

# **SMS TERMS AND CONDITIONS**

## **Stronghold Accessibility Solutions**

### **Appointment & Service Coordination SMS Program**

*Policy last updated: 11/19/2025*

**Stronghold Accessibility Solutions's Appointment & Service Coordination SMS Program** offers SMS messaging to help us communicate with veterans and their households to schedule and coordinate appointments for installation and repair of home safety features and durable medical equipment provided by the Department of Veterans Affairs. By choosing to receive SMS from us, you agree to the following terms:

### **SMS Consent Communication**

**Mobile Opt in, SMS Consent, and phone numbers collected for SMS communication purposes will not be shared with any third party and affiliates for marketing purposes. Consent to receive SMS messages is not a condition of receiving services.**

### **Types of SMS Communications**

You may receive SMS messages related to:

- Appointment reminders
- Scheduling or rescheduling visits
- Service coordination related to VA work orders
- Followup messages if you have any concerns

You may receive SMS messages that are both:

- Direct communications with our staff to confirm appointment details: such as:
  - time and place
  - directions, and related information such as neighborhood gate codes
  - who we will be meeting at the home
  - details about the nature of the installation work itself (ie. number and location of grab bars in shower)
- Automatically generated reminders

***Example of Direct communication:*** "Stronghold Accessibility Solutions - Thank you for agreeing to meet us at your mother's house on her behalf. Will there be parking available in front of the house or in the driveway? You can reply STOP to opt out of SMS messaging from Stronghold Accessibility Solutions at any time."

***Example of Automatically generated reminders:*** "Stronghold Accessibility Solutions - Just a reminder, that Aaron will arrive at your home between 10am - 12pm to install your handheld showerhead. Respond OK to confirm or CANCEL to reschedule. You can reply STOP to opt out of

## **CLIENT BILL OF RIGHTS AND RESPONSIBILITIES (continued)**

*SMS messaging from Stronghold Accessibility Solutions at any time."*

We do not send marketing or promotional text messages.

### **Message Frequency**

Message frequency may vary depending on the status of your service request.

### **Potential Fees for SMS Messaging**

Message and data rates may apply, depending on your mobile carrier plan. These fees may vary if the message is sent domestically or internationally.

### **Opt-In Method**

When we reach out to schedule your first appointment, we will ask if we may send you SMS reminders to the phone number that the VA provided, or a different phone number you may provide. You may also opt in by filling out the contact form on our website and checking the opt-in checkbox.

### **Opt-Out Method**

You may opt out of SMS messages at any time by replying **STOP** to any message. After you send STOP, we will send a confirmation SMS and you will no longer receive text messages from us.

### **Help**

For assistance, reply **HELP** to any SMS message, call us at **(518) 362-5562** or visit our website at <https://safewithstronghold.com>.

### **Privacy**

For details on how we collect, use, and protect your information, please see our Privacy Policy at <https://safewithstronghold.com/privacy>