

8 SERVICES

8.1 Educational equity

Through the Educational Equity Policy (<http://www.queensu.ca/secretariat/policies/senate/educational-equity-policy/>), Queen's University recognizes that the values of equity and diversity are vital to and in harmony with its educational mission and standards of excellence. It acknowledges that direct, indirect and systemic discrimination exists within our institutional structures, policies and practices and in our community. These take many forms and work to differentially advantage and disadvantage persons across social identities such as race, ethnicity, disability, gender identity, sexual orientation, faith and socioeconomic status, among other examples.

Queen's is committed to counteracting discrimination in this institution and developing a climate of educational equity that recognizes and respects the equal dignity and worth of all who seek to participate in the life, work and mission of the University. Such a climate is created and maintained by developing a university-wide commitment to and understanding of educational equity, supported by policies, programs, curricula, practices and traditions that facilitate individuals - and equity-seeking groups- free, safe, and full participation.

Students may also contact the Executive Director, Director of Student Services, the University Ombudsperson, (<https://www.queensu.ca/ombuds/>) Queen's Student Accessibility Services (QSAS) (<http://www.queensu.ca/studentwellness/accessibility-services/>), and/or the Queen's University Human Rights Advisory Service (<http://www.queensu.ca/humanrights/home/>).

8.2 Accommodation for Special Needs/ Disabilities

Queen's Policy Concerning Students with Disabilities states: (<http://www.queensu.ca/secretariat/policies/senate/queens-policy-concerning-students-disabilities/>)

Queen's University is committed to facilitating the integration of students with disabilities into the University community. While all students must satisfy the essential requirements for courses and programs, the administration, faculty, staff, and students at Queen's are expected to provide reasonable accommodation to students with disabilities. Reasonable accommodation may require members of the University community to exercise creativity and flexibility in responding to the needs of students with disabilities while maintaining academic standards.

This policy acknowledges that fundamental to the academic and personal success of students is their responsibility both to demonstrate self-reliance and to identify needs requiring accommodation.

It is the responsibility of students in need of accommodation for a disability or other special need to contact Queen's Student Accessibility Services (<http://www.queensu.ca/studentwellness/accessibility-services/>) to register for formal accommodations. In partnership with Student Accessibility Services, the Program will work to ensure that appropriate modifications or accommodations are made in accordance with Queen's Policy on Academic Accommodations for Students with Disabilities (<http://www.queensu.ca/secretariat/sites/webpublish.queensu.ca.uslcwww/files/files/policies/senateandtrustees/ACADACCOMMPOLICY2016.pdf>) and Queen's Academic Accommodations for Students with Disabilities Procedure. (<http://www.queensu.ca/secretariat/sites/webpublish.queensu.ca.uslcwww/files/files/policies/senateandtrustees/AcademicAccommodationsStudentsDisabilitiesProcedure.pdf>)

8.3 Academic Advising

Students should contact the Program Manager, cib@queensu.ca, with questions about degree requirements, course load, or other academic matters as appropriate.

8.4 Personal Counselling

Queen's University provides personal counselling services through Student Wellness Services. Student Wellness Services (<http://www.queensu.ca/studentwellness/home/>) supports the personal, academic, and social development of students at Queen's University by providing a range of programs and services.

8.5 University Ombudsperson

Queen's University is committed to the just, fair and equitable treatment of each and every member of the University community. In keeping with this commitment, the Office of the University Ombudsperson helps students, alumni, parents, staff, and faculty understand policies and procedures within the university. The central role of the Office of the University Ombudsperson (<https://www.queensu.ca/ombuds/>) is to help ensure procedural fairness in university decision-making.