

## General Information

TryLife Center (TLC) is a faith-based, life-affirming, nonprofit pregnancy and family center offering a comprehensive program that includes completely free and confidential education, peer counseling, and support through each phase of pregnancy and during the first 3 years of your child's life, for both mothers and fathers.

### Contact Information

	<u>Address</u>	<u>Phone</u>
Main Location	1155 Wildlife Lodge Road Lower Burrell, PA 15068	(724) 339-9399, ex. 102
Salvation Army Location	255 3rd Street New Kensington, PA 15068	(724) 339-9399, ex. TBD

*Please check our website for our current hours of operation for all locations.*

Website [linktr.ee/trylifecenter](http://linktr.ee/trylifecenter)



If there is ever a reason TLC needs to close, it will be posted on the TryLife Center website and Facebook/Instagram. We try to contact all of our scheduled appointments for those days, but it is not always guaranteed, so please keep an eye out on those platforms.

Because we are a faith-based organization, we merely ask that you dress modestly, use appropriate language when speaking to both children and adults, and respect all people and property. We promise to do the same in return.

## Client Eligibility

To be eligible for TLC's program, the client **must be the biological or adoptive parent of a child under 3 years old (including pregnant or expecting mothers and fathers)**. For the sake of fairness and honesty, all non-biological parents will be required to provide legal documentation proving guardianship.

At the client's youngest child's 3rd birthday, their Learn to Earn points (details following), will no longer accumulate, nor will the client be able to spend them. We encourage clients to earn and spend all of their points before that date. Points cannot be transferred or given to someone else. However, any remaining points will be saved in the event that another pregnancy or child occurs.

As much as we would love to help anyone who walks in the door, providing for families outside our current scope poses logistical challenges for the center. We offer referrals to many other community resources for those who do not qualify for our services.

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## **Client Visits & Appointment Policies**

Client hours at our main center are **Monday/Wednesday 12pm-4pm and Tuesday/Thursday 12pm-8pm**. Please check out our website for our current hours for other locations, the clinic, and the mobile medical unit.

All clients are strongly encouraged to make an appointment, as these individuals are given first priority. However, **appointments are required for all clients at the Salvation Army location and for New Clients at either location**. Appointments can be scheduled online at [www.trylife.center/appointment](http://www.trylife.center/appointment) or by phone at **(724) 339-9399**.

We kindly ask that if you cannot make your scheduled appointment time, please cancel or reschedule ASAP. This will open the time slot up to someone else in need of an appointment. We would hate to turn someone away because we are expecting someone who does not show up.

If you are 15 minutes late to your scheduled appointment time, your time slot will be forfeited and you will be asked to reschedule.

## **Building Policies**

TryLife Center is an alcohol and drug free facility. We also ask that if you or someone in your household is ill or experiencing cold- or flu-like symptoms, that you do not visit in person.

**Counseling Rooms** - We welcome the use of any cell phone, tablet, or computer for educational purposes. Please limit all non-educational electronic use to the living room area. We ask that you use your best judgment when using your electronic devices for non-educational purposes. You are welcome to bring bottles or non-spillable sippy cups as well as beverages with a spill-safe lid into the client rooms. All other food and drink is strictly prohibited.

**Lois' Cottage** - The Cottage is our in-house play area for clients' children. Children are eligible to visit the cottage after they are 12 months old, and may visit for up to 90 minutes while their parent is participating in the program. Parents are responsible for taking their children to the restroom. The children in the cottage are required to clean up after themselves. If your child becomes overly unruly or disruptive in the Cottage, they will be brought back to you.

The Cottage is always staffed by either an adult or an individual who is 15 years or older and obtains the proper work permits and clearances. Occasionally, the cottage may be closed when supervision is not available; we apologize in advance for that inconvenience.

When children are not in the cottage, we ask that parents keep a close eye on them. Childcare is NOT guaranteed, so please call ahead or be prepared to keep your child with you. If your child becomes disruptive when not in the Cottage, you will be asked to keep your child on you or leave the area until the child calms down.

**Shopping Area** - The shopping center is where clients choose to spend their accumulated points on material items. It is everyone's responsibility to keep the shopping center neat and tidy, so please make sure everything

is organized or as you found it. The shopping center is restricted to clients and their children. All visitors (including parents, friends, and significant others who are not clients) are required to wait in the living room, unless the client is 13 years old or younger (and the parent or legal guardian may enter as well).

**Bathrooms** - Please follow the signage inside the restroom that directs you on where to dispose of particular items. It is everyone's responsibility to keep the bathroom tidy, so please make sure the toilet flushes, the sink is turned off, and everything is disposed of properly. If there is ever a maintenance issue, please alert a staff member or volunteer.

**Donation Area** - Clients are not permitted to enter this area without immediate permission.

**Upstairs/Administration** - Clients are not permitted to enter this area without immediate permission.

## TLC Clinic

The TLC Clinic provides the following 100% free, non-medical services: STD Testing (Chlamydia and Gonorrhea), HIV and Hep-C Screening, Pregnancy Testing, and Sonograms. You do not have to be a client to use TLC Clinic's services. Please refer to our website for clinic hours and the schedule for the mobile medical unit.

STD Testing results arrive 3-5 business days after your initial visit. HIV/Hep-C Screening results are available at your visit, usually within 15-20 minutes. If your STD Test for Chlamydia or Gonorrhea comes back positive, you have the option to receive free medication for the infection.

*Please note: because we are a non-medical facility, please understand that (1) we only offer self-administered pregnancy tests, so that does not come with a medical diagnosis; (2) we only provide HIV/Hep-C screening, not testing, so the results of that screening are not a medical diagnosis; and (3) sonograms are done by appointment only and are not for any medical reasons including finding out the sex of your baby or making any diagnoses about your baby's health. For all of these reasons, we encourage all TLC Clinic visitors to be seen by a medical professional to confirm and to give a true medical diagnosis.*

## Learn to Earn Program Details

TryLife Center operates the Learn to Earn program. That means the main focus of the center is not only to provide you with material items, but also with emotional and intellectual support that will help you become a skilled and confident parent. You earn points through counseling and educational materials and those points can be used to shop in the TLC Shopping Center.

### You can earn points through:

- Videos, worksheets, and homeworks
- One-on-one peer counseling sessions
- Classes
- Completing surveys, questionnaires, and more
- Other miscellaneous activities and specials
- **Referral Bonus** - if you refer someone to TryLife Center, you will be awarded 50 points when they visit the center 5 times. And you can do this as many times as you like!
- **5th Visit Bonus** - you will be awarded 100 points on your 5th visit to the center!

Point values may vary depending on the topic and length of the video, class, counseling session, survey, etc. If you ever have a question about how many points you have or have the potential to earn, ask your client assistant or counselor.

All point values are listed in the shopping area on the board. You can consult that list at any time. Any point value marked on an item in the shopping area overrules what is listed on the board.

### **Limitations & Specials**

One constant purchase limitation depends on how far along you are on your pregnancy. Please review the following information relating to Pregnancy Shopping Privileges:

- Anytime during your pregnancy, you are allowed to spend points on items for you, such as maternity clothing, hygiene products, and household supplies.
- At 24 weeks pregnant, you are also allowed clothing items for your baby and bathtime items for the baby (towels, washcloths, soaps, etc.).
- At 36 weeks pregnant, you are allowed full shopping privileges including furniture, diapers, and wipes.
- NOTE: these rules apply to both expectant mothers and fathers. Normal limitations apply to all purchases.

Each month there is a new monthly special that may bend these prices and item restrictions. Just because a certain item(s) is on sale or a limitation is lifted for one month does not mean that price will remain the same after the special is over.

Because of our limited space, the fact that we are completely donations-based, and the fact that we are not a retail store, we cannot guarantee that we will have all sizes and/or all items for you and your children at all times. Occasionally, we may need to restrict the number of items one client may get for the sake of fairness to all clients. We *will* always have diapers, wipes, and formula available for you, they just may not be a particular brand or type. If we are unable to give you exactly what you need/want, we cannot credit you for the following month.

Although we offer thousands of material items, we cannot provide financial assistance. We have some referrals available for those in need of assistance.

We consider it a privilege to serve our clients. Our goal is to make every client's experience a pleasant and encouraging one. On occasion, we may not be able to meet the specific needs of a person's life and/or may have to remove a person from our rolls. These would include, but are not limited to:

- Visiting the center while under the influence of drugs or alcohol *OR* bringing drugs or alcohol on the premises.
- Stealing items
- Being dishonest
- Carrying a weapon
- Being disruptive
- Being disrespectful to a staff member, other client, or any other individual

## **CLIENT AGREEMENT**

**By signing below as a client of TryLife Center, I understand that it is a privilege to use the center's services at no cost, and acknowledge, understand, and agree to the following:**

- TryLife Center and TLC Clinic are non-medical facilities and the services I may receive are not a substitute for professional therapy or other medical attention.
- Although the pregnancy test manufacturer indicated that the test results are accurate, a false positive or negative test result may occur.
- I will keep control of my child/children. If my child is running, yelling, fighting, screaming, or in any other way disruptive, I understand that I will be asked to leave and come back another day.
- I will not enter the center in person if I or someone else in my household is feeling ill, especially if someone is experiencing symptoms of COVID-19.
- I will accompany my child to the restroom.
- If I have an issue with another individual (staff member, client, or otherwise) that I am to complete a grievance form.
- I will be respectful to TLC staff members' time and energy by:
  - Only bringing final purchase decisions up to the counter to be counted.
  - Not being in the building after scheduled closing time.
  - Keeping everything clean and organized.
  - Respecting the appointment cancellation policy.
- I understand that TLC may alter its policies at any point to fairly serve its clients and the community.
- I understand that, after a violation of TLC policy, that I may be removed from TLC's clientele.

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Client Name (Printed)

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Client Signature

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Date

*PLEASE REMOVE THIS PAGE FROM THE PACKET AND  
SIGN & RETURN TO A TLC STAFF MEMBER TO BE FILED.*