# Table of Contents

Student Disability Services Mission and Goals

Student Disability Services Mission Statement

Student Disability Services Goals

Non-Discrimination Statement

General Information

Students Served

Administrative Structure

Contact Information

Office Hours

Scope of Responsibility

Federal Definition of Disability

Self-Identification

Records and Files

Opening / Closing Files

Documentation Submission

General Documentation Guidelines

Learning Disability Documentation Guidelines

Psychological Disability Documentation Guidelines

Physical / Medical Disability Documentation Guidelines

Privacy of Records

Release of Information to Disability Services

Release of Clinical Documentation to Students

Release of Clinical Documentation to Third Parties

February 28, 2013
<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Security of Records</td>
<td>7</td>
</tr>
<tr>
<td>Photocopying Files</td>
<td>7</td>
</tr>
<tr>
<td>Requesting and Receiving Accommodations</td>
<td>7</td>
</tr>
<tr>
<td>Requesting Accommodations</td>
<td>7</td>
</tr>
<tr>
<td>Accommodation Approval Process</td>
<td>7</td>
</tr>
<tr>
<td>Approval Timeline</td>
<td>8</td>
</tr>
<tr>
<td>Temporary Accommodations</td>
<td>8</td>
</tr>
<tr>
<td>Professor Notification Letters</td>
<td>8</td>
</tr>
<tr>
<td>Syllabi Notification (For Faculty)</td>
<td>8</td>
</tr>
<tr>
<td>Possible Academic Accommodations</td>
<td>9</td>
</tr>
<tr>
<td>Attendance Modification</td>
<td>9</td>
</tr>
<tr>
<td>Advanced Registration for Students with Ongoing Disabilities</td>
<td>9</td>
</tr>
<tr>
<td>American Sign Language</td>
<td>9</td>
</tr>
<tr>
<td>Course Repeat Policy</td>
<td>9</td>
</tr>
<tr>
<td>Delayed Exams</td>
<td>9</td>
</tr>
<tr>
<td>Enlargement of Course Materials</td>
<td>10</td>
</tr>
<tr>
<td>Incomplete Grades Policy</td>
<td>10</td>
</tr>
<tr>
<td>Lifetime Fitness &amp; Wellness Activity Modification/Waiver</td>
<td>10</td>
</tr>
<tr>
<td>Medical Leave</td>
<td>10</td>
</tr>
<tr>
<td>Psychological Medical Leave</td>
<td>10</td>
</tr>
<tr>
<td>Physical Medical Leave</td>
<td>11</td>
</tr>
<tr>
<td>Involuntary Medical Leave</td>
<td>11</td>
</tr>
<tr>
<td>Effective Date of Medical Leave Status</td>
<td>12</td>
</tr>
<tr>
<td>Extension of Medical Leave Status</td>
<td>12</td>
</tr>
<tr>
<td>Grades and Completion of Academic Work</td>
<td>12</td>
</tr>
</tbody>
</table>

February 28, 2013
Determination of Fitness for Return to Campus................................................................. 13
Registration and Housing for Returning Students .......................................................... 13
Financial Aid Implications ................................................................................................. 13
Refunds of Tuition and Fees ............................................................................................. 14
Note-Taking Assistance .................................................................................................... 15
Reader Services ................................................................................................................ 15
Reduced Distraction Testing Environment ....................................................................... 15
Scribe ................................................................................................................................. 15
Time Extensions – Exams ................................................................................................. 15
Time Extensions – Assignments ........................................................................................ 16
Possible Assistive Technology Accommodations ............................................................. 16
Electronic Books ............................................................................................................... 16
Laptop Computer Usage ................................................................................................. 17
Audio Recording Lectures ............................................................................................... 17
Textbooks on CD ............................................................................................................. 17
Word Processing – Enlargement ....................................................................................... 17
Possible Non-Academic Accommodations ...................................................................... 17
Dietary Needs ................................................................................................................... 17
Housing Placement Considerations ................................................................................ 17
Service and Support Animals ........................................................................................ 18
Library Assistance ........................................................................................................... 18
Off Campus Transportation .............................................................................................. 18
On Campus Transportation ............................................................................................. 18
Structural Modifications ................................................................................................. 18
Accommodation Appeals ................................................................................................. 18

February 28, 2013
**Formal Appeals – Academic and Non-Academic Accommodations** ................................................................. 18

**Faculty/Staff Dispute of Recommended Accommodations** ................................................................. 19

**Relevant Services at Vanguard University** ............................................................................................. 19

**Academic Skills Sessions** .................................................................................................................. 19

**Career Center** ................................................................................................................................ 19

**Clinical Referrals** ............................................................................................................................. 19

**Tutoring** ............................................................................................................................................. 19

**Vanguard Counseling Center** ............................................................................................................. 19

**Writing Center** .................................................................................................................................. 19

**Expectations & Conduct** ..................................................................................................................... 20

**Academic Expectations** ...................................................................................................................... 20

**Behavioral Expectations** ..................................................................................................................... 20

**Danger to Self** .................................................................................................................................... 20

**Danger to Others** ............................................................................................................................... 20

**Jeopardizing the Educational Process** ............................................................................................... 20

**University Response** .......................................................................................................................... 20

**Crisis Management** ............................................................................................................................. 21

**Misuse of Accommodations** ............................................................................................................... 21

**Proctored Tests – Academic Integrity** .................................................................................................. 21

**Grievances & Complaints** .................................................................................................................. 21

**Complaints against Disability Services staff** ....................................................................................... 21

**Complaints against other faculty/staff** ............................................................................................... 22

**Discrimination** ..................................................................................................................................... 22

**Admissions and Prospective Student Information** ............................................................................... 22

**Admissions Procedures** ..................................................................................................................... 22
Pre-Admission Documentation Submission ........................................................................ 22
Admission Appeals with Regard to Disability ................................................................. 22
Prospective Students ..................................................................................................... 22
High School to College Transition Planning ................................................................. 22
Students in Private / Home Schools ............................................................................. 23
Appendix A: Service and Support Animal Policy .......................................................... 24
   Purpose ..................................................................................................................... 24
   Detailed Policy Statement ......................................................................................... 24
      Types of Service Animals Permitted on Campus ..................................................... 24
      Responsibilities of Persons with Disabilities Using Service Animals on Campus .... 24
      Responsibilities of Disability Support Services ..................................................... 25
      Requirements for Faculty, Staff and Students ...................................................... 25
      Service Animals in University Housing ................................................................. 25
      Support Animals .................................................................................................... 26
      Areas Off Limits to Service Animals ..................................................................... 27
      Removal/Relocation of Service and Support Animals .......................................... 28
   Accommodation Appeals .......................................................................................... 28
      Formal Appeals ....................................................................................................... 28
      Faculty/Staff Dispute of Recommended Accommodations ................................... 28
Appendix B: Forms ....................................................................................................... 29
   Request for Disability Services Accommodation Form ............................................ 29
   Service and Support Animal Registration Form ....................................................... 30
   Maintaining a Service and Support Animal Agreement ........................................... 31
   Release of Information Form .................................................................................... 34
   Request for Medical Leave Form ............................................................................. 35
Student Request for Return to Campus after Medical Leave................................................................. 36
Post-Hospitalization Contract .............................................................................................................. 37
Appendix C: Disability Services Resources ........................................................................................ 38
The Family Educational Rights and Privacy Act (FERPA) ................................................................. 38
Americans with Disabilities Act ......................................................................................................... 39
Educational Psychological Testing Resources ..................................................................................... 40
Psychiatrist Referrals .......................................................................................................................... 40
Counseling Referrals ............................................................................................................................ 41
Student Disability Services Mission and Goals

Student Disability Services Mission Statement
Student Disability Services at Vanguard University exists to provide representation, access, service, reasonable accommodations, and community support to students with learning, physical, and psychological disabilities through communication, advocacy, and collaborative services.

Student Disability Services Goals
1. To provide a safe, comfortable, and caring place of contact and support for students with disabilities.
2. To understand the nature of the student’s disability and to implement appropriate accommodations that addresses the student’s limitations.
3. To treat persons with disabilities with dignity and respect and to view disability issues as matters of diversity.
4. To facilitate ongoing and reasonable improvements in areas of structural access, assistive technology, accommodation availability, community education, and administrative advocacy.

Non-Discrimination Statement
Vanguard University is dedicated to providing students with disabilities access to the programs, services, and activities of the university as required by the Americans with Disabilities Act (1990) and by Section 504 of the Rehabilitation Act (1973). Section 504 states: “No otherwise qualified individual shall, solely by reason of his or her disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.”

General Information
Students Served
Student Disability Services provides services to all currently enrolled students with learning, physical, and psychological disabilities.

Administrative Structure
Student Disability Services is a division of Student Life that works in conjunction with the Learning Center, Counseling Center, and Provost’s Office. All disability accommodation requests should be submitted to the Coordinator of Disability Services. The Coordinator of Disability Services reports to the Dean of Student Life.

Contact Information
The Coordinator of Disability Services office is located in the Counseling Center on the second floor of the Scott Academic Center. The Coordinator of Disability Services has a private email account and may be emailed directly at disability.coord@vanguard.edu. The Coordinator of Disability Services reports

February 28, 2013
directly to the Dean of Student Life. The Dean of Student Life can be emailed at DeanofStudentLife@vanguard.edu.

**Office Hours**
Disability Services is open during normal business hours from 8:00 am to 5:00 pm. When necessary, staff members are available after hours. The staff may work modified schedules during the summer and/or during University recesses. Please contact the Coordinator of Disability Services for more information.

**Scope of Responsibility**
Student Disability Services is designated by Vanguard University to provide services and reasonable accommodations to students with disabilities in all Vanguard University programs, activities, and functions. Thus, services are available for undergraduate students, graduate students, and students enrolled in the School for Professional Studies program. Student Disability Services does not directly serve the employees of the University who possess disabilities, unless they desire accommodations and/or services for Vanguard classes in which they are presently enrolled. University employees with disabilities should address employment concerns with the Human Resources Office at extension 5284 HR@vanguard.edu.

**Federal Definition of Disability**
Under the Americans with Disabilities Act of 1990 and the Rehabilitation Act of 1973, a person is entitled to legal protection from discrimination and possible reasonable accommodations if the person can meet one of the following criteria:

1. The person possesses a physical or mental impairment that substantially limits a major life activity.
2. The person has a record of such impairment.
3. The person is regarded as having such impairment.

**Self-Identification**
Vanguard students seeking accommodations on the basis of a disability must self-identify and request accommodations from the Coordinator of Disability Services. Students who request accommodations and/or services from University personnel (i.e., faculty, staff, administrator, coaches) are to be referred to the Coordinator of Disability Services.

**Records and Files**
**Opening / Closing Files**
A file will be opened for any student who contacts Disability Services and expresses a desire to receive accommodations, receives a clinical referral, or submits documentation of disability. Files will remain open as long as the student maintains contact with Disability Services. A staff member will attempt to
reach by phone, email, or letter, any student with an open file who does not have contact with Disability Services for more than one semester. Student files may be closed if the student does not respond to staff attempts at contacting him or her. Files may also be closed at any time at the request of the student. Closed files will be maintained for a minimum of seven years and will then be destroyed by shredding.

**Documentation Submission**

In order to qualify for services and accommodations on the basis of disability, students must submit a *Request for Disability Services Accommodation Form* (see page 29 for form) in addition to the appropriate clinical documentation directly to Disability Services. All documentation is to be submitted in hard copy form to the Coordinator of Disability Services. This documentation should meet the established documentation guidelines. The following guidelines are intended to assist clinicians in their preparation of reports and to inform clients as consumers of clinical services. Additionally, the following guidelines are not intended to comprehensively address the unique information needed for different types of disabilities. Further, some accommodation requests (e.g., single room placement) will require additional substantiation of need. Thus, Disability Services reserves the right to require the provision of specific information on a case by case basis.

**General Documentation Guidelines**

1. The documentation must be based upon an evaluation by a healthcare or mental health professional appropriately licensed by the state to diagnose medical, psychological, and learning disorders. Such persons are usually physicians, psychiatrists, psychologists, and school psychologists. Documentation from third parties or from persons not licensed to diagnose such conditions will not be accepted.

2. Documentation will be accepted from student interns and from clinicians under supervision provided the supervisor is qualified and appropriately licensed. The supervisor must co-sign the report and must list his/her license number.

3. The clinician submitting the documentation must not be a family member or relative of the student.

4. The documentation must be based upon a clinical evaluation thorough enough to objectively establish the need for accommodations and/or services.

5. The documentation should be printed on professional letterhead and signed by the evaluator. Additionally, the license number of the clinician is requested.

6. The documentation should include the contact information for the clinician.

7. Disability Services asks that a copy of the person’s signed release of information form accompany any reports sent directly from clinicians.
Learning Disability Documentation Guidelines
1. Disability Services request any and all recent documentation of the learning disability completed within the last three (3) years.

2. The documentation must be based on an evaluation from a professional specialist, i.e., licensed physician, psychiatrist, and/or education psychologist qualified to diagnose learning disabilities.

3. The evaluation must minimally include the administration of a measure of intellectual ability (e.g., Wechsler Adult Intelligence Scales – 3rd Edition) and a measure of academic achievement (e.g., Wechsler Individualized Achievement Test – 2nd Edition, Woodcock Johnson Tests of Achievement, 3rd Edition). It is recommended that consideration be given to the presence of other medical or psychological conditions that mimic learning disabilities and/or that impair academic performance.

4. The documentation must include a written report that states the following:
   a. All tests administered.
   b. All test scores including I.Q. scores, factor scores, and subtest scores. Additionally, indication of the classification ranges associated with the scores should be present (e.g., average, high average, impaired).
   c. Diagnosis based upon established clinical criteria (e.g., Diagnostic and Statistical Manual of Mental Disorders – 4th Edition).
   d. How the individual’s learning processes are affected.
   e. Concerns regarding the validity of the evaluation and its findings should be addressed. This would include factors such as limitations in the test’s norming sample, performance impairments resulting from co-morbid medical and psychological conditions, academic difficulties related to acculturation issues, and the client’s motivation for testing.
   f. Any recommendations for accommodations. The test findings should provide a logical rationale for the recommended accommodations.

Psychological Disability Documentation Guidelines
1. The documentation must be submitted by a clinician who is qualified and appropriately licensed to diagnose and treat psychological disorders. Such a clinician is usually a psychologist, psychiatrist, or Marriage and Family Therapist.

2. The evaluative methods used to establish the diagnosis should be indicated (e.g., clinical interview, psychological assessment battery).

3. Test scores from measures of cognitive, neuropsychological, and academic functioning should be provided, if administered.
4. A diagnosis consistent with established clinical criteria (e.g., DSM-IV) must be given.

5. Indication of the person’s present symptoms and their degree of impairment (e.g., Global Assessment of Function score) should be provided.

6. Information regarding how the person’s condition impacts him or her in an academic environment should be provided. This would include information about academic, personal, and interpersonal functioning.

7. Recommendations for accommodations should be provided. The requested accommodations ought to logically flow from the diagnosis and the associated symptoms.

8. Information about the person’s prognosis for improvement and the timeline for a reevaluation should be provided. Often many psychological conditions follow a transient course and improve with treatment and time; therefore annual reevaluations are generally required by the Office of Disability Services for persons receiving accommodations on the basis of psychological disability.

Physical / Medical Disability Documentation Guidelines
1. The documentation should be provided by a clinician qualified and appropriately licensed to diagnose and treat physical and medical disorders. Such persons are usually physicians and other health specialists.

2. A diagnosis of a physical or medical condition consistent with established clinical criteria must be given.

3. The documentation should indicate the functional impact that the physical or medical condition has upon the person in an academic environment (e.g., attendance, stamina, fatigue, mobility, work completion).

4. Information regarding the nature and course of the physical or medical condition should be provided (e.g., chronic, intermittent, and situational).

5. Recommendations for accommodations should be made that logically flow from the person’s condition and associated difficulties.

6. Information regarding the need for a reevaluation should be provided.

Privacy of Records
All student files and records are maintained in accordance with the requirements of the Family Educational Rights and Privacy Act of 1974 (FERPA).

Clinical information provided in the professional documentation of disability includes the diagnosis of a physical, learning, or psychological condition, related test scores, and supplemental information provided by a licensed health care or mental health care professional. Clinical information will not be released to anyone without the consent of the student except as necessary to implement
accommodations or as needed for clinical consultation by the Coordinator of Disability Services. Access to clinical information is restricted to the Coordinator of Disability Services, the Dean of Student Life, and the Director of the Counseling Center.

Additionally, the Counseling Center maintains independent records and may not release verbal or written information about a present or former patient or client without a written release of information from the patient or client unless required by law. Clinical documentation provided directly to Disability Services from a clinician is considered property of the clinician and will not be released to the student without the consent of the clinician.

Faculty and staff notification of disability status and accommodations will occur only at the request of the student. Except for the persons listed above, faculty and staff are not informed of the student’s diagnosis of disability. Requests for faculty and staff notification will generally involve the student’s completion of the Request for Disability Services Accommodation Form (see page 29 for form). However, in some instances, a student may verbally request that the Coordinator of Disability Services contact a faculty or staff member on his or her behalf. Any verbal requests for information release will be documented in the student’s Disability Services file. In most cases, the Coordinator of Disability Services will inform the Provost’s office of any accommodations given to the student and by a letter addressed to the faculty or staff member and given to the student for distribution.

**Release of Information to Disability Services**

Health and mental health service providers must include a copy of the student’s signed *Release of Information* (see page 31 for form) when providing information to Disability Services. Consistent with Section 56.11 of the California Civil Code, the signed release should:

1. Be handwritten or typed in font greater than 8 point.
2. State the specific uses and limitations on the types of medical information to be disclosed.
3. State the name and function of the healthcare provider that may disclose the medical information.
4. State the names and functions of the persons or entities authorized to receive the medical information.
5. State the specific uses and limitations on the use of the medical information by the persons or entities authorized to receive the medical information.
6. State a specific date after which the health care provider is no longer authorized to disclose the medical information.
7. Advise the person signing the authorization of the right to receive a copy of the authorization.
Release of Clinical Documentation to Students
Under FERPA, students have the right to access and view their files. Students requesting to obtain copies of their clinical documentation from Disability Services must contact the Coordinator of Disability Services (see page 31 for form). Documentation provided directly from the student to Disability Services will be released to the student. Documentation provided directly to Disability Services from a health or mental health clinician will not be released to the student without authorization from the clinician. Students wishing to obtain documentation provided directly from a clinician are to contact the clinician to request the documentation.

Release of Clinical Documentation to Third Parties
Students wishing to have documentation sent to third parties (e.g., clinicians, Vocational Rehabilitation, Educational Testing Services, other universities) must make a request to the Coordinator of Disability Services in writing and sign a release of information form available from Disability Services (see page 35 for form). Documentation will only be released to persons and/or entities that are considered appropriate recipients of the information. When released, the documentation will be sent directly to the third party. If the documentation release is for the purposes of receiving accommodations on standardized tests (e.g., GRE) or for purposes of receiving accommodations at another academic institution, Disability Services reserves the right to inform the recipient of the student’s accommodation history at Vanguard University.

Security of Records
All student files and records related to disability accommodations will be kept in a secure filing cabinet maintained by the Coordinator of Disability Services in the Counseling Center.

Photocopying Files
While students may access and view their Disability Services file, photocopying of the file is discouraged in most cases. Should a student desire to photocopy the contents of his/her file, a written request must be made to Disability Services. Additionally, please know that under FERPA, students have the right to inspect, but not necessarily to copy, their records.

Requesting and Receiving Accommodations
Requesting Accommodations
Students who desire accommodations on the basis of a disability must make a formal request each semester by completing accommodation request forms available from Student Disability Services (see page 29 for form). All accommodation request forms received will be date-stamped to indicate the date of their receipt. In order to receive housing accommodations, students should submit the form with the Housing Application either at fall housing registration with their housing application (returning students) or with the housing application to their admissions counselor (new students) (see page 29 for form).

Accommodation Approval Process
All accommodation requests will be evaluated by the Coordinator of Disability Services, or the Director of Learning Skills. Factors involved in the evaluation of the request include the nature of the person’s
disability and the type and extent of the requested accommodation. Disability Services reserves the right to contact appropriate University personnel to discuss accommodation requests.

**Approval Timeline**
Decisions regarding the approval or denial of requested accommodations will generally be made within five working days of the receipt of the accommodation request form; however, Disability Services reserves the right to take the necessary time to make a decision regarding an accommodation request. Once a decision has been made, the student will be informed whether the accommodation request was approved, denied, or if additional documentation is needed. Students asked to submit additional documentation (i.e., clinical documentation) may be approved for temporary accommodations.

**Temporary Accommodations**
Students may be approved for temporary accommodations at the discretion of the Coordinator of Disability Services. In most cases, students will have submitted some form of clinical documentation prior to receiving temporary accommodations. Temporary accommodations may also be implemented to assist students with short-term physical or psychological impairments (e.g., broken limb, Adjustment Disorder). Temporary accommodations will generally not exceed one academic semester.

**Professor Notification Letters**
Students enrolled at VUSC with any disability are welcome to contact the Coordinator of Disability Services or the Office of Learning Assistance on a voluntary, self-identifying basis before or within the first two weeks of the semester. Once approved for academic accommodations, an Accommodation Letter will be prepared and then hand delivered by the student to each professor providing notification of the appropriate accommodations that have been put in place for that semester. Clinical information about students will not appear in these letters. Professors are encouraged to contact The Office of Learning Assistance or the Coordinator of Disability Services with any questions or concerns regarding accommodations.

**Syllabi Notification (For Faculty)**
It is requested that all faculty place the following information in all course syllabi:

For students with documented medical or psychological disabilities, please contact Beth Lorance, the Coordinator of Disability Services, to request reasonable accommodations. The Coordinator of Disability Services is located in the Counseling Center on the second floor of the Scott Academic Center and can be reached at extension 6483 or by email at disability.coord@vanguard.edu.

For students with a documented learning disability who would like to request appropriate accommodations, please contact Barbi Rouse, the Director of Learning Skills, located upstairs in Scott Academic Center at extension 6478 or by email at barbi.rouse@vanguard.edu.
Possible Academic Accommodations

Attendence Modification
Students with disabilities are expected to attend classes in accordance with the professor’s attendance requirements as stated in the course syllabi and with the attendance requirements established by the Registrar’s Office. In general, reasonable accommodations for attendance are possible up to 20% of class time. Above 20% attendance modification would represent a significant alteration of the educational experience. Approval of this accommodation will be made on a case by case basis and will involve the cooperation of the student, the professor, the Provost and, the Registrar’s Office.

Advanced Registration for Students with Ongoing Disabilities
Because of the personal and educational impact of some disabilities, students may under certain circumstances receive advanced pre-registration services. Students with qualifying needs include those who need specific classes, need breaks between classes, and those who need classes at certain times of the day.

1. Students must request advanced registration services from Disability Services prior to the beginning of the registration process each semester. Past receipt of this accommodation is no guarantee of future receipt.

2. Once approval is granted by Disability Services, the student will receive senior registration status and may pre-register for classes with the senior class. The student’s designated academic advisor will meet with the student to discuss his or her course selections and the Registrar’s Office will be notified for purposes of on-line registration. The student is responsible for obtaining the necessary faculty signatures and/or approvals for classes that require them.

American Sign Language
Sign language interpreters can be made available for students needing sign language for academic and co-curricular activities. All interpreters are contracted by the University. The University does not have interpreters as regular employees at this time.

Course Repeat Policy
Academic courses offered at VUSC are not repeatable unless specifically noted in the catalog. Those students who wish to retake a course due to a low or failing grade are permitted to register again for the same course during any given semester. All grades will appear on the student’s permanent academic record (transcript). When a course is repeated, both grades will remain on the transcript, but only the higher grade is computed in the grade point average. In the case that both grades are the same, only the most recent grade will be included in the GPA.

Delayed Exams
This accommodation allows the student to take an exam at a date later than the original administration and is usually implemented after an acute “flare up” of clinical symptoms. The modified administration date is established with the cooperation of the student, professor, and Disability Services. This accommodation is not intended to be ongoing.

February 28, 2013
**Enlargement of Course Materials**
University and course materials can be enlarged for students with visual impairments. The enlargement is facilitated by Disability Services and is provided free of charge. Enlargement of materials for personal use can be provided at cost.

**Incomplete Grades Policy**
Faculty may assign a grade of “I” (Incomplete) to students when they warrant additional time to complete coursework due to situations beyond their control (i.e., serious illness, accident, or death in the family). Incomplete work must be made up no later than six calendar weeks following the last day of the term (or other academic session). If this is not done, a grade of “F” will automatically be assigned. Extensions to the six-week limitation are made only with the approval of the Dean of the School or College in which the course is offered and may not exceed the last day of the following semester.

**Lifetime Fitness & Wellness Activity Modification/Waiver**
Students with disabilities who cannot meet the needed physical exertion requirements of the Life Fitness & Wellness Activity may request either a modification or a waiver of the Lifetime Fitness & Wellness Activity. The Coordinator of Disability Services will contact the Kinesiology department. After reviewing the documentation the Kinesiology department will make a recommendation. A decision approving or disapproving the Life Fitness & Wellness Activity modification/waiver will be made by the Coordinator of Disability Services based on the recommendations of the Kinesiology department.

**Medical Leave**
Medical Leave is available for students who, due to documented serious physical or psychological illness, need to leave the University during the semester without completing their coursework or to withdraw from the University for no longer than two consecutive semesters. A student may request a more limited medically excused status if he or she is medically unable to complete more than 20% of the classes in the semester, but intends to return to the University at the beginning of the following semester. Students on medical leave are not regarded as having permanently withdrawn from the University and need not apply for readmission through the Admission Office; however, students must be approved for fitness to return to campus through the process described in the policy.

Medical leave is intended to enhance the opportunity for a student to maintain his or her status as a student for purposes of academic work, health insurance, income taxation, or other dependency-related matters. Individual students will need to contact their own health insurance provider for details concerning the continuation of their insurance coverage during medical leave.

**Psychological Medical Leave**
A student requesting a psychological medical leave must submit a *Disability Services Accommodation Form* (see page 29 for form) along with the appropriate documentation from a physician, therapist, or other qualified caregiver to the Coordinator of Disability Services.

The Coordinator of Disability Services will contact the Director of Counseling Services. After reviewing the documentation the Director of Counseling Services will make a recommendation. A decision

February 28, 2013
approving or disapproving the psychological medical leave request will be made by the Coordinator of Disability Services based on the recommendations of the Director of Counseling Services. The Coordinator of Disability Services will provide a signed copy of the medical leave form to the Registrar and notify the Dean of Student Life and the Provost of the decision. The Registrar’s Office will then notify the appropriate offices on campus of the student’s status and send a copy of the medical leave form and a copy of the reinstatement process to the student for his/her records. A copy of the medical leave form will be placed in the student’s academic file for permanent keeping.

The date indicated on the medical leave form will determine the student’s status with respect to tuition refund and academic grading.

**Physical Medical Leave**

A student requesting a physical medical leave must submit a *Disability Services Accommodation Form* (see page 29 for form) along with the appropriate documentation from a physician or other qualified caregiver to the Coordinator of Disability Services.

A decision approving or disapproving the physical medical leave request will be made by the Coordinator of Disability Services. The Coordinator of Disability Services will provide a signed copy of the medical leave form to the Registrar and notify the Dean of Student Life and the Provost of the decision. The Registrar’s Office will then notify the appropriate offices on campus of the student’s status and send a copy of the medical leave form and a copy of the reinstatement process to the student for his/her records. A copy of the medical leave form will be placed in the student’s academic file for permanent keeping.

The date indicated on the medical leave form will determine the student’s status with respect to tuition refund and academic grading.

**Involuntary Medical Leave**

In order to provide a safe environment conducive to the achievement of the University’s mission, the University may, under necessary circumstances, require a student to withdraw involuntarily when his or her behavior or physical/psychological disorder is incompatible with minimal standards of academic performance and/or community life. A student experiencing emotional or psychological illness to the extent that he or she is deemed to be a danger to him or herself or others may be required to withdraw from the University and may be given medical leave status.

At that time the student would be qualified for medical leave. Students to whom this policy applies include:

1. Students who are deemed to be a danger to themselves or others. Danger to self or others may include a risk of suicide, self-mutilation, accident, or assault which necessitates unusual measures to monitor, supervise, treat, protect, or restrain the student to ensure his or her safety and the safety of others.
2. Students whose behavior is disruptive to others. Disruptive behavior is that which causes emotional and/or physical distress to other students, staff or faculty. Such disruption may be in the form of a single incident or a pattern of behavior.

3. Students who do not comply with assessment or treatment required by University officials and/or whose behavior or physical condition is likely to deteriorate to the point of further dysfunction without such assessment and/or treatment.

4. Students whose physical or psychological disorder requires specialized services beyond those available locally and whose condition may deteriorate without additional resources.

The Director of Counseling Services will evaluate the student and make a recommendation regarding the student’s condition to the Coordinator of Disability Services. The Dean of Student Life has the authority to make involuntary medical leave decision based on recommendation from the Director of Counseling Services and appropriate documentation. The student may appeal this decision following the appeal process listed on page 18 to the President.

Effective Date of Medical Leave Status
A student whose request for medical leave is approved during the first 20% of the semester will be deemed to have medical leave status as of the date on which his or her request was made to the Coordinator of Disability Services. The student will remain on medical leave status for the balance of that semester and may request an extension for the next semester by filing a request as described below.

A student whose request for medical leave is approved after 20% of the semester will be deemed to be a medically excused continuing student for the balance of that semester, but will have medical leave status as of the first day of the following semester. The student may request an extension for one additional semester by filing a request as described below.

Extension of Medical Leave Status
A student on medical leave status may request a one-semester extension by providing new documentation to the Coordinator of Disability Services by August 1 for fall semester or December 1 for the spring semester. A decision approving or disapproving the request will be made by the Coordinator of Disability Services. The Coordinator of Disability Services will notify the Registrar, the Provost, and the Dean of Student Life.

Medical leave status may continue no longer than two consecutive semesters. After this time, a student who does not return to the University will be deemed officially withdrawn.

Grades and Completion of Academic Work
Any student granted a medical leave during the first eight weeks for the semester will be dropped from any classes that the student is enrolled in. If the medical leave is granted after 20% of the semester the student may receive a grade of “I” for one or more courses with the approval of the faculty member(s). If a grade of “I” is not deemed appropriate, a grade of “W” will be issued. No refund of charges will be
made for courses in which a grade of “I” is given. No credit is earned for any course in which a “W” is issued and a prorated fund will be granted based upon Vanguard University’s Medical Leave of Absence refund policy.

Incomplete work must be made up no later than six calendar weeks following the last day of the term (or other academic session). If this is not done, a grade of “W” will automatically be assigned. Extensions to the six-week limitation are made only with the approval of the Dean of the College or Provost and may not exceed the last day of the following semester.

**Determination of Fitness for Return to Campus**
A student requesting to return from medical leave will be asked to sign a release (see page 35 for form) allowing the Coordinator of Disability Services to communicate with the physician, therapist, or other approved professional, as well as with other persons at Vanguard University involved in determining the student’s fitness to return.

The student must provide documentation from his or her physician, therapist, or other approved professional concerning current medical status by August 1 to be considered for approval to return for fall semester, or by December 1 to be considered for approval to return for the spring semester. The student also may be required to have an interview with the Director of Counseling Services. All information will be reviewed and a decision regarding fitness to return will be made by the Coordinator of Disability Services, who will notify the Registrar. The Coordinator of Disability Services will notify the student and appropriate offices on campus if approval is given.

The granting of medical leave by the University does not guarantee that the student will be allowed to return.

**Registration and Housing for Returning Students**
A student on medical leave will retain all accrued seniority for housing and registration purposes and may register conditionally for courses if he or she intends to return for the following semester. Any money paid to the University as deposits against tuition or charges anticipated for the following semester will be refunded in full if the student is not approved to return. Documentation for determination of fitness to return must be received by the deadlines listed above and approval to return granted in order for registration to be considered final. Seniority for housing preferences cannot be guaranteed for students who do not meet these requirements.

**Financial Aid Implications**
It is the responsibility of the student to contact the Financial Aid Office individually to discuss the implication of medical leave on his or her financial aid.

**Medical Leave & Title IV Funds**
Title IV funds are federal financial assistance in the form of Stafford Loans, Plus Loans, Perkins Loans, Pell Grants, and FSEOG Grants. Federal regulations require the following treatment of Title IV funds when a student is granted medical leave.

February 28, 2013
A student who is granted a medical leave is not considered to have withdrawn, and no return of Title IV funds calculation is required. A medical leave is approved for federal purposes if:

1. There is a reasonable expectation that the student will return to the University.
2. The student is a loan recipient and he/she understands the effects that failing to return from the medical leave may have on the student’s loan repayment terms, including exhausting some or all of the student’s grace period.
3. The medical leave does not exceed 180 days in length in any twelve-month period.
4. The medical leave does not involve additional charges to the student.
5. Upon the student’s return, he/she is permitted to complete the coursework he/she began before the medical leave.
6. The student is provided a copy of the University’s medical leave policy.
7. The student followed the University’s medical leave policy procedures for requesting a medical leave.
8. The University approved the request for medical leave according to its policy.

If the student does not return to the University at the end of an approved medical leave, the University is required to retroactively calculate a return of Title IV funds based on the date the student left on the approved medical leave. Refer to the University catalog “Institutional Refund/Repayment Policy” for details. Any questions should be addressed to the Director of Business Services in the Business Office.

**Refunds of Tuition and Fees**

Students who are granted a medical leave of absence will be refunded accordingly:

<table>
<thead>
<tr>
<th>Withdrawal by</th>
<th>Weeks</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>4 weeks</td>
<td>100%</td>
<td></td>
</tr>
<tr>
<td>8 weeks</td>
<td>50%</td>
<td></td>
</tr>
<tr>
<td>12 weeks</td>
<td>25%</td>
<td></td>
</tr>
<tr>
<td>12 weeks after</td>
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</tr>
</tbody>
</table>

Semester charges that qualify for a refund are tuition and course fees. Housing and meals will be prorated according to the withdrawal date. Any fines and/or fees, such as parking fines, dorm fees, chapel fees, etc. do not qualify for a refund and must be paid upon withdrawal. The Vanguard Health Insurance fee is non-refundable. If applicable, the student’s financial aid will be adjusted according to the withdrawal date and federal regulations. Students who have a credit on their Vanguard account must submit a check request in order to receive any excess funds. Any questions should be addressed to

February 28, 2013
the Office of Accounting Operations (OAO). OAO can be reached at 714-966-5486, emailed at accountsreceivable@vanguard.edu, or in person located on the 1st floor of the Scott building. No appointments necessary.

**Note-Taking Assistance**

Some disabilities make taking notes in class very difficult. In such cases, note-taking assistance is an appropriate accommodation. Professors are notified in the student’s Accommodation Letter that note taking assistance is to be provided. Professors may choose to either connect that student with a student who will volunteer that service or to provide a copy of his/her teaching notes or PowerPoint presentations. Making a discreet announcement in class requesting a student to come forward that could help another student with notes is adequate. A copy machine is available through the Office of Learning Assistance.

**Reader Services**

Students with primarily visual impairments may request a reader. Readers will generally be used if the student’s books and/or class materials cannot be obtained in alternate media and/or if the student’s need cannot be met by using assistive technology. Readers used during examinations should be University personnel.

**Reduced Distraction Testing Environment**

The ability to be given a test in a more distraction-free environment is a reasonable accommodation for some disabilities. Test proctoring is to be arranged by the student with the professor of the course. In some circumstances, tests may be proctored in the Tutorial Office. If proctored in the Tutorial Office, exams need to be received in advance; email is most convenient or delivery through the department administrative assistant.

**Scribe**

Students with disabilities that need assistance writing answers to exam essay questions may request a scribe. This service is provided by the Office of Learning Assistance.

**Time Extensions – Exams**

As part of Vanguard’s efforts to provide equal opportunity for scholastic success to students with disabilities, Disability Services offers time extensions on examinations to those who are approved for this accommodation.

Once approved, the student will contact his/her professor and will provide an Accommodation Letter to the professor. This letter will indicate the amount of additional time that The Office of Learning Assistance considers appropriate. To implement this accommodation, the student and the professor may agree to one of the following:

1. Have the professor arrange for the administration of the examination under extended time conditions. This may include use of departmental resources (e.g., conference room, proctoring by secretary, empty classroom).

February 28, 2013
2. Have the test proctored by Disability Services or the Office of Learning Assistance. If this option is chosen, the following procedures are to be followed:

- The Accommodation Letter shall indicate the standard amount of time given.
- The student is to take the examination on the same date and time as the exam is administered to the class (as is possible).
- The professor will arrange delivery means for the examination. The examination may be hand carried by the professor or staff member, may be e-mailed to the test proctor, or may be hand carried by the student in a sealed envelope with the professor’s signature on the lip.
- The professor will also indicate the desired return means for the examination.

When it is a reasonable and appropriate accommodation for a student with a disability, that student may receive extra time to complete out-of-class assignments, exams and projects.

**Time Extensions – Assignments**

As part of Vanguard’s efforts to provide equal opportunity for scholastic success to students with disabilities, Disability Services offers time extensions on assignments to those who are approved for this accommodation. Such instances when this accommodation is appropriate could include an acute flare up of clinical symptoms, an injury, or a hospitalization. Disability Services may assist the professor in authorizing an appropriate time extension for assignments for students who request them on the basis of a disability. Once the time extension has been approved, the following procedures should be followed:

1. The student will inform the professor of the need for the extension for each specific assignment and will provide the professor with an Accommodation Letter from Disability Services. If needed, the professor may contact Disability Services or the Office of Learning Assistance if a question arises regarding the appropriateness of the extension.
2. The student and the professor should attempt to agree upon a reasonable date when the assignment is due. If an agreed upon date cannot be determined between the professor and student, Disability Services or the Office of Learning Assistance may be called upon to assist. Agreed upon dates are considered binding.
3. The student will complete the assignment by the agreed upon date.

**Possible Assistive Technology Accommodations**

**Electronic Books**

Students will be referred to the Recordings for the Blind and Dyslexic web site for arrangements for electronic books.
**Laptop Computer Usage**
Disability Services will make arrangements with Information Technology to borrow a laptop for students with disabilities. This laptop can be used in a classroom and/or for proctored examinations. Students using the laptop must sign a usage agreement.

**Audio Recording Lectures**
In some cases, students with disabilities may audio record their lectures. This accommodation would be included in the Accommodation Letter notifying professors that lectures may be recorded. When audio recording is used, the student is responsible to provide their own equipment and for the recording of the lecture.

Once recorded, the recordings may not be shared with other students. The professor and/or Disability Services may stipulate conditions for recording. All recordings are to be erased or destroyed at the end of the semester.

**Textbooks on CD**
Many textbooks used in Vanguard University classes are available on audio CD. Most of the CDs are obtained from the Recording for the Blind and Dyslexic organization. Students are encouraged to request books on CD as soon as possible as it may take a few weeks for the CDs to arrive. It is advised not to order CDs with only one month remaining in the class.

**Word Processing – Enlargement**
Many software programs (including MS Office) have features that allow for the enlargement of written work. A staff member from Disability Services and/or from the Learning Center can instruct students on how to set up the program for this feature.

**Possible Non-Academic Accommodations**

**Dietary Needs**
Upon receipt of documentation from a health care professional, the Coordinator of Disability Services will issue an accommodation letter for the student’s dietary needs. If the student needs an individualized menu from the cafeteria, the student will need to meet with the cafeteria manager, Katy Simones (katy.simones@vanguard.edu), to review and finalize the arrangements.

**Housing Placement Considerations**
Some students with disabilities may receive special consideration regarding their housing placements. Such considerations may include placement in specific dormitories or rooms, air conditioned rooms, and private rooms when space is available. In most cases, a recommendation from Disability Services is required for students to receive these considerations on the basis of disability. Students requesting housing accommodations (other than structural modifications) must submit documentation to Disability Services from an appropriate healthcare professional to substantiate the necessity of the accommodation in addition to the Request for Housing Accommodation Form. Requests for housing accommodations will be considered on a case by case basis. This documentation must include:
1. The diagnosis of a medical or psychological condition.

2. Information regarding how the medical or psychological condition impacts the student in a community living environment.

3. Recommended accommodations (e.g., single room requests, space considerations for medical equipment, and need for air conditioning).

4. Information regarding the clinical complications that could occur if the housing accommodations were not provided.

**Service and Support Animals**
Pets and other animals are restricted on the VUSC Campus; however, as established and defined by the Americans with Disabilities Act (ADA), service animals shall not be excluded from Vanguard University facilities or activities (see Appendix A ~ Service and Support Animal Policy).

**Library Assistance**
The Library staff provides various kinds of assistance to students with disabilities. Available services include removing books from shelves, electronic database, and microfiche assistance.

**Off Campus Transportation**
Students who use wheelchairs may require accessible transportation for off-campus University sponsored events, such as fieldtrips. Students are to contact Disability Services at least three days, preferably five days, before the event so that an accessible vehicle can be rented. University personnel are not to drive students who use wheelchairs in personal vehicles (unless immediate family).

**On Campus Transportation**
Students with disabilities may request a ride on campus in a wheelchair accessible cart possessed by Campus Safety. No prior approval is needed from Disability Services. The student can call the Campus Safety dispatch at extension 6799 to request a ride. It is recommended that the request be made at least an hour before the ride is needed. This transportation service is available for occasional use only.

**Structural Modifications**
Students with structural access needs may meet with a staff member from Facility Services and with a staff member from the Disability Services to discuss structural changes needed in dorm rooms, classrooms, etc.

**Accommodation Appeals**

**Formal Appeals – Academic and Non-Academic Accommodations**
Students who desire to formally appeal a denied accommodation may do so by contacting the Coordinator of Disability Services. Formal appeals will involve the student making a written appeal to the Coordinator of Disability Services. The student’s appeal and a response from the Coordinator of Disability Services will be sent to the Dean of Student Life. The Dean of Student Life will review the
appeal in a process consistent with established appeal protocol. If clinical information from the student’s Disability Services file is needed in deciding the appeal, a qualified health or mental health professional shall be consulted to clarify clinical issues.

**Faculty/Staff Dispute of Recommended Accommodations**
A faculty or staff member whom objects to a recommended accommodation should contact the Coordinator of Disability Services to discuss the matter. If agreement cannot be reached, Disability Services may bring the matter to the attention of the Dean of Student Life and may formally advocate on the student’s behalf.

**Relevant Services at Vanguard University**

**Academic Skills Sessions**
The Office of Learning Assistance, extension 6478, offers individual study skills help for requesting students in the following areas: time management, reading strategies, note taking, test taking, learning styles assessment, and reading comprehension strategies. These sessions are on an appointment basis.

**Career Center**
Students with disabilities are encouraged to utilize the services of the Career Center, extension 6474. The Career Center will assist students in obtaining internships and will provide career counseling and vocational interest testing.

**Clinical Referrals**
Disability Services maintains a referral list of clinical providers in the community (see page 40). Information about these providers can be requested from the Coordinator of Disability Services. Students are not obligated to utilize the services of these providers and may receive clinical services from a provider of their choosing.

**Tutoring**
The Tutorial Office, extension 6479, provides peer tutoring for many Vanguard courses. Individual and group tutoring sessions are available to Vanguard students free of cost.

**Vanguard Counseling Center**
Students who have contacted the Office of Disability Services may receive a referral to the Vanguard Counseling Center, extension 5256. The Coordinator of Disability Services will inform the student of the services available at the Counseling Center, will discuss the potential benefits of receiving services, and will facilitate an intake evaluation if services are desired.

**Writing Center**
The English Department operates a Writing Center, extension 4774, which helps students with the development and revision of written work. Their services are free of charge to Vanguard students. To schedule an appointment, drop in the Center on the second floor of the Heath Building and sign up for a time to meet with a Writing Center Consultant.

February 28, 2013
Expectations & Conduct

Academic Expectations
Students with disabilities are expected to meet at least the minimal academic standards of the University. This includes meeting the University’s GPA and academic progress standards.

Behavioral Expectations
Vanguard University endeavors to provide a safe and orderly environment, insofar as possible, in which all students are able to pursue their academic and social development. In doing so, it reserves the right to implement a disciplinary process, which may culminate in the suspension or dismissal of any student who does not meet minimal and reasonable behavioral standards. Students with disabilities are expected to abide by the behavioral standards of the University as outlined in the Vanguard Student Handbook.

The University also expects that the actions of any student not pose an objective danger to self, not pose a direct threat to the health and/or safety of others, and not significantly jeopardize the educational process of other students.

Danger to Self
Danger to self is defined as any direct act, or planned act, that places a person at reasonable risk of self-induced bodily harm or loss of life. This would include actual and/or planned acts of suicide, self-mutilation, substance overdoses, consistent purging, unhealthy dietary restriction, etc. Additionally, students posing danger to themselves through the use of weapons and/or substances may face other sanctions as imposed by the University and/or by law enforcement agencies.

Danger to Others
Danger to the health or safety of others is defined as any act, or planned act, or verbal threat that places another student, member of the faculty or staff, or any campus visitor at reasonable risk of bodily harm, exposure to illness, loss of life, or destruction of property. Further, a student may be considered to pose a direct threat to the health of others if current medical information indicates that the student's behavior and/or medical condition could reasonably expose others to illness or disease. This exposure risk must exceed that commonly found in community environments and would include a student's possession of a presently contagious illness or disease and/or failure to maintain appropriate hygiene.

Jeopardizing the Educational Process
Jeopardizing the educational process of others is defined as any disruptive act that within reason impedes another student's functioning within an academic or community life setting. A violation may include a single disruptive act or ongoing acts and will usually involve complaints from students, faculty, or staff. In determining violations, an assessment will be made of the nature of the disruption, the content and frequency of the complaint(s), and the number of complainants.

University Response
While Vanguard University expects all students to meet the behavioral standards, it recognizes that some students possess medical or psychological conditions that may affect functioning within the...
behavioral rules of the University. Additionally, students may not be discriminated against on the basis of verified physical or psychological disability as determined with regard to applicable federal and/or state law provided that they remain otherwise qualified, which is defined as being able to meet the fundamental academic and behavioral standards of the University. The University thus reserves the right to determine whether medical or psychological intervention (e.g., medication, counseling) is necessary in order for the student to meet the minimal behavioral standards.

If medical or psychological intervention is needed to assist the student in meeting the behavioral standards, the University may choose to offer the student the opportunity to comply with an intervention plan as a partial or complete substitute for disciplinary action. The student may also be placed on a contract that clearly identifies the behaviors of concern, the accompanying behavioral expectations, and the length of contract. If the student does not meet the behavioral standards after assenting to an intervention plan, or if the student violates the contract, the University may take disciplinary action up to, and including, suspension or dismissal.

**Crisis Management**
The Office of Disability Services is not directly involved in the handling of immediate emergencies. In the event of an emergency call Campus Safety, extension 6799.

**Misuse of Accommodations**
Students with disabilities who receive accommodations are expected to follow the policies and procedures of Disability Services. Students found misusing accommodations and/or using the accommodations as means of cheating may be subject to disciplinary action.

**Proctored Tests – Academic Integrity**
For examinations proctored by Disability Services, students may only take appropriate testing materials into the testing room. Any supplemental materials (e.g., notes, books) must be approved in advance by the professor. The Coordinator of Disability Services shall be informed of this approval. Devices such as portable phones, audio players, laptop computers, handheld electronic devices, etc., are not permitted in the proctor rooms. Disability Services reserves the right to photocopy any written materials taken into a testing room and also reserves the right to inform professors of any concerns regarding the academic integrity of the testing. Students who have tests proctored are required to meet the VU academic integrity guidelines.

**Grievances & Complaints**

**Complaints against Disability Services staff**
Students wishing to issue a complaint regarding the professional conduct of a Disability Services staff member are to contact the Coordinator of Disability Services. Complaints may be made verbally or in writing. Once a complaint is received by the Coordinator of Disability Services, informal attempts at resolution will occur. If the student is not satisfied with the outcome of the informal resolution, the student is to contact the Dean of Student Life.
Complaints against other faculty/staff
Students wishing to issue a complaint regarding the professional conduct of a Vanguard University faculty or staff person in a matter concerning disability issues are to contact the Coordinator of Disability Services. Complaints may be made verbally or in writing. Once a complaint is received by the Coordinator of Disability Services, informal attempts at resolution will occur. If the student is not satisfied with the outcome of the informal resolution, the student is to contact the Dean of Student Life.

Discrimination
Students with disabilities are to be treated with respect and dignity at all times by members of the Vanguard student body, faculty, and staff. Students with disabilities who have experienced any form of discrimination may report the incident and the persons involved to the Coordinator of Disability Services. Students may also contact the Dean of Student Life.

Admissions and Prospective Student Information
Admissions Procedures
Applicants with disabilities applying to Vanguard University follow the same admissions procedures as students without disabilities and must submit application materials as requested by the Admissions Office. The Admissions Office will make its initial decision of acceptance in accordance with established admission standards. Initial decisions regarding acceptance will be made without regard to disability.

Pre-Admission Documentation Submission
The Admissions Office and Disability Services ask that prospective students not submit documentation of disability prior to receiving initial notification from the Admissions Office regarding acceptance to Vanguard University. Documentation of disability provided before the Admissions Office has made an initial acceptance decision will be returned to the student.

Admission Appeals with Regard to Disability
Should a student with a disability not be accepted into Vanguard University, he/she may request that a reevaluation of his or her application occur with regard given to disability. Such reconsideration requests may be made by contacting the Admissions Office or Disability Services. Students requesting reconsideration of their application will be asked to submit documentation of disability. The Director of the Learning Center or Coordinator of Disability Services will make a recommendation to the Admissions Office after reviewing the case. The Admissions Office will make the final decision regarding acceptance.

Prospective Students
High School to College Transition Planning
Students with disabilities who received services and accommodations on the basis of disability in high school, community college, or at another university are advised to obtain relevant information, including clinical evaluations, prior to enrollment at Vanguard University. High school students receiving special education services are recommended to meet with their IEP (Individualized Education Program).

February 28, 2013
committee prior to their graduation to obtain a formal transition plan. Students are also advised to receive a clinical reevaluation, if needed, prior to enrolling at Vanguard.

**Students in Private / Home Schools**
Under the Individuals with Disabilities Education Act of 1997, students with disabilities enrolled in private schools, including parochial and home schools, are entitled to evaluative and special education services. Students and parents are encouraged to contact the principal of their local public high school if diagnostic testing or educational services are needed.
Appendix A: Service and Support Animal Policy

Purpose
Pets and other animals are restricted on the VUSC Campus. This policy addresses animals utilized for disability accommodation services. As established and defined by the Americans with Disabilities Act (ADA); service animals shall not be excluded from Vanguard University facilities or activities.

Detailed Policy Statement

Types of Service Animals Permitted on Campus
These guidelines have been developed with the understanding that most service animals working on the university campus will be dogs. (For policy regarding "support animals" that do not meet the definition of "service animal" (e.g., emotional support animals, therapy animals, seizure response animals see "Support Animals" below.)

Types of service animals might include:

Guide Dog: A dog trained to serve as a travel tool for individuals with severe visual impairments or who are blind.

Hearing Dog: A dog trained to alert deaf or hard of hearing individuals by signaling the occurrence of important sounds (e.g., door bells, smoke alarms, etc.).

Service Dog: A dog trained to assist an individual who has a mobility or health impairment. Types of duties the dog may perform including carrying, fetching, opening doors, ringing doorbells, activating elevator buttons, steadying a person while walking, helping a person up after the person falls, etc.

Responsibilities of Persons with Disabilities Using Service Animals on Campus

1. Complete and submit the Request for Disability Services Accommodations Form and/or the Service Animal Registration Form. All long-term service animals must be registered with Disability Services. Failure to register or maintain a service animal as required above may subject the owner to refusal by the University for the animal to remain on campus.

2. Provide sufficient evidence verifying that the animal meets the definition of a service animal. The animal should have tags or some other method of indicating ownership and rabies clearances. It is suggested that service animals be fitted with some identifying equipment such as a harness, cape, or backpack as appropriate.

3. Provide evidence of animal training and current clean health certificates.

4. The owner/handler must be in full control of the animal at all times. Reasonable behavior is expected from medical service animals while on campus.
5. The care and supervision of a service animal is the sole responsibility of the owner/handler. The animal must be maintained and used at all times in ways that do not create safety hazards for other persons. Minimal equipment requirement is a leash by which the animal is kept under control.

6. State specific plans for maintenance of the animal while on campus. The owner/handler will identify suitable areas where service animals can relieve themselves. Handlers should 1) always carry equipment and bags sufficient to clean up the animal’s waste, and 2) properly dispose of it. Persons who are not physically able to pick up and dispose of animal waste are responsible for making all necessary arrangements for assistance. The University is not responsible for these services.

Responsibilities of Disability Support Services
1. Maintain a current registry of long-term service animals on campus.
2. Verify eligibility of individuals with disabilities to have a service animal on campus.
3. Collect and keep on file evidence of training and current health certificates.
4. Notify appropriate personnel/campus offices of the potential presence of the animal and handler/owner.

Requirements for Faculty, Staff and Students
1. Allow a service animal to accompany the handler/owner at all times (except in lab/research areas as outlined in Section II) and everywhere on campus. Courts have upheld the rights of service animal handlers to take service animals into food-service locations.

2. Do not pet a service animal; and

3. Do not feed a service animal.

Service Animals in University Housing
Service animals may not reside in University Housing without prior written approval as described in this section. Residents must submit requests to have service animals in University Housing with their housing application.

The documentation required must include:

1. A letter with the prospective resident's explanation of the tasks or function the animal has been trained to perform as a disability-related accommodation, the type of animal, a description of the animal (e.g., weight, breed, etc.) and the animal's name.
2. Medical documentation that meets the Vanguard University documentation guidelines as maintained by Disability Services - specifically, the section of the guidelines that lists the key elements of documentation.

It is strongly advised that the prospective resident give a copy of the relevant medical documentation guidelines to his/her treating clinician. Insufficient documentation that does not meet VU criteria may result in accommodation delays or denial. For housing requests, Fair Employment and Housing Act (FEHA) definitions with respect to disabilities shall apply.

The request will be reviewed by the appropriate office. A recommendation will be made to the Housing Office, who will make the final decision whether to deny or approve the request.

If the request is approved, the requesting individual must:

1. Follow all sections of the Vanguard University Service Animal Policy.

2. Sign and submit to University Housing, the Maintaining a Service or Support Animal Agreement Form.

**Support Animals**

Under the Fair Housing Act, a person may have a support, comfort or assistance animal (including an animal that provides emotional support) in his/her dwelling unit as a reasonable accommodation if:

1) the person has a disability;

2) the animal is required to offer the student an equal opportunity to use the dwelling; and

3) there is an easily recognized relationship between the disability and the assistance the animals provides.

Therefore, support animals may be permitted in the Vanguard University residential halls on a case-by-case basis and in accordance with applicable laws and regulations, whether such animal is a reasonable accommodation on campus. In doing so, the needs of the individual and the impact of animals on campus and the impact on other students in the residence halls must be balanced.

Before bringing a support animal onto campus grounds, the requesting individual must submit appropriate documentation thirty (30) days prior to the desired move-in date.

To make request students should contact Disability Services.

**Documentation required must include:**

1. A letter with the owner/handler’s explanation of the need for the animal, the type of animal, a description of the animal and the animal's name, the date when medical diagnosis prescribed such an animal, the date when the animal was acquired.
2. Medical documentation that meets the Vanguard University documentation guidelines as maintained by Disability Services, specifically, the section of the guidelines that lists the key elements of documentation.

The Coordinator of Disability Services will notify the requesting individual in writing of the decision within ten business days of the date the required documentation is received. If the request to have a support animal in the residence hall is approved, the owner/handler is expected to abide by all sections of the Vanguard University Service Animal Policy.

Areas Off Limits to Service Animals

The university must allow a service animal to accompany the individual with a disability at all times and everywhere on campus except where service animals are specifically prohibited. Support animals are allowed the student’s on-campus residence. The following areas are generally off limits to service animals:

1. Research and Teaching Laboratories (or other Research Facilities): Natural organisms carried by dogs and other animals may negatively affect the outcome of research. At the same time, chemicals and/or organisms used in research may be harmful to service and support animals.

2. Mechanical Rooms/Custodial Closets: Mechanical rooms, such as boiler rooms, facility equipment rooms, electric closets, elevator control rooms, and custodial closets are off-limits to service animals. The machinery and/or chemicals in these rooms may be harmful to animals.

3. Areas Where Protective Clothing is Necessary: Any room where protective gear or clothing is worn is off-limits to service and support animals.

4. Areas Where There is a Danger to the Service Animal: Any room, including a classroom, where there are sharp metal cuttings or other sharp objects on the floor or protruding from a surface; where there is hot material on the floor (e.g., molten metal or glass); where there is a high level of dust; where there are harmful chemicals or materials; or where there is moving machinery is off-limits to service and support animals.

Exceptions to Off-Limits Areas:

Exceptions to off-limits areas may be granted on a case-by-case basis in consultation with the Coordinator of Disability Services, lab director (per department procedure), and the individual with a disability. The final decision shall be made based on the nature of research or machinery and the best interest of the animal. Example: The machinery in a classroom may have moving parts at a height such that the tail of a large dog could easily be caught; this is a valid reason for restricting access for a large dog. However, a very small hearing dog may be shorter than any moving part and, therefore, considered for admission to the classroom.
Removal/Relocation of Service and Support Animals

Service and Support Animals may be ordered removed by the animal control officer for the following reasons:

1. **Disruption**: An owner/handler may be directed to remove an animal that is unruly or disruptive (e.g., barking, running around, bringing attention to itself, jumping up on people). If the improper behavior happens repeatedly, the owner/handler may be prohibited from bringing the animal into any university facility until the owner/handler can demonstrate that he/she has taken significant steps to mitigate the behavior. Any animal that exhibits aggressive or unsafe behavior may be prohibited from University facilities.

2. **Ill Health**: Animals who are ill should not be taken into public areas. An owner/handler with an ill animal may be asked to leave University facilities.

3. **Uncleanliness**: Owner/handlers must ensure that their animals are kept clean and well-groomed. Owner/handlers with animals that are excessively unclean (e.g., flea infested, foul-smelling and/or shedding excessively) may be asked to leave University facilities.

Service and Support Animals and partners may be relocated to a different university housing facility or an alternate office location when the presence of an animal conflicts with another resident’s or coworker’s disability (e.g., severe allergies, phobias, etc.).

Accommodation Appeals

**Formal Appeals**

Students who desire to formally appeal a denied accommodation may do so by contacting the Coordinator of Disability Services. Formal appeals will involve the student making a written appeal to the Coordinator of Disability Services. The student’s appeal and a response from the Coordinator of Disability Services will be sent to the Dean of Student Life. The Dean of Student Life will review the appeal in a process consistent with established appeal protocol. If clinical information from the student’s Disability Services file is needed in deciding the appeal, a qualified health or mental health profession shall be consulted to clarify clinical issues.

**Faculty/Staff Dispute of Recommended Accommodations**

A faculty or staff member whom objects to a recommended accommodation should contact the Coordinator of Disability Services to discuss the matter. If agreement cannot be reached, Disability Services may bring the matter to the attention of the Dean of Student Life and may formally advocate on the student’s behalf.
Appendix B: Forms

Request for Disability Services Accommodation Form

Please fill out the following form to help facilitate your request for accommodations. All information received from you is kept confidential. Expect to be contacted regarding your request within one week.

Date: _______________  Student ID # _______________

Name: ___________________  Date of birth: _____________  Gender: □ Female  □ Male

Current academic program:  □ Undergraduate  □ Graduate  □ School of Professional Studies (SPS)

Phone Number: _______________  May we leave a message?  □ Yes  □ No

Email Address: ___________________  May we contact you via email?  □ Yes  □ No

Are you a returning student requesting the same adjustments as last year with no changes? □ Yes □ No

How did you hear about us?
□ Friend  □ Faculty  □ Family  □ Staff  □ Residence Life  □ Flyer
□ Website  □ Other: ___________________

What is your race/ethnicity?
□ African-American/Black  □ Caucasian/White  □ Multi-Racial
□ American Indian or Alaskan Native  □ Hispanic/Latino(a)  □ Prefer not to answer/Unknown
□ Asian American/Asian  □ Native Hawaiian/Pacific Islander  □ Other: _______________

Do you have a documented or diagnosed disability?  □ Yes  □ No

Briefly describe why you are seeking services and what type of accommodations you are requesting: ________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________

I acknowledge that the exchange of information may need to take place between the Disability Services Office and other Vanguard University staff and/or faculty in order to comply with my needs. I give my permission for such communication when necessary. Neither the specific diagnosis of my disability nor the specific nature of other confidential concerns will be released.

Student Signature: ________________________________  Date: _______________

Office Use Only: Page 1 entered into Titanium: _____________ (Date)  Entered by: ___________

February 28, 2013
Vanguard University of Southern California
Disability Services

Service and Support Animal Registration Form

Name: ______________________________________ Student ID Number: ________
(please print)

Home Address: ________________________________________________________________

Home Phone: ___________ Cell Phone: __________ E-mail: ______________

Animal’s Name: ______________________________________________________________

Type of Animal: ______________________________________________________________

Physical Description of Animal: ________________________________________________
____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________

Alternate Caregiver for Animal if Owner is Unavailable:

Name: _____________________________________________________________

Home Address: __________________________________________________________________

Home Phone: _______________ Cell Phone: ______________ E-mail: ______________

Please attach the veterinarian’s verification that the animal has all current recommended
veterinary care and vaccinations to maintain the animal’s health and prevent contagious disease.

I acknowledge that the exchange of information may need to take place between the Disability
Services office and other Vanguard University staff and/or faculty in order to comply with my
needs. I give my permission for such communication when necessary. Neither the specific
diagnosis of my disability nor the specific nature of other confidential concerns will be
released.

I give my permission for Disability Services staff to discuss my case with the following
individuals and/or offices:
☐ Parents (list their names): ______________________________________________________________________
☐ Outside agencies (specify): ______________________________________________________________________

Student signature: ___________________________ Date: ___________________________
Maintaining a Service and Support Animal Agreement

Introduction
The following guidelines apply to all approved animals and their owners who live in the residential community unless the nature of the documented disability of the owner precludes adherence to these guidelines.

Animal behavior
1. A medical service animal accommodation is granted for service animals provided that their behavior, noise, odor and waste do not exceed reasonable standards for a well-behaved pet and that these factors do not create unreasonable disruptions for residents and residential and student service programs staff.
2. Dangerous, poisonous, and/or illegal animals are not permitted.
3. The approved service animal must be contained within the private residential area at all times, except when transported outside the private residential area in an animal carrier or controlled by leash or harness.

Animal health and well-being
1. All service animals must have all veterinarian recommended vaccinations to maintain the animal’s health and prevent contagious diseases. Documentation of vaccinations is due at time of approval. The university reserves the right to request an updated verification at any time during the animal’s residency.
2. If state or local licenses are required for the service animal, they must be obtained and kept current in compliance with the local jurisdiction (i.e., dog license) requirements. The university reserves the right to request proof of licensing at any time during the animal’s residency.
3. All service animals, if taken outside the home, must wear identification tags with home address and, if applicable, vaccination information.

Animal cleanliness
1. Owners are responsible for properly containing and disposing of all animal fecal waste.
   a. Indoor service animal waste, such as cat litter, must be placed in a sturdy plastic bag and tied securely before being disposed of in outside trash dumpsters. Litter boxes should be placed on mats so that feces and urine are not tracked onto carpeted surfaces.
   b. Outdoor service animal waste, such as dog feces, must be immediately retrieved by the owner, placed in a plastic bag, and securely tied before being disposed of in outside trash dumpsters.
Resident Responsibilities Agreement Form

1. The owner must register their service animal with Disability Services through completing and signing the Service Animal Registration Form and providing all necessary documentation.

2. The owner is responsible for assuring that the service animal does not interfere with the routine activities of the residence or cause difficulties for students who reside there. Sensitivity to residents with allergies and to those who fear animals is important to ensure the peace of the residential community.

3. The owner is financially responsible for the actions of the service animal including bodily injury or property damage including but not limited to any replacement of furniture, carpet, drapes or wall covering, etc. The owner is expected to cover these costs upon repair and/or move-out.

4. The owner is responsible for any expenses that are required due to costs incurred for cleaning which is above and beyond a normal cleaning or for repairs to university premises that are assessed after vacating the residence. The university shall have the right to bill the owner for unmet obligations.

5. The owner’s residence may be inspected for fleas, ticks or other pests once per semester or as needed. If fleas, ticks or other pests are detected through inspection, the residence will be treated using approved fumigation methods by a university-approved pest control service. The owner will be billed for the expense of any pest treatment above and beyond normal required pest management.

6. All roommates or suitemates of the owner must sign an agreement allowing the service animal to be in residence with them. In the event that one or more roommates or suitemates do not approve, either the owner and pet or the non-approving roommates or suitemates, as determined by the Housing Coordinator for the area, may be moved to a more suitable location.

7. Residential Living has the ability to relocate owner and service animal as necessary per current contractual agreements.

8. Owner agrees to continue to abide by all other residential policies. An exception to a policy that otherwise would prohibit having an animal does not constitute an exception to any other policy.

9. Any violation of the above rules will be reviewed through the Student Judicial Process and the student will be afforded all rights of due process and appeal as outlined in that process.

10. Should the pet be removed from the premises for any reason, the owner is expected to fulfill his/her housing obligations for the remainder of the housing contract.

By my signature below, I verify that I have read, understand and will abide by the guidelines outlined here, and I agree to provide the additional information required to complete my Request for an Exception to the Pet Policy.

_______________________________  ______________________
Resident Signature  Date

_______________________________  ______________________
Residence Director Signature  Date

February 28, 2013
Roommate/Suitemate Agreement
By my signature below, I agree to share the common areas of my assigned residential space with the service animal approved by this agreement. Should I have any concerns regarding the care and control of the approved service animal, I will discuss my concerns with the service animal's owner and then with my resident or program director if the service animal owner and I cannot come to an agreement.

_________________________________  ________________
Resident’s Name  Date

_________________________________  ________________
Resident’s Name  Date

_________________________________  ________________
Resident’s Name  Date

_________________________________  ________________
Resident’s Name  Date

_________________________________  ________________
Resident’s Name  Date

_________________________________  ________________
Resident’s Name  Date

_________________________________  ________________
Resident’s Name  Date
Release of Information Form

<table>
<thead>
<tr>
<th>CLIENT INFORMATION</th>
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</thead>
<tbody>
<tr>
<td>Name</td>
</tr>
<tr>
<td>Street</td>
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</tr>
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<td>Home Phone</td>
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<td>Cell Phone</td>
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**I AUTHORIZE VANGUARD UNIVERSITY DISABILITY SERVICES**

- **To Obtain Information From**
  - Attention
  - Agency Name
  - Street
  - City
  - State
  - Zip
  - Phone
  - Fax

- **To Release Information To**
  - Attention
  - Agency Name
  - Street
  - City
  - State
  - Zip
  - Phone
  - Fax

**THIS RELEASE IS FOR THE INFORMATION CONTAINED IN MY MEDICAL AND/OR COUNSELING RECORDS AS FOLLOWS:**

**PURPOSE OF THIS REQUEST**

**Authorization**

This authorization is valid for six months from the date below. I understand that this information may not be released to any other organization without my permission. I release the source of these records from any liability arising from their release. A photocopy of this authorization shall be considered valid.

________________________  ____________________________  ____________________________
Client Name (print)        Client Signature           Date

For questions or comments please contact the Coordinator of Disability Services at disability.coord@vanguard.edu or ext. 6483.

February 28, 2013
Vanguard University of Southern California
Disability Services

Request for Medical Leave Form

Name: __________________________________________
   First                                      Middle                                      Last

University Address: ________________________________________________________________
   Residence Hall          Dorm Room #                 Box #

Permanent Address: ________________________________________________________________
   Street          City
   State                      Zip

Telephone: ________________________________________________________________
   University Extension          Cell Phone                      Permanent Number

Physician or Psychiatrist: ________________________________________________________________
   Name                      Phone Number
   Address

Emergency Contact: ________________________________________________________________
   Name                      Phone Number
   Address

In your own words, please state the reason for your request:
_____________________________________________________________________________________
_____________________________________________________________________________________
_____________________________________________________________________________________
_____________________________________________________________________________________
_____________________________________________________________________________________

Student Signature: ________________________________________________________________

Date: ____________________

For questions or comments please contact the Coordinator of Disability Services at
disability.coord@vanguard.edu or ext. 6483.
Vanguard University of Southern California
Disability Services

**Student Request for Return to Campus after Medical Leave**

Date: _____________________

Name: ________________________________________

Semester Requesting Entrance: ___________________

Term Year

Please state in your own words the changes in your life and your actual experiences during medical leave.

_____________________________________________________________________________________

_____________________________________________________________________________________

_____________________________________________________________________________________

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_____________________________________________________________________________________

For questions or comments please contact the Coordinator of Disability Services at
disability.coord@vanguard.edu or ext. 6483.

February 28, 2013
Vanguard University of Southern California
Disability Services

Post-Hospitalization Contract

Date: _____________________

Name: ____________________

Director of Counseling Services: _________________________

- I have met with a therapist of the Vanguard University Counseling Center to discuss my return to campus.

- I understand it has been required that I am to be involved in counseling at least on a weekly basis, following my discharge from the hospital.

- I agree to receive treatment ______ (student's initials).

- My treatment provider will be ____________________________.

- Treatment will end when both the counselor and I have agreed that I have completed treatment.

- If I experience suicidal feelings/thoughts, I will let my counselor know in a timely fashion.

- If I am unable to keep from harming myself and/or someone else, I will contact the VU Counseling Center or the RD on duty.

- If the counselor and R.D. are not available, I will take measures to keep myself safe by either calling 911 or going to the hospital emergency room.

- I agree to contact the counselor or the R.D. on duty if I am hospitalized.

- I understand I am not to communicate to my friends or peers that I am feeling suicidal in any way that will place responsibility upon them for my well-being.

- I understand if Disability Services, the Counseling Center, the Dean of Student Life or Residence Life Staff are informed by another party that I appear unable to care for myself, and I am not using the resources available to me, the VU staff involved will initiate a meeting with me to discuss my continued enrollment in school.

Student's Signature __________________________________

Director of Counseling Services' Signature _________________________

For questions or comments please contact the Coordinator of Disability Services at disability.coord@vanguard.edu or ext. 6483.
Appendix C: Disability Services Resources

The Family Educational Rights and Privacy Act (FERPA)


The Family Educational Rights and Privacy Act (FERPA) (20 U.S.C. § 1232g; 34 CFR Part 99) is a Federal law that protects the privacy of student education records. The law applies to all schools that receive funds under an applicable program of the U.S. Department of Education.

FERPA gives parents certain rights with respect to their children's education records. These rights transfer to the student when he or she reaches the age of 18 or attends a school beyond the high school level. Students to whom the rights have transferred are “eligible students.”

Parents or eligible students have the right to inspect and review the student’s education records maintained by the school. Schools are not required to provide copies of records unless, for reasons such as great distance, it is impossible for parents or eligible students to review the records. Schools may charge a fee for copies.

Parents or eligible students have the right to request that a school correct records which they believe to be inaccurate or misleading. If the school decides not to amend the record, the parent or eligible student then has the right to a formal hearing. After the hearing, if the school still decides not to amend the record, the parent or eligible student has the right to place a statement with the record setting forth his or her view about the contested information.

Generally, schools must have written permission from the parent or eligible student in order to release any information from a student’s education record; however, FERPA allows schools to disclose those records, without consent, to the following parties or under the following conditions (34 CFR § 99.31):

- School officials with legitimate educational interest;
- Other schools to which a student is transferring;
- Specified officials for audit or evaluation purposes;
- Appropriate parties in connection with financial aid to a student;
- Organizations conducting certain studies for or on behalf of the school;
- Accrediting organizations;
- To comply with a judicial order or lawfully issued subpoena;
- Appropriate officials in cases of health and safety emergencies; and
- State and local authorities, within a juvenile justice system, pursuant to specific State law.

Schools may disclose, without consent, “directory” information such as a student's name, address, telephone number, date and place of birth, honors and awards, and dates of attendance; however, schools must tell parents and eligible students about directory information and allow parents and eligible students a reasonable amount of time to request that the school not disclose directory information about them. Schools must notify parents and eligible students annually of their rights under FERPA. The actual means of notification (special letter, inclusion in a PTA bulletin, student handbook, or newspaper article) is left to the discretion of each school.

For additional information, you may call 1-800-USA-LEARN (1-800-872-5327) (voice). Individuals who use TDD may call 1-800-437-0833.

Or you may contact us at the following address:

Family Policy Compliance Office  
U.S. Department of Education 
400 Maryland Avenue, SW  
Washington, D.C. 20202-8520

**Americans with Disabilities Act**

http://www.ada.gov

Barriers to employment, transportation, public accommodations, public services, and telecommunications have imposed staggering economic and social costs on American society and have undermined our well-intentioned efforts to educate, rehabilitate, and employ individuals with disabilities. By breaking down these barriers, the Americans with Disabilities Act (ADA) will enable society to benefit from the skills and talents of individuals with disabilities, will allow us all to gain from their increased purchasing power and ability to use it, and will lead to fuller, more productive lives for all Americans.

The Americans with Disabilities Act gives civil rights protections to individuals with disabilities similar to those provided to individuals on the basis of race, color, sex, national origin, age, and religion. It guarantees equal opportunity for individuals with disabilities in public accommodations, employment, transportation, State and local government services, and telecommunications.
Educational Psychological Testing Resources

Center for Learning & Behavioral Solutions
16220 Scientific Way
Irvine, CA 92618
(949) 654-2424
www.c4l.net

LearningRx Newport Beach
4020 Birch Street, Suite 103
Newport Beach, CA 92660
(949) 262-0333
www.learningrx.com/newport-beach/

Center for Depth Psychology
Steven M. Harris, Ph.D.
1400 Quail Street, Suite 210
Newport Beach, CA 92660
(714) 290-1506
www.centerfordepthpsychology.com/

Psychiatrist Referrals
For additional referral and specialty information in Orange County call the Orange County Psychiatric Society at (949) 250-3157 or go to their website at http://www.ocps.org/directory/directorymain.htm.

Julie J. Giglio, MD
161 Fashion Lane, Suite 203
Tustin, CA 92780
(714) 730-1433

Thomas H. Okamoto, MD
2130 East 4th Street, Suite 107
Santa Ana, CA 92705
(714) 558-2460

What doctors can I go to on the VUSC insurance plan?
Go to www.aetna.com/docfind for a list of preferred providers in the area. You will need to include your zip code and choose the Open Choice PPO plan as the health plan type.
Counseling Referrals

Journeys Counseling Ministry
1700 Adams Suite 214
Costa Mesa, CA 92627
714.957.1973
www.journeyscounseling.com

Center for Individual and Family Therapy
840 Town and Country Road
Orange, CA 92668
714.558.9266
info@ciftcounseling.com

Turning Points Counseling – Corporate and Counseling Offices
Hillcrest Office Park
1370 N. Brea Blvd., Ste. 245
Fullerton, CA 92835
800.998.6329
www.turningpointcounseling.org