Terms of Use and Disclaimer

Resilient Roots Therapeutic Services, PLLC Last updated: November 2026

Thank you for visiting Resilient Roots Therapeutic Services, PLLC ("Resilient Roots"). These Terms of Use and Disclaimer apply to our website, our social media pages, and any other content we share online. By using them, you agree to these terms. If you do not agree, please do not use our website.

General Information Only

Everything we share online, including articles, posts, videos and resources, is for general educational and informational purposes only. It is not therapy, medical advice, diagnosis or treatment, and it is not a substitute for care from a qualified professional who knows your situation. Please do not delay or avoid seeking professional help because of something you read here.

No Therapeutic Relationship

Visiting our website, following or engaging with our social media, submitting a contact form, or sending us a message does not create a therapist and client relationship. A therapeutic relationship begins only after you complete our intake process, review and sign our Informed Consent and Disclosure, and your clinician agrees to provide services. Our free consultation is a chance to see if we are a good fit and is not a therapy session.

Emergencies

> **Our website, social media, email, texts and voicemail are not monitored for emergencies.** If you are in crisis or in danger, call 911 or go to your nearest emergency room. You can also call or text 988 to reach the Suicide and Crisis Lifeline any time, day or night.

Contacting Us Online

Please do not share personal health details, crisis information, or other sensitive information through our website forms, social media comments, or direct messages. These channels are not secure or confidential, and comments on social media may be seen by others. We do not provide therapy or respond to clinical questions through social media. To ask about services, please call us or use our contact form with only basic information, and we will follow up through a secure method. You can learn more in our Privacy Policy.

Licensure and Location

Our clinicians are licensed in North Carolina and provide services only to clients who are physically located in North Carolina at the time of each session. Information on our website is not an offer to provide services where our clinicians are not licensed.

No Guarantees

Every person's experience in therapy is different. Descriptions of our services, specialties and approaches are not promises of any particular result. While we work to keep our content accurate and current, we cannot guarantee that it is complete, up to date or right for your circumstances.

Links to Other Websites

Our website and social media may link to other websites, directories, or resources for your convenience. We do not control and are not responsible for the content, accuracy, or privacy practices of those sites, and a link does not mean we endorse them.

Therapy Services Terms

These terms cover use of our website and online content. If you become a client, the terms of your care, including scheduling, cancellations, fees, confidentiality and communication, are explained in our Office Policies and in the Informed Consent and Disclosure you sign before beginning services. If anything on our website differs from your signed Informed Consent, your signed Informed Consent controls.

Acceptable Use

Please use our website and social media respectfully and lawfully. You agree not to submit false information, spam, or harmful content through our forms, attempt to access parts of the site or our systems you are not authorized to use, or interfere with how the site works.

Our Content

The text, graphics, logo and other content on our website and social media belong to Resilient Roots unless otherwise noted. You are welcome to share links to our content, but please do not copy or reuse it without our permission.

Limitation of Liability

Our website and online content are provided "as is" for general information. To the fullest extent permitted by law, Resilient Roots, its owners and its clinicians are not liable for any loss or damage arising from your use of, or inability to use, our website, or from reliance on its content. This does not limit any rights you have as a client under the law or our professional and ethical responsibilities to you.

Governing Law

These terms are governed by the laws of the State of North Carolina. Any dispute related to our website or these terms will be handled in the state or federal courts located in Davidson County, North Carolina, unless the law requires otherwise.

Related Policies

Please also review our Privacy Policy, Office Policies, and Accessibility Statement, which explain how we protect your information, how we communicate, and what to expect when working with us. We may update these terms from time to time. The current version will always be posted on our website with its date, and continuing to use our website after an update means you accept the updated terms.

Contact Us

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