

May 4, 2020

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We're excited to announce we are expanding the use of a group messaging service to all residents! We have been using this group messaging service to make announcements to the Neighborhood Home residents for a few years now. Expanding the service, called One Call Now, will allow us to deliver information and provide timely updates via phone calls, emails, or text messaging. One Call Now will enhance our current communication and make sure *everyone* is kept in the loop in a timely and effective way.

We will be able to use the service for a variety of communications.

During the COVID-19 epidemic, it is our goal to keep you up to date with important information. Group messaging also allows Timbercrest to quickly communicate matters of urgency with you AND the emergency contact listed on your Timbercrest records. It will be up to you and your emergency contact to relay information to additional members of your family. A separate letter is being sent today to your emergency contact.

The One Call Now group messaging system will not replace all other forms of communication. We will continue to use other forms of communication when appropriate.

Please verify your contact information with Timbercrest. Email

GroupMessage@timbercrest.org to make any corrections. If you do not have email, please call the front office at 260-982-2118.

In order to receive information by text, you must opt-in to receive text messages. The opt-in process is easy and only takes a few seconds to complete. Simply text **ALERT** to **22300**. You will receive a confirmation text if you are successful.

More information about One Call Now can be found at <http://www.onecallnow.com/>

Please note this is a free service for our residents. However, depending on your wireless plan, message and data rates may apply. Check with your wireless carrier for more information.

Rest assured, Timbercrest will never sell or give your contact information to any other entity. This system is for Timbercrest's communication purposes only.

Respectfully,

Christy Huiras
Chief Operating Officer