House of Hope CDC SMS Terms & Conditions

Effective: 7/1/2026

House of Hope CDC SMS Messaging Terms & Conditions

By providing your mobile phone number and opting in to receive text (SMS) messages from House of Hope CDC, you agree to the following Terms & Conditions.

Purpose of SMS Communications

House of Hope CDC uses SMS messaging to support client care by providing direct communication between clients and their assigned provider or authorized House of Hope CDC staff. SMS messages may include, but are not limited to:

- Appointment reminders and scheduling
- Care coordination and follow-up
- Wellness check-ins
- Service updates
- Responses to questions related to case management needs
- Other communications that support services

Two-Way Communication

Clients may reply directly to any SMS message to communicate with the sender. This allows clients to contact their provider or authorized House of Hope CDC staff by text when needed to support their care. Responses will be provided during normal business hours or as appropriate based on the nature of the message.

SMS messaging should not be used for medical emergencies or other urgent situations. If you are experiencing a medical emergency, call 911 or go to the nearest emergency department immediately.

Consent to Receive Messages

By opting in through text or by filling out this form: Consent to Receive/Send Messages Through Microsoft Teams SMS – Fill out form, you authorize House of Hope CDC to send SMS messages to the mobile number you provide. Your consent to receive SMS messages is voluntary and is not a condition of receiving services. House of Hope CDC may maintain records of your consent, opt-in status, opt-out requests, and SMS communication preferences.

SMS communications are used for care and service-related purposes only and are not used for marketing, fundraising, promotional, or mass-broadcast messaging unless separately authorized and legally compliant.

Message Frequency

Message frequency will vary depending on your care needs, appointments, and communication with your provider. House of Hope CDC staff will reply during normal business hours.

Message and Data Rates

Standard message and data rates may apply according to your mobile carrier's messaging plan. House of Hope CDC is not responsible for any charges imposed by your mobile carrier.

SMS delivery may depend on your mobile carrier, device settings, network availability, and other factors outside House of Hope CDC's control. House of Hope CDC cannot guarantee that every SMS message will be delivered, received, or read within a particular time.

Privacy

Information shared through SMS will be used solely to support your care and will be handled in accordance with House of Hope CDC's Privacy Policy and applicable privacy laws. House of Hope CDC does not sell, rent, or share your mobile phone number or SMS consent information with third parties or affiliates for marketing or promotional purposes. SMS-related information may be shared with service providers, technology platforms, mobile carriers, or other parties only as needed to deliver SMS communications, support your care, comply with legal obligations, or as otherwise permitted by law.

Opting Out

You may stop receiving SMS messages at any time by replying **STOP** to any message. After you opt out, you will no longer receive SMS communications unless you provide new consent.

Assistance

If you need assistance with the SMS messaging service, reply **HELP** to any message or contact House of Hope CDC at 401-463-3324, info@thehouseofhopecdc.org, or https://thehouseofhopecdc.org/get-help/ during normal business hours.

Changes to These Terms

House of Hope CDC reserves the right to modify these Terms & Conditions at any time. Updates will be made available through our website or other appropriate communication channels.

Contact Information

If you have questions about these Terms & Conditions or SMS communications, please contact House of Hope CDC using the contact information provided by your provider or on our website, https://thehouseofhopecdc.org.

Sample initial message: “House of Hope CDC: You are opted in to receive SMS messages related to your care and services. Message frequency varies. Message and data rates may apply. Reply STOP to opt out, HELP for help. View Terms & Conditions. View Privacy Policy.”

By opting in to receive SMS messages from House of Hope CDC, you acknowledge that you have read, understood, and agree to these Terms & Conditions.