



## Program Rules and Guidelines

Smiles Change Lives (SCL) is happy to provide this **once-in-a-lifetime** opportunity for your child to receive braces – it is an opportunity that many children do not receive. However, we will only provide treatment if you and your child fully cooperate with the treatment provider and his/her treatment plan. All of the following conditions must be met to be eligible to start treatment and to continue treatment. **PARENT/GUARDIAN: PLEASE READ CAREFULLY AND INITIAL EACH ITEM. IF CHILD IS 18 OR OLDER, CHILD MUST ALSO INITIAL.**

1. SCL provides for orthodontic treatment ONLY. Extractions, cleanings, oral surgery, x-rays, panorex or other treatment that may be necessary before, during or after orthodontic treatment are the financial responsibility of the participant's parents or legal guardians.
2. To be a part of this program your child must have good oral hygiene and not have any unfilled cavities. If your child has unfilled cavities or periodontal disease, these conditions must be completely remedied before treatment is started. Your child must have regular dental cleanings every six months during treatment. During the course of treatment, if your child's teeth are not cleaned properly, cavities can form around the braces. **Your child may be removed from the program at any time due to poor oral hygiene.**
3. Treatment providers are limited in some areas and **SCL cannot make guarantees of placement with a provider even if your child qualifies for the program.** Waiting periods vary and **can be longer than twelve (12) months** based on area demand. During this time, you may be required to submit updated documents, including a 1040/Supplemental Security Income letter to ensure your child still qualifies for the program. **Due to the high number of applicants and limited treatment spots open, SCL may search up to a 100 mile radius when assigning your child.**
4. If a provider is located, the parents/guardians agree to submit the nonrefundable **\$650 (USD)** Required Financial Investment upon notice from SCL. If payment is not received within **30 days** of such notice, your child will lose his/her place in the program. **SCL makes all provider assignments at its sole discretion and you agree to receive treatment from the provider assigned.** If a treatment provider has not been assigned BEFORE your child turns 19, he/she will be removed from the program and will no longer be eligible for treatment. Note: we cannot accept payments from Flexible Spending Accounts or Health Savings Accounts.
5. Once accepted and the \$650 is received, your child will begin treatment with the assigned SCL treatment provider. Treatment is only available from the assigned provider, who is donating his/her time and all materials/supplies required to provide full treatment for your child. Typically, the average cost of braces NOT acquired via Smiles Change Lives is \$6,000. Note: once the \$650 payment is received, it is **non-refundable** and will not be returned if your child is removed from the program in accordance with the program rules and guidelines.
6. Regular appointments are required to make sure teeth move as expected. Since the treatment provider is donating treatment, s/he may require you to attend appointments during non-peak hours. As a result, your child's appointments will likely be scheduled during the mid-morning or mid-afternoon hours. It is your responsibility to make sure that all scheduled appointments are kept. If you must cancel or reschedule an appointment, you are required to give your doctor at least 24 hours notice. **Not calling to cancel or missing an appointment is grounds to remove your child from the program and have your child's braces removed.**
7. You and your child must fully follow the treatment plan set by your treatment provider, which will be explained to you before treatment starts. If you fail to follow the treatment plan, including but not limited to proper use of bands, appliances, and retainers, the treatment provider has the option to refuse to continue treatment and to remove braces. You further agree to comply with all health and safety protocols set by the assigned treatment provider's office, including those related to Covid-19. It is your responsibility to be aware of the protocols in place prior to paying your RFI and your child beginning treatment. Failure of you or your child to comply with the treatment provider's Covid-19 safety protocols will result in your child's immediate removal from the program without refund of your \$650 RFI.
8. If you move before treatment concludes, please call us in addition to telling your treatment provider. You will be removed from the program and will be responsible for making arrangements to complete your child's care. You may either have your SCL treatment provider remove the braces or you may locate a new treatment provider in your new community for which you will be financially responsible. SCL is not responsible for locating a new treatment provider or paying for continued treatment.
9. **Providers donate their services based upon your child's qualification for the SCL program, both in terms of orthodontic and financial need. As such, it is important that you treat the provider and his/her staff with respect, express your gratitude for their services and behave in a way that reflects positively on both SCL and your family at all times.**
10. Your child may be removed from the program **at any time** (this includes during the application process, before assignment to a provider and after treatment has started) if the child or parent/guardian is **uncooperative** or **disrespectful** to SCL staff or the provider and his/her staff, or fails to comply with any SCL rules and guidelines. During the course of treatment, the provider may, at his/her discretion, refuse to continue treatment and may remove the child's braces. If removed for cause, your child is no longer eligible to reapply to the SCL program.
11. Broken appliances or loose brackets and bands can cause damage to teeth and the rest of the mouth. Your child must not eat hard or sticky foods or pull on the braces. **If there is frequent damage to the braces, the treatment provider has the option of removing the braces or charging you to repair the damage, which is not covered by this program.**
12. One (1) retainer device will be provided as part of the treatment program at no charge. **If this retainer is lost or damaged, you will be charged for a replacement.**
13. If your child is accepted into the program, you consent to SCL's use, without charge, of all photos, video or audio recordings of you and your child. SCL may (1) copyright, broadcast, display, publish, re-publish, and reproduce you and your child's image, voice and any statements made by you and him/her, in whole or in part, in any and all media forms; and (2) assign you and your child a fictitious name or use your or his/her first name, likeness, video, photograph, voice, statements and biographic or other information concerning his/her participation with SCL, for fundraising or other promotional and advertising purposes. You and your child agree to participate in surveys and case management during and after treatment.
14. SCL coordinates all communication between families/children and the treatment providers. Do **NOT** contact a provider unless instructed by SCL. **If you contact a provider without permission, your child may be removed from the program.**