The Student Affairs Office operates at an arm's length relationship from the administration and evaluation branches of the Undergraduate MD Program. Our services are free and confidential. All records, including emails, conversations, appointment logs, notes and contact information will be kept confidential according to McMaster University policy. They may be released or shared under the following circumstances:

- if records are subpoenaed by a court of law
- if there is a suspicion of child abuse or neglect
- if there is a need to prevent serious harm to self or others
- in order to report a health professional who has sexually abused a client.
- The Student Affairs office has an obligation under the McMaster University Harassment and Intimidation policy (provide link) to support a safe and harassment-free learning and workplace environment. It may be necessary, at times, to bring forward concerns or to release information in order to uphold this obligation.

Some faculty members in the Student Affairs Office do have teaching obligations as part of their university appointment. However arrangements have been made such that should a student feel that, because of prior knowledge, it would be uncomfortable or inappropriate to be taught or evaluated by one of these faculty members, an alternative teacher will be found for that student, without hesitation, simply by indicating that need to the administrator assigning placements.

None of the faculty members in the Student Affairs Office are involved in assessing McMaster medical students for admission to postgraduate programs.

The McMaster University Ombudsperson is available to all students with concerns or complaints and is able to provide absolute confidentiality.