

Verbal Consent Script for Automated Messaging

This script is to be read to each referral before submitting their information into the website. Make sure that they are aware that their phone number can be used for automated texting.

Script:

“Before we submit your referral to shop at Teen and Kid Closet, we’d like to ask you if we can send you text messages about your appointments, including reminders and scheduling updates.

These messages are automated and may be sent using an automated system. Message and data rates may apply.

You can reply STOP at any time to opt out of text messages, or reply HELP for assistance.

Are you okay with receiving text messages from Teen & Kid Closet at the phone number you provided?”

[Person being referred says “Yes”]

“Great, we’ll make sure to only use your phone number to contact you about appointments to shop at Teen and Kid Closet”.

[Person being referred says “No”]

“Okay, we will make a note in our system to not contact your phone number and will use some other form of communication to set up your appointment.”

Other information:

When you submit the referral intake form, the time and date of the referral is recorded. The submission of the intake form indicates that the person has verbally consented to us sending them text messages about their appointments, unless that consent is revoked in the “additional notes” box. If the referral does not consent to us texting them automatically, please add a note in the “additional notes” box on the form to indicate that the referral does not want to be contacted via their phone number. This information is recorded in our database and reviewed by our volunteers who will make sure their consent or non-consent is adhered to.

As soon as our automated system receives a “STOP” message, we will make sure the person no longer receives communications from our system.