



Last Updated: 3/6/2025

INFORMED CONSENT AND RELEASE FOR TEXT (SMS) COMMUNICATION

Introduction

At Community Access, we are committed to protecting your privacy. This policy explains how we collect, use, and safeguard personal information in connection with our SMS/MMS messaging services, in compliance with 10DLC regulations.

On occasion, you may find it convenient to communicate with Community Access through text messaging. Text messaging is not a secure format of communication and messages will be sent to your cell phone without encryption. There is some risk that individually identifiable health information or other sensitive or confidential information contained in such texts may be misdirected, disclosed to, or intercepted by unauthorized third parties. People may be able to read them, especially when your phone is left in the open, is not password or pass pattern protected, or is lost or stolen. If someone else owns your phone, they might have a right to see and keep all your messages, including ours.

By providing consent, you are giving Community Access staff permission to communicate with you via text message despite these risks until you are no longer a participant at Community Access or until you remove consent. Consent can be removed at any time by speaking with your direct service worker.

Please note: Message/data rates apply to messages sent by Community Access under your cell phone plan.

Information We Collect

We collect personal information, such as your name and phone number, when you opt-in to receive SMS/MMS communications. Additionally, we may collect device and location data for regulatory compliance.

How We Obtain Consent

By opting into our messaging services—by signing this form—you provide explicit consent to receive SMS/MMS messages. We do not send messages without prior opt-in.

How We Use Information

The information we collect is used solely to communicate, send notifications, alerts, and marketing communications, and to comply with 10DLC regulations.

We Do Not Sell Your Information

We will never sell your personal information to third parties for marketing purposes. Your information is used only for the purposes outlined in this policy.



Sharing of Information

The information shared in texts will be kept private and only individuals involved in your services will have access to the information in the texts. Information may be entered from communications, verbatim into our EHR, however this information is private. We may share your information with trusted third-party providers who help us deliver messaging services. However, we do not share any SMS mobile opt-in consumer information for marketing purposes.

Messaging Terms & Conditions

When you opt-in to receive SMS/MMS communications from Community Access, you agree to receive messages from staff at CA who are directly involved in your services. Message frequency may vary. Message & Data rates may apply. You may opt-out at any time by texting STOP or by discussing with your service coordinator and re-signing this form. For assistance you can text HELP or contact us at OS@communityaccess.org.

Opting Out

You can opt out at any time by replying with STOP or UNSUBSCRIBE.

You can also opt out at any time by speaking with your service coordinator and completing the opt out portion of this form.

Updates to This Policy

This policy may be updated periodically to reflect changes in regulations or business practices. Please review it regularly.

Contact Information

If you have any questions or concerns about this policy, please contact QI at QI@communityaccess.org

By checking this box, I consent to receive SMS messages from Community Access staff to communicate about services. Reply STOP to opt-out; Reply HELP for support; Message & data rates may apply; Messaging frequency may vary. Visit https://www.communityaccess.org/storage/images/Miscellaneous/Compliance_Program/2024/KABCA N~2.DOC.pdf to see our privacy policy.

Phone Number: _____

Participant Signature: _____

Staff Signature: _____