

# 1. Accommodations

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## Academic Policies

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### INTRODUCTION

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Newly admitted students will have the opportunity to disclose the need for academic accommodations on their application. The Enrollment Officer will be required to inform the Support Office of any newly admitted students who have indicated a need for accommodations.

### COMMITMENT

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PLBC is committed to student success. This is not only measured through academic achievement but also through spiritual growth and the development of a servant's heart. The school is excited to help students grow in each area. When it comes to academics, we are committed to supporting each student in reaching his or her potential. PLBC understands that there are students who are determined to serve God and grow spiritually but face significant challenges when it comes to formal education.

### SELF-ADVOCACY

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Students need to advocate for themselves in order to communicate their need and secure the available aid. Students with documented disabilities (physical, sensory, learning, or mental health) are encouraged to contact the Student Support Office for assistance and/or further information.

### GUIDING PRINCIPLES

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The following principles shall guide the administration accommodation for students with disabilities.

a. *Confidentiality* – All information regarding disability provided for purposes of triggering support and accommodation is held exclusively in the Student Support Office and professional standards of confidentiality are maintained. Access to files is available only to personnel in the Student Support Office who directly provide disability services. When the Enrollment Office receives any documentation of disability, the documentation is sent directly to the Student Support Office.

b. *Inter-Departmental Collaboration* – The Student Support Coordinator collaborates with the Student Development Department, when requested to do so, to ensure that each disabled student receives the appropriate accommodations in the academic setting as well as in the other facets of campus life. Any department or office at PLBC that interacts with a disabled student concerning disabilities must consult with the Student Support Coordinator on issues related to institutional commitment for accommodations, prior to making institutional commitments to the student or parents.

c. *Limits on Accommodations and Undue Hardship* – The size of our institution means that we are unable to provide services and accommodations that would result in undue hardship to the college. PLBC cannot provide attendants, individually prescribed devices, readers for personal use or study, or other devices or servers of a personal nature. PLBC does not provide individual tutoring as a form of accommodation for disabilities. However, tutoring is available at a fee. In many cases, Canadian students with documented learning issues may be provided up to three hours of tutoring instruction per week, with costs covered by a government grant.

d. *Service Animals and Therapy Pets* – PLBC will permit service animals (such as guide dogs for the blind or helper dogs for persons in wheelchairs) in classrooms and at public functions. PLBC students must provide a written request prior to bringing a service animal on campus, and the Student Support Coordinator, in collaboration with the Student Development Department has several factors to consider before making a decision: Does this student have a disability as defined by law? What are this person's functional limitations? How is the institution going to provide equal educational opportunities? PLBC will not permit service animals to reside in campus residence. Students requiring service animals should live off campus in a residence that permits animals. Students are expected to provide appropriate care of the service animal, and appropriate action will be taken if the student does not provide appropriate care. Students are expected to consult with Student Development for assisting with daily needs of the service animal, so as not to disrupt institutional policies and procedures. Students are expected to ensure that service animals' behaviour is under control and does not disrupt the classroom environment, the living environment, or other students on campus. PLBC does not permit therapy pets in campus classrooms, at official functions, or in campus residence in consideration of the health and safety of other students. Students requiring therapy pets should live off campus in a residence that permits animals.

e. *Appropriate Use of Disability Services* – Students with disabilities have the responsibility to adhere to the same academic standards, behavioural expectations, and ethical conduct as all other students on campus. All course requirements, as stated in course syllabi, are required by students with disabilities, subject to reasonable accommodations which do not substantially alter the course requirements or expectations. Reasonable accommodations cannot substantively change a course. The boundaries of substantive changes are at the discretion of the professor in consultation with the Vice President for Academic Affairs.

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## Procedures

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### DOCUMENTATION

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Students seeking academic accommodation must present valid medical documentation of disability. Valid forms of documentation include, but are not limited to:

1. Signed doctor's notes
2. Highschool Individualized Education Plans (IEP)
3. Psycho-Education Assessments

The Student Support Office is to keep all forms of documentation strictly confidential. For PLBC office purposes, scanned copies of IEPs and Psycho-Educational Assessments are sufficient to ensure acquisition of Accommodation Letters for funded and non-funded students.

Non-funded students will be required to pay the full cost of any accommodations requiring paid services (e.g. tutoring) and will be responsible for acquiring any equipment that may be required for their academic success (e.g. e-books<sup>1</sup>, hearing devices, dictation tools). Students who are eligible to pursue funding should be advised as per the procedure detailed under *Funding for Students with Permanent Disabilities*.

### ACCOMODATION LETTERS

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Once the Student Support Office has obtained adequate documentation of disability, an appointment must be scheduled with the SSC to determine the parameters of the student's Accommodation Letter. The SSC will then write the Accommodation Letter and supply the student and the Student Support Office with the official, signed letter.

The Student Support Office is responsible for uploading a scanned copy of the Accommodation Letter to the student's Populi profile under their **Student** tab. To upload a document, click on the student's **Student** tab. On the right-hand side of the screen, next to **Student Information**, click (**edit**), and in the pop-up window, upload a PDF copy of the Accommodation Letter under **Letter of Accommodation**.

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<sup>1</sup> In the event that the student is unable to purchase an e-book due to it only being available in print format, the Student Support Coordinator must contact the publisher directly to obtain a requisition form for a PDF version of the book which should be filled out by the SSC and class instructor and submitted to the publisher.

Students will need to submit an Accommodations Request Form at the beginning of every semester (even if requested in previous semesters). The following is the process for applying for accommodations:

1. *First Semester of Accommodations*
  - Meet with the SSC to discuss difficulties and see if you are eligible for Accommodations. (*Bring disability documentation*)
  - Wait for Accommodations letter from SSC.
  - Upon receiving Accommodations letter, submit an Accommodations Request Form to SSC.
  - Wait for confirmation from SSC.
  - If approved, get Accommodations letters signed by instructors, return one copy from each class to the SSC.
  - Access Accommodations as needed in coordination with instructors.
2. *Subsequent Semesters*
  - Submit an Accommodations Request Form to the SSC.
  - Wait for confirmation from SSC.
  - If approved, get Accommodations letters signed by instructors, return one copy from each class to the SSC.
  - Access Accommodations as needed in coordination with instructors.

Students requiring Accommodation Letters will be given two letters per class. The student must communicate to the Student Support Office how many classes they will need accommodation letters for. Once the student has obtained their Accommodation letters, they are to give each instructor two letters: one for the instructor to keep as a reference, and one for them to sign and return to the student. The student must then ensure that the signed copy of their accommodation letter is given back to the Student Support Office to keep on file.

Once an Accommodation Letter has been issued, it is the responsibility of the Student Support Office to ensure follow-through with accommodation agreements throughout the semester. This may include:

1. Designating note-takers for specific classes
2. Ensuring that a student receives an instructor's class notes prior to the lecture
3. Ensuring that a student (or note-taker) is able to take digital notes in class
4. Communicating with instructors and students to coordinate exam accommodations such as:
  - a. Scribes
  - b. Separate rooms
  - c. Extended exam time
5. Advocating on behalf of a student who is accommodated for assignment extensions

## **FUNDING FOR STUDENTS WITH PERMANENT DISABILITIES**

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Pacific Life Bible College is a designated Educational Institute with the Province of British Columbia and its students are eligible for Canada Student Loans, including the **Canada Student Grant for Students with Permanent Disabilities** and the **Canada Student Grant for Services and Equipment for Students with Permanent Disabilities**. It is the responsibility of the student to pursue this funding. Forms can be found at <https://www.canada.ca/en/services/benefits/education/grants.html>. Completed forms should be submitted to the front counter or to the Student Support Coordinator. Students applying for funding for students with permanent disabilities are encouraged to make an appointment with the Student Support Coordinator to become familiar with the types of student support available at PLBC.

### *1. Responsibility for Policy, Procedure, and Administration*

1.1 The Vice President of Finance is the Disability Coordinator and is responsible for the overall administration and execution of this policy.

1.2 The Disability Coordinator, Receptionist, Student Support Coordinator, and Financial Aid Officer are required to be familiar with this policy and procedure.

1.3 The Disability Coordinator is responsible to ensure necessary documentation for provided services is forwarded to the Student Support Coordinator (i.e. information regarding pay rates, hours allotted, hours logged, etc.)

### *2. Application and Verification*

2.1 It is the responsibility of the student to pursue funding under this policy. Forms can be found at <https://studentaidbc.ca/explore/grants-scholarships>.

2.2 Students seeking funding for permanent disabilities are encouraged to make an appointment with the Student Support Coordinator to become familiar with the types of student support available at PLBC.

2.3 Completed forms should be submitted to the front counter or to the Student Support Coordinator which are then passed on to the Disability Coordinator for processing and verification.

### *3. Administration of Program*

3.1 The Financial Aid Officer will be responsible for the administration and tracking of student aid funding received from the Government. This includes:

3.1.1 Apply received monies to the student's account.

- 3.1.2 Notify the student via email when money has been applied to the student's account.
- 3.1.3 Meet with the Student Support Coordinator at the end of the semester and receive from the Student Support Coordinator a report of the disbursement of monies received by the student.
- 3.1.4 Reimburse the Government for money not spent at the end of the semester, or at any other time mandated by the Government.
- 3.1.5 Contact the Disability Coordinator with any questions, concerns, or suggestions for the better administration of the program.

3.2 The Student Support Coordinator is responsible to:

- 3.2.1 Assist the student in locating proper forms and to help the student become familiar with the types of student support available at PLBC.
- 3.2.2 Liaise with, and connect the student to, Student Support.
- 3.2.3 Administer and track student supports used, including hours and pay rates, and maintain a log on behalf of the student.
- 3.2.4 At the end of the semester, meet with the Financial Aid Officer to provide the Financial Aid Officer with a written record of disbursement of monies used by the student.

## **APPEAL PROCEDURES**

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a. *Informal Resolution* – If a student has reason to believe that they have been denied equal access to a PLBC program, service, or activity due to disability, they are encouraged first to attempt a resolution of the concerns independently by initiating a meeting with the staff member, faculty member, administrator, or student with whom there is a concern or disagreement.

b. *Formal Complaint* – If independent resolution is not satisfactory, the student should submit a written account of the situation to the Student Support Coordinator. The report should be submitted immediately after the independent resolution process has been attempted, but in no case after more than 30 days. If the grievance concerns the Student Support Coordinator, the student should submit their written complaint to the Vice President for Academic Affairs. Within seven (7) business days of receipt of a written complaint, the appropriate reviewing authority (outlined above) will initiate an investigation of the complaint, which shall be conducted in a timely manner. After thoroughly reviewing the complaint with the reporting individual, the Student Support Coordinator, in collaboration with the Vice President for Academic Affairs will meet with the other party. If necessary, a meeting will occur jointly with both parties to attempt a resolution.

*c. Appeal* – If resolution is not met at this point, then the unresolved complaint shall be forwarded to the Academic Council. Complaints must be forwarded in a timely manner and in writing. The written document submitted by the student must include the name and campus address of the student initiating the complaint, the name(s) and address(es) of the individual(s) who allegedly denied the student rights, a descriptive statement of the problem, and a statement indicating the potential impact on the complainant.

(1) The Academic Council formally hears and resolves disability-related complaints that have not been resolved independently or through informal measures. The hearing will take place in a reasonable amount of time after the date that the written complaint and necessary documentation are received. The burden of proof that an accommodation was wrongly denied must be sustained by the student.

(2) All complainants shall have the right to present evidence and witnesses at a hearing. Any member of the Council who is subject to or included in the complaint shall be disqualified from hearing the complaint. Attorneys are not permitted to attend the hearing.

(3) The Academic Council shall keep records that accurately reflect the proceedings. After the hearings are completed the Executive shall deliberate in unrecorded executive session. A written decision of the committee shall be presented to the complainant in a timely fashion after the hearing. The decision of the Academic Council is binding.