Disability Services Procedures for Front Facing Office

Leeward Community College declares and reaffirms its commitment to the University of Hawaii's policy of equal education and employment opportunity. The College is committed to the principles and practices of nondiscrimination on the basis of race, sex, sexual orientation, gender identity aned expression, age, religion, color, national origin, citizenship status (except as permissible by applicable law), ancestry, physical and mental disability, genetic information, marital status (including civil union), arrest and court record (except as permissible under State law), National Guard absence, uniformed services, status as a protected veteran, income assignment for child support, credit history (unless directly related to a bona fide occupational qualification), pregnancy, breastfeeding, or status as a victim of domestic or sexual violence (including stalking).

The College further declares its commitment that as part of the University's equal opportunity policy to implement reasonable accommodations, to the extent required by law, for individuals with disabilities, sincerely held religious practices, victims of domestic or sexual violence, pregnancy, and breastfeeding. In addition, employees and applicants for employment are protected under Title IX, Title II and Section 504.

As an integral part of its Policy on Nondiscrimination and Affirmative Action, the Office of the President, University of Hawai'i, hereby declares and reaffirms its commitment to the University's pursuit of equal education and employment opportunity and further declares that any harassment of students or employees or applicants for admission or employment on the basis of sex is prohibited and will not be tolerated.

Disability Services Office

Efforts to comply with the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990, both in letter and in spirit, have resulted in increasing the numbers of adults with disabilities achieving great success at the college level. The goal of assistive and learning support services is to "level the playing field" to provide equal access to education for all at Leeward Community College. Accommodations given to students with disabilities in no way afford them an unfair advantage. Rather, they are in place to assist students with disabilities to overcome the disadvantages that would otherwise hinder their access.

The purpose of Disability Services is to give support and assistance with learning. Disability Services Office provides services to students with documented disabilities that allow them to access the instruction in their classrooms, whether they are face-to-face, virtual (synchronous/asynchronous) or hybrid in nature. These classroom accommodations enable

students to maximize their learning experience and independence to the fullest extent possible. The Disability Services Office also works to increase the level of awareness among all members of the college community so that students with learning challenges feel comfortable and do not feel limited in their abilities to strive for and achieve excellence.

Eligibility for these services is determined individually. Early planning is essential for many of the resources and accommodations provided. While students may request accommodations at any time, we ask that you contact us as you become aware of the need for services so we may assist you.

Procedures for Front Facing Offices

The Disability Services Office (DSO) provides services for students with documented disabilities which allow them to access the instructional programs/materials. We collaborate with students, faculty, staff, and the campus community to cultivate a universally designed environment that facilitates the removal of existing barriers for the full inclusion of people with disabilities. ***DSO is the only approved entity to verify a disability and determine an accommodation for students.***

In addition to the Disability Services Office Leeward CC has other offices that interact with students with disabilities. These offices include our Welcome Center, Learning Commons, and Library. In our efforts to ensure that all students are provided with access to all of our services, the following procedures have been put in place.

If a student show's up in person or calls one of our front facing offices other than the Disability Services Office and they disclose that they are a student with a disability the individual who is helping the student will proceed accordingly:

1. Ask the student what exactly it is they need help with? If the response is similar to any of the following:
    a. I need help with registration
    b. I need to meet with a counselor
    c. I have questions about my financial aid
    d. I need help filling out my application to Leeward CC
    e. I need help with getting my ID card
    f. I need help with making an appointment with a tutor
    g. Where do I find a particular book in the library?
    h. I need help with my research paper.
    i. How do I apply for a job on campus?

The individual helping the student would proceed the same way they would as if they are assisting a student without a disability.

2. If a student discloses that they have a disability and indicates that their disability will impact their ability to perform a specific task that involves the following:
    a. I need help with registration
    b. I need to meet with a counselor
    c. I have questions about my financial aid
    d. I need help filling out my application to Leeward CC
    e. I need help with getting my ID card
    f. I need help with making an appointment with a tutor
    g. Where do I find a particular book in the library?
    h. I need help with my research paper.
    i. How do I apply for a job on campus?

The individual helping the student would then ask what specific assistance they need, and if the student with a disability expresses that they need special equipment, a sign language interpreter, a screen reader, etc., the student will be referred to the Disability Services Office for further assistance.

3. If a student show's up in person or calls one of our front facing offices other than the Disability Services Office and they disclose that they are a student with a disability and require assistance but are not able to articulate what type of assistance they need or if a communication barrier takes place, please call the Disability Services Office at 455-0421 if the incident is occurring in person, or if it's a phone call please have the student contact the Disability Services Office at 455-0421 or have them send an email to leedso@hawaii.edu.

4. If a student show's up in person at one of our front facing offices other than the Disability Services Office and discloses that they have a disability, and begins to exhibit rude behavior, displaying signs of anger and frustration, or is displaying behavior that may be harmful to themselves or others please contact the Disability Services Office to see if someone is available to come over and mediate the situation. If Disability Services aren't available it would also be appropriate to contact Campus Security if the situation becomes a safety issue for everyone involved.

5. If a student show's up in person or calls one of our front facing offices other than the Disability Services Office and they disclose that they are a student with a disability and require assistance in requesting classroom accommodations please refer them to the Disability Services Office for further assistance. The Disability Services Office can be reached at 455-0421 or leedso@hawaii.edu. If immediate assistance is needed please have them contact Allan Nebrija or Kris Hernandez at 808-455-0421 or anebrija@hawaii.edu or khernand@hawaii.edu.

Training for Front Facing Offices

The Disability Services Office provides continuous training on ADA and how to work with individuals with disabilities, for all student help that work in our front facing offices who may have potential contact with students with disabilities.

Training for Faculty and Staff

The Disability Services Office provides continuous training for all Faculty and Staff on ADA Accommodations.

Accessible Documents

The Disability Services Office provides training on how to create accessible documents. This training is available to all Non-Instructional Faculty, Staff, and Clerical employees. The Disability Services Office also provides one on one assistance to all Faculty, Staff, and Clerical employees in making sure that their documents are ADA compliant.

The EMC provides training and assistance on how to create accessible documents for Instructional Faculty.