



## **Q&A for Adapted Services Requests**

### **What if I don't have all my documents yet? Can I still start the process?**

Yes. Submit your request form as soon as possible. You can still book an appointment with an Adapted Services technician even if your documentation is not complete. In some cases, if your needs are significant and evident, temporary accommodations may be granted while you gather the required documents. Permanent accommodations, however, cannot be finalized until we receive official medical documentation.

### **Who counts as a “qualified professional” for diagnostic documentation?**

We accept documents from licensed professionals such as family doctors, psychiatrists, neuropsychologists, or speech-language pathologists. The document must clearly state your diagnosis. You may include an IEP (Individualized Education Plan) as supporting information, but it does not replace the required diagnostic document.

### **How long does it take to get accommodations once I submit my request?**

The process usually takes a minimum of two weeks once all documents are submitted. The exact timeline depends on how quickly you provide complete documentation, the number of requests being handled, and counselor availability. To avoid delays, submit your request as early as possible, ideally before the semester begins.

### **What happens if I only get diagnosed during the semester?**

You can apply for accommodations at any time, even after classes have started. Submit your request form and documentation as soon as you have them. Accommodations cannot be applied retroactively to past exams or assignments, but we will work with you to put supports in place moving forward.

### **Can I get temporary accommodations if I'm injured or sick?**

Students with temporary conditions (for example, a concussion, surgery recovery, or illness) are supported by **Véronique Turgeon**, not through Adapted Services. You will need to provide medical documentation, and an assessment will be made to determine your needs.

**Do I need to renew my accommodations every semester?**

Not necessarily. Most accommodations are valid for at least one year and do not need to be renewed each semester. However, each file has an expiration date depending on your situation. Temporary accommodations (for example, in the absence of complete documentation) may expire sooner. Before your accommodations expire, you will need to meet with Adapted Services to review and renew them.

**Will my teachers know my diagnosis?**

No. Your medical information is confidential. Teachers only receive information about the accommodations you are entitled to, not the reason behind them.

**Do accommodations mean I'll have lower academic expectations?**

No. Accommodations ensure you have fair access to learning and evaluation, but academic standards remain the same for all students. Accommodations help remove barriers — they don't reduce expectations.

**What should I do if I feel my accommodations aren't working?**

Contact your Adapted Services counselor. Accommodations can be reviewed and adjusted if your needs change or if something isn't effective.

**Where can I go if I need help with things outside academics, like housing, mental health, or financial support?**

Adapted Services focuses only on academic accommodations. For other types of support, you can reach out to services such as the Counseling Office, Student Life, or Financial Aid. We can also point you in the right direction if you're unsure where to start.

The Adapted Services Team