

MISSION STATEMENT

Disability Services is committed to full access for all persons at the University of Massachusetts Amherst. Direct services are provided to persons who have all types of disabilities. Disability Services also provides information and referral on issues of accessibility, as well as training and staff development to the University community. Disability Services embraces the philosophies of diversity and multiculturalism.

The American with Disabilities Act (ADA) is a federal civil rights law enacted on July 26, 1990. It is intended to protect qualified persons with disabilities from discrimination in employment, government services and programs, transportation, public accommodations, and telecommunications. ADA defines a disability as a physical or mental impairment that substantially limits one or more major life activities. A person is considered disabled if the person has such a physical or mental impairment, has a record of such an impairment, or is regarded as having an impairment. The University of Massachusetts must not exclude a “qualified individual with a disability” from participation in, or deny the benefits of services, programs or activities of the University or subject that person to discrimination by the University.

DISABILITY SERVICES
231 Whitmore Administration Building
University of Massachusetts
Box 38320
Amherst, MA 01003-8320

DISABILITY SERVICES AT University of Massachusetts Amherst, MA



231 Whitmore Administration Building

**Office Hours: 8:30-5:00 weekdays
413-545-0892 (V/TTY) or DS@educ.umass.edu**

**Please visit Disability Services' website at
www.umass.edu/disability**

DISABILITY SERVICES

Disability Services at UMass Amherst is a component of the Office of Equal Opportunity and Diversity (EO&D). The Associate Chancellor for EO&D, or designee, is the Section 504 and Americans with Disabilities Act Coordinator for the campus.

ABOUT US

Disability Services provides services for students, faculty, and staff with disabilities, so that they may successfully learn and work at UMass. We promote the empowerment of people with disabilities and their full integration into campus life and community.

The staff of Disability Services works with people who have documented disabilities under the following categories:

- Attention Deficit Disorder or Attention Deficit/Hyperactivity Disorder
- Blind/Visually impaired
- Brain Injuries
- Deaf/Hard of Hearing
- Learning Disabilities
- Medical Disabilities
- Mobility Disabilities
- Temporary Disabilities

DISABILITY SERVICES POLICY

The University is committed to providing reasonable and appropriate accommodations to otherwise qualified individuals with documented disabilities. The provisions of Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990 maintain that no qualified individual with a disability shall solely on the basis of their disability, be excluded from participation in, be denied benefits of, or otherwise be subjected to discrimination under any program or activity in higher education.

ACCOMODATION REQUEST POLICY

UMass Amherst has a policy for responding to requests for both academic and employment accommodations. This policy includes information on how to resolve accommodation requests that are in dispute. For more information, or to obtain a copy of this policy, contact the Disability Services Office.

ACCOMMODATIONS AND ASSISTANCE

An accommodation is a modification or adjustment to a course, program, service, job, activity, or facility that enables a qualified student or employee with a disability to participate equally in a program, service, activity, or employment at the University. A “reasonable” accommodation refers to an accommodation that is appropriate as well as effective and efficient, and is agreed upon by the University and the consumer with a disability.

STUDENTS

Many accommodations are available at the University to ensure that students with disabilities participate fully in academic and student life. They provide a student with a disability equal access to the educational and co-curricular process, without compromising essential components of the curriculum. Accommodations are determined individually, based on the student’s documentation.

FACULTY AND STAFF

Disability Services also coordinates services for faculty and staff with disabilities. Accommodations may include adaptive equipment, facility modifications, an adjustment to work schedule or job duties, as well as a range of other creative solutions, so that the disabled employee will be able to continue to perform the essential functions of his/her job. Accommodations are determined on a case-by-case basis, through a cooperative effort between the disabled faculty or staff member, their supervisor, and Disability Services.

GRIEVANCE POLICY

The University of Massachusetts Amherst prohibits discrimination on the basis of race, color, religion, creed, sex, age, marital status, national origin, mental or physical disability, political belief or affiliation, veteran status, or sexual orientation in any aspect of the access to, admission, or treatment of students in its programs and activities, or in employment and application for employment. The University *Grievance Policy and Procedures* outlines the procedures to be used in filing a grievance alleging discrimination. For more information or to obtain a copy of this policy, contact the Office of Equal Opportunity and Diversity.

ROLES AND RESPONSIBILITIES

Consumer Manager

Once contact is initiated with Disability Services, a Consumer Manager will meet with the consumer with a disability to identify and help secure accommodations. The Consumer Manager coordinates all aspects of providing an accommodation for a person with a disability, including guiding able-bodied consumers to ensure that “reasonable” accommodations are appropriately placed within the program, service, classroom, or office.

Employees

Employees who know or suspect they may have a disability or who would like general disability information are encouraged to contact Disability Services. For more information, you may visit our Accommodations page or view the on-line **Staff Handbook** at www.umass.edu/disability.

Faculty Members

Faculty members are poised to play a critical role in assisting in the removal of barriers for students with disabilities, and are often called upon to provide assistance. Each student who is eligible for an ADA accommodation and is registered with Disability Services may request academic adjustments. For more information, you may view the on-line **Faculty Handbook** at www.umass.edu/disability, or contact Disability Services.

Students

In order to receive an accommodation, a student must be registered with the Disability Services Office. Students who know or suspect they may have a disability or who would like general disability information are encouraged to contact Disability Services. For more information, you may visit our Accommodations web page or view the on-line **Student Handbook** at www.umass.edu/disability.

Supervisors

Sometimes when supervising a person with a disability, special accommodations are needed. Due to the wide variety of needs, the most effective resolution is for your employee to contact Disability Services and speak with a Consumer Manager.