

Handbook for
students
with disabilities

VCU Handbook For Students With Disabilities

Division for Academic Success (DAS) – Health Sciences Campus

Virginia Commonwealth University
VMI Building
1000 E. Marshall Street, Suite 231
PO Box 980124
Richmond, VA 23298-0124
Phone: (804) 828-9782
das.vcu.edu

Disability Support Services (DSS) – Monroe Park Campus
Virginia Commonwealth University
907 Floyd Ave
University Student Commons Suite Suite 102
PO BOX 842529
Phone: (804) 828-2253
students.vcu.edu/dss

Please understand that this handbook highlights university policies, procedures, and practices. It's provided generally for students' personal education and information. Therefore, it cannot be construed as a legal document or contract; nor does it supersede applicable federal, state, or local laws, or university policies. Nothing in this handbook should be construed as legal advice or legal opinion.

Disabilities —

***the greatest challenge
may be educating those
who don't have one.***

Welcome to VCU

The Division for Academic Success (DAS) and Disability Support Service (DSS) staff would like to welcome you to Virginia Commonwealth University.

Thank you for choosing to become part of our vibrant, dynamic, and innovative community of learners! Virginia Commonwealth University, DAS, and DSS are committed to providing a world-class education to all students. If you are a student with a disability, we are committed to providing equal opportunities so you can benefit from all programs, services and activities.

We understand that getting a college degree can be rigorous; it takes patience, persistence, and discipline. Being a student with a disability can prove to be even more challenging.

VCU provides academic support and health resources to all students regardless of disability status. For a complete list of these resources, please see pages 22-24. In addition, VCU provides reasonable accommodations for otherwise qualified students with disabilities as described in this Handbook. These accommodations are meant to provide the student with equal access to an education at VCU.

As a student with a disability accepted to VCU, we already know you have the potential to be successful. DAS/DSS staff are here to assist you by making the road to reaching your goals a little less bumpy.

We hope you will use this handbook as a road map to understand:

- what we do
- the services we provide
- your rights and responsibilities in seeking our services, and how we can help you access services
- the importance of developing self-advocacy skills

We wish you all the best in your educational journey and look forward to working with you as we watch you learn, grow, and discover your potential.

Sincerely,

DAS and DSS

If your program of study is on the Health Sciences Campus, please contact the DAS Office

If your program of study is on the Monroe Park Campus (MPC), please contact DSS

Disability Support Services

What is Disability Support Services?

The goal of DAS/DSS is to create a learning environment where all students have equal access to be able to participate in all of VCU's programs, services, and activities.

We aspire to promote student independence by recognizing their abilities, not their disabilities. This is accomplished through cooperative partnerships between students, faculty, and disability specialists.

The DAS and DSS offices:

- Facilitate an open and welcoming atmosphere by creating a place for students to meet, share, study, organize and obtain information concerning disability-related issues and opportunities
- Assist VCU in complying with the provisions of the Americans with Disabilities Act of 1990 (ADA) as amended in 2008 (ADAAA) and Section 504 of the Rehabilitation Act of 1973
- Make recommendations for academic accommodations in accordance with recent student documentation of a disability
- Serve as a liaison between faculty and students with disabilities
- Provide technical assistance to university departments

- Serve as an information and referral resource on disability-related issues
- Provide support services to students with disabilities including, but not limited to, advocacy, adapted materials, alternative testing and academic and career advising.

Services Not Provided by DAS/DSS

- Psycho-educational diagnostic assessments
- Medical evaluations
- Self-contained classes or training programs for students with disabilities
- Request that faculty compromise the integrity or technical standards of a class/program to accommodate students with disabilities
- Transportation to and from classes or personal activities
- Personal devices or assistance for personal use including, but not limited to: wheelchairs, eyeglasses, hearing aids, transportation, personal assistance for daily living skills
- Readers or scribes for personal use

What is a Disability?

A disability, is defined by the ADA, as:

- *a physical or mental impairment that substantially limits one or more major life activities*
- *a person who has a history or record of such impairment*
- *a person who is regarded by others as having such an impairment*

All students must be qualified to participate in an academic program at Virginia Commonwealth University; and able to meet or exceed any technical, essential, academic, behavioral, and professional standards as set forth by their college or school.

Examples of physical or mental impairments may include, but are not limited to:

- Attention Deficit Hyperactivity Disorder
- Autism Spectrum Disorders
- Chronic Medical Conditions
- Deaf/Hard of Hearing
- Learning Disabilities
- Mental Health Disabilities
- Mobility Impairments
- PTSD
- Traumatic Brain Injury
- Visual Disabilities

Temporary Impairments

A temporary impairment is defined as lasting six (6) months or less. They may be accommodated on a case by case basis. Please schedule an appointment with the appropriate campus DAS/DSS Office to discuss your needs.

Conditions Excluded from Disability Categories

Certain conditions do not constitute a disability making a student ineligible for services through DAS/DSS independent from another documented disability. Some of these conditions are:

- English as a second language
- Illiteracy
- Poverty
- Pregnancy (refer to Title IX)
- Advanced age
- Any impairments that do not limit a major life activity

Accommodations

What is an Accommodation?

As defined by the ADA, a reasonable accommodation is a modification or adjustment to a course, program, service, activity, or facility that enables a qualified student with a disability to have an equal opportunity to attain the same level of performance or enjoy equal benefits and privileges as are available to similarly situated students without disabilities. Such modifications may include:

- Extended time for testing
- Note Taker
- Alternative Test environment

Virginia Commonwealth University will provide reasonable accommodations.

While VCU can not guarantee student success, VCU and DAS/DSS do ensure access to all VCU programs, services, and activities.

How to Request Accommodations

To receive services, accommodations, and protection under Section 504 of the Rehabilitation Act, and the Americans with Disabilities Act (ADA), each student must demonstrate that (s)he is a student with a disability.

Students may be eligible to receive academic accommodations only if they request accommodations with DAS/DSS

Students must provide a current official Accommodation Letter from DAS/DSS to their Instructors in order to receive academic accommodations.

Students are strongly encouraged to request academic accommodations at least four (4) weeks prior to the first day of classes to ensure accommodations are ready at the beginning of the semester.

New Student Intake Process

STEP 1

Obtain documentation of your disability from your specialist. The appropriate documentation will vary according to disability. Appropriate documentation will be discussed in more detail later in this Handbook, under *Documentation Guidelines*

Once you have obtained your documentation, you may email, fax, mail, or hand deliver your documentation to the appropriate campus.

DAS — www.das.vcu.edu

DSS — www.students.vcu.edu/dss

STEP 2

Complete the Intake forms appropriate for your campus, as outlined by your appropriate campus website. It is preferred that the Intake Forms are completed prior to your Intake Interview. The Intake forms may be sent separately from your documentation or they may all be sent together.

STEP 3

The disability office will contact you to request additional information, and/or to schedule an intake interview.

During the Intake meeting you and the disability specialist will discuss your disability and how it impacts you academically.

Eligibility for services is based on a combination of the student's description of how their disability impacts their ability to learn, what accommodations they have used in the past, and the information provided in the student's documentation.

STEP 4

Once the appropriate accommodations are identified and agreed upon between a disability specialist and student, an Accommodation Letter is then developed and copies are made

- Accommodation Letters are valid on a semester-by-semester basis
- The Accommodation Letter will state only that you are a student with a documented disability and list the Accommodations you are eligible to receive
- Your Accommodation Letter is confidential. (Please refer to the Confidentiality Section on page 12). There is **no** notation of a disability or accommodations on the VCU transcript.

STEP 5

Once you have your Accommodation Letter, the student is strongly encouraged to MEET with your instructors privately to provide them with your letters and discuss your academic accommodations.

- If your instructor has questions concerning your disability or the accommodations, you may direct the professor to DAS/ DSS office for clarification.
- Academic accommodations are not retroactive. Accommodations begin when the student provides the Accommodation Letter to the professor.

STEP 6

Contact your appropriate DAS/DSS office if there are changes in your disability status, or program standards/ requirements.

Returning Student Accommodation Process

Students need to notify the DAS/DSS office each semester to receive a new Accommodation Letter. Prior to the end of each semester, it is the student's responsibility to complete a *Request for Academic Accommodations* form and submit the form to the DAS/DSS to receive academic accommodations in a timely manner for the subsequent semester

Some students are comfortable talking about their disabilities with their professors, while other students are not. What you disclose to your professors about your disability is up to you.

Responsibilities for Academic Accommodations

Disability Support Services

Determine student eligibility for services

- Review student documentation
- Schedule Intake Interview with student
- Authorize appropriate academic accommodations
- Assist instructors by:
 - Answering questions about accommodations
 - Resolving disability/accommodation-related disputes

Students:

- Register with the DSS office on the appropriate campus
- Provide appropriate and complete documentation, related to the disability, to the DAS/DSS disability specialist. (See the documentation requirements on pages 12-14)
- Discuss accommodation needs with the DAS/DSS disability specialist
- Supply sponsoring agencies or individuals with copies of grade reports and/or any other academic information
- Provide each of your instructors a copy of your Accommodation Letter, each semester. It is strongly encouraged for the student to meet with the instructors

when providing them with your accommodation letter.

- Monitor the effectiveness of your accommodations and request modifications if necessary

Instructors:

- Provide accommodations only to students who are registered with DAS/DSS and provide a current accommodation letter.
- Provide the accommodations listed in the student letter
- Respect student privacy and treat all disability related information as confidential
- Meet with the student to discuss his/her accommodations. If eligible for note taker accommodations, assist the student to obtain a volunteer Note Taker in the class
- Identify and establish essential functions, skills, abilities, and knowledge of the course and evaluate the student on this basis
- Direct concerns or questions about requested accommodations to the DAS/DSS disability specialist
- Direct other students requesting accommodations to DAS/DSS

Accommodation Request Analysis

When the DAS/DSS disability specialist reviews a request for accommodation, the following analysis is generally used:

- Does the student have a disability as described by the federal definition? (see page 8 for definition)
- Was the accommodation requested in a manner consistent with established university policies and procedures?
- Is the accommodation reasonable and/or readily achievable?
- Does the student meet the academic and technical standards for participation in an educational program or activity at VCU?
- Is the nature of the program or activity fundamentally altered by the provision of the accommodation?
- Does the provision of the accommodation present an undue financial or administrative burden on the university?

Grievance Procedures

If you aren't satisfied with the services/ accommodations by VCU staff and faculty, please contact the appropriate DAS/DSS office service provider. If there is no satisfactory resolution, you may contact:

For the Health Sciences campus:
ADA Coordinator

For the Monroe Park Campus:
The Associate Vice Provost of Student Affairs

Office for Equity and Access Services
Moseley House
1001 Grove Ave
Phone: (804) 828-1347
TTY: (804) 828-1420
Fax: (804) 828-7201

www.equity.vcu.edu

Documentation of a Disability

Confidentiality

Students are under no obligation to disclose their disability unless an accommodation is being requested. It is at the student's discretion as to how much information to disclose.

VCU considers documentation of a disability confidential information. Documentation does not become part of a student's academic transcript.

DAS/DSS disability service professionals protect any document or information about your disability and keep related records confidential. They communicate with instructors and university administrators only as necessary to provide reasonable accommodations. In general, this does not include sharing information about the nature of your disability or any medical diagnosis. As a result, your instructors will not know the details of your disability or, in most cases, any information about your accommodations other than details listed in your Accommodation Letter or shared by you directly.

Documentation Guidelines

The Disability Support Services (Monroe Park) and The Division for Academic Success (Health Sciences Campus) provides academic accommodations for VCU students with documented disabilities. The documentation provided regarding the disability must confirm the disability under

Section 504 of the Rehabilitation Act of 1973 and Title II of the Americans with Disabilities Act (ADA) of 1990. The ADA defines a disability as a physical or mental impairment that substantially limits one or more major life activities.

The evaluation must be completed by a qualified clinician licensed or certified by the state in which the evaluation was done. The evaluation must have a specific diagnosis. It should be reasonably current. Typically, current or within the past three to five years is preferred. If documentation is older, we will work with you to determine if this is sufficient or updated information is needed. A description of the current functional limitation(s) as it impacts academic performance, expected progress or stability of the disability, and recommendations for accommodations should be listed.

The documentation should provide clear evidence connecting the suggested academic accommodation to the impact of the impairment.

An IEP/504 Plan, accommodation letters from a previous postsecondary institution, and/or a letter from a healthcare professional, may be used as supporting documentation.

Every accommodation request is unique and will be considered individually. This is an interactive process with the student and disability service provider. There may be instances where additional documentation is needed. All documentation should include:

- the name, title and professional credentials of the evaluator
- area of specialization, training and experience with adolescent/adult populations
- employment & state/province of practice

- written on employment letterhead
- signed and dated by the professional – either hand or electronically

Evaluations completed by friends or relatives are not acceptable.

All diagnostic documentation is used for academic accommodations and not for treatment by VCU. These two processes should never be confused.

Cognitive Disabilities

Attention Deficit Hyperactivity Disorder (ADHD), Learning Disabilities (LD), Traumatic Brain Injury (TBI), and Autism Spectrum Disorder (ASD), etc.

Documentation of cognitive disabilities should be in the form of a report prepared by an appropriate professional (psychiatrist, physician, or psychologist) It should include the following information:

- A clear statement of a specific diagnosis supported by the test data, history, and clinical observations
- An assessment of procedures and evaluation instruments that were used to make the diagnosis, i.e., measures of achievement and information processing (such as memory, auditory, visual processing and processing speed).
- Information about the current medication(s) being used to treat the disability and any possible side effects of the medication(s)
- A complete description of the impact in an academic environment
- A description of situations that may exacerbate the condition

- Suggested recommendations for effective and reasonable accommodations

Physical, Sensory, Health

Deaf/Hard of Hearing, Blind/Visually Impaired, Diabetes, etc.

Documentation of physical, sensory, or health related impairments should consist of a letter or report from a qualified health care professional (physician, audiologist, and/or ophthalmologist). This report should include the following:

- A formal assessment of current health status and diagnosis.
- The functional limitations of the impairment in an academic environment.
- Whether the condition is stable, progressive, or temporary.
- Possible side effects of any prescribed medication.
- A description of situations that may exacerbate the condition.
- Suggested recommendations for effective and reasonable accommodations.

Emotional/Psychological Impairments

Depression, Anxiety, PTSD, etc.

Documentation of emotional/psychological impairments should be current and consist of a detailed report by a qualified mental health professional (i.e., psychiatrist, psychologist or licensed clinical social worker) and should include the following:

- A clear statement of the diagnosis
- Information about the current medication(s) being used to treat the disability and any possible side effects of the medication(s)
- A complete description of the impact in an academic environment.
- Suggested recommendations for effective and reasonable accommodations.

Temporary Impairments

Temporary impairments may be accommodated on a case by case basis. Please schedule an appointment with the DAS/DSS Office.

Types of Services Available

Academic accommodations may include the following as deemed appropriate by DAS/DSS.

Priority registration

Priority registration is available to students **on the Monroe Park Campus only**. Students will be contacted via email prior to the beginning of the priority registration.

For questions, contact the DSS service provider or the University Registrar's Office:

Monroe Park Campus
Records and Registration
Grace E. Harris Hall
1015 Floyd Ave., P.O. Box 842520
Richmond, VA 23284-2520
Phone: (804) 828-1349
www.enrollment.vcu.edu/rar

Accessibility to classrooms

Students with accessibility issues are strongly encouraged to review their schedules and class locations at least four weeks before classes begin and contact the appropriate Disability Support Services service provider regarding any problems with specific classroom accessibility. VCU cannot guarantee that classrooms will be accessible on the first day of class for those students who do not notify the appropriate DAS/DSS disability specialist of accessibility issues at least four (4) weeks prior to the first day of class.

Access to wheelchair lifts

Students may request a key(s) that fits the lifts on their campus from the appropriate DSS office.

Oral/sign language interpreters

See Interpreting Services Section of this Handbook.

Library assistance

To request assistance, students should refer to the websites or visit the James Branch Cabell Library on the Monroe Park Campus (www.library.vcu.edu/about/libraries/cabell) and the Tompkins-McCaw Library for the Health Sciences on the Health Sciences Campus (www.library.vcu.edu/about/libraries/tompkins-McCaw). Both libraries have accessible computer work stations.

Readers

DAS/DSS may provide reader/assistive technology services for students who qualify for this service. Services are available primarily for tests and exams. The university does not provide readers for home use.

Assistive Technology (AT)

DAS/DSS have staff who specialize in assistive technology to assist students. For further information, contact your disability support staff in the appropriate campus office.

Note taker Process

Students have the following options:

- They can locate a note taker on their own before requesting help from their instructors in locating a note taker.
- Students must present instructors with their Accommodation Letter, which must support their request for a note taker. In the Accommodation Letter, the instructors assistance is requested in locating a peer note taker in the class for the eligible student.
- If students or instructors cannot find a note taker in the class, the student and/or instructor should inform the DAS/DSS office so that a note taker can be located or other arrangements can be made.
- If media presentations are used, students may request paper copies from their instructors.
- If notes are provided via Blackboard or other media sources, students are encouraged to utilize these resources.
- **Note Taking Services are not a substitute for attending class.**

Exam modifications

Students who require test/exam modifications such as extended time, auxiliary aids, readers, interpreters or scribes should make arrangements for those modifications through the appropriate DAS/DSS office. Request for these accommodations should be made at least three (3) business days prior to the test/ exam date to guarantee appropriate arrangements.

It is the responsibility of the faculty member to ensure that the exam is sent to DSS at least 24 hours prior to the testing date. Exams can be delivered to DAS/DSS by the professor or Designee.

Service Animals

Guidelines

Consistent with the American with Disabilities Amendments Act (ADAAA), service animals are generally permitted in most campus facilities.

Definitions

A service animal is “any dog that is individually trained to work or perform tasks for people with disabilities.” In some cases miniature horses may also be considered service animals.

If there are any questions as to whether the animal qualifies as a service animal, a determination will be made by DAS/DSS.

Comfort Animals

The provision of emotional support, well-being, comfort or companionship by an animal does not constitute work or tasks for the purposes of meeting the definition of a service animal and will be considered upon request on a case-by-case basis. Comfort or companionship animals may be allowed in residence halls.

Students who are requesting approval for a comfort animal are asked to contact the appropriate disability office for their campus. These requests will be considered on a case by case basis, in an interactive manner based on VCU's determination process.

Physical Accessibility

The ADA sets forth physical accessibility requirements for the existing facilities of public universities such as VCU. VCU maintains compliance with the Uniform Federal Accessibility Standards and ADA Accessibility Guidelines for Buildings Facilities. Some VCU departments occupy older structures that because of their historic designation cannot be modified for complete access by students with disabilities, including some buildings that may not have an accessible entrance.

If a student is scheduled to attend a class in a building or a room that is inaccessible, the class or program may be relocated. An individual needing such an accommodation should contact the appropriate DAS/DSS disability specialist for assistance.

The university strongly encourages students to notify DAS/DSS at least four (4) weeks prior to the first day of classes to ensure classroom accessibility.

Maps of university building locations noting accessible entrances are available at:

www.maps.vcu.edu/monroepark
for the Monroe Park Campus

www.maps.vcu.edu/mcv
for the Health Sciences Campus

Academic Requirement Accommodations (Course Substitution)

Monroe Park Campus Only

Students with disabilities must complete all requirements for the particular degree they are pursuing. However, if a student believes that her disability would make it impossible to complete a particular general education, collateral or major requirement, the student should discuss the matter with the DSS service provider. Depending on the nature of the requirement in question, the severity of the disability, and the recommendation of the DSS service provider, a curriculum modification or substitution may be made.

A committee consisting of university faculty and staff members, and/or administrators, will review the student's substitution request and advise the student in writing of their findings. The student can obtain a course substitution petition form from the DSS office to begin this process. The DSS disability specialist will review the course substitution process with the student.

Mobility-Impaired Accessible Parking

Use of designated parking spaces for students with disabilities in the parking decks and lots on the Monroe Park and Health Sciences campuses requires:

- a university parking permit obtained from Parking and Transportation Services www.parking.vcu.edu
- a permit or license plate issued by the Virginia Department of Motor Vehicles or the state in which the vehicle is registered

Prior to initiating a request for a VCU Accessible Parking Permit, students should acquire the necessary license plate or documentation of disability from the Virginia DMV or agency in their home state. Daily, semester or annual parking rates are available.

All subscribers parking in handicapped-accessible spaces in controlled lots/decks must display:

- a valid university parking permit for their assigned lot or deck and
- a disability placard or license plate, issued by the state department of motor vehicles or equivalent office for the state in which the car is registered, indicating that the driver is permitted to park in an accessible space for the mobility impaired.

All parking subscribers **must** pay the applicable subscriber fee to park at any VCU parking location. VCU metered spaces are limited to four hours for mobility-impaired individuals with the proper parking permits

Failure to follow documented procedures will result in a parking fine if the driver is parked in a handicapped accessible parking space without the proper permits.

Students with temporary disabilities may request permission to park in handicap accessible spaces in their designated lot or deck.

If necessary, subscribers with temporary disabilities may request to move to a more proximate location. All persons requesting handicapped parking on either campus are required to have a placard from the DMV .

Bus Transportation

Transportation between campuses is provided via an accessible bus. Route and schedule information can be obtained by visiting the Parking and Transportation Services website at www.parking.vcu.edu or by calling:

- Monroe Park Campus office
1108 A West Broad Street
(804) 828-7275
- Health Sciences Campus office
659 N. 8th Street
(804) 828-7275

Accessible housing

Residential Life and Housing provides living spaces within the residence halls designated to accommodate the needs of students with disabilities. To request one of these allotted living spaces, documentation of a disability-related need for special housing, must be provided to DAS/ DSS. The Housing Accommodation Form may be obtained in the DAS/DSS office, or online at the DAS/DSS websites.

Services for Veterans

VCU provides support for its student veterans. The Green Zone program identifies faculty and staff volunteers throughout the university who have received special training and are knowledgeable about student veteran issues and resources.

The goal of the “Green Zone” is to make VCU more accessible to veterans. Faculty participants agree to:

- Attend a workshop that provides information and resources related to issues faced by student veterans.
- Display the Green Zone sticker outside their office door to let others know they are available to provide support and information about resources for student veterans.
- Be a resource to other faculty, staff or students who may have questions about student veteran issues.

Wounded Warriors are encouraged to contact the:

- Office of Disability Support Services on the Monroe Park Campus
- Division for Academic Success on the VCU Medical Campus.

Interpreting Services

A sign language interpreter is a skilled professional who facilitates communication between the educational environment and persons who are deaf or hard of hearing (D/HOH). To respect the professionalism of their interpreters, students must refrain from engaging them in casual and/ or inappropriate conversation that may interfere with their work.

- Disability Support Services coordinates all interpreter and computer aided real-time translation (CART) services for VCU students who are deaf. Students are encouraged to request an interpreter or CART services at least four (4) weeks prior to the first day of instruction. These services may not be available on the first day of class for students who do not request them at least four (4) weeks in advance.
- Once students register for classes, they need to give a copy of their class schedules to the DAS/DSS service provider. If changes are made in a student's original class schedule, the DAS/DSS service provider must be promptly notified.
- The DAS/DSS service provider makes interpreter/CART assignments based on the class, student and the skills of each interpreter. Every effort will be made to honor a student's request for a specific interpreter or transcriptionist. There may be instances, however, when a student's request cannot be honored due to overall scheduling constraints or unforeseen circumstances, such as illness.

It is the student's responsibility to attend all classes. Students must notify the DAS/DSS service provider at least 24 hours in advance if they anticipate being absent from class due to an illness or another serious situation.

- Students are allowed three absences. Habitual tardiness and/or four or more absences may result in a meeting with the DAS/DSS disability specialist to discuss the student's reasons for not attending class. The student may be required to provide written documentation from a physician or other professional that explains the need for the absences.
- Students need to make every effort to arrive on time to all of their classes. The interpreter/transcriptionist will wait an appropriate length of time for the student to arrive.
- Interpreters/transcriptionists are paid by the hour, even when the student does not show up for class. VCU expects students to be responsible and avoid being late for or missing classes.
- Students need to be alert in the classroom and pay strict attention to the instructor and the interpreter. If a student elects to sleep, eat, ignore or generally not pay attention to the interpreter, the interpreter will not recap what the instructor has said.
- Interpreters and students may schedule prep time before class to review course material and/or develop signs for words used frequently in the classroom for which there are no previous signs. Students need to make sure that they keep these important appointments. Remember, the interpreter and the student are a communication team and

should strive to work together to maximize the effectiveness of the classroom experience.

- If the interpreter/transcriptionist does not show up for class, the student should contact the DAS/DSS disability specialist immediately so that, if possible, a substitute can be found. Students who experience any problems with interpreters/transcriptionists or an interpreting situation should inform the DAS/DSS disability specialist immediately.
- DAS/DSS will make every effort to provide interpreters/CART services for a variety of campus events and activities. Students who request interpreter/CART services for both campuses
- Monroe Park Campus Interpreter/CART Request Forms are located in the DSS office. If scheduled interpreting/CART services are not needed, a Cancellation of Interpreter/ CART Services Form must be completed and given to the DSS service provider at least 24 hours in advance of the scheduled event or activity unless the cancellation is due to an emergency.
- To make a Virginia Relay call, dial 711 in Virginia, or (800) 828-1120 from outside of the state. Information on Virginia Relay is available online at www.varelay.org

Local Resources

Virginia Commonwealth University has compiled this list of local resources for students with disabilities for informational purposes only. The university does not endorse or recommend any specific individual or company, nor can the university guarantee outcomes, fees, etc. For more information or to request this documentation in an alternate format, contact the appropriate DAS/DSS office.

Accessible Housing

Residences at the John Marshall
101 N. 5th St.
Richmond, VA 23219
804-212-1620
(Accessible apartments available)

Accessible Transportation

CARE

301 East Belt Blvd
Richmond VA 23224
(804) 782-2273
www.ridegrtc.com

VanGo

5805 School Ave.
(804) 261-7388

Career/Employment Services

Department for Aging and Rehabilitative Services

8004 Franklin Farms Drive
(804) 662-7000
www.vadrs.org

Eyeglass Repair

Grove Avenue Eye Center
3601 Grove Ave.
(804) 353-3937

Lenscrafters

1601 Willow Lawn Drive
(804) 288-8938
www.lenscrafters.com

Hearing Aid Repair And Service

Hearing Clinic of Virginia

7110-E Patterson Ave.
Richmond VA 23229
(804) 358-7992

Hear Virginia

4922 W. Broad Street
(804) 477-1630
www.hear-virginia.com

Medical supplies

Discount Medical Supply

1220 N. Boulevard
(804) 354-6746
www.discountthc.com

Richmond Respiratory and Medical Supply

462 Southlake Blvd.
(804) 745-9677
www.richmondrespiratory.com

West Home Health Care

2277 Dabney Road
(804) 353-7703
www.whhci.com

Personal Assistants

Resources for Independent Living

4009 Fitzhugh Ave., ste. 100
(804) 353-6503, ext.13
www.ril-va.org

Sign language interpreters and CART services

Purple

1504 Santa Rosa Drive, ste. 2015
Richmond, VA 23229
(804) 234-0843
purplerichmond@purple.us

Sign Language Professionals Inc.

(804) 740-7279
www.signlanguageprofessionals.com

Virginia Department for the Deaf and Hard of Hearing

1602 Rolling Hills Drive, ste. 203
Phone/TTY: (804) 662-9502
Toll free/TTY: (800) 552-7917
<http://www.vdhh.org>

24-hour Pharmacies

CVS

10901 W. Broad Street
(804) 935-6916
www.cvs.com

3514 W. Cary Street
(804) 355-8533
www.cvs.com

Rite Aid

520 W. Broad Street
(804) 225-1340
www.riteaid.com

Veterinary Clinics

Cary Street Veterinary Hospital

3210 W. Cary Street
(804) 355-9144
www.carystreetvet.com

Fan Veterinary Clinic

307 N. Robinson Street
(804) 358-3779
www.fanveterinaryclinic.com

Wheelchair and Scooter Rental

Mobility Supercenter

7450 Midlothian Turnpike
(804) 231-7774
<http://www.mobilitysupercenter.com/>

West Home Health Care

2277 Dabney Road
(804) 353-7703
www.whhci.com

VCU Academic Resources

Virginia Commonwealth University provides many services to all VCU students to assist them on their academic journey. Some of these services, which DAS/DSS highly recommend to our students' are:

- Division for Academic Success (Health Sciences Campus)
<http://healthsciences.vcu.edu/das>
- Math Lab
www.math.vcu.edu/mathlab
- University Counseling Service
www.student.vcu.edu/counseling
- Campus Learning Center
www.vcu.edu/uc/clc
- University Career Center
www.students.vcu.edu/careers
- Writing Center
www.vcu.edu/uc/writingcenter

VCU Student Health Resources

Center for Psychological Services and Development

612 N. Lombardy Street
(804) 828-8069
www.has.vcu.edu/psy/cpsd

University Counseling Center Monroe Park Campus

University Student Commons
907 Floyd Ave., room 238
(804) 828-6200
www.students.vcu.edu/counseling

University Counseling Center Health Sciences Campus

Grant House
1008 E. Clay St., room B011
(804) 828-3964
www.students.vcu.edu/counseling

University Student Health Services Monroe Park Campus

Sports Medicine Building
1300 W. Broad St., Suite 2200
Clinic: (804) 828-8828

University Student Health Services: Health Sciences Campus

Virginia Mechanics Institute Building
1000 E. Marshall St. Room 305
(804) 828-9220
www.students.vcu.edu/health

Wellness Resource Center

(804) 828-9355
www.students.vcu.edu/health

1st Semester Checklist for Receiving Accommodations

- Contact the DAS/DSS office on your campus to request accommodations at least four weeks before start of class
- Find out if your documentation of disability is sufficient to be eligible for accommodations at VCU
If you need additional documentation, take VCU requirements to your doctor or other diagnosing professional to obtain the documentation
- Complete the following VCU forms (available on the DSS/DAS website or in the office):
Student Intake form
Student Acknowledgment form
Voter Registration Agency form
- Schedule an intake interview with DSS/DAS disability specialist
- Pick up accommodation letters the first week of the semester from the DSS/DAS office
- Give accommodation letters to each professor/instructor including those in lab classes
It is preferable to schedule an appointment with professors to give them the letters and to let them know how you learn best.
- Contact the DSS/DAS office if you experience any difficulty with this process or receiving your accommodations

Subsequent Semesters Checklist for Receiving Accommodations

- An updated accommodation letter is required for every semester.
- If changes to your letter are needed, contact DSS/DAS office immediately to schedule an appointment to discuss.
- If needed, request alternate format books at least 4 weeks in advance of the new semester.
- If needed, provide class schedule so interpreters may be secured at least four weeks in advance of the new semester. If there is any change in your schedule, or if you cannot attend a class, notify the DSS/DAS office immediately.
- Pick up accommodation letters the first week of the semester from the DSS/ DAS office.
- Give accommodation letters to each professor/instructor including those in lab classes.
- It is preferable to schedule an appointment with professors to give them the letters and to let them know how you learn best.

VCU Notice of Nondiscrimination, Equal Opportunity and Affirmative Action

Virginia Commonwealth University does not discriminate in admissions, treatment, employment or access to its programs or activities on the basis of race, color, religion, national or ethnic origin, age, sex (including pregnancy), political affiliation, veteran status, genetic information, sexual orientation, gender identity, gender expression or disability, as required by Title IX of the Education Amendments of 1972; the Americans with Disabilities Act of 1990, as amended; Section 504 of the Rehabilitation Act of 1973; Titles VI and VII of the Civil Rights Act of 1964; the Virginia Human Rights Act; the Genetic Information Nondiscrimination Act of 2008; the Governor's Executive Order Number One (2014); and other state or federal laws and university policies. VCU prohibits sexual and sex/gender-based misconduct, discrimination, harassment and interpersonal violence, including sexual assault. VCU also prohibits discrimination against employees or applicants because they have inquired about, discussed or disclosed their own pay or the pay of another employee or applicant.



Disability Support Services



dsa
Division of
Student Affairs

