

Text Alerts with Vivery

Text messaging is a powerful tool to quickly share updates with neighbors and volunteers. To ensure it is used responsibly and effectively, please follow the best practices below.

Consent is required:

- Agencies must have written consent that the neighbor has agreed to receive text messages.
- Consent can be collected on intake forms, sign-in sheets, digital forms, or other documented methods.
- Keep a clear record of when and how consent was given.
- **Important:** Express consent is automatically granted when a neighbor signs up directly for text alerts using your QR code or sign-up URL.

Neighbor Privacy & Data Protection

- All neighbor information is kept private and secure.
- Phone numbers and personal information are not shared.
- Contact lists should only be used for agency-related communication.
- Protecting neighbor trust is essential to maintaining strong community relationships.

Common Text Alert Uses

- Holiday or special distribution hours
- Weather-related closures
- Product availability updates
- Changes to service times
- Volunteer coordination and reminders

This tool allows you to communicate quickly without adding administrative burden to your team.

We strongly encourage agencies to begin building a contact list now — before you need it.

Use your QR code or sign-up URL at:

- Intake tables
- Distribution lines
- Attached to pre-packed bags and boxes
- Website or social media

When unexpected situations arise (weather closures, supply delays, schedule changes), you'll already have a reliable way to reach neighbors quickly.

