

# Lifeline Shanghai

OnLine Support Chat  
Using the Service  
Terms and Conditions



Talk is Cheap: Actually it's free

**Call (021) 6279 8990**

We provide free, confidential and anonymous support. 10am – 10pm. 365 days a year.

Connect with us at [www.lifeline-shanghai.com](http://www.lifeline-shanghai.com)

**lifeline**  
SHANGHAI

**This is an English Language Service. Unfortunately we cannot respond in other languages**

**This service is for people living in China only.**

**If the service appears 'offline' or 'busy', please call Lifeline Shanghai between the hours of 10am-10pm on (021) 62798990**

Lifeline Shanghai Live Chat is a structured, collaborative process that accepts the value of each individual and respects the person's ability to survive and resolve their current situation. While our Live Chat is not counseling or a substitute for counseling, with the help of a Lifeline volunteer, a person in crisis can develop a plan to change things for the better and take the needed first steps. The goal is to help the person in crisis explore options that can lead to thinking about next steps. We do not offer therapy or advice, but help people lower their anxiety and find their own solutions. Volunteers also provide referrals for support groups, clinicians, mental health clinics, other hotlines and other community programs and services.

**We are committed to the privacy of our visitors**

You may use online chat without personally identifying yourself by opting to chat online anonymously. You will not be required to provide any identifying information unless you choose to.

Filling in the name and email boxes are optional.

**To chat anonymously just click Initiate Chat**

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When you are using the Online Crisis Support Chat your personal information, should it be provided, is kept confidential. We will not share your information with any other organisation without your express permission, except where we are required to do so under law. This may apply in circumstances where we have a "duty of care"; that is when you are at serious risk of harming yourself, harming someone else or there is a child protection concern.

The chat service does not provide medical advice, diagnosis or treatment of any conditions. Lifeline does not accept any liability for any injury, loss or damage incurred by use of or reliance on the information provided.

The Online Crisis Support Chat operates within the legal requirements of the Peoples Republic Of China Standards for Privacy and Information management

## **What we don't do during the chat**

Give advice  
Solve your problems  
Tell you what to do  
Judge or criticise  
Chitchat  
Ongoing counselling

## **Chat Etiquette:**

Use a computer with a strong internet connection to minimise disruptions.

Use respectful language.

Stay focused on the chat and respond promptly - limit multi-tasking.

If you need to step away from the chat for a moment, let us know or end the chat and then come back when you have time.

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We listen. We care.