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 HISTORY OF SUCH AN IMPAIRMENT, OR IS REGARDED AS HAVING SUCH 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.
ACCOMMODATION 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.

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 web page or view the online 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 online 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.