Disability Services
Resource Guide

The office of Disability Services promotes diversity and inclusion at UMass Lowell by partnering with the campus community. We create equal access by removing barriers, promoting diversity, employing universal design and striving for inclusion.

University Crossing, Wellness Center, Suite 300
220 Pawtucket Street,
Lowell, MA 01854

Tel: 978.934.4574
Fax: 978.934.2032
Email: Disability@uml.edu
Website: http://www.uml.edu/student-services/disability/
Accessibility Website: http://www.uml.edu/accessibility/
Meet our Staff

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Phone: 978-934-4574

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Phone: 978-934-4574
# K-12 Experience for Students with Disabilities

**Mandatory and Free**

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<thead>
<tr>
<th>Teacher Responsibilities</th>
<th>Student Responsibilities</th>
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<tbody>
<tr>
<td>Classroom Experience</td>
<td>Course Materials</td>
</tr>
<tr>
<td>• Trained to teach</td>
<td>• Always checks student’s work</td>
</tr>
<tr>
<td>• Adapts materials to student’s learning style</td>
<td>• Reminds student of incomplete work</td>
</tr>
<tr>
<td>• Helps student learn and process information</td>
<td>• Reviews assignments and due dates</td>
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<table>
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<tr>
<th>Student Responsibilities</th>
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<tr>
<td><strong>Course Materials</strong></td>
</tr>
<tr>
<td>• Gets course material from syllabus</td>
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<tr>
<td>• Often gets homework assignments from syllabus</td>
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<tr>
<td>• Manages own time</td>
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<tr>
<td>• Needs to take notes</td>
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<tr>
<th><strong>Student Support</strong></th>
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<tbody>
<tr>
<td>• Needs to ask for help sessions</td>
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<tr>
<td>• Attends professor’s office hours</td>
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<tr>
<td>• Provides information to parents</td>
</tr>
<tr>
<td>• Advocates for self</td>
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<table>
<thead>
<tr>
<th><strong>Student Responsibilities</strong></th>
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<tbody>
<tr>
<td><strong>Classroom Experience</strong></td>
</tr>
<tr>
<td>• Needs to think about and synthesize unrelated topics</td>
</tr>
<tr>
<td>• Takes responsibility for self</td>
</tr>
<tr>
<td>• Accepts consequences of own decisions</td>
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<thead>
<tr>
<th><strong>Course Materials</strong></th>
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<tbody>
<tr>
<td>• Trained as an expert in subject, not as a teacher</td>
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<tr>
<td>• Holds office hours</td>
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<tr>
<td>• May only lecture nonstop</td>
</tr>
<tr>
<td>• Waits for student to ask for help</td>
</tr>
<tr>
<td>• Does not check homework or student’s work</td>
</tr>
<tr>
<td>• May not remind student of due dates</td>
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*Adapted from Disability Services (ACCESS) at the University of Vermont*
## Difference in Laws for People with Disabilities

<table>
<thead>
<tr>
<th></th>
<th>IDEA</th>
<th>Section 504</th>
<th>ADAAA</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Who is covered?</strong></td>
<td>Special education law that covers students K-12.</td>
<td>Civil rights law to prohibit discrimination against those with disabilities throughout their lifetime. Applies to programs and activities that receive federal funding.</td>
<td>Civil rights law to prohibit discrimination against those with disabilities throughout their lifetime. Applies to employment and public services.</td>
</tr>
<tr>
<td><strong>How are you identified?</strong></td>
<td>School districts are responsible for identifying and evaluating students with disabilities. This evaluation is at no cost to the student.</td>
<td>At the college level, students are responsible for self-identification. Evaluations are at the student's expense.</td>
<td>Students are responsible for self-identification. Evaluations are at the student’s expense.</td>
</tr>
<tr>
<td><strong>Who makes the plan?</strong></td>
<td>An educational team, including parents and teachers, develop plans to assist the student. The team may advocate on the student’s behalf.</td>
<td>At the college level, plans are developed using an interactive process between the student and the Disability Services Office. Students must advocate for their own needs.</td>
<td>Plans are developed using an interactive process between the student and the Disability Services Office. Students must advocate for their own needs.</td>
</tr>
<tr>
<td><strong>What services are provided?</strong></td>
<td>Offers educational services that are remedial in nature in additional to services offered to all students.</td>
<td>Eliminates barriers that would prevent a person from full participation in a program or activity that is offered to the general population.</td>
<td>Eliminates barriers that would prevent a person from full participation in a program or activity that is offered to the general population.</td>
</tr>
<tr>
<td><strong>Are modifications allowed?</strong></td>
<td>Allows for modification of curriculum to fit student needs.</td>
<td>Provides reasonable accommodations for equal access. Does not allow for modifications to technical requirements or course curriculum.</td>
<td>Provides reasonable accommodations for equal access. Does not allow for modifications to technical requirements or course curriculum.</td>
</tr>
</tbody>
</table>
Student Responsibilities:

- Students are responsible for self-identification, unlike high school where the school district identified, evaluated and intervened.

- Students are required to provide adequate documentation to demonstrate the existence of a disability as defined under ADAAA guidelines.

- At the beginning of each semester students are required to complete a Faculty Notification Form to request accommodations.

- Students will request services and accommodations in a timely manner.

- Students are responsible for alerting DS if they experience difficulties accessing their accommodations.

- Students are responsible for making arrangements to receive their extra-time accommodation, at least 7 days prior to the exam and must contact DS of any scheduling conflict.

- Treat all Disability Service and University Personnel with respect.

- Meet all the requirements for your academic program; and the technical requirements required for graduation.

DS Responsibilities:

- The University will provide students with documented disabilities access to all services, programs, or activities sponsored by the University.

- DS will provide reasonable accommodations to ensure equal access to all academic programs.

- DS will provide students with documented disabilities supportive services during their college tenure.

- As per FERPA (Right to Privacy Laws), DS staff will only communicate with the student, for privacy protection, unless the student signs a Consent to Release form.

- With the student’s consent, DS staff will work with any third parties (e.g. Commission for the Blind) to ensure a smooth transition to campus life.
Faculty Notification Process

1. Each semester registered students must complete a Faculty Notification Form either in person at the DS office. Then they must drop off the form at the DS office or e-mailing it to disability@uml.edu in order to access their accommodation letters. (The form may be found at www.uml.edu/student-services/disability/)

2. Once the Faculty Notification Forms have been received by the DS office, the Faculty Notification Letter will be ready for students to pick up one week from the date received.

3. Students are then responsible for delivering the letters to their professors during their professors' office hours.

4. It is at the student’s discretion as to whether they disclose their disability to their professors.

5. If students do not request accommodations at the start of the semester, faculty needs a minimum of one week’s notification to implement accommodations.

6. If students experience any difficulties in accessing their accommodations they must notify DS as soon as possible.

7. Remember….this process needs to be repeated each semester to ensure that you receive your accommodations.
Faculty Notification Form

Student Name: ___________________________________ Student ID: ___________________________

Date: ___________________________________ Semester: ___________________________

Number of Classes you need letters for: _________________________

Accommodations Request: (please list accommodations required)

•                                                                                           

•                                                                                           

•                                                                                           

•                                                                                           

Online classes please list Professors’ Names AND Class No:

Prof. Name: _____________________________  Class No: _____________________________

Prof. Name: _____________________________  Class No: _____________________________

Prof. Name: _____________________________  Class No: _____________________________

If attending Northern Essex please specify class No:

____________________________________________________________________________________

____________________________________________________________________________________

Note to Professor from Student if required:

____________________________________________________________________________________

____________________________________________________________________________________

This form is also available on our website http://www.uml.edu/student-services/disability/default.html. You are responsible for picking up the letters and handing them personally to each faculty. If you have any questions or concerns, please call 978-934-6800.
CONFIDENTIAL FACULTY NOTIFICATION LETTER

NAME: ___________________________________ PSID: ____________________________________
DATE: ___________________________________ TERM: ____________________________________

Dear Professor,

The following are accommodations granted to the above mentioned student in accordance with ADAAA guidelines. Please refer to SDS Testing Policy for additional testing guidelines.

EXAM ACCOMMODATIONS
(Tests and Quizzes Only)

1. _________________________________
2. _________________________________
3. _________________________________

CLASSROOM ACCOMMODATIONS

1. _________________________________
2. _________________________________
3. _________________________________

A NOTE TO PROFESSOR FROM STUDENT:
_________________________________________________________________________________________________________________
_________________________________________________________________________________________________________________

ANY CONVERSATION WITH STUDENTS REGARDING THEIR ACCOMMODATIONS MUST BE IN PRIVATE.

Students with disabilities want to be treated with the same respect and considerations that you would treat other. Included are some helpful hints in communicating with disabled students.

- Learning Disability: Offer directions or instructions both orally and in writing. If asked, read instructions to individuals who have specific learning disabilities.
- Mobility Impairments: Sit or otherwise position yourself at the appropriate height of people sitting in wheelchairs when you interact.
- Blind or Low Vision: Be descriptive. Say “the computer is about three feet to your left” rather than “the computer is over there.” Speak all of the content presented with overhead projectors and other visuals.
- Psychiatric Impairments: Provide information in clear, calm, respectful tones.
- Deaf or Hard of Hearing: Face people with hearing impairments so they can see your lips. Speak clearly in a normal tone.

Communication Hints: (Adapted from University of Washington “Do It Program”)

Please contact Disability Services at (978) 934 4574 with any questions. Helpful Online Resources for Faculty are available at: http://www.uml.edu/student-services/disability
PERMISSION TO RELEASE and EXCHANGE INFORMATION

Name of Student: ________________________________

Student ID: ________________________________

I give my permission to the UMASS Lowell Disability Services Coordinator, to discuss pertinent educational, psychological, and/or medical records for the purpose of providing disability support services at UMASS Lowell. This includes contact by e-mail, fax, and telephone. A copy of this permission shall have the same force as the original.

<table>
<thead>
<tr>
<th>Name</th>
<th>Agency/Relationship</th>
<th>Contact Information</th>
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☐ Wellness Center Staff  ☐ UMASS EMTs  ☐ External Agencies

Note: I understand and agree that the information will be released effective until the UMASS Lowell Services has received written notice to revoke this form.

_____________________________________   __________________________________________
Student Signature Date
Delta Alpha Pi Honor Society

Purpose

Because of the negative stereotyping associated with disability, students have been reluctant to identify themselves publicly. Delta Alpha Pi international Honor Society presents an opportunity to change that perception by recognizing students with disabilities for their academic accomplishments. In addition this honor society facilitates development of skills in leadership, advocacy and education for participating students.

Delta – D for Disability, but also the triangle, symbol of strength. Members of Delta Alpha Pi demonstrate strength as leaders on campus to help break down the barriers of negativism. Also, they serve as mentors and role models for other students with disabilities.

Alpha – A for achievement. Alpha is the beginning and academic achievement must come first. But also for advocacy because students must advocate for themselves before they can advocate for others. Members of Delta Alpha Pi enhance advocacy skills for themselves and for the rights of all individuals with disabilities to be included fully in society.

Pi – P for Pride, pride in academic achievement and in other accomplishments, not just as students with disabilities but as members of the university community. Pi is a mathematical symbol that we all learned to use in elementary arithmetic classes. So Pi is an appropriate symbol for education.

Criteria for the Society

All Students must:
- Present with a documented disability and work with one of the staff members in the Office of Disability Services.
- Demonstrate an interest in disability issues.

Undergraduate Student:
- Must complete a minimum of 24 credits.
- Must earn an overall quality point average of 3.10.

Graduate Student:
- Must complete a minimum of 18 credits.
- Must earn an overall quality point average of 3.30.
Disable the Label Club

Club Mission:

Disable the Label’s purpose is to unify and connect students with and without disabilities at the University of Massachusetts Lowell by interacting and talking about their personal experiences with other students in regards to disabilities. The club is committed to educating students about the resources that Disability Services provides on campus.

The club is here to unify every member of our college community and create equality disregarding any limitations. The goal is to unit people with unique challenges, to welcome those students with disabilities and their allies.

We strive to remove all misconceptions regarding learning, physical, neurological, medical, physiatrist differences, and disabling the stigma of labels. Overall the club is a group that provides a safe space for students to disclose their challenges without ever being judged, rejected or mistreated. As a club we stand for acceptance.

- The club meets once a week. During the same time same day of the week.
- The club has an e-board. They have elections every year.
- Find the club on Facebook by searching Disable the Label.
- The club actively helps with the programming week sponsored by our office called Disable the Label Month.
- Joining the club is a great way to get involved on campus and to become a student leader.
The following pages will provide you with a list of campus resources to help you easily and successfully access support on campus.

**Disability Services:**

Disability Services seeks to foster equal access and support for students. Students’ needs are assessed for academic accommodations, time and organizational management is offered individually, and access to assistive technology is coordinated.

*Where:* Wellness Center, University Crossing  
Suite 300  
220 Pawtucket Street,  
Lowell, MA 01854

*Contact Information:*  
**Phone:** 978-934-6800  
**Fax:** 978-934-2032  
**E-mail:** Disability@uml.edu

**The Counseling Center:**

Students come for counseling services, consultations and referrals in an effort to achieve a better understanding of themselves and to gain methods of coping with their feelings, relationships, choices and academic studies.

*Where:* Wellness Center, University Crossing  
Suite 300  
220 Pawtucket Street,  
Lowell, MA 01854

*Contact Information:*  
**Phone:** 978-934-6800  
**Fax:** 978-934-4025  
**E-mail:** counseling@uml.edu

**Health Services:**

The staff of Health Services consists of nurse practitioners, a registered nurse, health educators, a consultant M.D., an immunization coordinator, a secretary, and an insurance coordinator. Emergency care is provided on a walk-in basis and students may also make appointments with a nurse practitioner for routine health care or a sick visit.

*Where:* Wellness Center, University Crossing  
Suite 300  
220 Pawtucket Street,  
Lowell, MA 01854

*Contact Information:*  
**Phone:** 978-934-6800  
**Fax:** 978-934-3080  
**E-mail:** Health_Services@uml.edu
The Solution Center:

The Solution Center gives you the tools and information you need to register for classes, pay your bill, and or apply for financial aid. It is the hub of your questions and will steer you in the right direction for answers.

All Solution Center inquiries should be mailed to:

Where: University Crossing  
       Suite 131  
       220 Pawtucket Street,  
       Lowell, MA 01854

Contact Information:  
Phone: 978-934-2000  
Fax: 978-934-2041  
Email: TheSolutionCenter@uml.edu

Office of Residence Life

The Office of Residence Life works to provide a safe, interactive and well maintained environment where students can live, learn and grow. They aim to maintain a living and learning environment that promotes the personal and academic success of each individual student.

Where: University Crossing  
       Suite 120  
       220 Pawtucket Street,  
       Lowell, MA 01854

Contact Information:  
E-mail: ResLife@uml.edu  
Phone: 978-934-5160  
Fax: 978-934-6453

Assistant Director of Housing Operations: Erin Keeves  
Phone: 978-934-5160  
Email: Erin_Keeves@uml.edu
**Career Services & Cooperative Education Center**

Career & Co-op Center offers individual appointments for all types of career guidance, resume and cover letter reviews, practice interviews, workshops and presentations, panel discussions, career fairs, on-campus interviews, company information sessions, online job and internship postings (as well as some printed internship, co-op, and seasonal resources in the office), vocational assessments, a variety of job search handouts and articles, and access to the University Career Advisory Network (UCAN/Mentors).

**Where:**
University Crossing
Suite 450
220 Pawtucket Street,
Lowell, MA 01854

**Contact Information:**

Phone: 978-934-2355
Fax: 978-934-3073
E-mail: career_services@uml.edu

**Student Activities and Leadership**

UMass Lowell has over 100 active student organizations. These clubs are open to students and are a fantastic way to meet people, have fun, and make a difference! The Office of Student Activities and Leadership creates cultural, social, educational and leadership opportunities, which embrace diversity and collaboration, shaping visionary leaders of tomorrow.

**Where:**
University Crossing
Suite 220
220 Pawtucket Street,
Lowell, MA 01854

**Contact Information:**

E-mail: student_activities@uml.edu
Phone: 978-934-5001

**Veterans Services**

The mission of creating and maintaining a veteran friendly campus is supported by a standing committee on veterans’ affairs, with a strong representation of veterans on campus and from the community.

**Where:**
University Crossing
Suite 420
220 Pawtucket Street,
Lowell, MA 01854

**Contact Information:**

Phone: 978-934-2461
E-mail: veterans@uml.edu
Director: Janine Wert
**University Dining**

University Dining has all of your dining needs covered from residential all you can eat restaurants to convenient grab and go locations. You’ll find all your favorite brands like Starbucks, Subway, Red Mango & more!

**Where:** Locations Vary

**Contact Information:**
- **Phone:** 978-934-5369
- **E-mail:** dining@uml.edu

**Director of Operations:** Aaron Bennos  
**Phone:** 978-934-6978  
**Email:** Bennos-Aaron@Aramark.com

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**The Writing Center**

The Writing Center offers free writing support to all UMass Lowell students. Undergraduate peer tutors are available to work one-on-one with students for 30 and 45 minute sessions. Appointments are made through the Tutoring Scheduler.

**Where:** O’Leary Library, 3rd Floor  
61 Wilder Street  
Lowell, MA 01854

**Contact Information:**
- **Phone:** 978-934-5271  
- **E-mail:** Mary_Gormley@uml.edu

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**Satisfactory Academic Progress (SAP) Appeal**

Students placed in Financial Aid Termination Status, if not academically suspended or dismissed, may appeal for reinstatement of financial aid when extenuating circumstances exist. Support from the student’s academic advisor or other academic official as appropriate is required. Appeals are reviewed by representatives of the Financial Aid Office with input from academic administrators when appropriate.

**Where:** University Crossing  
Suite 131  
220 Pawtucket Street,  
Lowell, MA 01854

**Contact Information:**
- **Assistant Director of Student Retention:** Laura Swanson  
- **Phone:** 978-934-5246  
- **E-mail:** Laura_Swanson@uml.edu
CLASS (Centers for Learning and Academic Support Services)

CLASS has programs designed to help students adjust to the demands of heavier course loads and more difficult classes. It gives support in varying ways such as tutoring, computer workshops, study skills workshops, and major and career planning.

South Campus Location: O’Leary Library, 1st Floor
South Campus Contact Information:
Phone: 978-934-2941
Fax: 978-934-3056
Coordinator of Advising Services & Goler Program: Todd Borchers
Email: Todd_Borchers@uml.edu

North Campus Location: Southwick Hall, Room 308
North Campus Contact Information:
Phone: 978-934-2936
Fax: 978-934-3088
Coordinator of Tutoring Services & Strategies for Success: Suzanne Gamache
Email: Suzanne_Gamache@uml.edu

East Campus Location: Fox Hall, 1st Floor

Downtown: ICC, 8th Floor (Only for ICC residents)

Other Services:

❖ The Advising Center (Located on North and South Campus at CLASS)

The Advising Center provides students with the information and advice they need to make informed decisions about their academic career. Staff members provide ISIS support, and offer advice on majors, careers, study skills and fulfilling University academic requirements, including general education requirements.
Email: advisement@uml.edu

❖ The Write Place (Located on North and South Campus at CLASS)

Students come here for assistance in all phases of the writing process. Appointments are made for one-on-one help from trained writing tutors.

Drop by or call to make an appointment at:
South Campus: 978-934-2941
North Campus: 978-934-2292
COMMUNITY RESOURCES

The following pages will provide you with a list of community resources to help you easily and successfully access support relating to your off campus needs.

Autism Spectrum Related Resources:

Asperger/Autism Network
www.aane.org

The Asperger/Autism Network (AANE) works with individuals, families, and professionals to help people with Asperger Syndrome and similar autism spectrum profiles build meaningful, connected lives, AANE does this by providing information, education, community, support, advocacy, all in an atmosphere of validation and respect.

Contact Information:
   Phone: 617-393-3824
   E-mail: info@aane.org

More Info: AANE has a list of resources that ranges from housing information to support groups, for more information please visit: http://www.aane.org/asperger_resources/articles_and_resources.html.

Autism Coalition of MA
www.autismcoalitionofma.com

Autism Coalition of Massachusetts is a networking collaborative of Massachusetts-based organizations that support individuals with Autism Spectrum Disorders and their families, working together to improve quality of life by sharing resources, enhancing services, and being a collective voice throughout the Commonwealth of Massachusetts to effect policy change.

Contact Information:
   E-mail: autismcoalitionofma@gmail.com

HMEA’s Autism Resource Central
http://www.autismresourcecentral.org/about/the-center/

Provides information to families regarding all aspects of family life impacted by autism, such as education, therapies, community inclusion, and support groups.

Contact Information:
   Phone: 508-835-4278
   E-mail: autism@hmea.org

More Info: This organization has a list of resources that ranges from state resources to providers, for more information please visit: http://arccm2015.wpengine.com/resources/
**Autism Support Center**  
[www.ne-arcautismsupportcenter.org](http://www.ne-arcautismsupportcenter.org)

The Northeast Arc’s Autism Support Center has been empowering families who have a member with autism or a related disorder by providing current, accurate, and unbiased information about autism, services, referrals, resources, and research trends. The Center is directed by a Parent Advisor Policy Committee comprised of parents of children with ASD and it is funded by the Massachusetts Department of Developmental Services.

**Contact Information:**  
Phone: 978-777-9135  
E-mail: asc@ne-arc.org

**The Autism Program at Boston Medical Center**  
[www.BMCAutismProgram.org](http://www.BMCAutismProgram.org)

The Autism Program at Boston Medical Center assists and empowers individuals and families affected by Autism Spectrum Disorders (ASDs) and related disabilities through direct patient care and support, provider education and community-based outreach. We strive to meet the needs of the autism community in Boston and its surrounding areas in a culturally competent manner by offering high quality and comprehensive care to all.

**Contact Information:**  
Phone: 617-414-3666  
E-mail: bmcautismprogram@gmail.com

**Barbara Bissonnette**  
[www.forwardmotion.info](http://www.forwardmotion.info)

An employment coach who provides career development coaching for individuals with Asperger's Syndrome, Nonverbal Learning Disorder, and other communication related diagnoses.

**Contact Information:**  
Phone: 617-690-2127  
E-mail: Barbara@ForwardMotion.info

**Marci Shaffer**  
[www.bostonaspersgerscoach.com](http://www.bostonaspersgerscoach.com)

A life coach that offers personalized coaching for college students and young adults with Aspergers.

**Contact Information:**  
E-mail: marci_shaffer@yahoo.com

**Eva Mendes - Counseling for Adults on Autism Spectrum**  
[www.evmendes.com](http://www.evmendes.com)

A psychotherapist and couples’ counselor working with couples where one or both partners have Asperger Syndrome, and are on the Autism Spectrum (diagnosed or undiagnosed).

**Contact Information:**  
Phone: 617-669-3040  
E-mail: contact@evmendes.com
ADHD Related Resources:

**Attention Deficit Disorder Association (ADDA)**
www.add.org

The Attention Deficit Disorder Association provides information, resources and networking opportunities to help adults with Attention Deficit Hyperactivity Disorder.

**Contact Information:**

| Phone: 800-939-1019 |

**More Info:** The website has an extensive amount of resources, including a list of life coaches and other health care professionals that can be visited at https://add.org/professional-directory/

**Children and Adults with ADHD (CHADD)**
www.chadd.org

Children and Adults with Attention-Deficit/Hyperactivity Disorder (CHADD), is a national nonprofit organization that provides people education, advocacy, and support relating to the ADHD community.

**Contact Information:**

| Phone: 800-233-4050 |

**The Hallowell Center**
www.drhallowell.com

The Center for Integrative Counseling and Wellness is a group of multi-disciplinary specialists dedicated to improving psychological health and well-being. Services range from traditional psychotherapy and psychiatry, to holistic approaches such as mindfulness meditation, yoga, and nutrition counseling.

**Contact Information:**

| Phone: 978-287-0810 |

**ADHD Boston**
www.adhdboston.com

ADHD Boston is a group of professionals specialized in ADHD services. The organization offers services that includes: neuropsychological evaluations, psychopharmacology, therapy, and resources.

**Contact Information:**

| Phone: 781- 726-6698 |
| E-mail: LH@ADHDBoston.com |
Additional Community Resources:

**Career Center of Lowell**
www.cclowell.org

The mission of the Career Center is to work closely with the business community to identify and meet their employment needs and to provide job seekers with a wide range of job search and training services.

**Contact Information:**

  **Phone:** 978-458-2503

**Anxiety Disorders Association of America (ADAA)**
www.adaa.org

ADAA educates patients and their families about the disorders and helps them find treatment, resources, and support. ADAA promotes implementation of empirically supported treatments and best practices across disciplines through continuing education and trainings and accelerating dissemination of research into practice.

**Contact Information:**

  **Phone:** 240-485-1001

**National Alliance on Mental Illness (NAMI)**
www.nami.org

NAMI works to preserve and strengthen family relationships challenged by severe and persistent mental illness. Through peer-directed education classes, support group offerings and community outreach programs, NAMI’s programs and services draw on the experiences of mental health consumers and their family members.

**Contact Information:**

  **Phone:** 781-938-4048
  **E-mail:** info@nami.org

**Association on Higher Education and Disability (AHEAD)**
www.ahead.org

AHEAD is a professional membership organization for individuals involved in the development of policy and in the provision of quality services to meet the needs of persons with disabilities involved in all areas of higher education.

**Contact Information:**

  **Phone:** 704-947-7779
Mass Commission for the Blind
www.mass.gov/mcb

The Massachusetts Commission for the Blind (MCB) provides rehabilitation and social services to individuals who are blind, leading to independence and full community participation. MCB works in partnership with consumers who are legally blind, families, community agencies, health care providers, and employers.

Contact Information:
   Phone: 617-727-5550

Mass Rehabilitation Commission
www.mass.gov/mrc

The Massachusetts Rehabilitation Commission (MRC) assists individuals with disabilities to live and work independently. MRC is responsible for Vocational Rehabilitation, Community Living and eligibility determination for the Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI) federal benefits programs for Massachusetts citizens with disabilities. MRC serves people with all types of disabilities except those who are blind. Individuals with visual disabilities are served through MCB.

Contact Information:
   Phone: 617-204-3603

Mass Commission for the Deaf & Hard of Hearing
www.mass.gov/mcdhh

The Mission of MCDHH is to provide accessible communication, education and advocacy to consumers and private and public entities so that programs, services and opportunities throughout Massachusetts are fully accessible to persons who are Deaf and hard of hearing.

Contact Information:
   Phone: 617-740-1600

Depression & Bipolar Support Alliance
www.dbsamerrimackvalley.org

DBSA Merrimack Valley's mission is to improve the lives of people living with mental illness. Meetings are open to anyone who suffers from the symptoms of a mood disorder, and their families and friends. The meetings are held on Thursday Evenings 7:00 to 8:30 at First Church of the Nazarene 1195 Varnum Ave, Lowell, MA.

Contact Information:
   Phone: 888-280-7773
   E-mail: info@dbsamerrimackvalley.org
Lowell Vet Center
www.vetcenter.va.gov

The Lowell Vet Center provides veterans with readjustment counseling in a caring manner. The Vet Center understands and appreciates Veterans’ war experiences while assisting them and their family members toward a successful post-war adjustment in or near their community.

Contact Information:
Phone: 978-453-1151 (Lowell)

LRTA Roadrunner
http://lrsa.com/paratransit/

Road Runner ADA Paratransit services are provided as required by the Americans With Disabilities Act of 1990. This door to door Paratransit service is available to persons with disabilities who are unable to use the LRTA fixed-route bus service. All vehicles are equipped to provide service to individuals with wheelchairs or other mobility devices.

Contact Information:
Phone: 978 459-0164

Pepnet 2
www.pepnet.org

Pepnet 2 recognizes the full range of postsecondary education, training and employment options Available for individuals who are deaf or hard of hearing and strive to enhance the capacity of those institutions to appropriately serve this diverse population.

Contact Information:
Phone: 414-550-0362
(Voice)
Phone: 818-381-4582
(VP)
E-mail: help@pepnet.org

Bureau of Substance Abuse Services

The Bureau of Substance Abuse Services (BSAS) oversees the substance abuse and gambling prevention and treatment services in the Commonwealth. Responsibilities include: licensing programs and counselors; funding and monitoring prevention and treatment services; providing access to treatment for the indigent and uninsured; developing and implementing policies and programs; and tracking substance abuse trends in the state.

Contact Information:
Phone: 617-624-5111
Assistive Technology

Read&Write Gold

Read&Write Gold is literacy software that allows you to read on-screen text aloud, research and check written work, and create study guides. This is the main piece of software used to read Alternative Textbooks. Read&Write Gold can be downloaded from the following link for free. Follow the installation instructions and use your UML email and password when prompted.

http://www.uml.edu/IT/Services/Software/read-write-gold.aspx

Livescribe Smart Pen

While you're writing, your smart pen is remembering—linking everything you hear to everything you write. Later, simply tap on your notes to replay the recording.

Our Recommendation: Livescribe Echo 2gb smart pen. If you plan on using it for 5 or more classes in a semester, look into the 4gb and larger models.

Dragon Naturally Speaking

Dragon Speech Recognition software gives you complete voice control of your digital world. Type papers and easily type what’s on your mind using only your voice. Available for Mac, PC, and iOS.

Dragon is installed on one machine in Media Services located in O'Leary Library. Unfortunately due to the nature of the software where you need to speak out loud, it is difficult to use in public places. We recommend trying the version in Media Services or in our office before purchasing your own copy.

Other

There are many other types of assistive technologies that can be helpful for you in your time at UML and beyond.

To discuss any assistive technology matters, please contact the office and make an appointment with Brandon Drake, our Assistant Director for Assistive Technology.
How to access assistive technology in vLabs

vLabs: How to Guide

You can access **JAWS** and **ZoomText** at

[http://www.uml.edu/IT/Services/vLabs/Client-Configurations/clients.aspx](http://www.uml.edu/IT/Services/vLabs/Client-Configurations/clients.aspx)

1) Follow the instructions on the site above to download and install the VMware Horizon View Client for your device. ZoomText and JAWS will not work through browser access.

2) Log in with your uml username and password.

3) Click on uml Learning Commons (computer icon).

4) Access either JAWS or ZoomText from the icon on the left.

**JAWS** is a screen reading program that gives blind, visually impaired, and otherwise print challenged individuals access to information on their screen by using speed synthesized output. **Jaws** is Job Access With Speech.

**ZoomText** allows you to see and hear everything on the computer screen, providing complete access to applications, documents, email and the Internet.