



Christabelle Baranay

# preparation

## 4. What can I do to prepare for the call?

Your time on the call is best used when you spend a few minutes to prepare for the call. We suggest you consider and, perhaps, write down:

- What kind of support do you want from your session? Do you primarily want someone to just listen, or to give you information, or to brainstorm with you?
- What is happening that has prompted you to seek support?
- When did it start?
- Is there anything you are aware of that it may be related to?
- What solutions have you already tried?
- What has helped or not helped?

**For more information see:  
aTLCWarmLine.org or contact  
WarmLine@aTLC.org  
To schedule a session, call  
800-460-6105 and leave a message.**

*The mentor helped me understand what's going on in my 3-year-old's mind when he gets frustrated and acts out.*

*Now I can step back and it doesn't push my buttons like it did. The session was very helpful. Thank you.*

—Susan D., Santa Rosa, CA

*The WarmLine session gave me a fresh view about things when I was going around in circles. The mentor was wonderful, very reassuring, clear, very supportive, and insightful. She explained different options to me. She listened, understood and gave me great suggestions about how to look at our situation in a different way. She was very reassuring about what I already knew. It was very helpful to me and my family. I felt very heard and didn't feel rushed. By the end of the session, I felt like I had a plan and felt very hopeful, that "I can do this!" I would like to have another session and I've told my friends about how wonderful the experience was. It felt very convenient to have this session over the phone, I didn't need to arrange a babysitter. It's so reassuring to know that I can call whenever I need some help. What you are doing is such a great thing. Thanks so much.*

—Teresa P., Portland, ME

## The aTLC WarmLine: A Family Support Network



*Do you want to talk to a caring person who'll listen to you and help you with the challenges of parenting?*

# aTLC

ALLIANCE FOR TRANSFORMING  
THE LIVES OF CHILDREN

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what

**aTLC WarmLines phone mentors offer parents, expectant parents, and caregivers consistent, ongoing, and evidence-based guidance, support, and inspiration to enhance effective and conscious parenting.**

The aim of the WarmLine is to make the *Principles and Actions* in the **aTLC Blueprint for Transforming the Lives of Children** readily available to parents and caregivers. The Blueprint articulates evidence-based findings about fostering optimal human development.

premises

**Premises**

- A healthy parent/child bond, from preconception onward, is the ideal for effective parenting and a child's optimal physical, emotional, and spiritual development.
- Parents are always doing the best they can, at any given moment, with the information, resources, and support they have.
- Children are always doing the best they can—their challenging behaviors are a way of communicating their need for adult attention, connection, and support.
- Children never outgrow their need for a strong connection with their parents, and it is never too late for parents to strengthen their connection with their children.

how

The aTLC WarmLine offers **information, inspiration, and support via:**

- **A Call-in Center**—Readily accessible one-on-one, heart-to heart, support by phone with informed and resourceful mentors, skilled in applying the aTLC Blueprint to day-to-day parenting issues.
- **Ongoing Parent Mentoring**—One-on-one sessions, with frequency and duration negotiated between mentor and client.

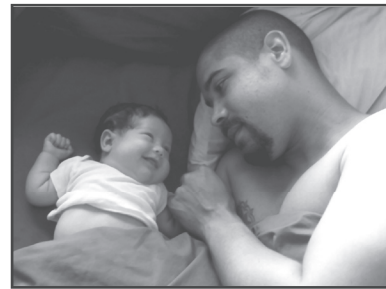
expectations

**Frequently Asked Questions**

**1. What can I expect when I call the aTLC WarmLine?**

Our mentors will listen compassionately to your parenting concerns, help you identify what is working well and what you want to change, and support you with appropriate information. They may direct you to other services that may be of help, such as teleclasses, articles, book, websites, and other professional services if your concern is outside the scope of our services.

Whether you want information, insight, or just an empathetic ear, your concerns are treated respectfully and confidentially. Note: we do not offer therapy, treatment, or medical/psychological advice.



Suzanne Arms

praise

*My WarmLine session was a wonderful... it was priceless. The mentor was terrific. She's a very good listener... she restated the point of the call and itemized my action items so they were very clear and easily implemented. The very next day, I was able to take advantage of some of them and am impressed with how well they are working.* —B.G., Occidental, CA

*The WarmLine session opened up a different view. It helped me to take my son's behavior into account, why he does what he does. The mentor really listened to me...* —D. L., Garden Grove, CA

connecting

**2. How do I contact a WarmLine Mentor?**

Call our toll-free WarmLine appointment line, 800-460-6105, 24-hours a day, 7 days a week. You will be asked to leave a brief description of your concerns and convenient times for a mentor to return your call.

After the initial session, you can schedule another or a series of ongoing sessions. The time, duration, and frequency of these calls will be decided by you and your mentor.

Your first 10 minutes with the mentor are at no charge. This complimentary period gives us a chance to get an overview of your concerns and to determine how we may help you. If it's within the scope of our service and if it is appropriate for you, the mentor will continue on a fee basis.

costs

**3. What are the costs of the call?**

After the introductory period, the mentor will ask if you wish to continue. You may already have the information or support you called for. If not, you can continue the conversation or schedule another time to talk.

The cost for the WarmLine mentoring service is \$1 to \$2 per minute (including long distance charges), depending on your ability to pay. At that time, your mentor will request a credit card number or, alternatively, you may schedule the remainder of your session for a later date, allowing time to pre-pay by check.

If you choose to continue the call, your mentor will ask if you want to be notified about the number of minutes used and, if so, at what intervals you want to be notified.

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