

Hokkaido University Student Counseling and Support Center Explanation of Use and Consent Form for the Counseling Offices

The following are the procedures and rules regarding the use of the counseling offices within the Student Counseling and Support Center (Student Counseling Office, Accessibility Services Office, and International Student Counseling Office; hereinafter collectively referred to as “each office”) and their services. Please feel free to ask our staff if you have any questions or concerns.

1. Eligibility for Use

Students currently enrolled at Hokkaido University, their family members, faculty, and staff who reside in the country of Japan, are eligible for the services of each office. Consultation for family members, faculty, and staff is limited to matters related to student support.

2. Scope of Services

At the Student Counseling Office, clinical psychologists provide counseling, consultation, and other services according to the nature of the concerns. The Accessibility Services Office offers consultation on study and research and coordinates reasonable accommodations. At the International Student Counseling Office, counseling and consultation services are provided by clinical psychologists who are proficient in Japanese and English. According to the nature of the concerns, we may also refer you to appropriate service providers, faculty, or staff members. In general, each session lasts no longer than 45 minutes.

3. Confidentiality

In principle, each office does not disclose any information about students who use its services, including the fact of their visit, or the content of consultation without their consent.

However, the staff members of each office work as a team and may share information with one another. In order to provide better assistance, each office may seek advice from other professionals without revealing detailed personal information.

In the following exceptional cases, the minimum necessary information may be disclosed to relevant persons or organizations (family members, Hokkaido University Health Care Center, academic supervisors, administrative agencies (e.g., public health office, police, etc.), hospitals, etc.) even without the consent of the student concerned.

- When there is an imminent risk of suicide
- When there is a risk of harm to others
- When there is a risk of abuse to the student or others
- When contracting an infectious disease that must be reported to the public health office
- When mandated by law

4. Safety of Service Users and Staff

Any actions or behaviors that threaten the safety of other service users or staff, whether inside or outside the facilities, may result in restrictions on the use of the services. Actions or behaviors that threaten safety may include the following:

- Threatening, aggressive, or violent behaviors and obstruction of each office’s operations
- Stalking and harassing
- Other disruptive behaviors

5. Consultation Records

The staff each office maintain records of consultation and securely handles them as personal information along with other information such as the service user's student ID number and contact information.

Such information may be used for the following purposes:

- (1) To improve the quality of services
- (2) To utilize anonymized information for periodic reporting and organizational purposes in order to improve the operations and services at each office.

6. Research Activities

Each office conducts research to improve its counseling and support services and to enhance the effectiveness of the support provided. For this purpose, consultation records may be quantified and anonymized so that individuals cannot be identified. This data may be used to present research findings at academic conferences or in academic journals. We ask for your kind understanding in this matter.

If you do not wish to have your information used for research purposes, please inform us. You will still be able to use our services even if you do not provide consent, and you will not suffer any disadvantage as a result.

7. Making/Changing/Canceling Your Appointment

To make, change, or cancel your appointment, contact the reception desk of each office, your counselor or coordinator. Contact us if you have missed your scheduled appointment and would like to reschedule.

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 Name (please print)

Academic Supervisor Name (please print)

Parent or Guardian Contact Information

Academic Supervisor Contact Information

8. Dispute Resolution

When a dispute occurs between a service user and National University Corporation Hokkaido University on the use of each office, both parties will consult in good faith to settle the issues. If a resolution is not reached, the Sapporo District Court or the Sapporo Summary Court has the sole and exclusive jurisdiction. The same applies when the service user lives outside of the jurisdiction of these courts, is a foreign national, or does not reside in the country of Japan.

9. In the Case of Contracting Infectious Disease That Must Be Reported to Public Health Office

Please contact the reception immediately.

10. Important Reminder for Remote Consultation Service

While remote consultation is a convenient option, it requires careful attention to privacy and security. Please take all possible measures to ensure a secure environment, such as consulting from a private location where you cannot be overheard and refraining from recording (audio or video) the session.

11. Agreement to the Above Explanation and Submission of the Consent Form

If you have read, fully understood, and agreed to the above terms and conditions, please complete the section below.

Student Name (please print)

Signature

Date (MM/DD/YYYY)

Name (if you are not the student listed above, please print your name here)