

#### Purpose:

This policy outlines the procedures for obtaining consent or opt-out preferences for text messaging from staff and clients of Prime Home Health & Companion Care. Text messaging may be used for communication between staff members, as well as between staff and clients in certain circumstances.

#### Policy:

##### Staff Text Messaging Consent:

- a. All staff members are required to **consent or opt out** of text messaging from Prime Home Health & Companion Care
- b. Consent or opt-out preferences can be indicated using the provided form.
- c. Staff members who opt in for text messaging may receive important updates, reminders, and communication from Prime Home Health & Companion Care
- d. Staff members who opt out of text messaging will not receive any text messages from Prime Home Health & Companion Care and should rely on other communication channels for updates and notifications.

##### Client Text Messaging Consent:

Clients who receive TA/ISCH/RN services or wish to receive text messages from their scheduling coordinator must sign a consent form. Clients should not engage in text messaging with Aides or other staff members, as communication with staff should be facilitated through appropriate channels. Aides and staff members of Prime Home Health and Companion Care are expected to comply with the opt in or opt out wishes of each individual client and ensure that a form is on file.

##### Form Submission:

- a. All consent or opt-out forms must be submitted to the HR department for staff members and to the scheduling coordinator for clients.
- b. Forms will be kept on file and updated as needed to reflect any changes in preferences.

##### Compliance:

- a. Prime Home Health & Companion Care will ensure compliance with all applicable laws and regulations regarding text messaging, including obtaining proper consent and honoring opt-out requests.

b. Any violations of this policy may result in disciplinary action, up to and including termination of employment for staff members, or termination of services for clients.

**Implementation:**

This policy is effective immediately upon issuance. All staff members and clients will be notified of this policy and provided with the necessary forms to indicate their consent or opt-out preferences.