

RIVER OAK CENTER FOR CHILDREN

SMS TERMS AND CONDITIONS

THESE TERMS AND CONDITIONS DEFINES THE RULES AND AGREEMENT FOR PARTICIPATING IN THE USE SMS

PLEASE REVIEW IT CAREFULLY

SMS Terms & Conditions

River Oak Center for Children may send SMS text messages to existing clients, parents/guardians, caregivers, referral participants, and program participants who have opted in to receive service-related communications. These messages may include appointment reminders, intake coordination, referral follow-up, scheduling updates, service notifications, and other operational communications related to River Oak services.

SMS Opt-In / Consent

Consent to receive SMS messages from River Oak may be obtained in one of the following ways:

Verbal Consent: A River Oak representative reads the SMS consent disclosure to the client, and the client verbally agrees to receive SMS messages.

Paper Form Consent: The client checks the SMS Text box on a River Oak paper consent form agreeing to receive SMS messages.

Electronic Consent: The client completes and submits an electronic or email version of the same consent form.

By opting in, the client agrees to receive SMS messages from River Oak regarding appointment reminders, intake coordination, referral follow-up, scheduling updates, service notifications, and other operational communications.

Message frequency varies but will not be more than 3–5 messages per day unless there is a notification event. Msg & Data rates may apply. Reply HELP for help. Reply STOP to opt out.

For assistance, please contact River Oak Center for Children at 916-609-5100 or info@riveroak.org.

SMS SHARING DISCLOSURE:

No mobile information will be shared with third parties/affiliates for marketing/promotional purposes at any time.

Contact:

River Oak Center for Children – Privacy Officer

Karen Vang

Privacy Officer

5445 Laurel Hills Drive

Sacramento, California 95841

Phone: (916) 609-5100

Email: kvang@riveroak.org

For More Information

If you have any questions about this notice or need more information, please contact the Privacy Officer at River Oak.