

General Information

TryLife Center (TLC) is a nonprofit pregnancy and family center offering a comprehensive program that includes completely free and confidential education 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
New Kensington Location	Salvation Army 255 3rd Street New Kensington, PA 15068	(724) 339-9399, ex. TBD

Website: linktr.ee/trylifecenter

Text: 844-947-6465

    @trylifecenter

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

If there is ever a reason TLC needs to close, it will be posted on the TryLife Center Facebook, Instagram, and Twitter, as well as on local television stations. 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.

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 the client becomes eligible again.

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 our center. We offer referrals to many other community resources for those who do not qualify for our services.

Client Visits & Appointment Policies

Our most up-to-date hours can be found on our website or on our appointment-scheduling page.

All clients are strongly encouraged to make an appointment, as these individuals are given first priority. Walk-in appointments are welcome at our main location, but are not guaranteed time. **Walk-ins are NOT accepted at our New Kensington location, nor for new clients' first visit**—these are appointment-only.

Appointments can be scheduled online at www.trylife.center, by phone at **(724) 339-9399**, or in person.

We kindly ask that if you cannot make your scheduled appointment time, please cancel or reschedule at least 24 hours in advance. 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

Client 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 or are able to walk, 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.

Childcare is *not* guaranteed, so please always be prepared to keep your child with you. When children are not in the cottage, we ask that parents keep a close eye on them. If a child becomes disruptive or unruly it is the parents' responsibility to take care of them.

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).

Any items that are broken or ruined by a client, their child, or their visitor in the shopping area will be purchased by the client with points.

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.

Blessing Room - Right inside the client entrance. Anything in this room, sometimes called the "Free Room", may be taken by any client for any reason. You do not have to let staff know what is taken from this room, but if it is something that an adult or child can sit or ride on, please sign a furniture release before taking the item home.

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.

Miscellaneous Policies

- TryLife Center is a drug and alcohol free facility. No paraphernalia is permitted.
- TryLife Center expects all staff, clients, and visitors to dress appropriately and use appropriate language when speaking to adults and children.
- If you or someone in your household is sick (especially if they are experiencing flu-like symptoms or have tested positive for COVID-19) you should not come into the center.

Learn to Earn Program Details

TryLife Center operates on a Learn to Earn program. That means the main focus of the center is to provide you with both material and mental/emotional support. You earn points through education, discussion, and more, and those points can be used to shop in the TLC Shopping Center.

How to earn points:

- Videos, worksheets, and homeworks
- One-on-one discussions with staff
- Classes
- Completing surveys, questionnaires, and more
- 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, discussion, survey, etc. If you ever have a question about how many points you have or have the potential to earn, ask a staff member.

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.

All normal shopping limitations and restrictions still apply. Pregnancy Shopping Privileges apply to both expectant mothers and fathers, and are applicable to the child they are expecting. If the parent has an older child that is still within eligibility for our program, they may still get items for *that* child without these limitations.

Some of our usual item limitations include but are not limited to:

Diapers or Pull-Ups	1 pack (24) per week , per client, per child in diapers/pull-ups
Wipes	1 pack per month , per client, per child in diapers/pull-ups
Formula	1 small can <i>or</i> 4 liquid cans per month , per client, per child on formula
Used Clothing	16 pieces per month , per client, per child
New Clothing	8 pieces per month , per client, per child

Each month there are new monthly specials that may bend 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. If we are unable to give you exactly what you need/want, we cannot credit you for the following month.

Material items in our store are only to be purchased for the client and the eligible child(ren), under 3 years old. We will not tolerate items purchased specifically for older children or items purchased for someone other than the client. We do get donations of items for older children, including clothing, toys, and books, and those can be found in the Blessing Room.

Losing Eligibility

We consider it a privilege to serve our clients. Our goal is to make every client's experience a pleasant and encouraging one. Our policies are in place to ensure fairness and equality for all clients. On occasion, we may have to remove a client from our rolls. Reasons include, but are not limited to:

- Stealing
- Selling items
- Being dishonest
- Carrying a weapon
- Being disrespectful to a staff member, other client, or any other individual
- Visiting the center while intoxicated
- Bringing drugs, alcohol, or drug/alcohol paraphernalia onto TLC property
- Vandalism
- Breaking other TryLife Center policies

TryLife Center reserves the right to deny any person services. If a client commits a serious enough offense or series of offenses, the director of client services will notify them that they are no longer eligible to be a client and ask that they not return to the center.

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 is a non-medical facility 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 not enter the center with possession of or under the influence of drugs or alcohol.
- 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 respect and adhere to TLC's appointment policies and all other policies in this document.
- I understand that TryLife Center may alter its policies at any point to fairly serve its clients and the community and by signing this I am responsible for checking for any updates to this agreement online at <https://trylife.center/clients/>
- I understand that, after a violation of TLC policy, that I may be removed from TLC's clientele.

Client Name (Printed)

Client Signature

Date

Staff Member Name (Printed)

Staff Member Signature

Date

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