

SMS/Text Messaging Consent Policy

Purpose

[Your Group Home Name] provides SMS/text notifications to residents, staff, and family members for important updates. These include:

- Appointment confirmations and reminders
- Transportation scheduling and updates
- Staff schedule changes
- General care-related notifications

Consent

By opting in, you agree to receive SMS/text messages from [Your Group Home Name] related to services and care. Consent may be given by:

- Signing the intake/admissions form that includes SMS consent
- Texting a keyword (e.g., JOIN) to our toll-free number
- Providing written or verbal consent documented by staff

Message Frequency

Message frequency varies but typically includes up to 5–10 texts per week, depending on appointments, schedules, or transportation needs.

Opt-Out

You may opt out at any time by replying STOP to any message. After opting out, you will no longer receive SMS notifications.

Fees

Standard message and data rates may apply depending on your mobile carrier.

Privacy

We will not share or sell your phone number or message content. All messages comply with HIPAA guidelines to protect sensitive health information.