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Appraisers • Veterinarians • Plumbers • Doctors • Appliance Technicians • Comp
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SUICIDE PREVENTION



Policy

JustAnswer Policy

- JustAnswer cares about the safety and well-being of the users of its Sites.
- Suicide is an extremely sensitive issue, and it deserves both immediate and personal attention as soon as it arises on any Site operated by JustAnswer.
- Per the JustAnswer Privacy & Security Policy, JustAnswer may disclose a user's Personally Identifiable Information (PII) if it has "a good faith belief that such action ... serves to protect or defend the rights, property, or safety of JustAnswer, its users, or others" (Privacy & Security Policy § Principle 2).

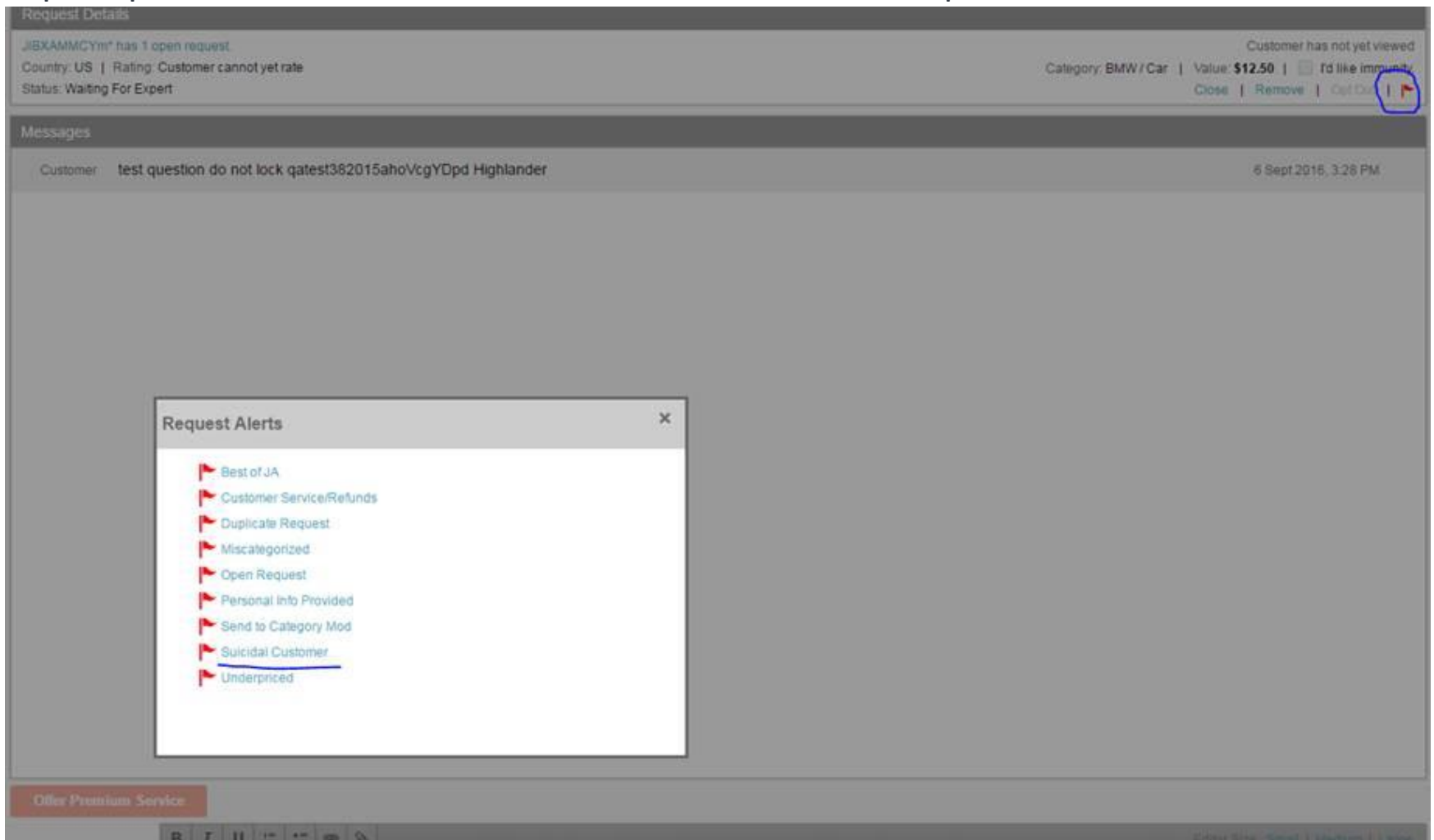
Procedure

Procedure – For Experts

- Experts who come in contact with customers who express an intent to harm themselves should flag the customer as a Suicidal Customer.
- According to [SF Suicide Prevention](#), some warning signs include:
 - **Talk about Killing Themselves:** This might seem obvious, but is often ignored. Some people that are considering suicide may talk about suicide or the methods they might use to kill themselves just before their attempt.
 - **Talking About Dying:** People who are suicidal often talk about death a lot. This could also come out in art, journaling or other ways of expression.
 - **Saying Goodbye:** People who are suicidal often say good-bye in strange ways. They might talk in terms of “not seeing me around anymore” or “no one would notice if I never came back”. They are hinting in the hopes that someone will stop them.
 - **Tying Up Loose Ends:** Suicidal people often give away personal possessions, make arrangements for the care of children or pets, make wills, or other acts as if they are preparing to end their life.
 - **Become Violent:** Some people become very violent or aggressive when they are suicidal. Watch for a sudden change in aggression.
 - **Sudden Isolation:** People who are considering suicide may suddenly isolate themselves from friends and family. When no one investigates, it can reinforce the idea that no one cares.
 - **Sudden Changes in Behavior:** When people are suicidal they may have sudden behavior changes in eating, sleeping, or activities previously enjoyed.
 - **Lack of Sleep:** Your brain needs sleep to function properly. People feeling depressed or in crisis, who are also not sleeping, are at increased risk.
 - **Drug and Alcohol Use:** Substance use and depression are a nasty combination. Many substances like alcohol are depressants and will make a person feel much worse. Sometimes people try to self-medicate their depression away through substance use, but that won't work. Also drugs and alcohol can lower inhibitions, increasing the risk of sudden violence.
 - **Fear of Losing Control:** People who are suicidal can talk about their fears of losing control of their bodies or emotions.
 - **Very Low Self Esteem:** People feeling suicidal express being a burden, feeling worthless, having shame, overwhelming guilt, self-hatred, “everyone would be better off without me”.
 - **No Hope for the Future:** People feeling suicidal often say that things will never get better and that nothing will ever change.

Active Request page – flag and modal

In the Active Request page, Experts can click on the flag in the top right corner to prompt a modal with 'Suicidal Customer' as one of the options:



The screenshot displays the 'Request Details' section of an active request. The request is for a BMW Car valued at \$12.50, with a status of 'Waiting For Expert'. A flag icon in the top right corner is circled in blue. Below the request details, a message from the customer is visible: 'test question do not lock qatest382015ahoVcgYDpd Highlander' dated 6 Sept 2016, 3:28 PM. A 'Request Alerts' modal is open, listing various alert options, with 'Suicidal Customer' highlighted in blue.

Request Details

JIBXAMMCYm* has 1 open request
Country: US | Rating: Customer cannot yet rate
Status: Waiting For Expert

Customer has not yet viewed
Category: BMW / Car | Value: \$12.50 | I'd like immunity
Close | Remove | **Flag**

Messages

Customer: test question do not lock qatest382015ahoVcgYDpd Highlander 6 Sept 2016, 3:28 PM

Request Alerts

- Best of JA
- Customer Service/Refunds
- Duplicate Request
- Miscategorized
- Open Request
- Personal Info Provided
- Send to Category Mod
- Suicidal Customer**
- Underpriced

Offer Premium Service

Procedure - continued

- Once a Suicidal Customer is identified by an Expert, Admin, or category Moderator, he or she will copy the URL of the post and send it to wecare@justanswer.com, through the Suicidal Customer modal as illustrated above.
- The email's subject-line should be "Suicidal Customer," it should be marked "High Importance" and any important information should be included in the body of the email.
- If the expert feels a rapport with the Suicidal Customer, they may also refer such customer directly to SF Suicide Prevention Crisis Line (Phone numbers are below)

Procedure – for Moderators

- Moderators will flag the post, as delineated above, and will *typically* contact the professional and ask him or her to end the conversation.
- Moderators who deem that the customer has been informed of their options for outside help will lock the post and the pay-per-question Customer will be refunded.
- Moderators may confer with the Legal Department to determine if additional action is needed, including warm transfers to a crisis line or contacting law enforcement.

SF Suicide Prevention Hotline

Partnership with SF Suicide Prevention

- JustAnswer has partnered with SF Suicide Prevention in order to help us with our policies to assist with Suicidal Customers.
- San Francisco Suicide Prevention has help available 24 hours a day, every day of the week. They offer various programs to help you reduce emotional pain and to learn how to help yourself and your friends and family through crisis. Customers do not have to reside in San Francisco in order to call the SF Suicide Hotline.
- SF Suicide Prevention Crisis Line:
 - 415/781-0500 in San Francisco, CA
 - 800/273- TALK (8255) outside of San Francisco



Thank you