**Purpose**

Tear Of Joy HHC 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 Tear Of Joy HHC provides 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