Welcome!

Dear Student;

Welcome to The University of Toledo and Student Disability Services (SDS). We are here to partner with you to ensure that you have equal access and opportunity to participate in the educational and campus life experience at UToldeo as a student with a disability. Accommodations are available to support your path to success. Disability contributes to the rich diversity at UToldeo and we are committed to sustaining an inclusive experience for our students with disabilities.

The student plays the most important role to ensure that the accommodations are effectively implemented. We depend on you to keep the lines of communication open between you, the instructors, and our office. This handbook is a resource that details procedures and responsibilities for the student. The Student Disability Services website will offer the most current information available as we update the website when changes are made.

We look forward to working with you and GO ROCKETS!

Enjie Hall, MRC, PC
Director of Campus Accessibility and Student Disability Services
Americans with Disabilities Act and Section 504 Compliance Officer
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Student Disability Services Contact Information

Main Campus Physical Location: Rocket Hall Room 1820
1625 West Rocket Drive
Toledo, Ohio 43606-3390

Health Science Campus Physical Location: Mulford Library Room 130
3000 Arlington Avenue
Toledo, Ohio 43614

Mailing Address:
University of Toledo 2801 W. Bancroft Street Mail Stop 342
Toledo, Ohio 43606

Email: studentDisability@utoledo.edu

Office Hours:
Main Campus: Monday-Friday 8:15am-5:00pm
Health Science Campus: Hours may vary

Phone: 419.530.4981
VP: 419.386.2939
Fax: 419.530.6137

Staff members can also be reached via email at addresses listed below.
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SECTION 1: Student Rights, Responsibilities, and Confidentiality

Rights

Students with disabilities at The University of Toledo (UT) have the RIGHT to:

1. equal access to facilities, technology, learning environments and participation in programs, activities and services offered by the University;
2. confidentiality of any documentation or correspondences pertaining to the nature of a disability;
3. accessible technology, alternative formats for information, and means of effective communication;
4. express concerns or make suggestions for the facilitation of access and accommodations.

Responsibilities

Students with disabilities at UTOLEDO have the RESPONSIBILITY to:

1. meet and maintain essential institutional qualifications, requirements, standards for courses, programs, services, and activities;
2. identify as an individual with a disability when an accommodation is being requested;
3. Seek information, advocate for change, assistance and utilize resources;
4. provide documentation which verifies disability and supports request of accommodations;
5. participate in the interactive process by communicating with SDS, instructors, and other university employees to address any disability related concerns;
6. follow SDS processes for requesting and accessing accommodations as accommodations are not retroactive;
7. print or email Accommodations Memos and arrange to meet/communicate with the instructor to discuss the implementation of accommodations for each course;
8. inform SDS and instructors of any difficulties in accessing academic accommodations;
9. check UTOLEDO Rockets email account regularly as all correspondence will be directed to the student’s UTOLEDO Rockets email.

Confidentiality
SDS views all correspondence and documentation pertaining to the nature of a student's disability as confidential. Only SDS staff can access this information, which is protected by The Family Educational Rights and Privacy Act of 1974 (FERPA). For additional information on FERPA and Confidentiality, visit the University Registrar website. SDS will retain all disability documentation per the University’s documentation retention policy.

SECTION 2: Admission to UTOLEDO and Affiliating with Student Disability Services

Admission Requirements for Students with Disabilities
All students applying to UTOLEDO are held to the same admission standards regardless of disability status. For additional information on admission requirements for areas of study refer to the appropriate Admissions Office. At the post-secondary level, students must be considered an “otherwise qualified student” therefore it is important that the student review the technical standards of their program of study to determine their ability to meet program requirements with or without academic accommodations.

Affiliating with Student Disability Services
SDS works to ensure equal access to post-secondary educational opportunities at UTOLEDO in accordance with Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act (ADA of 1990 As Amended). Through an interactive process, a team including: SDS staff, instructors, college and department staff; and most importantly, the student; must work together to determine and implement the accommodations that will be most appropriate.
Establishing Services is as easy as 1, 2, 3!

1. Complete our online New Student Application
2. Submit documentation from high school such as an IEP or 504 Plan, accommodations verification from another institution of higher education, and/or reports from a health care provider or other professionals, which verifies medical condition(s) and explains disability barriers to the educational experience
   a. Although many different types of disability related documentation are acceptable, students may ask their health care provider to complete the SDS disability verification form.
      i. Please see SDS Documentation Guidelines for additional information.
      ii. An email will be sent to the student’s Rockets account once information submitted has been reviewed so it is important for students to check their Rockets email account regularly.
3. Since student input is critical, a student must complete a disability access initial appointment with an SDS Accessibility Specialist to set up accommodations and receive training on the procedures for utilizing the accommodations. Once accommodations have been established, the student will select the appropriate accommodation for each class for which they are enrolled. To utilized accommodations, students must make formal requests in the Student Accessibility Management (SAM) system each semester in order for instructors to be properly notified. Accommodations are typically not retroactive.

Why is student input important?
Students know best how they experience disability and what physical/environmental, technological/communication, and programmatic barriers impact them. Students provide valuable perspective on what accommodations, strategies, tools, and devices are most beneficial to them. SDS serves as a resource to facilitate access and coordinate accommodations which will enable the student to have an inclusive higher education experience. Please note: Applicable accommodations may vary depending upon the nature of the course or activity.

SECTION 3: Reasonable Accommodations

The ADA mandates equal access and protects persons with disabilities from discrimination. While the ADA does require colleges to make reasonable accommodations, the ADA does not require colleges to provide services for personal care or curriculum modifications. All students are expected to perform the same tasks to meet course objectives as any other student enrolled in the course.
SDS will seek information from university faculty/staff regarding essential requirements and standards for courses, programs, and facilities to determine whether or not an accommodation requested by the student is a fundamental alteration. Note: The University of Toledo is not obligated to make fundamental alterations to a course or program.

SECTION 4: Requesting Accommodations using Student Accessibility Management (SAM)
Once accommodations have been determined, students may request accommodations for courses using the Student Accessibility Management (SAM) system.

When preparing to make requests, consider the nature of the course and choose accommodations accordingly. If necessary, consult with SDS Accessibility Specialists to obtain guidance on choosing appropriate accommodations for courses. Remember that requests for accommodations need to be submitted each academic term for courses in which accommodations are needed. Courses may take up to 48 hours to upload into SAM after registration. However, if the courses do not appear in SAM the student should contact their Accessibility Specialist immediately to remedy the situation (i.e. completing an “IN”, part of a consortium etc.).

After accommodations for the semester have been requested and approved through SAM, an Accommodations Memo will appear in the student’s SAM mailbox as well as sent to the student’s and instructor’s UTOLEDO Rocket email account.

It is the student’s responsibility to open a line of communication and share their Accommodations Memo with each instructor and discuss the implementation of accommodations. Students may choose to have the conversation through email, by phone or video conference, etc., however students do not need to disclose the specific nature of their disability to instructors. If students need guidance in this process, please contact an Accessibility Specialist.

Change in Instructors
If there is a change in instructor, the student should give the Accommodations Memo to the new instructor. Also, the student should contact SDS and make them aware of the change in instructor.

Report Problems
Immediately alert SDS and the instructor if there are difficulties with any accommodation.

SECTION 5: Accommodations and Procedures
Alternative Media (alt media)/Electronic Text (e-text)

The alt media/e-text staff needs information about the course materials and textbooks from the instructor or student to convert the materials into the needed format. Procuring/editing and/or creating accessible alt media/e-text can be a very lengthy process.

1. Submit alt media/e-text request as early as possible so that SDS can obtain the materials and begin editing.
   a) The status of alt media/e-text requests can be tracked in SAM. For more information visit the SAM help website.
   b) Maintain open communication with the ALT Media staff and make contact immediately if there are problems downloading or using the accessible course materials.
   c) Many books, articles, or videos may be available in an accessible format. It is encouraged that students refer to the options in the Alternative Format resource manual to research options.

2. Prior to receiving alt media/e-text, the student must electronically sign a publisher’s agreement verifying that the student will purchase the book, will use the material for educational purposes only and will not copy nor share the material with anyone. This agreement will be signed one time via an e-form on SAM. Some publishers may request to see original sales receipt. If this is required the student will be asked to bring in or email a copy of the receipt.
   a) The book will be uploaded to SAM and an e-mail will be sent to the student informing the student that it is ready for download. For directions on how to download books please visit the SAM help page.

   i. Students should check email daily and download files within one week of receiving them.
   ii. Failure to download/pickup up requested e-text may result in a suspension of this accommodation for the following semester until the student has met with an Accessibility Specialist to discuss and reassess alt media/e-text needs.

Braille
1. Requests for materials to be converted to Braille should be sent to Braille@utoledo.edu.
2. For specific information on requesting a textbook in braille format contact SDS. It may take up to several months for a textbook to be converted to braille, so it is crucial for the student to request specific textbooks in Braille as soon as they are aware of the need.
3. SDS can also assist in the creation of materials that are not course specific that a student would like to have in an alternate format, such as a course schedule. The time needed for conversion to Braille varies, depending on the quality and format of the original material submitted for conversion.
4. Students should pick up Braille materials in a timely manner. Failure to pick up requested braille may result in a suspension of this accommodation until the student
has met with an Accessibility Specialist to discuss and reassess alternative media needs.

**Captioning**
Students should make accommodation requests as soon as possible. This allows instructors more time to search for captioned material or submit material to SDS to be captioned.

**Alternative Testing**
(Note: the term ‘test’ is used to refer to any quizzes, midterms, exams, finals, subject exams, etc.)

The process for providing access to testing accommodations outside of the classroom or department varies by campus location and the accommodations used. Students must carefully review the process associated with the individual campus location.

1. It is recommended that students communicate with the instructor to discuss how testing accommodations will be implemented. It is generally preferable if tests can be accommodated by the instructor, a graduate student, or another member of the department familiar with the subject matter and terminology used in the course. Laboratory tests should be arranged with the instructors. If assistance is needed in determining how laboratory tests will be accommodated, student should contact their Accessibility Specialist.

If it is not feasible for the instructor to proctor the test, alternative testing options are available.

Students are expected to test on the same day and time as the class unless extended time would cause the student to miss part of a class. If possible, students are encouraged to schedule classes to avoid these conflicts. However, when that is not possible, it is important that the student discuss the situation with the instructor. Together the student and the instructor will need to make arrangements for tests to be taken at a time that ensures that the student does not miss portions of any class. Occasionally this may mean the test will need to be scheduled on a different date than the date on which the class takes the test. Students may contact their Accessibility Specialist for assistance with working out logistics.

**Pop quizzes**
For unannounced or pop quizzes, the instructor will arrange for the quiz to be administered at an appropriate location and will release the student from class to take the quiz unless other arrangements are made. Students are not expected to miss any portion of a class lecture or activity when choosing to use accommodations for announced or pop quizzes.
Health Science Campus Students
For students testing at the HSC Academic Testing Center (ATC): a copy of the Accommodations Memo will be emailed to the Testing Center staff as well as to the Clinical or Academic Coordinator(s).

Instructors must arrange paper/pencil or computer-based tests with the ATC. Students need to work with instructors to ensure ATC staff is aware of test dates and times well in advance of the test. Students can visit the ATC website for additional information and hours of operation and contact the ATC with any questions about UToldeo testing processes and procedures prior to taking the first test. Students will need to arrive at the ATC 30 minutes prior to the scheduled testing time.

NOTE: Schedule tests early enough in the day in order to receive full accommodation time based on hours of operation of the ATC.

Law School Students
For students testing at the Law School: A copy of the Accommodations Memo will be emailed to the Law School Registrar and to the instructor.

Tests must be scheduled at least 3 business days in advance through SAM during the date and time that is within the parameters of the Testing Agreement with the instructors. The student may also update or cancel the tests through SAM.

Students are expected to arrive prior to the scheduled time to take the test. Arriving late will result in time being deducted from the overall total time allotment. Utilize the calendar in SAM to track when the tests are scheduled. The decision for rescheduling a missed exam is at the discretion of the instructor.

Contact the Law School Registrar with any questions about testing processes and procedures prior to taking the first test. Any concerns regarding the scheduling or administration of a test should be immediately brought to the attention of the Law School Registrar. Please visit the Law School Registrar’s website for additional information and hours of operation.

Main Campus Students
Paper/pencil or computer-based tests may be taken at the Main Campus Test Center – Memorial Field House - FH1080 (FH Testing Center).

Ear plugs or noise canceling headsets are available at the FH Testing Center.

Students are expected to adhere to the FH Testing Center policies and procedures. Students can visit the FH Testing Center website for additional information and hours of operation.
Contact the Main Campus FH Test Center to ask questions about testing processes or procedures prior to taking the first test.

**Students Eligible to Test at SDS**
1. Students will need to communicate with the instructors to discuss the testing accommodations. It is required that students inform instructors of any possible time conflicts that may impact the timing of the test.
2. Tests will need to be scheduled at least 3 full business days in advance through SAM during the date and time that is within the parameters of the Testing Agreement with the instructors. The student may also update or cancel the tests through SAM. Tests MUST be scheduled to be taken at SDS between the hours of 8:30am and 4:45pm Monday- Friday.
3. Students are expected to arrive prior to the scheduled time to take the test. Arriving late will result in time being deducted from the overall total time allotment. Utilize the calendar in SAM to track when the tests are scheduled. The decision for rescheduling a missed exam is at the discretion of the instructor.
4. Students may only have items that the instructor has designated as acceptable or are eligible for an accommodation to use. All other notes, calculators, computers, books, bags, purses, cell phones, coats, water bottles, food and drink, etc. must be left in the provided space in the SDS office.
5. Students are not permitted to leave SDS once the student begins the test.
6. Any concerns regarding the scheduling or administration of a test should be immediately brought to the attention of the Testing Coordinator.

**Scribes**
1. Will write down verbatim what the student has dictated.
2. Will depend on the student to be specific about spelling of specialized, class related terminology or punctuation within sentences.
3. Will depend on the student to review what the scribe has written to ensure accuracy of the work. If corrections are needed, the student must direct the scribe to make them.

**Braille Tests**
Braille tests should be requested as early as possible. There is a minimum of 5 business days for tactile graphics to be produced.

**Assistive Technology Virtual Lab**
1. An Assistive Technology Virtual Lab (V-lab) is available for students to utilize.
2. Please visit the UTOLEDO Virtual Lab website to download the client to run the lab.
3. For more information on software available in the lab, please visit the Student Disability Services Accessible Virtual Lab Website.

**NOTE:** Assistance in utilizing software within the V-Lab is available through SDS.
Check-in Appointments
Students have the option to schedule regular meetings with their Accessibility Specialist on a weekly, bi-weekly, or monthly basis to get guidance on utilizing accommodations or managing disability. Students may contact their Accessibility Specialist to schedule these appointments.

Classroom Adaptations
SDS will work with instructors and facilities personnel to provide adaptive furniture and adaptive equipment to those students who qualify for this accommodation. Examples might include, but are not limited to: stool, chair with/without arms, computer with assistive technology, adaptive mouse or keyboard, adjustable table or computer desk.

Disability-Related Excused Absences and Assignment Deadlines
Attendance is a critical element to the learning experience. A disability-related absence counts as an excused absence in accordance with course attendance requirements. While students are not required to provide a medical note to the instructor for a disability-related excused absence, SDS reserves the right to ask for additional medical documentation.

Following the University’s Missed Class Policies or program professionalism standards, the student is required to notify the instructor and Accessibility Specialist in a timely manner. The student must Contact the Accessibility Specialist if they are unable to meet the attendance and deadline requirements of the course.

Experiential Learning
Experiential learning such as field placements, clinicals, practicums, co-ops, student teaching, internships, clerkships, etc. are often very different from the typical classroom experience. As a result, the type of accommodations required during these experiences may be different than those in the classroom setting. Students are encouraged to contact their assigned Accessibility Specialist as soon as they have been placed in an experiential learning course to discuss any questions or concerns regarding accommodations in placements. It is the student’s responsibility to:

1. maintain open communication with the coordinator, supervisor, preceptor or clerkship director as well as the Accessibility Specialist;
   a. Meet with the coordinator, supervisor, preceptor or clerkship director well in advance of the scheduled start date of the experience if an adjustment to accommodations need to be made. It is recommended that the Accessibility Specialist be consulted or included in this meeting.

Housing Accessibility
A variety of special housing options are available in the Residence Halls. These accommodations may include a specific setting (such as a suite or traditional style room), a request for Emotional Support Animal (ESA) to reside with the student, or
accessible restroom. Students requesting special housing accommodations would complete the SDS affiliation process and submit supporting documentation from a license medical professional.

**Emotional Support Animals**

Approved Emotional Support Animals (ESA’s) are welcomed in Residence Halls as specified in the Fair Housing Act. The student must provide documentation, such as a completed SDS Disability Verification Form. The recommendation for an emotional support animal to reside in the residence hall with a student with a disability must be made by a licensed healthcare professional that has an established clinical relationship with the student. The healthcare professional must be qualified to prescribe the use of an emotional support animal as well as qualified to treat mental health conditions. ESA’s are to exhibit appropriate behavior and must not disrupt the overall environment. If an ESA is being disruptive and/or destructive, the situation will be handled with the same procedure for students who exhibit disruptive/destructive behavior. The student is expected to have control of their ESA at all times. Students approved for an ESA are to follow the processes and procedures of the Office of Residence Life.

**Lab Assistant for In-person Course**

Students may require assistance to meet physical course requirements. An in-class/lab assistant will only perform tasks as directed by the student, so it is important that the student give thorough, step-by-step directions when guiding the in-class/lab assistant in the completion of tasks. The in-class/lab assistant will follow the directions precisely and perform only steps as instructed and adhere to the safety guidelines and standards set forth by the department and instructor.

**Note-taking**

Note-taking options may include, but are not limited to; audio recording of class lectures, assistive note-taking technology (e.g. computer, Smartpen), and supplemental notes from an assigned note-taker. Students are encouraged to try different note-taking techniques to determine what accommodation works best for them in specific types of courses. Students are expected to take their own notes to the best of their ability and always utilize any notes, slides, or other course materials made available to the class by instructors.

Recordings are for class use only and may not be shared with others. It is important to respect instructors and fellow students by keeping the recordings confidential during the course and destroying them when the class concludes.

**LiveScribe Smartpen**

The LiveScribe Smartpen records everything that is said as well as anything that the student writes during lectures. Visit the SDS website for tutorials on using this device.
NOTE: In order to use note-taking technology in clinical settings, a student is required to follow the HIPAA laws plus the institutional rules. Consult with an Accessibility Specialist with additional questions.

Note-taker
Notes provided by a note-taker serves the purpose of providing the student with access to material presented during class sessions and not intended to serve as a substitute for attending class.

Students are responsible for checking SAM regularly and downloading the notes. Notes will not be automatically emailed nor provided directly to students. Students experiencing technical difficulty with the form or format of the notes should immediately contact SDS for assistance.

If the student decides that a note-taker is no longer needed in a course or drops a course, the student must update the online request for accommodations in SAM.

Paratransit Services
TARPS is a door to door, shared ride transportation service that mirrors fixed route service. SDS determines eligibility for TARPS service for students, faculty and staff. Once eligibility is established, rides can be scheduled through TARTA. To schedule a ride please call 419.382.9901. Please note: eligible riders are required to present their Rocket ID to the TARPS driver.

Assistive Listening Devices
Assistive Listening Devices are available to provide effective communication and are loaned out to students. Students will need to sign an Equipment Loan Agreement, abide by all policies and procedures set forth in the agreement and return the equipment to SDS by the return date in the Equipment Loan Agreement. The student should inform SDS immediately if the equipment is not in working order, lost or damaged. The student is responsible for ensuring that the amplification system is properly setup at the beginning of each lecture.

1. In the case of an FM system, the student would give the instructor a microphone and battery pack to wear.
2. In the case of an IR system the student would place the transmitter near the instructor and maintain a clear line of sight between the receiver and transmitter.

Priority Registration
Students actively registered with SDS are eligible to register for classes prior to the start of general registration. Priority registration dates are listed on the Office of the Registrar’s website. Priority registration allows the student the opportunity to select schedules that match their unique disability-related needs.
Service Animals
Service animals are defined by ADA as dogs or miniature horses that perform specific tasks/services directly related to the individual’s disability. Service animals are permitted to accompany their owner to most places on campus as a public access right.

Sign Language Interpreting and Speech-to-Text Transcription
1. It may take up to three business days to make arrangements for sign language Interpreters or Speech-to-Text Transcription so students should request accommodations in the SAM system as early as possible.

   a. Interpreters or Speech-to-Text Transcribers will be assigned to each class as requests are received through SAM.

   b. The Speech-to-Text academic accommodation is a real-time service provided by either an on-site or remote transcriber. During scheduled class times, a student will view their real-time, live transcript, and have the ability to communicate any course related concerns with their transcriber via IM (instant messaging). In the event Internet access is unavailable/interrupted at a location or other troubleshooting concerns arise, the student should inform SDS as soon as possible at 419.530.4981, or via email at transcription@utoledo.edu

   c. Students will exchange Skype contact information with their assigned transcriber within 2-3 business days of their scheduled course(s). Students will connect to their assigned transcriber using an electronic device, i.e. Laptop, iPad. Transcriber assignments can be viewed in SAM, and are generally emailed to the student’s UTOLEDO Rockets email account. Students should check their UTOLEDO Rockets email account daily for any important announcements/updates.

2. Training on how to access and utilize Speech-to-Text Transcription will be provided to the student.

3. The student should contact SDS by email at transcription@utoledo.edu at least 24 hours in advance if the student will be absent from a class, class will be in a different location or is cancelled.

4. Students are expected to be on time for class. The Interpreters or Speech-to-Text Transcriber will leave/sign-off after waiting 15 minutes for the student to log-on, unless other arrangements are made in advance.

5. Students may request an interpreter or transcriber for course related events outside the typical class times or classroom, by completing the Interpreter Request Form. The form must be submitted at least three (3) business days before the date of the event to allow time for interpreters or a Speech-to-Text Transcriber to be assigned.

   * Cancellations need to be made at least 24 hours before the event.

6. To request ASL Interpretation or Speech-to-Text Transcription for a university sponsored event, not related to a specific course, contact the organization or department sponsoring the event.
Temporary Accommodations
Students who have a temporary injury/medical condition may request temporary assistance through SDS. Accommodations are provided only for the duration of the injury/medical condition.

SECTION 6: Resources for Veterans
SDS provides individualized accommodations for qualified veteran students with disabilities. Students can speak with a SDS Accessibility Specialist to discuss referral options for a student that may need accommodations. The meetings and contact will be discreet and CONFIDENTIAL.

Campus Resources for Veterans

Military Service Center – http://www.utoledo.edu/military/
Provides services to all veterans to help the student achieve academic goals. Rocket Hall Room 1350 Phone: 419-530-1392 Fax: 419-530-1625

Counseling Center – https://www.utoledo.edu/studentaffairs/counseling/
Provides personal counseling dealing with a wide range of mental health topics including PTSD, depression and anxiety. Rocket Hall Room 1810 Phone: 419-530-2426 Fax: 419-530-7263

Community Resources for Veterans

Ohio Dept. of Administrative Services Military Leave Policy – https://das.ohio.gov/Divisions/Human-Resources/HRD-OCB-Policy

US Department of Veterans Affairs – http://www.va.gov/

Ohio Dept. of Job and Family Services (ODJFS)- Veterans Services- http://jfs.ohio.gov/veterans/

AMVETS – Ohio – http://www.ohamvets.org/

Veterans Benefits Information

The Ohio Military Injury Relief Fund (MIRF was created by House Bill 66 in June of 2005. The purpose of the MIRF is to grant money to soldiers injured while serving on active duty in Operation ENDURING FREEDOM (OEF) or Operation IRAQI FREEDOM (OIF).
SECTION 7: Grievance Process

Since passage of the Rehabilitation Act of 1973, The University has been committed to eliminating barriers to educational opportunities for people with disabilities. The University is dedicated to providing seamless access to University services, programs and activities, when possible. Discrimination on the basis of disability is prohibited.

As part of the informal grievance and interactive process, Students may consult with their Accessibility Specialist for cases when advocacy for access is needed. The Accessibility Specialist will assist in the process of seeking resolution for situations such as when a course is not accessible or an accommodation has not been provided or if an accommodation request has been denied. If the student accepts the proposed resolution, the matter is considered closed. Most disability-related issues or complaints about accommodations, equal access to services, programs, technology, or facilities are typically resolved at this level.

If the accommodations or access issue is not resolved or if the concern pertains to an SDS staff member, students may choose to contact the Director/ADA Compliance Officer to express the concerns. Students should provide a summary of the concerns in writing via email to the Director/ADA Compliance Officer. The Director/ADA Compliance Officer will continue in the interactive process by gather information from the student, SDS staff, and other relevant parties as well as conduct a review of documentation. The Director/ADA Compliance Officer will communicate findings and resolutions to the student within 10 business days of when the complaint is filed. The decisions of the Director/ADA Compliance Officer is final.

If the student’s assigned Accessibility Specialist is the director/ADA Compliance officer and the student does not agree with a decision made by the director/ADA Compliance Officer, the student may contact Dave Cutri, Executive Director of Internal Audit and Chief Compliance Officer to express concerns.

Students who choose to bypass the informal grievance process may file a formal grievance by completing the Discrimination and Harassment/Complaint Form found at https://cm.maxient.com/reportingform.php?UnivofToledo&layout_id=17
This is consistent with UTOLEDO Policy Number: 3364-50-03, Nondiscrimination on the basis of disability- Americans with Disabilities Act Compliance. This is the last step of the internal grievance process.

Students may choose to file a complaint externally with the Toledo Regional Office of the Ohio Civil Rights Commission or the Assistant Secretary of the Office for Civil Rights, United States Department of Education. These entities will take complaints and will investigate when appropriate.

Ohio Civil Rights Commission, Toledo Regional Office One
Government Center, 936
Toledo, Ohio 43604
 SECTION 8: Additional Helpful Information

Barrier Removal
Students encountering campus access issues such as inaccessible paths of travel, snow removal, malfunctioning automatic doors, malfunctioning elevators, etc. should contact Plant Operations at 419.530.1000 (Main Campus) or at 419.383.5353 (Health Science Campus) for immediate assistance. Students can also report issues of physical accessibility to SDS.

Campus Emergency
Students with threat or safety concerns should contact campus police directly at 419-530-2600.

Emergency Evacuation Plans
Students may contact their Accessibility Specialist to address concerns about emergency evacuation associated with a disability or medical condition via email or by calling 419.530.4981.

Parking
UTOLEDO policy requires students, instructors, and staff with a state handicap placard to also purchase an appropriate UTOLEDO parking permit. Call 419-530-4100 or visit the Parking website at http://www.utoledo.edu/parkingservices/parking-permits/ for more information.

Personal Care Attendants
UT/SDS does not provide personal care attendants. If the student requires the use of a personal care attendant (PCA), the student will need to explore funding
sources/arrangements from community agencies. If a PCA will accompany the student in the classroom and/or in on-campus housing, the student can discuss this with an Accessibility Specialist in order to best facilitate the process.

**Technological Difficulties**
Students experiencing problems with their computer or personal technology should contact [Information Technology](#) (IT) at 419-530-2400.

### SECTION 9: Related Campus Offices

**Academic Enrichment Center (AEC)**
Health Science Campus
506/7 Mulford Library
Phone: 419-383-6118 and 419-383-4274
Visit the [Academic Enrichment Center](#)

**Academic Testing Center (ATC)**
Health Science Campus
Center for Creative Education First Floor
Phone: 419-383-6566
Fax: 419-383-6618
Visit the [Academic Testing Center](#)

**Captioning of Videos**
Student Disability Services
Rocket Hall 1820
Phone: 419-530-4981
VP: 419-386-2939
Request captioning of audio/visual material at [Student Disability Services Instructor website](#)

**Counseling Center**
Phone: 419-530-2426
Fax: 419-530-7263
Visit the [Counseling Center website](#)

**Learning Enhancement Center (LEC)**
Carlson Library, Rathbun Cove B0200
Phone: 419-530-2176
Visit the [Learning Enhancement Center website](#)

**Main Campus Medical Center**
Located across from Academic House and next to the Law Center. General Information: 419-530.3451
Student Appointments: 419-530-3451
Visit the Medical Center website
Offers comprehensive outpatient services, including office visits, radiology, physical therapy, and a women’s clinic.

**Military Service Center**
Location: 1350 Rocket Hall
Phone: 419-530-1392
Visit the Military Service Center website

**Rocket Care**
2521 Student Union
Phone: 419-530-2471
Email: rocketresponse@utoledo.edu
Visit the Rocket Care website
As a service of the Office of Student Advocacy and Support (Division of Student Affairs), Rocket Care is designed to assist the student with comments, complaints, questions, or feedback.

**Office of Student Involvement and Leadership**
3504 Student Union
Phone: 419-530-4944
Fax: 419-530-2908
Email: studentinvolvement@utoledo.edu
Visit the Office of Student Involvement and Leadership website

**Psychology Clinic**
1600 University Hall
Phone: 419-530-2717
Fax: 419-530-8479
Visit the Psychology Clinic website

**Residence Life**
1014 Ottawa House West Phone: 419-530-2941
Fax: 419-530-2942
Email: reslife@utoledo.edu
Visit the Office of Residence Life website

**Testing Center (Main Campus)**
1080 Memorial Field House Main Campus
Placement & Make-up Testing
Phone: 419-530-2011
Email: TestCenter.MC@utoledo.edu
Visit the Testing Center Website

**The Writing Center**
0130 Carlson Library
Phone: 419-530-5323
Visit the Writing Center website

**TRIO (Student Support Services)**
0300 Carlson Library
Phone: 419-530-3848
Fax: 419-530-3841
Email: triosss@utoledo.edu
Visit the TRIO website

**University Libraries**
3009D Carlson Library
Library Retrieval/Research Assistance

**UTOLEDO Online**
Memorial Field House Phone: 419-530-8835
Fax: 419-530-8836
Email: utdl@utoledo.edu
Visit their website at [http://www.utoledo.edu/dl/](http://www.utoledo.edu/dl/)

**SECTION 10: Resources in the Community**

**Ability Center of Greater Toledo**
Location: 5605 Monroe Street Sylvania, OH 43560
Phone: 419-885-5733
Or visit the Ability Center Website [http://www.abilitycenter.org/](http://www.abilitycenter.org/)

**Mobility Solutions**
Location: 5702 Opportunity Drive
Toledo, OH 43612
Phone: 1-800-544-7460
Or visit the Mobility Solutions Website: [https://www.promedica.org/activemobility/Pages/default.aspx](https://www.promedica.org/activemobility/Pages/default.aspx)

**Alpha Home Healthcare**
Location: 2735 N. Holland Sylvania Rd., Suite A1
Toledo, Ohio 43615
Phone: 419-720-0028
Or visit the Alpha Home Healthcare Website [http://www.alphahomehealthcareinc.com/](http://www.alphahomehealthcareinc.com/)

**American Council of the Blind, Ohio Inc. (ACB)**
Location: 3805 North High St., Suite 305
Columbus, OH 43214
Phone: 614-221-6688
Or visit the American Council of the Blind Website http://www.acbohio.org/

Assistance Dogs for Achieving Independence
Location: 5605 Monroe Street
Sylvania, OH 43560 USA
Phone: 419-885-5733
Or visit the Assistance Dogs for Achieving Independence Website https://www.abilitycenter.org/we-can-help/programs/assistance-dogs-achieving-independence-adai/

Bookshare
Location: 480 South California Ave
Palo Alto, CA 94306
Phone: 650-352-0198
Or visit the Bookshare Website http://www.bookshare.org/

Home Care by Blackstone
Location: 3600 Briarfield St.
Maumee, OH 43537
Phone: 419-861-3333
Or visit their Website http://www.nursingresources.com/

Interim Healthcare
Location: 3100 W Central Ave Suite 250
Toledo, Ohio 43606
Phone: 419-578-4698

Learning Ally
Location: 20 Roszel Road
Princeton, NJ 08540
Phone: 800-221-4792
Or visit the Learning Ally Website http://www.learningally.org/

National Federation of the Blind (NFB)
Location: 200 East Wells Street
Baltimore, MD 21230
Phone: 410-659-9314
Or visit the National Federation of the Blind Website http://www.nfb.org/

National Seating and Mobility
Location: 6501 Angola Road, Unit P
Holland, OH 43528
Phone: 419-867-6857
Or visit the National Seating and Mobility Website https://www.nsm-seating.com/
Opportunities for Ohioans with Disabilities (OOD)
Location: 150 E. Campus View Blvd
Columbus, OH 43235-4604
Phone: 800-282-4536 (In Ohio voice/TTY) Phone/TTY: 614-438-1200 (Outside Ohio voice/TTY)
Or for additional information about UTtoledo services and programs provided by RSC please visit BVR/
BSVI website at https://ood.ohio.gov/

OHIO Relay Service
Location: 5830 N. High Street
Phone: 614-841-1991
TTY-TDD: 614-515-6065
Or visit the Ohio Relay System Website

Sight Center-Toledo
Location: 1002 Garden Lake Parkway
Toledo, Ohio 43614
Phone: 419-720-EYES (3937)
Fax: 419-720-3938
Or visit the Toledo Sight Center Website http://www.sightcentertoledo.org/

Toledo Area Regional Transit Authority (TARTA)
Location: 1127 W. Central Ave
Toledo, OH 43697
Phone: 419-243-7433
Or visit the TARTA Website http://www.tarta.com/rider-services/tarps/

Toledo Area Regional Paratransit Service (TARPS)
Location: 1127 W. Central Ave
Toledo, OH 43697
Phone: 419-382-9901
Or visit the TARPS Website http://tarta.com/services/tarps/

The State Library of Ohio Talking Book
Program Location: 274 E. First Avenue, Suite 100 Columbus, OH 43201
Phone: 1-800-686-1531 or 1-614-644-6895
Please visit the Ohio Talking Book Website https://library.ohio.gov/using-the-library/services-for-the-blind/

TLC Transportation
Location: 7710 Hill Avenue
Holland, OH 43528