

Terms of Service

Terms of Service for Counselling and Development

TERMS OF SERVICE

Concordia University provides you with access to COUNSELLING AND DEVELOPMENT's information, scheduling system and website.

Use of COUNSELLING AND DEVELOPMENT services is subject to the following Terms of Service ("TOS"), which may be updated or modified from time to time. When the TOS are modified or updated, you will be asked to read and agree to the new TOS.

By accessing the information and scheduling services and using the services of COUNSELLING AND DEVELOPMENT you accept and agree to be bound by the terms and provisions of these TOS including but not limited to all University policies, available on <http://vpexternalsecgen.concordia.ca/policies/> . All applicable procedures, guidelines, laws and/or rules are hereby incorporated by reference into these TOS.

PRINCIPLES OF PROFESSIONAL CONDUCT AND TERMS OF SERVICE FOR COUNSELLING & DEVELOPMENT USERS

COUNSELLING AND DEVELOPMENT is proud to offer a variety of student support services to Concordia University students and alumni. COUNSELLING AND DEVELOPMENT is committed to empower Concordia students to maximize their personal, academic, and career potential. To this end we provide diverse programs, resources and expertise in a supportive student-centered environment to facilitate student success.

COUNSELLING AND DEVELOPMENT offers its services and support to all registered full-time, part-time graduate and undergraduate students, Continuing Education students, as well as limited services to alumni. COUNSELLING AND DEVELOPMENT provides its services with professionalism, courtesy and respect, adhering to ethical guidelines and in a manner which avoids all types of discrimination.

PARTICIPATION, ATTENDANCE, CANCELLATION & NO-SHOW POLICIES

You are expected to respect the times scheduled for your appointments. Preferably, you should arrive 10-minutes before your scheduled appointment and sign in with our front desk staff.

If you are unable to attend your scheduled appointment, you must call COUNSELLING AND DEVELOPMENT by 10 a.m. one (1) working day in advance. We can be reached at 514-848-2424 Ext. 3545 (SGW), 3555 (LOY) or 7345 (CAPS)

If you are more than 15-minutes late, your appointment time may be given to another student.

A No-show is an appointment which has not been cancelled by 10 a.m. one (1) working day in advance. No-shows do not allow sufficient time for unused counselling appointments to be given to students who are in need of such appointments and contribute to longer waiting times for counselling services for all students. If you fail to present at the time of a scheduled appointment this No show will be recorded in your file.

Please note, if you have a series of personal counselling appointments held in your name and you fail to either show for one of these appointments or give the required 24-hours cancellation notice, all remaining appointments in the series will be automatically cancelled.

Three No-shows will result in the temporary suspension of counselling services to you. To reinstate these services you would be required to meet with the Coordinator of Counselling and Psychological Services, or delegate, to evaluate the situation.

ACCURATE & UPDATED INFORMATION

You are responsible for maintaining the confidentiality of your password and account and are fully responsible for all activities that occur under your password and account. You are further responsible for updating your contact and personal information with SIMS.

CONFIDENTIALITY

COUNSELLING AND DEVELOPMENT takes precautions to protect your personal information. Access to our services is strictly limited. When you register with COUNSELLING AND DEVELOPMENT, you provide us with your personal information. COUNSELLING AND DEVELOPMENT does not disclose your personal information to third parties, outside of COUNSELLING AND DEVELOPMENT, without your signed consent. You will be asked to sign a more detailed consent form when you first visit COUNSELLING AND DEVELOPMENT.

In order to maintain the confidentiality you should never disclose your password to others. Disclosing such confidential information is a breach of these TOS and COUNSELLING AND DEVELOPMENT reserves the right to limit or terminate your right to use its services upon such a breach.

EXTERNAL LINKS

The COUNSELLING AND DEVELOPMENT website contains, as a courtesy to users, links to external websites that may assist you in exploring various career, learning, volunteer and personal development information. COUNSELLING AND DEVELOPMENT and/or the University are not responsible for the content of external websites, nor are they responsible for the privacy settings or guidelines of these other sites. You are encouraged to verify the privacy policies of sites linked to by the COUNSELLING AND DEVELOPMENT website and to use your own judgment regarding the accuracy and the reliability of the information they contain.

EMAIL

COUNSELLING AND DEVELOPMENT reserves the right to e-mail you to inform you of any events, policy changes or other relevant information.

GOVERNING LAW

These Principles shall be governed by and construed in accordance with the laws of the Province of Quebec and the laws of Canada applicable therein. You hereby irrevocably agree and submit to the exclusive jurisdiction of the courts of the District of Montreal in the Province of Quebec, Canada for any legal proceedings arising out of this agreement or the performance of the obligations hereunder.

Finally, you acknowledge and agree that any misuse or violation of the TOS and /or guidelines, procedures, University policies or rules may result in sanctions imposed against you, including but not limited to the termination of your right to use the services of COUNSELLING AND DEVELOPMENT. The final decision in all such cases shall be rendered by the Director of COUNSELLING AND DEVELOPMENT.