

Guiding Principles

Good faith: general presumption that all involved are acting with honest and sincere intentions

Need-to-know basis: privacy and confidentiality will be protected and maintained throughout this process to the extent possible

Fairness and consistency

What are extenuating circumstances?

A **personal circumstance** beyond the student's control that has a direct and substantial impact on the student's ability to temporarily meet essential academic requirements or standards.

Examples include:

- Sudden or acute physical illness or mental distress, death of a family member or close friend, a traumatic event, motor vehicle accident, etc.

Circumstances that are **NOT** eligible for academic consideration:

- Transportation issues, personal or family events (e.g., vacations, weddings), technological and/or computer failure, disability for which a student requires ongoing accommodations (see reverse)

Students experiencing **high levels of academic or exam related stress** should seek out support from Student Wellness Services.

What paperwork will I receive if a student has submitted a request?

In most Faculties/Schools, students submit documentation to an individual in the Faculty/School Office. The office will send an email to each instructor with additional information regarding the timeline of the request and impact on the student's academic functioning. The student is responsible for following up with each instructor to discuss a plan for academic consideration.

Directing students with extenuating circumstances

Go to the Student Wellness Services [website](#). See left side of the homepage under "Extenuating Circumstances". You can also find answers to more instructor FAQs.

For additional questions contact your Faculty/School Office

Guiding Principles

- Facilitate **inclusion and integration** of students with disabilities into the university community
- Provide students with disabilities **equitable opportunity** to fulfill the essential academic requirements and standards
- Treat students with **dignity and respect** and protect their **privacy and confidentiality** throughout the process for requesting accommodations
- Comply with the Ontario's Human Rights Code

What paperwork will I receive from a student requesting accommodations related to a disability?

Letter of Accommodation (LOA)

- Completed by staff/advisor in Queen's Student Accessibility Services (QSAS)
- Accommodations can be short-term or ongoing
- If a student requests an **assignment extension** or **exam deferral** for reasons of a disability for which they are accommodated via their LOA, **please do not refer** them to the Extenuating Circumstances Policy. Students are advised to email their instructor if they need an extension or deferral due to their disability, with a copy to their QSAS Advisor. If you have any questions or concerns in considering any requests, please contact the QSAS Advisor.

Short-Term Academic Accommodation (STAA) Form

- Completed by a health care provider at Student Wellness Services
- Provided if disability is expected to be temporary (up to one academic term) or if the student requires accommodations immediately while in the process of registering with QSAS for ongoing accommodations
- If you have questions about the accommodations provided contact the QSAS Advisor for the LOA OR contact intake.wellness@queensu.ca or 613.533.6000 X 74842 to be connected with the provider that completed the STAA Form.