



## **Text & Chat Terms of Service**

### **Hours of operation**

Tuesdays and Thursdays 3pm-8pm MST and Fridays 1pm-5pm MST

### **Who we are**

Thank you for reaching out to the Children's Grief Centre (CGC) Text & Chat. Text & Chat is a support service designed for children and teens who are grieving the illness or death of someone in their lives. Parents/Caregivers/Guardians of grieving children and teens may also access the Text & Chat Service. Services are provided by our trained online support staff and volunteers, under the supervision of certified counselling staff.

### **Our Intention**

Text & Chat aims to provide accessible, short-term help to children, teens, and their parents/caregivers/guardians who are grieving the illness or death of someone in their lives. When you reach out to us we will:

- Listen to your situation
- Provide emotional support
- Explore options with you
- Connect you with resources and information as needed

**Terms of Usage** By using the Children's Grief Centre Text & Chat Service, you agree to the terms of service outlined below. Terms of service may be updated occasionally. Each time you access this service you will be presented with the most current terms, conditions, and privacy statement. You may contact the Children's Grief Centre by email at [info@hospicecalgary.ca](mailto:info@hospicecalgary.ca) if you have questions. Please do not use the service if you do not agree with the terms.

Text & Chat support staff and volunteers acknowledge your right to terminate a conversation at any time:

For text:

You can opt out at any time by texting 'STOP'.

For chat:

You can opt out by clicking 'End Chat' or close your browser or window.

### **What our Service Does NOT Provide**

Text & Chat support staff and volunteers do not provide:

- therapy, treatment, or medical and health advice

### **Alternative Contact Information**

If you are looking for more support around your grief or a different type of support (e.g. face to face counselling, drop-in groups, grief groups, etc.), please contact our Children's Grief Centre at 403.263.4525 or visit our website at [www.childrengriefcentre.ca](http://www.childrengriefcentre.ca)

If you are experiencing technical difficulties using our chat services please try using a computer instead of a smartphone/tablet or try contacting us by text at 587.355.2210.

### **Surveys**

You will receive a link to take a survey at the end of a text/chat session. The surveys are helpful in letting us know how we can better support you. Our surveys are anonymous and you can skip questions if you wish. Our staff will not see your personal identifiers in the survey feedback.

### **Privacy of Personal Information and Security Notice**

#### *Privacy and Security*

Text & Chat takes your privacy and security seriously. Governing laws are quite strict regarding your personal information (such as name, phone number, IP address, email). Security controls and protocols are in place to protect your information. In spite of these protections, SMS text and chat are imperfectly secure platforms and there are some risks to using this service. You agree to use our service and provide information at your own risk and you agree that the Children's Grief Centre has no liability regarding anyone's unauthorized access to the service or data associated with it.

### *Sharing of Personal Information*

You may use the Children's Grief Centre Text & Chat without providing any personal information. We will do our very best to protect your privacy and any information you do share.. Information will only be shared or disclosed as required by Federal or Provincial law.

### *Limits to Confidentiality*

We will do our best to protect your privacy and personal information, however these are times we need to share information. This includes:

- You give consent for us to share information for specific reasons and to specific agencies or people you want to help you.
- The Children's Grief Centre Text & Chat support staff or volunteers have assessed that there is a strong risk of harm to yourself or another person (we decide this through our conversation with you and our risk assessment tools),. We may contact Emergency Services other authorities in order to prevent serious harm.
- We are required by law, such as a legal subpoena (an order from a judge), to report about your use of the Text & Chat services.
- We have a "duty to report" when a child under the age of 18 is at risk of harm from self or others. We may report to appropriate authorities (e.g., 911/Emergency Services, Children Services) in order to prevent serious harm.

The Children's Grief Centre Text & Chat team wants to work with you as much as we can to ensure you are safe. This means we will listen to your concerns and, as much as possible, look at reducing the safety risks before we take emergency protocol steps. If you have any more questions about how we keep your information private and confidential, you can email us at: [info@hospicecalgary.ca](mailto:info@hospicecalgary.ca)

### *Emergency Protocol*

If someone you know is currently in the act of harming themselves and/or in immediate need of medical attention, please phone 911 and get emergency help.

If you are using our Text & Chat and are at risk we may need to act according to our emergency protocol. As part of our emergency protocol, we may be required to disclose your telephone number and other personal information to an external agency. This is called "duty to report". We have a duty to report in the following situations:

- If someone is harming you, has harmed you, or is likely to harm you in the future
- If you are planning to harm yourself or someone else
- If someone you know is in danger of being hurt/harmed right now or at risk to be in the future

### *Risk in Use of Service*

The Children's Grief Centre and any of its staff, volunteers, or service providers shall not have any liability for:

- Actions taken by you or a third party
- The unavailability of the service

The Children's Grief Centre and any of its staff, volunteers, or service providers shall be protected from any damages arising out of:

- Your use of the service
- Your breach of the terms
- Resources or information provided by CGC
- Technology failures

### **Resources and Linked Websites**

Any information obtained from website links provided during our Text & Chat is the responsibility of the party operating the website. The Children's Grief Centre is not responsible for the contents of linked sites or for any harm or injury resulting from the use of linked sites. The inclusion of any links does not necessarily imply a recommendation or endorse the views expressed within them.

### **Governing Laws According to Location; International users**

The Children's Grief Centre Text & Chat is operated in Alberta, Canada. If you are located outside of Canada, please be aware that any information you provide will be collected in, or transferred to, Canada. Our Text & Chat services are governed solely by, and shall be interpreted according to, the laws of the Province of Alberta and the applicable federal laws of Canada.

### **Termination of Conversation**

The Children's Grief Centre Text & Chat support staff and volunteers try their best to support grieving children, teens, and their parents (caregiver/guardians). It is

important that we provide you with information on accessing and stopping services.

The Children's Grief Centre Text & Chat support staff and volunteers acknowledge your right to terminate a conversation at any time:

For text:

You can opt out at any time by texting 'STOP'.

For chat:

You can opt out by clicking 'End Chat' or close your browser or window.

Examples of when you may want to use these options:

- You no longer want to receive any messages from the online support worker
- As a means to protect your privacy, for example:
  - Someone tries to watch what you are doing on your computer/phone
  - You are not ready yet for your parent/caregiver/guardian to be involved in these conversations
  - You feel that you may be at risk if someone is aware of the conversation

The Children's Grief Centre Text & Chat support staff and volunteers reserve the right to terminate services if it is determined that you'd be better served by a different kind of support or that you require service beyond what our Text & Chat staff and volunteers can reasonably provide to you. The Children's Grief Centre Text & Chat support staff and volunteers also reserve the right to terminate a chat or terminate your access to the service if you violate the terms of service or engage in the following activities:

- Abusive behaviour such as name calling, use of defamatory/obscene language, etc;
- Threatening violence towards our staff or volunteers;
- Uploading, transmitting, distributing or otherwise publishing material that is pornographic, illegal, or in any way advocates illegal activity;
- Uploading, transmitting, distributing or otherwise publishing material that is an invasion of privacy;

- To “spam”, gather or attempt to gather personal information belonging to users or others for the purpose of spamming, marketing, selling to third parties;
- Advertising or soliciting funds, goods, or services;
- Infringing intellectual property rights including, but not limited to, copyrights and trademarks of any person or entity

References:

[www.distresscentre.com](http://www.distresscentre.com)

[www.winstonswish.org](http://www.winstonswish.org)

<https://edmonton.cmha.ca/programs-services/distress-line/>

<https://www.lifeline.org.au/get-help/online-services/crisis-chat>

<https://kidshelpphone.ca/live-chat>