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The University of San Francisco

Student Disability Services

STUDENT HANDBOOK

AVAILABLE IN ALTERNATE FORMATS UPON REQUEST

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POLICY STATEMENT

The University of San Francisco (USF) is committed to providing equal educational opportunity and full participation for qualified persons with disabilities. It is the University's policy that no qualified person be excluded from participating in any University program or activity, be declined the benefits of any University program or activity, or otherwise be subjected to discrimination with regard to any University program or activity.

MISSION STATEMENT

The University of San Francisco is committed to the full participation of all students. Student Disability Services (SDS) recognizes disability as a valued aspect of diversity and works to facilitate equal access and an inclusive environment for students with disabilities.

VISION AND VALUES

- Guided by Universal Design we suggest accommodations for USF students with disabilities to help achieve their goals.
- We strive to empower the community to acquire and develop the knowledge, skills, values, and sensitivity to become persons for and with others.

OPERATING PHILOSOPHY

SDS functions to determine eligibility for services based on disability status. Disability specialists determine reasonable accommodations and services through a collaborative process between the student, faculty, and SDS staff. SDS strives to empower each student to become as independent as possible. Our services are designed to encourage independence, backed by a comprehensive system of supports.

In order to foster self-advocacy skills, students are expected to articulate their accommodation needs directly to faculty and administrators. If requested, SDS staff will notify faculty verifying the student's eligibility for services and recommended accommodations. In instances where the student requests are met with questions or concerns regarding provision or appropriateness of the recommended accommodations, SDS staff will communicate directly with faculty. Students are expected to adhere to all published deadlines, procedures, and policies for the provision of services.

EXPECTATIONS STATEMENT

All students attending USF, whether or not they have a disability, typically face challenges associated with attending a selective and competitive university in an urban setting. Students with disabilities at USF must be able to function as independently as possible and to seek appropriate assistance in a reasonable and timely manner. University resources and staff cannot meet all of a student's needs associated with managing a disability. USF students with disabilities must follow appropriate health regimens (e.g., medication compliance) secure appropriate medical and therapeutic assistance from qualified practitioners, and arrange necessary personal services (e.g., transportation, individual monitoring of needs, financial assistance, personal care) that USF does not provide.

Qualified students with disabilities who are provided reasonable accommodations must be able to function in their academic and residential environments. They must meet the requirements and expectations of their academic programs, follow established guidelines and procedures for securing and remaining in residential living spaces, and adhere to the University's student conduct and discipline codes.

ACCESSIBILITY: THE KEY TO EQUAL OPPORTUNITY

The University of San Francisco, in accordance with applicable Federal and State laws and university policy, does not discriminate on the basis of disability.

Equal educational opportunity is required by federal and state law, including the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990, the ADA Amendments Act of 2008, the California State Unruh Civil Rights Act, and California Civil Code Sections 54 through 55.2. Under federal law, a person with a disability is one who: 1) has a physical or mental impairment which substantially limits one or more major life activities; 2) has a record of such impairment;
3) is regarded as having such an impairment.

Individuals seeking reasonable accommodations for academic programs should contact the SDS office.

RIGHTS AND RESPONSIBILITIES

Student Rights and Responsibilities

Every qualified student with a documented disability has the right to:

1. A timely intake assessment to determine reasonable accommodation eligibility.

2. Equal access to University courses, programs, services, activities and facilities with our without reasonable accommodation.

3. Reasonable accommodations, as determined on a case-by-case basis through an interactive process between the student and the University.

4. Appropriate confidentiality of all information pertaining to his/her disability.

Every student with a documented disability has the responsibility to:

1. Meet the University's qualifications and academic standards for participation in programs and activities.

2. Identify him or herself to appropriate University personnel as a student with a disability.

3. Follow the reasonable accommodations eligibility determination procedures outlined in this handbook.

4. Provide documentation from a qualified professional source that verifies the nature of the disability, the functional limitations resulting from the disability, and the need for specific requested accommodations.

5. Recognize that accommodations cannot be provided, regardless of eligibility, until the eligibility determination process is completed.

Institutional Rights and Responsibilities

The University of San Francisco has the right to:

1. Set and maintain the University's academic standards.

2. Request current, comprehensive documentation to verify a student's need for reasonable accommodations in the University setting.

3. Discuss a student's need for reasonable accommodations with the professional source of his/her documentation (with the student's signed consent authorizing such discussion).

4. Discuss the nature of course, curriculum, program or degree requirements with University personnel responsible for the particular course, curriculum, program or degree.

5. Share information regarding a student's disability with University faculty and administrative staff on a need-to-know basis, in order to facilitate the interactive reasonable accommodation process.

6. Designate a student's accommodations from a range of equally effective reasonable accommodations.

7. Periodically review recommended reasonable accommodations to ensure their continued reasonableness in a particular classroom setting or environment.

8. Deny a request for a specific accommodation if documentation is inadequate or not provided in a timely manner, or if an equally effective accommodation is being offered.

9. Deny a request for a specific accommodation if the accommodation is unreasonable or inappropriate including any that pose a direct threat to the health and safety of the student or others, fundamentally alter a course or program, or are considered an undue burden.

The University of San Francisco has the responsibility to:

1. Determine and provide reasonable accommodations in a timely manner for eligible students with disabilities.

2. Provide information regarding policies and procedures to students with disabilities in a timely manner and in a reasonably accessible format.

3. Evaluate students' academic progress as fairly as possible, without altering the academic standards for each course.

4. Maintain appropriate confidentiality of records and communication concerning students with disabilities (except where disclosure is authorized by the student or required by law).

5. Coordinate with faculty and staff to ensure recommended accommodations are reasonable on a case-by-case basis in each particular situation and if so, that such accommodations are implemented.

INTAKE AND REGISTRATION

All students with disabilities who are interested in attending USF must complete the regular admission process prior to accessing SDS services.

Any otherwise qualified student with a documented disability may be eligible to receive services from SDS. In order to access SDS services, a student must (a) be either currently enrolled at USF or admitted to USF and about to attend; and (b) complete the intake and registration process, which includes: completing an online registration form and presenting appropriate, current documentation supporting the student's status as a qualified individual with a disability and their need for accommodation.

The purpose of accommodations is to reduce or eliminate any disadvantages that may exist because of an individual's disability. The law does not require USF to waive specific courses or academic requirements considered essential to a particular program or degree. Modifications that do not fundamentally alter a course or program are made on a case-by-case basis. Students who want to access services must self-identify and provide appropriate verification of their disability. Eligibility for reasonable accommodations will be determined on an individual basis.

During the intake and registration process, the student will participate in an individualized assessment based upon the student's expressed needs and the documentation of disability the student presents. Determination of reasonable accommodations is an interactive process between the student, the faculty, and SDS. A specialist will work with the student to develop a reasonable accommodation plan.

DOCUMENTATION OF A DISABILITY

In order to qualify for services and accommodations, a student must provide appropriate documentation of the student's disability to SDS. SDS will maintain a copy of these records for seven (7) years after the student has left the university. Appropriate documentation will assist in determining reasonable accommodations.

As part of the intake process, students will be asked to sign an *Permission to Disclose Information* form **(see Appendix A)** or *Permission to Request Information* form **(see Appendix B)** allowing their SDS specialist to communicate with the student's evaluator and/or physician, should there be any need for clarification. Documentation must be recent enough to demonstrate the current need for reasonable accommodations. The

description of functional limitations provided in the documentation must specifically state how the disability and/or related medications or treatments substantially limit current participation in courses, programs, services, or activities of the university. The cost of obtaining appropriate documentation is the responsibility of the student. If the documentation is incomplete or inadequate to support a request for accommodation, additional documentation may be required. In such cases, the cost of providing any additional documentation will be the student's responsibility.

Different disabilities require different forms of documentation. There are specific requirements for documenting *physical impairments* (e.g., orthopedic, visual, hearing), *psychological disabilities, temporary disabilities, and chronic illnesses,* **(see Appendix C)**. In some cases it may be acceptable for students with such disabilities to submit the appropriate SDS Disability Verification Form **(see Appendix D)**. There are also specific requirements for documenting *learning disabilities* **(see Appendix E)** and *Attention Deficit-Hyperactivity Disorder* **(see Appendix F)**. An Individualized Education Plan (IEP), Summary of Performance (SOP) or 504 Plan may also contain valuable information.

CONFIDENTIALITY OF RECORDS

Student SDS files are confidential and are not part of a student's educational record (as defined by the Family Educational Rights and Privacy Act (FERPA)) at USF. Information about a student's disability is not shared with anyone without the student's written consent, except on a need-to-know basis as defined by FERPA.

DISCLOSURE OF DISABILITY

Often, students disclose their disability status directly to SDS, but sometimes students may disclose directly to the student's faculty and/or request specific accommodations from them. However, in order to receive academic accommodations, students must identify themselves directly to SDS as a student with a disability. If a student discloses their disability to faculty and/or requests academic accommodations from them, the faculty should refer the student to SDS for reasonable accommodation eligibility determination. Faculty members are not required to honor a student's accommodation request before they receive reasonable accommodation eligibility verification from SDS. Requests for accommodations must be made in a timely manner so that appropriate evaluation of and planning for the request can take place, including consultation between SDS and faculty/staff if necessary. Faculty and staff are not responsible for

retroactively accommodating a student who has not previously disclosed a disability and made a request through SDS for an accommodation in a timely fashion.

Students who complete the intake and eligibility process are advised to submit a request every semester to notify their faculty of his or her eligibility for reasonable accommodations. Students need not disclose the specific nature of his or her disability to faculty. Students are advised against sharing documentation directly with faculty, as faculty are not required to be knowledgeable about disability regulations and accommodation options. As such, faculty are not responsible for interpreting, evaluating, or responding to disability documentation.

ACCOMMODATIONS AND SERVICES

SDS assists students in obtaining reasonable accommodations and auxiliary aids. SDS also provides assistance with issues related to on-campus housing, accessibility, transportation services, and advocacy. Academic accommodations for qualified students may include, but are not limited to: extended testing time, interpreters, notetaking services, scribes, alternative media formats for coursework, and assistive technology services.

SDS also assists students in arranging services not required by law, on a case-by-case basis and as resources allow, as a part of a comprehensive program. Such services may include learning skills assistance, support groups and referral services.

The following accommodations are available:

1. **Accessibility to Programs/Facilities:** To request an accommodation for a University- sponsored program or event, please contact the department responsible for the event at least 14 days in advance.

2. **Access to Adaptive Equipment and Assistive Devices:**
    - SDS may loan assistive technology and other equipment to individual students, as available. Students eligible for this service must complete an *Equipment Agreement Form* **(See Appendix H)** before borrowing any equipment.

    - Computer lab rooms in both Gleeson Library and Zief Library contains adaptive technology.

    - A student needing to use adaptive technology to complete exams will

need to use one of the versions of USF licensed software. SDS has a limited number of laptops with this software installed.

- Software available includes comprehensive screen reading programs (e.g. Read & Write Gold, Kurzweil, and JAWS), text-to-speech (e.g. Dragon Naturally Speaking, narrative function and other accessibility features built into operating systems). Other available software may be recommended on a case-by-case basis. Please contact your specialist to see which version is currently being used by the University.

3. **Alternate Media:** *See Section on Alternate Media Policy*

4. **Personal Attendant Care:** Students who use a personal attendant, or students who would like to request to use a personal attendant, should first go through the intake and eligibility process to determine if they are eligible for this accommodation. Once eligible for Personal Attendant Care, SDS will assist the student's personal attendant in accessing housing, dining, and entry to university buildings, as appropriate. SDS does not recruit, hire, or train personal attendant care for students. It is the student's responsibility to secure the services of a personal attendant and make all necessary arrangements, including payment for such services.

5. **Digital Recording of Classes:** Students with a documented need to digitally record a class may request permission from their instructors with the *Recording Lectures Agreement Form* **(See Appendix I)**. SDS will also notify a faculty member recommending this reasonable accommodation. If a faculty member objects or raises confidentiality or copyright concerns regarding this practice, SDS will work with the student to develop an equally effective reasonable accommodation alternative to recording the lecture.

6. **Alternative Media Formats:** Students with a documented need for alternative media formats for their course documents must first meet with their disability specialist to determine that alternative formats are a reasonable and appropriate accommodation. Students who are eligible for this service must request this service every semester in a timely fashion. Please refer to the *Alternative Media Formats Policy* for more information.

7. **Course Substitutions:** Course substitutions may be reasonable accommodations for some students with disabilities, provided that 1) documentation of disability clearly supports any request for substitution and 2) the essential requirements of the University's program are not compromised. Student requests for course substitutions are evaluated on a case-by-case basis.

8. **Equipment Loan:** *See "Access to Special Adaptive Equipment and Assistive Devices"*

9. **Examination Accommodations:** *See Section on "Accommodated Exam Policy"*

10. **Attendance Flexibility and Assignment Extensions:** Requests for attendance/assignment flexibility are evaluated on case-by-case basis, taking into account the nature of the disability, the essential requirements of the course, and any reasonable alternatives.

    - The accommodation of flexibility regarding attendance policies or assignment completion dates must be an appropriate response to a disability-related need without compromising academic standards or fundamentally altering the curriculum. Thus, this accommodation may not be reasonable in courses where participation is essential, where the student is supposed to be gaining a given number of hours of experience within a specified time period, where skills are taught and evaluated sequentially, where the nature of the program is an accelerated one (e.g. School of Management) or where ongoing feedback is provided. Other options such as taking an incomplete or withdrawing from the course may be more appropriate alternatives in some cases.

11. **Housing Accommodations:** SDS collaborates with Student Housing in providing appropriate reasonable accommodations for students with disabilities who live on campus. These accommodations are made on the basis of availability, and must be made as far in advance as possible or upon onset of disability.

12. **Interpreting/CART Services:** Depending on the nature of a student's hearing disability, SDS may provide a Sign Language Interpreter or Computer Assisted Real- Time Translation (CART). A Sign Language Interpreter or CART may be provided for any activity directly related for a student's academic program. Students requesting this accommodation must contact their Disability Specialist as soon as possible to discuss eligibility for these accommodations. Students must request Sign Language Interpreting or CART services for a specific class or event in a timely manner to ensure availability. Students may receive a transcript from the CART provider in a timely manner after the event.

    - Students are required to notify SDS if they are unable to attend class so that the interpreter/reporter may be cancelled for the day. If students do

not notify SDS in a timely manner, this accommodation may be subject to review or suspension. Students are also responsible for notifying SDS if Sign Language or CART service is not satisfactory, or to discuss any other concerns.

13. **Laboratory Assistants:** Student lab assistants may be provided to students as part of a reasonable accommodation, to assist with physical manipulations on the lab when appropriate. This service must be requested and reviewed by SDS and the student on a case-by-case basis.

14. **Learning Specialists:** SDS provides learning specialists to assist students in developing compensatory learning skills and strategies. Learning specialists assist students with the development of appropriate study, note taking, and time management skills to help students improve their writing, organizational, and study skills.

15. **Faculty Notification Letters:** A student may request that SDS notify his or her faculty of his or her recommended reasonable accommodations. The letter states that the student is registered with SDS, although the specific nature of the disability is not discussed (**See Appendix G**). Students are encouraged to follow up directly with faculty about their requested accommodations. Accommodations outlined in the letter may require further consultation among SDS, the faculty, and the student. In these cases, the nature and extent of the accommodations originally recommended may be altered.

16. **Notetaking Services:** SDS may recommend that a student with a qualifying disability be permitted the use of a notetaker for in-class lectures as a reasonable accommodation. Students qualifying for the use of a notetaker must submit a notetaking request online before receiving this accommodation through the SDS office. This request must be submitted every semester. The appropriateness of a notetaker must be discussed with the student's disability specialist each semester and for each class in which a note taker is desired. Notetakers are hired per class and not per student. Once a notetaker has been hired for a class, the requesting student will be notified and can expect to obtain notes at least once a week. The requesting student will alert the Notetaking Services Coordinator if they are not receiving their notes in a satisfactory manner. If students fail to use their notetaking accommodation appropriately, they may be in jeopardy of losing their notetaking accommodation. Any questions or concerns about notetaking procedures and policies should be directed to the Notetaking Services Coordinator.

17. **Reduced Course Load:** Students with disabilities with or without reasonable accommodations are expected to complete the same course and credit load and meet the same graduation requirements as students without disabilities. However, in some cases, less than full time enrollment may be a reasonable accommodation.

18. **Scribing Services:** Student scribes may be provided to students with disabilities as part of a reasonable accommodation during exams or for homework assignments, as appropriate. This service must be requested by the student and reviewed by SDS and the student each semester and on a case-by-case basis.

19. **Support Groups/Workshops:** SDS periodically offers support groups and/or workshops for students with similar types of disability or for students with similar disability-related issues (e.g., career planning, advocacy skills improvement). Participation in any support group or workshop is voluntary and confidential.

20. **Transportation:** Accessible campus transportation services are available to students with disabilities that make navigating the campus terrain difficult. Eligibility for this service is determined by SDS and the student. Transportation is provided by the Department of Public Safety. Students who feel they are in need of this service should alert SDS as soon as they are aware of their need, or if their needs change. Students with disabilities may be eligible for a USF Campus Parking Permit as an accommodation if they have a valid Temporary or Permanent Disability Placard from the Department of Motor Vehicles.

21. **Tutorial Services:** Applicable Federal and State disability laws do not require funding for tutorial services. Provision of tutoring is determined on a case-by-case basis, as resources allow.

22. **Classroom Relocation:** Classroom locations may be relocated by the university registrar if necessary as a reasonable accommodation for students with disabilities. The location of the class may be moved if it is inaccessible and provides a barrier to the student’s equal access to their education.

    Classrooms will not be moved if the location of the course is considered a fundamental alteration to the course (e.g. some labs and classrooms with health and safety equipment may not be moved).

    A course may be assigned to a different classroom or building when a student's

disability impacts their ability to physically get themselves to the class by the class start time. A course may also be moved if the student's classroom is placed in a building that is physically inaccessible (i.e. broken elevators, broken wheelchair lifts, no accessible parking available, etc). Once a student is deemed eligible for classroom relocation as an accommodation, we recommend the following:

- The student must make the request known to their disability specialist within 48 hours of registering for a class if they need to request a new location. Specialists can be notified via email or during in-person appointment

- Timely requests for classroom relocation is necessary as this process affects different departments, schools, colleges and other classroom assignments Therefore, classroom relocation can take up to 4 weeks to facilitate, and we urge students to notify SDS as soon as possible upon registering for classes.

- SDS cannot guarantee that the classroom will be moved

- Students who are eligible for this accommodation are strongly encouraged to consider their access needs and all sections of classes offered, prior to registering for classes

- All students who would like to request classroom relocation as an accommodation must go through the SDS intake and eligibility process to determine if such an accommodation is appropriate and reasonable.

If a classroom cannot be relocated, SDS will work with the student, faculty member, the registrar's office & other invested stakeholders to determine options and next steps to ensure equal access for the student.

23. **Auxiliary Aids:** Please see **Appendix K** for a list of definitions of Auxiliary Aides and Services.

ALTERNATE MEDIA FORMATS POLICY

1. Eligibility for this service is determined by SDS and is based in part on the disability documentation provided by the student.

2. Receiving materials in alternative format as an accommodation will be considered and determined each semester in collaboration between the SDS staff and the student.

3. Alternate media requests must be submitted by the student each semester.

4. Students requesting material in alternative formats must own a physical copy of the textbook or other course material, and provide SDS with a copy of the itemized receipt before the alternate media will be distributed. It is recommended that the student purchase a new copy of the textbook, rather than a used or electronic copy.

5. SDS will determine the media format for each text. Although consideration will be given to the format requested by each student, if SDS considers the requested format unreasonable, one of the other formats will be used.

6. Alternative format requests for texts must be submitted to SDS as soon as the student is aware of his or her need. SDS will make a reasonable effort to process these requests within 3 weeks from date of the request submission; however turnaround times for alternative format requests are determined on a case-by-case basis. Upon review of material to be formatted and converted, the SDS office will notify the student of the projected completion date. Late requests will be honored provided that the student making the request understands that the SDS office will set the timeline for the completion of the work accordingly. The same guidelines stand for course materials submitted throughout the semester.

7. Alternative format requests for materials provided by the faculty throughout the semester must be submitted immediately after the student receives the material. Students should speak with their faculty at the beginning of each semester about these types of materials and each faculty member's responsibility to comply with the deadlines, outlined in the *Faculty and Staff Responsibilities* section in the notification letter sent to faculty.

8. Students will be provided with one alternative format copy for each material required for academic use. The student may not copy or reproduce any material provided by SDS, (Fair Use Act excepted) nor allow anyone else to do so. Misuse of this material may result in disciplinary action by the University. These actions will be treated as copyright infringement and/or theft and dealt with in the same manner as laid out in the Fogcutter's Summary of Copyright, Photocopy and Media Reproduction Policy under the Non-Academic Student Conduct Code.

9. USF faculty members who expect students with disabilities to have access to and knowledge of standard print materials must submit these materials to SDS ten (10) working days before their initial intended use.

10. Student questions regarding the provision of alternative media formats should be addressed directly to SDS staff at (415) 422-2613 or sds@usfca.edu.

ACCOMMODATED EXAM POLICY

Students with disabilities may receive exam accommodations determined on an individual basis. “Exam,” used in this context, refers to quizzes and examinations taken during the semester in conjunction with an academic class. Students eligible for exam accommodations are able to take their exams with accommodations in class with their faculty or in the faculty’s office, when feasible. When not feasible, SDS may be able to proctor accommodated exams. Faculty will be notified of a student’s registration with SDS. It is the student’s responsibility to verify with his or her faculty that they have received said notification. In those cases where faculty is unable to accommodate a student’s request for exam accommodations, a student can arrange to take his or her exam with SDS.

Students should discuss their specific needs for exam accommodations (e.g. extended time, assistive technology, reduced distraction environment; use of a computer, etc.) with SDS or their specialist **within the first two weeks** of the beginning of the semester.

SDS authorizes and/or provides exam accommodations for students who present appropriate documentation supporting such needs. Exam accommodations include, but are not limited to: extended time, a distraction-reduced room, use of a computer, use of auxiliary aides such as scribe or reader, use of assistive technology, permission to have food, and restroom breaks.

Procedures

1. **Required Testing Contracts:**

    - **Undergraduate and Graduate students**: Before SDS can proctor an exam, the student and faculty are required to fill out an electronic testing contract. This document informs SDS that the faculty is aware that the student will be taking an accommodated exam with SDS. It also provides

SDS with instructions from the faculty about the exam. SDS cannot schedule any exam without a completed testing contract. SDS will follow the instructions on the testing contract unless the faculty notifies SDS otherwise. **Students and faculty must abide by the terms of the testing contract.**

- **Law students**: Law students/faculty are not required to fill out testing contracts; proctoring information is distributed through the Law School Registrar's office.

2. **Scheduling Exam Appointments**

    - **Undergraduate and Graduate students**: With the exception of pop quizzes and finals, all exams must be scheduled at least one week in advance. SDS cannot guarantee the student an exam appointment if SDS is not provided with at least one week's advance notice.

        - If the student's accommodations include reading or writing assistance, or the use of assistive technology, please inform SDS of this when you schedule your exam.

    - **Law students**: All exam appointments are scheduled through the Law School Registrar office.

3. **Pop Quizzes:** Please have your faculty contact us if pop quizzes are part of the course.

4. **Delivering Exam Materials:** Exams are to be delivered to SDS as indicated by the faculty on the testing contract. If the student is required to deliver the exam, then the student must come immediately upon receipt of the exam unless alternative arrangements have been made.

5. **Returning Exam Materials:** Once the exam is completed, the exam must be returned as indicated by the faculty on the testing contract. If the student is required to return the exam, then the completed exam must be returned immediately unless alternative arrangements have been made. If the student is unable to return the exam, the student is responsible for returning the exam to SDS and notifying the faculty.

6. **Finals**

    - **Undergraduate and Graduate students**: Students will receive a notice via email, to sign up for their finals exam(s) approximately 3-4 weeks before finals. In order to facilitate the large number of exams, students

must sign up by 5:00 pm on the stated due date. If students sign up past the due date, SDS cannot guarantee the student a time/date to take their exam in the SDS office.

    - Due to the large number of students taking exams during finals, it may be necessary to reschedule some of these exams. SDS will notify the student and faculty regarding any necessary changes. It is the student's responsibility to make

- **Law students**: The Law School Registrar informs all students of the time and venue of final exams. Students should receive a notice from the law school approximately 3-4 weeks before finals. Please be aware that every attempt is made to schedule accommodated exams as close to the original date as possible. However, in some instances, this is not possible. As such, some exams may take place at a different time than the original examination period.

7. **Proctoring Hours and Appointments:** While SDS is not a test proctoring center, registered students with exam accommodations can have their exams proctored by SDS Monday through Friday, 8:30am to 5:00pm, and from 7:30am to 7:00pm during the final exam period. In the event that a student requires proctoring services outside regular office hours, the student should work with their faculty to have their exam proctored by their faculty, (or approved faculty representative). In some cases, SDS is available to proctor exams that take place outside our regular business hours. We ask that faculty and students request this service at least five business days in advance. If this will be an ongoing request, please contact our office at the beginning the semester to make exam proctoring arrangements. Students must be on time for exams, and will be allowed a 15 minute window to start their exam. The exam start time will begin at their appointed time regardless of when the student arrives to take their test. SDS will call the student if they are 10 minutes late to remind them of their exam. If a student arrives after 15 minutes of their scheduled start time, the student will be asked to reschedule their exam, and their professor will be notified. Students can then reschedule their exam for a later date with faculty approval, or take the exam with their class.

8. **Proctoring:** Proctors observe the tests to ensure security and the integrity of exams. Students may be monitored with security cameras while sitting for an exam. All students who take exams under the supervision of SDS staff agree to follow the instructions of the proctor and conduct themselves in a responsible and respectful manner. SDS staff will proctor exams the entire time students are testing. Students cannot leave the exam room without permission or exams may be terminated and the professor notified.

    - If the student receives reading or writing assistance during their exams as

a reasonable accommodation, it is the student's responsibility to notify SDS of this when signing up for the accommodated exam. Failure to give SDS at least two weeks advanced notice may result in the student not receiving this accommodation for the exam. If students require clarification of test questions, SDS staff will assist them in contacting faculty.

- At the beginning of an exam, SDS staff will inform students of the start time, scheduled end time and the total amount of time the student has to complete the exam. At the end of the exam, SDS staff will collect all materials from the student. The student must stop working on his or her exam and return all materials at the end of the accommodated time and/or if directed to by an SDS proctor. If a student refuses to turn in exam materials, SDS staff will inform the student of possible exam policy violation and notice will be given to the faculty. The faculty will grade the exam as appropriate.

9. **Exam Reschedule:** The student suffers from a condition that fluctuates in nature. In the event that a flare up occurs on an exam day, please consider allowing the student to postpone the exam to the next business day. SDS is happy to facilitate this process, including proctoring the student at our testing center if appropriate. Please contact the student's specialist if you have any questions or concerns about this recommended accommodation.

10. **Academic Honesty:** It is expected that all students will adhere to the University's Academic Honor Code during accommodated exams (students enrolled in the School of Education, the School of Law, and distance learning and/or online courses will be subject to SDS policies as well as supplemental policies set forth by their program). Unless otherwise stated, no books, notes, electronic devices (e.g. cell phones, smart watches, smart glasses, etc.) or any other unauthorized materials may be used during an exam. If a student is observed or suspected of using unauthorized materials or electronic devices during an exam, the student's faculty will be notified. The student must also meet with his/her specialist before taking any future accommodated exams in SDS. **Students who violate SDS exam policy may be subject to alteration or forfeiture of their exam accommodation privileges, and may also be subject to sanctions outlined by the Academic Honor Code.**

HOUSING ACCOMMODATION POLICY

This policy supersedes any and all previous housing policies and practices and may be subject to change at any time.

Housing accommodations are distinct from academic or classroom accommodations. While academic accommodations address barriers within the learning environment, housing accommodations address barriers related to a student's ability to access and participate in the residential living environment.

Students who choose to live in university housing are expected to meet the essential components of communal residential living. These expectations support a safe, respectful, and functional community for all residents by upholding all University policies and regulations including the Fogcutter.

Requesting Housing Accommodations

Students seeking disability-related housing accommodations must complete the Student Disability Services (SDS) intake and eligibility process. Housing accommodations are not automatic and are determined through an individualized review of each student's disability-related needs.

Housing accommodation requests are initially discussed during a meeting between the student and their assigned SDS specialist. During this meeting, the student's disability-related functional limitations and requested housing adjustments will be reviewed. Appropriate documentation may be required to support the request.

If a request is determined to be credible and related to the student's documented disability-related needs, the request will be forwarded to the appropriate review committee for consideration. The committee will review the request and determine whether the accommodation will be approved, modified, or denied.

Availability of Housing Accommodations

The university provides housing accommodations based on documented disability-related need and the availability of appropriate on-campus housing spaces. While the university makes reasonable efforts to meet approved accommodation needs, specific room types, buildings, or placements cannot always be guaranteed.

Housing accommodations are implemented in coordination with the residential life and housing offices to support both the student's access needs and the broader residential community.

Examples of Housing Accommodations

Housing accommodations are determined on an individualized basis and are based on the student's documented disability-related needs. Examples of housing accommodations that may be considered include, but are not limited to:

- A single room or reduced occupancy room
- Permission for an Emotional Support Animal (ESA) in university housing

- Placement on a certain floor in a residence hall
- A specific room location (e.g. near restrooms, exits, or other campus resources)
- Access to kitchen facilities
- Visual or auditory alert systems
- Accessible bathroom facilities
- Permission for medical equipment in the residence hall

The provision of a specific accommodation is not guaranteed and will depend on the individualized review process and housing availability.

EMOTIONAL SUPPORT ANIMAL (ESA) POLICY

This policy supersedes any and all previous ESA policies and practices and may be subject to change at any time.

Policy Statement

Although USF generally prohibits animals of any type in University housing, the University will consider reasonable accommodation requests from students with disabilities for the presence of an Emotional Support Animal, (ESA) as required by the Fair Housing Act (FHA). USF will evaluate such requests to ensure students with disabilities have equal opportunity to use and benefit from University housing. The university defines “benefit” as the ability to participate in student housing requirements such as shared living (roommates), activities (floor and hall programs), etc.

No ESA may reside in University housing until the student has received written approval through Student Disability Services (SDS). Animals present prior to approval must be removed immediately and may result in disciplinary action.

Reason for Policy

This policy ensures compliance with federal and state fair housing laws while balancing the health, safety, and welfare of the broader residential community.

Definitions

Emotional Support Animal (ESA): An animal whose presence provides therapeutic benefit by ameliorating symptoms of a student’s mental health disability. Unlike service animals, ESAs are not trained to perform specific tasks. Their support derives from their presence and interaction. ESAs are not pets. This definition reflects guidance provided by both Federal and State sources. ESAs are only permitted in the owner’s dorm room, they are not permitted in shared areas of the dorm. ESAs are generally considered to be cats and dogs, although in rare cases, other domesticated animals may be approved.

Procedures

Requesting an ESA

Approval for an ESA is a two-step process:

1. **Establishing a disability-related need** for an ESA through the process administered by Student Disability Services (SDS). Documentation from a provider who has a working relationship with the owner will be required.
2. **Approval of a specific animal** to serve as the ESA.

Requests should be submitted as early as practicable, preferably at least 60 days prior to moving into University housing. Requests submitted fewer than 60 days in advance may delay implementation, and/or the request may not be approved until the following semester.

If the need arises after occupancy begins, students must contact SDS promptly. Approval is not guaranteed within the same semester.

ESA Documentation Guidelines

To evaluate your request for an Emotional Support Animal (ESA), Student Disability Services (SDS) recommends that you provide documentation from a qualified professional who:

- Is licensed and qualified to diagnose and assess disabilities (e.g., physician, psychiatrist, psychologist, licensed clinical social worker, or other appropriate healthcare provider), and
- Has personal knowledge of you and your condition.

Your provider should:

1. Identify the major life activity or activities in which you experience limitations.
2. Describe the connection (nexus) between your mental health disability and your need for an ESA in university housing.
3. Explain specifically how the presence of the ESA alleviates or mitigates your symptoms.

While documentation from the providers listed above is preferred, SDS will also consider reliable information from other appropriate sources.

Provider Relationship & Location

We generally prefer documentation from:

- A provider licensed in the State of California or in your home state, and
- A provider who has an established, ongoing therapeutic relationship with you and personal knowledge of your condition.

Reliable supporting documentation may be provided by a California-licensed professional who does not operate in this state solely for the purpose of providing ESA certifications.

Please note:

An emotional support animal registration, identification card, patch, certificate, or similar documentation (whether obtained online or in person) is **not sufficient on its own** to establish a disability-related need for an ESA.

Clinical Evaluation Expectations

Documentation should reflect direct personal knowledge based on a thorough clinical evaluation.

A clinical evaluation for a mental health condition typically includes:

- Clinical interviews
- Observation
- Review of history
- Consideration of medical and social factors
- Use of appropriate assessment tools (when relevant)

This process allows the provider to identify symptoms, assess their impact, and determine whether an ESA is an appropriate part of the treatment plan.

Specificity Matters

Documentation should clearly describe:

- The specific symptoms you experience
- How those symptoms substantially limit a major life activity
- How the presence of the ESA mitigates those particular symptoms

General statements are usually not sufficient. For example:

- “The animal alleviates anxiety” is too broad.
- Instead, the documentation should explain *how* the animal alleviates your anxiety (e.g., reducing panic episodes at night, interrupting dissociative episodes, grounding during acute distress, improving sleep stability, etc.).

Ongoing Approval

If your disability is not considered permanent, you may be asked to reapply each academic year to maintain approval for an ESA in university housing.

Criteria for Determining Eligibility

In evaluating ESA requests, USF requires the following:

Each resident may be approved for **no more than one ESA**. Housing may permit **more than one animal in a residential unit** when multiple residents have separately approved ESAs; however, approval is subject to review of the unit size, animal type, resident needs, safety, and potential impact on roommates or suitemates. ESAs must be at least 12 months old (for dogs) or at least 6 months old (for cats).

- The ESA must not be a disruption due to noise, odor, or behavior
- The ESA must be housebroken
- The animal must not present zoonotic disease risks
- The ESA must be in compliance with all local and state laws with regard to vaccinations

The ESA must be spayed or neutered prior to moving into University housing. Generally approved ESAs are dogs or cats; other commonly domesticated animals are reviewed on a case by case basis.

Emotional Support Animal Agreement

Approved students must sign an ESA Agreement outlining responsibilities, expectations, policy, and consent to information sharing as necessary.

Care and Control of ESA

The ESA must be under the owner's care and control at all times. ESAs may not run at large. Animals found unattended or loose may be removed immediately at the owner's expense. ESAs must be crated while the owner is away from their dorm room. Unsupervised ESAs will be considered unauthorized pets and will be excluded from university housing to be collected by the owner's emergency contact or relocated to a local shelter. Students must comply with all applicable city, county, and state animal laws, including licensing and vaccinations. Documentation may be required.

- Only one ESA is generally approved per student and per housing unit. This is dependent on availability, there are circumstances when you may be assigned with a roommate that has an approved ESA.
- Dogs must be at least 12 months old; cats at least 6 months
- Dogs and cats must be spayed or neutered
- ESAs may not be left overnight without the owner
- Animals must be crated when the Owner is absent
- ESAs must remain in the Owner's private bedroom except for relief purposes
- ESAs cannot be in lounges, hallways, classrooms, library, etc.
- ESAs that are abused or neglected will be removed and relocated at the owner's expense and the owner may face a student conduct violation.
- USF cannot guarantee the health and safety of the ESA

Animal Waste

Owners are responsible for proper disposal of animal waste in designated outdoor areas.

Damages

Owners are financially responsible and may be charged for any damage, beyond normal wear and tear, caused by the ESA, including pest treatment (e.g. fleas, ticks, lice) and furniture/structural repair.

Removal of ESA

USF may require removal of an ESA if:

1. The animal poses a direct threat to health and safety of others or causes substantial damage to university property or the property of other students (beyond wear and tear)
2. The presence of the ESA results in a fundamental alteration of housing operations
3. The owner violates ESA policy responsibilities
4. The animal causes ongoing disruption

Failure to remove the animal within 24 hours may result in removal of the ESA to a shelter or boarding facility at the owner's expense and referral to Student Conduct.

Non-Retaliation Provision

USF prohibits retaliation against any individual involved in requesting or facilitating accommodations under this policy.

ESA General Expectations

- No fees or surcharges for approved ESAs
- Owners with unapproved animals living in the residence halls will incur a $100 per-day charge
- Knowingly submitting false documentation to SDS may result in disciplinary action

Roommate Notification and Rights

Roommates will be notified of ESA requests and may decline shared placement within three business days. Roommates may request their own accommodations through SDS if impacted.

Hi, [ROOMMATE NAME],

We are notifying you that your roommate is seeking authorization to have an emotional support animal (ESA) reside in your shared on-campus residence. Please review the ESA Roommate Rights and Responsibilities listed below carefully.

If you accept placement of an ESA within your housing unit, no additional action is needed. ***If you have concerns regarding placement of an ESA within your shared on-campus residence, you must respond to this email within 3 business days.*** *If we do not hear from you within 3 business days, we will move forward with ESA approval.*

Roommate name:
ESA owner name:
Residence hall and room number:
Type of animal (species):

Emotional Support Animal (ESA)
Roommate Rights and Responsibilities

- *You are being notified that your roommate is seeking authorization to have an emotional support animal (ESA) reside in your shared on-campus residence. If you have concerns, you must notify Student Housing within 3 business days of receiving this notice.*
- *The ESA is allowed only in the ESA owner's private bedroom and may not enter other bedrooms or common areas (e.g., kitchens, living rooms, bathrooms) without the consent of all roommate(s).The student understands that Housing reserves the right to make roommate changes after the student and their ESA have been placed in a room*
- *The ESA owner is solely responsible for the ESA's care, supervision, and control at all times.*
- *The ESA owner is responsible for any damage or injuries caused by their animal and must take appropriate precautions to prevent property damage or personal injury.*
- *The Office of Student Housing may inspect the residential unit on a regular basis as part of routine health and safety checks of all residential space. If fleas, ticks, or other pests*

are detected through inspection, the unit will be treated using fumigation methods by college approved pest control services. Those costs will be billed to the ESA owner.

- *You may review the full scope of the ESA owner's rights and responsibilities by reviewing the University's ESA Policy.*
- *You may email the Office of Student Housing studenthousing@usfca.edu if the animal exhibits behavior that is disruptive, threatening, unsanitary, or otherwise concerning.*
- *If you have a medical condition or disability that would be negatively impacted by the presence of this ESA, you have the right to request your own accommodation through the SDS office.*

Emergency Contact

Owners must designate an Emergency Contact who is able to remove the ESA within 3 hours if necessary.

Appeals

All SDS students have the right to appeal any accommodation decision made by SDS. Instructions for appealing an accommodation decision can be found here and under "Appeal Process Procedures" in the SDS Student Handbook.

Related Information

- USF Service Animal Policy

This policy was revised in June 2026.

SERVICE ANIMAL POLICY

USF is committed to compliance with state and federal laws regarding individuals with disabilities. Student Disability Services (SDS) is committed to supporting students who require a service animal. The following is a guide for students who request the presence of a service animal on campus.

What is a service animal? A service animal is a dog (or in some cases a miniature horse) that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability.

The work or task that the service animal performs must be directly related to the individual's disability. Examples include assisting individuals with low vision and alerting individuals who are hearing impaired. Service animals may also be needed to pull a wheelchair, retrieve items such as medicine or a telephone, recognize and assist during seizures, and prevent or interrupt compulsive or destructive behavior.

Animals whose presence provide emotional support, companionship or comfort but are not individually trained to do work or tasks in response to an individual's disability are not considered service animals. See USF's policy on Emotional Support Animal (ESA)s, if you feel you have a disability and believe you require an emotional support animal.

Service animals are exempted from the University's policy of no animals on campus and are allowed in all places of public accommodation. This includes campus buildings, residence halls, and anywhere on campus they are needed to assist an individual with a disability to participate in educational programs and other campus activities.

Service animals must be under effective control at all times and cannot harm or threaten others in the campus community; including faculty, staff, students and guests. Consistent with federal and state law, a service animal may be prohibited from university facilities or programs if the animal's behavior or presence poses a direct threat to the health or safety of others. The animal may also be excluded from areas where its presence fundamentally alters the nature of a program or activity, if the animal is disruptive, if its presence would result in substantial physical damage to the property of others, or if it substantially interferes with the reasonable enjoyment of housing or public accommodation by others. Service animals must be housebroken and cleaned up after. Animals may only relieve themselves in designated areas as defined by Facilities Management.

Students who are approved to have a service animal on campus are strongly encouraged to register with SDS.

ADDITIONAL PROGRAMS AND OPPORTUNITIES

SDS has various programs and opportunities designed to enrich and supplement the student's overall University experience. Assistance with employment and community outreach opportunities as well as recreational and group support activities are available. For more information students are urged to contact their disability specialist.

DISABILITY RELATED APPEAL PROCESS PROCEDURES

The University of San Francisco Prohibits discrimination on the basis of disability. Student Disability Services (SDS) strives to provide equal access and reasonable, appropriate assistance and services to qualified students with disabilities. The appeal process is designed to address disagreements, denials, or grievances regarding services, accommodations, or modifications to university academic practices or requirements.

Appeal Process

If a student is dissatisfied with an accommodation decision, they are encouraged to resolve the matter by communicating with their disability specialist. Equitable resolution of the matter should be sought through this interaction. If after communicating with their specialist the student is denied an accommodation, and believes the decision was made improperly, they can request a reconsideration of the decision from the Reconsideration Panel. The Reconsideration Panel will be comprised of SDS specialists and directors, and will not include the student's specialist. The Reconsideration Panel will review the student's request and render a decision via email within [10] working days of receipt of the complaint. SDS reserves the right to extend this review/investigation period if conditions warrant. To request a reconsideration of the accommodation decision please make your request in writing to sds@usfca.edu.

Reconsideration Panel Decisions

While the Reconsideration Panel decision shall be final, any student has the right to file a complaint with the Office of Civil Rights of the U.S. Department of Education. The office will investigate and issue a Letter of Findings either supporting the student or the institution. To file a complaint with the Office of Civil Rights, please contact:

Seattle Office
Office for Civil Rights
U.S. Department of Education
915 Second Avenue, Room 3310
Seattle, WA 98174-1099
Telephone: (206) 607-1600
FAX: (206) 607-1601; TDD: (800) 877-8339
Email: **OCR.Seattle@ed.gov**

Alternatively, students may complete the OCR complaint form here:
https://ocrcas.ed.gov/

Retaliation against any persons filing a complaint is prohibited under state and federal law.

For complaints related to non-academic program accommodations, contact the Program Director or Department Chair of the program involved.

This process was revised in August 2026.

EMERGENCY EVACUATION PROCEDURES

The University of San Francisco asks that persons with disabilities learn and remember features of each building they are in, including stairways, exits, phone locations, and elevator procedures. It is very important that persons with disabilities participate in all emergency drills to practice procedures. We recommend that individuals with disabilities assume responsibility in identifying several people in their classes and residence halls or office buildings who are willing to assist them in case of emergency, and discuss their needs with these individuals ahead of time. We highly encourage all students with disabilities to carry a cell phone at all times. In the event of an emergency on campus, the first step is to contact Public Safety Emergency at (415) 422-2911.

Students living in University Operated Housing

Student Housing recommends students with disabilities to participate fully in all emergency drills. Student Housing also recommends that students disclose their needs to their floor Resident Advisor and a few select and willing floor mates and/or their Residence Hall Director, so that these individuals are aware of evacuation needs and can inform officials what assistance may be needed in the event of an emergency. Students with disabilities who would like individualized evacuation assistance in advance of a drill may contact Student Housing, SDS, or Public Safety.

Basic Fire Techniques in the event of a Fire Alarm

- Everyone should sleep with the bedroom door closed at night. A closed door will help slow the spread of fire, smoke, and heat. A person following an escape route should be sure to close the door behind him/her to slow the spread of fire.

- When the person hears the alarm, s/he should immediately go to the door and touch it.

- If after a few seconds, the person feels no heat from the door, s/he should open it and leave their room to meet with their floormate or resident advisor to assist with your evacuation. Take your cell phone. No one should stop for clothes, papers, jewelry, or other personal items; however, without causing any delay, taking your already created “go bag” with essential items is recommended.

- Go to the nearest fire exit stairwell/area of refuge to wait for emergency personnel to assist you. Call Public Safety (415) 422-2911 to let them know where you are by

providing your floor number and stairwell/area of refuge location. Remain calm and wait to the side to avoid impeding the evacuation of others.

- If during the time in the room you begin to detect smoke or feel the door and it is now hot, do not open the door and call Public Safety (415) 422-2911. Tell them what room you are in and what assistance you need. Get to the window and attempt to gain the attention of someone below. If unable to contact Public Safety, try to remain calm, call 911 and tell them what university building, floor and room you are in. Continue to attempt to gain the attention of someone below. If practical, open the window to signal or call for help. If there is visible smoke outside your window, close your window to keep the smoke out. If possible, grab some towels or clothing and get them wet with water and shove them around the door to seal the cracks.

- Elevators should not be used when the fire alarm is going off, unless directed by emergency personnel.

Power Outages or Inoperable Elevators

- In the event of a power outage or inoperable elevator in University operated housing, please contact Facilities Management at (415) 422-6464 during business hours, M-F 8:00 AM - 4:30 PM, and Public Safety (415) 422-4222 during all other hours of the week.
- Inform officials of the problem, and make sure they know that you are a person with a disability. Give them your name, telephone number and location in the building. Ask officials to inform you when the issue is resolved, as appropriate.
- Stay where you are. If the problem cannot be resolved immediately and you need to get out of the building for an emergency reason, contact Public Safety (415) 422-2911 and tell them that you are in need of assistance.
- If the power outage or downed elevators are anticipated to last overnight, Student Housing will make the commitment to reasonably accommodate you and relocate you to another space in University Operated Housing.

Students in Academic and Office Buildings

The University recommends students with disabilities disclose to the professor and/or colleagues what assistance they would need during an emergency. It may also be helpful to inform select classmates as well.

Basic Fire Techniques in the event of a Fire Alarm

- As appropriate, follow the basic fire techniques listed above for University operated

housing.

Power Outages or Downed Elevators/Lifts

- As appropriate, follow the Power Outages or Inoperable Elevators guidelines listed above for University operated housing.

Guide for Assisting Individuals with Disabilities in an Emergency

When an emergency strikes, it is critical for everyone to take appropriate and deliberate action. If you observe a person with a disability having difficulty evacuating, remember to ask if assistance is needed before taking action. Inquire how best to assist the individual and whether any precautionary measures need to be taken or items need to accompany the person. Consider the following suggestions when assisting individuals with disabilities in an emergency:

Individuals Who Are Blind or Have Low Vision

- *Communicate nature of emergency.* Describe nature of emergency and the location if relevant.
- *Offer assistance.* Offer your arm to assist with guiding the individual.
- *Communicate verbally.* Provide details about where you are going and any obstacles the person may encounter along the route
- *Orient and inquire.* Once at a safe location, orient the individual to the location and inquire if further assistance is needed before leaving the location.

Individuals Who Are Deaf or Hard of Hearing

- *Alert individual.* Turn the lights on/off or wave your arms to gain the person's attention.
- *Use gestures or written notes.* Indicate directions with gestures or write a note with evacuation instructions.

Individuals with Mobility Limitations—Non-wheelchair user

- *Discuss needs and preferences--ask if assistance is needed.* Inquire if the person is able to evacuate using the stairs without help or with minor assistance
- *Ensure clear path of travel.* If debris is present, it may be necessary to clear a path to the exit route.
- *No imminent danger.* If there is no imminent danger, the person may choose to remain in the building or to be directed to an Area of Refuge (stairwell) until emergency personnel arrive.

- *Imminent danger.* If danger is imminent, use a sturdy chair, with or without wheels, to move the person, or help carry the person to safety using a carry technique, or, if available, use an evacuation chair.
- *Mobility aids or devices.* Return any mobility aids or devices to the person as soon as possible.
- *Notify emergency personnel.* Notify emergency personnel immediately about any individuals remaining in the building and their locations.

Individuals with Mobility Limitations—Wheelchair User

- *Discuss needs and preferences.* Non-ambulatory persons' needs and preferences vary widely and therefore require you to ask them how they would like to be assisted.
- *Wheelchair-user on the ground floor.* Individuals who use wheelchairs may choose to evacuate themselves from the ground floor with minimal assistance.
- *Ensure clear path of travel.* If debris is present, it may be necessary to clear a path to the exit.
- *No imminent danger.* If there is no imminent danger, the person may choose to remain in the building or to be directed to an Area of Refuge (stairwell) until emergency personnel arrive. Fire Department personnel, who are trained in emergency rescue, can then enter the building and assist the person in exiting the building, either down the stairs or using the emergency elevator recall.
- *Imminent danger.* If danger is imminent and the individual does not wish to be removed from his or her wheelchair, direct the person to the nearest Area of Refuge (stairwell) and notify emergency personnel immediately. While staying in place, the wheelchair user should keep in direct contact with While staying in place, the wheelchair user should keep in direct contact with Public Safety by dialing (415) 422-2911 from a (cell) phone and reporting directly pertinent information including the location.
- *Carrying wheelchair users.* Most wheelchairs are too heavy to carry down stairs. If the person wishes to be carried down the stairs without the wheelchair, consult with him or her on the best carry options, e.g., two-person cradle carry, office chair evacuation, or, if available, an evacuation chair.
- *Mobility aids or devices.* Return any mobility aids or devices to the person as soon as possible
- *Notify emergency personnel.* Notify emergency personnel immediately about any individuals remaining in the building and their locations.

Individuals with Psychological Disabilities

- *Observe behavior and assist as needed.* Note that alarms, smoke, and/or crowds may be overwhelming and offer assistance. Speak calmly and avoid touching the individual without permission.
- *Provide Reassurance.* Ask how best to help and offer to stay with the person if needed once evacuated.

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