

Disability Services and Programs for Students

Student Handbook



Lassen Community College

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Introduction

The Disability Services and Programs for Students (DSPS) was established at Lassen Community College in 1973 to provide academic adjustments, auxiliary aids and services, educational assistance class (EAC) instruction, counseling, assessments, and educational accommodations to adult students with disabilities. The program currently serves approximately 200 students each year.

The information and policies set forth in the handbook are meant to clarify the role and responsibilities of both the DSPS and students who take advantage of the services offered.

Mission Statement

Our mission is to include students with disabilities into classes and programs on campus and in the community, to eliminate barriers, and to maximize independence and advocacy skills while promoting opportunities that support the student's lifelong living skills, educational and vocational goals.

Acknowledgements

The DSPS program at Lassen Community College gratefully acknowledges West Valley College for granting us permission to use content developed for their student handbook. We also wish to thank the DSPS faculty and Lassen Community College staff for their support and contributions to this handbook.

General Provisions

How to Enroll in DSPS Program

New Students

If you are new to LCC and/or DSPS, you must begin by scheduling an appointment with a DSPS Certificated staff member and complete an application for services. Those staff members have the following titles: DSPS Coordinator, DSPS Counselor and LD Specialist.

What to Bring to Your First Appointment

1. Your most current written verification of disability, medical report, Department of Rehabilitation Plan or IEP from your high school. We recommend that you make copies of all documents you submit to DSPS in case you need them for future use.
2. Your Student ID number
3. List of Questions

Appointments are short, so please be on time. If you must cancel, please call as soon as possible. If you do cancel, be aware that it may take a while before you can reschedule.

Continuing Students

Continuing students who will be using the same services as in their previous semester(s) must meet with a DSPS Certificated staff member at the beginning of each semester to set up accommodations and to maintain eligibility for services. If you want to request a service that

was not previously authorized, you must meet with a DSPTS Certificated staff member for authorization.

Returning Students

If you have been away from LCC for a semester or more, you will need to schedule an appointment with a Certificated DSPTS staff member to reactivate your file and reauthorize services. If you have been away for more than five years, your file may have been destroyed and you must enroll as a new student by resubmitting documentation of disability. (See New Students above).

Procedure for Requesting Academic Adjustments/Accommodations

The provision of academic adjustments and auxiliary aids and services are individualized and will be determined on a case-by-case basis. Student requests for academic adjustment are based on the functional limitations of a verified disability.

1. Adjustments/accommodations are discussed with the student and approved by a DSPTS Certificated staff member.
2. The student must bring in a class schedule to the DSPTS office each semester and let the DSPTS staff know which accommodations they are requesting for each class.
3. The student is responsible for meeting with instructors and alerting instructors of the approved adjustments.
4. The DSPTS office will send out accommodation requests to instructors by e-mail.
5. If the instructor still has concerns, the student will alert a DSPTS Certificated staff member.

Student Grievance Rights

Students shall be informed that they have a right to file a complaint concerning any allegations of failure to comply with the laws, regulations and procedures as set forth for individuals with disabilities. (See pg. 16 for complaint procedure)

Eligibility Requirements

1. Students receiving services through DSPTS must be enrolled at LCC and must have a temporary or permanent disabling condition that has been verified by a DSPTS Certificated staff member. The student's disabling condition must limit one or more major life activities, and impose an "educational limitation." An educational limitation is a disability related functional limitation in the educational setting that occurs when the limitation prevents a student from fully benefiting from classes, activities, or services offered by the college without specific, additional academic adjustments, auxiliary aids and services or instruction. Examples of disabilities include physical, hearing, visual, acquired brain injury, health, mental health, intellectual, ADHD/ADD, autism and learning disability.
2. Students must possess the ability to respond appropriately to questions, follow directions, and demonstrate the potential to benefit from special programs and services.
3. Students must demonstrate appropriate adaptive and/or self-help behavior; this includes providing their own personal attendant care. DSPTS staff will not provide this service.
4. Students must demonstrate annual measurable academic progress. Failure to do so may result in termination of services.
5. Students requesting services and/or academic accommodations offered at LCC need to arrange an appointment with a DSPTS Certificated staff member and complete an

application for services. DSPTS will then verify the disability by using one of the following means:

- a. Review of documentation provided by appropriate agencies or certified or licensed professionals outside of DSPTS;
- b. Assessment by an appropriate/ DSPTS Certificated staff member; or
- c. Observation by a DSPTS Certificated staff member if the disability is visually apparent.

Once a student's disability has been verified, a DSPTS Certificated staff member will identify the educational limitations, and complete the following with the student:

- a. Fill out the Academic Accommodation Plan (AAP) and review and update it as needed but at least annually.
 - b. Have the student sign the "Test Rules" form.
 - c. Have the student sign the "Student Rights and Responsibilities" form.
 - d. A DSPTS Certificated staff member will email the student's instructor (s) for each class where accommodations are needed.
6. Services may be denied if it is determined that a student does not meet the eligibility criteria.
 7. Students seeking to appeal the denial of services should follow the complaint procedure starting on page 16 of this handbook.

Student Rights

1. Participation by students with disabilities in DSPTS is entirely voluntary. The DSPTS process has been designated to be the most expedient in meeting student needs. Students may choose to request services through the ADA or Section 504 Coordinator. This coordinator will then designate a district official with knowledge of accommodation requirements to review such requests. Students will be required to provide disability verification before services are provided.
2. Receiving academic adjustments, auxiliary aids, services and/or instruction from DSPTS does not prevent a student from participating in any other course, program, or activity offered by the college.
3. All records maintained by DSPTS personnel pertaining to students with disabilities are protected from inappropriate disclosure and are subject to all other requirements for handling of student records. (See confidentiality on pg. 8)

Student Responsibilities

Students receiving services and/or instruction through the DSPTS office shall:

1. Comply with the Student Conduct Code adopted by the college as written in the college catalog.
2. Be responsible in their use of DSPTS services and adhere to written service provision procedures and/or policies adopted by DSPTS (see Abuse of Services on pg.7);
3. Make measureable progress toward the goals established in the student's Academic Accommodation Plan (AAP) or meet academic standards established by the college (see Measurable Progress on pg. 7);
4. Assume personal responsibility for taking any medications;

5. Be responsible for personal attendant care. DSPS staff will not provide this service. All personal attendants must fill out a volunteer form through the college's Human Resource Department.

Failure to comply with these standards may result in termination of DSPS services.

DSPS Responsibility

DSPS staff members help students obtain the academic accommodations necessary to allow equal access to Lassen Community College's programs and services. It is the responsibility of DSPS to utilize resources so that all students can receive equitable services. We establish policies and procedures that adhere to the LCC and DSPS missions and that provide students access to reasonable accommodations.

Termination of Services

DSPS also has the responsibility of establishing requirements for measurable progress and abuse of services. If a student does not adhere to established policies and/or procedures, that student will be notified of the possibility of termination of DSPS services.

There are three ways that eligible students may be terminated:

- Lack of measurable progress
- Abuse of services
- Violating the Lassen College Student Rules of Conduct

Measurable Progress

A lack of measurable progress may be defined in any of the following ways and may result in a loss of DSPS services:

- Failure to pass (by receiving grades of W, NP, D or F) courses while utilizing appropriate accommodations.
- Failure to meet LCC's academic standards as defined by the Academic Probation and/or Dismissal policies.
- One or more semesters of failure to follow DSPS service policies or procedures.
- Insufficient progress, for two consecutive semesters, toward goals established in the Academic Accommodation Plan (AAP).

Abuse of Services

Abuse of services is defined as a failure to comply with the policies and procedures of the individual services that a student is using. Failure to comply with these policies or procedures may result in termination of that service.

1. Prior to the termination of a service, the student will be notified in writing that, unless the student meets with a DSPS Certificated staff member, the service will be terminated.
2. Once an "Intent to Terminate Services" letter has been sent, the student must agree to and sign a "Contract for Continuation of Services" before the date of termination in order to avoid termination of services.
3. If a service is terminated, it will be terminated only for the current semester.
4. Terminated services may be reinstated during the current semester only with the authorization of a DSPS Certificated staff member, and only if there are extenuating circumstances which warrant reinstatement.

Violating the Student Rules of Conduct

If a student violates the college's Student Rules of Conduct, they must follow the procedures in the college's Student Discipline section under the direction of the Chief Student Services Officer (CSSO) in order to be reinstated to the program.

Appeal Process

Students seeking to appeal the termination of services should seek remedy through the Program Coordinator of DSPS. If, after consulting with the DSPS Coordinator, students are still not satisfied, they may appeal to the CSSO. If the DSPS Coordinator approves a student's appeal, the student will be asked to agree to and sign a "Contract for Continuation of Services" to avoid service termination. If a service is terminated, it will be for only the current semester unless the student continues to violate policies/procedures.

Confidentiality

The Right to Privacy Act ensures that all disability-related contact with the DSPS office remains confidential unless students sign a written release. There is a statement on the bottom of the DSPS Application, which the student signs, allowing DSPS staff to contact other college personnel who are directly involved in the student's education in order to expedite student accommodations, and DSPS staff are allowed to verify eligibility from external and internal sources for services. District or state auditors are also permitted to examine student files for compliance with laws and standards.

Liaison to Campus and Community

For reasons of confidentiality, DSPS staff members may not discuss a student's disability status with either faculty or staff without the student's permission (signature on the bottom of the DSPS Application allows 'direct educational-related' contact unless "no contact" is specifically requested by the student). Students are also encouraged to talk with their instructors about their specific accommodation needs. When requested by a student, DSPS staff may intervene on the student's behalf to facilitate provision of services or to help students communicate by providing information and, in some cases, introductions to community resources.

Absence Notification Guidelines

Classes

The DSPS office will notify instructors of an absence if the absence is caused by the student's disabling condition. If the student wants DSPS to notify their instructors, the student should call the DSPS office. If a student is unable to attend classes as a result of a non-disability-related problem, the DSPS office will not notify instructors of the absence. This is the responsibility of the student. In either case, students may be required to present medical verification of illness from their physicians.

Services

Students receiving support services (interpreters, mobility assistance, testing accommodations, etc.) must notify the DSPS office of their absence prior to the time these support services are scheduled to be delivered. Three (3) failures to contact may result in termination of the service.

For student's convenience, messages may be left at: (530) 251-8867 or (530) 257-6181, ext. 8914, or (530) 257-6181, ext 8947.

Duplication and Printing Services Guidelines

The DSPTS office provides duplication services only for the enlargement of tests, handouts and classroom notes. There are two enlargers in the Learning Disabilities (LD) Lab area to read textbooks and other resource materials. Limited printing is allowed in the LD Lab for class-related materials but must be approved before the student will be allowed to print.

Telephone Usage Guidelines

The telephones and Teledigital Devices (TDD) in the DSPTS program are for official use only. Student usage must be pre-approved and is limited to urgent needs or emergencies.

Financial Aid

DSPTS does not have funds available to assist DSPTS students financially. Students may apply for college financial aid to assist with purchases of books, supplies and other educational necessities. There are specific guidelines and deadlines for applying for financial aid. Please go to the Financial Aid office for further information. Students may qualify for funds from the Department of Rehabilitation or the Extended Opportunity Program and Services (EOPS) for low income and educationally disadvantaged students. The Scholarship Committee grants scholarships for both continuing and transferring students. Please see the Financial Aid office for more information.

Campus Access

The college has an ongoing process for evaluating architectural barriers and recommending changes. If students encounter any difficulties with access, please inform DSPTS staff, and steps will be taken to address the problem. Students may also contact the ADA or Section 504 Coordinator to address access concerns.

Adapted Physical Education

The Adapted Physical Education (ADPE) program provides exercise classes for students with physical limitations. Courses are offered in the same locations as regular PE classes and can be found in the course schedule under Physical Education. Course offerings include:

- Stretch and Flexibility
- General Fitness
- Conditioning
- Track: Walk, Wheel & Row
- Aerobics
- Weight Training
- Low Impact Workouts
- Swimming

Specific classes have been developed for recreational activities: bowling, arts and crafts, and camps/classes for Special Olympians (snowshoeing, power lifting, basketball, swimming, and bocce).

How to Enroll in Adapted Physical Education

1. Arrange an appointment with the DSPTS Counselor or Coordinator who will assist in determining the most appropriate course placement.
2. Before participating in Adapted Physical Education courses, you must obtain a signed disability verification form with recommendations from your physician.

Achievement Path

Beyond their health benefits, some Adapted Physical Education classes at Lassen Community College may also fulfill elective requirements for our two-year Associates Degree. They may also qualify as transfer credits toward four-year degrees. See a counselor for more information.

Counseling

There is specialized counseling for DSPTS students. Students should see the DSPTS counselor for their counseling needs.

How to Schedule a Counseling Appointment

1. Call the Counseling office between 8:30am and 4:30pm Monday through Friday at (530) 251-8842 or visit the office during these times and arrange an appointment.
2. Appointment times are short, so please arrive on time. If you must cancel, please call as soon as possible.

Academic Advising: Lassen Community College counselors are available to assist students with academic advising and educational planning.

Personal Counseling: Counseling assistance is available for personal issues that impact students' ability to succeed in college. If in-depth counseling appears to be necessary, staff will help with a referral to outside agencies or counselors.

Career Counseling: Staff is available in the Career and Transfer Center to assist with career exploration and decision-making.

Disability Resources: The DSPTS counselor helps identify possible accommodations and recommend appropriate support services. The counselor also serves as a resource to help students obtain appropriate assistance from community agencies and professionals.

Equipment Loans

Educational access sometimes means that students need equipment such as recorders, listening devices or visual enhancers to benefit from instruction. DSPTS makes these accommodations available for loan during the semester on a first-come, first-served basis.

How to Borrow Equipment

1. After receiving authorization for services, meet with a DSPTS staff person.
2. Sign the Equipment Loan sheet for borrowing equipment from DSPTS.

Equipment Loan Policy

1. To determine your eligibility for these services, arrange an appointment with a DSPTS Certificated staff member by calling (530) 251-8867 or (530) 257-6181, ext 8947.

2. DSPS staff will loan equipment only to students officially enrolled in classes. Equipment (e.g., flash drives, recorders, FM systems) shall not be loaned to a student for any purpose or activity that is not school sponsored.
3. If equipment is not returned at the appropriate time and place, or has been damaged, the student will forfeit rights to future equipment loans and a hold will be placed on the student's transcript until the equipment is returned or replaced.
4. If equipment is not returned or replaced, the student will be responsible for replacement costs.

High Tech Center

The High Tech Center (HTC) located in the Creative Arts Building offers adapted computer hardware and software technologies to provide access to students with disabilities.

Technology Available in HTC

- Adapted computer software and hardware
- Dragon Dictate Naturally Speaking – voice input computer technology
- Zoom Text Extra – screen magnification used with standard production software
- Visual Enlarger
- Scanner and Braille printer
- Screen Reader
- Audio or e-textbooks
- Word Processing, Spreadsheet, Internet

How to Enroll in HTC Courses

1. Arrange an appointment with a DSPS Certificated staff member for appropriate course placement to complement regular college classes. The student will then complete the enrollment process through the admissions process.
2. If the semester is already in progress, obtain an add slip to be signed by the HTC/LD Specialist instructor and the DSPS Counselor. Then take your add slip and fees to the admissions office for processing.

Special Course Attendance Guidelines

Attendance policies, established by each instructor in your EAC classes, are included on course syllabi, and follow general college guidelines.

High Tech Center Policy

1. To receive High Tech Center services, arrange an appointment with the DSPS Coordinator by calling (530) 251-8867 or DSPS counselor by calling (530) 257-6181, ext. 8947.
2. Students must demonstrate the potential to benefit from HTC services.
3. Students may be required to participate in a formal evaluation to demonstrate their potential to benefit from HTC services.

Sign Language Interpreters and Real-time Educational Transcribers

Due to our very remote location, there is a lack of, or shortage of, certified interpreters in Lassen County. DSPS will make every effort to locate interpreters for deaf students; however, in the event that interpreters cannot be located, DSPS reserves the right to substitute captioning, video-remote interpreting, or real-time transcription services for hearing impaired students.

Learning Disabilities Program

DSPS offers classes and services for students with Learning Disabilities. Students must meet the eligibility criteria for qualification as Learning Disabled according to the California Community College eligibility guidelines. Students who suspect they have a learning disability, but who have not been assessed, whose documents are outdated or do not meet the California Community College guidelines can meet with a Learning Disabilities Specialist to discuss their situation. Individualized assessment to determine eligibility for learning disabilities services is available at LCC.

How to Arrange for a Learning Disabilities Assessment

Schedule an appointment with the LD Specialist by calling (530) 251-8867 or (530) 257-6181 ext.8914 during regular business hours.

Educational Assistance Classes(EAC):

EAC (110-116) are classes used to support the student in their regular classes while EAC (120 and above) are standalone classes. See page 18-19 for a complete list.

How to Enroll in Courses

Arrange an appointment with a DSPS Certificated staff member who will assist in determining the most appropriate course placement to complement regular college classes.

EAC Repeatability

Specialized courses designed for students with disabilities may be repeated more than once per the curriculum committee. For additional information, talk with your instructor or counselor.

EAC Attendance Absence Guidelines

Attendance policies, established by each instructor in you EAC classes, are included on course syllabi, and follow general college guidelines.

Temporary Mobility Assistance

Students eligible for this service are those with temporary and permanent disabilities that affect their mobility. Available equipment includes crutches, an electric wheelchair, manual wheelchair and transportation services between classes. Students with permanent mobility disabilities are expected to secure their own devices within an acceptable timeframe (wheelchairs, walkers, scooters, wheeled carts for books, etc.)

How to Arrange for Temporary Mobility Services

1. Schedule an appointment with a DSPS Certificated staff member to receive authorization for services. Bring verification of disability unless one is already on file with DSPS.

Accessible Parking

Students who have a designated license plate or a temporary parking placard issued by the Department of Motor Vehicles are eligible to park in any specially marked handicapped parking space. If these spaces are full, parking is permitted in any other parking stall. Parking in driveways, on lawns or other illegal parking locations is not permitted.

Note Taker Service

The DSPS program relies as much as possible on instructor-provided notes or enrolled students to provide note-taking services for qualified students. Students may ask their instructors to help them find a volunteer note taker in their class. If no notes or note taker can be found, DSPS will send a paid note taker to class. Notes may be copied on the copier in the LD Lab.

How to Arrange for Note Taking Service

1. Schedule an appointment with a DSPS Certificated staff member to receive authorization for services.
2. Meet with a DSPS Certificated staff member to discuss the process and to arrange for the service.

Competency Substitution

All students are expected to make a good faith effort at completing, with appropriate accommodations, the general education requirements of a degree before a competency substitution will be considered. In rare instances, and even after attempting a competency course with accommodations, a student may not be able to complete a course required for an AS/AA degree. Please be aware that approved course substitutions are only applicable to a Lassen College degree; other colleges may not accept these substitutions for transfer and graduation. Any course substitution used for competency must be completed successfully (college standards of a “C” or better) in order to be degree applicable.

How to Arrange for Competency Substitution

1. Meet with a DSPS Certificated staff member to determine if a substitute competency is appropriate.
2. Fill out the Competency Substitution Form with a DSPS Certificated staff member.
3. Wait for approval for the course substitution.
4. Sign up for the approved substitution class(es).

Course Waivers

Course waiver, as a last resort, will be considered on a case-by-case basis and will be granted only when:

- There is evidence that the student has met all the requirements noted above for substitution, and
- The Curriculum/Academic Standards Committee has determined there are no viable alternative courses.

Note: A waiver granted by Lassen College is for the District’s purposes only and may not be recognized by another educational institution. A waiver of the course requirement will not be considered a waiver of the student’s responsibility to complete the minimum number of units required by the institution for completion of the course of study.

Career and Transfer Information

Career planning and educational planning go hand in hand. The Career and Transfer Center located in the Student Services Building has a variety of resources that are available and accessible to students with disabilities.

They include:

- Career Library
- Job Listings Board (full-time and part-time) located in the Student Services Building

- Computerized career assessment and research
- Cooperative Work Experience Education

Transfer Information

If a bachelor's degree is in your future, it is important to plan ahead. Course requirements vary from campus to campus and can be confusing. Students sometimes need to follow more than one set of requirements at the same time. Make it your priority to meet with a counselor regularly to plan your program, monitor your progress and stay on track. Having a disability does not have to keep you from earning an advanced degree, but it will not automatically get you admitted either. Students with disabilities are expected to meet the same requirements as all other students. Both the California State University (CSU) and UC provide information to counselors regarding how requests for special admission considerations are handled at each campus. Procedures vary, so please call the Disability Resource Center at the campus you wish to attend. Some campuses of the University of California recommend that you include information in your personal statement on the application that addresses ways in which your disability may have impacted your educational program. Private universities and colleges often ask for letters of recommendation. Get to know teachers outside of DSPTS so that you will have additional support for your application.

Testing Accommodations

The most appropriate method of administering a test depends upon the student's disability and the design of the test. Students with disabilities that affect manual dexterity, vision, or perception generally may be allowed extra time, a reader and/or scribe to complete tests.

How to Arrange for Testing Accommodations

1. Schedule an appointment with a DSPTS Certificated staff member to receive authorization for testing accommodation services.
2. Notify your instructors of your testing accommodations.
3. All regular semester tests must be scheduled at least 2 days prior to the exam date. Any exceptions to this must be arranged in advance with a DSPTS staff person.
4. Final exam forms are available two weeks prior to the exams and must be turned in to the LD Lab staff the week before final exams are given.

Testing Accommodation Services Policy

1. Testing accommodations will generally not be provided until a student's eligibility for such services has been verified. However, temporary accommodations may be approved in certain circumstances.
2. Testing accommodations will occur during the regularly scheduled class time. In the case of a time conflict due to the student's class schedule, the student must make special arrangements with the DSPTS staff at least two days in advance.
3. Once the DSPTS Certificated staff member has obtained verification of a student's disability, the student will be referred to the DSPTS staff to arrange services. Step-by-step instructions for utilizing this service will be provided.
4. Instructors will be notified if cheating, unauthorized use of notes, books, calculator, or other improper behavior is observed during an examination. It is the instructor's decision at that point to take any action. Please refer to the Lassen Community College "Student Code of Conduct."

5. Students may not leave the testing environment without permission once the test has begun. Students must also complete the exam on the same day it is started unless the instructor gives approval to DSPS staff.
6. Testing accommodations will be provided to students only in courses where their disability-related educational limitations indicate that they are necessary.
7. Students must read and sign the “Test Rules” procedure form.
8. Failure to comply with these procedures will result in termination of this service.

Service Animals and Emotional Support Animals

Lassen Community College follows state (FEHA, CSL) and federal laws (ADA, FHA) for service and emotional support animals on campus and in the residential buildings, including animals in training for service. A service animal is individually trained to do work or perform tasks for the benefit of an individual with a verified disability. By federal and state law, service animals are dogs or miniature horses (see requirements below). Emotional support animals are used as a therapy tool incorporated into a treatment plan and can include other types of animals recommended by the student’s medical professional and acceptable and reasonable to the District. All student animal accommodations will be determined interactively and on a case-by-case basis.

The process for requesting a service animal accommodation is as follows:

- 1) It is strongly recommended, but not required, that the owner/handler with a service animal request an animal accommodation either through the Disability Services and Programs for Students Office (DSPS) office or the Human Resources (HR) Office, ADA/504 Coordinator and complete the required forms for ease of notification of faculty and staff.
- 2) For service animals where it is not obvious what service an animal provides, the owner/handler will be asked two questions: Is the service animal required because of a disability? What work/tasks has the animal been trained to perform? The owner/handler will sign the animal accommodation form.
- 3) If the student is requesting a service animal in training, they must present documentation that a medical provider has recommended that they have a service animal.
- 4) In addition, the college will request a copy of the student’s service animal registration. Registration certification/tags are recommended to reduce the number of questions and potential issues faced by the student.
- 5) For either a service animal or service animal in training, the student will produce verification of current vaccinations records that comply with local or state laws.
- 6) Once the animal is approved and any required documentation has been received, the owner/handler will not be required to pay additional fees or deposits to have the animal on campus or in the student resident hall (dorm room) with the owner/handler. In addition, the law does not permit animal breed or size restrictions.
- 7) For students who are using on-campus housing, having a service animal does not necessarily dictate that they will have their own dorm room.

The process for requesting an emotional support animal accommodation is as follows:

- 1) It is required that the owner/handler of an emotional support animal request an accommodation through DSPS or HR and complete the required documentation.
- 2) The student will be required to produce verification of a disability and recommendation for the animal from a medical professional, such as a nurse, doctor, psychologist, or licensed therapist. The owner/handler will sign the DSPS form and animal accommodation form.
- 3) DSPS and Residence Halls will also require proof of current vaccination records that comply with local and state laws.
- 4) Emotional support animals are not covered under the ADA, only by state housing laws. Therefore, approved emotional support animals will only be allowed in the dormitory and residential area of campus, not in classrooms or other public places on campus.
- 5) Having an emotional support animal does not necessarily dictate that students will receive their own dorm room.

Requirements of both service or emotional support owners and their animals on campus:

- 1) Housebroken /Toileting: Animals must be housebroken prior to coming to campus or staying in the dorms. All animals must use designated grass or weeded areas for elimination of waste, and all fecal matter must be picked up by the owner/handler in a disposable bag and discarded in a waste receptacle.
- 2) Physical Control: Animals must be harnessed, leashed, or tethered, or if that type of control interferes with the animal's work, then the animal must be controllable through voice, signal or other effective methods.
- 3) Grooming: The animal must be well-groomed on a continual basis, including regular bathing, grooming, odor control and pest control.
- 4) Conduct: The owner/handler must abide by the Student Code of Conduct Standards. The animal must conduct itself in a trained manner that is not disruptive to learning or to the operations of the campus facilities. Owners who cannot show compliance with animal conduct requirements will not be allowed to keep their animal on campus.
- 5) Damage: Any damage caused by the animal or owner/handler must be reimbursed by the owner/handler to the District. The District will provide the owner/handler an invoice for damage repair to be paid upon receipt.
- 6) Approved Service Animals: will be allowed in all public and residential areas of the campus; however, some areas may be excluded due to health and safety concerns for others or the animal itself. Considerations or exceptions will be made on a case-by-case basis by the DSPS or HR departments. Emotional support animals may only reside in the residential areas of campus.
- 7) Any animal that poses a direct threat to the health or safety of others, and the threat cannot be mitigated or eliminated sufficiently by reasonable accommodation, will not be allowed to remain on campus.
- 8) Owners are required to abide by all above policies and applicable laws. Failure to comply with one or more regulations may result in disallowing the animal on campus.

Assessment Factors for Miniature Horses:

When determining if a miniature horse is acceptable as a service animal, the following criteria is used:

- 1) Whether the campus facilities can accommodate the type, size, and weight of the miniature horse.
- 2) Whether the owner/handler has sufficient control of the horse.
- 3) Whether the horse is housebroken.
- 4) Whether the horse's presence in specific areas interferes with safety requirements for operations.

Conflicting Disabilities:

The District will make every effort to accommodate the needs of any individuals who have conflicting verifiable disabilities, such as allergies to dogs or horses, in the most efficient and effective manner as possible.

Appeals Process:

Please see Student Grievance Rights section for appeals process.

Section 504/Americans with Disabilities Act Complaint Procedure

Lassen Community College supports the idea that no person shall, on the basis of a physical or mental disability, be unlawfully subjected to discrimination under any program or activity offered under the control of the college. Any student, applicant for admission, employee or applicant for employment who believes he or she has been subject to a discriminatory action on the basis of a disability may file a complaint through the following procedures. An individual may also file a complaint directly with the Office of Civil Rights.

Step I. Informal Complaint Procedure

The complaining party should first discuss the complaint with the individual(s) involved or with the Lassen Community College Section 504/ADA Coordinator. The 504/ADA Coordinator will contact all parties concerned and attempt to reach some resolution of the problem. If the complaint cannot be formally resolved within ten working days, the complaining party may then proceed to file a formal complaint. The informal complaint procedure is optional.

Step II. Formal Complaint Procedure – Preliminary

1. In order for a formal complaint to be processed, it must be filed within one year of the alleged unlawful discriminatory action, or within one year of the complaining party learning of the discriminatory action.
2. The complaining party shall complete a complaint form provided by the 504/ADA Coordinator. The complaining party may request assistance of the 504/ADA Coordinator in formulating and presenting the complaint.
3. Upon receipt of the completed complaint form, the 504/ADA Coordinator will forward a copy of the complaint to the college president and the individual(s) or college unit against which the complaint is made, and will advise the complaining party that an investigation of the complaint will ensue.
4. The 504/ADA Coordinator will investigate the complaint by discussing matters with all individuals who are parties to the complaint, interviewing relevant witnesses and reviewing relevant documents. The 504/ADA Coordinator will arrive at findings and make recommendations as a result of the investigation within 60 calendar days of the filing of the complaint.

5. In the event the complaint is resolved to the satisfaction of all parties, a memorandum stating the resolution of the conflict will be sent to all parties and the college president. If the recommendation is unacceptable to the complainant, then the complainant may request a formal hearing within 15 days of receipt of the 504/ADA Coordinator's findings and recommendations.

Step III. Formal Complaint Procedure – Formal Hearing

In the event the complaint is not resolved by the 504/ADA Coordinator, an ad hoc Discrimination Complaint Panel shall be established as follows:

1. The complaining party, with the assistance of the 504/ADA Coordinator if desired, shall designate one person (student or employee) who is unbiased, not involved in the complaint, and willing and able to serve as a member of the ad hoc section 504/ADA Discrimination Complaint Panel.
2. The individual complained against shall designate one person (student or employee) who is unbiased, not involved in the complaint, and willing and available to serve as a member of the ad hoc Sec. 504/ADA Discrimination Complaint Panel.
3. The two panel member will, by mutual agreement, select a third member for the panel who will serve as the chair of the panel. If the two members are unable to agree on a chair, the 504/ADA Coordinator will make the selection. The panel will be formed within twenty working days.
4. The 504/ADA Coordinator will provide training in disability law and policy.
5. The ad hoc Sec. 504/ADA Discrimination Complaint Panel shall hear the complaint and receive information from such individuals as it deems appropriate in order to evaluate the complaint. The complaining party will be given the opportunity to appear in person or to employ and be accompanied by counsel, at their own expense. Upon completion of the hearing, the panel shall forward its findings and recommendation to the college president within seven working days after the close of the hearing. Proceedings shall be conducted in a closed hearing. Each party shall have an opportunity to rebut information presented by the opposing party during the closed hearing. A copy of the panel's findings and recommendation shall be sent to both parties involved in the complaint. The 504/ADA Coordinator shall serve as recorder of the proceedings and advisor to the panel, but shall not vote. The panel shall make every reasonable effort to conduct its hearing and present its findings and recommendation within fourteen working days of the panel's formation.
6. Either party to the complaint may forward to the college president his or her comments on the panel's findings and recommendation. Such commentary must be submitted to the president within seven working days of receipt of the panel's recommendation.
7. The college president shall issue a decision within 14 working days following receipt of the panel's findings and recommendation. The decision of the college president shall be final.

Step IV – Findings

1. Upon a finding of discrimination on the basis of disability, the president's decision will provide for an appropriate remedy within a reasonable time period.
2. In the event the president's decision is unfavorable to the complaining party, the complaining party shall be notified of the procedure for filing a complaint with the Office of Civil Rights, should they so desire.
3. Office of Civil Rights complaints must be filed within 180 days of the alleged discrimination or 60 days after the institutional grievance process is completed.

Office of Civil Rights, San Francisco Office
 U.S. Department of Education
 50 Beale St., Ste. 7200
 San Francisco, CA 94105-1813
 Phone: 415-486-5555
 Fax: 415-486-5570
 Email: OCR.SanFrancisco@ed.gov

Educational Assistance Classes (EAC)

Class Repeatability

EACs designed for students with disabilities may be taken more than four times under the following circumstances:

1. When continuing success of the student in other general and/or EACs is dependent on additional repetitions of a specific class;
2. When additional repetitions of a specific class are essential to completing a student's preparation for enrollment into other regular or EACs; or
3. When the student has an Academic Accommodation Plan, which involves a goal other than completion of the EAC in question and repetition will further the achievement of the goal.

Courses designed specifically for students with disabilities include

DS110 Computer Access I: Provides training in computer access technologies within the context of word processing to complement regular college classes.

DS 111 Computer Access II: Provides training in computer access technologies within the context of advanced word processing skills, Power Point and basic spreadsheet and data base programs to complement regular college classes.

DS112 Computer Access Projects: Provides an opportunity for the student who is already familiar with computers and/or adaptive technologies to work on independent projects, perfect job skills or attain greater mastery of the technology(s) to complement regular college classes.

DS 113 Developmental Skills: Personal Assessment: A course designed to provide the Learning Disabled student with specific information about his/her own learning process. Explores existing concepts, theories, and practices related to self-appraisal, defense mechanisms, self-concept and interpersonal relations as these relate to their disability to complement regular college classes.

DS 114 Developmental Skills: Reading: An individualized program to improve the reading skills of a student with a learning disability. Emphasis is placed on phonics, vocabulary, comprehension, and spelling to complement regular college classes.

DS115 Developmental Skills: Writing Skills: A course designed to instruct the learning disabled student in writing skills to complement regular college classes. Emphasis will be placed on vocabulary development, in-depth sentence formation, and critical thinking. Spelling is included if needed.

DS116 Developmental Skills: Math: An individualized program to improve the math skills of a student with a learning disability to complement regular college classes. Emphasis will be placed on developing the student's skills for vocational competency or to the pre-algebra/algebra level.

DS120 Adaptive Fitness: This course is designed to provide an individual exercise program for those who qualify by verification of disability and functional/educational limitations.

DS121 Adaptive Sports: Bowling: A course that will allow students who have an intellectual disability or disorder in physical development regardless of ability to have the opportunity to develop and improve their bowling skills ranging from equipment adjustment to advanced bowling skills.

DS122 Adaptive Weight Training: A course that will allow students who have an intellectual disability or physical limitation regardless of ability to have the opportunity develop and improve strength, bone health, and daily function.

DS158 Developmental Studies – Adaptive Arts and Crafts: Designed for students with an intellectual disability or senior citizens with disabilities to increase skill development in a broad range of arts and crafts techniques.

The following courses are for the non-reading, non-writing, and/or non-verbal student

DS153 Community Awareness 1: For the student who wishes to explore his/her community and his/her place within it.

Definitions and Accommodations by Disability Category

Acquired Brain Injury

Acquired Brain Injury means a deficit in brain functioning which results in a total or partial loss of cognitive, communicative, motor, psycho-social and/or sensory-perceptual abilities and limits the student's ability to access the educational process. (CA Administrative Code, Title 5). Among the cognitive deficits persons with head injuries may experience are difficulties with concentration, memory, problem solving and abstract reasoning.

Accommodations may/may not include but are not limited to the following:

Testing Accommodation:

- Extended Time
- Scribe/Reader
- Computer Use
- Text Enlarger

Note taking:

- Copies of lecture notes

Attention Deficit Hyperactivity Disorder (ADD/ADHD)

Attention Deficit Hyperactivity Disorder (ADD/ADHD) is defined as a neurodevelopmental disorder that is a persistent deficit in attention and/or hyperactive and impulsive behavior that limits the student's ability to access the educational process.

Accommodations may/may not include but are not limited to the following:

Tutoring:

- Learning strategies
- Tutoring in subject matter

Equipment:

- Tape recorder
- Adaptive equipment

Note taking:

- Copies of lecture notes
- Copies of classmate notes

Testing accommodations:

- Extended time
- Quiet testing area

Autism Spectrum

Autism Spectrum disorders are defined as neurodevelopmental disorders described as persistent deficits which limit the student's ability to access the educational process. Symptoms must have been present in the early developmental period, and cause limitations in social, academic, occupational, or other important areas of current functioning.

Accommodations may/may not include but are not limited to the following:

Tutoring:

- Learning strategies
- Tutoring in subject matter

Equipment:

- Tape recorder
- Adaptive equipment

Note taking:

- Copies of lecture notes
- Copies of classmate notes

Testing accommodations:

- Extended time
- Quiet testing area

Blind and Low Vision

Blindness and low vision is defined as a level of vision that limits the student's ability to access the educational process. Accommodations may/may not include but are not limited to the following:

Accommodations may/may not include but are not limited to the following:

Equipment Loan:

- Tape recorder

Reader Services:

- Enrollment assistance with Learning Ally or CA State Library to receive electronic texts.

Testing Accommodations:

- Extra time
- Print enlargement
- Reader
- Scribe
- Brailed Material
- Visual Tech equipment

Deaf and Hard of Hearing

Deaf and Hard of Hearing (DHH) is defined as a total or partial loss of hearing function that limits the student's ability to access the educational process. The generic term "Hearing Impairment" is used to describe all types of hearing deficits, ranging from a mild loss to profound deafness. Hearing impairment is the most prevalent chronic physical disability in the United States with over 13 million individuals being affected. More specifically, Hard of Hearing is a condition where hearing is defective to varying degrees (usually a hearing aid can enhance the understanding of speech.) Deaf/Deafness is a condition in which perceivable sounds have no meaning for ordinary life purposes (hearing aids enhance awareness of vibrations such as horns and sirens, but not speech.)

Accommodations may/may not include but are not limited to the following:

Note taking:

- Copies of lecture notes
- Copies of notes from classmate

Equipment:

- Adaptive Equipment

Intellectual Disability

Definition:

Intellectual Disability is defined as significant limitations both in intellectual functioning and in adaptive behavior that affect and limit the student's ability to access the educational process. An individual may have an intellectual disability when: (a) the person's functioning level is below average intellectual ability; and (b) the person has significant limitations in adaptive skill areas as expressed in conceptual, social, academic and practical skills in independent living and employment; and (c) the disability originated before the age of 18. Lassen College offers a special program for Intellectual Disabilities such as EAC in adaptive physical education, adaptive art and community-based classes.

How to Enroll in Developmentally Delayed Learner (DDL) Program Courses:

The student will arrange an appointment with any DSPS Certificated staff member who will assist in determining the most appropriate course placement. The student will then complete the enrollment process through the Admissions Process.

Learning Disabilities**Definition**

A Learning Disability is defined as a persistent condition of presumed neurological dysfunction which may exist with other disabling conditions. The dysfunction is not explained by lack of educational opportunity, lack of proficiency in the language of instruction, or other non-neurological factors, and this dysfunction limits the student's ability to access the educational process. To be categorized as a student with a learning disability, a student must meet the following criteria through psycho-educational assessment verified by a qualified specialist certified to assess learning disabilities:

- a. Average to above-average intellectual ability; and
- b. Statistically significant severe processing deficit; and/or
- c. Statistically significant severe aptitude-achievement discrepancy(ies)

Accommodations may/may not include but are not limited to the following:

Learning Skills Classes:

- Developmental Skills Courses
- Support Classes for mainstream courses including English and Math

Tutoring:

- Specialized tutoring in math, English, and other courses
- Additional tutoring hours in the Learning Center
- Special learning strategies for the student's study needs

High Tech Center and Learning Disabilities Lab:

- Adaptive hardware
- Adaptive software

Equipment Loan:

- Digital/Tape Recorder
- Calculator

Reader Services:

- Enrollment assistance with Learning Ally or the CA State Library to receive electronic texts.
- E-Text from vendor/publisher organization

Testing accommodations:

- Extended time
- Distraction reduced environment
- Reader/Scribe
- Use of a computer

Note taking:

- Copies of lecture notes
- Copies of classmate notes

Educational Assistance Classes:

- Developmental Classes

How to Enroll in Developmental (DS) Courses

Arrange an appointment with a DSPS Certificated staff member who will assist determining the most appropriate course placement. The student will then complete the enrollment process through the Admissions Process. If the semester is already in progress, obtain an add slip to be signed by the LD instructor. Then take your add slip and fees to the admissions office for processing.

Mental Health Disabilities

Mental Health disability is defined as a persistent psychological or psychiatric disability, or emotional or mental illness that limits the student's ability to access the educational process. For purposes of this subchapter, conditions that are not described and/or excluded in the American Psychiatric Association Diagnostic and Statistical Manual (DSM) or the Americans with Disabilities Act (ADA) are not covered in this category. A mental health disability must be verified by an appropriately licensed or certified professional (licensed psychologist, psychiatrist nurse or MFCC), and the accommodations for the students with mental health disabilities must adhere to disability-related support services defined in Title 5 regulations and may not include psychotherapy.

Accommodations may/may not include but are not limited to the following:

Note taking

- Copies of lecture notes
- Copies of notes from classmate

Testing Accommodations

- Extended time
- Quiet testing area

Equipment Loan

- Tape recorder

High Tech Center

- Adaptive hardware
- Adaptive software

Other Health Conditions and Disabilities

This category includes all students with disabilities, defined as those with health conditions, and/or disabilities that affect a major life activity and limits the student's ability to access the educational process. (Defined by Title 5). This includes medical and physical disabilities, such as acquired immune deficiency syndrome (AIDS), chronic pain, diabetes, environmental illness, cardiac disorders, multiple sclerosis and muscular dystrophy. Communication disabilities are

also included in this category. A communication disability is an impairment in the processes of speech, language or hearing. Communication disorders include stuttering, articulation problems that cause people to pronounce sounds incorrectly, making their speech difficult to understand; language disorders that limit a person's ability to understand or use spoken or written words; and voice disorders that make speaking extremely difficult.

Accommodations

Students should meet with a DSPS Certificated staff member to discuss their specific situation. The following are various accommodations that might be appropriate:

- Adapted Physical Education
- High Tech Center
- Testing Accommodations
- Tutoring

Physical Disabilities

A physical disability is defined as a limitation in locomotion or motor functions. These limitations are the result of specific impacts to the body's muscular-skeletal or nervous systems, and limit the student's ability to access the educational process.

- a) Mobility and orthopedic impairment means a serious limitation in locomotion or motion functions that indicate a need for special services or special classes.
- b) Other health impairment means a serious dysfunction of a body part or system that necessitates the use of one or more of the supportive services or programs. (Title 5)

Accommodations may/may not include but are not limited to the following:

Equipment Loan

- Tape recorder

Note taking

- Copies of lecture notes
- Copies of classmate notes

Testing accommodations

- Extended time
- Reader/Scribe
- Use of computer

High Tech Center

- Adaptive equipment
- Adapted Physical Education
- Classroom Furniture Accommodations

Disabled Students Programs and Services Contact Information

DSPS Coordinator/Counselor:	Shannon Hogan (530) 251-8867 Creative Arts Bldg – CA 209C
Instructional Support Specialist DSPTS:	Tiffany Montgomery (530) 257-6181, 8914 Creative Arts Bldg – CA 208
Adaptive PE Instructor:	Carrie Nyman (530) 257-6181 ext 8980 Humanities Bldg – HU 209
Acting Vice President of Student Services	Brady Reed (530) 257-6181 ext 8970 Creative Arts – CA 209E
ADA/504 Coordinator	Vickie Ramsey (530) 251-8852 Business Office/Student Accts Bldg

Office of Civil Rights, San Francisco Office
U.S. Department of Education
50 Beale St., Ste. 7200
San Francisco, CA 94105-1813
Phone: 415-486-5555
Fax: 415-486-5570
Email: OCR.SanFrancisco@ed.gov

Office of Civil Rights complaints must be filed within 180 days of the alleged discrimination or 60 days after the institutional grievance process is completed.

Please contact the DSPTS office at 530-251-8867, to obtain an alternate form of this handbook.