

# TEEN LINK CHAT

## TERMS OF USE

By using Teen Link Chat, you accept, understand, and acknowledge these Terms of Use.

Teen Link Chat is a free, anonymous, confidential, and secure online emotional support service that provides emotional support and referrals over the internet. It is a peer-to-peer service designed to support youth under the age of 21 to make healthy life choices. Clients over the age of 21 are not appropriate for our services and will be referred elsewhere.

Hours of operation are currently Monday, Tuesday, and Thursday from 6:00 PM – 10:00 PM PST. Teen Link Chat is unavailable outside of those times.

Teen Link respects its users' right to privacy. Any identifying information given will be held in confidence and Teen Link's records are confidential and HIPAA compliant. Teen Link is also a mandated reporter in the State of Washington. In the instance that a client discloses suicidal or homicidal thoughts which are deemed by Teen Link to be imminent in threat, or a situation of child abuse or sexual assault, and identifying information has been given, Teen Link must by law report this information to the appropriate authorities.

Teen Link Chat's volunteer chat specialists are not trained counselors and should not be counted on for medical, legal, or other advice. Any decisions made by the client before, during, or after the termination of a chat are not the responsibility of Teen Link or its volunteers or staff.

Any referrals made by Teen Link are to be used at the client's discretion. Teen Link is not responsible for the actions or inactions of any outside or third party agencies.

Any violation of these terms, or any content not explicitly mentioned above that is deemed inappropriate by Teen Link's supervisors or staff, will result in a termination of the chat and/or blocking a user from accessing Teen Link Chat in the future.

## PRIVACY POLICY

By using Teen Link Chat, you accept, understand, and acknowledge this Privacy Policy.

Teen Link Chat is a completely anonymous and confidential service. The identities and personal information of clients and volunteers of Teen Link Chat are to be kept confidential at all times. Teen Link takes its privacy and confidentiality very seriously, and will never break confidence with any client.

In order to properly maintain Teen Link's high level of service, documentation of each chat is maintained. These records are subject to HIPAA laws and are not made public or disclosed to third parties.

Any demographic or identifying information is given at the discretion of the client. This information is used to aid Teen Link volunteers in better serving our clients, and to deliver aggregate statistical information to funders. This information is disassociated from chat content and is not identifying in any way. In the event that a client on Teen Link Chat reveals information that indicates s/he is considering suicide/homicide or is experiencing abuse or has been a victim of sexual assault and enough information has been revealed to the chat specialist to make a report, then a report must be filed with the appropriate authorities. The client must also be informed that the report is being filed, and must be given the option to file the report him/herself or be a co-signatory.