**On Location Accessibility Advisors FAQ**

**For Students**

**Background**: The On Location initiative represents a significant investment in student support. The On Location Advisors will primarily be working at various academic sites throughout the University. It is hoped that through this implementation of a “neighbourhood model” of accessibility advising, we will be able to substantially reduce any potential barriers students may face in registering and receiving accommodations. Overall, this means more collaboration between various support services and more specific support on the ground where students need it the most.

* What is happening to the current Accessibility Services office at 455 Spadina Ave?

In short, nothing is changing. Our staffing levels at the central office will remain the same, and a team of 10 advisors and additional support staff and administration will continue to work out of the office at 455 Spadina Ave. In addition to these advisors, 10 new Accessibility Advisor positions will be spread throughout various sites of the St. George Campus.

* Why are advisors being placed ‘On Location’ ?

Accessibility Services currently interacts with 28 different Registrars or unit directors in the process of implementing accommodation plans for students on the St. George Campus. Each unit has its own distinct structure, rules, policies, practices and critical competencies that need to be taken into account when developing an individualized accommodation plan. Our goal is that On Location Advisors will become experts in each of the academic units they are assigned, and that this knowledge will better enable us to serve students throughout the service.

* What are the ‘On Location’ Divisions?

There are 10 ‘On Location’ Advisors spread out through the St. George Campus. There is also an ‘On Location’ Team Lead to support these advisors. The 10 advisors are assigned:

* + Professional Faculties North (OISE, Social Work, Law)
  + Professional Faculties South (Medicine and Health Science Divisions)
  + School of Graduate Studies
  + Faculty of Applied Science and Engineering
  + Trinity College & Professional Faculties Central (Music, FIS, Rotman)
  + St. Michael’s College
  + Victoria College
  + University College
  + New College
  + Transitional Year Program (TYP) & Woodsworth College

Other currently existing relationships where Accessibility Advisors partner with academic divisions will continue (e.g. Kinesiology) while other new relationships are being developed with other campus partners such as Innis College and the Faculty of Architecture. TST students will be served at the most geographically closest site (e.g. Regis College at the St. Michael’s site, Knox at the SGS site, Wycliffe at the Trinity site).

* Am I going to be assigned a new advisor?

Not necessarily. 10 Accessibility Advisors will remain in our central office. Each student file is being reviewed carefully to ascertain how we can provide you with the best accommodation support and service. Your patience and flexibility is appreciated during this transition. To serve you better and more effectively, there will be a reassignment of some students. Many students may prefer to be seen closer to their academic studies and receive more specific support related to their academics.

* When will I find out who my new advisor is?

On Location Accessibility Advisors will be in place as of mid-September. You will be notified via email, should your Accessibility Advisor change. It is important to note that your On Location Accessibility Advisor will be in a new office location. You will be notified via email of the location of your new Accessibility Advisor, as well.

* When do I need to register with accommodations for 2018/19?

Regardless if you have changed advisors, all students are responsible for reactivating their accommodations annually. Please follow the instructions which were previously sent via email from Accessibility Services which outlined the reactivation process available to you for the upcoming academic year.

* I am not yet registered with Accessibility Services. Where do I go to register?

Students who will be supported at both our central office or by On Location Advisors can find out more information on how to register [here.](http://www.studentlife.utoronto.ca/as/new-registration#node-1493)

* I have been switched to a new advisor, how can I make an appointment with my new advisor?

Students can continue to make appointments through the front desk of Accessibility Services, **(416) 978-8060.** On Location Advisors will hold similar hours to our central office. Please follow up with front desk of Accessibility Services for more information.

* I have been switched to a new Advisor, who can I see for student learning and peer supports?

Students with On Location Advisors will still be able to access additional supports through our central office. For further assistance with support regarding Accessibility Services (for students both On Location and in our central office), Peer Advisors will be available at our central office, 455 Spadina Ave. with drop-in hours resuming in September 2018. Find out more about Peer Programs [here](http://www.studentlife.utoronto.ca/as/peer-programs).

* I have been switched to a new Advisor, who can I see for adaptive technology support?

Adaptive technology support will still be available through our central office for all students. Please speak with your Accessibility Advisor to inquire about this support.

* What if I am in need of assistance from Accessibility Services, but the switch to my new advisor has not become official as of yet?

You should continue to work with your assigned advisor until the switch becomes official, even if you have been notified of a change. Please do not wait or hold off on raising a concern until the switch becomes official, especially if the concern requires a timely response.

* What if I am notified of an advisor switch and I do not want to switch advisors?

We can appreciate your concerns with switching Accessibility Advisors. If there are important reasons why you need to be seen at one location or another, or to stay with your current advisor, it is critical that you let us know as soon as possible.

* Is my disability related information being shared with my academic division if I work with an on location advisor?

The same rules for privacy, consent, and sharing of information will apply to On Location Advisors as they do to Accessibility Advisors currently working out of the central office. Nothing will be changing under the new model.

* How will my new advisor know about my case history and my accommodation needs?

Accessibility Services is currently moving to an electronic case file system, which will enable new advisors in the field to have full access to your file and case history. During the transition period, advisors will be encouraged to review their new student to familiarize themselves with your specific accommodation needs.

* Is this the last time I am going to have my advisor switched?

While there can never be any guarantee, we will work to minimize future changes. As many of you will be aware, we are in the process of implementing many service changes to serve you better. We are thankful for your patience as we implement these changes.

* What privacy considerations have been taken into account?

A lot of thought has been put into how to balance an effective and collaborative working relationship with our partner sites, while maintaining the privacy and confidentiality requirements our staff are legally required to follow under Ontario Human Rights legislation and other requirements. In short, staff will continue to work under the appropriate privacy legislation (FIPPA) and will continue to operate under a separate database which is only accessible to Accessibility Services advisors. Nothing in this way has changed. Our goal is to facilitate greater access for student to both their Accessibility Advisors and the accommodation process. All of our work at the partner sites will be done with that focus in mind.