Terms and Conditions

Trusted Hands Senior Care | Effective date: **01.2026 (revised)**

These Terms and Conditions ("Terms") apply to the Trusted Hands Senior Care website at www.trustedhandscare.com and to the Trusted Hands Caregiver Text Messaging Program (the "Program"). "Trusted Hands," "we," "us" and "our" mean **Trusted Hands Senior Care, LLC**. By using our website or enrolling in the Program, you agree to these Terms.

1. Caregiver Text Messaging Program

Program description. Trusted Hands sends text messages to caregivers who have agreed to receive them about their scheduled client visits. Messages include visit confirmation requests, open-shift offers, shift assignment confirmations, shift-filled and shift-cancelled notices, and missed clock-in check-ins. Caregivers can reply to confirm a visit, report that they can't make it or are running late or accept or pass on an open shift. We do not send marketing messages through the Program.

How to opt in. You can join the Program by signing the optional SMS consent section of your caregiver onboarding paperwork (or our stand-alone SMS consent form), or by texting START to **470-275-2608.** Agreeing to receive texts is not a condition of employment. If you don't agree, we will contact you by phone instead.

Message frequency. Message frequency varies with your schedule, typically 1 to 3 messages per scheduled visit, plus occasional open shift offers.

Cost. Message and data rates may apply. Check your mobile plan for details. Trusted Hands does not charge for Program messages.

How to opt out. Text STOP to **470-275-2608** at any time to stop receiving messages. You will receive one final message confirming you have been unsubscribed. You may also use CANCEL, END, QUIT, UNSUBSCRIBE, STOPALL, OPTOUT or REVOKE. To rejoin, text START. Please answer visit and shift messages with 1, 2, 3, YES or NO only, because the words above will unsubscribe you.

Help. Text HELP to **470-275-2608**, call **470-541-2100** or email **thscinfo@trustedhanscare.com.**

Carriers. Mobile carriers are not liable for delayed or undelivered messages. Delivery depends on your carrier and device.

Your mobile number. Let us know right away if your mobile number changes or you give up your phone, so messages about client visits don't go to someone else.

Message content. Program messages may include a client's first name and a visit date and time. Keep these messages confidential, as required by your caregiver agreement and Trusted Hands' privacy policies. Do not forward them.

Privacy. Our Privacy Policy at www.trustedhandscare.com explains how we handle your information. We do not sell, rent or share your mobile number or text messaging consent with third parties or affiliates for marketing or promotional purposes.

2. Use of our website

Our website provides general information about Trusted Hands and our services. It is not medical advice. You agree not to misuse the website, attempt to gain unauthorized access to it, or use it for

any unlawful purpose. Website content belongs to Trusted Hands or its licensors and may not be copied for commercial use without our permission.

3. Disclaimers and limitation of liability

The website and the Program are provided “as is” and “as available.” To the extent permitted by law, Trusted Hands is not liable for indirect, incidental or consequential damages arising from your use of the website or the Program, including delayed or undelivered text messages. Text messages are a convenience and do not replace your obligations to follow your schedule and contact the office when needed.

4. Changes to these Terms

We may update these Terms from time to time. We will post the updated Terms on our website with a new effective date. If you keep using the website or stay enrolled in the Program after a change, you accept the updated Terms.

5. Governing law

These Terms are governed by the laws of the Department of Community Health in the state of Georgia, without regard to its conflict-of-law rules.

6. Contact us

Trusted Hands Senior Care, LLC

600 Houze Way, Suite D5, Roswell, GA 30076

Phone: 470-541-2100 | Email: thscinfo@trustedhandscare.com