



IOWA LAKES

COMMUNITY COLLEGE

**DISABILITY
SERVICES
STUDENT HANDBOOK**

It is the policy of Iowa Lakes Community College not to discriminate on the basis of race, color, national origin, sex, disability, age (employment), sexual orientation, gender identity, creed, religion and actual or potential parental, family or marital status in its programs, activities, or employment practices as required by the Iowa Code §§216.6 and 216.9, Titles VI and VII of the Civil Rights Act of 1964 (42 U.S.C. §§ 2000d and 2000e), the Equal Pay Act of 1973 (29 U.S.C. § 206, et seq.), Title IX (Educational Amendments, 20 U.S.C §§ 1681 – 1688), Section 504 (Rehabilitation Act of 1973, 29 U.S.C. § 794), and Title II of the Americans with Disabilities Act (42 U.S.C. § 12101, et seq.).

If you have questions or complaints related to compliance with this policy, please contact Kathy Muller, Equity & Title IX Coordinator, 19 South 7th Street, Estherville, IA 51334, 712.362.0433, kmuller@iowalakes.edu, or the Director of the Office for Civil Rights, U.S. Department of Education, Citigroup Center, 500 W. Madison, Suite 1475, Chicago, IL 60661, phone number 312/730-1560, fax 312/730-1576.

A formal discrimination complaint process is published in the Student Handbook, Employee Handbook, and the Affirmative Action Plan of the College.

ACKNOWLEDGMENTS

Office of Disability Services, Services for Students with Disabilities Student Handbook, Des Moines Area Community College, Ankeny, Iowa.

Office of Student Assistance, Disability Services Policy Handbook, Iowa Western Community College, Council Bluffs, Iowa.

Director of Student Development, Services for Students with Disabilities Student Handbook, Southwestern Community College.

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PROCEDURES FOR RECEIVING DISABILITY SERVICES

Iowa Lakes Community College is committed to ensuring equal access and opportunity to qualified students with documented disabilities. The accommodation (for students) contact person is **Jody Condon** (Educational Counselor) at Iowa Lakes Community College. Accommodation determination is made on a case-by-case basis. The process for determining accommodations is as follows:

1. The student should submit an Accommodations Application to the accommodations contact person in a timely manner, preferably early in the registration process or as soon as the disability becomes known. If not, the accommodations contact person may not be able to fulfill late requests satisfactorily or when needed.
 - A. Accommodations Applications can be found online at:
http://www.iowalakes.edu/educational_counseling_services/accommodations__disability_resources/
Or in the Educational Counselors office located in room 240 in Emmetsburg, Room 9 in Estherville, Room 106 in Spencer, or by calling 712-852-5219 to request that an application packet be mailed directly to you.
 - B. The completed application should specify the nature of the claimed physical, learning or emotional disability, the functional limitations the claimed disability has on the individual, the specifics of the requested accommodations, and current professional documentation supporting the claimed disability as well as supporting the applicants need for the requested accommodations (Please refer to Appendix D for the guidelines on acceptable documentation). All disability documentation will be maintained in a locked file in the accommodations contact person's office.
 - C. The application packet may require applicants to sign a release of information to obtain current professional documentation of the applicants documented disability. It is the student's responsibility to obtain and provide Iowa Lakes Community College with the necessary documentation of disability. Iowa Lakes Community College does not provide testing to determine disabilities. The educational counseling office can refer students to other agencies/resources that may be able to help students establish the existence of a disability.
 - D. An applicant's accommodation plan cannot be generated or implemented until the applicant has completed all of the paperwork and any necessary documentation is received.
2. Completed student applications will be reviewed by the accommodations contact person. A decision will be made on appropriate accommodations taking into consideration the documentation, the student's preference, available resources, and the course requirements after applicable consultation with the applicant and/or college personnel within 10 working days of receiving the completed application.

3. If accommodations are granted, the student will receive a formal student accommodation plan with a copy of the plan to be maintained in a confidential file in the educational counselor's office and will only be shared with other college personnel on a need-to-know basis with the consent of the student. (Appendix A and B)
4. The student with a disability is responsible for sharing a copy of their student accommodation plan with appropriate college faculty and/or staff who are involved in the implementation and follow through of the accommodations in order to receive those accommodations.
 - A. The student needs to personally contact their instructor(s) or other staff involved early in the semester to discuss their accommodation plan.
 - B. Accommodations are not retroactive within a semester.
 - C. Accommodations commence once the student delivers the approved accommodation plan to the instructor.
 - D. Students with disabilities are responsible for contacting the accommodations contact person if the accommodation plan is not being implemented in an effective/timely way. If an initial accommodation plan is unworkable for legitimate reasons or if another type of proposed accommodation may be more effective, the accommodations contact person may reconsider the student's accommodation plan.
 - E. Iowa Lakes Community College is not required under the ADA to provide personal attendants or personal items. If necessary, arrangements for personal attendants/ items will be made and paid for by the student.

RIGHTS AND RESPONSIBILITIES

Student Rights:

- ▶ Equal access to courses, programs, services, jobs, activities, and facilities offered through Iowa Lakes Community College.
- ▶ Equal opportunity to work and learn, receive reasonable academic accommodations, and/or auxiliary aids and services.
- ▶ Appropriate confidentiality of all information regarding their disability and to choose whom their disability will be disclosed to, except as required by law.

Student Responsibilities:

- ▶ Self-identify their disability status by completing an application for accommodations.
- ▶ Provide documentation that validates the disability and request for accommodations.
- ▶ Request accommodations in a timely manner.
- ▶ Communicate with each instructor in a timely manner regarding their granted accommodations.
- ▶ Immediately report any problems or concerns associated with the granted accommodations.
- ▶ Provide updated information to the accommodations contact person if their accommodation needs changed.
- ▶ For students using sign language interpreting services:
 - Inform interpreter of absences/tardiness. Services will be reviewed if a student is absent from 2 classes without notification.

Iowa Lakes Community College Rights:

- ▶ Identify and establish essential functions, abilities, skills, knowledge, standards, and criteria for courses, programs, jobs, and activities, and to evaluate students based on performance.
- ▶ Request and receive, through the accommodations contact person, current documentation from an appropriate licensed professional source.
- ▶ Deny a request for accommodations, academic adjustments, and/or auxiliary aids or services if the documentation demonstrates that the request is not warranted or the documentation was not received in a timely manner.
- ▶ Select among equally effective and appropriate accommodations, adjustments, and/or auxiliary aids and services in consultation with the student and in consultation with faculty and staff who are working with the student requesting accommodations.
- ▶ Refuse to make available an accommodation, adjustment, and/or auxiliary aid or service that is inappropriate, ineffective, or unreasonable. This would include any that:
 - Pose as a threat to the health and safety of others
 - Impose a substantial change to an essential element of course curriculum
 - Pose undue financial or administrative burden on Iowa Lakes Community College programs, activities, faculty, or staff

Iowa Lakes Community College Responsibilities:

- ▶ Provide information regarding policies and procedures to students with disabilities and assure that this information be provided in accessible formats upon request.
- ▶ Ensure that courses, programs, services, jobs, activities, and facilities, when viewed in their entirety, are available and usable in the most integrated and appropriate settings.
- ▶ Evaluate students and applicants on their abilities and potentials, not their disabilities.
- ▶ Provide or arrange for effective, appropriate, and reasonable accommodations, academic adjustments, and/or auxiliary aids and services for students with identified disabilities in courses, programs, services, jobs, and activities.
- ▶ Maintain appropriate confidentiality of records and communication concerning students with disabilities except where disclosure is required by the law or authorized student.

DOCUMENTATION GUIDELINES (APPENDIX D)

1. When requesting reasonable accommodations, documentation is required to validate the student's disability and need for accommodations. Accommodations cannot be granted until the application is completed and accompanied by supporting documentation.
2. Documentation is defined as a professional evaluation that identifies an emotional, medical, physical, or learning disability for the purpose of determining appropriate accommodations to ensure equal access for students with disabilities.
3. Documentation is required from a professional such as a licensed medical doctor, school psychologist, psychologist, psychiatrist, etc.
4. The documentation should clearly state or specify the disability or the student's status as an entitled individual.
5. The documentation should indicate the impact of the disability and the academic problems the student may experience due to their disability.
6. The documentation should recommend the types of accommodations the student needs.
7. The documentation should be current within three years, but exceptions may be necessary dependent upon individual circumstances and disability.
8. If the documentation is inadequate in content (incomplete) the student may be required to obtain further evaluation in order to address the incomplete areas of the documentation. Significant changes in the student's functioning level may warrant an updated evaluation.
9. The use of an IEP or 504 plan validates that a student is an entitled individual but it may not provide enough information regarding the specific disability to ensure that the proper accommodations are granted. Evaluation information from the school psychologist or another source along with the IEP or 504 plan may be requested. If a student has been exited from their IEP or 504 plan prior to graduation, further documentation may be required to formulate appropriate accommodations.

APPEALS

A student who has applied for accommodations and objects to the denial of the accommodations or who objects to the accommodation plan should follow the due process procedures outlined in the Iowa Lakes Community College student handbook and planner.

CONFIDENTIALITY

Student information will be kept in a secured file in the Educational Counseling office (Emmetsburg campus). Only information regarding granted accommodations will be shared with the student's instructor(s) and campus educational counselors. All other information in the student's file, especially disability documentation, will be held in confidence and will not be released without the student's informed and written consent as per the Family Education Rights and Privacy Act (FERPA). The educational counseling office staff will have access to the accommodation file and will maintain confidentiality at all times. It may be necessary for these individuals to exchange/release information with other Iowa Lakes Community College employees with legitimate college interests regarding the student's education. However, disability specific information will not be released without written consent from the student.

Iowa Lakes Community College staff and faculty are not allowed to release information regarding grades or academic standing to parents or others without written consent from the student.

GENERAL GUIDELINES FOR ACCOMMODATIONS

- ▶ The accommodations contact person will make arrangements for alternate format textbooks, scanned/digital textbooks, software, sign language interpreters, digital recorders, adaptive listening devices upon request from the student with a disability.
- ▶ The Success Center will arrange for readers and scribes for tests as well as for distraction reduced testing area and extended testing time upon request from the student with a disability.
- ▶ The class instructors are asked to coordinate all in-classroom accommodations such as note-takers and testing accommodations upon request from the student with a disability.
- ▶ If the student experiences any difficulty in receiving the granted aids and services, he or she should immediately discuss the concerns with the accommodations contact person.

TYPES OF ACCOMMODATIONS

The following list of accommodations is not meant to be an all-inclusive list of possible options. The list represents common accommodations used by students with disabilities at Iowa Lakes Community College. All decisions regarding accommodations are made on a case-by-case basis.

1. Scanned textbooks/Digital format

Scanned textbooks/digital format will be provided when the student's documentation validates the need for this format. The student will need to follow the steps below to arrange for the scanned textbooks/digital format.

- A. Provide the accommodations contact person with the course textbook information (Name of text, author, edition, ISBN, and publishing company) as well as proof of purchase (Appendix C).
- B. Generally up to 10 working days are required to initiate the process and to provide the scanned/digital format textbook material.
- C. Students submitting an application late in the semester will be supplied scanned/digital format textbook material for dates after the accommodation plan is granted.
- D. Students are required to return any scanned/digital format textbook material by the end of the semester. All scanned/digital format textbook material must be returned to the accommodations contact person before the next semester's scanned/digital format textbook material will be granted for the next semester unless extenuating circumstances are discussed with the accommodations contact person.
- E. Students are not allowed to copy or distribute any of the materials supplied by the accommodations contact person.

2. Testing Accommodations

Students should make every effort to contact the instructor well in advance of the day of the test to make arrangements for these accommodations.

- A. Extended time for tests. The amount of extra time offered for testing will be determined by the student's documentation.
- B. Testing in a reduced distraction environment outside the regular classroom. Tests may be taken to the Iowa Lakes Community College success center or arrangements may be made to complete the exam in an area designated by the accommodations contact person or success center staff.
- C. Use of a calculator. If the student's documentation validates the need for a calculator and if computational skills are not an essential part of the exam, the use of a calculator during exams will be granted.

3. Readers and Scribes

- A. If indicated by the student's documentation, the success center staff will arrange for a qualified person to read exams to the student, read an exam onto tape, or scribe the student's answers.
- B. The reader will read the information directly from the exam. The reader will not paraphrase the questions, define terms, explain the question, or offer any other type of assistance unless otherwise directed by the instructor.
- C. The scribe will write verbatim the information presented by the student. The scribe will not read questions or offer any type of assistance unless otherwise directed by the instructor.
- D. If the student's documentation validates the need for both a reader and a scribe, unless otherwise indicated by the student's documentation, one person will be allotted both tasks.
- E. When needing a reader, taped exam, or scribe, the student is responsible for notifying the success center of his/her testing date and time at least 3 days prior to the exam to ensure that the tape, reader, or scribe is scheduled or available.

4. Software

Software is provided to ensure accessibility to computer classes.

- A. Students requesting any software should contact the accommodations contact person 30 days prior to the start of the course to allow ample time to learn how to use the requested software.

5. Lab Assistants

Lab assistants are provided to ensure access to materials in the classroom. For example, a student who is blind might need a lab assistant in a chemistry lab.

- A. Students requesting a lab assistant should contact the accommodations contact person 30 days prior to the start of the semester to allow time to find and schedule a lab assistant.

6. Sign Language Interpreters

- A. Students requesting an interpreter should contact the accommodations contact person at least 30 days prior to the start of the semester to allow ample time to schedule an interrupter.
- B. Students will need to sign a Sign Language Interpreter Student Responsibilities Agreement prior to the beginning of the semester (Appendix E).
- C. Interpreters are available for classroom activities and campus services.

7. Alternate Formats (braille, large print, etc.)

- A. Students requesting alternate formats for exams, syllabi, films, class handouts, etc. should contact the accommodations contact person 30 days prior to the beginning of the semester to allow ample time to create the alternate formats. (Appendix C)

8. Note Takers

If a student requests notes for a specific class they should follow the directions/procedures found in Appendix F.

- A. Volunteer, student note takers will be utilized to provide class notes.
- B. Unless the absence is related to the documented disability, and prior arrangements are made with the accommodations contact person or the course instructor, notes will only be provided for the classes attended by the student.
- C. Students are not allowed to copy or distribute any materials supplied by Iowa Lakes Community College.

9. Recorders

- A. Recorders are available for campus use only (classroom related activities off-campus will be allowed).
- B. Devices can be checked out from the accommodations contact person.

SERVICES NOT QUALIFYING AS ACCOMMODATIONS UNDER ADA

1. Tutoring.

Tutoring is offered as a service to all Iowa Lakes Community College students based on the availability of tutors. Students may request a tutor in the success center of each campus. Tutoring in the classroom is not offered.

2. Personal attendants.

A student who requires attendant care services must make arrangements to provide for his/her own attendant care service; Iowa Lakes Community College does not assume coordination or financial responsibilities for attendant care services. If a student with a disability wants to provide his/her own personal attendant in the classroom, and the request is supported by his/her documentation, the personal attendant may accompany the student in the classroom without paying tuition.

3. Readers or sign language interpreters for personal/study use.

4. Equipment such as wheel chairs or hearing aids or other personally prescribed devices.

5. Procurement of documentation for the student.

6. Tapped/scanned textbooks for personal use.

The ADA does not require a college or university to lower academic standards or fundamentally alter the nature of the programs provided. For instance, if a nursing student with a disability cannot participate in the clinical component of the nursing program, with or without accommodation, and the clinical component is an integral part of the nursing degree program, the college or university is not required to waive the requirement in order for the student with a disability to obtain a degree. Since the clinical component is a fundamental aspect of the nursing program, waiving it would fundamentally alter the nature of that program; something the college or university is not required to do. Accordingly, refusing to fundamentally alter the nature of a program is not discrimination under the ADA.

COURSE SUBSTITUTIONS

Students with disabilities need to meet the qualification requirements to participate in Iowa Lakes Community College's academic programs with or without reasonable accommodation. Therefore, students with disabilities are not excused from course prerequisites, GPA requirements, or degree requirements. In some limited circumstances, however, a substitution of course requirements may be appropriate. Such an accommodation is made only when the student's documentation clearly indicates that the student's disability makes completion of the requirement impossible and that such an accommodation does not fundamentally alter the nature of the academic program.

Consideration of a substitution is done on a case-by-case basis and the final decision rests with the dean of the student's program. Documentation must be supplied by the student that specifically indicates the need for the course substitution. Course adaptation or accommodation will be considered before a substitution is granted.

SERVICE AND EMOTIONAL SUPPORT ANIMAL GUIDELINES

Iowa Lakes Community College is committed to assuring equal access for disabled students, staff, and faculty, as well as guests and visitors to the campus. It is the College's policy to permit service animals as defined by the Americans with Disabilities Act, and may permit emotional support animals, as determined on a case-by-case basis, to reside in the residence hall with a student with a documented disability as a reasonable accommodation. This policy and the following requirements are designed to facilitate a process for assuring equal access while addressing health and safety concerns, particularly in residence halls. This policy supports Iowa Lakes Community College's commitment to comply with state and federal laws, rules and regulations pertaining to the Americans with Disabilities Act of 1990, as amended and related laws, rules and regulations, including without limitation Section 504 of the Rehabilitation Act of 1973 (Pub. L. 93-112, 87 Stat. 394 (29 U.S.C. 794), as amended. Adherence to these policies and requirements is essential to support a foundation of understanding, comfort, and security that make Iowa Lakes Community College a welcoming and accessible place for all.

SECTION I

Service Animals under the Americans with Disabilities Act: Service animals are defined under the ADA as dogs that are individually trained to do work or perform one or more specific tasks for a person with a disability. Service animals are permitted in all public areas of campus, except where specific restrictions apply as described in the restricted areas section below. There may be individual exceptions in places where the presence of the service animal may compromise safety or a sterile environment and/or interfere with the fundamental nature of the activities being conducted in which the service animal would not be permitted. The policies below apply to students as well as visitors and guests. Employees, both staff and faculty, must contact Human Resources if they wish to request allowance of a service animal as a reasonable job accommodation based on a disability.

Examples of Service Animal Tasks: The work or tasks performed by a service animal must be directly related to the individual's disability. Examples of work or tasks include, but are not limited to, assisting individuals who are blind or have low vision with navigation and other tasks, alerting individuals who are deaf or hard of hearing to the presence of people or sounds, pulling a wheelchair, assisting an individual during a seizure, retrieving items such as medicine or the telephone, providing physical support and assistance with balance and stability to individuals with mobility disabilities, and helping persons with psychiatric and neurological disabilities by actively preventing or interrupting impulsive or destructive behaviors. The crime deterrent effects of an animal's presence and the provision of emotional support, well-being, comfort, or companionship do not constitute work or tasks for the purposes of this definition. (Current law also includes a limited exception for miniature horses)

Identification: Service animals (and trainees) shall be reasonably identified to the community by a harness or service animal vest or other gear when not in a private or student residence in accordance with the provision stated under Control Requirements. If there is no identification, college staff may ask the two questions below to determine if a dog is a service animal:

1. Is the dog a service animal required because of a disability?
2. What work or task has the dog been trained to perform?

Staff may not ask about the individual's disability, require medical documentation, require a special identification card or training documentation for the dog, or ask that the dog demonstrate its ability to perform the work or task.

Service animals are working animals; they perform tasks and are not pets.

Voluntary registration of service animals while on campus : For those individuals who are enrolled in courses that would like to voluntarily register their service animal with the college, please contact the accommodations contact person in the educational counseling office on each campus or call 712-852-5219. As stated, this is voluntary, but may aid one in accessing the college premises. Registration is not available for visitors to campus.

Requirements of service animals and their owners:

- ▶ The animal cannot pose a direct threat to the health and safety of persons while on Iowa Lakes Community College premises.
- ▶ Local ordinances regarding animals apply to service animals, including requirements for immunization, licensing, noise, restraint, and at-large animals.
- ▶ The owner must be in full control of the animal at all times. Under the ADA, service animals must be harnessed, leashed, or tethered, unless these devices interfere with the service animal's work or the individual's disability prevents using these devices. In that case, the individual must maintain control of the animal through voice, signal, or other effective controls.
- ▶ College personnel are not required to provide care or food for the service animal.
- ▶ The owner is responsible for cleaning up the animal's waste and fluids and disposing of such in outside trash containers only, and when provided must use animal relief areas designated by the college. Waste disposal via college plumbing is prohibited. The owner should always carry equipment sufficient to clean up and properly dispose of the animal's waste and fluids. Owners who are not physically able to pick up and dispose of the animal's waste and fluids are responsible for making necessary arrangements for assistance. The college is not responsible for these services. Additionally, the service animal is not to be bathed or its cage/crate, or bedding cleaned using college housing or facilities.
- ▶ The owner is liable for damage caused by the service animal.
- ▶ The owner is responsible for instructing others on appropriate interactions with the animal and setting clear expectations.
- ▶ The owner must have a plan in place for animal care in the event of an emergency.
- ▶ The owner must arrange to have an alternative shelter if the animal has to be removed from campus due to disruptive or unsafe behavior or environmental conditions or if the handler becomes unable to care for the service animal.

Exclusions

A service animal may be excluded from any authorized area and its owner may be subject to disciplinary action if, including, but not limited to:

1. The service animal displays aggressive or disruptive behavior or noises and effective action is not taken to control it; unless said noise/behavior(s) are part of the needed disability service to the owner;
2. The service animal is not housebroken;
3. The service animal poses a direct threat to the health and safety of others;
4. The service animal is not in good health, well groomed, or cared for;
5. The service animal infringes inappropriately into other's personal space;
6. The owner intentionally uses the service animal to block identified fire/emergency exits.

Note: *In the event that restriction or removal of a service animal is determined to be necessary, every effort will be made to assure that the individual still has access to the programs, services, or activities of the college without the animal.*

General Rules

1. Service Animals are allowed in public areas where food is sold or prepared even if state or local health codes prohibit animals on the premises.
2. Allergies and fear of dogs are not acceptable reasons for excluding a service animal, but cooperation is essential to accommodate those with allergies or other conflicting disabilities when necessary. Those individuals with conflicting requests may be asked to show documentation of a disability to help determine appropriate accommodations.
3. An individual with a service animal may not be isolated or treated less favorably than others.

Restricted Areas: The College may prohibit the use of service animals in certain locations due to health or safety hazards, where service animals may be endangered, or where their use may compromise the integrity of research or fundamentally alter the nature of a program or activity. Restricted locations may include, but are not limited to: research laboratories, classrooms with demonstration/research animal's present, medical areas, research areas using radioactive materials or lasers, mechanical rooms or custodial closets, workshops with operating machinery, and food preparation areas. The safety of locations will be individually considered by the accommodations contact person, the laboratory director or professor, and the College grounds department when appropriate. If a location is determined to be unsafe for the use of a service animal, alternative reasonable accommodations will be explored and provided as appropriate to ensure the individual equal access to the activity. Exceptions to restricted areas may be granted on a case-by-case basis by contacting the Accommodations contact person. In making its decision, the Accommodations contact person will consult with the appropriate department and/or laboratory representative regarding the nature of the restricted area and any ongoing research. The accommodations contact person, in cooperation with the instructor of the course and other college representatives, may determine that a space is a restricted area if it is a sterile environment, the area requires personal protective equipment for access, or the area contains live animals that are the natural prey or natural predators of dogs.

Due to the unique nature of the laboratory environment, machinery workspaces, and food preparation areas, service animal handlers need to meet with the accommodations contact person prior to bringing a service dog into any of the above listed restricted areas. The purpose of the meeting is to develop an access plan, discuss personal protective equipment (for the handler and the dog), modifications that may be necessary, and to review expected behaviors.

SERVICE ANIMALS IN COLLEGE HOUSING

Service animals as defined by the ADA are allowed in college housing as a reasonable accommodation. Sufficient notice of the intent of an individual with a disability planning to have a service animal in Iowa Lakes Community College on-campus housing must be given to the accommodations contact person (room 240 on the Emmetsburg campus or through the educational counseling department on each campus). Service animals residing in on-campus housing are subject to the Iowa Lakes Community College Service Animal Agreement form. Service animals must be properly trained. Iowa Lakes Community College recognizes the importance of providing reasonable accommodations in its housing policies and practices where necessary for individuals with disabilities to fully participate in the college housing program. This policy explains the specific requirements and guidelines that govern requests for reasonable accommodation in college housing. Iowa Lakes Community College reserves the right to amend this policy at any time, as circumstances require.

Appeals/Grievances: Complaints arising under the service animals in college housing should follow the due process procedures outlined in the Iowa Lakes Community College student handbook and planner.

SECTION II

Emotional Support Animals in College Housing

Under Section 504 of the Rehabilitation Act and the Fair Housing Amendments, an individual with a disability may request to keep an emotional support animal, sometimes called assistance or therapy animals, as a reasonable accommodation in housing facilities as a modification to pet policies or other imposed restrictions or prohibitions on animals. In order to qualify for such an accommodation, the emotional support animal must be necessary to afford the individual an equal opportunity to use and enjoy a dwelling or to participate in the residential life program. Further, there must be a relationship between the individual's disability and the assistance the animal provides and an established need for the therapeutic nature of the animal that is connected to the individual's disability. An emotional support animal provides emotional support to a person with a mental health disability who has a disability related need for such support. The emotional support animal is indicated as necessary for an individual with a disability by an appropriate and relevant healthcare professional. An emotional support animal does not need to be trained to provide a service or a task and does not accompany a person with a disability at all times. An emotional support animal may be a reasonable accommodation for a student with a mental health disability but only within the student's dwelling.

Iowa Lakes Community College will accept and consider requests for reasonable accommodations in college housing at any time. The individual making the request for accommodation should complete and provide the request form to the accommodations contact person as soon as practicably possible before moving into college housing. If the request for accommodation is made fewer than 60 days before the individual intends to move into college housing, Iowa Lakes Community College cannot

guarantee that it will be able to meet the individual's accommodation needs during the first semester or term of occupancy. **No emotional assistance animals may be in Iowa Lakes Community College housing at any time prior to the individual receiving approval as a reasonable accommodation pursuant to this policy.** Any animal found in on-campus housing without authorization will be ordered removed at the student's expense and the student will be considered in violation of the student code of conduct.

If the need for the accommodation arises when an individual already resides in college housing, he/she should contact the accommodations contact person and complete the request form as soon as practicably possible. Iowa Lakes Community College cannot guarantee that it will be able to meet the accommodation needs during the semester in which the request is received. Iowa Lakes Community College will attempt to provide a written response to the request within fourteen (14)-business day of receiving the request and completed documentation.

Iowa Lakes Community College recognizes the importance of providing reasonable accommodations in its housing policies and practices for individuals with disabilities to use and enjoy on-campus housing. Iowa Lakes Community College reserves the right to amend this policy at any time, as circumstances require.

Iowa Lakes Community College will not retaliate against any individual because that individual has requested or received a reasonable accommodation in college housing.

Emotional Support Animal Policy and Application process (Excludes requests for service animals in on-campus housing under the Americans with Disabilities Act Amendment Act):

Students requesting to have an emotional support animal residing in college housing must:

1. Student complete the request form with Disability Services (Educational Counselors on each campus and/or Campus Dean). If the individual requires assistance in completing the request form due to his/her disability, the accommodations contact person will provide assistance.
2. Student submit completed verification document by a reliable third party (psychiatrist, mental health provider).
 - * Iowa Lakes Community College accommodations contact person will limit its request to the information necessary to verify whether the student making the request has a disability and/or to evaluate if the accommodation of an emotional support animal is necessary to provide the individual an equal opportunity to use and enjoy on-campus housing. If the third party returns the verification form without sufficient information for the accommodations contact person to determine whether an accommodation is necessary, then the accommodations contact person will inform the individual in writing of the verification's insufficiency and may request additional information (including speaking directly with the individual supplying the third-party verification) within 10 working days of receiving the verification.

3. The Accommodations contact person will review all requests and determine whether the necessary information or documentation is present. The Accommodations contact person will make a determination, sometimes in cooperation with Residential Life and with other appropriate college staff, about whether this is a reasonable accommodation. A decision will be made within 10 working days of receiving the completed request and documentation.
4. Upon approval, the student will be notified by the accommodations contact person. The housing coordinator may also contact the student for additional details and, along with the student's other residential life preferences or needs, determine a housing option for the student. Students should note that housing options may be taken into consideration as the college balances appropriate accommodations for students with disabilities and also students who have allergies and/or animal fears. Consequently, advance notice of the request for an emotional assistance animal in campus housing is essential for Iowa Lakes Community College to provide a smooth transition for all students.
 - * The procedures for requesting an emotional assistance animal follows the general procedures and requirements set forth in the Iowa Lakes Community College housing policy, and will also apply. However, if the general housing policies conflict with the accommodations policies, then the accommodations policies shall control.

Appeals

Students may appeal the College's decision regarding emotional support animals in college housing as outlined in the student handbook.

Restrictions

- ▶ Iowa Lakes Community College will not allow emotional support animals if it would fundamentally alter the nature of the program.
- ▶ Approved emotional support animals must be contained within privately assigned, individual living area at all times, and are not allowed in public areas of the on campus housing except to enter or exit the building for the animals natural relief and are not allowed in other campus buildings except for purposes of an animal's participation in instructional programs such as veterinary technology program or where the animal has been approved as a reasonable accommodation for a disability in accord with standard procedures for requesting such accommodations.
- ▶ When the student owner of the emotional support animal is not present in the on campus individual living area (during the day while attending classes or other activities), the emotional support animal should be caged or crated. Notwithstanding the restrictions set forth herein, the emotional assistance animal must be properly housed and restrained or otherwise under the dominion and control of the owner at all times. No owner shall permit the animal to go loose or run at large. If an animal is found running at large, the animal is subject to capture and confinement and immediate removal from college housing.

- ▶ Iowa Lakes Community College reserves the right to limit approval of proposed emotional support animals to animals that do not pose health or safety concerns, or would significantly disrupt the residence hall living environment for others.
- ▶ Iowa Lakes Community College may consider the following factors, among others, as evidence in determining whether the presence of the animal is reasonable or in the making of housing assignments for individuals with assistance animals:
 1. the space needed for the animal is too large for available assigned housing space;
 2. the animal's presence would force another individual from individual housing (e.g. serious allergies);
 3. the animal's presence otherwise violates individuals' right to peace and quiet enjoyment;
 4. the animal is not housebroken or is unable to live with others in a reasonable manner;
 5. the animal's vaccinations are not up-to-date
 6. the animal poses or has posed in the past a direct threat to the safety or health of the individual or others, such as aggressive behavior, or injuring others, or potential transmission of zoonotic diseases;
 7. the animal causes or has caused excessive damage to housing beyond reasonable wear and tear
- ▶ Generally, the presence of only one emotional support animal will be approved for a student, in order to fulfill the intent of the FHA requirements in providing support to the student with a mental health disability.
- ▶ The college has determined that the residence hall setting, in most cases, is not an appropriate environment in which to raise a young puppy. Generally, dogs must be at least one year of age, be spayed or neutered, and have received their rabies vaccination before they can live in on-campus housing.

Owner's responsibilities for emotional assistance animals in college housing:

1. The owner is responsible for assuring that the approved animal does not unduly interfere with the routine activities of the residence or cause difficulties for students who reside there.
2. The owner is financially responsible for the actions of the approved animal including bodily injury or property damage. The owner's responsibility covers, but is not limited to, replacement of furniture, carpet, window, wall covering, and the like. The owner is expected to cover these costs at the time of repair and/or move-out.
3. The owner is responsible for any expenses incurred for cleaning above and beyond a standard cleaning or for repairs to college premises that are assessed after the student and animal vacate the residence, to the same extent that it charges other individuals for damages beyond reasonable wear and tear. The College shall have the right to bill the student account of the owner for unmet obligations.

4. The owner must notify the Accommodations contact person in writing if the approved animal is no longer needed as an approved animal or is no longer in residence. To replace an approved animal the owner must file a new request in writing to the Accommodations contact person according to the application process in Section II.
5. The owner's residence may be inspected for fleas, ticks or other pests as necessary. The office of residence life will schedule the inspection. If fleas, ticks or other pests are detected through inspection, the residence will be treated using approved fumigation methods by the college approved pest control service. The owner will be billed for the expense of any pest treatment above and beyond standard pest management in the residence halls. The college shall have the right to bill the owner's account for unmet obligations under this provision.
6. All roommates of the owner of the service animal or support animal must sign an agreement allowing the approved animal to be in residence with them. In the event that one or more roommates does not approve, the owner and animal or the non-approving roommates, as determined by Residential Life and the Accommodations contact person, may be moved to a different location.
7. Approved animals may not be left overnight in College housing to be cared for by any individual other than the owner. If the owner is to be absent from his/her residence hall overnight or longer, the animal must accompany the owner. Animals must be taken with the student if they leave campus for more than 24 hours.
8. Housing has the ability to relocate owner and approved animal as necessary according to current contractual agreements.
9. Should the approved animal be removed from the premises for any reason, the owner is expected to fulfill his/her housing obligations for the remainder of the housing contract, unless a waiver is granted. Alternative accommodations and support will be discussed with the student as appropriate.
10. The owner undertakes to comply with animal health and wellbeing requirements as set forth in this policy.
11. Any violation of the above rules may result in immediate removal of the animal from the College and may be reviewed through the College disciplinary process. The owner will be afforded all rights of due process and appeal as outlined in that process.

Care and Supervision

The following guidelines apply unless the nature of the documented disability of the owner precludes adherence to these guidelines, or permission for a variance has been granted.

1. Care and supervision of the animal are the responsibility of the individual who benefits from the approved animal's use.
2. Owners are required to maintain control of the animal at all times.
3. Owners are responsible for the care, feeding, and supervision of the animal. Iowa Lakes Community College shall not be required to provide care, food, or supervision for any animal including, but not limited to, removing the animal during emergency evacuation for events such as a fire alarm. Emergency personnel will determine whether to remove the animal and may not be held responsible for the care, damage to, or loss of the animal.

4. The owner must provide the college with the name and contact information for someone who does not reside in college housing and who can take responsibility for the animal within 12 hours should the owner be unable or unavailable to care for it. Owners are also responsible for ensuring the cleanup of the animal's waste and, when appropriate, must use relief areas designated by the College consistent with the reasonable capacity of the owner. Indoor animal waste, such as cat litter, must be placed in a sturdy plastic bag and securely tied up before being disposed of in outside trash dumpsters. Litter boxes should be placed on mats so that waste is not tracked onto carpeted surfaces.
5. Owners may not bathe animals or its cage/crate, or bedding using student housing or college facilities.

Animal Health and Well-being

1. The animal must be immunized against diseases common to that type of animal. Dogs must have current vaccination against rabies and wear a rabies vaccination tag. Local licensing requirements are followed and documentation must be provided.
2. Animals to be housed in college housing must have an annual clean bill of health from a licensed veterinarian. Documentation can be a vaccination certificate for the animal or a veterinarian's statement regarding the animal's health. The college has authority to direct that the animal receive veterinary attention at the owner's expense.

Removal of Approval Animal

The College may exclude/remove an approved animal when:

1. the animal poses a direct threat to the health or safety of others or causes substantial property damage to the property of others;
2. the animal's presence results in a fundamental alteration of a College program;
3. the owner does not comply with owner's responsibilities set forth above;
4. the animal or its presence creates an unmanageable disturbance or interference with Iowa Lakes Community College.

If it is determined that an animal must be removed from the residence hall, the student must comply within 48 hours. If there are any extenuating circumstances that inhibit the student from removing the animal within that time frame, he/she must speak with the housing coordinator before that time frame has lapsed to discuss.

If it is determined that the animal must be removed from the residence hall and the student fails to comply with the stated time frame, the college may have the animal removed to the nearest, appropriate animal shelter at the student's expense. Additionally, failure to comply with the order for removal will result in a referral to the dean of student services for consideration of sanctions.

Damage

Owners of approved animals are solely responsible for any damage to persons or College property that is caused by their animal.

APPENDICES

Appendix A Sample Accommodation Plan

IOWA LAKES COMMUNITY COLLEGE STUDENT ACCOMMODATION PLAN

Name: Sample

Effective Dates: Fall 2020 → Through program completion

The above named student has been identified as a student with a disability and is eligible to receive support services. This student will require accommodation(s) as mandated by Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act, and the Americans with Disabilities Act Amendments. Qualifying documentation for this student is on file in the Accommodations/Disability Resources Office. Student disability documentation is protected under the Confidentiality Act; thus students are encouraged to discuss their specific needs with you.

SPECIFIC PLAN OF ACCOMMODATION:

- ▶ Assistive Technology:
 - Peer Student Notes from the classroom upon request.
 - May tape record lecture to strengthen notes or for review of lecture.
A student may audio record a class with the instructor's permission. Under no circumstances shall an audio recording, or any portion thereof, be duplicated, transmitted, or provided, in either whole or part, to another individual or entity. The audio recording will be deleted or returned to the instructor at the end of the semester.
 - Use of Kurzweil reader, as needed
- ▶ Extended Time on in Class Quizzes, Examinations, Tests:
 - (Extended Time = 1 ½ times)
As needed and arranged with instructor and Success Center or Library.
- ▶ Reader for Examinations:
 - As needed and arranged with instructor and Success Center.
- ▶ Distraction Reduced Environment for Examinations:
 - As needed and arranged with instructor and Success Center or Library. Quiet area with reduced distractions.

Jody Condon (Jody Condon)
Iowa Lakes Representative

712-852-5219
Phone #

3/9/20
Date

APPENDICES

Appendix B Student Accommodation Introductory Letter

I

August 21, 2019

A copy of your Iowa Lakes Community College student accommodation plan is attached.
(the back of this letter)

It is your responsibility to contact each of your instructors and discuss the use of your accommodations. schedule an appointment during their office hours). **Your instructors will only be notified of your accommodations through your communications with them.**

Remember these things:

- ▶ Stop by my office to get a note taker accommodation packet if you have been approved for this accommodation and plan to utilize this assistance.
- ▶ I have digital recorders available for checkout if you have been approved for recording lectures through your accommodation plan.
- ▶ If you have been approved for the accommodation of extended test time, you **MUST** discuss this with your instructor prior to **each** exam/quiz.
- ▶ If you have been approved to use the Kurzweil software (converts textbooks to audio format) please stop in the success center and have 1 of the instructors show you how the software works. I am also available to show you how to process works.

I look forward to working with you at Iowa Lakes Community College!

Sincerely,

Jody Condon
Iowa Lakes Community College
Educational Counselor
712-852-5219
jcondon@iowalakes.edu

APPENDICES

Appendix C Request for Textbooks in Digital/Alternate Format

I

Name: _____

Date: _____ Campus: _____

Provide the following information for each textbook that you are requesting in digital/alternate format:

Title of Text, Author	ISBN#	Publisher	Edition#
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_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

Would you prefer **MP3** (ipod, MP3, etc.) format – OR – **WAV** (Media player/computer) format (circle choice)

Other Alternate Format requested: _____

A copy of the proof of purchase is required before textbooks in digital/alternate format can be requested.

Student Signature

Date

Additional Notes: _____

APPENDICES

Appendix D Documentation Guidelines

(As recommended by the Association on Higher Education and Disabilities)

All documentation reports should:

- ▶ Be on letterhead
- ▶ Include name and title of professional
- ▶ Include credentials
- ▶ Be dated
- ▶ Be signed
- ▶ Be legible
- ▶ Include diagnosis (appropriate reports/assessments and summary should be included)
- ▶ Include functional limitations resulting from the disability and the potential impact it has on the student's performance in a college environment,
- ▶ Include suggested accommodations
- ▶ Be current (preferably within the last 3 years; the age of acceptable documentation is dependent upon the disabling condition, the current status of the student and the student's request for accommodations, and determined on a case-by-case basis)

Please note:

If you are a student relying upon an Individualized Education Program (IEP) as documentation, many times the IEP's do not document an actual diagnosis and are sometimes no longer sufficient by themselves for a student to receive accommodations. However, IEP's are still helpful and beneficial to have on file with the accommodations contact person. If submitting an IEP as documentation, some things to keep in mind are that the IEP should be current and specific when describing student's identified areas of need, include the most recent educational assessments (such as the Woodcock-Johnson). If testing is older than 3 years the school psychologist should provide a written statement that outlines or summarizes the student's disability and his or her current performance level.

APPENDICES

Appendix E

Sign Language Interpreter Student Responsibilities Agreement

- ▶ Students are responsible for submitting a final schedule to the accommodations contact person at least 4 weeks prior to the start of each semester.
- ▶ Students receiving sign language accommodations are responsible for notifying the accommodations contact person at least 1 day prior to missing each course; unless other arrangements are made between the sign language interpreter, student, and the accommodations contact person or in the case of an emergency. To give notification of an absence contact: Jody Condon, 712-852-5219 or jcondon@iowalakes.edu
- ▶ Sign language interpreters will wait for 15 minutes for the accommodation student to attend the beginning of class. If the accommodation student does not attend class within the first 15 minutes then the sign language interpreter may leave that class.
- ▶ If the student receiving sign language accommodations attends class late and the interpreter is not there, he/she should go to the counseling office at their campus and contact the accommodations contact person.
- ▶ Students should notify the instructor immediately if the sign language interpreter has not shown up at the start of the class. The instructor should notify the accommodations contact person immediately.
- ▶ A student who accumulates 3 unexcused absences from a class within one semester may have their interpreting services suspended. The student's services will only be reinstated after a scheduled meeting with the accommodations contact person. For each unexcused absence after the initial meeting interpreting services will be suspended again until another scheduled meeting is held.
- ▶ Students should discuss any interpreter problems or concerns directly with the interpreter before coming to talk to the accommodations contact person.
- ▶ Students are responsible for submitting a written request to the accommodations contact person for a sign language interpreter requests outside of regularly scheduled class times. The request should be submitted 2 weeks prior to the event, or as soon as the student is aware of the event.
- ▶ Students must not visit with their interpreter during class time. All questions about the course must be directed to the instructor through the interpreter.
- ▶ Students may ask their instructor to have all test interpreted/transliterated, if necessary. In addition, if the accommodation student does not understand a word/question, the interpreter will direct their question towards the teacher.
- ▶ Students are responsible for their own studies, homework, assignments, etc. If the student is having trouble in class, they should see their instructor with an interpreter. If students need tutoring, note taking, or other support services, they should contact the accommodations contact person for assistance.

I have read and agree to the above guidelines regarding the use of a sign language interpreter.

Student Signature

Date

APPENDICES

Appendix F **Directions for Students Using a Note-Taking Accommodation**

Please read through these directions so that you can become familiar with your responsibilities with using the note-taking accommodation.

1. Pick up 1 note-taking package for each of your classes that you are using your note-taking accommodation in.
2. Set up a time to meet with each instructor you plan to use your note-taking accommodation with.
3. During each instructor meeting, give them the note-taking package that contains the note-taking paper (NCR paper), directions for the instructor, and directions for the volunteer note-taker.
4. Specify to the instructor if you want the note-taker to give the notes to you directly or to the instructor who will then get them to you.
5. The instructor will then ask for a volunteer note-taker and the note taker will be given the note-taking materials.
6. At the end of class you should receive a copy of the notes on NCR paper either directly from the note-taker or the instructor.

Notes:

- ▶ In order to receive the notes, you must attend class.
- ▶ If at any time during the semester you have any concerns (quality of notes, note-taker is continually absent or drops the course, etc.) speak to your instructor as soon as possible.
- ▶ If your note-taker is absent, please let the instructor know before class begins so that different arrangements can be made.
- ▶ If you need additional NCR paper please contact the accommodations contact person (you may want to keep a few sheets personally in case you need it).
- ▶ You are not allowed to copy or distribute any notes supplied by the note taker.
- ▶ Please communicate with the accommodations contact person if you have any questions, concerns, or comments as soon as they arise.