

Terms of Use

For clients and Other Service Users

Before using the etherapies website (**Website**), please read these terms of use carefully. In these terms, **We, our** and **us** means the Telepsychotherapy Unit of the Université de Moncton, and **you** and **your** refer to you as a user of the Website.

These terms set out your rights and obligations as a user of the Website operated by the Telepsychotherapy Unit of the Université de Moncton.

By using the Website, you agree to these terms. If you do not agree with these terms, we are unable to offer you an assessment or treatment service through the Website.

Every time you access assessment and treatment services provided by etherapies (through the Website and over the telephone), you are subject to these terms.

ELIGIBILITY

You understand that, in order to use the Website, you must be at least 18 years of age, be living in New Brunswick, have access to and be comfortable with using computers and the Internet, be presently experiencing depression and/or anxiety symptoms and have sufficient time to follow the treatment program.

You understand that etherapies and use of the Website will **not** be appropriate if:

- you are not at least 18 years of age;
- you are experiencing a crisis;
- your personal safety is at risk;
- you require medical treatment; and/or
- you are not troubled by symptoms of distress, anxiety or depression
- you are experiencing severe mental health problems (such as significant problems with alcohol or drugs or unmanaged symptoms of psychosis).

When you undertake the etherapies Screening Assessment, your responses to the questions asked will be recorded and the information will be used in the following ways.

- The information will be provided to your assigned clinician to assist your clinician in determining your eligibility for participation in the treatment program. If you are not eligible for the treatment program, the information will be used to attempt to provide you with options otherwise available to you.

- If the treatment program is deemed suitable for you, the Screening Assessment information will be provided to your clinician and become part of your clinical record of care. The clinical record is kept securely on the Website or provided to the health agency or network from which you received treatment.
- If you have given permission for your information to be used for research purposes, your information will also be provided to our research team, with your identity removed, to evaluate the screening process and the treatment program and to guide the development of future screening methods and online treatment programs.

All information we collect from you in the course of the Screening Assessment and any treatment offered through the Website will be collected, used, disclosed and destroyed in accordance with our Privacy Statement.

If you choose to use the Website, you will be encouraged to communicate via securing message or telephone with your assigned clinician on a weekly basis. You will be responsible for reviewing weekly course material and assessment. You will be invited to complete a post-treatment course assessment and a subsequent three-month follow-up assessment. Your assigned clinician may contact you by telephone if there are concerns about your health and safety, or if you haven't logged in to etherapies in 7 days

BENEFITS AND CHALLENGES

You understand that the use of the Website has both potential benefits and potential challenges, and you accept both.

The potential benefits include:

- A service that is accessible anywhere, with no need to travel
- No "face to face" meetings, and communication by secured email
- A program at your own pace, on your availability
- Quick and easy access to the material
- No need to schedule appointments
- An opportunity to reduce stigma
- A free service

The potential challenges include:

- Although telephone and online treatments have been studied for two decades, there is less research available than there is with traditional therapy methods

- You might encounter technical difficulties with the Website
- The service requires more autonomy and motivation than traditional therapy
- The service is not intended to help you with any crisis, emergency or long-term support you might need
- You might misinterpret exchanges with your therapist because of the email format of communication

ACCOUNT DETAILS AND MONITORING

To participate in the screening and treatment, you will be asked to create a password which must contain 8 characters including letters, numbers and a special character.

You can only have one active account and your rights to use the Website are non-transferrable and you must ensure its protection from unauthorized third parties. You may not assign or grant a sub-licence of or commercially exploit, grant a security interest over, or otherwise transfer, your rights to use the Website.

You agree to discuss the appropriateness of the program with your supervising clinician in a telephone screening.

You agree to provide the name and contact information of a person we or your supervising clinician, or anybody on our or their behalf, may contact in the event that you experience any crisis or emergency.

Your use of the Website will trigger automated secured messages to provide you with instructions, reminders and support.

You will have access to your account for the duration of the program and for three months after completion of the program.

IS THERE ANYTHING I CANNOT DO ON THE WEBSITE?

You may not:

- use the Website for commercial reasons;
- give your login information to another person or allow any other person to use your login information, even on your behalf; or
- copy, reproduce, store, transmit, publish, modify, translate into any language, disassemble, reverse engineer, reverse assemble or otherwise create derivative

works from any part of the Website or its contents, except and only to the extent that such activity is expressly permitted by these terms or applicable laws.

You must use the Website in a way that does not infringe upon these terms, our reasonable directives and all applicable laws.

CONFIDENTIALITY, PRIVACY AND USE OF YOUR CLINICIAN ELECTRONIC COMMUNICATIONS

You may download information from the Website onto your computer and download and print messages, emails and any transcripts of online conversations.

You accept that you are responsible for maintaining the confidentiality of any information that you download onto your computer. It is also your responsibility to delete or keep safe messages, emails and any transcripts of online conversations that you download or print out.

You explicitly agree not to forward or copy email messages or other electronic communications from your assigned clinician to other persons, except in circumstances where this has been agreed in advance by your clinician, and is done with the written consent of your clinician. You may not copy and paste parts of any text or use your clinician's advice out of context, or pass on any advice to a third party.

Our Privacy Statement sets out in more detail how we collect, hold, use and disclose your personal information.

YOUR CONDUCT

When using treatment programs, you are responsible for:

- weekly review of the treatment course material, completion of weekly activities and communicating with your assigned clinician;
- conducting your communications in a way that will maximise your ability to benefit from it (such as not be under the influence of drugs or alcohol) when using the treatment programs;

- undertaking the assessment in a way that will maximise your ability to benefit from it. (such as not be under the influence of drugs or alcohol);
- giving your assigned clinician accurate, relevant and timely information in order for him/her to assist you; and
- completing the weekly questionnaires, as well as the etherapies post-treatment assessment and three-month follow-up assessment when using the treatment programs.

You agree that, in the event you experience any crisis or emergency, you will follow the safety protocol discussed with your assigned clinician, which may include calling 911 or going to the nearest emergency department, hospital or other health care facility to seek help.

INTELLECTUAL PROPERTY RIGHTS

Except as otherwise provided herein, all rights (including intellectual property rights such as copyright and trademarks), whether subsisting now or in the future, in the Website and its contents are owned by or licensed to us. Rights in the Wellbeing Course and the Mood Mechanic Course are owned by Macquarie University and licensed to us for use on the Website. We reserve all rights which are not expressly granted to you under these Terms.

IS THERE ANYTHING ELSE I NEED TO KNOW?

The Website is provided to you on an "as is" and "as available" basis. You agree that your use of the Website is at your sole risk. We do not guarantee that:

- (a) the Website or its contents will meet your specific needs or requirements;
- (b) the Website or its contents will be uninterrupted, timely, secure or error-free;
- (c) the Website or its contents will be of merchantable quality or fit for any purpose;
- (d) the results (including any test or assessment results) which may be obtained from the use of the Website will be accurate or reliable;
- (e) the quality of any products, services, information or other material you obtain through the Website will meet your expectations; or
- (f) errors in the Website or its contents will be corrected.

WITHDRAWAL

You may withdraw from further participation in etherapies at any time.

LIMITATION OF LIABILITY

You agree that the Université de Moncton is not liable for incorrect results provided by the Website or etherapies assessment or for any loss or damage suffered by you due to your use of the Website or etherapies assessment.

HELP WITH THE WEBSITE

If you are in need of technical assistance you can contact us by telephone at 1 (506) 858-4406 between 8:30 am to 4:30 pm from Monday to Friday or email us at info@etherapies.ca.

FAILURE TO COMPLY WITH TERMS OF USE

Failure to comply with the terms of use will result in a notice from us. If your failure to comply is not corrected or cannot be remedied, access to the Website and etherapies may be terminated in our sole discretion and at any time.

OTHER

These terms and their interpretation and application are governed by the laws of the Province of New Brunswick and the federal laws of Canada applicable therein.

When your access to the Website ends, the following clauses will still apply:

- (a) Is there anything I cannot do on the Website?;
- (b) Intellectual Property Rights; and
- (c) Limitation of Liability; and
- (d) Other.

TERMS OF USE

For clinicians

Welcome

Before using the etherapies website (**Website**), please review these terms of use carefully. In these terms, **We, our** and **us** means the Telepsychotherapy Unit of the Université de Moncton, and **you** and **your** refer to you as a Clinician user of the Website.

These terms set out your rights and obligations as a clinician user (**Clinician**) of the Website operated by the Telepsychotherapy Unit of the Université de Moncton. By using the Website, you agree to these terms. Do not use the Website if you do not agree with these terms. We may alter these terms after providing you with at least 7 days' notice of the proposed alterations. Your continued use after any changes indicates your acceptance of those changes.

AGREEMENTS

You agree with us that:

- as a Clinician using the Website, you are offering to enter into an agreement with us on the terms and conditions outlined in these terms of use;
- you will provide your credentials and professional contact information (including community mental health clinic phone number) to clients in your care;
- you will ensure client and e-Therapist e-mail and phone exchanges are kept confidential, except as permitted under these terms of use;
- you will maintain professional boundaries with clients and, if you become aware of any conflict of interest, you will determine the appropriate course of action and take such appropriate course of action;
- you will check the Website at least once per week and respond to client messages;
- you will check-in with clients at least once per week either by phone or message, regardless of client activity, and document this contact using the Website if clients were contacted by phone; the message to the client is considered your weekly documentation of contact. An additional note is written if:

- there was a call (or attempted call) made to the client (e.g., not logging in, risk assessment, deterioration);
- there are changes to the clinician contact plan (e.g., when going on vacation); and
- new information is gleaned about a client that would be helpful to record for future reference (e.g., medication, any new or additional treatment, client absences from the program for a vacation or otherwise);
- you will notify a client if you are unable to respond to the client's e-mails once per week, and make alternate arrangements if necessary;
- you will call clients who have not logged onto the Website during a week in order to determine reasons for non-use (such as difficulties with the Website, motivation or illness) and document this contact and the reasons for non-use;
- you will continually monitor clients in your care for benefit and risk and discuss any clients who are at increased risk or do not seem to be benefiting from the program with your supervisor in your work setting;
- you will treat any assessment of immediate risk as a mental health emergency and follow risk management procedures, including seeking supervision, contacting the client by phone, performing a risk assessment and performing risk level appropriate actions as directed by your supervisor in your work setting;
- you will document all contact you have with a client using the Website; also, if providing Internet-based cognitive behavioural therapy services as part of your regular duties with a health network or other agency, you will ensure all contact with your client follows health network or agency policies; and
- you will notify us and your employer (if applicable) immediately if you become unable to continue your work with etherapies in order to ensure client care is transferred to another provider and, where possible, you will terminate your therapeutic relationship with your clients.

You also agree that:

- you are aware that e-mail exchanges with your clients may be accessed and used by us for research purposes in accordance with client consent, although such information will not be linked to you specifically; and
- you are aware of, and will comply with, all of the terms and conditions outlined in these terms of use.

PERMITTED AND RESTRICTED USE

We grant to you a non-exclusive, non-transferrable licence to use the Website and for you to refer your clients to the Website.

You must ensure that the Website is protected from unauthorised access by third parties at all times.

You may not assign or grant a sub-licence of or commercially exploit, grant a security interest over, or otherwise transfer, your rights to use the Website other than to refer your patients to the Website.

You may not, in any form, or by any means:

- use the Website or its contents, except for your clients who have been screened using the Website;
- copy, reproduce, store, transmit, publish, modify, create a derivative work from,
- reverse engineer, reverse assemble or otherwise create derivative works from any part of the Website or its content;
 - cause any of the Website to be framed or embedded in another website;
 - commercialise any content, products or services in the Website other than to authorise your patients to have access; or
 - distribute any portion of the Website to any third party or make the Website available to any third party in any way other than in a manner specifically authorised under these terms.

We reserve the right to update and change the Website from time to time.

YOUR OBLIGATIONS AND CLINICAL RESPONSIBILITY

In consideration of your agreement to these terms and conditions, the Website may be used (at your election) by you and your clients under your supervision as their clinician.

As a Clinician using the Website with your clients:

- you accept clinical responsibility for assessing whether the Website will meet your clients' needs based on the Website and telephone screening;
- you acknowledge the courses are not recommended for clients who are actively suicidal or suffering unmanaged psychosis or mania or severe substance misuse or self-reported OCD;

- the clients must accept the relevant etherapies Client Terms of Use;
- you maintain clinical responsibility for your clients, including during the three-month follow-up assessment period;
- you guarantee that you will supervise your clients with due care and skill; and
- you will be informed of your clients' progress through the Website, in particular of their distress scores, via an online progress report.

You remain professionally responsible for the overall health and welfare of your client at all times. At no time will we have any responsibility, clinical or otherwise, for the health and welfare of your clients.

You are responsible for all unauthorised usage that occurs on your account and you must:

- promptly notify us if there is any unauthorised usage of your account; and
- maintain and update the information supplied by you to us to ensure it is accurate at all times.

PRIVACY

Our Privacy Statement sets out in more detail how we collect, hold, use and disclose personal information, including your personal information.

You agree to, at all times, comply with your obligations under the *Personal Health Information Privacy and Access Act* (New Brunswick), the *Personal Information Protection and Electronic Documents Act* (Canada) and all other applicable laws regarding confidentiality and protection of privacy in performing your obligations as a Clinician. **(Privacy Laws)** You also agree to comply with any privacy policies or guidelines we publish from time to time **(Privacy Policies)**.

We may at any time audit your compliance with the Privacy Laws and the Privacy Policies and you shall facilitate such audit.

INTELLECTUAL PROPERTY RIGHTS

Except as otherwise provided herein, all rights (including intellectual property rights such as copyright and trade mark) now existing or in future arising in the Website and its content is owned by or licensed to the Université de Moncton. Rights in the

Wellbeing Course and the Mood Mechanic Course are owned by Macquarie University and licensed to us for use on the Website.

You do not obtain any rights in the Website other than the user rights granted in this agreement.

DISCLAIMER AND LIMITATION OF LIABILITY

We do not make any representations or warranties that the Website can be used without interruption or will be malware free;

We are not responsible for your loss arising out of or referable to:

- materials on the Website;
- factors which can reasonably be considered to be outside our control, such as faults in third party equipment;
- loss of data;
- loss of income, loss of actual or anticipated profits, loss of business, loss of reputation;
- or loss caused by you acting negligently or in breach of these terms.

Links provided to other Internet sites are provided for your convenience and do not constitute endorsement of the information at those sites, or any associated person, organisation, product or service.

You agree to indemnify Université de Moncton and each of Université de Moncton's governors, officers and employees (on whose behalf we accept this indemnity agreement as their agent) and to save each of them harmless from and against any liability, claim or proceeding that is made or commenced against them, and against any liability, loss (including consequential loss), damage or expense that is incurred or suffered by us or arising from a breach of these terms by you or as a result of your use of the Website.

HELP WITH THE WEBSITE

If you are in need of technical assistance, you can contact us by telephone at 1 (506) 858-4406 between 8:30 am to 4:30 pm from Monday to Friday or email us at info@etherapies.ca.

FAILURE TO COMPLY WITH TERMS OF USE

- If you fail to comply with these terms, and the failure can be remedied, we may send you a notice electronically requiring you to correct your failure within 7 days.
- If you don't correct your failure within the time provided in the previous notice, or if your failure cannot be remedied:
- We may terminate your access to the Website after sending you 7 days' notice advising of the intended termination, provided you have no clients actively using the Website
- In the event that you do have patients actively using the Website, we may terminate your access to the Website after sending you 21 days' notice advising of the intended termination. You must advise any relevant patients in writing that you are no longer able to supervise their use of the Website within this 21 day period.
- If we terminate your access to the Website, you must immediately cease to use the Website.
- Should you fail to cease your use of the Website following receipt of notice of termination, we may take steps to prevent you from accessing the Website.
- Without limiting the operation of any other term, we will not be held liable for loss or damage arising from the exercising of these rights.

OTHER

These terms and their interpretation and application are governed by the laws of the Province of New Brunswick and the federal laws of Canada applicable therein.

When your access to the Website ends, the following clauses will still apply:

- (a) Agreements, to the extent the clauses in that section relate to your ongoing obligations as a health care professional;
- (b) Your Obligations and Clinical Responsibility;
- (c) Permitted and Restricted Use;
- (d) Privacy
- (e) Intellectual Property Rights;
- (f) Disclaimer and Limitation of Liability; and
- (g) Other.

PRIVACY STATEMENT

Please take the time to carefully read the following information. If any information is unclear or for technical assistance, please email us at info@etherapies.ca or phone 506-858-4406.

Etherapies is the website of the Telepsychotherapy Unit of the Université de Moncton. Etherapies offers online and telephone mental health screening assessments and Internet psychotherapy. This Privacy Statement sets out in more detail how we manage your personal information. By accessing our services you agree to be bound by this Privacy Statement and the etherapies terms of use. Our staff has taken precautions to protect the security of your information.

We, our and **us** means the Telepsychotherapy Unit of the Université de Moncton, and **you** and **your** refer to you as a user of the Website.

WHAT INFORMATION DOES ETHERAPIES COLLECT AND HOLD ABOUT YOU?

During the course of your interactions with us, we will collect personal information about you. We may collect your name, date of birth, contact details, emergency contacts, your medical history, family medical history, treatment and other information relevant to your use of etherapies.

As used in this Privacy Statement, the term “personal information” means personally identifiable information such as your name, age, contact information, and identification numbers. If you are a client, the term “personal information” also includes “personal health information”, which is information that identifies an individual and relates to that individual’s health, including evaluations, self-reports and other confidential health information.

By accessing the website and submitting your personal information, you agree to be bound by this Privacy Statement and you consent to the collection, use, and disclosure of your personal information in accordance with this Privacy Statement. Your personal information will not be used for any purpose except as set out in this Privacy Statement.

In the event we wish to use your personal information for any purpose other than as set out in this Privacy Statement, we will request your consent prior to such use. Only the

personal information that is reasonably required for us to assess and offer Internet therapy programs will be collected.

We may collect your personal information for a number of purposes, including:

- to contact you;
- to conduct an online and telephone mental health screening assessment to determine if our programs are likely to address your needs, if you are a client;
- to provide Internet psychotherapy to you, if you are a client;
- to inform your clinician of your assessment and progress through the courses, if you are a client;
- to recognise you as a provider of health care services, if you are a clinician;
- to assist us in improving or facilitating the improvement of services, conducting research and training personnel; and
- for other purposes which are reasonably necessary in connection with any of the above uses.

If you are client, please note:

- Internet psychotherapy programs are not for everyone. Participation in a mental health screening assessment does not guarantee participation in one of our programs. It is our hope that, by undergoing a mental health screening assessment, you will be able to access and benefit from our programs; alternatively, if our programs is not a good fit for you, we will do our best to share with you more appropriate alternative services for you.
- If our services are deemed appropriate for your needs, you will be asked to provide additional personal information, which includes the name and phone number of your family doctor as well as your address and phone number. This information could be used in the event of an emergency or if there was a concern about your safety.
- Participation in the screening process is entirely voluntary and you can choose to answer only those questions that you are comfortable with. Should you choose not to participate in the screening, or if you wish to stop the screening at any time after starting, you may do so without explanation and generally without consequences. However, if certain questions are not answered, it may not be possible for us to offer you our services. Among other things, your therapist requires certain information, such as your name and contact information, in order to offer you services.

- If you want your personal information to be excluded from research results, please contact us at the contact information above and your information will be removed from the research database.
- It is not possible to exclude from your clinical files personal information collected during your use of our website until seven years after services have been provided, as this represents a record of care and we have other professional obligations to maintain records of your care.

HOW DOES ETHERAPIES COLLECT AND KEEP YOUR INFORMATION?

We will generally collect your personal information directly from you when you interact with us via our secure website (www.etherapies.ca), by telephone or by secure messaging.

When you use our services, the information you provide and details of your interaction with etherapies will be part of an electronic record kept on our secured platform. If you have agreed for your information to be used for research purposes, your information will be kept for a period of seven years, which is consistent with research practices.

If you receive the guidance of a clinician, a copy of the notes that were recorded in our system will be made for your clinical file at the health agency or network from which you received treatment. This file will be managed in accordance with the health agency's or network's policies. If you have not agreed for your information to be used for research purposes, your information will be eliminated from our servers at the time a copy is provided to the health agency or network.

Giving us personal information is voluntary, but if information is not provided, we may be limited in the assistance we can give. By giving us current, accurate and complete information, we are in a better position to assist you.

HOW DOES ETHERAPIES PROTECT YOUR INFORMATION?

Your information will be collected online through our secure website (www.etherapies.ca). With the exception of information relating to the assessment of psychological distress, all your information will be collected using Moodle software. Our website is powered by Markanyx Solutions Inc. located in Edmonton, Alberta. Information submitted to our website is secured using the Secure Sockets Layer (SSL) software and protected by encryption and firewall technology. Your personal

information is kept in a database of our website on a secured server of Markanyx Solutions Inc. Information on the server is covered by the *Canadian Privacy Act*.

Information relating to the assessment of psychological distress will be collected using an online questionnaire from the OQ-Analyst software and securely stored on the servers of OQ Measures located in Toronto, Ontario. Information on these servers is also covered by the *Canadian Privacy Act*. Your information will be eliminated from the servers three months following the termination of our twelve-month license.

If you have agreed for your information to be used for research purposes, information collected from you will be retrieved from the Moodle and OQ-Analyst softwares and kept by us for use for research purposes on a secure Internet-based storage platform of the Université de Moncton protected by a multifactor authentication (MFA). We store information in access controlled premises and in electronic databases requiring logins and passwords.

Other than authorized clinicians, in connection with administering our etherapies platform and the programs and measures provided, we will also have access to your information as well as system administrators from Markanyx Solutions Inc. and OQ Measures (if used). We will use such information only for the purposes for which it was collected. Additionally, if you have consented to your information being used for research purposes, researchers involved in the project will also have access to the information collected, but will not be able to personally identify you. Nobody else will have access to your information.

Client information is also protected under the *Personal Health Information Privacy and Access Act* (New Brunswick), the *Personal Information Protection and Electronic Documents Act* (Canada), and we and a client's clinician are bound by those laws.

WHAT YOU CAN DO TO PROTECT YOUR INFORMATION

We do our best to protect our website from security breaches by employing high IT security standards. However, the provision of services through our website is subject to security risks inherent in any online service. While we attempt to ensure that your information is protected and secure, it is impossible to protect against all potential breaches of security.

We recommend that you make sure that the computer terminal from which you send email and messages is secure and has up to date antivirus and malware protection. You

must also ensure that you maintain the confidentiality of your password and that you do not share your password with others or leave it in a place that may be accessed by others. It is your responsibility to delete or keep safe messages, emails and any transcripts of online conversations that you download or print out. You need to be aware that even deleted files can still be accessed because your computer or network may keep local or backup copies. We are not responsible for ensuring that any such copies are deleted.

You should sign out or close your browser once you have finished using our website. This is to ensure that others cannot access your personal information and correspondence.

HOW WILL YOUR PERSONAL INFORMATION BE USED AND DISCLOSED?

All personal information gathered in the course of your use of our services is confidential. Your personal information will only be shared with a third party, other than those permitted under this Privacy Statement, if there is a good faith belief that access, use, preservation or disclosure of such information is reasonably necessary to

- (a) satisfy any applicable law, regulation, legal process or enforceable governmental request;
- (b) report or otherwise address an immediate risk of hurting oneself or someone else;
- (c) report or otherwise address the abuse or neglect of a child less than 16 years old; or
- (d) report or otherwise address sexual abuse by a health care professional.

In certain circumstances, your personal information may be used or disclosed to conduct research at the Telepsychotherapy Unit of the Université de Moncton. Use of information in this way generally requires approval of an ethics committee.

Where information is disclosed or published for research, all reasonable efforts will be made to de-identify the information so that you will not be personally identified.

HOW TO ACCESS YOUR INFORMATION?

You have the right to access your personal information. We (or your clinician) will provide you with a copy of your personal information within thirty (30) days of receiving

a written request with sufficient detail to allow us to locate your record. Every reasonable effort will be made to ensure your personal information remains accurate and up-to-date.

HOW TO CONTACT ETHERAPIES?

Any questions or concerns you may have regarding our handling of your personal information should be addressed to info@etherapies.ca or by calling 506-858-4406.

DISCLAIMER:

We do not offer crisis or emergency services and participation in this program is not intended as a substitute for seeking professional medical or psychological assistance. If you require immediate help, are feeling suicidal or are going through a crisis, please contact your family doctor, the Helpline CHIMO (1-800-667-5005) or call 9-1-1. You may also visit the nearest emergency room or follow the emergency instructions provided by your doctor, mental health professional or care team.

As it is the case for all therapies, we encourage participants to consult their family physician to ensure that they do not have any condition that could potentially cause or contribute to their symptoms of anxiety or depression, and to ensure there is no other health condition that would preclude you from participating in this program. It is your obligation to determine whether or not you should participate in this program.

The intervention offered in this program has been developed to reduce psychological symptoms. However, you may experience an increase in your symptoms during your participation in the program and we cannot guarantee that you will receive benefits from participating in this program. Your participation in the program is entirely at your own risk and we make no representation or warranty, of any nature or kind, whether implied or expressed, concerning the efficacy, appropriateness or suitability of the any treatment or information offered in the conduct of the program. Under no circumstances will we be liable for any indirect, incidental, special, consequential, exemplary or other damages whatsoever, including, without limiting the generality of the foregoing, any errors or omissions in the delivery of the therapy or the materials provided. This limitation shall apply to the fullest extent permitted by law.

Links provided to mental health resources are offered for your convenience only and do not constitute endorsement of the resources, or any associated person, organisation or service.

Please note that when links to external websites are provided as part of the program, we are not endorsing any of the linked websites, or any of the content displayed or

available on these. We have no control over their content, quality, accuracy and availability. Links to external websites are provided purely for inspirational purposes and not for any other purposes. As well, when external translation is provided through YouTube, we are not endorsing this option or implying that it is the only translation solution. We have no control over the quality and accuracy of the translation, which may be inaccurate. We assume no liability for any of your activities in connection with your use or access of any external websites or content on these, and these external websites may have their own policies and/or terms of use that apply to your use or access of such websites.