



## Disabled Student Support Policy

2025/26

The Equality Act 2010 defines a disabled person as 'someone who has a physical or mental impairment that has a substantial and long-term adverse effect on his or her ability to carry out normal day-to-day activities'. This includes HIV, cancer and multiple sclerosis.

Orlando Village is committed to providing accommodation that best meets a students' individual medical requirements.

At Orlando Village we offer accessible accommodation and car parking when needed, subject to availability.

### **How do I inform the Orlando Village Team if I have a disability?**

A physical, mental or learning disability can be disclosed to the Orlando Village Team on the additional notes section of the booking application form on the Orlando Village website: [www.orlandovillage.co.uk](http://www.orlandovillage.co.uk)

Any requests for an accessible or modified room should be made clear in the additional notes section on the initial application form. Submission of this form will begin the processes of determining what reasonable accommodation Orlando Village can look to provide to the student.

Further documentation in relation to the disability outlined may be requested upon receipt of the accommodation application.

### **Timing of Accommodation Requests**

Although a student may make a request for an accessible or modified room due to a disability at any time, Orlando Village strongly encourages students to make requests as early and as far in advance as possible. This allows adequate time for consideration and relevant documentation of the disability to be received. Following consultation with Orlando Village staff and upon receipt of completed and approved documentation, an offer of accommodation will look to be made that best meets the students' requirements from the accommodation available at that time.

## **Determination of Whether a Student Has a Diagnosed Disability**

Orlando Village commit to ensuring that applicants who disclose a disability in their accommodation application form, receive the correct advice and support throughout their application process. Orlando Village staff will look to make an offer of accommodation that will best meet the student's needs.

A person with a disability is any person who has a physical or mental impairment which substantially limits one or more major life activities. Major life activities are functions such as caring for one's self, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning, concentrating, thinking, and working as well as major bodily functions such as normal cell growth, digestive, bowel, bladder, neurological, brain, respiratory, circulatory, endocrine, immune system, and reproductive functions. This list is not exhaustive. A student requesting an accessible or modified room must provide required documentation as described below.

On occasions in which Orlando Village request supporting documentation in relation to the declared disability, this must be received before determining what reasonable accommodation Orlando Village can provide to the student.

## **Required Documentation**

Documentation of the requesting student's disability shall be obtained at that student's expense and must meet the criteria set forth in this Policy.

Generally, the following is required:

**Current Documentation:** The current impact of a disability upon the student is at the crux of determining a reasonable accommodation and as such, documents submitted to support an accommodation request must be current.

**Comprehensive Evaluation:** The student must include documentation of an evaluation of the student's disability. The evaluation must be conducted by a qualified professional and must provide information in five areas:

- (1) a specific medical diagnosis of a physical, mental, or learning disability
- (2) a description of how the diagnosis was confirmed based on established diagnostic criteria using diagnostic testing and methods currently utilised in professional practices within the relevant field
- (3) a description of how the disability limits a major life activity and of the expected duration of the limitation
- (4) the requesting student's history with the disability
- (5) specific recommendation(s) for reasonable accommodations.

Qualified Professional: The documentation must include the professional credentials of the evaluator, including their licensure and area of specialisation. The evaluator should not be a family member.

### **Evaluation of Accommodation Requests and Determination of Reasonable Accommodations**

As part of the interactive process, Orlando Village may confer with additional staff as appropriate and the qualified professional who provided the disability documentation to determine what reasonable accommodation Orlando Village can look to provide to the student. Orlando Village will also contact the applicant to discuss their personal requirements for accommodation and, if possible, arrange for a viewing of the potential hall and room that they may be allocated to, to ensure that the room is suitable.

Orlando Village strongly suggest for the student to visit to proposed accommodation well in advance of the start of the academic year and the signing of the tenancy agreement.

Reasonable accommodation is one which Orlando Village and the student agree would be suitable and one which does not fundamentally alter the nature of the Orlando Village service or result in an undue financial or administrative burden on the Orlando Village.

### **Requests for Modification or Continuation of Accommodations**

It is the requesting student's responsibility to inform Orlando Village of any changes to the disability or to request modifications to the approved accommodation. Similarly, it is the student's responsibility to request continuation of the approved accommodation beyond the time period set forth in the Tenancy Agreement. To request a continuance or modification, students must submit this to [info@orlandovillage.co.uk](mailto:info@orlandovillage.co.uk). All modification requests will be taken into consideration and will be decided with the requesting student, neighbouring students and Orlando Village's best interest in mind.

### **Confidentiality**

Orlando Village is responsible for maintaining the information disclosed, by a student seeking accommodation, in confidential locked files. Disability information is shared with faculty and staff on a limited "need to know" basis. The confidential file is maintained for 1 year after the student has left the accommodation. The file is then shredded.

Orlando Village staff will also liaise with the Caretaker team to ensure that all necessary support can be put in place for the student in preparation for their stay or visit, including the completion of a Personal Emergency Evacuation Plan (PEEP) to facilitate the student's safe exit of the building in an emergency.

**Availability**

Orlando Village will offer accessible accommodation to a student who has requested and given the relevant information if the accommodation is deemed suitable by both Orlando Village and the student. Orlando Village can only make this offer if there is such accommodation available.