

## **Counselling & Disability Services**

### **Disability Services**

#### **Policies and Procedures**

The information below provides details regarding policies and procedures of Disability Services within Counselling & Disability Services ("CDS").

Disability Services within CDS provides resources and support to students with learning, mental health, physical, sensory and medical disabilities. Participation within Disability Services is voluntary and students are free to withdraw at any time.

Disability Services provides direct services to students with a variety of documented disabilities and provides consultation to the university community on related matters. CDS serves the entire York University community, including students, staff and faculty. Priority for on-campus service is given to students, while staff or faculty may be assisted in obtaining a referral to an appropriate service off-campus. CDS recognizes that the diversity of the university community is a source of excellence, enrichment and strength. CDS affirms its commitment to human rights, and in particular to the principle that every member of the York University community has a right to equitable treatment, without harassment or discrimination on the grounds prohibited by the Ontario Human Rights Code, including: race, ancestry, place of origin, citizenship, creed, sex, sexual orientation, age, marital status or disability.

#### **Privacy of Information**

Our clients' personal information is held in utmost confidence, as set out in the attached CDS Client Privacy Statement. Personal information is maintained and disposed of in a secure manner, in compliance with relevant privacy legislation. Electronic files are stored in an encrypted database.

#### **Flow of Information**

Client records are maintained in locked file cabinets in CDS. Occasionally, consultation may be necessary between Disability Services staff and other professional staff within CDS. This sharing of relevant information may result in other staff in CDS sometimes having access to the information in the client's Disability Services file. All staff who do have access to Disability Services files are required to maintain strict levels of confidentiality as outlined above and to refer only to information relevant to the services they are providing.

The staff in Disability Services has access to the *York University Student Information System*, including student grade records. In an attempt to monitor the progress of students registered with Disability Services, the academic performance record of all students may be periodically verified.

### **Appointments**

Disability Services tries to meet the needs of all clients. As the school year progresses, there is an increasing demand for our services. In order to maximize your time and ours, and in an effort to accommodate as many students as possible, we respectfully request that you keep your appointments when meeting with your counsellor or other staff. We have a maximum waiting period of 15 minutes past your scheduled appointment time. After this grace period, you may be asked to reschedule. In the event that you are unable to attend your appointment, please try to notify us at least 24 hours in advance. Please note that you must call during office hours (Monday, Wednesday, Thursday, Friday, 9am - 4:30pm, Tuesday, 9am – 7pm).

### **Accommodated Alternative Tests/Exams**

Your disability counsellor will discuss the appropriate documentation that is necessary for you to access accommodated tests and exams. Once this review is completed, accommodated tests and exams are arranged on-line through the *Registrar's Office*. Students must read and sign an Alternate Test and Exam Agreement form in order to have access to this service. It is the responsibility of students in Disability Services to be aware of the procedures for arranging and writing accommodated tests and exams as outlined in the brochure entitled "Alternate Exams and Tests" (and available at: [www.yorku.ca/altexams](http://www.yorku.ca/altexams)).

**Failure to follow these procedures may result in an inability to schedule  
accommodated tests and exams**

### **Email and Internet Policy**

Email is not a confidential form of communication and therefore CDS does not conduct counselling by email and discourages the use of email communication between clients and counselling and disability staff. CDS practitioners do not accept invitations from clients to participate in their online social networks, nor do they invite clients to participate in their own personal online social networks (e.g. Facebook, Twitter, Myspace).

### **Letters of Reference**

CDS practitioners are unable to provide letters of reference for students unless they have supervised the student in a work, volunteer or academic capacity.

### **Questions or Comments**

Should you have any questions, concerns or suggestions regarding the above information or any other aspects of Disability Services, feel free to discuss them with your disability counsellor. You may also ask to meet with your disability counsellor's supervisor at any time.

**Please sign below to affirm that you have read and received a copy of these Policies and Procedures and the CDS Client Privacy Statement.**

Signature: \_\_\_\_\_

Date: \_\_\_\_\_