

Authority

- Approved by the Provost and Vice President for University Community, Child & Youth Services
- Industrial Safety and Health Act
- School Health and Safety Act
- Medical Care Act

## **Chapter 20. Health and Wellness Program**

### **20.1 Policy**

Health is not merely the absence of disease or infirmity and good health involves physical, mental and social well-being. To achieve the mission of the OIST Graduate University (hereinafter “the University”), it is critical that students and staff members are able to study and/or work to their optimum. Ensuring and maintaining good health and wellbeing is critical to this mission. By establishing and operating the OIST Clinic, Health Center and Ganjuu Wellbeing Service (Psychology led service providing therapy, consultation & skills training to support individuals, teams and organizational wellbeing), the University aims to meet the physical & emotional needs of the OIST community. Students and staff members can access these services within work time.

### **20.2 Rules**

#### **20.2.1 OIST Clinic**

##### **20.2.1.1 Name of the clinic**

The clinic on campus is named as OIST Clinic.

##### **20.2.1.2 Providing medical care**

OIST Clinic provides medical care which is at least equal to the level of care provided at general clinics in Japan to students, employees and their families.

##### **20.2.1.3 Health issues**

OIST Clinic’s primary focus is providing an emergency response/first aid to individuals experiencing illnesses and injuries. This may involve assessing, diagnosing and treating certain illness or injuries and/or referring individuals on for further diagnostic assessments, consultations or treatments. If an illness or condition is chronic and for-instance requires continuous prescription, we would typically refer individuals to an external medical facility. However, OIST Clinic will provide care

and treatment if there is a sudden aggravation of a chronic illness/condition or if the person has difficulty using an external medical facility.

#### **20.2.1.4 Response outside of opening hours**

Outside of standard opening hours, OIST Clinic will respond to requests from individuals provided it does not hinder our regular work.

#### **20.2.1.5 Admission facility**

OIST Clinic does not have a facility to admit patients.

#### **20.2.1.6 Confidentiality**

OIST Clinic handles personal information which may come to our knowledge in the course of work with the utmost care. We do not release the information without the consent from the person unless it has a reasonable cause to do so, such as an emergency case.

### **20.2.2 OIST Health Center**

#### **20.2.2.1 Service**

OIST Health Center provides preventive health care for all members in the OIST community (the eligibility is defined under 1.4.1 of PRP of the University).

#### **20.2.2.2 Medical treatment availability**

OIST Health Center does not provide medical treatment, however this does not apply in the case of an emergency.

#### **20.2.2.3 Eligibility**

All members of the OIST community are able to receive the services, however some services such as health checkups are only available to certain members of the OIST community

#### **20.2.2.4 Handling personal information**

OIST Health Center handles personal information which may come to our knowledge in the course of work with the utmost care. We do not release the information without the consent from the person unless it has a reasonable cause to do so, such as an emergency case.

### **20.2.3 Ganjuu Wellbeing Service**

#### **20.2.3.1 Purpose**

Ganjuu Wellbeing Service provides services to support wellbeing of the University and the OIST community.

### **20.2.3.2 Services provided**

Ganjuu Wellbeing Service provides the following services:

- Development and support of initiatives related to wellbeing and community
- Workshops and training related to wellbeing
- Services to teams (team building, mediation, etc.)
- Information, advice and consultation on wellbeing or interpersonal matters, and
- Psychological therapy

### **20.2.3.3 Medical treatment availability**

Ganjuu Wellbeing Service does not provide medical treatment. Psychiatric and medical consultations can be arranged via the OIST Health Center.

### **20.2.3.4 Language support**

Services are provided in English and Japanese. Interpreting services may be used, if available, if requested or required.

### **20.2.3.5 Eligibility and costs**

All members of the OIST community (adults and children) are able to receive the services, for free. The cost of interpreting services will be borne by the Ganjuu Wellbeing Service, when deemed necessary by the Service.

### **20.2.3.6 Confidentiality**

The Ganjuu Wellbeing Service keeps all personal information, confidential within the team. All clinical staff are bound by professional practice guidelines regarding confidentiality. The Ganjuu Wellbeing Service administrator has clear expectations and supervision from clinical staff at the Service regarding their responsibilities for confidentiality. Verbal or written information will not be disclosed without permission from the person it relates to (or from their parent/guardian if they are not able to provide informed consent), except in the following circumstances:

- If clinical staff believe that the individual or a third party is at risk of serious harm. In this case, confidentiality is broken in order to reduce the risk of harm by involving relevant people or services that can provide the necessary support. Wherever possible this will be discussed with the individual, first.
- If disclosure is required by Japanese law.

- Information relating to children 12 years and under will be shared routinely with parents/guardians, unless there is a child protection issue in doing so. In most cases parents or carers will need to be involved in the intervention.
- For young people, aged 13-18 years, Ganjuu Wellbeing Service will negotiate with the young person and parents/guardians to reach an agreement about feedback which is appropriate to the developmental stage of the young person, and the clinical risk involved.
- For the maintenance and improvement of therapeutic services, the management of risk, and to adhere to professional practice guidelines, information will sometimes be shared with professional external consultants. This information will not be personally identifiable. Any external consultants are also bound by professional practice guidelines pertaining to confidentiality.

#### **20.2.3.6 Record Keeping**

As part of good professional practice, the Ganjuu Wellbeing Service keeps written records to support work with individuals, families and groups. Individuals can request access to their own records which the Ganjuu Wellbeing Service holds about them, however information provided by a third party cannot be disclosed without agreement from the third party.

Case notes are kept on paper and are stored in a locked filing cabinet within a locked side room. Email communication may be printed out and kept as part of the record. Files are destroyed five years after discharge, in accordance with Japanese law for retention of medical records.

Letters and some other clinical information may be stored electronically on a secure drive with access restricted to the Ganjuu Wellbeing Service. Outlook calendar is used for appointment recording but people are referenced by number, not name, to prevent accidental breaches of confidentiality. Personal details are recorded within the individual file and basic demographic data is collated anonymously onto a database for service monitoring and improvement.

## **20.3 Responsibilities**

### **20.3.1 OIST Clinic**

#### **20.3.1.1 Director of the OIST Clinic**

The Provost appoints a doctor as a director from the full time doctors who belong to OIST Clinic and the director has the responsibility to manage the clinic, ensure good governance procedures are in place and provide supervision where required.

#### **20.3.1.2 Custodian of cash at OIST Clinic**

The Provost appoints a member of staff as the custodian of cash at OIST Clinic and the custodian takes the responsibility for cash which OIST Clinic collects from clients based on the rules which are defined in the following section (PRP 20.3.1.4).

#### **20.3.1.3 Cashier at OIST Clinic**

The custodian of cash at OIST Clinic shall be authorized to designate a Cashier at OIST Clinic from among the personnel in the OIST Clinic and mandate the personnel to engage in managing the accounting and managing the cash which OIST Clinic collects.

#### **20.3.1.4 Fee for medical care**

OIST Clinic charges clients fees for medical care after the treatment, based on the price calculated by the method and the standards decided by the President of the University (in consultation with relevant parties). Clients who have received medical care at the OIST Clinic have a responsibility to pay the fee for the medical care provided in cash (Japanese yen only) to the OIST Clinic in a timely manner.

### **20.3.2 OIST Health Center**

#### **20.3.2.1 OIST Health Center**

OIST Health Center has responsibility to plan and manage the health checkups which is defined in Industrial Safety and Health Act and School Health and Safety Act.

#### **20.3.2.2 Students and Employees**

Students and employees have responsibilities to take health checkups which are defined in Industrial Safety and Health Act.

### **20.3.3 Ganjuu Wellbeing Service**

#### **20.3.3.1 Ganjuu Wellbeing Service**

Ganjuu Wellbeing Service complies with Japanese law, University rules and procedures and the professional practice guidelines of the professional bodies with which clinical staff are registered. The clinical psychologist(s) ,who are appointed by the President to supervise staff

of the Ganjuu Wellbeing Service, have the responsibility to ensure good governance procedures are in place and provide supervision as required.

## **20.4 Procedures**

### **20.4.1 OIST Clinic**

#### **20.4.1.1 Opening hours**

OIST Clinic open weekdays from 9:30-11:30 a.m.(Monday, Wednesday and Friday), and from 13:30-15:30 p.m. (Tuesday and Thursday), please note this may change depending on staff schedules.

OIST Clinic is closed on weekends and holidays.

#### **20.4.1.2 Appointments**

To minimize waiting times, individuals are encouraged to make an appointment before coming to the clinic (TEL: 098-982-3446 or clinic.appointment@oist.jp). However, this does not apply to the emergency cases.

#### **20.4.1.3 Fees for medical care**

OIST Clinic uses a private practice charging system (health insurance does not apply to the system). The President of the University, in consultation with relevant parties will decide on what are reasonable fees.

#### **20.4.1.4 Location**

OIST Clinic provides medical care in B234 of Center Building. However, this does not apply to the emergency cases.

#### **20.4.1.5 Referral to external medical facilities**

OIST Clinic will refer to specialists, hospitals, and/or medical facilities which provides critical care if necessary.

### **20.4.2 OIST Health Center**

#### **20.4.2.1 Opening hours**

OIST Health Center opens from 9:30-17:00 on weekdays, and is closed on weekends and holidays. However, this does not apply during times when the University is holding an event.

#### **20.4.2.2 Location**

OIST Health Center provides services in B236 of Center Building. However, services may be provided elsewhere during special events held by the University.

### **20.4.3 Ganjuu Wellbeing Service**

#### **20.4.3.1 Opening hours**

Ganjuu Wellbeing Service opens from 9:00-17:30 on weekdays, and is closed on weekends and holidays. There is no out of hours service. Occasional services (for example workshops) may be provided at evenings or weekends at the discretion of the Ganjuu Wellbeing Service staff.

#### **20.4.3.2 Appointments**

Appointments can be made by contacting the Ganjuu Wellbeing Service by telephone, email, in person or by posting a request form (available from the Ganjuu Wellbeing Service website) into our letter box. Services can be provided without appointment within working hours, but this is subject to availability of clinical staff.

#### **20.4.3.2 Location**

Ganjuu Wellbeing Service is located at 128 West Court.

### **20.5 Forms**

#### **20.5.1 Ganjuu Wellbeing Service request form**

[Link to website]

<https://groups.oist.jp/sites/default/files/imce/u1479/Event/New%20Ganjuu%20Form%20Jun15.pdf>

### **20.6 Contacts**

#### **20.6.1 Policy Owner**

The Provost

Vice President for University Community, Child & Youth Services

#### **20.6.2 Other contacts**

OIST Clinic

OIST Health Center

Ganjuu Wellbeing Service

### **20.7 Definitions**

#### **20.7.1 OIST Clinic**

##### **20.7.1.1 Chronic illnesses**

Diseases which require long term continuous treatment such as hypertension, diabetes, mellitus or dyslipidemia.

### **20.7.1.2 Employees**

Permanent, fixed-term and part-time employees hired by the University. Temporary staff dispatched from an agency under an hourly-fee contract, contractor or vendor employees are not included.

### **20.7.1.3 Students**

Those who study in the University approved by the Graduate School Office, stipulated in PRP 5.5.1 and 5.5.2.

### **20.7.1.4 Family**

Spouse, parent or child of the employee and/or student, or the person in the similar relationship above.

## **20.7.2 Ganjuu Wellbeing Service**

### **20.7.2.1 OIST community**

Full-time and part-time employees, students and immediate family members. Temporary staff whose work at OIST is identical to directly employed staff are included. Vendors and temporary staff whose place of work can be changed by their employing agency are not included.

### **20.7.2.2 At risk of serious harm**

Imminent risk of death or significant injury to self or another; reports of or risk of abuse or neglect to a child.

### **20.7.2.3 Immediate family members**

Spouse/partner and children who are living in the same household. Exceptions may be made if the nature of a relationship is significant in providing support to an employee or student (for example, separated spouses/partners who share care for children, or parents who are admitted on a visa to provide child-care). This is at the discretion of the Ganjuu Wellbeing Service.