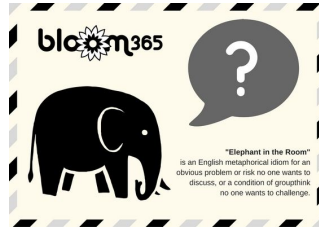


# Elephant in The Room Q & A

Metro Tech High School Spring 2019



\*This document can also be accessed at <https://www.bloom365.org/faqs>\*

### Resources:

*\*For additional resources, please visit [bloom365.com/resources](http://bloom365.com/resources)\**

<p><b>BLOOM365 Advocacy Line and Support Groups</b></p> <p>Peer Connection Mondays bloomMen Tuesdays LGBTQ+ Support Thursdays</p>	<p>Text or call a BLOOM365 advocate for free, confidential support. Beginning January 7th, our advocacy line will be open for texts and calls Monday-Thursday from 3PM-9PM! To reach a specific advocate directly, visit <a href="http://www.bloom365.org/contact">www.bloom365.org/contact</a>. Text/Call: 1-888-606-HOPE (4673)</p> <p>Join us on Monday, Wednesday, and/or Thursday evening for one of our drop-in groups (Holidays excluded)!</p>
<p>Teen Lifeline</p>	<p>Text or call 602-248-TEEN (8336) for free, confidential support 24/7 relating to suicide, depression, bullying, or relationships. Peer/Teen Counselors answer the hotline from 3pm-9pm every day, including weekends and holidays.</p>
<p>National Teen Dating Violence Hotline</p>	<p>Text "LOVEIS" to 22522 24/7</p>
<p>National Domestic Violence Hotline</p>	<p>1-800-799-SAFE (7233)</p>
<p>National Sexual Assault Hotline</p>	<p>1-800.656.HOPE (4673)</p>
<p>National Human Trafficking Hotline</p>	<p>1-888-373-7888</p>
<p>Crisis and Suicide Prevention</p>	<p>Suicide Prevention Lifeline: 1-800-273-TALK (8255)</p> <p>Crisis Text Line: Text HOME to 741741</p>

**Wondering how to reach out for help/support?**

Check out page 22 in your workbook or visit [www.bloom365.org/resources](http://www.bloom365.org/resources)

### Video Resources:

- BLOOM365 Story: <https://www.youtube.com/watch?v=j0lgBIUfUZ4>
- Red Flags/Alex & Natalie Video: <https://www.youtube.com/watch?v=Lp2eljXWzgw>
- Gender Norms/Redefining Masculinity Video: <https://youtu.be/IJqwvgLtJyU>
- Jessica's Daily Affirmation Video: <https://www.youtube.com/watch?v=XfEEbhcyEvE>
- Consent is Tea Video: <https://www.youtube.com/watch?v=fGoWLWS4-kU>
- Kid President's Leadership Lessons Video: <https://www.youtube.com/watch?v=pWmxgYwcrLE>
- Tipping Point Video: <https://www.youtube.com/watch?v=fW8amMCVAJQ&t=1s>

**Q: Student**

**A: BLOOM365 Advocate**

*\*Please note that any potentially identifying information has been modified or removed\**

### DOSE 1 & 2

**1) Q: Can girls rape guys?**

**A:** Yes. Abuse knows no bias, and men can also be victims/survivors of sexual assault and teen dating abuse. Due to stigmas surrounding gender norms, guys are often treated differently because they are expected to “tough it out” or “be a man.” Unfortunately, due to these stigmas, male victims are much less likely to reach out. Being abused does NOT make any person less of a man or human being. If you are experiencing abuse in a relationship or if you are a sexual assault survivor, we encourage you to reach out to a trusted adult or a BLOOM365 advocate at the number above for free, confidential help and support.

**2) Q: Girls get called “\*\*\*\*\*” in a relationship.**

**A:** We're sorry to hear that you've had this experience. We want you to know that you deserve happy, healthy relationships filled with respect and encouragement.

**3) Good lesson. Really helpful.**

**A:** Thank you for your feedback! We hope that everything you learn throughout the 7-Doses is beneficial to you both now and in the future!

**4) Q: How to stop remembering family abuse that happened in the past?**

**A:** First off, we want to let you know that you're not alone and we are thankful you are reaching out. Experiencing abuse can have a lasting impact, and it's important that you are able to deal with these emotions so that you can move forward. Giving yourself time to process feelings and emotions is important. It's also important to be kind to yourself and to be patient and give yourself time for your heart to heal. We all cope with things in different ways and at different speeds. Some people find it helpful to talk to trusted friends or family members or engage in healing arts like painting or yoga. Other coping mechanisms include: going for a walk or listening to music. Find what works for you, and always know BLOOM365 is here to support you if needed!

**5) Q: I didn't know I was in an abusive relationship until now, thanks.**

**A:** Thank you for being brave enough to share that with us. It's important to remember that the abuse was not your fault. Experiencing abuse can emotionally and physically impact a person, and it's important that this is dealt with properly to help you move forward. We highly encourage you to text or call our Advocacy Line to discuss your situation and the steps to healing. It's also really important to remember that the most dangerous time in an abusive relationship is when the survivor tries to leave. If you are concerned about your safety, please contact a BLOOM365 Advocate so that you can create a safety plan. If you believe you are in immediate danger, please call 9-11.

**6) Q: This is a very good program.**

**A:** Thank you for listening, we have certainly enjoyed our time at Metro Tech High School! If you'd like to stay involved, we encourage you to join the Peer Advocate Crew (PAC) to help us prevent these issues in future generations! To learn more, feel free to email [marli@bloom365.org](mailto:marli@bloom365.org) or text "bloom365" to 81020!

**7) Q: What should we do when your friend is obsessed with your best friend of the opposite-sex?**

**A:** It is difficult to answer this question without any context. We'd be happy to discuss this with you further. Please text or call our Advocacy Line for free, confidential help and support!

**8) Q: What help is there for dating abuse?**

**A:** If you or someone you know is experiencing dating abuse, we highly recommend talking to a trusted adult or texting/calling our Advocacy Line for free, confidential support and a listening ear. An Advocate can also help you to create a safety plan and talk about what you would like to do. Our Peer Connections group is also a great opportunity to walk alongside others in your healing journey. The National Teen Dating Violence Hotline is another resource that is available 24/7.

**9) Q: When someone ends a statement with that be controlling? Ex: But you love me, right? You wouldn't do that, right? But you can trust me, can't you?**

**A:** It is difficult to provide a definitive answer to your question without any context. However, it is important to understand "coercion." Coercion means to try and convince or force someone to do something that they do not want to do. For example, someone saying something like "If you really loved me, you would send me those pictures" or "If you really cared about me, you wouldn't be friends with them" is an example of coercion. If someone is trying to isolate you from people that make you happy, prevent you from doing things that make you happy, or threatening you in any way, these are warning signs that a relationship may be unhealthy or potentially abusive. If you'd like to discuss this further, please feel free to reach out to our Advocacy Line.

**10) Q: You made me realize my mother was verbally abused by my father. I'm happy he is gone. Thank you.**

**A:** Thank you for sharing that with us. We are sorry that you have experienced this, but are glad that the Bloom It Up program helped you to better understand your mom's experience. If you'd like to talk about this more, please know that our Advocacy Line is here for you to provide free, confidential support and a listening ear.

**11) Q: Like you said, "I'm sorry" isn't good enough sometimes. So what apology method is good enough?**

**A:** Actions speak louder than words. While saying sorry can be really important, it's important that their follow up actions also reflect this. If someone says sorry for something, but continues to do it... this might be a sign that they aren't truly sorry. Healthy relationships exhibit respect, honesty, and communication!

**12) Q: Why did you join BLOOM? Have you ever been in an abusive relationship?**

**A:** All of us at BLOOM365 have different reasons for why we chose to be involved with BLOOM365. Some of us have experienced or witnessed dating abuse or domestic violence in our own lives or the lives of our friends, while others have not. You can read more about BLOOM365 and our history by visiting [www.bloom365.org/story](http://www.bloom365.org/story).

**13) Q: Is it okay for someone to gain or feel confident for being with someone who physically touched you in a way?**

**A:** This is where consent comes into play. It is okay to show physical affection when in a relationship as long as both parties consent. Consent is needed for any kind of physical action whether it is a kiss, holding hands, etc. Communicating your boundaries with your partner early-on in the relationship is crucial. It's important that both partners are aware of what the other partner is comfortable with to ensure that all actions taken are mutually consented to. As the relationship develops and grows, continuous communication about boundaries is super important! Healthy relationships involve respecting our partner's boundaries!

**14) Q: Is it okay to be with someone who is already in a relationship with someone else?**

**A:** Communication is an important component of all types of relationships. Communicating your boundaries with your partner(s) early-on in the relationship is crucial. It's important that all partners are aware of what the other partner is comfortable with to ensure that all actions taken are mutually consented to. If someone you are interested in dating is already in a relationship and expresses interest in you, we encourage you to ensure that there is clear communication among all parties. This means ensuring that the person that they are dating is also aware and comfortable. As the relationship develops and grows, continuous communication about boundaries is super important! Healthy relationships involve honesty, respect, communication, and fairness.

**15) Q: I would go through an abusive relationship for a good reason.**

**A:** We are unsure what you are trying to say. We would love some clarification. Please feel free to text or call Advocacy Line to clarify what you mean.

**16) Q: What do we do if our friends do not admit they are in an abusive relationship?**

**A:** It's important that we first understand the barriers to leaving an abusive relationship (fear, love, dependency, and insecurity). It's also important that we don't blame the victim. Think of these barriers as "roadblocks." Even if we get to the other side of the road block, the victim is left feeling alone (isolated from their friends), often feels insecure, still fearful (ending the relationship doesn't always make the abuse and threats stop), shame, etc. Addressing the road block for the victim still leaves the perpetrator to go on and treat someone else with power and control. Nobody deserves to be abused, and it is never the victim's fault.

On our [website](#), you can find a list of the "Top 5 Ways to Help a Friend" experiencing dating abuse. These "Top 5 Ways to Help a Friend" can be a helpful way to start the conversation with your friend. We cannot make people get help if they do not want to, but we can do everything in our power to help our friends feel supported. We encourage you to give your friend the number to our Advocacy Line for free, confidential support and a listening ear. Sometimes people are not ready to accept the help we would like to offer them. The most important thing we can do is let them know that we are there for them when they are ready, make sure they are safe, and let them know that they are not alone. If you recognize the top 5 risk factors on the red flags list, it's important to tell an adult you trust because this means that your friend could be at risk of getting injured or even killed. If you need additional support or resources, please don't hesitate to reach out to our Advocacy Line.

**17) Q: How can I help someone I know how to get rid of their negative behavior and constant anger?**

**A:** Anger is a natural, human emotion. Most people have felt or experienced anger at some point in their lives. Healthy anger can prompt us to make positive changes and stand up for ourselves. However, anger can become unhealthy and is never an excuse for us to treat someone poorly or for someone else to treat us poorly. We all have the ability to choose how we are going to treat another person, even if we are angry. We all have to make a deliberate choice in whether we are going to treat someone with equality and freedom or power and control.

If the situation is not dangerous and you feel comfortable and safe to do so, it may be helpful to utilize the communication technique we learned in Dose 6 to express how this person's actions make you feel. I statements allow us to take ownership of our own emotions and can help avoid defensive responses. For example, "I feel frustrated when you get angry. I know you care about me and I don't think you mean to take your anger out on me. I know communicating can be difficult, but I feel communicating in a more healthy and respectful way could help us resolve problems more efficiently and prevent me from feeling hurt." Perhaps providing this person with tips for communicating effectively (such as those you learned during Dose 6) could be a good first step. If you feel safe, we encourage you to evaluate your own situation and come up with an I-statement that best suits your situation and what you envision as a solution.

**18) Q: How to pick up signs of red flags that happen to your friends/family.**

**A:** The red flags in your workbook on page 17 can apply to both teen dating abuse and domestic violence. Additionally, you can find some of the Red Flags of Domestic Violence at <https://www.thehotline.org/is-this-abuse/abuse-defined/>. It is our goal with the Bloom It Up program to increase awareness of these red flags, so that teens like you know how to spot the early warning signs and have the skills, knowledge, and tools to build and grow healthy relationships free from abuse and violence.

**19) Q: What’s the best way to deal with your partner when they’re in a state of depression?**

**A:** Sadness is a natural emotion, and we all feel it at times. However, if you or someone you know is experiencing depression or extreme feelings of loneliness, please know that help is available. Some red flags of depression include: Loss of interest in activities previously enjoyed, withdrawal from friends/family, and sleeping too little or in excessive amounts. If these symptoms are present for more than two weeks or most the day, this may be a sign that it’s more serious than just feeling sad. Although we do not specifically work with teens experiencing depression, we are always here to listen! We do work alongside a few organizations that specifically help youth experiencing depression, including Teen Lifeline. You can encourage your partner to contact them at the number above for free, confidential support. School social workers and counselors are a great source for information on dealing with depression or helping someone who is. BLOOM365 advocates are also always available by texting or calling the number above for a listening ear or if you would like additional resources.

**20) Q: Why do men experience less relationship abuse than women?**

**A:** This is likely related to the root causes we explored in Doses 3 & 4. For example, rigid beliefs in unhealthy gender norms can cause masculine-identified folks to hold an unequal amount of power in a relationship which increases the risk that their relationship will be stemmed in power and control rather than equality and freedom. Social acceptance, abusive taught behavior, and patriarchy also may be a role.

While dating abuse is experienced by girls and young women at higher rates, boys and young men do experience abuse as well. Almost 50% of Arizona teens who have experienced Dating Abuse have said that they never reported it. Sometimes due to the stigmas surrounding gender norms, young boys and men don’t feel comfortable reaching out for support because they fear they’re expected to “tough it out” or “be a man.” Abuse DOES NOT make any person less of a man or a human being, and we encourage all victims of abuse to seek support from a trusted adult or BLOOM365 advocate.

**DOSE 4**

**21) Q: What are ways to keep my privacy from other people? And also what are ways to keep myself less stressed and pressured?**

**A:** Something you might consider is changing your privacy settings on your social media accounts to control what people can and can’t see if they are not following you or friends with you. Keeping your email, social media, and phone passwords private is also something to

consider. You have the right to set boundaries in relation to your privacy. We encourage you to talk to a trusted adult if someone is not respecting your boundaries or right to privacy.

We recently shared some stress management tips on our instagram story! Check out our highlight “Tip Tuesday” for some ideas. Please feel free to also text our Advocacy Line for free, confidential help and support!

**22) Q: What’s wilting and blooming?**

**A:** It can be useful to look at the blooming and wilting flowers to help you to determine whether a relationship (or a song) is blooming or wilting. Blooming relationships are stemmed in equality and freedom and exhibit the words in the center of the blooming flower (love, honesty, respect, kindness, encouragement, etc.) Wilting relationships are stemmed in power and control and exhibit the words in the center of the wilting flower (jealousy, isolation, violence, emotional abuse, intimidation, etc.) It’s also important to remember your rights and responsibilities within relationships. In a relationship, you have the right to: Make decisions together (equality), have opinions, express your feelings, and choose activities (freedom), be yourself (individuality), and safety. You also have the responsibility of respecting these rights of your partner and your partner’s boundaries.

**DOSE 3**

**23) Is aggressive play fighting toxic to a relationship? Would it be abuse?**

**A:** While some friends feel comfortable messing around with each other, it’s important that you identify your own personal boundaries. If you do not like it when your friends play around with you in this way, we encourage you to utilize I-statements to communicate how you are feeling. In healthy friendships, our friends respect our boundaries and our feelings. It’s also important to be aware of your friends boundaries and what they are comfortable with. Healthy friendships are stemmed in equality and freedom and exhibit emotional respect, kindness, encouragement, communication, honesty, and all of the words you see in the center of the blooming flower. We encourage you to remember that you deserve happy, healthy friendships. We encourage you to reach out to our Advocacy Line to discuss further if needed.

**24) Is it okay for a girl my age (14) to be dating an 18 year old?**

**A:** It’s important to know that under Arizona law, anyone under the age of 18 is not legally able to consent to any type of sexual activity. That means that if a 14-year old engages in a sexual activity with an 18-year old dating partner, such activity may result in prosecution for statutory rape. Additionally, large age differences can lead to one partner having power and control over the other partner. The older partner is likely to hold more power in the relationship, which increases the risk that the relationship will be unhealthy or abusive. We highly encourage you to text or call our Advocacy Line for free, confidential support if you’d like to discuss this further.

**25) Could you talk about how to help a friend that is suicidal?**

**A:** We highly suggest using some of the conversation starters from “Top 5 Ways” on page 18 to help you talk to your friend. It’s ultimately best to let your friend know that they are not alone.

Although we do not specifically work with teens with depression or experiencing suicidal ideation, we are always here to listen! We do work alongside a few organizations that specifically help youth experiencing depression and suicide, including Suicide Prevention Lifeline. You can contact them at 1-800-273-TALK (8255). You can always reach a BLOOM365 advocate by texting or calling the number above for a listening ear or if you would like additional resources.

**26) So ever since last year I've been knowing this girl, she's my friend, but like we are really close friends. She came from Mexico in like the end of June and she was living with me and my family. Her sister is my cousin's girlfriend and he was living with us, so they lived with us too. But as time passed, me and her got closer and closer together that I have caught feelings for her. I am confused about my feelings.**

**A:** First off, we want to thank you for being brave enough to open up and share this with us. It can be confusing and sometimes frustrating to make sense of these kinds of emotions and feelings. Determining how you identify is something only you can do, but there are no rules! You do not have to label yourself just because you are having these feelings. In fact, you do not ever have to label yourself if you do not want to! We encourage you to contact our Advocacy Line for free, confidential support and a listening ear. Another great resource is "The Trevor Project." They have a textline and lots of great information and FAQs on their website: <https://www.thetrevorproject.org/#sm.00001jyo4rxtuetyug61ije2qs77i>.

#### **DOSE 5**

**27) Is being distant in a relationship affect how you treat or feel about each other?**

**A:** This is where communication comes into play. It is okay to take some time apart if needed, but if one is being constantly distant then there probably needs to be a conversation. Communicating your expectations with your partner early-on in the relationship is crucial. It's important that both partners are aware of what the other partner is comfortable with to ensure that all actions taken are mutually consented to. As the relationship develops and grows, continuous communication about expectations is super important! Healthy relationships involve respecting our partner's boundaries and even love languages. We also encourage you to take a [love language test](#) if you haven't done so to also help with communicating your expectations in your relationship.

**28) I really like the doses so far.**

**A:** We are so glad to hear that! We hope that everything you learned throughout the Bloom It Up program is helpful for you both now and in the future!

**29) Are you proud of yourself?**

**A:** Remind yourself that the negative things others say about you and what you think about yourself are not true. Everyone here at BLOOM365 is on their own self-esteem journey. We are always trying to promote healthy self-esteem, positive thinking, and self-care. Keep yourself busy doing things you enjoy! A lot of times our society focuses on the things we are insecure



about and things we wish we could change about ourselves. I encourage you to take a moment to remember the things you love about yourself (your strengths, aspirations, personality/physical characteristics, etc.). Writing these things down and having them easily accessible can help build your confidence. I recommend watching the following video on daily affirmations: <https://www.youtube.com/watch?v=Cgw8OFVHzd4>. Doing your own daily affirmation and spending time doing the things that make you happy can be helpful tools in building up our self esteem. Building good self-esteem can take a long time and is not always easy because it takes time to become confident. You can always contact BLOOM365 by texting or calling the number above for more tips on boosting self-esteem.

**30) I'm scared.**

**A:** We definitely do not want you to feel scared! BLOOM365 and the Bloom It Up program exists so that teens like yourself have to the skills and knowledge to build and grow healthy relationships! We encourage you to reach out to our Advocacy Lines to talk about how you are feeling. If you are in immediate danger, please call 9-11.

**DOSE 7**

**31) How do we get out of depression?**

**A:** We want you to know that you are not alone, and we appreciate you reaching out for support. Sadness is a natural emotion, and we all feel it at times. However, if you are experiencing depression or extreme feelings of loneliness, please know that help is available. Some red flags that you may be experiencing depression include: Loss of interest in activities previously enjoyed, withdrawal from friends/family, and sleeping too little or in excessive amounts. If these symptoms are present for more than two weeks or most of the day, this may be a sign that it's more serious than just feeling sad. Although we do not specifically work with teens experiencing depression, we are always here to listen! We do work alongside a few organizations that specifically help youth experiencing depression, including Teen Lifeline. You can contact them at the number above. School social workers and counselors are a great source for information on dealing with depression. BLOOM365 advocates are also always available by texting or calling the number above for a listening ear or if you would like additional resources.

**32) What is the most important thing to have in a relationship?**

**A:** BLOOM365 believes that equality and freedom are the core of a healthy relationship. In a relationship, you have the right to: Make decisions together (equality), have opinions, express your feelings, and choose activities (freedom), be yourself (individuality), and safety. You also have the responsibility of respecting these rights of our partners and our partner's boundaries. When relationships are stemmed in equality and freedom, both parties are able to bloom! Healthy relationships also exhibit communication, respect, kindness, consent, encouragement, and all of the other words you see in the center of the blooming flower!

**33) I think it is a good thing that high schoolers should be taught about abusive relationships and how to have a healthy one.**

**A:** Thank you for sharing this with us. We absolutely agree! The goal of the Bloom It Up program is to equip teens with tools, skills, and knowledge to build and grow healthy relationships, free from abuse and violence!

**34) What can I do if my boyfriend is suicidal and sometimes has mood swings? I want to help him, but how?**

**A:** We want you to know that you are not alone, and we appreciate you reaching out for support for your boyfriend. Although we do not specifically work with teens experiencing depression or suicidal thoughts, we are always here to listen and provide support for you and/or your boyfriend! We do work alongside a few organizations that specifically help youth experiencing depression and/or suicidal thoughts, including Teen Lifeline. You can contact them at the number above for additional support in helping your friend, or encourage your boyfriend to reach out to them for support. School social workers and counselors are a great source for information on dealing with depression. BLOOM365 advocates are also always available by texting or calling the number above for a listening ear or if you would like additional resources.

**35) Is it weird/wrong for a girl my age (15 years) to start having sex? (Haven't done it).**

**A:** This is a very personal question, and really only something you can answer for yourself. Something that is important to remember is that consent is needed for any kind of physical action whether it is a kiss, holding hands, etc. It is important that we communicate our boundaries with our partners early-on in the relationship. It's always important that both partners are aware of what the other partner is comfortable with to ensure that all actions taken are mutually consented to. As the relationship develops and grows, continuous communication about boundaries is super important! Healthy relationships involve respecting our partner's boundaries! Nobody should ever feel pressured into doing something they do not want to do, and you should never feel like you have to do something you are not ready for.

**36) So I like this one kid and she is trans. Is it bad for me to like her like that?**

**A:** Please call or text our LGBTQ+ Advocate, Ms. Chill, at (602) 618-9336 to discuss this more.

**37) Q: Thank you for coming over and telling us this information. Similar comments- Q: I just want to say thank you so much for taking time out of your day to talk to us about teen dating abuse and all that. I really do appreciate everything you did. Have a great day and once again, thank you! Q: Thank you for the information. It has changed my views on relationships and it will definitely keep me safe.**

**A:** You are so welcome! We are so glad to hear you enjoyed the Bloom It Up program. We hope that you continue to implement Blooming characteristics in your life. If you want to keep in contact, or stay up to date with us make sure to follow us on Twitter, Facebook or Instagram!

**38) Q: Is it okay for a 15 year old girl to date an 18 year old guy?**

**A:** It's important to know that under Arizona law, anyone under the age of 18 is not legally able to consent to any type of sexual activity. That means that if a 15-year old engages in a sexual activity with an 18-year old dating partner, such activity may result in prosecution for statutory

rape. Additionally, large age differences can lead to one partner having power and control over the other partner. The older partner is likely to hold more power in the relationship, which increases the risk that the relationship will be unhealthy or abusive. We highly encourage you to text or call our Advocacy Line for free, confidential support if you'd like to discuss this further.

**39) Q: How can I help someone I don't know who is struggling with their relationship?**

**A:** On page 19 in your workbook and on our [website](#), you can find a list of the "Top 5 Ways to Help a Friend" experiencing dating abuse. These "Top 5 Ways to Help a Friend" can be a helpful way to start the conversation with your friend. We cannot make people get help if they do not want to, but we can do everything in our power to help our friends feel supported. We encourage you give your friend the number to our Advocacy Line for free, confidential support and a listening ear. Sometimes people are not ready to accept the help we would like to offer them. The most important thing we can do is let them know that we are there for them when they are ready, make sure they are safe, and let them know that they are not alone. If you recognize the top 5 risk factors on the red flags list, it's important to tell an adult you trust because this means that your family member could be at risk of getting injured or even killed. If you need additional support or resources, please don't hesitate to reach out to our Advocacy Line!

**40) Q: Thank you for coming.**

**A:** Thank you for listening! If you'd like to stay involved, we encourage you to join the Peer Advocate Crew (PAC) to help us prevent these issues in future generations! To learn more, feel free to email [marli@bloom365.org](mailto:marli@bloom365.org) or text "bloom365" to 81020!