please contact us at the earliest possible date.**

## **Applicable Federal Laws**

Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act (ADA) of 1990 prohibit discrimination against individuals with disabilities.

## **Confidentiality Statement**

Confidentiality is extremely important in all matters pertaining to students with disabilities. Information regarding a student's disability is only shared with other University personnel if there is a legitimate reason to do so and with the student's written permission. Faculty members are not told the specific nature of a student's disability by SSWD, unless the student provides SSWD with written permission. Faculty may not identify students as having a disability or disclose their accommodations to other students, faculty, or staff without the student's written permission. Students are encouraged to communicate openly with faculty regarding their disability and accommodations.

## **Notification to Faculty**

Upon verification of documentation, Services for Students with Disabilities will provide students with written verification of a disability and recommend appropriate academic adjustments. It is the student's responsibility to provide faculty members with this written verification, in the form of an accommodation letter from SSWD. The responsibility for determining a student's eligibility for appropriate adjustments rests with SSWD. The SSWD staff will not discuss the specific nature of a student's disability with faculty unless that student provides SSWD with written permission.

# **Student Rights and Responsibilities**

## **Student Rights and Responsibilities**

### **Students with identified disabilities have the right to:**

- Full and equal participation in and access to the courses, programs, services and activities of Loyola University Chicago;
- Reasonable accommodations, academic adjustments and/or auxiliary aids and services;
- Privacy and confidentiality of information regarding disability;
- Reasonably available information in accessible formats.

### **Students with disabilities are responsible to:**

- Meet institutional qualifications and maintain essential institutional standards for courses, programs, services, and activities;
- Identify him or herself in a timely manner as an individual with a disability when an accommodation is needed and seek information, counsel and assistance as necessary, preferably prior to classes;
- Provide documentation from an appropriate licensed professional source:
  - Documentation should include a description of the nature of the disability and how it limits the student's participation in courses, programs, services, jobs, activities and facilities when accommodations are sought;
  - Documentation should also include recommendations of the nature of accommodations to provide equal access and opportunity to the student with a disability;
- Follow published university procedures for obtaining reasonable accommodations, academic adjustments and/or auxiliary aids and services.

# University Rights and Responsibilities

## **The University has the right to:**

- Identify and establish essential functions, abilities, skills, knowledge, standards and criteria for courses, programs, services, and activities;
  - Request and receive, through Services for Students with Disabilities, current documentation from an appropriate licensed professional source that supports accommodation requests as well as requests for academic adjustments and/or auxiliary aids and services;
  - Deny a request for accommodations, academic adjustment and/or auxiliary aids and services in consultation with a student with a documented disability.
    1. If documentation does not meet the university's guidelines and demonstrate that the request is warranted
    2. If the student fails to provide appropriate documentation;
  - Refuse to provide an accommodation, adjustment and/or auxiliary aid or service that is ineffective or unreasonable, including any that:
    1. Pose a direct threat to the health and safety of others
    2. Fundamentally alter the courses, programs, services, or activities
- Pose undue financial or administrative burden

## **The University has the responsibility to:**

- Provide information regarding policies and procedures to faculty, staff, students and guests with disabilities and assure that this information be provided in accessible formats upon request;
- Ensure that courses, programs, services, and activities, when viewed in their entirety, are available and usable in the most integrated and appropriate settings;
- Evaluate students and applicants on their abilities and potentials, not their disabilities;
- Provide or arrange for effective, appropriate and reasonable accommodations, academic adjustments and/or auxiliary aids and services for students with identified disabilities in courses, programs, services, and activities;
- Maintain appropriate confidentiality of records and communication concerning students with disabilities.

## **Policies and Procedures for Services for Students with Disabilities:**

Please note the following general statements regarding procedures for services and accommodations initiation/continuation.

- Eligibility for services and accommodations is determined on an individual basis per documented need.
- Self-disclosure and the submission of documentation can be initiated anytime during the year. However, reasonable time must be allowed before the student can expect accommodations to be in place. Self-disclosure and the documentation activity are required only if students plan to request accommodations.
- The student should provide the information and documentation at a reasonably early date to allow time for the development and arrangement of appropriate accommodations. In some cases, several weeks advance arrangement is needed.
- Accommodations cannot be retroactive, and begin only after documentation is received and reasonable time for accommodation development has been allowed.

### **Students with disabilities who wish to receive services and accommodations at Loyola University Chicago at the start of the semester must do the following:**

- Contact Services for Students with Disabilities at the start of the semester at least four weeks prior to the beginning of their first term at Loyola.
- Provide Services for Students with Disabilities with appropriate, official documentation of their disability that meets the university's guidelines.
- During the first two weeks of each semester/term, meet a Services for Students with Disabilities staff member to determine accommodations and services for the current semester/term.
- Deliver individualized letters of accommodation to faculty. If a faculty member is unavailable, the students are to consult with the appropriate department chair. If neither the faculty nor the chair is available, the student is to immediately request assistance from Services for Students with Disabilities.
- Contact Services for Students with Disabilities if reasonable services and accommodations are not implemented in an effective or timely manner.

**Services for Students with Disabilities will do the following:**

- Keep confidential and private all information regarding a student's disability.
- Determine the accommodations and services to be provided to a student, taking into consideration the documentation, the student's preferences, available resources and course requirements.
- Describe the process for the provision of accommodations and services to the student verbally and in writing.
- With student consent, notify the student's instructors in writing certifying that a student has a disability and stating recommended academic accommodations. The student will be responsible to deliver such written notifications to faculty/staff.
- With student consent, notify appropriate university staff and administrators of non-academic accommodations and services such as housing, recreation, safety, counseling, financial aid, transportation, health services, employment, insurance and other co-curricular activities.

## **What are Reasonable Academic Accommodations?**

All requests for accommodations are determined on a case-by-case basis. Reasonable accommodations may include academic modifications, exam modifications, and auxiliary services.

**Academic modifications** may include reduced course load, priority registration, part time programming, course substitution and extended time for completing assignments.

**Exam modifications** may include additional time, provision of a separate room, rest periods, use of a reader or a scribe, permission to eat during an exam, and arrangements to take exams at an alternative time.

**Auxiliary services** may include note takers, readers, sign language interpreters, real time captioning, assistive technology, alternate forms of text, and photocopy enlargement.

**Loyola does not provide aides, services, or devices for personal use or study. Accommodations that fundamentally alter the nature of the course work, or the materials assigned, or are unduly burdensome financially or administratively will not be provided. Students should bring problems regarding accommodations to the attention of the Services for Students with Disabilities staff and the faculty member providing the accommodations.**

## General Guidelines for Documenting a Disability

**The following guidelines are not disability specific. Guidelines for learning disabilities, ADD/ADHD, physical, psychological, and medical disabilities are outlined individually and available through the Services for Students with Disabilities office and on the website.**

Documentation must:

- be current within three years of the current date;
- be submitted by a qualified professional/service provider on official letterhead;
- be relevant to the student's needs at the university;
- be comprehensive;
- include a diagnostic statement including the date of the most recent evaluation;
- include the current impact of (or limitations imposed by) the condition;
- include treatments, medications, devices or services currently prescribed or used to minimize the impact of the condition;
- include the expected duration, stability or progression of the condition;
- include the type of accommodations and services previously made for the individual; and if none, an explanation of that fact;
- Include recommendations for accommodations as well as recommendations for treatment.

If the original documentation is incomplete or inadequate to determine the extent of the disability or reasonable accommodation, the University has the discretion to require additional documentation. Any cost incurred in obtaining additional documentation is the responsibility of the student.

In addition to the basic documentation for a condition listed above, recommendations from the treating professional are welcome and will be given consideration in evaluating a request.

Recommendations should:

- Provide clear description of the recommended accommodations;
- Connect the recommended accommodations to the impact of the condition;
- Provide possible alternatives to the recommended accommodations;
- Include a statement of the level of need (or consequences of not receiving) the recommended accommodations.

Reasonable accommodations depend upon the nature and degree of severity of the documented disability. While the Americans with Disabilities Act of 1990 requires that priority consideration be given to the specific methods requested by the student, it does not imply that a particular accommodation must be granted if it is deemed not reasonable and other suitable techniques are available.

***Note: Pending the receipt of appropriate documentation, Loyola University Chicago reserves the right to deny services or accommodations.***

## HOUSING ACCOMMODATIONS

To request housing accommodations, housing contract release or an exemption to the on-campus housing requirement for freshman and sophomores **based on a documented medical health condition or disability** you must do the following:

Obtain documentation from the appropriate professional/service provider to document your medical condition or disability.

The documentation must meet the Guidelines for Documenting a Medical, Psychological, Learning Disability or ADHD diagnosis. The guidelines can be obtained in the Services for Students with Disabilities office in Sullivan Center Suite 260, and in electronic form on our website: [www.luc.edu/sswd](http://www.luc.edu/sswd).

The documentation must be sent or delivered to Services for Students with Disabilities office.

Complete the *Housing Application and Contract* form, *Request for Release from Housing Contract* form or *Request for Exemption from Housing* form available in electronic form at [www.luc.edu/reslife/forms.shtml](http://www.luc.edu/reslife/forms.shtml) and submit the form to the Residence Life office in SLLC first floor. **NOTE:** In the section on the form stating, “*Please use the space provided below to indicate your reasons,*” write: **“Documentation submitted/is being submitted to Services for Students with Disabilities”**

## GRIEVANCE PROCEDURES

Loyola provides procedures for resolving disputes related to services for students with disabilities, including complaints that a student has been discriminated against because of his or her disability. If a student believes another Loyola student has engaged in discriminatory conduct toward the student because of his or her disability, the student may file an incident report with the Office of the Dean of Students. Information about how to file such an incident report and the procedures used to resolve such complaints may be obtained from the Office of the Dean of Students, Centennial Forum, Room 100, 1125 W. Loyola Avenue, Chicago, IL 60626 or by accessing the following website: [Loyola University Chicago- Incident Reports](#)

If a student has a dispute with a Loyola administrator, faculty member, staff member or other employee relating to disability services, including any complaint that the student has been discriminated against because of his or her disability, the student may utilize the following procedures:

1. Students are encouraged, but are not required, to make a sincere attempt to resolve the problem through discussions with the other party.
2. If the student is unable to resolve the problem with the other party or has opted not to make such an attempt, then the student should meet with their designated Services for Students with Disabilities (SSWD) Staff Member, either the Coordinator or Disability Specialist, to discuss the problem and possible ways to resolve the problem. The student should schedule the meeting with the Coordinator or Disability Specialist within fourteen days of the event leading to the dispute.
3. If the SSWD Staff Member and the student are unable to resolve the problem, the student may file a written complaint with the Associate Provost for Academic Services. The written complaint must specify the nature of the dispute, any prior attempts to resolve the matter and how the student wishes for the matter to be resolved. The written complaint should be filed within fourteen days of the meeting with the Coordinator or Disability Specialist. The Associate Provost will conduct an investigation. As part of that investigation, the Associate Provost will ask the student and the other party to identify any witnesses and to submit any other evidence they wish the Associate Provost to consider. The Associate Provost will complete the investigation within thirty days of receiving the written complaint from the student, if practicable. The Associate Provost will notify the parties of the disposition of the matter to the extent permissible by law.
4. If the student is dissatisfied with the disposition, the student may file a written appeal with the Associate Provost for Academic Services. The appeal must be filed within fourteen days of being notified of the Associate Provost's disposition and contain all the information and documentation that the student wishes to be considered as part of the appeal. The Associate Provost will notify the parties of

his or her decision, to the extent permitted by law, within thirty days after receiving the appeal if practicable.

5. If the student's dispute is with the Coordinator or Disability Specialist of Services for Students with Disabilities, the student should notify the Associate Provost for Academic Services, who will appoint an impartial person to meet with the student or conduct the investigate as applicable. If the dispute is with the Associate Provost, the student should notify the Provost, who will appoint an impartial person to meet with the student, conduct the investigation or handle the appeal as applicable.

In any situation where it is found that discrimination occurred because of the student's disability, Loyola will take steps to prevent the recurrence of such discrimination and will correct any discriminatory effects on the student and others if appropriate. Retaliation against any person for complaining about what he or she believes to be discriminatory conduct or for cooperating in any investigation of such a complaint is prohibited.

## Services for Students with Disabilities Evacuation of Persons with Disabilities

(Excerpted from Loyola University Chicago's Emergency Response Plan for Lakeside Campuses.)

1. Faculty and staff are asked to assist persons with disabilities during building evacuations.
2. It is suggested that persons who use a wheelchair or persons with a physical disability prepare for an emergency ahead of time by informing faculty, staff or classmates on how to assist him/her in case of evacuation.
3. Services for Students with Disabilities, Human Resources, and the Faculty Administration Security will provide Public Safety with a list of known students, staff, and faculty requiring assistance during building evacuations. The list will include the person's office, classrooms, and/or residence hall locations during different times of the day.

*If you have questions or concerns regarding this evacuation procedure, contact Services for Students with Disabilities or the Director of Public Safety.*

### TO REPORT AN EMERGENCY ON CAMPUS CALL 4-4911

#### Emergency Actions

1. During a building evacuation, assist persons with disabilities by helping them move to the nearest marked exit. A person who uses a wheelchair or a person with a physical disability may use the building elevator, **BUT NEVER IN THE CASE OF A FIRE OR EXPLOSION.**
2. During a fire, assist persons with disabilities to the nearest stairwell and help them exit the building. If the person's disability prevents you from helping them exit the building, then you should assist them to the nearest emergency phone and call Public Safety at **4-4911**, to inform them of the person's exact location. If you cannot locate an emergency phone, then assist them to the nearest **sanctuary point.**
3. **Sanctuary points** are identified on each building evacuation diagram, and are generally located in stairwell landings. They are designated as safe locations because of their fire protection factor. During building evacuations, these areas will be checked first by Public Safety and/or Facilities staff. **DO NOT LEAVE A PERSON INSIDE A STAIRWELL THAT HAS SMOKE IN IT.**
4. After leaving a person with a disability at a **sanctuary point**, you should exit the building and immediately contact Public Safety by calling **4-4911** or by using the nearest one button yellow emergency phone and inform them of the location of the person.

5. The Public Safety Telecommunicator, upon receiving the notification that a person with a disability is in need of assistance, will direct Officers and/or Facilities staff to that location.
6. Public Safety Officers and Facilities staff responding to a building evacuation situation (e.g., fire alarm, bomb threat, etc.) will clear the building by checking all **sanctuary points** first. This procedure will be followed even if not alerted that a person was left at a **sanctuary point**.