



Sukoon Helpline Terms & Conditions

By accessing and using Sukoon Healing of the Minds' services ("Sukoon"), including the Sukoon Helpline services (the "Helpline"), you accept and agree to be bound by the terms and provisions of this agreement. In addition, when using these particular services, you shall be subject to any posted guidelines or rules applicable to such services. Any participation in this service will constitute acceptance of this agreement. If you do not agree to abide by the above, please do not use this service.

Notification of Changes

Sukoon reserves the right to change these conditions from time to time without notice as it sees fit and your continued use of the Helpline will signify your acceptance of any adjustment to these terms. If there are any changes to our privacy policy, it will be updated on our home page and on other key pages on our site. You are therefore advised to re-read this statement on a regular basis.

Information Liability

Sukoon Helpline services are offered for informational purposes only and are not a substitute for the knowledge and counsel of a psychiatrist, psychologist, physician, nurse practitioner, therapist, counselor, or clinician. Using services does not substitute the need for seeking mental health services including consulting and working with a mental health clinician, medical doctor, or relevant professional for diagnosis, therapy and/or treatment. .

The information, referrals, and resources provided by Sukoon are provided for your benefit, however there is no guarantee or warranty of the accuracy, soundness and comprehensiveness of services provided. This service shall not be responsible or liable for the accuracy, usefulness or availability of any information transmitted or shared through services provided and shall not be responsible or liable for any error or omissions in that information.

Users have sole responsibility over their actions and decisions. The Helpline is not liable for the actions, decisions, and experiences of users regarding their care,



treatment, or choices nor for any damages incurred as a result of using helpline services. By choosing to use the Helpline, you understand and agree not to hold Sukoon liable or responsible for any damage or loss incurred during or after using the Helpline and as such will not sue Sukoon nor pursue any lawsuits or legal action against it.

Use of Services

There is no guarantee of services provided by the Helpline when you seek services because Sukoon operates on an “as available” basis. Sukoon tries its level best to serve the community to maximum capacity, however there might be times when respondents are unable to respond.

We do not guarantee that every conversation will 1) meet your requirements and/or expectations; 2) be complete, without errors, interruptions or breaches; or 3) be as long as you’d like it to be. We also reserve the right to refuse or discontinue services in one of the following cases: 1) suspected misuse or abuse of services; 2) we have done what we could to assist you; 3) to respond to other respondents or users; 4) any other reasons.

Acceptable Use:

Using the Helpline in any of the following ways is strictly prohibited and will result in termination of services and potential action taken against the user:

- To threaten, harass or abuse the Helpline, its staff, respondents, users, etc.
- To impersonate someone or attempt to impersonate another person or entity.
- To seek to draw out confidential information from Helpline respondents.
- To deliberately hold up Helpline services preventing respondents from assisting other users.
- To prevent others from using and benefitting from Helpline services.
- To communicate with or attempt to reach out to or connect with Helpline respondents in any way, shape or form outside of Helpline services.



Use of Information:

Personal information will be collected through the course of your conversation and use of services. Personally-identifiable information such as your name and contact information might be used to contact you, with your consent, for follow up or shared for referral purposes with third parties. Your personal information will not directly be distributed to a third party nor will it ever be publicly visible without your explicit consent.

Non-personally identifiable information such as demographics and details pertaining to use of services and your experience will also be collected. Data of this sort, will not have any personal identifiers and cannot be traced back to individual callers/texters. This information will be used for reporting, management, development, and funding purposes among others. This information may also be shared with third parties as needed for organizational purposes.

Privacy & Confidentiality

All Helpline services are confidential in nature and your personal information is protected in accordance with HIPAA laws. In order to maintain privacy and confidentiality of services, users and respondents both will not connect with nor follow up with each other beyond the helpline. See Privacy & Confidentiality policy for more information.

Complaints

Sukoon is committed to providing non-discriminatory services. We take all complaints seriously and ensure that they are promptly investigated at an appropriate level. We're committed to take action, whenever possible, to reduce the likelihood of similar problems reoccurring. Any complaints or concerns should be promptly communicated via email to info@sukoonhealingoftheminds.org

Contact Us



If you have any questions, queries, or concerns about these Terms and Services, please contact info@sukoonhealingoftheminds.org

Privacy & Confidentiality Policy

This confidentiality agreement exists between all users of our helpline services and the Sukoon Helpline as a whole.

We take confidentiality very seriously and aim to create a trusting relationship between service users and helpline staff and volunteers. Personal details are not shared with third parties unless explicit consent has been given, and only on a 'need to know' basis. Exceptions to this are detailed below and are made only where there is a potential risk to the individual or others and/or where required by law.

Objectives of the confidentiality policy:

- to protect the personal information of those who contact us
- to provide a service where people feel able to speak openly about their concerns, knowing that the information is kept private and confidential
- to ensure the protection of service users, respondents, staff and the general public
- to ensure that helpline staff understand and adhere to the policy.

The confidentiality policy in practice:

- All Helpline users are free to speak to respondents and staff anonymously.
- User information is retained for the purpose of returning calls/texts or sending out requested resources. This information is kept on a secure electronic database.



- We do not pass on user details outside of the organization unless this has been explicitly agreed upon with the Helpline user. .
- Anonymised statistical information relating to contact with Helpline services is collected and used for statistical, monitoring, and managerial purposes and may be shared. Rest assured, any information shared will be de-identified and cross-checked first to ensure it's not traceable to you or any other caller/texter.

Exceptions when confidentiality may be breached:

- An individual is perceived as a serious and immediate risk to themselves by Helpline staff. This may include being actively suicidal or self-harming.
- An individual is considered to be in a potentially life-threatening situation due to accident or injury.
- An individual is perceived as presenting a serious and immediate risk to others.
- A court order is received requiring the center to divulge information.
- When an individual threatens Helpline volunteers or staff or tries to prevent the helpline from being used effectively to support others.
- Where there is concern for the health and safety of members of the Helpline team.
- Where staff believe that exceptions to confidentiality need to be made, a decision will be taken by the management team in line with Helpline policies.