



## FAMILY SUPPORT WARM LINE

*Support is just a call away.*

In light of all of the challenges NH families are facing, Waypoint has established A Warm Line to provide parenting support and guidance in times of unprecedented stress. Children are not in school, families are confined in small spaces, social distancing is the norm, so people are feeling alone, and isolated and family dynamics are affected by financial challenges and emotional tensions.

**The Warm Line is a free telephone guidance service  
for parents and other care givers.**

You can call to speak with a Family Support Specialist about behavior, discipline, child development, adjustment to the feelings of working remotely and having the children away from their schools, and friends. We are here to offer support no matter how big or small.

### **How it works:**

- Our Warm Line Call Center will answer your call, get some basic information and schedule a specific time for the following day for a 1-hour telephone call with one of our Family Support Specialists.
- When the Family Support Specialist calls the next day they may talk with you about a range of topics including possibly; guidance in effective parenting techniques, appropriate routines and discipline, child development, and other strategies to cope with these extraordinary circumstances.
- The Family Support Specialist may suggest referral to other community providers and / or other programs within Waypoint to best serve you and your family.
- If we are not available to take your call, or if you phone after hours, you may leave a message along with your number and we will get back to you by the next business day.

**Call Toll Free at: 1-800-640-6486 Monday thru Friday  
from 8:30 am until 4:30 pm.**