

Hopewell Homestead Inc.

SMS/Text Messaging Policy

Effective Date: September 8, 2026

Hopewell Homestead Inc. ("Hopewell Homestead," "we," "our," or "us") respects your privacy and is committed to responsible communication with clients, prospective clients, volunteers, donors, program participants, and community members.

This SMS/Text Messaging Policy explains how we use text messaging and the expectations regarding communications sent to and from Hopewell Homestead Inc.

Consent to Receive Text Messages

By providing your mobile phone number and opting in to receive text messages from Hopewell Homestead Inc., you consent to receive SMS communications related to our services, programs, operations, events, and administrative activities.

Consent to receive text messages is voluntary and is not a condition of receiving services from Hopewell Homestead Inc.

Types of Messages We May Send

Depending on your relationship with Hopewell Homestead Inc., you may receive text messages regarding:

- Appointment reminders
- Appointment confirmations
- Scheduling updates or changes
- Client portal notifications
- Volunteer coordination
- Community service program updates
- Event reminders
- Administrative announcements
- Responses to inquiries you initiate

- Other operational communications related to Hopewell Homestead services
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Message Frequency

Message frequency varies based on your interactions with Hopewell Homestead Inc. and the services, programs, or activities in which you participate.

Message and Data Rates

Standard message and data rates may apply according to your wireless carrier's service plan. Hopewell Homestead Inc. does not charge a fee for SMS communications.

Sensitive Health Information and Secure Communications

Text messaging is intended primarily for appointment reminders, scheduling matters, and general administrative communications.

Please do not send sensitive personal, medical, mental health, substance use disorder, treatment, insurance, financial, or other confidential information through SMS/text messages. Standard text messaging may not provide the same level of privacy and security as encrypted healthcare communication platforms.

Hopewell Homestead Inc. utilizes the **SimplePractice Client Portal** as a secure method for client communications involving:

- Protected Health Information (PHI)
- Clinical communications
- Treatment-related information
- Intake and consent forms
- Assessment results
- Secure document exchange
- Billing and insurance documents
- Other confidential communications

Whenever possible, clients should use the SimplePractice Client Portal rather than SMS/text messaging when communicating confidential or healthcare-related information.

If confidential information is sent to us by text message, we may request that future communications be conducted through the SimplePractice Client Portal or another secure communication method.

To access your secure client portal, please visit:

<https://www.hopewellhomestead.org/client-portal>

(This link redirects to the Hopewell Homestead SimplePractice Client Portal login page.)

Healthcare Communications

Text messages may occasionally relate to healthcare services, appointments, evaluations, assessments, testing services, or administrative matters associated with services provided by Hopewell Homestead Inc.

However, text messaging should not be relied upon for:

- Clinical consultations
- Treatment recommendations
- Detailed health discussions
- Submission of protected health information
- Urgent healthcare communications

For these matters, please use the secure SimplePractice Client Portal or contact our office directly.

Emergency and Crisis Communications

SMS/text messaging is not monitored continuously and must not be used for:

- Medical emergencies
- Mental health crises
- Suicide-related concerns
- Urgent clinical issues

- Situations requiring immediate assistance

If you are experiencing an emergency, call **911** immediately or seek emergency assistance.

If you are experiencing a mental health crisis or having thoughts of suicide, call or text **988**, the Suicide & Crisis Lifeline, for immediate support.

Opting Out

You may opt out of SMS communications at any time by replying:

STOP

After opting out, you may receive a final confirmation message. No further SMS messages will be sent unless you subsequently opt in again.

Assistance

For assistance regarding SMS communications, reply:

HELP

You may also contact Hopewell Homestead Inc. through the contact information provided on our website.

Privacy of Mobile Information

Mobile phone numbers, SMS consent records, and related communication preferences are used solely for the purposes described in this policy.

Hopewell Homestead Inc. does not sell, rent, share, transfer, or otherwise disclose mobile phone numbers or SMS consent information to third parties or affiliates for marketing or promotional purposes.

Information may be shared only with service providers that assist us in delivering communications, operating our services, maintaining our systems, complying with legal obligations, or where otherwise permitted or required by law.

Changes to This Policy

Hopewell Homestead Inc. may update this SMS/Text Messaging Policy from time to time. Any changes will be posted on this page with an updated effective date.

Contact Information

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