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

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Phone: 978-934-4574

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Administrative Assistant
E-mail: Aida_Phillips@uml.edu
Phone: 978-934-4574
Insert Academic Calendar
### K-12 Experience for Students with Disabilities
**Mandatory and Free**

<table>
<thead>
<tr>
<th>Teacher Responsibilities</th>
<th>Student Responsibilities</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Classroom Experience</strong></td>
<td><strong>Course Materials</strong></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>
</tr>
<tr>
<td><strong>Course Materials</strong></td>
<td><strong>Student Support</strong></td>
</tr>
<tr>
<td>• Gets course material from syllabus</td>
<td>• Structures time for students</td>
</tr>
<tr>
<td>• Often gets homework assignments from syllabus</td>
<td>• Initiates help sessions</td>
</tr>
<tr>
<td>• Manages own time</td>
<td>• Reviews assignments and due dates</td>
</tr>
<tr>
<td>• Needs to take notes</td>
<td>• Structures time for students</td>
</tr>
<tr>
<td><strong>Student Support</strong></td>
<td><strong>Teacher Responsibilities</strong></td>
</tr>
<tr>
<td>• Attends classes</td>
<td>• Trained as an expert in subject, not as a teacher</td>
</tr>
<tr>
<td>• Learns self-advocacy skills</td>
<td>• Holds office hours</td>
</tr>
</tbody>
</table>

### University Experience for Students with Disabilities
**Voluntary and Expensive**

<table>
<thead>
<tr>
<th>Student Responsibilities</th>
<th>Teacher Responsibilities</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Classroom Experience</strong></td>
<td><strong>Course Materials</strong></td>
</tr>
<tr>
<td>• Needs to think about and synthesize unrelated topics</td>
<td>• Gets course material from syllabus</td>
</tr>
<tr>
<td>• Takes responsibility for self</td>
<td>• Often gets homework assignments from syllabus</td>
</tr>
<tr>
<td>• Accepts consequences of own decisions</td>
<td>• Manages own time</td>
</tr>
<tr>
<td><strong>Course Materials</strong></td>
<td><strong>Student Support</strong></td>
</tr>
<tr>
<td>• Gets course material from syllabus</td>
<td>• Needs to ask for help sessions</td>
</tr>
<tr>
<td>• Often gets homework assignments from syllabus</td>
<td>• Attends professor’s office hours</td>
</tr>
<tr>
<td>• Manages own time</td>
<td>• Provides information to parents</td>
</tr>
<tr>
<td>• Needs to take notes</td>
<td>• Advocates for self</td>
</tr>
<tr>
<td><strong>Student Support</strong></td>
<td><strong>Teacher Responsibilities</strong></td>
</tr>
<tr>
<td>• Attends classes</td>
<td>• Trained as an expert in subject, not as a teacher</td>
</tr>
<tr>
<td>• Learns self-advocacy skills</td>
<td>• Holds office hours</td>
</tr>
<tr>
<td>• Takes responsibility for self</td>
<td>• May only lecture nonstop</td>
</tr>
<tr>
<td>• Accepts consequences of own decisions</td>
<td>• Waits for student to ask for help</td>
</tr>
<tr>
<td>• Needs to think about and synthesize unrelated topics</td>
<td>• Does not check homework or student’s work</td>
</tr>
<tr>
<td>• Needs to ask for help sessions</td>
<td>• May not remind student of due dates</td>
</tr>
</tbody>
</table>

~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>Who is covered?</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>How are you identified?</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>Who makes the plan?</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>What services are provided?</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>Are modifications allowed?</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>
University of Massachusetts, Lowell
Student Disability Services
Student/DS Department Agreement

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 submit a Semester Request on the Accommodate website to request that your accommodations be sent to your professors.

- Students will request services and accommodations in a timely manner. Retroactive accommodations are not permitted.

- 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.

- Students are expected to always adhere to the code of conduct although they may ask to be accommodated during the process.

- Students are responsible for communicating with family members/guardians or outside service providers.

- 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.

Student Signature ______________________________  Date ______________________________
Semester Request Process

1. Log into Accommodate using your student email address and password.

2. Hover over the "Accommodation" tab and select "Semester Request"

3. To request accommodations for this semester, click the "Request Accommodations" button.

4. Select the current semester from the drop down menu. Now you can choose between two options:
   - "Submit for all Accommodations" button: will send all accommodations to all of your professors. This button completes the process.
   - "Review The Renewal" button: allows you to select which accommodations you want to send to which faculty

5. If you selected to "Review the Renewal", you will see a box for each of your accommodations. For each accommodation, there will be a list of all of your courses. Use the check marks to select the courses that you want the accommodations to be sent to. If there is an accommodation that you don't want to send to any of your faculty this semester, click the "Remove Accommodation" button. When you are finished, click "Submit".

6. Your semester request has been sent to Disability Services for review. You will receive an email when it has been approved and sent to your professors.

   ** Use the Resources tab in Accommodate to view a video walkthrough of this process.**

   ** Important Notes**

   - For students to receive their accommodations, students must follow up with their professors during their professors’ office hours to discuss the details of their accommodations.

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

   - If students request accommodations after the first week of the semester, their letter will be processed within two days of receiving and faculty will need a minimum of one week’s notice to implement accommodations.

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

   - Accommodations are not retroactive. They start from the time the faculty is notified with an appropriate letter of accommodations.

   - Remember….this process needs to be repeated each semester to ensure that you receive your accommodations.
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.

In order to best serve our students, we respectfully request that students communicate with family members/guardians and service providers. Disability Services will be limited to verify if a student is registered with our department.

<table>
<thead>
<tr>
<th>Name</th>
<th>Agency/Relationship</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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
Testing Centers

The Testing Centers at UMass Lowell are here to provide a space where a student can take an exam outside of the classroom. The Centers provide exam proctoring services to ensure that students receive the testing accommodations they are entitled to.

North Campus: Southwick 313
South Campus: O'Leary Library 220.

TO APPLY TO USE THE TESTING CENTER

Full Instructions with Videos/Screen Shots Are Available in the Resource Tab in Accommodate

1. Students are required to submit an online Testing Center Request Form to their professor ONE WEEK prior to test date in order to take the exam in the Testing Center. This needs to be done through Accommodate. Links are available on the Disability Services and Testing Center websites.

2. Click the "Testing Rooms" tab along the top of the screen. Follow the prompts and click on the booking for the date and time you are requesting.

3. When you are finished, you will receive and email confirming submission. Your booking is not official until your professor approves it. You will get another email when they do.

4. Head to the appropriate Testing Center on the date of your exam. Your completed exam will be automatically sent back to your professor.
   * If you have questions during your exam, the Testing Center may be able to contact them via phone/email.

   - For accommodated exams: students are expected to take exams on the same campus and at the same time as the rest of the class unless there is a reasonable conflict.
   - For makeup exams: students are expected to take exams on the same campus and at a time arranged with a faculty member and the Testing Center.

The Testing Center has rules that all students must abide by. Failure to comply with these rules is a violation of the University Code of Conduct. Please visit the Testing Center website for a complete list of rules: https://www.uml.edu/testing-centers/default.aspx

Contact Information:

North Campus: northtestingcenter@uml.edu
South Campus:  southtestingcenter@uml.edu
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.
CAMPUS RESOURCES

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
Email: Bennos-Aaron@Aramark.com
Phone: 978-934-6978

Campus Nutritionist: Kristina Fallon
Email: Kristina_Fallon@uml.edu
Phone: 978-934-2604

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 321
North Campus Contact Information:
Phone: 978-934-2947
Fax: 978-934-3088
Coordinator of Tutoring Services & Strategies for Success: Judith Frank
Email: Judith_Frank@uml.edu

East Campus Location: Fox Hall, 1st Floor

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 SIS 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

The Write Place offers writing tutoring on North Campus and in the residence halls for all phases of the writing process to all undergraduate students.

Students may make an appointment for one-on-one assistance from trained Write Place tutors. The professional team at the Write Place works closely with the English Department to improve and support writing across the curriculum.

For appointments visit: https://www.uml.edu/CLASS/Tutoring/The-write-place.aspx
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

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

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

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.bostonaspergerscoach.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

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  
Email: 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://lrta.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 download from the following link 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](http://www.uml.edu/IT/Services/Software/read-write-gold.aspx)

**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 to use it for 5 or more classes in a semester, look into the 4gb and larger models.

**Voice Dictation**

Voice dictation can be a helpful tool when trying to work on ideas for a paper. It can be enabled in Word, Google Docs, and other programs for free.

**Google Docs**: Open a new document, select “voice typing” from the tools menu.

**PC**: Select your “settings” menu, then “time and language”, then “speech” from the menu of the left.

**Mac**: Select “system preferences”, then “dictation and speech” and enable the microphone.

**Apps**

There are many apps out there to help you with everyday issues. Please see our website for a full list of apps you may want to try.

**Organization**: My Homework; My Study Life

**Study Aids**: Quizlet; Study Blue

To discuss any assistive technology matters, please contact the office and make an appointment with Brandon Drake, our Assistant Director for Assistive Technology.
UNIVERSITY OF MASSACHUSETTS LOWELL
Lowell, Massachusetts

When the fire alarm system is activated, proper response actions of physically challenged person(s), local Fire Department and University staff are required. To assure the safety of all individuals, the following procedures and information must be practiced.

RESPONSIBILITY OF THE PHYSICALLY CHALLENGED PERSON

1. If in own suite when fire alarm sounds, resident will return to bedroom, keeping both suite and bedroom doors shut, and use telephone to notify University Police of the exact location.
2. If in a common area (Hallway, Washroom, etc.) of a Residence Hall, resident should proceed to nearest stairwell and have other residents notify the fire officials and the staff to their exact location.
3. Residents responsible for guests must direct individual to nearest stairwell and have other residents exiting the building notify fire officials and staff of their exact locations.

FIRE DEPARTMENT RESPONSE ACTIONS

1. The Fire Department will respond to the building in alarm within three to five minutes of alarm system activation.
2. Located within the "City fire box" (located at front entrance) a list of names, room number and suite access keys are provided to the Fire Department.
3. If a fire emergency is determined, the Fire Department will respond to the identified room locations and notify occupants of situation and/or evacuate the individual to safe area.

RESPONSIBILITY OF UNIVERSITY STAFF IN NON-EMERGENCY SITUATIONS

1. During the hours of 7 p.m.-7 a.m., when Resident Life Staff will follow up with the residents personally informing them of non-emergency status. When necessary, staff will key into suite/room to confirm a non-emergency status.
2. During the hours of 7 a.m.-7 p.m., when Residence Life Staff does not contact University Police within 10 minutes, University Police will follow up with the resident(s) by personally informing them of non-emergency status.
GRIEVANCE POLICY

Internal Process:

Faculty: The staff of Disability Services acts as liaisons between students with disability and faculty. If a faculty member has a concern regarding classroom or teaching accommodations, we urge them to discuss the concern with Disability Services staff immediately. Disability Services staff will review the concern against the mandates of the Americans with Disabilities Act to determine how best to solve the matter.

Student: If you do not believe that your needs are being adequately or appropriately met, you are encouraged to meet with a representative form Student Disability Services. They will work with you on a case-by-case basis to attempt to resolve your concerns when feasible within the limits established by law for the provision of reasonable accommodations. If you have a concern or complaint that your rights under the Americans with Disabilities Act have not been met, you may contact: Section 504/ADA Coordinators:

Clara I. Reynolds - Director, Equal Opportunity and Outreach, 978-934-3565

Donna Vieweg - Deputy 504/ADA Coordinator, Sr. EOO Employment Specialist, 978-934-3566.

Human Resources and Equal Opportunity and Outreach, Wannalancit 3rd Floor, 600 Suffolk Street, Lowell, MA 01854

External Process:

You have a right to file a formal complaint at any time with these agencies:


- The Massachusetts Commission Against Discrimination (MCAD) One Ashburn Place, Room 601, Boston, MA 02108, 617-994-6000 TTY: 617-994-6196

The Office of Student Disability Services, stipulated by the Rehabilitation Act of 1973 Section 504, and the Americans with Disability of 1990 as amended (ADA) (P.L. 11-0135) is responsible for providing reasonable accommodations, protection from discrimination and equal access for persons with disabilities.