



Parent HelpLine

Frequently Asked Questions



What is the Parent HelpLine?

The Parent HelpLine is a new telephone resource in Lane County for parents of children ages 0 to 6. The helpline is available seven days a week, from 9 a.m. to 7 p.m. The free, confidential phone line, 485-5211, is staffed by trained Parent Educators.

Why would I call the Parent HelpLine?

- Get answers to questions about parenting, behavior, development, family stress.... questions on everything from discipline to toilet training are encouraged.
- Find out how to join a playgroup or parent support group
- Be directly transferred to available services in their neighborhood
- Arrange for a personal appointment to address the immediate needs of your family

What about medically related questions?

Parents should contact their children's physician or Ask-A-Nurse for medically related questions. The number for Ask-A-Nurse is 686-7000 (1-800-365-7101).

I live in Florence. Will I be charged for the call?

No, a toll-free number, 1-888-485-5211, is available for callers who live in western Lane County.

When I call the Parent HelpLine, is my call answered locally?

Yes. The "call center" is housed at Birth To Three, a nationally recognized parenting organization located in Eugene. Since 1978 Birth To Three has brought parents together to share their parenting experiences, increase their knowledge of early childhood development, learn about community resources and create support networks among themselves. You can learn more about Birth To Three at www.birthto3.org.

What kind of training do the Parent Educators have?

The Parent Educators have extensive and varied expertise including: crisis counseling, assessing families for Healthy Start, working with children with special needs, facilitating parent groups, teaching and assisting in preschools, editing the Birth To Three Parenting Newsletter and advocating for families. The Parent Educators are well rounded in their education and professional training, and hold Bachelors and Masters Degrees in Early Childhood Education, Human Services, Sociology, Health and Counseling, Special Education and Child Development.



How is the Parent HelpLine different than the Birth To Three Warmline?

There are two primary differences. One: Longer operating hours during the week and on the weekend. Two: Callers can be directly linked to specialists at a number of participating community agencies. Three: The Parent Educators now have a continually updated database (Parent Knowledge Base) of information right at their fingertips to assist them in responding to callers' questions.

Who developed the Parent Knowledge Base?

Parent Educators spent hundred of hours developing and editing the Knowledge Base that was funded by a grant from Meyer Memorial Trust. Currently the Knowledge Base is going through an extensive peer review process to ensure the accuracy of the information.

To view the Knowledge Base Overview PowerPoint go to:

http://cherisheverychild.org/home/sb6/aboutus/parenthelpline_aboutus.html

For information on purchasing the Knowledge Base, contact: Lisa Willemssen at hrivnak@visionlink.org.

Since the Parent HelpLine is exclusively for parents of infants and children to age 6, who can I call with questions about adolescents and teens?

Parents may contact Looking Glass. Looking Glass was started in 1970 and provides a comprehensive range of services from prevention, to early intervention, to treatment. For more information call 689-3111 (1-888-689-3111) or go to www.lookingglass.us/serv.html.

How was the concept of the Parent HelpLine created?

A group of 21 providers convened to develop a better system for helping families with questions on parenting. The group was convened as part of the United Way of Lane County's Success By 6 Initiative. The Parent HelpLine is funded by grants supplied by the Department of Commerce NTIA TOP and the Meyer Memorial Trust. For more information, go to www.cherisheverychild.org.