



MPSSAS Terms and Conditions of Online Chat Services

By answering **yes**, you agree to the following:

- You understand that your counselor practices in the province of Ontario Canada and is governed by the laws of this province.
- At our centre, we work with all genders of people aged 16+. If you are under 16 we will assist you with a referral as well.
- You understand that our 24/7 helpline is 1 800 461-2929 and that our chat service is available only at specific hours, through the floating bubble posted on our website www.mpssas.com
- You understand that our chat service is anonymous and we are not keeping or tracking your url or saving a copy of the chat transcript.
- MPSSAS counsellors may not be able to work with you via chat. If, during your work together, your counsellor discovers that you are not, in fact, someone who can benefit from chat support, your counsellor will discuss this with you and alternative ideas/referrals will be explored.
- **Chat based counselling is not the same as in person counselling.** We will focus on assisting you with information about sexual assault trauma impacts, strategies for healing and resources available, self care strategies and healthy coping skills.
- MPSSAS cannot be held responsible for chat services that are temporarily not available due to technological or human issues.
- We ask you to know you are in a counselling space when you're on the chat. Try to be open to suggestions for your support.
- Abuse of counselors will not be accepted in the chat forum, and the counselor will end the session.
- There are no other explicit or implicit commitments to the therapeutic relationship, whether it is in person or by chat. We are here as a supportive service for sexual assault survivors.
- **Confidentiality In General:** As counselors in Ontario we protect the confidentiality of the communications and contacts with all clients, including chat clients. Your counselor will not ask your name, and if you do voluntarily share it, your identity will be kept confidential unless you specifically request the counselor to make a referral to the agency services on your behalf.

- **The following terms apply ONLY if you do give your name and location:**
- **Confidentiality Exceptions:** According to Ontario law there are these situations where your counsellor is required to break the confidentiality that we work so hard to retain and call local law enforcement or social authorities.
- If during your chat you give any information that would lead your counselor to believe that you may imminently hurt yourself, or someone else, your counselor will notify the appropriate authorities to prevent such actions from taking place.
- If during your chat you give any information that would lead your counselor to believe that there is neglect or abuse of a minor, your counselor will notify the appropriate authorities to prevent such actions from taking place.

Remember, if you are uncomfortable with any of the terms, you can call our offices at 705 646-2122 (Muskoka) to talk about services that fit for you.

Muskoka Parry Sound Sexual Assault Services