

## CROHN'S AND COLITIS CONNECT COMMUNITY TERMS AND CONDITIONS

### Overview

Welcome to the Crohn's and Colitis Connect (the "Community").

Crohn's and Colitis Canada ("CCC") is the only national, volunteer-based health charity focused on finding the cures for Crohn's disease and ulcerative colitis and improving the lives of children and adults affected by these diseases. CCC has established this online community as a place for sharing experiences about living with inflammatory bowel disease ("IBD"), as well as giving and receiving support to help cope with living life with IBD. Please read these terms and conditions carefully as they govern your access to the Community.

The most important provisions are:

controlled access: The Community is only offered to individuals who apply to participate.

your rights and responsibilities as a community member including your obligation to indemnify us against certain claims, as well as disclaimers of, and limitations on, our liability; and

suspension, cancellation and termination rights.

By registering for the Community, you give your informed consent to your participation in the Community and your authorization to CCC to locate a suitable placement for you in the Community; Members are defined as the following:

An adult (18 years or older) that is either living with IBD or is a caregiver of someone with IBD that is seeking peer support.

As a Community Member, you understand that the Community is facilitated by CCC staff and volunteers with IBD, and not by a medical or mental health professionals and the Community is not a clinical support group and does not replace professional counselling or advice from your medical specialists. If you require this type of support, you must seek it externally.

IF YOU ARE IN CRISIS OR REQUIRE MORE IMMEDIATE ASSISTANCE, PLEASE CALL 911 OR VISIT YOUR NEAREST EMERGENCY DEPARTMENT.

### Enrolling as a Community Participant

As a participant in the Community, you agree to abide by these terms and conditions, and you understand that CCC may terminate the Community or your involvement in it for any reason at any time, including as a result of a failure to abide by:

these terms and conditions which are available online at: [www.crohnsandcolitis.ca/Support-for-You/Peer-to-peer-support](http://www.crohnsandcolitis.ca/Support-for-You/Peer-to-peer-support)

CCC's Code of Conduct available online at: [www.crohnsandcolitis.ca/About-Us/Policies/Guidelines-for-Business-Conduct](http://www.crohnsandcolitis.ca/About-Us/Policies/Guidelines-for-Business-Conduct) ; and

CCC's Privacy Policy available online at: [www.crohnsandcolitis.ca/About-Us/Policies/Privacy-Policy](http://www.crohnsandcolitis.ca/About-Us/Policies/Privacy-Policy)

In order to enroll and participate in the Community you must first complete a registration form by providing the information that CCC needs in order to complete your profile.

You may cease to participate in the Community at any time.

By applying to participate, you consent to the collection and use of your personal information by CCC as contained in your Community profile. You must provide accurate and truthful information about yourself when you complete your profile, and you must keep that information up to date as your circumstances change. Your personal information is protected in

accordance with CCC's privacy policy, available at: [www.crohnsandcolitis.ca/About-Us/Policies/Privacy-Policy](http://www.crohnsandcolitis.ca/About-Us/Policies/Privacy-Policy).

When you register to participate in the Community you will create a username and a password. Your password will give you access to your profile and to the Community's online facilities. You must keep your password confidential at all times. Your password may only be used by you and must not be shared with any other person.

You will be able to access your profile and the Community's activities and online facilities once CCC confirms to you that your profile has been accepted. CCC may decline an application for any reason, including to limit participation in order to maintain the quality and effectiveness of the Community or to exclude a participant who does not comply with these terms and conditions.

While CCC will use its best efforts to make the Community's online facilities available, it does not guarantee that they will be available in a timely, uninterrupted manner. CCC may interrupt the Community's online facilities to perform maintenance or upgrades.

### Group Peer Events

Events are designed to provide advice on how to deal with aspects of everyday living with Crohn's or Colitis including challenges at work, in school, in relationships, in dealing with stress or anxiety, and when you travel. Event facilitators will maintain the confidentiality of all sessions unless they believe a participant is at immediate risk of harm to themselves or to others.

If you are a participant in a group event there may be a person you know in the same group. If you feel comfortable continuing in the same group with this person you agree to continue to maintain confidentiality in this circumstance and not share that person's accounts of their experiences unless you have their permission to do so. If you do not feel comfortable being in the same group as this person, you agree to let the Program Coordinator know and they will do their best to accommodate your situation.

Mentors, moderators and group facilitators will at all times follow the training provided to ensure the privacy of the events, including, but not limited to, using a unique URL for online sessions as well as unique and suitably strong meeting passwords.

### Confidentiality, Privacy, Dignity, and Respect

You agree that at all times, the privacy and dignity of all Community participants, volunteers, and CCC staff will be respected, and the mission, vision and values of CCC will be followed in accordance with CCC's policies, standards and guidelines and the Community training provided to you.

As a Community participant you may have access to information and documents relating to participants and staff that are private and confidential in nature. All records are the property of CCC and will be treated as confidential. Reasonable care and caution should be exercised to protect and maintain total confidentiality. No person may access or read records or discuss information unless there is a legitimate purpose. What happens during these Community sessions may not be discussed with people outside of CCC, including immediate family members, at any time, including after your participation in the Community has ended. At no time will any participant record or take screenshots of events, or attendees, or maintain any written record of information shared in a session. In the case that during one of these events sessions a participant exhibits behaviour or uses language that is disrespectful, discriminatory, or harmful, the facilitator or moderator will remove them from the session, or terminate the session, and report the incident to the Crohn's and Colitis Connect Community staff coordinator.

You agree not to make statements, written or verbal, or cause or encourage others to make any statement, written or verbal, to defame, disparage, or in any way criticize the personal or business reputation, practices or conduct of Community participants, CCC, its employees, directors, officers and volunteers. You acknowledge and agree that this prohibition extends to statements, written or verbal, made to anyone, including but not limited to statements in posts to social media, or statement to news media, any board of directors or advisory board of directors, industry analysts, competitors, strategic partners, vendors, employees and volunteers (past and present), patients, donors and clients. You agree to communicate with the Community Coordinator if requested openly and to inform the Community Coordinator if you observe any difficulties or have areas of concern that arise in course of Community sessions. If for any reason you are not able to communicate with the Community Coordinator regarding

your concerns, you may communicate your concerns to CCC through the process set out at [gutsypeersupport.com](http://gutsypeersupport.com).

#### Waiver, Release and Indemnity

You agree by participating in the Community whether as a participant, that you waive any and all claims or proceedings that you may have, or may in the future have, against Crohn's and Colitis Canada and its respective directors, officers, employees, agents and representatives, as applicable (collectively, the "Releasees").

You hereby irrevocably release and forever discharge the Releasees from any and all liability for any loss, damage, expense or injury, including death, that you may suffer as a result of acting as a participant or volunteer due to any cause whatsoever, including negligence, breach of contract, or breach of any statutory or other duty of care on the part of the Releasees.

You agree not to make any claim or take any proceeding in connection with any of the claims released by virtue of these terms and conditions against any other person, persons, firm or corporation which might claim contribution or indemnity from one or more of the Releasees by virtue of such claim or proceeding and if you are sued as a result of acting as a participant or volunteer, you are precluded from seeking contribution and indemnity from any Releasee pursuant to any statute or at common law.

You agree to indemnify and save harmless the Releasees for any loss, damage, expense or injury, including death, that you may cause in connection with acting as a participant or volunteer which any of the Releasees may, now or in the future, become liable for, as a result of your participation in the Community as a participant or volunteer.

#### Enurement

These terms and conditions shall ensure to the benefit of the successors, assigns and legal and personal representatives of CCC and any of the Releasees and shall be binding upon my successors, assigns and legal and personal representatives.

YOU ACKNOWLEDGE HAVING READ AND UNDERSTOOD THESE TERMS AND CONDITIONS AND YOU AGREE THAT BY PARTICIPATING IN THE PROGRAM YOU ARE WAIVING CERTAIN LEGAL RIGHTS. YOU HEREBY CONSENT AND AGREE TO THESE TERMS AND CONDITIONS INCLUDING THE WAIVER, RELEASE AND INDEMNITY PROVISIONS HEREIN.