

Terms & Conditions – Attendant Rehire Text Program

Effective Date: December 23, 2025

Program Name: Disability Services of the Southwest (“DSSW”) and LifeSpan Home Care (“LS”) Attendant Rehire Text Program

1) Program Description

Disability Services of the Southwest and LifeSpan Home Care (‘we,’ ‘us’) may send informational text messages to previously employed attendants who may be eligible for rehire. Messages may include: rehire opportunities, onboarding steps, scheduling/availability requests, credentialing reminders, compliance notices, and company updates relevant to re-employment.

2) Consent & Participation

By responding to our text(s) or otherwise engaging with the program (e.g., replying YES, APPLY, or completing a form we share), you consent to receive recurring informational messages from DSSW/LS at the mobile number you provide. Participation is voluntary and not required for employment consideration. You can opt in by replying YES or APPLY. You are not required to consent to receive texts as a condition of rehire or employment.

3) Message Frequency & Charges

Message frequency varies and may include recurring messages. Message & data rates may apply per your mobile plan. Carriers are not liable for delayed or undelivered messages.

4) Opt-Out & Help

To stop receiving messages, reply STOP at any time. You may receive a one-time confirmation text. For help, reply HELP or contact us at: (210) 263-3548, info@dsswtx.org.

5) Eligibility & No Guarantee of Employment

Messages are informational only and do not constitute a job offer or guarantee of employment. Rehire eligibility is determined by Disability Services of the Southwest and LifeSpan Home Care policies, applicable law, and staffing needs. Any offer, if extended, will be contingent on completing required screenings, credentials, training, and compliance steps.

6) Accuracy of Information

You agree to provide accurate and current contact information. If your number changes, please notify us or opt out.

7) Privacy & Confidentiality (HIPAA Caution)

We do not request or transmit Protected Health Information (PHI) by SMS. Do not share client names, medical conditions, or other PHI via text. If PHI is accidentally disclosed, notify us immediately at info@dsswtx.org. We process personal information per our Privacy Notice: <https://www.dsswtx.org/NOPP/DSSW-Our-Privacy-Practices-12.19.2025-EN.pdf>. We use reasonable safeguards, but SMS may be insecure. For sensitive matters, we may use secure channels.

8) Data Use & Retention

We may retain messaging records (content, timestamps, delivery status, opt-in/opt-out history) for compliance, audit, and program administration. We do not sell your personal information. We may share with service providers (e.g., messaging platforms) under contract, limited to program purposes.

9) TCPA/CTIA Compliance

We follow relevant U.S. laws and industry guidelines, including the Telephone Consumer Protection Act (TCPA) and CTIA Messaging Principles, including honoring opt-outs and avoiding prohibited content.

10) Changes to the Program

We may change or discontinue the program or these Terms at any time. Updated terms will be posted at: www.dsswtx.org. Your continued participation after changes means you accept the updated Terms.

11) Contact

Program Support: (210) 263-3548, info@dsswtx.org; Mailing Address: 6243 IH 10 W Ste. 375, San Antonio, TX 78245

12) Governing Law

These Terms are governed by the laws of the State of Texas, without regard to conflict of laws. Venue for any disputes shall be in Bexar, Texas.