

## Student Advice and Counseling Center Terms of Use and Informed Consent for Counseling Services

At the Student Advice and Counseling Center (SACC), the Student Counseling Office, the Accessibility Services Office, and the International Student Counseling Office work together to provide support for Hokkaido University Students. The following describes the procedures and rules regarding the use of the SACC and its services. Please feel free to ask any staff members of the SACC if you have any questions or concerns.

### 1. Eligibility for Use

Students currently enrolled at Hokkaido University and their family members who live in the country of Japan are eligible for the SACC services. Family members of a student may consult us only on academic matters regarding the student. We seek the student's permission for consultation with their family members, however, this shall not apply to cases in which gaining the consent of the student is not appropriate or the consent cannot be obtained. Faculty and staff members may also use the consultation services on student related matters. All Services are free of charge.

### 2. Scope of Services

At the Student Counseling Office, clinical psychologists provide counseling, consultation and other professional services tailored to your concerns. The Accessibility Services Office offers consultation on study and research and coordinates reasonable accommodations. At the International Student Counseling Office, bilingual clinical psychologists provide professional counseling and consultation services. According to the nature of your concerns, we may also refer you to appropriate service providers, faculty, or staff members. Although counseling and consultation may not resolve all problems and concerns, we will support you in making your own decisions and taking action to address the issues you are facing. In general, each session lasts no longer than 45 minutes.

### 3. Confidentiality

Information shared during your sessions is strictly kept confidential. Additionally, in principle, we do not disclose any information about students who use the SACC services including the fact whether they have visited the SACC or not, or any records of consultation without their permission.

The staff members of the SACC work as a team, and certain information may be shared among its staff members. In order to provide better support, the progress of counseling may be shared with other professionals to seek their advice, without disclosing detailed personal information.

In exceptional circumstances, such as those listed below, some of your information may be disclosed to relevant personnel and institutions (e.g., your family members, the Hokkaido University Health Care Center, your academic supervisor(s), public sectors such as the public health department and police department, hospital(s), etc.) without your permission only to the extent necessary.

- When there is a risk of imminent harm to yourself
- When there is a risk of imminent harm to others
- When there is a risk of abuse to you or others
- When there is a case of an infectious disease that must be reported to the Public Health Office
- When mandated by law

### 4. Safety of Service Users and Staff Members

Any behaviors that threaten the safety of other service users and staff members in and outside of the SACC may result in a restriction of services. Behaviors that threaten the safety of others may include the following:

- Threatening, aggressive, or violent behaviors and obstruction of operations
- Stalking and harassing
- Other disruptive behaviors

5. Consultation Records

Records of your consultation will be kept along with other personal information such as your student ID number and contact information. We securely handle and safeguard the records of your consultation and other personal information.

Your records and other personal information may be used for the following purposes:

- (1) To improve the quality of services
- (2) To utilize anonymized information for service reports or internal purposes in order to improve operations and services at the SACC
- (3) To conduct research using anonymized information

6. Research Use

The SACC conducts research to improve its counseling and consultation services as well as the effectiveness of support it provides. Using anonymized information, we may present our research findings at academic conferences or publish them in academic journals. We ask for your kind understanding and cooperation on this matter.

If you do not want your information to be used for research purposes, please notify a staff member. You will not be at a disadvantage even if you do not agree and are always welcome to use the services offered at the SACC.

7. Making/Changing/Canceling Your Appointment

To make, change, or cancel your appointment, contact the reception desk of the SACC, your counselor or coordinator. Contact us if you have missed your scheduled appointment and would like to reschedule. Please note, however, that it may take some time to reschedule your appointment.

If you are a student and miss your appointment without notice, we may contact your family members, academic supervisors, or other relevant university staff members to verify your safety. Please provide the emergency contact information below:

Parent or Guardian

Academic Supervisor

\_\_\_\_\_  
Name (please print)

\_\_\_\_\_  
Name (please print)

\_\_\_\_\_  
Contact Information

\_\_\_\_\_  
Contact Information

8. Dispute Resolution

When a dispute occurs between a client and the National University Corporation Hokkaido University on the services provided by the SACC, both parties will faithfully discuss to settle the issues. If there is no resolution, the Sapporo District Court or the Sapporo Summary Court has sole and exclusive jurisdiction. The same applies when a client lives outside of the designated jurisdiction of the court, is a foreign national, or does not live in the country of Japan.

9. Cases in which you have or are likely to have contracted an infectious disease that must be reported to a public health office

Please contact the SACC immediately.

10. Questions and Comments

Please ask any staff members of the SACC if you have any questions or concerns regarding matters listed in 1 to 9 above or our counseling services (you may write down your comments and leave them in the "Comment Box" located in the Resource Room.)

I have read and understood the above terms and conditions and agree to abide by them.

\_\_\_\_\_  
Student Name (please print)

\_\_\_\_\_  
Date (month, day, year)

\_\_\_\_\_  
Name (if you are other than the student listed above, please print your name here)