

**PASSAIC COUNTY COMMUNITY
COLLEGE**

**OFFICE OF DISABILITY SERVICES
STUDENT HANDBOOK**

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BOARD POLICY

E901 STUDENTS WITH DISABILITIES

In accordance with Public Law 93-112 Title V, Section 504, of the Rehabilitation Act of 1973, we affirm our commitment to equality of opportunity for the disabled.

The college is committed to providing equal educational opportunity for all students, including those with disabilities. Reasonable accommodations as described by the *Americans with Disabilities Act* of 1990 are available to self-identified students with documented disabilities, after review of documentation by appropriate college personnel.

Approved: 8/14/85
Revised: 9/15/03

NONDISCRIMINATION AND EQUAL OPPORTUNITY POLICY AS TO STUDENTS AND EMPLOYEES

Passaic County Community College is an Equal Opportunity Employer and institution. In accordance with the regulations referenced below, Passaic County Community College hereby gives notice of its nondiscriminatory policy as to students and employees.

Continuing its policy to take affirmative action to support equal opportunity for all persons, Passaic County Community College does not discriminate on the basis of race, gender identity or expression, color, age, creed, religion, national or ethnic origin, sexual orientation, military status, or physical or mental disability. This policy applies to the administration of Passaic County Community College's admission, employment, educational, scholarship, loan, athletic, and other programs and practices.

Inquiries concerning the application of any policy, program, or other activity at Passaic County Community College may be referred to the Affirmative Action Officer (Title IX Coordinator), who has been especially designated by the College to oversee the continued application of the nondiscriminatory policies.

Jose A. Fernandez, Affirmative Action Officer
Paterson Main Campus, Room E305
Telephone: 973-684-6705
Email: jafernandez@pccc.edu

MISSION STATEMENT

Passaic County Community College is committed to providing accommodative services to physically, emotionally and/or cognitively-challenged students in compliance with federal laws, Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act (ADA) of 1990.

THE OFFICE OF DISABILITY SERVICES

The ultimate goal of this office is to promote and support the student's **self-advocacy**: the ability of a student to articulate information concerning a physical, emotional, sensory or learning challenge to the appropriate college personnel for the purpose of obtaining accessibility to the programs and services offered at PCCC. To that end, the following information should guide the college community, working collaboratively with the Office of Disabilities Services, in assisting such students.

Location of the Office of Disabilities Services – PATERSON campus

The disabilities specialist's main office is located in Memorial Hall (M244 - right across from Testing Center) at the Paterson campus. Meetings on the Passaic Academic Center and the Wanaque Academic Center can be arranged by appointment. The office phone number is **973-684-6395**. Email is ODS@pccc.edu.

ADMISSION TO THE COLLEGE- INTAKE PROCESS

Prior to taking the College Placement Test, the applicant is required to contact the Office of Disabilities Services to arrange for the *In-Take Interview*, at which time the prospective student is required to provide appropriate documentation supporting his/her disability. This information is provided in the "ODS Student Intake Packet" available in the back of this handbook.

During this interview the candidate agrees to release pertinent records allowing ODS to collaborate with appropriate personnel in all matters relating to the candidate's disabilities.

Orientation

Those students who have registered with the ODS are invited and encouraged to attend an orientation. During this orientation, the ODS will inform students of existing and new practices, policies, and procedures affiliated with the disabilities services program.

Documentation

Passaic County Community College (PCCC) has an Office of Student Disability Services that coordinates assistance to students with disabilities. The Coordinator of Student Disability Services, serving as a connecting link between students with disabilities and the college, provides disability related accommodations, information and referral services.

1. The college shall facilitate, within reason, appropriate resources, services, and auxiliary aids to allow each qualified person with a documented disability equitable access to educational programs, social experiences, and career opportunities.
2. The Americans with Disabilities Act (ADA) of 1990 focuses attention on disability access to facilities, programs and services. The Americans with Disabilities Act, specifically Title II, prohibits discrimination against individuals with disabilities in all services and programs offered by public entities such as Passaic County Community College. In addition, Section 504 of the

Rehabilitation Act of 1973 prohibits discrimination on the basis of disability in programs and activities that receive Federal funding, including Passaic County Community College.

3. Under the ADA, an individual with a disability is someone with a physical or mental impairment that substantially limits one or more major life activities. An individual is considered to be a person with a disability if he/she has the disability, has a record of the disability or is regarded as having the disability. It is the college's intention and obligation to provide reasonable accommodation to qualified students with disabilities provided the accommodation does not create undue hardship on the financial or structural operation of the college.
4. The **procedure for requesting accommodations**: Under Section 504 and the ADA, the college will provide reasonable accommodations and make such modifications to its academic requirements as are necessary to ensure that the requirements do not discriminate on the basis of disability. If a student with a disability needs reasonable accommodation, it is the responsibility of the student to request such accommodation in writing, as well as to provide the College with documentation of the disability to the Office of Disability Services:
 - a. *Physical or sensory challenge*: doctor's report specifying diagnosis and listing appropriate ways of accommodating the diagnosed challenge in the college setting;
 - b. Psychiatric/psychological: report by the student's psychologist, psychiatrist or other appropriate professional specifying diagnosis and impact on college performance; if possible, suggestions for accommodating the disability in the college setting should be included;
 - c. Learning disability: recent (not older than four years) Learning Evaluation and Psychological Assessment. Documents should include diagnosis, and if possible, suggestions for accommodating the disability in the college setting.
 - d. The Disability Verification Form can be obtained in the Office of Disability Services.

Evaluation and Provision of Accommodations

1. It is the responsibility of the student with a documented disability to inform the Office of Disability Services of his or her need for accommodation. When the request for accommodation is received, the Office of Disability Services will:
 - a. Request documentation of the disability by a physician or other qualified health professional. (Disability verification forms, if needed, are available from the Office of Disability Services to facilitate this step.)
 - b. Review the provided documentation to determine if the student is a qualified individual with a disability, on an individual case by case basis.
 - c. Consult with the qualified student with a documented disability to determine the appropriate reasonable accommodation(s).
 - d. Research available accommodations and resources.
 - e. Consult with the Dean of Student Affairs, as necessary, in considering types of reasonable accommodations, ie, cost to the College.

- f. Consider the preference of the student with a documented disability. The student's preference will be given first priority, however, the college may provide an alternative, equally effective accommodation, giving consideration to price and convenience.
- g. These accommodations will be noted in a Letter of Accommodations by the ODS and sent to the student via their college email account. Students are responsible for submitting the accommodations letter to their instructors, preferably **within the first two weeks of classes for Fall/Spring semesters and by the 2nd class day for Summer sessions** in order to ensure that *any and all* necessary accommodations will be provided. Students should arrange for a private discussion with each of their instructors to explain why they need the recommended accommodations. *Please note – Accommodations are not retroactive. They begin the date you provide the instructor with the Letter of Accommodation.*

Typical Accommodations

1. **Alternative Assignments** Students with visual impairments or hearing impairments may need alternative assignments or special accommodations for videos and films. Some students may need an alternate assignment when taking lecture notes is a requirement or offered for extra credit. If the location of field trips is not accessible, an alternative experience may be requested.
2. **Alternative Formats** Faculty should be prepared to offer course syllabi, tests and all handouts in large print when requested. The Office of Disability Services will attempt to notify you of the font size necessary. Some students may require all print material in Braille or electronic format.
3. **Exam Accommodations** Exam accommodations may include extended time, a separate testing environment, use of a computer, calculator or adaptive equipment, and the assistance of a reader or scribe. Some testing accommodation will require the student to take exams in the DS Office or Testing Center. Students may request accommodations at any point in the semester but must allow for a reasonable amount of time for Disability Services and instructors to implement these accommodations. Below is a list of typical accommodations. Please note this list is not exhaustive and accommodations are determined on an individualized basis.
4. **Permission to Record Lectures** Students who have a disability that impacts processing information may record lectures as an accommodation for their use only. Students are required to sign a Statement of Understanding, indicating rights and considerations, before utilizing this accommodation. Students use their own equipment such as: tape recorders, Livescribe pens, iPad, or other device.
5. **Communication Access:**
 - a. Interpreter—Sign language interpreters are present in the classroom and interpret what the instructor and others say during class.
 - b. Remote Transcription—the instructor wears a wireless microphone that is connected to an off-site transcriptionist. The student is able to read the lecture (on their laptop) in real time and later receives a transcript of the class lecture.

- c. FM Amplifying System—the instructor wears an amplifying microphone directly connected to the students hearing device to enhance the instructor’s voice and block out background noise.
6. **Special Furniture** Students may require accessible desks/tables or chairs depending on the impact of their disability. These are coordinated through the Disability Services Office.
 7. **Personal Care Attendant** Students with documented disabilities may use a Personal Care Attendant so that he/she can participate in the College’s activities, services, and programs. Personal needs may include transportation to/from the classroom, administering medication, assistance with toileting, and feeding needs, monitoring, modifying or addressing the student’s behavior. The duties of the personal care attendant do NOT include taking classroom notes, proctoring exams or scribing in-class writings. *PCCC is NOT responsible to hire or pay for personal care attendants.* Students who require a personal care attendant must register with the Disability Services Office and sign a Personal Care Attendant Agreement which outlines the responsibilities of both the student and the attendant.
 8. **Service Animals** Students may use a service animal to assist them in performing daily life tasks, including academic and campus activities. Service animals are permitted in all areas of the College that are open to the public or students. Acquisition and care of a service animal is the sole responsibility of the student. Students who use a service animal are required to register with the Office of Disability Services.
 9. **Class Attendance and Flexible Deadlines** When a student has a documented chronic health condition with acute episodes, modifications to class attendance policies and deadlines may be appropriate and should be considered on an individual basis with consultation from the Office of Disability Services.
 10. **Possible Test Accommodations** When indicated as an approved accommodation, the student is eligible for test accommodations and may request them at any point in the semester. Once the student has initiated a test accommodation request, the instructor will receive an e-mail from our office to obtain the test conditions.
 11. **Electronic Form of Textbook** Students with a qualifying print disability may request textbooks in a format that they listen to or enlarge. The alternative format may include PDF/Word files to enlarge or use with a screen reader, audio books, MP3/WAV files, etc.
 12. **Preferential Seating** A student’s seat is selected in a location that is most beneficial for his/her learning in the classroom. For example, if a student is very distractible, his/her seat might be placed away from doors or windows which tend to have more distracting activity. If the student has a visual impairment, his/her seat might be placed closer to the front of the room so that the student can more easily access the instructor and visual aids used for instruction (bulletin boards, posters, etc. A student with a hearing impairment might need a seat closer to the instructor in order to better hear the instructor’s voice. If a student has difficulty obtaining preferential seating in your class, please assist them.

- 13. Vision Equipment** - Students with moderate to severe visual impairments may require the use of magnification equipment. Students can obtain equipment on loan through the Disability Services Office to assist them with enlarging instructional materials including PowerPoints, textbooks, and information written on the board. Available equipment: • Read & Write Gold Software—a customizable easy to use toolbar that seamlessly integrates with familiar applications including Microsoft Word, Internet Explorer, and Adobe Reader allowing students to access the support tools they need from within mainstream software programs . • Transformer—The Transformer is a portable electronic magnifier that allows the user to capture visual displays and view the projected image at a desired magnification level onto a laptop computer.
- 14. Alternative Print Format** Alternative format is any format that is different from the existing test. Alternative format may be: large print, colored paper, Braille, color-coded text, audio (reader, tape/cd, or computer).
- 15. Captioned Media** Students who are deaf or hard of hearing will require all media shown in class to have captioning. If the item to be shown is not captioned, please contact the Director of Learning Resources to determine captioning options or to search for alternative solutions prior to the scheduled viewing date. Please provide as much notice as possible due to the amount of time involved if off-campus captioning is required.
- 16. Notetaking** You may be asked to enlist the assistance of another student to serve as a peer note taker who will provide a copy of their notes for the student with a disability. In some cases, the student may choose to enlist a peer note taker directly in class. The student with a disability will bring a note taker packet that contains two forms that need to be completed by the volunteer note taker. Copies of the forms are available below, along with tips for being an effective note taker. When making an announcement for a peer note taker, please do not draw attention to the student with a disability. Do introduce the person who volunteers to be a peer note taker to the student with the disability, unless the student specifically asks not to be identified. In that case, please collect the notes after each class and arrange to get them to the student with a disability

Accessing ASL Interpreter Accommodations

ASL Interpreters

All eligible students must request interpreting services in advance. This will give the ODS adequate time to locate a qualified interpreter. If you know you will be missing a class, you must contact the ODS staff/and your interpreter directly a minimum of 24 hours PRIOR TO CLASS TIME to adequately notify us that you will not attend class.

A. NEW STUDENTS Requests

1. Schedule an appointment with the [ODS staff](#)

2. Provide appropriate documentation and complete the Accommodations Process with a disabilities specialist
3. Submit a semester service request form AND a copy of a completed registration form by the appropriate deadline - August 1st for Fall and December 1st for Spring

B. RETURNING STUDENTS Requests

1. Update documentation, when applicable, and complete the Accommodations Process with a disabilities specialist
2. Submit a semester service request form AND a copy of a completed registration form by the appropriate deadline - August 1st for Fall and December 1st for Spring.

DEADLINES

To be guaranteed Interpreting Service, requests must be made by:

- August 1st for Fall Semester
- December 1st for Spring Semester
- April 1st for Summer Semester

ODS staff will make concerted efforts to find interpreters for “reasonable and appropriate” requests made after the deadline; however, services cannot be guaranteed if requests are not made by the above deadlines.

C. Interpreter Cancellations

Absence: If you are planning to be absent, please contact ODS immediately. 24 hours notification is required.

Class Cancellation: *If you do not need interpreting services due to class cancellation, you are responsible to immediately notify first the interpreter and then ODS.*

Audio Recording of Lectures

Students who are given the accommodation of audio recording their lectures will be required to sign the “Audio Recorded Lecture Statement of Understanding” with the ODS. Recordings are for the student’s personal use only. The audio recording is the property of the College and can’t be shared, published, uploaded, or quoted without the consent of the lecturer. The information is protected under federal copyright laws.

Note Taking Procedure

Students who are given the accommodation of an in class note taker must obtain a carbonless notebook from the Office of Disability Services, and present their Letter of Accommodation to their instructor verifying the need for the accommodation. Note taking support is provided through an in-class volunteer who is recruited by the instructor. Instructors may be able to identify specific students who perform more successfully than others and/or who appear to take productive notes. Otherwise, an announcement can be made to the class looking for volunteers while maintaining the student’s anonymity. *Instructors understand that when making an announcement for a peer note taker, please do not draw attention to the student with a disability.* The instructor will introduce the person who volunteers to be a peer note taker to the student with the disability, unless the student specifically asks not to be identified. In that case, the instructor will collect the notes after each class and arrange to get them to the student with a disability.

Once a note taker is recruited the following process should be followed:

1. Volunteer note taker is given a carbonless notebook which the student has obtained from ODS. Note takers should use this notebook for all class notes.
2. After class the note taker should give a copy of the notes to the instructor.
3. The student should arrange a time and place to pick up the notes from the instructor as soon as possible after class. It is the student's responsibility to pick up the notes in a timely manner.

Testing Accommodations

The ODS recognizes the need for special testing accommodations for students who are eligible for alternative testing environments and formats. These requests for accommodations are reviewed during a student's in-take interview. The accommodation is then noted in the letter of accommodations (LOA). If you believe you are eligible for testing accommodations, and do not have an LOA you need to contact the ODS as soon as you become aware of your test date.

Personal Care Attendants

In accordance with the Americans with Disabilities Act (1990)/Amendments Act (2008), personal care attendants may be used to address the personal needs of a student with a documented disability so that he/she can participate in the college's activities, services and programs. Personal needs may include transportation to/from the classroom, administering medication, assistance with toileting, dressing, and feeding needs, monitoring, modifying, or addressing the student's behavior. The duties of the personal care attendant DO NOT include taking classroom notes, proctoring exams, or scribing in-class writings. It is NOT the responsibility of the college to provide services to meet the personal needs of the student, even on a temporary basis. *Students must hire and secure funding for his/her own personal care attendant.* In order for the student to have the same independent experience as other PCCC students, it is in the student's best interest to have an impartial attendant who is not a family member or close friend. The College will allow personal care attendants entrance into the classroom, ONLY when the student has provided adequate documentation that demonstrates the need for a personal care attendant and continues to remain registered with the Office of Disability Services. *An agreement must be signed each semester for each person acting in this capacity.*

RESPONSIBILITIES WHEN USING A PERSONAL CARE ATTENDANT

Responsibilities of the Student:

1. Submit current documentation to Disability Services validating the need for a Personal Care Attendant as an accommodation.
2. Hire and compensate the Personal Care Attendant. *Passaic County Community College is not responsible to provide Personal Care Attendants.*
3. Prior to the assignment, the student will assure that each personal care attendant has registered with Disability Services.
4. Ensure that if the Personal Care Attendant changes, Disability Services is notified. Each Personal Care Attendant must sign a Personal Care Attendant Agreement.
5. Direct the Personal Care Attendant's activities on campus in accordance to the Passaic County Community College policies, regulations, rules, and procedures and according to the Personal Care Attendant responsibilities listed below.

6. Share and review a copy of your class syllabus with your personal care attendant.
7. Develop a back-up plan in the event that the Personal Care Attendant is unable to work and notify Disability Services. Prior to class, communicate with the Personal Care Attendant regarding any assistance you will need.

Responsibilities of the Attendant:

1. Follow the specific directions given by the Disability Counselor
2. Follow appropriate classroom behavior as defined in the course syllabus, by the instructor, and in the College's Code of Conduct.
3. Follow all applicable college regulations, policies and procedures found at www.pccc.edu/ods
4. Allow the student to take responsibility for his/her academic progress. A personal care attendant is not part of this academic relationship. The goal is for the student to independently communicate with their instructor.
5. Act as a quiet observer in the classroom; the learning environment should not be disrupted in any way. Disruptions are considered to be clarifying class information, making requests or asking questions of the instructor.
6. Duties of the Personal Care Attendant may include transportation to/from the classroom, administering medication, assistance with toileting, dressing, and feeding needs, modifying or addressing the student's behavior.
7. The Personal Care Attendant must communicate in a non-disruptive manner, when behavior modification is necessary.
8. Monitor the student's medical equipment (when applicable).
9. Maintain confidential information about the student.

Service Animals

Passaic County Community College has established procedures regarding the use of Service Animals by students and community members with disabilities. Those wishing to use a Service Animal in order to access college services or participate in activities outside of the classroom on any PCCC campus or center are permitted to do so only in accordance with the following procedures. **Animals other than Service Animals are not allowed inside any PCCC building.**

Definitions of Service Animals

Definitions of Service Animals

In accordance with the Americans with Disabilities Act and New Jersey's Law against Discrimination (LAD) public accommodations to allow people with disabilities to be accompanied by their service or guide dogs. A guide dog is a dog specially trained by a recognized organization to assist someone who is blind or deaf. A service dog is dog that has been individually trained to meet the requirements of a person's disability, including dogs that pull wheelchairs, seizure dogs, and dogs that do minimal protection or rescue work.

<p>New Jersey law recognizes physical, mental, developmental, and psychological disabilities, so a dog that is individually trained to assist with any of these disabilities should qualify as a service dog.</p>	<p>The ADA defines a service animal as a dog that is individually trained to perform tasks or do work for the benefit of a person with a disability. (In some circumstances, a miniature horse who is individually trained also qualifies as a service animal under the ADA.) The tasks or work the animal does must be directly related to the person’s disability.</p>
<p>Neither the ADA nor New Jersey’s service animal law includes pets or what are often referred to as “emotional service animals”: animals that provide a sense of safety, companionship, and comfort to those with psychiatric or emotional disabilities or conditions. Although these animals often have therapeutic benefits, they are not individually trained to perform specific tasks for their handlers. Under the ADA and New Jersey law, owners of public accommodations are not required to allow emotional service animals, only service animals.</p>	

Service Animals are permitted on campus when accompanied by any student, guest or member of the public who has a disability as defined by the ADA or the New Jersey Law against Discrimination. The person accompanying the animal may be asked by College staff (including Public Safety Officers) whether the animal is a service animal, and what work or task the animal has been trained to perform for the disabled person. A service dog must be removed if it poses a substantial and/or direct threat to health or safety of others or when the presence of the dog constitutes a fundamental alteration to the nature of the program or service.

Responsibilities of All Persons with Disabilities Using Service Animals. All animal owners are responsible for any damage caused by their animals on campus and must take appropriate precautions to prevent property damage or injury. The cost of care, arrangements and responsibility for the well-being of authorized animals are the sole responsibility of the owner at all times. Service animals may not be left unattended in parked cars or tied or chained to poles, fences, etc. on campus.

In order to be on campus, service animals must:

- **Meet Legal Requirements:** All requirements for the presence of animals in public places (vaccinations, licensure, ID tags, etc.) mandated by state or local ordinances must be followed, including but not limited to: *Licensing:* The animal must meet licensing requirements and wear the tags if the animal is residing on campus. If the animal accompanies a commuter student and resides in another town, the animal must meet the licensing requirements of the student’s resident town and wear the tags designated by that community. Students authorized to bring service animals to campus must provide documentation of licensing on an annual basis. Records of such are to be maintained by Office of Disability Services.
- **Be Under Control of the Owner:** The animal must be under full control of the owner at all times. Reasonable behavior is expected from all service animals while on campus. If a service dog, for example, exhibits unacceptable behavior, the owner is expected to employ appropriate training techniques to correct the situation. In addition:
 - The animal must be on a leash or caged at all times. It should never be permitted to wander the campus off leash even when accompanied by the owner.
 - The animal must be as unobtrusive as possible when in the presence of other members of the College community.
 - Animals must be house-trained. The animal must urinate or defecate outside.
 - Service animals are prohibited from kitchens and food preparation areas.

- **Consequences for misbehavior:** The service animal is held to the conduct and etiquette stated in this policy. The owner is fully responsible for all actions of the service animal. When a service animal is determined to be out of control or otherwise in violation of this Policy, the College will take appropriate action to protect the health and safety of its members. Consequences for animal misconduct may include, but are not limited to, muzzling a barking dog, refresher training for the animal and its handler, or removal from College facilities. If the actions of the animal result in a violation of the College Code of Conduct, the owner may be charged accordingly.
- **Adhere to Cleanup Rule:** The owner must follow local clean up ordinances when the animal defecates. Individuals with disabilities who physically cannot clean up after their own service animal are still responsible for ensuring that waste is disposed of properly.

Conflicting Needs. It is common for persons to have a condition that precipitates an allergic reaction to animals. Persons (including College faculty or staff) who have asthma/allergy/medical issues when in prolonged close proximity with an authorized animal on campus are to be directed to make this known to ODS or Human Services. The person making the complaint must provide verifiable medical documentation to service his/her claim. Action will be taken to consider the needs of both persons to resolve the problem as efficiently and effectively as possible.

Damages. The owner is responsible for all damages that the service animal may cause while on campus. If a student's service animal causes damage to college property, the cost of the damage will be assessed and assigned to the student's bill.

Responsibility of Students using Service Animals on Campus. If the request to have a service animal on campus is approved, the requesting student must:

- Register the animal with ODS prior to the animal being on campus.
- At the start of each academic year, provide documentation to ODS showing proof that the animal is licensed and in good health.
- Review and sign appropriate forms and agreements as requested at the start of each academic year.
- Produce, upon request from college personnel, the Animal Authorization Card which, once signed by the Dean of Students, will be provided.

Removal of Service Animals from Campus. In cases of imminent danger or threat to the animal or others, Public Safety Officers or On-Call Administrators may order the immediate removal of a service animal. Non-emergency removals may be authorized by the Dean of Students or designee. In such cases, the owner will be notified in writing that the animal must be removed, including the reasons for removal. A service animal may be ordered removed from any area on the campus and may be prohibited from College facilities for the following reasons:

- **Disruption:** A owner may be directed to remove an service animal from a public or common area on campus when the animal is unruly or disruptive (e.g. barking, snapping, running around, bringing attention to itself, jumping up on people, escaping from cage or leash). If the improper behavior happens repeatedly, the owner may be prohibited from bringing the animal to campus until the owner can demonstrate that s/he has taken significant steps to mitigate the behavior. Any animal that exhibits aggressive or unsafe behavior may be prohibited from College facilities.
- **Threatening behavior:** A service animal may be excluded from the campus when that animal's behavior or condition poses a direct threat to the health and safety of others including other service animals.
- **Ill health:** Service animals that are ill should not be taken into public or common areas on campus. An owner with an ill service animal may be asked to remove the animal from college facilities.
- **Uncleanliness:** Owners must ensure that their animals are kept in sanitary conditions, and are clean and well-groomed. An owner of an animals who condition is excessively unclean or unsanitary (e.g., flea infested, foul-smelling and/or shedding excessively, urinating or defecating inappropriately) may

be asked to remove the animal from college facilities. Should an owner's service animal be ordered removed from campus and prohibited for any reason, ODS may afford the owner the option of replacing the service animal or continuing to attend the College with other reasonable accommodations but without a service animal on campus.

Public Etiquette by the Service Animal. The animal:

- Must not be allowed to sniff people, store shelves, tables in eating areas, or personal belongings of others.
- Must not initiate contact with someone without the owner's direct permission.
- Must not display any behaviors or noises that are disruptive to others, such as barking, whining, or growling; scratching doors or chewing on furniture or personal belongings of others.
- Must avoid excessive personal grooming in public settings.
- Must not block an aisle or passageway.
- Must be trained not to be attracted to food that may be in common areas.
- Be housetrained when accompanying the owner inside campus facilities.

An owner may be issued a verbal or written warning by College staff whenever a service animal exhibits poor etiquette on campus. Such warnings will be documented on a Public Safety Incident Report depending upon the circumstances surrounding the behavior. All such reports will be sent to the Dean of Students. Following an etiquette warning, the owner is expected to take action to train the animal to prevent re-occurrence of the offending behavior. If etiquette warnings for animal misconduct are repeatedly issued to an owner, the service animal may be ordered removed from College facilities, or the owner may be subject to disciplinary action under the Student Code of Conduct.

Areas of Safety. It may be considered unsafe for service animals to be present in certain areas of College facilities, or during specific educational or recreational activities on campus. Each place or activity will be considered as to its risk potential by a team of individuals, including ODS, professor, and the Dean of Student Affairs. ODS will arrange reasonable accommodations when it is determined unsafe for the service animal to accompany a disabled student in one of these areas or College activities.

Appeal Procedures. A decision to deny approval of a service animal or to remove a previously approved animal may be appealed in writing to the Dean of Student Affairs. Appeals must state a specific reason(s) for why the owner believes the request should be reconsidered. The Dean may consider records and information relevant to the owner's reconsideration request, whether submitted by the owner or obtained from any College office or staff person, including ODS and the Public Safety Office. Decisions on service animal appeals shall be issued in writing and shall be the final administrative actions of the College

If the owner believes the denial or removal of a service animal may be discriminatory, or a denial of a reasonable accommodation under the protections afforded to disabled students under federal law or the New Jersey Law against Discrimination, the owner may submit a written complaint to the Affirmative Action Officer. If an owner alleges discrimination based upon a protected category in an appeal letter, the Dean of Student Affairs shall refer the appeal to the Affirmative Action Officer for a confidential investigation. The Affirmative Action Officer's administrative decision shall be the final actions of the College.

Evacuation Plan

At the beginning of each semester, ODS informs Public Safety about all students who identify as mobility impaired. Students are responsible for alerting ODS of their need to participate in the evacuation plan during their In-take interview or at any time the students circumstance changes requiring assistance with evacuation. Student schedules are used in creating an evacuation plan which is then mailed to the student. ***Students are responsible for directly alerting Public Safety (973-684-5403) of any additional times and actual locations spent on campus outside of class time.***

The Americans with Disabilities Act and Section 504 of the Rehabilitation Act: Information and Grievance Procedure

Passaic County Community College (PCCC) recognizes the human dignity of each member of the College community and expects all employees and students to promote respect and dignity for others so that all employees and students are free to pursue their goals in an open environment, able to participate in the free exchange of ideas, and able to share equally in the benefits of the College's employment opportunities and educational programs and activities.

The Americans with Disabilities Act (ADA) prohibits discrimination on the basis of disability in employment, state and local government, public accommodations, commercial facilities, transportation, and telecommunications. To be protected by the ADA, one must have a disability. An individual with a disability is defined by the ADA as someone who has a physical or mental impairment that substantially limits one or more major life activities, a person who has a history or record of such an impairment, or a person who is perceived by others as having such an impairment.

Section 504, Rehabilitation Act prohibits discrimination on the basis of disability in programs receiving federal financial assistance and in the employment practices of federal contractors. The Act requires the provision of reasonable accommodation for individuals with disabilities, allowing them an equal opportunity to access and participate in work and education related programs and activities.

Individuals with concerns or questions about the ADA or Section 504 of the Rehabilitation Act should contact:

Non Students

Alexandra Conte
Assistant Director, Human Resources
Room # E305, Paterson Campus
973-684-6108
aconte@pccc.edu

Students

Darleen McGrath Florance
Director, Office of disability Services
Room # M244, Paterson Campus
973-684-6395
ods@pccc.edu

If you feel that your needs are not being appropriately addressed, contact the following:

Jose Fernandez
Associate Vice President Human Resources
Title IX/ADA/Section 504 Coordinator
Room # 305, Paterson Campus
973-684-6705
jfernandez@pccc.edu

REASONABLE ACCOMMODATIONS

Passaic County Community College is committed to providing access to its programs for people with disabilities. The Office of Disability Services (ODS) is dedicated to the equality of educational opportunity and the Office of Human Resources (HR) is committed to the equality of workplace opportunity. Both are steadfast to the creation of a campus environment that is free of discrimination and bias in matters affecting people with disabilities. The ODS and HR, in compliance with federal and state laws, ensures that no qualified individual with a disability is excluded from participation in, or be denied the benefits of, services, programs, or activities at Passaic County Community College. It is the College's intention and obligation to provide reasonable accommodation to qualified individuals with disabilities provided the accommodation does not create undue hardship on the financial or structural operation of the college.

Students: If you are a student with a disability and need an accommodation or the faculty member of a student who has requested or may need an accommodation, please contact:

Darleen McGrath Florance, Director, Office of Disability Services
Memorial Hall (M244), Paterson, NJ **Phone:** 973-684-6395 **Email:** ods@pccc.edu

Employees/ Visitors: If you are an employee or a visitor with a disability and need an accommodation, or you are a supervisor of an employee who has requested or who may need an accommodation, please contact:

Alexandra Conte, Assistant Director of Human Resources,
Room # E305 Paterson Campus **Phone:** 973-684-6108 **Email:** aconte@pccc.edu

PROCEDURE FOR REQUESTING REASONABLE ACCOMMODATIONS

It is the responsibility of the individual to request such accommodation in writing, as well as to provide the College with documentation of the disability. *Students* will provide documentation to the Office of Disability Services. *Non Students* will provide documentation of the disability to the Office of Human Resources.

- (Medical reports of records, diagnostic evaluations, a letter(s) from a qualified medical professional are examples of such documentation).
- **Students** needing accommodations should contact the Office of Disability Services before registering for classes, or as early in the semester as they become aware of the need for accommodation. **Employees** needing accommodations should contact the Office of Human Resources as soon as they become aware of the need for accommodation. Depending on the complexity of the accommodation request, accommodations may require up to six weeks to facilitate.
- **IMPORTANT - Accommodations are not retroactive.**

EVALUATION AND PROVISION OF ACCOMMODATIONS

When the request for a reasonable accommodation is received, the designated office will:

1. Request documentation of the disability by a physician or other qualified health professional.

2. Review the documentation provided to determine if the individual is a qualified individual with a disability, on an individual case by case basis.
3. Engage in an interactive process with the qualified individual with the shared goal of identifying a reasonable accommodation that will allow the individual to access and participate in the programs or activity of interest.
4. Research available accommodations and resources.
5. Consult with the ADA/Section 504 Coordinator, as necessary, in considering types of reasonable accommodations.
6. Consider the preference of the individual with a documented disability. The individual's preference will be given first priority, however, the College may provide an alternative, equally effective accommodation, giving consideration to budgetary limitations and convenience.

GRIEVANCES AND APPEALS

PCCC has established a procedure for filing complaints under the Americans with Disabilities Act (“ADA”) and Section 504 of the Rehabilitation Act (“Section 504”). The College (PCCC) strives to maintain the highest standards of integrity and fairness in its policy of nondiscrimination on the basis of disability. As a result, the College has adopted an internal grievance procedure providing for the prompt and equitable resolution of complaints alleging any action prohibited by the ADA and Section 504 of the Rehabilitation Act. Individuals who believe they have been discriminated against on the basis of disability may file complaints pursuant to the procedures below. This may include, but is not limited to, issues related to academic or work accommodations, different treatment based on disability, disability related harassment or retaliation, physical accessibility, etc. Any of the time frames set out below may be extended for good reason, such as (but not limited to) when classes are not in session, the College is closed or upon mutual agreement by the individual filing the complaint and the ADA/Section 504 Coordinator.

INFORMAL GRIEVANCE PROCEDURE

The College encourages informal resolution of concerns and complaints. If a qualified individual with a disability has a concern or complaint regarding any of the matters set forth in the first paragraph above, the individual may first, voluntarily, attempt to resolve the problem through an informal discussion with the Office of Disability Services (Darleen McGrath Florance) or the Office of Human Resources (Alexandra Conte).

1. To be timely, the individual must initiate this informal discussion with the ODS or HR within two (2) weeks of the alleged act that gave rise to the complaint.
2. If the grievance is satisfactorily resolved at the conclusion of the conference, the matter will be considered closed with no need for advancement to formal grievance process.
3. If the conference is unsuccessful or the individual does not wish to voluntarily attempt to resolve the grievance with an informal process, that individual may file a formal grievance.
4. ODS or HR will document all informal grievance conferences by memorializing the date, time, persons present, issues in dispute, and agreements reached.
5. Copies will be submitted to the ADA/Section 504 Coordinator within five (5) business days of the conclusion of any conference.

FORMAL GRIEVANCE PROCEDURE

In the event an individual is dissatisfied with the informal grievance resolution, or does not wish to voluntarily attempt to resolve the grievance with an informal process, the individual may file a formal complaint by contacting and filing a written complaint to the ADA/Section 504 Coordinator.

1. To be timely, the written complaint must be filed within two (2) weeks after the results of the informal process has been submitted; or if the individual does not choose to participate the informal process, within two (2) weeks of becoming aware of the need for an accommodation.
2. The complaint may be written using the information in the ADA/Section 504 Grievance Resolution form or by completing the *Grievance Resolution Form*, which is available in the Office of Student Affairs (A231), Human Resources (E305) or online at www.pccc.edu/disability.
3. The form must be completed and must be returned to ADA/Section 504 Coordinator.
4. If another type of communication is used to notify the College of a possible grievance, the individual filing the grievance will be given an opportunity to complete the Form and forward a copy of the form to ADA/Section 504 Coordinator.
5. Within twenty (20) business days of the receipt of the written complaint, the ADA/Section 504 Coordinator will work with all parties involved to resolve the grievance and notify the individual and all interested parties in writing of the decision.

Investigation/Determination

An investigation, as may be appropriate, shall follow the filing of a complaint.

1. The ADA/Section 504 Coordinator or designee will conduct a thorough, non- adversarial investigation, affording all interested persons an opportunity to submit evidence relevant to the complaint.
2. Notification will be sent to all parties in the complaint that the formal grievance process has been initiated. By the same notification, the parties will be advised that an investigation of the allegations will be conducted, the nature of the investigation and the expected time of completion.
3. The investigative process will include, but not be limited to, interviews of all interested parties and witnesses and the collection of pertinent documents, written statements and other evidence.
4. A written determination as to the validity of the complaint and a description of the resolution if any, shall be issued by the ADA/Section 504 Coordinator or designee and a copy forwarded to the complainant and all other interested parties no later than two (2) weeks after the filing of the complaint.
5. The ADA/Section 504 Coordinator shall maintain the files and records for PCCC relating to the complaints filed.
6. If the college determines that discrimination occurred, it will take steps to prevent recurrence, and to correct the effects of the discrimination on the complainant or others, if appropriate. The College will ensure that any agreed upon resolutions are implemented in a timely and equitable manner.

Inquiries or complaints that involve potential violations of the Americans with Disabilities Act or Section 504 of the Rehabilitation Act may also be referred to the **U.S. Department of Education's Office for Civil Rights**, which can be reached at:

New York Office
Office for Civil Rights
U.S. Department of Education
32 Old Slip, 26th Floor
New York, NY 10005-2500
Telephone: 646-428-3900
FAX: 646-428-3843; TDD: 800-877-8339
Email: OCR.NewYork@ed.gov

Retaliation

The College prohibits retaliation against any individual for filing a grievance under this process or against any other individual participating in the investigation of a grievance. Any such retaliation is against state and federal laws and Passaic County Community College Policy. Retaliation may subject the responsible person to disciplinary action. An individual who has participated in the grievance process in any capacity (for example, a neutral witness not associated with either party) is protected from retaliation and may file a grievance under these procedures with the ADA/Section 504 Coordinator if they have been retaliated against.

Release of Records

When students exit the college and request their ODS file, they are required to schedule an appointment with the disabilities specialist for the purpose of updating their **Release of Records** agreement.

APPENDIX A

GUIDELINES FOR DOCUMENTATION OF DISABILITY

Provide copies of all appropriate documentation according to the following guidelines.
DO NOT SUBMIT ORIGINALS

PLEASE NOTE: Individual Education Plans (IEPs), 504 Plans, and documentation of past accommodations may be used to determine appropriate accommodations only if they contain information specific to the disability.

Learning Disabilities:

- IEP or Educational Evaluation, with specific diagnosis by a licensed psychologist or a learning consultant, including the addendum of scores, and preferably including accommodations
 - Psychological Evaluation, with the specific diagnosis by a licensed psychologist or a learning consultant, including test scores, and preferably including accommodations
-

Psychiatric / Psychological Disabilities: • Depression • Anxiety • Schizophrenia • Mood Disorders • Bipolar Disorder • Obsessive Compulsive Disorder (OCD) • Post Traumatic Stress Disorder (PTSD)

- Current documentation from a licensed psychiatrist, psychologist, social worker, or licensed mental health provider including:
 - Specific diagnosis, description of current symptoms, and summary of comprehensive assessment
 - History of symptoms and validation of need for services related to the functional impact of the disability
 - Request for specific recommendations, including suggested academic accommodations justified by the link to functional limitations in the academic environment, and requested accommodations
-

Physical, Sensory, Health Related, Chronic Illness Disabilities: Deaf/Hearing-Impairment • Blind/Low Vision • Traumatic Brain Injury • ADD/ADHD • Central Auditory Processing • Spinal Cord Injury • Chronic Illness

- Comprehensive documentation from a qualified professional, including name, title, credential, and contact information including:
 - Diagnostic statement identifying physical disability of illness
 - Description of diagnostic criteria and/or tests used
 - Description of type and severity of current symptoms
 - Description of functional impact of disability
 - Description of current medication, treatments, and/or services currently prescribed, including any side effects that might impact performance
 - Description of expected progression or stability of the disability or illness over time
 - Recommendation for accommodations or services connecting the need for the accommodations to the functional impact of the disability
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-

Temporarily disabled? No documentation? Please call 973-684-6395 or email ods@pccc.edu to see if you qualify for service



Office of
Disabilities
Services

Disability Services • M244

Passaic County Community College

Phone: 973-684-6395

Email: ods@pccc.edu

Online: pccc.edu/ods

Dear Student:

Thank you for inquiring about Disability Services at Passaic County Community College. In order to establish your eligibility for reasonable accommodations, you must do the following:

- _____ 1. Complete the “New Student Intake form” available online or at the front desk of the following locations: Paterson in Memorial Hall (M244 - right across from Testing Center), Passaic Academic Center (PAC), Wanaque Academic Center (WAC)
- _____ 2. Collect appropriate documentation of disability (see documentation requirements list for accepted documentation)
- _____ 3. Schedule an “Intake appointment” by calling Student Disability Services (973-684-6395) or e-mailing your request to ods@pccc.edu
- _____ 4. Participate in an intake appointment with disability services staff to determine *reasonable and appropriate* accommodations. Bring completed “New Student Intake form” and appropriate documentation.

To ensure accommodations are in place at the beginning of the semester, the Student Intake Form, documentation of disability and Intake appointment must be completed by the priority dates of August 1 for the fall semester and December 1 for the spring semester. The process of establishing eligibility for accommodations can take from two weeks to a month, depending on completeness of your documentation and the intake process. If you have questions regarding this process, please contact the Office for Disability Services at 973-678-6395 or e-mail us at ods@pccc.edu. **ACCOMMODATION REQUESTS CAN BE SUBMITTED AT ANY TIME DURING THE YEAR.**

Darleen McGrath Florance
Director of Student Disability Services and Special Populations

One College Boulevard
Paterson, NJ 07505
P: 973-684-6395
Email: ODS@pccc.edu

GUIDELINES FOR DOCUMENTATION OF DISABILITY

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-

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- Current documentation from a licensed psychiatrist, psychologist, social worker, or licensed mental health provider including:
 - Specific diagnosis, description of current symptoms, and summary of comprehensive assessment
 - History of symptoms and validation of need for services related to the functional impact of the disability
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-

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- Comprehensive documentation from a qualified professional, including name, title, credential, and contact information including:
 - Diagnostic statement identifying physical disability of illness
 - Description of diagnostic criteria and/or tests used
 - Description of type and severity of current symptoms
 - Description of functional impact of disability
 - Description of current medication, treatments, and/or services currently prescribed, including any side effects that might impact performance
 - Description of expected progression or stability of the disability or illness over time
 - Recommendation for accommodations or services connecting the need for the accommodations to the functional impact of the disability
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Temporarily disabled? No documentation? Please call 973-684-6395 or email ods@pccc.edu to see if you qualify for services



Office of
Disabilities
Services

Disability Services • M244

Passaic County Community College
Phone: 973-684-6395
Email: ods@pccc.edu
Online: pccc.edu/ods

Today's Date: _____

Student Intake Form

Part A: Personal Information

Name: _____ Student ID#: _____

Address: _____
Street City State Zip

Date of Birth: _____ Phone#(s): _____

Email: _____

PCCC Email: _____@students.pccc.edu

What is your educational goal? _____

Education and Academics

High School Diploma Year: _____ Name of HS: _____

OR GED Year: _____ **OR** Other: _____

Taken the Accuplacer (placement test)? Yes No Completed FAFSA online? Yes No

Have you registered for classes? Yes No Are you a Veteran? Yes No

Are you an EOF student? Yes No Are you a Trio/SSS student? Yes No

Do you work with any of these New Jersey state agencies?

CBVI? Yes No DDD? Yes No DDHH? Yes No

DMHS? Yes No DVRS? Yes No Other: _____

Disability Type:

- ADD/ADHD
- Learning Disability
- Mobility/Physical Disability
- Psychological Disability
- Visual Impairment
- Hearing Impairment
- Medical/Chronic Health Condition
- Neurological Condition
- Other _____

Academic Challenges:

Describe the problems you encounter due to disability in an academic setting:

What academic accommodations do you think you will need for your academic coursework?

Please list any current medications and side effects that could affect your academic success:

Emergency Preparedness:

Will you require assistance in an emergency evacuation?

Can you go up/down stairs?

Do you require use of an elevator?

RELEASE of INFORMATION

By signing this release, I, _____ ID#: _____ acknowledge that the professional staff of the ODS has my permission to discuss my overall academic performance and my specific academic needs, including the nature and extent of any disabilities that I have, with my instructors, advisors, counselors, and other appropriate college officials in all matters relating to my access to academic programs and services at PCCC.

SIGNATURE: _____ Date: _____

RELEASE of RECORDS

In addition, I give permission to the ODS at Passaic County Community College, to speak with appropriate personnel for the purposes of clarifying documentation of my disability and for the release of records necessary to assist me in my academic program.

SIGNATURE: _____ Date: _____

>>>> ***** DO NOT SIGN DURING INTAKE ***** <<<<<<
>>>> ***** DO NOT SIGN DURING INTAKE ***** <<<<<<

GRADUATION/TRANSFER: ODS RECORDS RELEASED to STUDENT

SIGNATURE: _____ Date: _____

>>>> ***** STUDENTS: DO NOT WRITE BELOW THIS LINE ***** <<<<<<

Summary of documentation (Completed by DS): Documentation received: _____

- Accommodation Plan (Completed by DS):** Testing x1.5 time Testing x2 time Distraction-reduced
- Record lectures Attendance adjustments Alternate format materials Calculator FM System
- ASL Interpreter Note taker Reader Scribe Computer in classroom Preferential seating
- Short breaks/leave classroom as needed Alternate sit/stand Accessible equipment & furniture
- Waive punitive points for late work or extension requests if not essential to daily curriculum
- Other: _____

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**ACCESSIBILITY + DISABILITY SERVICES:
10 Differences between High School & College Disability Services**

Differences	High School	College
#1 IDEA/ADA and Section 504	IDEA and Section 504 are the laws that mandate "free and appropriate public education" for all K-12 students, no matter what the ability level; education at this level is a right	The ADA and Section 504 guarantee equal access to post-secondary education by requiring "reasonable accommodations" to college students who are "otherwise qualified" as a student; education at this level is a privilege
#2 Qualification	The only qualification for public education is age; students with disabilities may qualify for special education	"Otherwise qualified" students must meet all entrance and academic progress requirements with or without reasonable accommodation; there is no "special education" in college
#3 Accommodations	In order to meet the "free and appropriate public education" requirements, educational standards may be compromised by making such accommodations as shortening assignments, allowing students to use notes, books or other resources on tests when other students may not, or taking untimed tests	No accommodation at the post-secondary level may reduce standards or in any way compromise the integrity of the course; accommodations must be deemed reasonable, and agreed upon by the student, the DS provider and the instructor; e.g. extended time for tests may be a reasonable accommodation, but untimed tests is not reasonable
#4 Notification of Disability	Accommodations are driven by the Child Study Team, consisting of teachers, counselors, school psychologists, parents and the student, which develops an IEP or 504 Plan	There is no team, no plan, no notification of instructors except by the student, and parents are not involved in any way except at the written request of the student
#5 Placement/Integration	Various levels of placement are available with varying levels of integration into the regular classroom; the student's "team" determines which placement is the "least restrictive environment" (required by IDEA)	Full integration with or without reasonable accommodations is the only option

ACCESSIBILITY + DISABILITY SERVICES:
10 Differences between High School & College Disability Services

Differences	High School	College
#6 A Student's Plan / Request	A student's plan, academic history and needs are shared with all teachers before s/he enters the class	Instructors will only be contacted by the college at the request of the student, and this request must be made for each instructor, for each course and renewed each semester; students may decline accommodations they do not need or want
#7 Waivers	Some graduation requirements may be waived if the student's disability specifically interferes with his/her ability to successfully complete that subject or class	Many colleges and/or programs have a process in place to determine eligibility for course substitutions when a student's disability affects that subject (e.g. foreign language), but waivers are not an option
#8 Personal Care Services	Public schools must provide assessment services, physical, speech or other therapy, or personal care services needed while the student is in school	Personal care, medical, psychological and/or therapeutic services and other non-academic needs are the responsibility of the student
#9 Information Disclosure	Teachers may be provided with educational information about a student's disability, or they may be expected to learn as much as they can about their student's disability	The only information instructors are given by the college is what accommodations are appropriate, and then, only when requested by the student to do so; students may choose to disclose information about their disability, but instructors may not ask students about their condition, nor are they expected to gather information or "be informed"
#10 Responsibility for Determination of Disability	The primary responsibility for identification, assessment (as appropriate) and determination of disability and for requesting accommodations is on the school	The primary responsibility for identification, assessment and determination of disability and for requesting accommodations is on the student

Passaic County Community College is an Equal Opportunity/Affirmative Action educational institution. In order to promote this goal, the College makes positive efforts to ensure equal opportunity to all individuals without regard to race, color, sex, religion, national origin, disability or veteran status.