

Service Contract

A contract is hereby established between _____ (hereinafter referred to as Client) and _____ (hereinafter referred to as Service Provider) regarding the services that the service provider will provide to the client as detailed below.

1. Purpose of Contract and types of services provided

- I. The service provider affiliated with this establishment, STARSCAPE, will carry out the following services in accordance with the ethical guidelines set forth by the Japan Clinical Psychologist Certification Association and the intent of the Public Qualification Act for Public Psychologists, to help the client's child understand their own strengths and promote self-awareness.

Cognitive Assessment	<input type="checkbox"/> WISC-V English Version	<input type="checkbox"/> WAIS-V English Version
Psychological Services	<input type="checkbox"/> Individual Counselling	<input type="checkbox"/> Consultation <input type="checkbox"/> Supervision

- II. The details of the assessments and services mentioned above can be confirmed on the official LINE account of STARSCAPE. Additionally, upon signing the contract, a copy of the present contract will be sent to the client.

2. Duration of Service provided

- I. The contract will be considered complete when the assessment report is delivered to the client.
- II. In the case of consultations and counselling, the contract will end once the predetermined number of sessions agreed upon with the service provider has been completed. However, if there is a desire to continue, the contract can be extended upon agreement from both parties.

3. Confidentiality

- I. The service provider shall not disclose any personal information regarding the client's child and their family, obtained during assessments, consultations, or counselling, to any third party without obtaining prior written consent from the client.
- II. Notwithstanding the preceding article, the service provider is permitted to disclose any observed signs of self-harm, harm to others, or threats to life to the authority.
- III. In order to provide quality reports to the client, the service provider may seek supervision from professionals in the same field. Prior consent from the client will be obtained, and names will be anonymized to ensure that the client, the child, and their family must not be identified.
- IV. The provisions of this article shall remain strictly adhered to even after the termination of this contract.

4. Terms of Service for Assessment

- I. In accordance with Article 4 of the ethical guidelines established by the Japan Clinical Psychologist Certification Association, the service provider shall not compel the client to undergo assessments. Assessments will be proposed based on the client's wishes and needs, and the final decision of the client will be respected. If the client is already aware of the assessment details, they can book the assessment(s) immediately via the online form on the official Line account of STARSCAPE. Clients who wish to learn more about the assessment(s) may inquire via email, and responses will be provided as soon as possible.
- II. The duration required for the assessment(s) may vary depending on the nature of the assessment(s), and the child's condition. The average duration for each assessment can be confirmed on the official LINE account of STARSCAPE.
- III. For assessments, STARSCAPE offers services in two ways: Home Visitation or a facility previously agreed upon.
- ☐ Home Visit: The Service Provider will visit the client's home at a predetermined time. All cognitive assessments will be conducted with the child. Therefore, it is requested that a desk not fixed against a wall be provided. Additionally, assessments are typically conducted between the service provider and the child alone, so it is requested that a quiet space be prepared in advance.
 - ☐ Facility: The Service Provider will provide the client with the address in advance. If there is any delay, it is requested that the client contact the service provider. As a general rule, the client is prohibited from entering the assessment room with the child. While food is prohibited, beverages may be brought into the room.
- IV. After the assessment, the service provider will analyze the results of the child and prepare a report.

Reports will include clinical observation, results, analysis of results, support, and suggested accommodations. This report may be turned in to the school for the teacher's reference.

- V. The report will be sent to the client within two months from the date of assessment completion, according to the client's preference (data or written format).

5. Terms of Service for Counselling, Consultation, and Supervision

- I. STARSCAPE provides individual counselling, group counselling, consultation, and supervision. Aforementioned services are structured in a one-hour time frame, with fees varying depending on the type of service provided.
- II. As a general rule, STARSCAPE will primarily focus on services related to the child and will only address matters concerning the child.
- III. Supervision is a service provided to clinical psychologists and public psychologists.
- IV. All services will be conducted using ZOOM VIDEO COMMUNICATIONS. The client will receive the ZOOM participation ID and password the day before the scheduled date.

6. Responsibility of Service Provider

- I. The service provider will deliver services described in Article 1 based on skills recognized as accurate due to training and experience. Therefore, the service provider will continually strive to enhance their knowledge and skills to maintain a high level of proficiency.
- II. The service provider will consistently be aware of their own influence and personal desires, and will take care not to exploit the client's trust inappropriately.
- III. The service provider will be mindful of the rights of the client, the child, and their family, and will not impose services. The needs and wishes of the client and their family will be respected, and the service provider will strive to deliver appropriate assessments and psychological services.
- IV. The service provider will be aware of their own limitations in abilities and skills, and will strive to provide services within the scope of their professional competence.
- V. The service provider will present the assessment results to the client accurately and clearly. Additionally, they will make efforts to ensure that the results are not used inappropriately.
- VI. The service provider will make efforts to summarize optimal proposals based on the client's wishes and assessment results. However, the service provider cannot assume responsibility for guaranteeing effectiveness as a definitive reference.
- VII. In accordance with Article 3 of this contract, the service provider will adhere to confidentiality obligations and will not share information with third parties without the client's consent.

7. Responsibility of Client

- I. The client is encouraged to provide complete and accurate information regarding the child, as well as their goals and concerns so that the service provider may integrate these information into the assessment or psychological services provided.
- II. To facilitate optimal performance during the assessment, the client is encouraged to ensure that the child has adequate rest before the assessment is conducted.
- III. If the client is unable to avoid being late for any unavoidable reason, they are encouraged to contact the service provider as soon as possible.
- IV. Outside of assessments, all other psychological services will begin and end as scheduled. If there is a need to postpone, additional fees may apply.
- V. To prevent the misuse of the child's personal information and to maintain the integrity and validity of the assessments, clients may not show the reports to third parties not associated with the child.

8. In case of Emergency

- I. The service provider will promptly advise the client to seek emergency medical care in the event of a sudden change in the child's condition or in any other necessary circumstances.
- II. In addition to the previous article, if there is a change in the physical or mental condition during the service, the service provider will contact the individual designated by the guardian with utmost urgency.

9. Fees

- I. The amount payable by the client can be confirmed on the flyer distributed by the schools in liaison with STARSCAPE. Additionally, the final amount will be communicated to the client during the intake session.

- II. Payment is requested prior to receiving services. If payment cannot be confirmed, the service provider may withhold the provision of services.
- III. In the case of long-distance travels, the transportation costs incurred by the service provider may be borne by the client.
- IV. If the client cancels or changes the service for personal reasons less than 24 hours before the scheduled service, a cancellation fee of 10,000 Yen may be charged. For counselling, consultation, and supervision that are limited to a specific number of sessions, this will count as one session.
- V. Upon client's request, services may be discontinued partway through. However, refunds will not be provided in such cases.

10. Liability for Damages

- I. If the service provider inflicts physical damage to the client or the child during the provision of services, they will promptly verify the facts. If the damage is acknowledged, the service provider will compensate for the damages without delay. However, there may be cases where compensation is not provided.

The establishment shall not be liable for damages unless there is a reason attributable to its own fault. In particular, the establishment will be exempt from liability for damages in the following cases:

- (i) When damages arise solely due to the client's intentional failure to disclose important matters regarding the child's physical and mental condition or medical history before the binding of contract, or due to false disclosures made by the client.
- (ii) When damages arise solely due to the client's intentional failure to disclose or provision of false information during inquiries or confirmations regarding necessary matters related to the implementation of services for the child.
- (iii) When damages arise solely due to the child's sudden changes in health or conditions that are not attributable to the services provided by the service provider.
- (iv) When damages arise solely due to actions taken by the client or the child that contradicts the instructions or requests of the establishment or the service provider.

- II. If the client or the child inflicts physical injury to the service provider during the use of services, facts will be promptly verified by the facility. If acknowledged, the client has to compensate for the damages.

11. Termination of Contract by Client

- I. The contract may be terminated, and client refunded, in the following cases:
 - (i) If the service provider fails to provide services without justifiable reason.
 - (ii) If the service provider violates the confidentiality obligations set forth in Article 3, or engages in conduct that deviates from societal norms.

12. Termination of Contract by Service Provider

- I. Present contract may be terminated by the service Provider in the following cases:
 - (i) If the fees have not been confirmed prior to the provision of services.
 - (ii) If the client or their family inflicts emotional or physical distress on the service provider, with failure to cease despite requests from the service provider.

13. Document Storage

- I. The establishment will organize and maintain documents related to the provision of services to the client, retaining them for a period of five years from the date of service completion.

14. Prohibition of Transfer of Interest

- I. The client and the Service Provider may not assign or sublet all or part of their rights under this contract to any third party.

15. Jurisdiction of the Court

- I. For any disputes arising in connection with this contract, the local court with jurisdiction over the location of the establishment shall be the exclusive court of first instance by mutual agreement.

16. Others

- I. For matters not specified in this contract, the client shall discuss and decide in good faith in accordance with the Certified Psychologist Act, the Act on Promotion of Developmental Support for Children and

Youth, the ethical guidelines established by the Japan Clinical Psychologist Certification Association, and other relevant laws and regulations.

Date of Contract: _____

Contracting Parties **《Service Provider》** **Name:**

Affiliation:

《Client》 **Address:**

Name of Client:

Name of Child:

