

CAL Key Resources and Consent Form

Working together for accessible learning

The Centre for Accessible Learning (CAL) is committed to ensuring our students have equal access to all educational opportunities. Our goal is to provide the necessary accommodations to equalize the opportunity for students to meet their essential course or program requirements. Services are confidential, free, and voluntary.

The CAL is mandated by the Human Rights Commission's Guidelines for Accommodating Persons with Disabilities, the Ontario Human Rights Code, and Algonquin College Policy AC01.

A team approach

The CAL follows a team approach that involves you (the student), your faculty, your Accessibility Counsellor, and other members of the CAL team. YOU are the leader of this team and are responsible for making your needs known.

The CAL team

Welcome Centre: Often the first point of contact, staff at the Welcome Centre receive student documentation, schedule appointments, and may answer some CAL-related questions. It is here that students also check in for their booked appointments.

Coordinator of Intake, Assessment and Outreach: Students who do not have the required disability documentation are encouraged to meet with the CAL Intake Coordinator to discuss options about how to obtain appropriate documentation.

Accessibility Counsellors: Each student registered with the CAL is assigned to an Accessibility Counsellor (AC), who uses a client-centred approach to provide confidential disability-related counselling and advocacy services to assist with academic needs. An Accessibility Counsellor reviews your documentation and provides you with access to appropriate academic accommodations. The accommodations that you receive are based on a review of your documentation and consultation with your Accessibility Counsellor.

Assistive Technologists: Assistive Technologists (AT) help you explore technology that can support your disability-related needs in your academic studies. They provide you with training and support on this assistive technology.

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Learning Strategists: Learning Strategists (LS) counsel students to become more effective learners in the college environment. Students registered with the CAL can access the services of the LS through one-on-one sessions that are individualized to a student's disability-related needs. Some possible topics include time management, study skills and self-advocacy. Students can also access drop-in services for time-sensitive issues or attend study skill workshops led by a Learning Strategist.

Accommodations & Supports

Letter of Accommodation (LOA):

The LOA is a confidential document that provides a written statement of the accommodations to which a student registered with the CAL is entitled.

The LOA describes both in-class and test/exam accommodations. Once you've met with your Accessibility Counsellor, the LOA will be created. You can access your LOA by:

- using the CAL Student Portal
- asking an Accessibility Counsellor

You are responsible for ensuring your professors receive a copy of the LOA each term if you are seeking accommodations for that course. You can do this by accessing the **CAL Student Portal**. For detailed instructions, click on **CAL Student Portal Infosheet**.

The LOA is valid for the duration of the program or the timeline listed on the LOA. A program change requires a new LOA. If there are any concerns about your LOA, please bring these to the attention of your Accessibility Counsellor as early as possible.

Placement LOA: If you have a program placement, you may access a Placement LOA by meeting with your Accessibility Counsellor, ideally before the placement.

CAL Test Services: Please refer to the CAL Test Services website for information including test booking processes and deadlines.

algonquincollege.com/cal/cal-test-services

Students registered in Bachelor of Science in Nursing (BScN) and Bachelor of Information Technology (BIT) must email caltestservices@algonquincollege.com with their timetable, including course codes, sections and professor names, in order to access the **CAL Student Portal** for test booking and LOA distribution.

For assistance, email: caltestservices@algonquincollege.com
or call 613.727.4723 ext. 6092

Assistive Technology Lab: The Assistive Technology Lab is located in E303 and provides students registered with the CAL a quieter environment and fully accessible computer workstations. Through the AT Lab, students can also access AT Assistants, a loaning library, transcription services, and accessible print-based course materials.

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Feedback or Concerns: We strive to offer effective and supportive services. Your concerns matter to us. If you are not pleased with our services, or have concerns about our services, please contact your Accessibility Counsellor or the CAL Manager, at 613.727.4723 ext. 7200.

Acknowledgements

STUDENT RESPONSIBILITIES

I am required to:

- Review all communications sent to me from the CAL and follow outlined instructions.
- Understand the services available to me through the CAL.
- Send my Letter of Accommodation (LOA) each term using the [CAL Student Portal](#).
- Book my tests through the [CAL Student Portal](#) and meet the published CAL Test Services booking deadlines.
- Notify my assigned Accessibility Counsellor if my accommodation needs change.
- Discuss accommodations with professors as needed.
- Access Learning Strategy and Assistive Technology support as needed.
- Keep track of key dates, such as the add/drop deadline and withdrawal deadline. Key dates can be found at algonquincollege.com/ro/academic-calendar
- Reach out for help when needed.

☐ I understand my responsibilities as a student registered with the CAL.

LETTER OF ACCOMMODATION ACCESS

Accepting Letter of Accommodation Access

☐ I consent to creating a Letter of Accommodation (LOA) in partnership with my Accessibility Counsellor to support my access to academic accommodations in my current program, and will contact my Accessibility Counsellor as soon as I am able if my program, needs or functional abilities change during my studies.

Declining Letter of Accommodation Access

☐ Because CAL is a voluntary service, I decline an LOA at this point and understand the implications of doing so. I will contact my Accessibility Counsellor to review this decision if needed.

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The Centre for Accessible Learning Algonquin College Health Service Provider Privacy Notice

Who We Are & What We Do

The Centre for Accessible Learning (CAL) provides academic accommodations and educational support services for students who have permanent and/or temporary disabilities. Services are confidential, free, and voluntary; however, students are required to self-identify in order to access them. [Click here for more information.](#)

How We Handle Your Personal Health Information

The CAL collects, uses, and shares your personal health information (PHI) following the Personal Health Information Protection Act (PHIPA). The CAL may also collect, use, and share other non-health related personal information under the Freedom of Information and Protection of Privacy Act (FIPPA).

Access & Use

Access to your PHI is restricted to CAL employees, and Welcome Centre employees if you are accessing CAL at the Ottawa campus. Your PHI will only be accessed or used without your consent when required by law or as necessary to provide services to you. When required by law, the reason must fall within at least one of the following circumstances:

Limits to Confidentiality

- There are reasonable grounds to believe you are likely to harm yourself or another person
- There are reasonable grounds to believe a child under 16 or a resident in a long-term care or retirement home is at risk of being abused or neglected
- Your file has been subpoenaed or ordered produced by a court of law or other body with similar power
- You report sexual abuse by a regulated health professional

Consultation

There might be times when the CAL may want to ask other people for advice about your care or support if we think they can help you. If we do need to involve others, in most cases we will ask for your permission first before sharing any of your PHI.

Retention & Storage

The PHI you provide will be kept strictly confidential and stored at all times in a secure manner for a minimum of 10 years from the last date of action on your file.

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Termination

Access to the CAL will stop when you finish your academic program, or when you are no longer enrolled in a program of study. If you experience a change in your student status for any reason, reach out to the CAL for guidance about access to service.

These standards apply to all Algonquin College health service providers, whether you access them online or in-person at a physical campus.

Contact

If you have any questions or concerns about this Health Service Provider Privacy Notice, please reach out to the Ottawa CAL by email at calmessages@algonquincollege.com or the Pembroke CAL at calpembroke@algonquincollege.com.

General inquiries about the handling of your PHI should be directed to the College's Privacy Office which can be reached by email at privacy@algonquincollege.com.

Acknowledgement

Your signature on this form acknowledges that you have read and understood the terms and conditions of this notice as they relate to your access of the CAL. You may remove your consent at any time by writing to the appropriate email for your campus noted above.

Signatures

Printed Name (Student)

Student Signature

Date

Printed Name (Witness)

Witness Signature

Date

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Contact Information

Welcome Centre

- CAL
- Counselling Services

3rd Floor,
Student
Commons

Assistive Technology Lab

E303

CAL Test Services

E304

The AC Hub

E217

Mamidosewin Centre

E122

Students' Association

E144

Coaching Lab

C260

Financial Aid and Student
Awards

Student
Central

Health Services

C141

Library

C350

Peer Tutoring

C259

Quiet Study Room

E210 & A118

Contact the Centre for Accessible Learning

Phone: 613.727.4723 ext. 7200 • TTY: 1.866.620.3845

E-mail: welcomecentre@algonquincollege.com

We're social!



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algonquincollege.com/cal