

## Montana Warmline Chat Terms of Service

### Montana Warmline Peer Support

MHA of MT wants to help you with your concerns. Please note the Montana Warmline does not discriminate any voice/chat support caller/chatter, however the Warmline for all intensive purposes is not a crisis response service, but mainly a peer to peer support service for those in need of emotional support.

By proceeding to use our private support chat windows, help articles, and other services you are acknowledging that you have read, understood, and agreed to abide by each of the following parameters. Thank you!

Montana Warmline Peer Support, Montana Warmline Online, and Montana Warmline (collectively referred to as "Montana Warmline") are projects of Mental Health America of Montana.

Montana Warmline's chat room is designed for private communication between you and Montana Warmline. Of course, we cannot guarantee that an outside person (i.e. hacker) or organization couldn't break in and obtain personal information on you. For your benefit and for training purposes, Montana Warmline supervisors can view review chat logs of the chat sessions between volunteers and visitors and may review conversations.

Montana Warmline Chat monitors/responders are adult volunteers. Volunteer counselors are trained in listening skills, caring, and crisis intervention by Mental Health America of Montana staff, and consultants.

Montana Warmline monitors/responders are volunteers, not licensed professional counselors, and they have not received formal counseling education so don't rely on them for advice. The decisions you make during or after phone calls and/or chat sessions with Montana Warmline volunteers are your own and you need to take responsibility for them. Any "advice" you feel you are given should be taken simply as one volunteer's opinion not as a directive for you to follow. Any referral(s) you receive should be thoroughly screened and qualified by you to see that it is appropriate and helpful for you. In all

instances we encourage you to consult with a Medical Doctor, Psychologist, Licensed Therapist, Faith-based council, or other professional about your problems and concerns.

Montana Warmline exists to help hurting people and to save lives. Therefore, if you disclose that you intend to kill yourself or another, or that a child or an elder has been abused, then we are concerned for the one in danger. In these difficult cases you are strongly encouraged to seek professional help. Our Montana Warmline volunteers will do their best to attempt to stop suicides and homicides and to get help for children and elders who are being abused. This may include reporting pertinent identifying information to appropriate agencies that can intervene on behalf of the one in danger.

Montana Warmline volunteers do their best to offer you a caring and helpful connection. If you're not seeking help with a personal problem or expressing appreciation then we ask you not to contact us. For you to receive help, you will also need to do your part:

Be honest about your true identity and concerns.

Ask for what you need from the conversation.

Follow up with the decisions that you make and the referral options that you believe are best for you.

If you feel you've had a problem with a Montana Warmline volunteer then please let us know. Report your concern via e-mail to [dan@montanamentalehealth.org](mailto:dan@montanamentalehealth.org) and include the following information:

What happened.

Date and time of the problem.

User name and identifying information of the person you had a problem with.

Your name and e-mail address.

Communication with a Montana Warmline volunteer is not a substitute for professional counseling. We encourage you to consult with a Medical Doctor, Psychologist, Licensed Therapist, Faith-based council, or other professional about your problems and concerns.

Montana Warmline offers a number of referrals for you to consider as sources of additional information, support, or professional help. Montana Warmline makes no representations whatsoever about any other website, organization, or individual that you may contact through our websites, hotlines, or volunteers. When you do make contacts with other websites, organizations, or individuals please understand that they are independent from the Montana Warmline, Mental Health America of Montana, and Mental Health America (national), and we do not endorse or accept any responsibility for the content, usage, or services that you receive. Therefore, in such instances it is up to you to use discretion and caution to ensure that you receive the information, support, or professional help that you are looking for and that you protect yourself from personal or physical harm and computer viruses.