



NORTHERN ILLINOIS UNIVERSITY

Disability Resource Center

Division of Student Affairs

POLICY AND PROCEDURE MANUAL

NORTHERN ILLINOIS UNIVERSITY DISABILITY RESOURCE CENTER

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SELF-ADVOCACY: COMMUNICATING WITH INSTRUCTORS

Instructors at Northern Illinois University are charged with supporting students to achieve academic excellence.

The DRC requires students to communicate directly with their instructors regarding accommodations.

Therefore, it is important for you and your instructor to have a discussion about challenges and accommodations. The Disability Resource Center (DRC) recommends that this discussion occur with each instructor as early in the semester as possible, preferably by the end of the first week of classes. During this discussion you should provide your Letter of Accommodation that lists your approved classroom and testing accommodations.

You have the right to decide what you will share regarding your disability. It is illegal for anyone to ask you what your disability is or to ask you to discuss anything about it. However, communicating with instructors helps achieve a higher level of academic success. Lack of communication with instructors may lead to perceptions that are not accurate. If you want help preparing for this conversation, please contact your Access Consultant.

For the initial meeting/discussion with each instructor:

- For an in-person class, make an appointment with your instructor to meet during office hours. (If you want, discuss and/or practice what you are going to say with your Access Consultant.)
- For an online class communicate with your instructor via email. If possible, schedule a virtual appointment.
- Describing your learning style may be helpful. You may also provide concrete examples of how your learning style may affect you in this class.
- Develop a plan of action with the instructor. If an instructor is skeptical or not receptive to your approved accommodations, please contact your Access Consultant.

Any email communication from your Access Consultant or the Disability Resource Center will be sent to your Z-ID. Please check your email often.

INSTRUCTOR NOTIFICATION

Each semester, prior to meeting with your professor, you will need to request a Letter of Accommodation from the DRC by following the procedures below.

- Request a [Letter of Accommodation](#).
- Fill out the form online and click submit.
- Your letter should be ready within 48 hours for pick up at the DRC. Take the Letter of Accommodation to your instructors as soon as possible.

NOTE: For summer 2020 semester (due to COVID-19) all Letters of Accommodation, after being requested, Letters of Accommodation will be sent to the student's Z-ID email.

If you are taking online or off-campus classes, discuss delivery with your Access Consultant. If you are seeking accommodations for a clinical, student teaching, practicum and/or internship course, you will need to meet with your Access Consultant to determine applicable and appropriate accommodations as they may be different from classroom and exam accommodations.

NOTE: Northern Illinois University is not required to provide accommodations to students who:

- Have not registered with the DRC.
- Failed to self-identify to instructors.
- Have an out-of-date or incomplete file.
- Lack requested documentation.

All new student intakes have to be completed and any requested documentation received **at least two weeks prior to final exams**. In addition, all new student intakes predicate upon the availability of an Access Consultant to complete the intake.

EXAM ACCOMMODATION PROCEDURES

The DRC provides exam accommodation services to eligible students. In conjunction with current instructor/professor(s), eligible students may arrange to take exams in the DRC rather than in class. **Please note that exam accommodations also apply to course quizzes.**

It is the student's responsibility to initiate this service and to comply with the following procedures:

Meeting with Instructors/Professors and Completing the Exam Accommodation Form (EAF) **for in-person classes:**

- 1) As a student, it is your responsibility to meet with your instructor/professor(s) to discuss exam accommodations as stated in your Letter of Accommodations. It may be helpful to present the instructor/professor with a copy of this form in order to understand the exam accommodation policies. Download the [Exam Accommodation Form](#) (PDF) online or pick it up in the DRC.
- 2) *Students are responsible for submitting an EAF to the DRC no later than three business days prior to the date of the exam.* For example, if the exam is on MONDAY, the form must be submitted on the WEDNESDAY prior to the date of the exam. **If a student is taking an exam during the final week of the semester, an EAF must be submitted five business days prior to the date of the exam.** EAFs must be submitted **IN-PERSON** to the DRC.

NOTE: Due to the number of students the DRC serves and with limited seating/resources, the DRC cannot accept an EAF without three or five respective business days' notice, even with an instructor/professor's approval.

- 3) Instructors/professors/friends/family **cannot** return the EAF on the student's behalf. It is the student's responsibility to return the completed form to the DRC. EAFs will not be accepted via email.
- 4) The EAF must be fully completed by both the student and instructor/professor or it will not be accepted and will be returned to the student. *Reviewing the entire EAF immediately after receiving it from your instructor/professor to ensure there is no missing information is encouraged.*

- 5) Exams are administered based solely on the information provided on the EAF. Students will be allowed to use only the materials as indicated on the EAF by the instructor/professor. If a student needs to arrange to take the exam on a different day/time than the rest of the class, the EAF must reflect the student's alternative date/time on the "Alternate date/time" line on the EAF.

Changes to Your DRC Exam Appointment

- 1) If an instructor/professor changes an exam date/time, the student is responsible for notifying the DRC and sharing the necessary details (Student Name, Class Name, Instructor/Professor Name and Exam date/time) to DRC_exam@niu.edu. The student **MUST** carbon copy (CC) the instructor/professor on this email in order for this to be valid. **Twenty-four hours' notice (one business day) is required.**

Taking Your Exam at the DRC

- 1) The DRC testing hours are as follows:
 - a. For fall and spring semesters:

Monday through Thursday, 8 a.m. to 5 p.m., and Friday 8 a.m. to 4:30 p.m.
 - b. For summer semesters:
 - i. Monday through Friday, 8 a.m. to 4:30 p.m.
 - ii. *Summer hours begin the Monday following the final week of the spring semester and end the Friday prior to the beginning of the fall semester.*
- 2) Students are allowed to begin their exam up to five to 10 minutes early and up to 15 minutes late; however, their end time will remain the same. **If a student is more than 15 minutes late** to a scheduled exam start time, they will need to contact their course instructor/professor and the DRC in order to reschedule the exam and a new Exam Accommodation Form may need to be completed.
- 3) The DRC cannot allow students to begin their exam more than five to 10 minutes prior to the exam start time.

- 4) Due to the nature of students' accommodations and the DRC exam hours, students may need to schedule alternative dates/times.

Equipment Needs

1. When turning in the EAF, make sure the request includes any equipment needs (e.g., tape recorders, computers, CCTVs).
2. If you request to use equipment or software provided by the DRC, know how to use it before taking the exam. No instructional assistance will be provided during the exam. If you are unfamiliar with equipment, schedule time to do an equipment review with an Access Consultant.

Exam Security

- Only materials indicated by instructors on the EAF will be allowed in the exam room.
- Food and drinks are not allowed in the exam rooms unless accommodations specify otherwise.
- You may use the restroom and drinking fountain but you may not leave the testing location/building until you have given your completed exam to a DRC staff member.
- If you do not qualify for breaks, plan on remaining in the exam room until the exam is completed.
- Your instructor will be notified if you are caught or suspected of cheating while taking an exam at the DRC. The instructor will determine the consequences.

Procedures for online classes Quizzes and Exams

- Communicate with your instructor regarding the formatting of the exam. For example: will the exam be multiple choice, will it be an essay, will you need to be virtually proctored, etc?
- Inform your instructor if you would like to use your accommodations for each specific quiz/exam

- If your instructor has questions regarding how to implement your accommodations for an online quiz/exam, please refer them to the DRC.

EXTENDED TIME ON ASSIGNMENTS ACCOMMODATION

Sometimes you may have a problem finishing an assignment on time due to the nature of your disability. You may be eligible for extended time on assignments. When this accommodation is needed, discuss it with your instructor. Should you ask for an extension when the assignment is given? Should you ask for an extension before the assignment is due? Should you ask for extensions on all assignments? By collaborating with the instructor early in the semester, a process can be developed and expectations can be discussed and agreed upon. You must discuss this accommodation with your professor for it to be active in the specific course. The DRC recommends that you follow up with your professor in writing regarding any extensions that have been agreed upon.

FLEXIBILITY WITH ATTENDANCE ACCOMMODATION

Attendance is an integral part of the learning process. Instructors set attendance policies at the individual course and department levels. Similarly, instructors determine policies regarding making up work and missed quizzes/exams.

You are responsible for following each instructor's requirements regarding attendance and make-up policies. Most instructors include this information in their course syllabus. Request clarification from your instructor if you are not sure about a policy.

Because working with your instructor is vital to success, discuss this accommodation at the beginning of the semester. If your condition is unpredictable, disclosing this possibly may help.

If you have an attendance accommodation, each time you are absent, email your instructor. This email simply needs to say that you were absent for a disability-related reason and will follow up with the instructor.

This accommodation **does not excuse you from assignments or coursework**, nor does this void attendance policies that are tied to essential elements of the course. You must discuss this accommodation with your professor for it to be active in the

specific course. The DRC recommends that you follow up with your professor in writing regarding any attendance exceptions that have been agreed upon.

GETTING MATERIALS IN ADVANCE

Some students receive an accommodation of receiving course materials in advance of a class lecture. The purpose is to allow students extra time to process information and materials before learning about them during a lecture setting.

If you have this accommodation, talk about how to receive materials in advance during the initial meeting with your instructor. Will the instructor put materials on Blackboard? Will the instructor email the materials directly? By setting up a specific process, it will be easier for you and your instructor to coordinate. Instructors should speak with your Access Consultant about concerns regarding the accommodation.

INTERPRETING AND CART SERVICES

American Sign Language (ASL) Interpreting and Communication Access Real-Time Technology (CART) services may be provided as a reasonable accommodation based upon documentation of a disability and discussion with the student and instructors.

Requesting ASL Interpreting or CART Services in the Classroom

- Inform your Access Consultant during the intake process/initial conversation. After establishing accommodations with the Access Consultant, email the Coordinator of Interpreting/CART Services a copy of your schedule.
- Immediately notify the Coordinator of Interpreting/CART Services of any changes in your schedule. Late notification of changes or late registration may delay Interpreting/CART services.

Requesting Interpreting/CART Services Outside of Class

- Meetings with professors, academic advisors, university officials, etc. require a **minimum of two days' advance notice** because of the time needed to schedule an interpreter. Efforts will be made to fulfill requests made on short notice, but interpreters may not be available.

- Interpreters **are not permitted to accept direct requests** for services. A request for services must be made through the DRC by completing and submitting the [Interpreter/CART Service Requests](#) form.

A general request made by email or text is not acceptable.

As the DRC strives to provide student-centered services, the following guidelines have been created:

Attendance:

Interpreters have expectations to arrive before class begins. Notify the Coordinator if your interpreter is late or misses a class.

When the interpreter reports to a class, they must wait 10 minutes for a class up to one hour long, or 20 minutes for any class over one hour. If the student is still not there and does not communicate via phone/text, the interpreter will leave.

Interpreters are required to report student no-shows immediately to the Coordinator to monitor student absences.

When tests are announced, determine if the interpreter will be needed for that class period. Inform the interpreter if their services will not be required for the testing period.

All final exam services are per request only. If you would like an interpreter for a final exam, contact the Coordinator **five** business days before the final exam.

Absences:

If interpreting or CART services have been scheduled and you know that you will not attend class or will not be using services on a specific day, inform the Coordinator and the interpreter least 24 hours in advance.

In some situations, such as illness or sudden cancellation of class by the professor, if you cannot provide 24 hours' notice, notify the Coordinator and your interpreter **as soon as possible.**

Repeated last minute cancellations without valid reasons will be individually reviewed by the Coordinator. Failure to provide 24 hours advance notice is considered a "No-show."

Failure to provide notice will result in the following actions:

1. **First “No-show.”** The Coordinator will contact you via email to remind you about the policy and appropriate procedures.
2. **Second “No-show.”** An email will be sent to you informing you that you have two “No-shows,” remind you about the policy and appropriate procedures and notify you that services will be suspended until you meet with the Coordinator. Services will resume after the meeting if it is determined that this is the most reasonable and appropriate course of action.
3. **Subsequent “No-shows.”** Cancellation of regular services for that class. To get services for future sessions of that class, schedule another meeting with the Coordinator to review policy and discuss concerns with the class and the accommodation. A decision will be made during that meeting regarding interpreting/captioning for the remainder of the semester. It is possible that the student will need to turn in a completed “Service Request Form” for each remaining class session.

If an interpreter is unable to interpret for a class for any reason, the Interpreter/CART Coordinator will attempt to find a replacement. Please note that DRC may not be aware the interpreter is absent, especially in unpredictable events such as car problems, traffic, weather conditions, etc.

Communication with your Interpreter/CART Provider:

If you have difficulties with your Interpreter/CART provider that you are unable to resolve, please contact the Interpreter/CART Coordinator, your Access Consultant or the main DRC office. Every reasonable effort will be made to resolve quickly and fairly.

A high standard of professionalism is required of NIU interpreter/CART providers. They are expected to follow the Code of Professional Conduct and the policies and procedures of NIU Interpreter/CART Services. These policies include the following:

- Treat all assignment-related information confidentially.
- Keep all job-related information confidential.[†]
- Interpret the full message accurately and do not censor or add to the message.

- Remain impartial and do not become involved in a situation they are interpreting.
- Do not offer or give personal information about the student, but instead suggest the person speak to the student directly.

†In the educational environment, an Interpreter/CART provider may at times need to share accommodation-related issues with other staff on a need-to-know basis. The DRC staff uses a team approach in the collaboration and sharing of work-related information. As a result, there will be times when information regarding students and work experiences are shared for the purpose of improving the quality of the DRC services.

LAB ASSISTANCE ACCOMMODATION

You may need an assistant for a lab or non-lecture classroom setting due to the nature of your disability. A lab assistant can read, write/scribe or manipulate lab tools/materials. Clear boundaries are necessary in these situations. In all cases, the student is responsible for directing the actions of the lab assistant, not vice versa. You are always responsible for doing your own work.

If you think you may qualify for lab assistance, contact the DRC at least four weeks in advance. Requests for lab assistance services received with less than four weeks' notice for ongoing classes can result in delayed services. In addition to the date and time of the lab, include information about any dress requirements for the lab assistant.

NOTE-TAKING ACCOMMODATION PROCEDURES

For in-person courses

If you receive a Note-Taking Accommodation, get the *Note-Taking Accommodation Information* document from the DRC.

To get a note-taker for each class, either:

1. Ask a student in class to volunteer and give them the *Note-Taking Accommodation Information* document.
2. Ask the instructor to read the scripted statement in the *Note-Taking Accommodation Information* requesting a volunteer to the class.

If you do not get a note-taker through the above two options, contact your Access Consultant.

The note-taker must connect with the DRC in order to be considered a note-taker. Please ask the volunteer to bring the *Note-Taking Accommodation Information* document to the DRC to register.

NOTE: Receiving a Note-Taking Accommodation does not mean you are exempt from taking notes.

- You are still expected to take notes in class unless your disability precludes it. Using a note-taker provides access to additional notes enabling you to fill in missing information.
- You must attend class in order to receive note-taking services. Note-takers are not required to take notes for students choosing to be absent from class.

For online courses

Communicate with the instructor regarding the format of the class. Will the course be asynchronous, recorded and shared, etc.? For some online formats you may not be able to use your note-taking accommodation as there may not be need to. In others you may be able to request access to a volunteer's notes that were taken during a class virtual meeting.

PRIORITY REGISTRATION

After your first semester, you **may be eligible to** receive priority registration as an accommodation. Priority registration is a window of opportunity to register early, based on stated deadlines. It is not a guarantee of class admission, nor does it provide access to courses after they have been filled. Therefore, it is critical that all students eligible for priority registration follow the stated times to complete their registration.

If you need Sign Language Interpreters or Captionists, you are strongly encouraged to register during priority enrollment periods to assist with the scheduling of services.

Priority registration dates are typically the first full week of April for the summer and fall semesters, and the first full week of November for the spring semester. Exact dates are posted to your My-NIU Student Center, listed under Enrollment Dates, and are typically posted on DRC website.

Priority registration is provided as an accommodation to help you:

- Get the most appropriate classes and class schedule for meeting accommodation requests.
- Give you time to contact instructors before classes start to discuss accommodation needs and request a course syllabus.
- Get alternate format of printed materials in a timely manner.
- Plan a course schedule that arranges classes in the most easily accessible locations and get appropriate travel times.
- Schedule sign language interpreting/captioning.

REQUESTS FOR ALTERNATIVE FORMAT OF MATERIALS

Examples of alternate format of materials include electronic text (in Microsoft Word, PDF, straight text, etc.), Braille and tactile drawings.

If you need alternative formats, submit requests and materials to be adapted at least **2-3 weeks before the materials are needed**. Although that seems like a long time:

- There may be copyright issues to resolve.
- Some conversion processes take a lot of time.
- The DRC needs to get the materials to convert them.
- Requests are processed in the order received.
- If the course structure does not allow timely provision of adapted materials, DRC staff, the course instructor and you will discuss whether an alternative reasonable accommodation is available.

The DRC retains the right to determine the most effective and timely accommodation after appropriate consultation with you.

Contact the instructor or the bookstore well in advance of the semester (preferably eight weeks prior) to:

- Identify required textbooks.
- Identify printed materials that need to be adapted such as Word/text files, PowerPoint slides, visual aids and/or additional readings like library reserve or e-reserve readings.
- Discuss the option of providing Word/text files of materials directly to you or the DRC as appropriate.

Contact the DRC and follow the appropriate steps, depending on the type of format needed, to obtain the alternative media.

Electronic Text (E-Text):

- Complete the [Alternative Format Materials Request form](#).
- Purchase (or rent) the text to be converted, as required by publishers and industry standards.
- Give the DRC proof of purchase or rental (a receipt, for example) and the materials to be converted. This can be attached electronically to the “Alternative Format Request” or brought to the DRC in hard copy.

You will get one copy of the alternate format for each material required for academic use. This electronic file has copyrights and may not be reproduced or distributed. Any further reproduction or distribution is an infringement of the agreement with the publisher.

Some publishers require that students return material received from the DRC at the end of the semester. In most of these cases, the DRC will have an agreement from the publisher that you sign. If you do not return the materials, an encumbrance is placed on your account which will suspend the release of grades, registration of classes, release of transcripts or receipt of degree upon graduation.

Braille, Enlarged Print and Screen Magnification

Across the NIU campus, there are resources that you can use independently:

- Closed-Circuit TVs (CCTV) in Founders Memorial Library, Room 102.

- CCTVs in the DRC for testing use.
- Assistive technology computers in Division of Information Technology computer labs. Visit the DoIT [Technology Labs webpage](#).

If you need materials in Braille, enlarged print or tactile drawings, complete the [Alternative Format Request](#) and submit it with the printed material/electronic to the DRC. Please note that books are seldom available in Braille or large print, but sections can be made available as needed. Discuss what you need with your Access Consultant, but realize that it can take 2-3 weeks to get the material in alternative formats.

Alternative format materials will be sent via OneDrive for E-Text but will be available for in-person pick up when a hard copy is requested and approved.

RECORDING ACCOMMODATION

When necessary, it may be possible to record class lectures as an accommodation. Get permission before recording lectures. If your instructor has concerns, they should contact the DRC. For additional information, please see the [Classroom Recording Policy for Northern Illinois University](#) (PDF).

CAMPUS ACCOMMODATIONS AND ACCESSIBLE HOUSING

NIU Residence Halls offer rooms and facilities that are accessible to students with disabilities. If you need housing arrangements because of a disability, discuss it with your Access Consultant. The Access Consultant will be able to explain options and recommend how to get them. Indicate on the NIU Housing application that you need accommodations based on disability. You must still comply with all University Housing timelines. The NIU Housing Accommodations information can be found on the [NIU Housing and Residential Services](#) webpage.

If you need a single room due to a disability, contact your Access Consultant or call the DRC main office at 815-753-1303 to make an appointment to register.

Emergency Evacuation

If you need assistance for emergency evacuation from a residence hall, contact the Complex Coordinator or full-time Hall Director. Do this as soon as possible upon moving in.

ACCESSIBLE PARKING

All arrangements for parking permits are made through [NIU Campus Parking Services](#). All students who park on campus must purchase an NIU parking permit.

A license plate or parking placard is required before purchasing a permit for accessible parking. A license plate or parking placard is also required if you need accessible parking temporarily. See the [Office of the Illinois Secretary of State](#) webpage for information about getting the license plate or parking placard application.

NIU Campus Parking Services is at 121 Normal Road in DeKalb on the corner of Normal Road and Highway 38 (Lincoln Highway).

ASSISTANCE ANIMALS

“Assistance animals” are Comfort or Emotional Support Animals (ESA) only.

Under the Fair Housing Act, Comfort or Emotional Support Animals may be allowed in public housing but are not required to be allowed across campus.

Your Responsibilities

Register your assistance animal with the DRC. Registering with the DRC provides an opportunity to discuss additional accommodations beyond the assistance animal. University housing staff may consult with or refer a student with a disability to the DRC to assist with determining the reasonableness of the use of an assistance animal as an accommodation in the residence hall.

The cost of care, food, arrangements, supervision and responsibilities for the well-being of an assistance or a service animal are the sole responsibility of the owner at all times. Animals on campus must:

- Meet all requirements for the presence of animals in public places (vaccinations, licensure, ID tags, etc.) mandated by state or local ordinances. For DeKalb County, these requirements can be found on the [DeKalb County, Illinois Municipal Codes](#) webpage.
- Be in good health. Animals to be housed in university housing must have an annual clean bill of health from a licensed veterinarian.

- Be under control. You must be in full control of the animal at all times. Reasonable behavior is expected from assistance animals while in university housing. If an assistance animal, for example, exhibits unacceptable behavior, you are expected to employ the proper training techniques to correct the situation.
- Not cause damage to the campus. If you have an assistance animal in university housing, you are financially responsible for property damage caused by your assistance animal.
- Not cause undue financial burdens to the university. All functions of assistance animal use, including assistance animal training or retraining, independent travel, animal food purchasing and maintenance, grooming, veterinarian care and hygiene maintenance is the full responsibility of the individual with the disability.

Assistance Animals in University Housing

You must request for housing accommodations. The DRC will work with University Housing to ensure appropriate accessible housing is provided.

- Disturbing vocalizations or noises from the animal must be kept to an absolute minimum.
- Assistance animals may not be bathed in the shower rooms, bathtubs or sinks in the residence halls. Food dishes must be cleaned only in the large sinks for resident use on each floor. Animal food must be kept in a covered storage container.
- Assistance animals will not be allowed in dining centers. Assistance animals are allowed in other public residential spaces only to be taken in and out of the building to defecate or to travel to an off-campus location.
- Assistance animals must be able to remain in the residence unattended while you are in class or attending other university events.

Removal of Assistance Animals

If your assistance animal is unruly or disruptive (e.g., barking, running around, bringing attention to itself) you may be asked to remove the animal from university housing if you do not take effective action to control the animal. If the improper behavior happens repeatedly, you may be told not to bring the assistance animal

into university housing until you take significant steps to mitigate the behavior. Mitigation can include muzzling or refresher training for both you and the animal.

Assistance animals that are ill should not be taken into public areas. If you have an ill animal you may be asked to remove the animal from university housing or leave university housing until the animal is healthy.

If your animal is unclean or noisome, you may be asked to leave university housing. An animal that becomes wet from walking in the rain or mud or from being splashed by a passing automobile, but is otherwise clean, should be considered a clean animal. If the animal in question is usually well-groomed, the university may consider the animal that appears messy due to environmental conditions (rain, snow, sleet, mud, etc.) well-groomed until the handler is able to groom the animal appropriately (give it a bath, brushing, towel dry, etc.).

Grievances and/or Complaints

If you are dissatisfied with a decision concerning your assistance animal follow the applicable institutional Appeal/Grievance Procedure. Other individuals who have complaints regarding the use of service or assistance animals in university housing should direct them to Residential Services staff.

Veterinarian Care

The following veterinarians are located within the area operated by the Huskie Bus Line and the paratransit service (Dial-A-Ride). Each veterinarian may offer some type of discount to assistance animal owners. Check when making an appointment. The DRC is providing this contact information as a service to students and does not endorse or guarantee the services provided by these independent veterinarians.

- Bethany Animal Hospital, 2400 Bethany Road, Sycamore, Illinois 60178; 815-756-8925 or after hours 815-756-8926.
- Prairie View Animal Hospital, 24 Rich Road, DeKalb, Illinois 60115; 815-756-9976 or after hours 815-756-8926.

Dog Parks

There are two dog parks in the DeKalb area. One is Katz Park located at 393 W. Dresser Road in DeKalb. The other is the Brian Bemis Family Dog Park located at

480 South Airport Road in Sycamore. Please check both the [DeKalb Park District](#) and [Sycamore Park District](#) websites for updates.

SERVICE ANIMALS

If you use a service animal, you may want to register with the DRC. Registering with the DRC provides an opportunity to discuss additional accommodations beyond the service animal.

Service Animals in University Housing

You must make the request for housing accommodations. The DRC will work with university housing to ensure appropriate accessible housing is provided.

Service animals must always be kept under control and on a leash/lead, except in your room with the door shut. **All** policies listed above for assistance animals apply to service animals.

Additionally, in dining centers, service animals must:

- Remain quietly by your chair or under the table out of the way of others.
- Not disturb others at the table in any way, including other service animals.
- Keep their noses and all body parts off tables, trays and food-servicing counters at all times.

Service animals are not allowed in food preparation areas.

LIBRARY SUPPORT SERVICES

Founders Memorial Library offers services and assistive technology for students. Contact the Coordinator of Library Services for Persons with Disabilities at 815-753-9853.

PERSONAL CARE ATTENDANTS

Personal Care Attendants (PCAs) are allowed on campus with students with disabilities. PCAs must abide by NIU policies and codes of conduct. It is your responsibility to recruit, interview, hire, train and pay for PCAs.

Analyze your needs so you can be clear and specific when talking to potential PCAs. Negotiate the details of the work arrangement. In addition, plan on employing one or two back-up PCAs to be on call.

If you are working with the Illinois Department of Rehabilitation Services, consult with your counselor to determine eligibility for financial reimbursement of PCA costs.

PHYSICAL ACCESSIBILITY ON CAMPUS

If you encounter classes or service spaces that are inaccessible, contact your Access Consultant. Access to most campus locations is provided through NIU on-campus transportation. You can report a [physical barrier on campus](#) through the DRC website.

In the event of an unanticipated situation, such as a wheelchair or scooter breakdown, contact the DRC during business hours for help getting to classes.

TRANSPORTATION

Huskie Bus Line

NIU has a bus system operated by the City of DeKalb which runs throughout campus and some areas of the DeKalb community. The buses are accessible with wheelchair lifts and tie-downs. Preferential front seating is available to students with severe mobility and/or visual disabilities. Be sure to ask the driver to verbally announce stops. See the [City of DeKalb public transit webpage](#) for bus routes.

Huskie Safe Line

The NIU Department of Police and Public Safety provides the Huskie Safe Line Service. The accessible van is available for free, door-to-door, no-questions-asked service from 10 p.m. to 6 a.m. Please call 815-753-2222 to make arrangements for this service.

Dial-A-Ride

Dial-A-Ride is operated by Voluntary Action Center (VAC) in DeKalb County. This service is free for all NIU students who have an active OneCard. Students must register with Dial-A-Ride and are welcome to, but do not need to be registered with the Disability Resource Center to schedule rides with [Dial-A-Ride](#).

Potential riders will need to contact [VAC](#) to establish rides. For more information about the VAC, the Dial-A-Ride service or specific routes in DeKalb, please call 815-758-6641.

DRC BEHAVIOR POLICY

In accordance with the Northern Illinois University Student Code of Conduct, disruptive and abusive behavior will be reported to the Office of Student Conduct.

This behavior includes, but is not limited to:

- Name-calling of or yelling at any DRC/university staff and students.
- Swearing at DRC/university staff and students.
- Slamming open/close doors at the DRC.
- Displaying behavior that is meant to be intimidating (standing over employees, banging hands against desks/tables etc.).
- Threatening DRC/university staff and students.
- Refusing to turn in exam when time has expired.
- Emailing inappropriate comments or threats to DRC/university staff and students.
- Stalking or harassing DRC/university staff and students.

The DRC acknowledges that students often use our services during stressful situations. However, there are appropriate ways to convey your experience. This can include calmly and respectfully explaining your concerns or frustrations or asking for a moment to process your initial reaction. If you have questions about appropriate ways to voice your concerns or discomfort, please discuss this with your Access Consultant.

Please view the [Northern Illinois University Student Code of Conduct](#) in its entirety.

GRIEVANCE PROCEDURES

DIVERSITY-RELATED APPEAL AND GRIEVANCE PROCEDURES

We hope everything goes smoothly for our students. If you have concerns or problems related to a disability, accommodations or discrimination, use one of the grievance procedures listed below.

The first grievance procedure is for a concern with the DRC and/or a particular DRC staff member. The second procedure is for filing a complaint because of a disability-related concern or a problem with an office or someone at the university outside of the DRC.

For issues that are unrelated to disability, follow [general NIU grievance procedures](#) which apply to all students.

Resolving Disability-Related Conflicts with the DRC and/or a DRC Staff Member

If you want to appeal a disability-related decision made by a DRC staff member, talk with the staff member first. If the complaint is unresolved, talk with that person's supervisor. If that does not resolve the issue, notify the director of the DRC in writing. The director will investigate the issue and respond to the student within 10 class days.

If this does not resolve the disability-related issue, you may appeal to the associate vice president of Student Affairs and dean of students (Section 504 compliance officer). The appeal should include a written statement regarding the nature of the complaint, results of the previous appeal and requested resolution. This appeal will have an investigation, and a decision will be rendered within 10 class days of the request. This will be a final decision.

Resolving Disability-Related Conflicts within the University Outside of the DRC

If you have a disability-related grievance/concern about a department, faculty or staff member at the university, contact your Access Consultant. If the grievance is discrimination-related, the grievance should be filed with the Office of Academic Diversity, Equity and Inclusion. If the grievance is academically related, follow the process outlined in the Academic Policies and Procedures Manual.

Note: Northern Illinois University has a “Non-Discrimination-Harassment Policy and Complaint Procedure.” You may use this process for complaints involving a

claim of discrimination on the basis of race, color, religion, national origin, citizenship, intending citizenship, sex, sexual orientation, age (over 40 years), disability, Vietnam-era veteran status, or special disabled veteran status. Contact NIU's [Ethics and Compliance Office](#) to initiate this process.

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