



535 Watson Drive, Claremont, CA 91711

[kgi.edu](http://kgi.edu)

# KGI Disability Services Handbook

## **Contact Information**

KGI Disability Coordinator

Andrea Mozqueda, MA

[amozqueda@kgi.edu](mailto:amozqueda@kgi.edu)

(909) 607-0896

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## 1. Introduction

### **Mission of Disability Services**

Students with disabilities are an integral part of KGI's rich diversity. KGI is committed to providing services and reasonable accommodations to students with disabilities including those with mobility, visual, speech, hearing impairments; chronic illnesses; psychological and intellectual disabilities and temporary disabilities. The Division of Student Affairs is dedicated to helping all graduate students at Keck Graduate Institute with the resources they need to achieve academic and personal success.

### **American with Disabilities Act of 1990**

Prohibits discrimination against individuals with physical and mental disabilities in all areas of public life, including jobs, schools, transportation, and access to all public and private places that are open to the general public. Institutes of higher education must provide reasonable accommodations to qualified students. Enforced by U.S. Civil Rights Division, Department of Justice (DOJ) and the Equal Employment Opportunity Commission (EEOC).

### **Section 504 Rehabilitation Act of 1973**

Prohibits discrimination against an otherwise qualified individual with a disability, solely on the basis of the disability, in any program or activity that receives federal financial assistance. Enforced by Office of Civil Rights, U.S. Department of Education.

### **Housing Accommodations**

Keck Graduate Institute complies with the Fair Housing Act (Title VII of the Civil Right Act of 1968). If a student requires housing accommodations for the Oasis KGI Commons, please email [Oasis@cocm.com](mailto:Oasis@cocm.com).

### **Confidentiality**

Keck Graduate Institute complies with Section 504 of the Rehabilitation Act of 1973 as amended, the Americans with Disabilities Act of 1990 as amended, and other applicable state and federal law prohibiting discrimination against individuals with disabilities. Under these laws, students have the privilege to confidentiality. Keck Graduate Institute recognizes that student health information is confidential information as per state and federal laws. It is the responsibility of the student alone to communicate disability accommodations with their faculty.

## 2. Students with Disabilities

### What is a Disability?

The Americans with Disabilities Act defines disability as “with respect to an individual: (A) a physical or mental impairment that substantially limits one or more of the major life activities of such individual; (B) a record of such an impairment; or (C) being regarded as having such an impairment.” Disabilities may include, but are not limited to, learning differences or disabilities, physical and mobility impairments, sensory impairments, psychological disorders, pregnancy<sup>1</sup>, and/or chronic health impairments.

Note: Having received accommodations in high school through an Individualized Education Program (IEP) or a 504 plan does not automatically make a student eligible for services in college. The student must register for services and provide supporting documentation for review; IEPs are not acceptable forms of documentation. If it is determined that a student is eligible to receive accommodations, the recommended accommodations may be different from those the student received in high school.

## 3. Eligibility and Documentation

In order to establish eligibility for accommodations the student must provide documentation which identifies that the condition substantially limits performance in one or more major life activities. It is the responsibility of the student or guardian to submit the documentation to the KGI Disability Coordinator. In the event that a parent or family member is serving in such capacity consistent with the ethical guidelines of mental or medical health care professionals the documentation should state as such. Appropriate documentation must be provided by the treating health care professional on letterhead and should address the following guidelines:

- Licensure and experience of health care professional
- A specific diagnosis of limitations
- A description of how the diagnosis was reached methods and procedures, test results and evaluation of test results
- A description of the specific changes that have occurred since the original report and recommendations were made that indicate a need to adjust accommodations as originally made
- What and how any major life activities are limited by the impairment
- How the disability causes any academic difficulties

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<sup>1</sup> For more information regarding pregnancy discrimination please refer to the [Title IX Office](#).

- A list of any and all accommodations, which might be needed to facilitate the student's participation in the academic program

The student must complete the following during the intake process:

- 1) Student must submit the following forms<sup>2</sup> on the AIM student application form:
  - a. FERPA Student Release Form
  - b. Information Release Form
  - c. MCAPS Referral Information Form
  - d. Physician Verification Form
  - e. Student Release Form from KGI to SDRC

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<sup>2</sup> Forms are provided by the KGI Disability Coordinator

## 4. Student Intake Process

### Step 1

• Connect students with Disability Coordinator: **Andrea Mozqueda** by sending an email to [amozqueda@kgi.edu](mailto:amozqueda@kgi.edu).

### Step 2

• Disability coordinator will arrange a meeting with the student to discuss the intake process.

### Step 3

• Student completes the AIM student application form and submits required forms.

### Step 4

• Student application is reviewed by the Disability Coordinator.

### Step 5

• If student application is approved, Disability Coordinator will send student a letter of accomodation via email to student. If a student application is not approved, the student will recieve notification from the Disability Coordinator.

### Step 6

• It is the responsibility of the student to provide the letter of accomodation to their respective professors.

### Step 7

• The student recieves accomodations. If the professor has any questions/concerns please connect with the Disability Coordinator.

## 5. Accommodations

Accommodations make it possible for a student with a disability to learn the material presented and for an instructor to fairly evaluate the student's understanding of the material without interference because of the disability. A student needs official authorization from Disability Services before receiving accommodations. The student is responsible for providing the Disability Coordinator with current documentation from qualified professionals regarding the nature of the disability. After meeting with the student, the Disability Coordinator determines appropriate accommodations based on the nature and extent of the disability described in the documentation.

### **Letter of Accommodation:**

The Disability Coordinator creates a Letter of Accommodation specifying authorized accommodations. The student is responsible for delivering the letters to the instructors and discussing accommodations based on the contents of the letter. The process of requesting and receiving accommodations is interactive; all people involved—the student, the instructor and the Disability Coordinator—have a responsibility to make sure the process is easily communicated and transparent. Students who receive initial approval are encouraged to send their Letter of Accommodation directly to the professor in which they chose to have course accommodations in. The Disability Coordinator is not responsible for communicating accommodations with the faculty member, however recognizing under extreme circumstances that a disability may inhibit this interaction the coordinator will connect with the faculty member. Any disability-related issues that may arise should be communicated to the Disability Coordinator immediately.

### **Examples of Reasonable Accommodations, which students with disabilities may require:**

- Use of interpreters, scribes, readers, and/or note takers
- Taped classes and/or texts
- Enlarged copies of notes, required readings, handouts and exam questions
- Extended time on exams
- Quiet, distraction-free environment for taking exams
- Use of aids, such as calculators during exams
- Use of computers in class or access to computers for writing assignments and exams
- Taped or oral versions of exams
- Preferential seating in the classroom
- An accessible website

## Exam Accommodations

Exam accommodations are the same for all schools with the exception of the PharmD program. If students are approved for exam accommodations, the student will need to schedule the exam with the Disability Coordinator **at least 10 business days prior to the exam**. Students can opt-out of using their exam accommodations by submitting a written request **at least five (5) days prior to the exam**. Once their written request has been acknowledged, the student will be expected to sit in the main classroom for the exam.

Students who are approved of exam accommodations must sign the Testing Guidelines and Procedures for the Accommodated Exams. All students are required to abide by the Testing Guidelines and Procedures. Violation of any of these guidelines may subject the student in question to the Student Conduct Committee in violation of the Honor Code.

### Exam Accommodations in PharmD:

If students are approved of exam accommodations, students will be automatically scheduled for all modular assessments. Students can opt-out of using their exam accommodations for the modular assessments by submitting a written request **at least five (5) days prior to the exam**. Once their written request has been acknowledged, the student will be expected to sit in the main classroom for the exam.

### Experiential Internship Accommodations:

In accordance with the section 504 of Rehabilitation Act of 1973, KGI will assist in providing reasonable accommodations for students during internships, experiential education rotations, and other educational activities on and off campus. Students seeking accommodations must: Inform the KGI Disability Coordinator at least 45 days before their internship submission to provide a reasonable amount of time to organize accommodations. Students should be prepared to provide appropriate physician documentation for the requested accommodation(s) to the KGI Disability Coordinator. If accommodations are approved the student will receive a letter of accommodation. It will be the responsibility of the student to communicate and provide their letter of accommodation to the experiential education office (SPHS) or Team Master's Project (RIGGS) at least 30 business days in advance before their internship submission. The student must also communicate with their internship supervisor their letter of accommodation and requested accommodations once they are placed.

## 6. Teaching Students

### Syllabus and Textbook:

- Make class syllabus and list of required texts available by request to students before the start of the semester. This allows time for students to obtain materials in alternative formats and to begin reading assignments.
- If available and appropriate, select a textbook with an accompanying study guide for optional student use.
- Place a statement in your syllabus and make an announcement at the first meeting of the class such as:

*Keck Graduate Institute is committed to providing an enriching academic experience for all students. In compliance with the Americans with Disabilities Act, it is the policy of Keck Graduate Institute to provide reasonable accommodations for students with disabilities. Any student with a documented disability who require reasonable accommodations please contact the KGI Disability Coordinator Andrea Mozqueda by e-mail at amozqueda@kgi.edu or phone at (909)-607-0896.*

This approach preserves students' privacy and also indicates your willingness to provide accommodations as needed. Because many students with disabilities need additional time to process and complete assignments, convey expectations in the syllabus (e.g., grading, material to be covered, due dates). Announce reading assignments and list in the syllabus well in advance for the benefit of students using taped materials or other alternative formats.

## 7. Animal Policies

In compliance with Section 504 of the Rehabilitation Act of 1973, Keck Graduate Institute does not discriminate on the basis of a disability and is committed to providing equal and reasonable accommodations to students who may need an animal present with them.

**Pet Animal:** a 'pet' is a dog, cat or fish animal kept for ordinary use and companionship. A pet is not considered a service or emotional support animal. Pets are not covered by this section 504 of the Rehabilitation Act of 1973. No pets are allowed on KGI campus. Pet animals are only allowed at Oasis KGI Commons with

approval of Oasis KGI Commons. The pet weight limit at Oasis KGI Commons is under 35 pounds for cats and dogs. The owner of the pet should register their animal with Oasis KGI Commons. A \$300 pet deposit and \$30 monthly pet fee will apply. Contact the Oasis KGI Commons office for breed restrictions.

- Disruptive Behavior:
  - If the animal is disruptive or poses a threat to the safety and health of others Oasis KGI Commons does not have to accept the animal if it has demonstrated disruptive and harmful behavior to the community. The owner of the animal is financially responsible for the actions of the approved animal including bodily injury or property damage. The owner's responsibility covers, but is not limited to replacement of furniture, carpet, window, and wall covering. The owner is expected to cover these costs at the time of the repair.
- Waste:
  - The owner is responsible for ensuring the cleanup of the animal's waste and disposing it in the identified outside waste disposal containers. Owner, where appropriate, must toilet the animal in areas designated by the institution. Indoor animal waste, such as cat litter, must be placed in a sturdy plastic bag and securely tied up before being disposed of in outside identified waste disposal containers. Litter boxes should be placed on mats so that waste is not tracked onto carpeted surfaces.

**Service Animal:** an animal that is individually trained to do work or perform specific tasks for the benefit of an individual with a disability, including physical, sensory, psychiatric, intellectual, or other mental disability. Service animals could be a dog or miniature horse. All types of dogs are eligible to become services dogs, each potentially providing a different type of service. Service dog laws do not include dog breed restrictions or weight discrimination. Restrictions on the miniature horse include the following: must weigh between 70 to 100 pounds and is approximately 24 to 34 inches in height. Service animals are allowed on the KGI campus including Oasis KGI Commons. The need for service animals can be the following: guide dog or seeing eye dog, hearing or signal dog, sensory or social signals supports, seizure response, psychiatric service. Service animals cannot be allowed in sterile labs due to safety and health concerns. It is the responsibility of the student to notify the Disability Coordinator to make appropriate arrangements for students inside the classroom and lab spaces.

- Accommodation:
  - Students who use service animals are not required to register through Disability Services. However, they must confirm with the Disability Coordinator if their service animal has been trained to respond to their disability and provide appropriate documentation.

- Disruptive Behavior:
  - If the animal is disruptive or poses a threat to the safety and health of others KGI does not have to accept the animal if it has demonstrated disruptive and harmful behavior to the community. The owner of the animal is financially responsible for the actions of the approved animal including bodily injury or property damage. The owner's responsibility covers, but is not limited to replacement of furniture, carpet, window, and wall covering. The owner is expected to cover these costs at the time of the repair.
- Compliance:
  - Service animals must be under the control of their owner at all times and cannot be left alone on KGI property. If the owner designates another student to care of their animal, the owner remains solely responsible for the animal's behavior.
- Waste:
  - The owner is responsible for ensuring the cleanup of the animal's waste and disposing it in the identified outside waste disposal containers. Owner, where appropriate, must release the animal in waste areas designated by the institution. Indoor animal waste, such as cat litter, must be placed in a sturdy plastic bag and securely tied up before being disposed of in outside identified waste disposal containers. Litter boxes should be placed on mats so that waste is not tracked onto carpeted surfaces.

**Emotional Support Animal:** could be any type of animal, it is not limited to either a dog or miniature horse. Certain species of animals will not be allowed such as: birds, reptiles, rodents, and skunks. Emotional Support animals are only allowed at Oasis KGI Commons with approval of Oasis KGI Commons. The emotional support animal provides general therapy comfort to one's physical, social, emotional or cognitive state. Defined by the section 504 of Rehabilitation Act and by the Fair Housing Act.

- Documentation:
  - Students who use emotional support animals are required to enroll with Disability Services to complete the accommodation intake process and provide physician documentation that states how their disability requires an emotional support animal.
  - Documentation must be in the form of a letter or report from a physician, psychologist, psychiatrist or other medical provider who is qualified to make the diagnosis and is currently treating the student for the disability for which they are requesting a service animal. The documentation must be signed and dated within the last year. The documentation must include the specific diagnosis,

- statement of current condition, the date and a summary of the most recent evaluation and the expected duration of condition.
- Vaccination and Health:
    - In order for an emotional support animal to be approved by the Disability Office, the owner must provide the following documentation:
      - Evidence of required vaccinations
      - Evidence of licensing as required by state or local law
  - Food:
    - Emotional support animals can be fed freeze dried or otherwise dead animals and still maintain their health. Owners of emotional support animals are not allowed to feed their animal live animals for food.
  - Disruptive Behavior:
    - If the animal is disruptive or poses a threat to the safety and health of others KGI does not have to accept the animal if it has demonstrated disruptive and harmful behavior to the community. The owner of the animal is financially responsible for the actions of the approved animal including bodily injury or property damage. The owner's responsibility covers, but is not limited to replacement of furniture, carpet, window, and wall covering. The owner is expected to cover these costs at the time of the repair.
  - Compliance:
    - Emotional support animals must be under the control of their owner. If the owner designates another student to care of their animal, the owner remains solely responsible for the animal's behavior.
  - Waste:
    - The owner is responsible for ensuring the cleanup of the animal's waste and disposing it in the identified outside waste disposal containers. Owner, where appropriate, must toilet the animal in areas designated by the institution. Indoor animal waste, such as cat litter, must be placed in a sturdy plastic bag and securely tied up before being disposed of in outside identified waste disposal containers. Litter boxes should be placed on mats so that waste is not tracked onto carpeted surfaces.

## 8. Disability Grievance Policy and Procedure

Keck Graduate Institute ("Institute") has adopted an internal grievance procedure for prompt and equitable resolution of complaints alleging any action prohibited by federal

regulations implementing Section 504 of the Rehabilitation Act of 1973, as amended, Title III of the Americans with Disabilities Act of 1990 (ADA), and similar state laws. These laws provide that no otherwise qualified individual with a disability shall, by reason of such disability, be excluded from participation in or be denied the benefits of the services, programs, or activities of the Institute, or be subjected to discrimination by the Institute.

Issues that are grievable include, but are not limited to, a denial of a requested accommodation, the inadequacy of an accommodation, the inaccessibility of a program, benefit, service or activity (including those delivered through electronic and information technology) due to disability, or discrimination or harassment based on disability.<sup>3</sup>

All such grievances should be addressed to the attention of:

*For Students*

The Institute's Disability Coordinator Andrea Mozqueda by email [amozqueda@kgi.edu](mailto:amozqueda@kgi.edu) or calling 909-607-0896.

*For Faculty, Staff and All Others*

The Director of Human Resources Cheryl Merritt or by emailing [cmerritt@kgi.edu](mailto:cmerritt@kgi.edu) or calling 909-607-7853.

The following steps explain the procedure:

1. The grievance should be submitted in writing and include the grievant's name and contact information, a clear and concise description of the problem which is the basis for the grievance (including relevant facts, any steps taken to resolve the problem, the names of and contact information for persons who may have relevant information concerning the grievance), and a statement of the remedy requested.
2. A grievance must be filed within ninety (90) days after the grievant becomes aware of the alleged problem. Grievances received later than ninety (90) days after the grievant became aware of the alleged problem will be dismissed as untimely, unless exceptional circumstances prevented timely filing.

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<sup>3</sup> Note, where in the judgement of the Institute it is more appropriate to do so, the Institute may administer or investigate a grievance regarding disability discrimination, harassment or retaliation through procedures set forth in other applicable Institute policies. Also in the case of students, a dispute arising from a request for a modification or waiver of academic requirements or standards may, in the first instance, be referred to the [insert name of appropriate faculty committee or review body].

3. An investigation, as may be appropriate, will follow the filing of a grievance. The investigation shall be conducted by the Institute's Disability Coordinator, Director of Human Resources or other designee ("grievance officer"). These procedures contemplate a prompt and informal, but thorough investigation which afford the grievant, the party against whom the grievance or the proposed disposition is directed, and their representatives, if any, an opportunity to submit documents and information relevant to the consideration of and resolution of the grievance.
4. A written determination as to the validity of the grievance and a description of the resolution, if any, shall be issued by the grievance officer and a copy forwarded to the grievant and the party against whom the grievance or the proposed disposition is directed no later than thirty (30) days after receipt of the grievance.
5. The disposition proposed by the grievance officer will be put into effect promptly. The grievant or the party against whom the grievance or the proposed disposition is directed may appeal. An appeal will not suspend the implementation of the disposition proposed by the grievance officer, except in those circumstances where the appeal officer decides that good cause exists making the suspension of implementation appropriate.
6. Within ten (10) days of the receipt of the grievance officer's determination, the grievant or the party against whom the grievance or the proposed disposition is directed may appeal the grievance officer's determination. The appeal, which must be in writing, should state the reasons why the person believes the determination should be changed and state the change(s) sought. All appeals are to be submitted to the Institute's Disability Coordinator, who will direct the appeal and all appropriate records to the appropriate appeal officer (e.g., Dean of Students, Academic Dean, Director of Human Resources, or Vice President for Finance and Operations depending on the circumstances and issues involved) for review and disposition. A copy of the appeal officer's written decision will be expected within 30 days of the filing of the appeal and will be sent to the parties, the grievance officer, Disability Coordinator.
7. Whenever the application of any of the time deadlines or procedures set forth in this grievance procedure creates a problem due to the nature of the grievance, the urgency of the matter, or other circumstances (including for reasons relating to breaks in the academic calendar), the grievance or appeal officer will determine whether an appropriate expedited procedure can be fashioned or extensions of time are warranted, and the parties shall be advised.
8. The Institute's Disability Coordinator shall maintain the files and records relating to grievances filed.
9. The availability and use of this grievance procedure does not prevent a person from filing a complaint of discrimination on the basis of disability with a federal or state

agency such as the *United States Department of Education, Office of Civil Rights, 50 United Nations Plaza, San Francisco, CA 94102, Telephone: 415.486.5555, TDD: 800.877.8339; Email: [ocr.sanfrancisco@ed.gov](mailto:ocr.sanfrancisco@ed.gov).*

10. Retaliation against anyone who files a grievance or cooperates in the investigation under this grievance procedure is against the law and prohibited. Any concerns about retaliation related to this process should be disclosed immediately to the Institute's Disability Coordinator or Director of Human Resources.

Inquiries concerning KGI's disability accommodation and discrimination policies, compliance with applicable laws, statutes and regulations (such as Section 504 and the ADA), and this grievance procedure (including requests for any accommodations needed to use this procedure) should be directed to the Institute's Disability Coordinator Andrea Mozqueda or Director of Human Resources Cheryl Merritt.