



Jeremiah's Place

Protecting Children. Strengthening Families. Transforming Communities.

Frequently Asked Questions

Thank you for your interest in Jeremiah's Place! Below you will find some commonly asked questions. If you don't see your question below, please give us a call at (412) 924-0726 and we will work to get you an answer!

General Information

- **What is Jeremiah's Place?**

- Jeremiah's Place is Western Pennsylvania's ONLY crisis nursery. JP provides emergency childcare for families with children birth to 6 years old 24 hours a day, 7 days a week. The type of emergency varies from family to family, but can include, doctors appointments, job interviews, homelessness, domestic violence, medical/mental health emergencies, or childcare closures. Children are able to spend anywhere from a few hours to a few days depending on their situation.

- **Where is Jeremiah's Place located?**

- We are located at 6435 Frankstown Avenue in East Liberty. Our center is within the Kingsley Association. While you can access us from the main door of the Kingsley, we have our own entrance around back on Dix Way. There is a small parking lot off of Dix Way and we are the two double glass doors.

- **What is the best way to reach Jeremiah's Place?**

- The best way to reach us is by calling our main phone number, (412) 924-0726.

- **Is Jeremiah's Place a regular childcare center? What about a drop in center?**

- While Jeremiah's Place is licensed as both a daytime and residential childcare center, we do not provide long-term, regular/consistent childcare. We exclusively offer short-term emergency childcare.
- Jeremiah's Place is also NOT a drop-in center. We require all families to complete the intake process, then call our main number, (412) 924-0726, to request care. Families who have had an intake appointment are still required to call ahead to request care.

- **Are there fees to receive care at Jeremiah's Place?**

- No. We are free of charge for all families.

- **Are there income guidelines or requirements to use your services?**

- No, we do not have any household income guidelines or limitations for using our services. Families with any level of income are eligible to contact us for an intake appointment.

- **Are there any restrictions about where a family can live to use Jeremiah's Place?**

What if I live outside of the City of Pittsburgh or Allegheny County?

- Jeremiah's Place does not have any geographical limitations, so families from any city or county can complete an intake appointment and use our services.



- **Do you offer transportation for families to use your services?**

- No, we do not offer transportation.

Getting Started/Referring

- **I have a family I want to refer to Jeremiah's Place, what is the first step?**

- You can refer a family to JP in one of two ways:
 - i. Complete our Referral Form found under the Provider's Tab on our website
 - ii. Provide the family our phone number or call with the family during an appointment and we can schedule a families intake.
 - We are a voluntary, parent-driven services, so a parent must be present on the line to schedule.

- **I have a family with a situation I am not sure would qualify for Jeremiah's Place, what do I do?**

- We understand that an emergency looks different for each family. If you are unsure, please call us at (412) 924-0726 to talk with a staff member.

- **I work with a client who doesn't need care now, but might in a few months. When should I have them call?**

- Since we do have an intake process, we encourage families who may need assistance to call right away to schedule their intake ahead of time. Once enrolled, a family can call to request care.

- **A family I work with chooses not to vaccinate their children or they are behind, can they still use Jeremiah's Place?**

- We are unable to accept children who are not up-to-date on all of their vaccinations

Intake Appointments

- **What do families need to bring for their intake appointment?**

- When families come for their intake appointment, we will ask them pertinent information about themselves and their child. Please see below for a list of documents:

- Child's Social Security Card/Number
- Child's Up-to-Date Immunization Records
- Child's Health Assessment/Immunization Records from Physician
- Child's Medical Insurance Card (if insured)
- Child's Medical Provider Information
- Parent/Guardian's photo ID
- Emergency Contact Information (Full name, phone number, home address)

- **Is a Social Security Number required to utilize Jeremiah's Place?**

- No, a child does not have to have social security number.



- **What takes place during an intake appointment?**
 - During an intake appointment, one of our staff members will go over important information about the parent and child, such as allergies, medications, insurance information, and emergency contacts. It also gives families an opportunity to educate us about their child so that we may care for them in the best way possible.
- **How long is the paperwork from intake appointment valid?**
 - The paperwork completed at intake is valid for six months. At that point, we require a brief update appointment to note any changes in information.
- **Do you have people there that can help families with other resources?**
 - Yes! Families can contact our Social Worker, Family Empowerment Coordinator, or Family Engagement Specialist and they would be happy to find resources and provide support to them in other things besides just care for their child.

Care

- **Is a family guaranteed care once they complete my intake appointment?**
 - We do our best to serve as many families as possible. That being said, we cannot guarantee care on any given day. We work on a first come, first serve basis, so the earlier a family calls to request care, the better chance there may be availability.
- **How often can a family use Jeremiah's Place? Is there a limit?**
 - While there is no limit to how many times you can use Jeremiah's Place, we are not a long-term solution. Our goal is to fill the gaps while they arrange other care options. We are not a permanent childcare option, but can support families by providing care while they find somewhere that is.
- **Do you care for children with physical or emotional needs?**
 - Depending on the level of need, Jeremiah's Place will try to care for children with physical or emotional needs, but it may be that we are not the best fit for those families. If the child's needs or behaviors exceed our ability to maintain a safe and nurturing environment for all, this will be addressed with the family and other resources will be provided.
- **What do families need to bring for my children when they have care scheduled?**
 - Just their child! We provide food, extra clothes, diapers/pull ups, wipes, toothbrushes, shampoo, soap, and anything else they may need!
- **A child cannot go to childcare today because they have a fever, can they come to Jeremiah's Place?**
 - We are unable to admit children who have experience flu symptoms, fever, vomiting, diarrhea, or rashes (skin or scalp) within the past 24 hours. For children with fevers, the child must be fever free without the use of medication.
 - We have a very strict immediate discharge policy for children who develop any of the above symptoms while in care. Parents would be required to pick their child up immediately.