

The College of Opticians of Ontario (“the College”) will make every reasonable effort to accommodate its members and members of the public who require accommodation based on special needs. In order to facilitate the accommodation, please review the following policy and ensure that the appropriate information has been completed and submitted. Since no single type of accommodation may be adequate or appropriate for all individuals with any given type of special need, accommodations will be individualized. All medical and supporting documentation should be current within three (3) months of the request. Those requesting accommodation should also review the College’s Customer Service Accessibility Policy for additional information on the College’s provision of services to persons with disabilities.

### **General Service Requests**

General service requests for accommodation may include assistance with filling out application forms or filing a complaint against a registered member of College. The request must be in writing explaining the disability or impairment, the need for accommodation and the nature of the accommodation that is requested. If it is not possible to make the request in writing, an oral request may be made. It is recommended that any supporting documentation such as medical records, be submitted at the time of making the request. The College reserves the right to request medical or other documentation in support of the request. If the College determines that accommodation is required and reasonable, the College will work with you to provide the accommodation ensuring that privacy, confidentiality and comfort are maintained to the extent possible.

### **Prior Learning Assessment and Recognition Process**

Applicants completing the Prior Learning Assessment and Recognition process may submit a request in writing explaining the disability or impairment, the need for accommodation and the nature of the accommodation that is requested. If it is not possible to make the request in writing, an oral request may be made. It is recommended that any supporting documentation such as medical records, be submitted at the time of making the request. The College reserves the right to request medical or other documentation in support of the request. If the College determines that accommodation is required and reasonable, the College will work with you to provide the accommodation ensuring that privacy, confidentiality and comfort are maintained to the extent possible. Requests will be reviewed by the Registration Committee. Any decision reached by the Registration Committee regarding the request is final.

### **National Association of Opticianry Regulators Examination**

The College’s registration examinations are administered by the National Association of Opticianry Regulators (NACOR). If an applicant requires any special accommodations during their examination due to a disability, temporary illness, or extenuating circumstances, a written letter to NACOR outlining the specific request along with the reasons for the request must be included with their application form. All pertinent information such as medical documents must be included with their request. Requests will be reviewed and acted upon by the National Examination Committee. Any decision reached by the National Examination Committee is final. For more information applicants should contact NACOR directly.