

Website Terms & Conditions Policy

Welcome to the website of **AIM Community Services** (“AIM,” “we,” “us,” or “our”). These Terms & Conditions govern your access to and use of **aimcs.org** and its related webpages, forms, resources, and online content (collectively, the “Website”).

By accessing or using this Website, you agree to these Terms & Conditions. If you do not agree with these terms, please discontinue use of the Website.

1. About AIM Community Services

AIM Community Services is a Washington State behavioral health agency providing community-based services, including Foundational Community Supports (FCS) and related support services.

Information provided on this Website is intended to provide general information about AIM, our programs, services, resources, and ways to contact our organization.

2. Website Information Is Not Medical or Behavioral Health Advice

Information available through this Website is provided for general informational and educational purposes only.

Website content is not intended to provide medical, behavioral health, psychiatric, legal, financial, or other professional advice and should not be used as a substitute for evaluation or services from an appropriately qualified professional.

Use of this Website does not establish a provider-client, therapist-client, or other treatment relationship with AIM Community Services.

Enrollment, eligibility, intake, assessment, authorization, and participation in AIM programs are handled separately through AIM's established service processes.

3. Emergencies and Crisis Situations

This Website, including any contact forms or email addresses provided through it, should **not be used for emergencies or situations requiring immediate assistance**.

If you are experiencing a medical or life-threatening emergency, call **911** or go to the nearest emergency department.

If you or someone you know is experiencing a mental health, substance use, or suicide-related crisis, call or text **988** to reach the Suicide & Crisis Lifeline.

Messages submitted through this Website may not be reviewed immediately.

4. Eligibility and Availability of Services

Descriptions of AIM programs and services on this Website are provided for general informational purposes and do not guarantee eligibility, enrollment, authorization, funding, or availability of services.

Eligibility for specific programs may depend on requirements established by applicable state agencies, managed care organizations, funding sources, program contracts, or other applicable entities.

AIM may modify, suspend, discontinue, or update programs and services as organizational, contractual, regulatory, or funding requirements change.

5. Privacy and Confidentiality

AIM respects the privacy and confidentiality of the individuals we serve.

Information relating to individuals receiving services from AIM is handled in accordance with applicable federal and Washington State privacy and confidentiality requirements and AIM's applicable privacy policies and practices.

Please avoid submitting sensitive medical, behavioral health, financial, or other confidential information through general Website contact forms or standard email unless specifically instructed to do so through an approved secure method.

Use of the Website is also subject to AIM's applicable **Privacy Policy** and other privacy notices.

6. Online Forms and Communications

The Website may allow visitors to submit contact requests, referral inquiries, employment inquiries, or other information electronically.

Submitting a form does not guarantee that AIM has received or accepted a referral, application, request, or enrollment.

AIM may contact you using the contact information you provide in response to your inquiry.

You are responsible for ensuring that information you voluntarily provide through the Website is accurate and that you have authority to provide the information.

7. Appropriate Use of the Website

You agree to use the Website only for lawful purposes.

You may not intentionally:

- Attempt to gain unauthorized access to AIM systems, accounts, networks, or information;
- Interfere with the security or operation of the Website;
- Introduce viruses, malicious code, or other harmful technology;
- Use automated systems to access or collect Website information in a manner that disrupts Website operations;
- Submit fraudulent, threatening, abusive, discriminatory, or unlawful material; or

- Use the Website in a manner that violates applicable law or the rights of another person.

AIM may restrict access to the Website when reasonably necessary to protect its systems, users, organization, or information.

8. Intellectual Property

Unless otherwise indicated, Website content—including AIM's name, logos, graphics, photographs, text, documents, designs, and other original materials—is owned by or licensed to AIM Community Services and is protected by applicable intellectual property laws.

Website materials may be viewed, downloaded, or printed for lawful personal and informational purposes.

Website content may not be reproduced, distributed, modified, sold, or used for commercial purposes without AIM's permission unless otherwise permitted by law.

9. Third-Party Websites and Resources

The Website may contain links to government agencies, community organizations, healthcare resources, partner organizations, or other third-party websites.

These links are provided as a convenience and do not necessarily constitute AIM's endorsement of the organization, website, products, opinions, or services.

AIM does not control third-party websites and is not responsible for their content, availability, security, accessibility, or privacy practices.

10. Website Availability and Accuracy

AIM makes reasonable efforts to provide accurate and current information but does not guarantee that all Website information will always be complete, current, or error-free.

Program requirements, contact information, resources, regulations, funding requirements, and other information may change.

AIM may update, modify, remove, or temporarily discontinue Website content without prior notice.

11. Limitation of Liability

To the extent permitted by applicable law, AIM Community Services is not responsible for damages resulting solely from reliance upon general informational content available through this Website or from temporary Website interruptions, third-party links, or circumstances outside AIM's reasonable control.

Nothing in these Terms & Conditions is intended to waive or limit any right or protection that cannot legally be waived or limited.

12. Accessibility

AIM Community Services is committed to providing access to information and services in an inclusive manner.

Individuals who experience difficulty accessing Website information or who need information in an alternative format may contact AIM for assistance.

13. Nondiscrimination

AIM Community Services is committed to providing services consistent with applicable federal and Washington State nondiscrimination requirements.

AIM does not discriminate in the provision of services on a basis prohibited by applicable law.

Additional information regarding client rights, accommodations, language assistance, and nondiscrimination may be provided as applicable to AIM's programs and services.

14. Changes to These Terms

AIM may periodically update these Terms & Conditions to reflect changes to the Website, AIM's services, operational practices, or applicable requirements.

The effective date displayed at the top of this page identifies when these Terms & Conditions were most recently updated.

Continued use of the Website following an update constitutes acceptance of the revised Terms & Conditions.

15. Governing Law

These Terms & Conditions are governed by applicable federal law and the laws of the State of Washington.

16. Contact AIM Community Services

Questions regarding these Terms & Conditions or AIM's Website may be directed to:

AIM Community Services
123 W. Cascade Way Ste. A
Spokane, Washington
Website: aimcs.org

Please use the contact information provided on our Website for general inquiries.