



## **MENTAL HEALTH FRONTLINE**

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### **Consultation & Communication Policy**

For Beneficiaries Submitting Requests via  
WhatsApp or Email

Effective Date: 2, May, 2028. Version 2.0



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**Please read this policy carefully before submitting your consultation.**

This document explains your rights, our responsibilities, the limitations of digital communication channels, and exactly how to prepare and send your consultation for the best possible outcome. By submitting a consultation request, you confirm that you have read, understood, and agreed to everything in this policy.

## 1. Purpose of This Policy

Mental Health Frontline is committed to providing accessible, compassionate, and professional mental health support to all beneficiaries. This policy exists to:

- Set clear expectations for how consultations are submitted and handled.
- Protect your personal information to the greatest extent possible within the limitations of digital platforms.
- Ensure that our team receives complete, well-structured consultation messages so that we can provide the most accurate and helpful guidance.
- Define the boundaries of our responsibility concerning the security of third-party platforms (WhatsApp and email) that we do not own or control.

We ask every beneficiary to read this in full before making contact.

## 2. Privacy & Personal Information What You Should NOT Share

Your safety is our priority. While we will handle everything you share with care and discretion, please be aware that digital communication channels particularly WhatsApp and email are not fully secure environments. To protect yourself, you are strongly advised NOT to include any of the following in your messages:

## 2.1 Strictly Avoid Sharing

- Your full legal name (a nickname, first name, or initials are sufficient).
- National ID number, passport number, or any government-issued identity number.
- Phone numbers linked to banking or financial accounts.
- Bank account details, credit/debit card information, or any financial data.
- Exact home address or any location information that could identify where you live or work.
- Names, contact details, or identifying information of third parties (family members, colleagues, friends, etc.)
- Login credentials, PINs, or passwords of any kind.
- Information that could identify vulnerable individuals, including minor.

## 2.2 What You May Share

- A nickname, first name, or initials for us to address you by.
- Your general city or region (if relevant to your situation — not required).
- General personal background relevant to your mental health concern.
- Any information you feel comfortable sharing, understanding the platform limitations described in this policy.

### **Important:**



Even if you feel your message is private, WhatsApp and email communications can be intercepted, forwarded, or exposed through platform vulnerabilities, device theft, or third- party data breaches. Please share only what is necessary and never share sensitive identity or financial details.

## 3. Confidentiality Our Commitment & Its Limits

### 3.1 We Commit To

- All consultation content will be handled with the highest level of professionalism, sensitivity, and discretion.
- Information shared with us will only be used for the purposes of providing mental health support.
- Our staff and volunteers are bound by professional ethical guidelines regarding confidentiality.
- We will not share, sell, or disclose your information to any third party except where required by law (see Section 3.3).

### 3.2 Limitations of Digital Platforms

Mental Health Frontline operates via WhatsApp and email — both of which are third-party platforms that we do not own, operate, or control. As a result:

- We cannot guarantee end-to-end security of messages once they leave our direct control.
- We are not responsible for data breaches, hacking incidents, or platform vulnerabilities originating from WhatsApp, email providers, or your own device.
- Messages stored on your device, in your email inbox, or on WhatsApp may be accessible to others with access to your device.
- We are not liable for any unintended exposure of information caused by factors outside our control, including but not limited to cyberattacks, platform outages, or device compromise.

### 3.3 Mandatory Disclosure Exceptions

Confidentiality may be overridden in very limited circumstances required by law or professional ethics, including:

- When there is credible risk of serious harm to yourself or others.
- When disclosure is required by applicable legal authorities.
- In cases involving child protection or safeguarding obligations.

In such cases, we will attempt to inform you before disclosure, where it is safe and appropriate to do so.

## 4. Disclaimer of Liability for Platform Security

By submitting a consultation via WhatsApp or email, you acknowledge and agree to the following:

1. Mental Health Frontline is not responsible for the security infrastructure, data policies, or vulnerabilities of WhatsApp (owned by Meta Platforms, Inc.) or any email service provider.
2. Any personal information you choose to include in your message is shared at your own discretion and risk. You are solely responsible for deciding what to disclose.
3. Mental Health Frontline shall not be held legally, financially, or otherwise liable for any harm, loss, or damage arising from the unintended exposure of information transmitted via these platforms.
4. We strongly recommend that beneficiaries use a personal and private device when contacting us, and avoid sending messages from shared or public devices.
5. If you have serious concerns about privacy, we encourage you to contact us to discuss alternative arrangements for communication where possible.

## 5. How to Prepare & Submit Your Consultation (Required Guidelines)

To help us serve you as effectively as possible, please follow these consultation submission guidelines carefully. Incomplete or unclear messages may result in delays or the inability to provide useful guidance.

### **IMPORTANT:**

#### **Please send ONE complete message.**



Include everything about your consultation in a single, comprehensive message — no matter how long it is.

Do not split your consultation across multiple messages.

One complete message allows our team to fully understand your situation before responding and ensures nothing is missed. A longer, thorough message will always produce a better outcome than several short, fragmented ones.

## 5.1 Structure Your Message Using These Steps

Copy the following template and fill in each section when writing your message:

### Consultation Message Template

**Name/Nickname:**

*How you would like us to address you (no full legal name required)*

**Age / General Age Range:**

*E.g., "mid-30s" or "22" — helps us tailor our response appropriately*

**Reason for Reaching Out:**

*Briefly summarize the main topic or concern (e.g., anxiety, relationship difficulty, low mood, etc.)*

**Background / Context:**

*Describe your situation in as much detail as you feel comfortable sharing. Include how long the issue has been occurring, what led to it, and how it is currently affecting your daily life.*

**Current Emotional State:**

*Describe how you are feeling right now and in recent days. Use your own words — there is no wrong way to describe your emotions.*

**What You Have Already Tried:**

*Have you sought help before? Are you currently under the care of any professional? Have you tried any coping strategies? Share whatever is relevant.*

**What You Are Hoping For:**

*Are you looking for guidance, resources, a listening ear, referral information, coping strategies, or something else? Let us know what kind of support would be most helpful.*

**Any Other Information:**

*Anything else you feel is important for us to know before we respond.*

## 5.2 Additional Submission Guidelines

- Write your entire consultation in one message, even if it is long. Fragmented or follow-up messages sent before we respond may cause confusion or delay your consultation.
- Be as specific and detailed as possible the more context you provide, the more tailored and useful our response will be.
- Use clear, simple language. You do not need to use clinical or technical terms.
- Proofread your message before sending. Unclear or incomplete information may result in us needing to ask follow-up questions, which delays your response.

- If your situation has changed between sending your message and receiving a reply, send a follow-up message stating clearly that it is an update to your previous consultation.
- Avoid sending multiple separate messages for the same issue consolidate everything into one thorough message.

## 6. Scope of Service What We Can & Cannot Provide

### 6.1 This Service Is Designed For

- Emotional support and active listening.
- Psychological guidance and behavioral support.
- Psychoeducation — helping you understand mental health concepts.
- Coping strategies and self-help tools.
- Referral information and signposting to appropriate professional services.

### 6.2 This Service Is NOT a Substitute For

- Emergency psychiatric or medical care.
- Clinical diagnosis or formal psychiatric assessment.
- Crisis intervention services or 24-hour emergency support.
- Ongoing therapeutic relationships (e.g., formal psychotherapy or counseling).
- Legal, medical, or financial advice.

#### **WARNING:**



If you are in immediate danger, experiencing a mental health crisis, or at risk of harming yourself or others, please contact your local emergency services or a crisis helpline immediately. This service is not equipped to provide emergency response.

## 7. Communication Standards & Response Expectations

### 7.1 Response Timeframes

- We aim to respond to all consultations as promptly as possible, subject to team availability and the volume of requests received.
- Response times may vary. Please allow adequate time before following up.
- Urgent or crisis-related requests will be prioritized, but this service remains non-emergency in nature.

### 7.2 Respectful Communication

We are committed to engaging with every beneficiary with dignity, respect, and compassion. We ask the same in return:

- Use respectful and appropriate language in all communications with our team.
- Abusive, threatening, or inappropriate messages may result in your consultation being declined or further communication being suspended.
- Our team members are human — please be patient and understanding.

### 7.3 Incomplete or Unclear Submissions

- Messages that lack sufficient information for us to meaningfully respond may be returned with a request for clarification, which will delay your response.
- Following the consultation template in Section 5 greatly reduces the risk of this happening.

## 8. Appropriate Use of This Service

Mental Health Frontline's consultation service is intended exclusively for individuals seeking mental health support, psychological guidance, or behavioral consultation. Misuse of this service including submitting false information, attempting to manipulate responses, or using this platform for purposes unrelated to mental health is a violation of this policy and may result in termination of access.

## 9. Informed Consent

By submitting a consultation request through WhatsApp or email, you confirm all of the following:

6. I have read this policy in full and understand its contents.
7. I understand and accept the limitations of digital communication channels (WhatsApp and email), including the risks of data exposure beyond Mental Health Frontline's control.
8. I acknowledge that Mental Health Frontline is not liable for any unintended disclosure of information resulting from third-party platform vulnerabilities, breaches, or factors outside the organization's reasonable control.
9. I take full responsibility for the personal information I choose to include in my consultation message.
10. I agree to communicate within the guidelines outlined in this policy and to follow the consultation submission format described in Section 5.
11. I understand that this service is not a substitute for emergency or clinical mental health care.
12. I voluntarily consent to receive mental health support under the conditions described in this policy.

## 10. Policy Updates

Mental Health Frontline reserves the right to update this policy at any time. The most current version will always be made available to beneficiaries before submission. Continued use of this service following any update constitutes your acceptance of the revised policy.

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# We Are Here for You

Mental Health Frontline exists because your wellbeing matters.  
Every consultation is received with care, treated with respect, and  
handled with the utmost compassion.

We are honored that you have chosen to reach out,  
and we are committed to walking alongside you every step of the way.

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