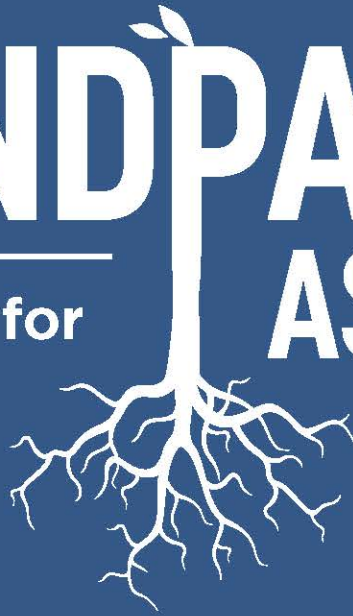


# GRANDPARENTS<sup>TM</sup> AS PARENTS

A family roots guide for  
grandparents raising  
grandchildren



2020

OFFICE ON AGING  
KNOXVILLE-KNOX COUNTY COMMUNITY ACTION COMMITTEE

# **Guidebook for Grandparents Raising Grandchildren**

**Knoxville—Knox County CAC Office on Aging  
Grandparents as Parents Program  
2247 Western Avenue  
Knoxville, TN 37921**

**Phone: (865) 524-2786**

**Fax: (865) 546-0832**

***[www.knoxseniors.org](http://www.knoxseniors.org)***

**Mailing Address:  
P.O. Box 51650  
Knoxville, TN 37950-1650**

The Grandparents Guidebook is published by the Knoxville—Knox County Office on Aging. The guidebook is available at no charge.

For more information about the Grandparents as Parents program or to access this guidebook online, go to [knoxseniors.org/grandparents](http://knoxseniors.org/grandparents).

For more information about grandparents raising grandchildren:

Generations United .....[www.gu.org](http://www.gu.org)

AARP .....[www.aarp.org](http://www.aarp.org)



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In the United States, approximately 2.8 million grandparents are primarily responsible for the care of their grandchildren (Annie E. Casey Foundation Kids Count Data Center, 2018). Parental substance abuse, such as today’s opioid epidemic, is cited as one of the most common reasons that grandparents are raising their grandchildren (*Generations United, 2016*). Research shows that placing children with relatives or close friends when they cannot live with their own families helps minimize the trauma of removal, maintaining vital connections, and often keeping sibling groups together (The Annie E. Casey Foundation, 2019).

*This guidebook seeks to provide grandparents and other relative caregivers with information and resources to assist with the responsibilities and challenges of raising grandchildren. This publication is not intended to replace professional counsel.*

*Disclaimer: Most information provided in this guide pertains to Knox County, Tennessee. Limited information for Anderson, Blount, Loudon, and Sevier Counties in Tennessee is also included.*

# Getting Started

Raising a grandchild presents a new starting point in life, and it sometimes can seem overwhelming. This guidebook will serve as a tool to identify and access resources while providing general information and tips to help you on this journey.

**First, secure documentation and information about your grandchild.** Use the checklist below to determine what documents you have and which ones you still need. Keep all records and legal documents together in a safe place.

Child's name: _____ You will need:	Have it (✓)	Need it (✓)
Child's birth certificate		
Child's Social Security card		
Name of school (teacher and guidance counselor)		
Pediatrician's name and phone number		
Medications the child may be taking		
Insurance cards		
Immunization records		
Legal or court documents		
Death certificate (if parent is deceased)		
Consent forms signed by parents for medical and school issues		
Citizenship papers for you or your grandchild (if applicable)		
Baptismal or religious documents (if applicable)		

You will be required to show originals and/or provide copies to schools, physicians and child care organizations. Feel free to make a copy of this checklist for each grandchild.

# Obtaining Documents



## Birth Certificate

To obtain a copy of a birth certificate, contact the Bureau of Vital Statistics in the state and county of your grandchild's birth.

If your grandchild was born in Tennessee, a copy of their birth certificate is available through the Tennessee Vital Records office (see below). If your grandchild was born in Knox County, you may obtain a copy from the Knox County Health Department (see below).

First, attempt to get the birth parents to obtain the document. If this is not an option, a judge must grant permission for you to obtain the birth certificate. This can be done through the guardianship process in civil court. Once permission is granted, you will need to furnish the following information:

- Full name given at birth for whom you are requesting the certificate
- Date of birth
- City or county of birth
- Parents' full names as they appear on the birth certificate, including mother's maiden name
- Application for a certified copy of Certificate of Birth

There is a fee for obtaining a birth certificate. Check with the Bureau of Vital Statistics in the child's birth state about costs and payment.

<b>Tennessee Vital Records</b> 1st Floor, Andrew Johnson Tower 710 James Robertson Parkway Nashville, TN 37243 Phone: 1-615-741-1763 <a href="https://www.tn.gov/health/health-program-areas/vital-records.html">https://www.tn.gov/health/health-program-areas/vital-records.html</a>	<b>Knox County Health Department</b> 140 Dameron Ave. Knoxville, TN 37917 865-215-5100 <a href="http://www.knoxcounty.org/health/vitalrecords.php">http://www.knoxcounty.org/health/vitalrecords.php</a>	<b>Blount County Health Department</b> 301 McGhee Street Maryville, TN 37801 865-983-4582 <a href="http://www.blounttn.org/278/birth-death-records">www.blounttn.org/278/birth-death-records</a>
<b>Anderson County Health Department</b> 710 North Main Street Clinton, TN 37716 865-425-8800 Vital Records Dept.: 865-425-8801 <a href="http://www.achealthdept.org/vital.html">http://www.achealthdept.org/vital.html</a>	<b>Sevier County Health Department</b> 719 Middle Creek Road Sevierville, TN 37862 865-453-1032 <a href="http://www.seviercountyttn.org/vital-records.html">http://www.seviercountyttn.org/vital-records.html</a>	<b>Loudon County Health Department</b> 600 Rayder Ave. Loudon, TN 37774 865-458-2662

More information to obtain vital records at <https://www.cdc.gov/nchs/w2w/index.htm>

## Social Security Card

If your grandchild has never had a social security card, you will need to present a certified copy of the birth certificate. To obtain a replacement of the social security card, you will need two of the following documents: State-issued non-driver's identification card; adoption decree; doctor, clinic, or hospital record; religious record; school daycare center record; or school identification card.

### **Social Security Administration Office in Knox County**

9031 Cross Park Dr.

Knoxville, TN 37923

1-866-331-9091

### **Social Security Administration**

1-800-772-1213

More information: <https://www.ssa.gov/ssnumber/ss5doc.htm>

## Medical Records and Immunizations

Obtain medical records from the birth parents or ask them to sign a **Power of Attorney for Care of a Minor Child** to release the records. (This form is authorized by T.C.A. § 34-6-301 et seq.) A school district may require additional documentation as permitted by Tennessee law before enrolling the child in school or extracurricular activities. The pediatrician's office may also be able to help obtain the records. If your grandchild has been enrolled in school, that school may have medical records on file and allow you to obtain a copy.

## General Assistance

### **Temporary Assistance for Needy Families (TANF)**

TANF provides financial assistance to help families care for children and also helps children who have been deprived of parental support or care. Grandchildren who are eligible for TANF are also eligible for Medicaid assistance. Most grandchildren, under their grandparent's care, are eligible to receive a cash benefit under TANF, and the grandparent's income and assets are not counted in the child's eligibility.

Contact your local Tennessee Department of Human Services for information:

<https://www.tn.gov/humanservices/need-help-/tdhs-contact-us.html>

### **Department of Human Services—Knox County Office**

Dist. 2, CTY #47

2700 Middlebrook Pike, Suite 200

Knoxville, TN 37921-5698

865-594-6151

### **For TANF eligibility, you must:**

- Prove relationship to the child through birth certificate or other legal documents
- Prove the child is living with you
- Have proof of grandchild's citizenship

- Provide Social Security number for child applying for assistance
- Have proof of health insurance
- Supply information about the birth parents and cooperate in attempting to obtain child support from the parents as required by law
- Provide proof of any income or assets belonging to the grandchild

**Questions to ask when applying for TANF, food benefits or other assistance:**

- What documents are needed?
- What information do I have to provide?
- What forms must be completed?
- How will I know when we have been approved?
- When will I receive the payment or medical card?
- How often do I have to update records, and what is the process?
- Do I have the right to appeal the decision?
- If we move, or the child returns home, when do I need to notify you and how?
- How do I reach you with additional questions?
- Can you provide a copy of the policy for my understanding and records?

**Child support payments**

Children are entitled to the support of both parents. Child support based on the parents’ income is designed to partially offset the costs associated with raising children. Even if you are caring for your grandchildren at home, the birth parents may be held financially responsible. Certain programs, such as TANF, require cooperation in attempting to collect payment. When a TANF case is opened, even a child-only case, the Tennessee Department of Human Services automatically will initiate a child support case.

Visit <https://www.tn.gov/humanservices/for-families/child-support-services.html>

Not sure which county office to contact? Call 615-313-4880 and select option 7 to obtain that information.

<p><b>Knox County Child Support Office</b>  146 Market Place Blvd.  Knoxville, TN 37922  Phone: 865-862-0366 Fax: 865-862-0403</p> <hr/> <p><b>Blount County Child Support Office</b>  1938 E. Lamar Alexander Parkway  Maryville, TN 37804  Phone: 865-981-2373</p>	<p><b>Anderson County Child Support Office</b>  26 Kentucky Avenue  Oak Ridge, TN 37830  Phone: 865-482-6001</p> <hr/> <p><b>Sevier County Dept. of Human Services  Child Support Unit (also serves Cocke, Grainger,  &amp; Jefferson Counties)</b>  1052 S. Highway 62  Dandridge, TN 37725  Phone: 865-471-7901 Fax: 865-397-5013</p>
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## Supplemental Security Income (SSI)

Supplemental Security Income provides monthly financial assistance to low-income elderly, blind or disabled individuals, including children. Disabled individuals have a physical or mental issue that prevents working and is expected to last at least a year or will result in death. In the case of a child, SSI determines how the disability affects everyday life.

### Grandparents applying for benefits for blind or disabled minor children will need:

- Child's Social Security card or records of Social Security number
- Child's birth certificate
- Names, addresses and telephone numbers of doctors, hospitals and clinics that have treated the child
- Child's proof of citizenship or eligible non-citizen status

For more information or to apply for Supplemental Security Income, call 1-800-772-1213, or visit your local office:

**Knox County Social Security Office**  
9031 Cross Park Dr.  
Knoxville, TN 37923  
1-866-331-9091

**Anderson County Social Security Office**  
565 Oak Ridge Turnpike  
Oak Ridge, TN 37830  
1-888-676-2954

**Blount and Sevier Counties are served by the Knox County Social Security Office**

## Earned Income Tax Credit

Earned Income Tax Credit (EITC) benefits low- and moderate-income working people who are raising children. EITC, which is administered by the Internal Revenue Service (IRS), provides assistance to working grandparents by reducing taxes owed or refunding money.

In addition, Advance Earned Income Tax Credit payments allow those who qualify to get part of the credit in advance instead of waiting to file taxes.



To obtain EITC qualifying information, contact the IRS at 1-800-829-1040 or visit [www.irs.gov](http://www.irs.gov).

## Volunteer Income Tax Assistance

**Volunteer Income Tax Assistance (VITA)** is available to help low-to-moderate income residents prepare and file taxes at no charge. IRS certified volunteers are on site, offering free information, tax preparation and electronic filing for the previous year.

For more information, call (865) 546-3500 or visit [www.knoxcacvita.org](http://www.knoxcacvita.org).

# Custody and Legal Issues

Caring for grandchildren on a permanent basis can mean significant financial and lifestyle changes. You need to consider:

- How will this impact my Social Security benefits?
- Will I need to return to work?
- Do I have enough money to care for myself and grandchildren long-term?
- Are children allowed where I live?
- Will my employer allow adjustments to my work schedule?
- Is my grandchild insured? If not, where can I get help?
- Do I have the documentation needed? (See "Getting Started" p. 2)
- Am I able to get counseling for my grandchild, if needed?
- Can other family members or friends serve as a support system?



If you do not already have court-ordered custody of your grandchild, your first step must be to seek a **Power of Attorney for Care of a Minor Child**, which allows you to make decisions regarding the welfare of the child. After this step, you can pursue temporary or permanent custody.

## Power of Attorney

A Power of Attorney is a legal arrangement in which birth parents grant authority to grandparents to perform certain custodial tasks for the child, such as immunization shots.

Advantage: A court is not involved. Disadvantage: It may be revoked by the birth parent at any time.

A Tennessee law called the Power of Attorney for Care of a Minor Child Act will allow you to receive information from agencies that interact with the grandchild and gives you the right to seek medical treatment.

A Power of Attorney for the Care of a Minor Child form can be obtained at: [www.knoxseniors.org/grandparents.html](http://www.knoxseniors.org/grandparents.html). A copy can also be obtained by calling The Grandparents as Parents program at 865-524-2786.

## Physical Custody

Physical custody is an informal agreement in which the grandparents care for grandchildren in their home without official or legal authority. Grandparents have no formal rights or authority to make decisions regarding the child. The birth parents retain all the rights and responsibilities.

## Legal Guardianship

Guardianship is a legal arrangement in which an adult has court-ordered authority and responsibility to care for a child. In most counties, grandparents file for guardianship in district court. Guardianships may be granted in Juvenile Court only when the legal custodian files a petition requesting the court grant the guardianship to the prospective guardian.

Guardians can:

- Consent to medical treatment (limited)
- Enroll child in school
- Obtain documents, such as a birth certificate

Under guardianship, birth parents retain superior parental rights, which include visitation, determination of child's religious faith, adoption consent and financial support, such as medical expenses. Birth parents, if able, must contribute child support.

Either party may request in writing to the court to revoke the guardianship.

## Legal Custody

Legal custody is a formal court agreement in which custody is granted to grandparent(s), giving them legal authority to make all decisions regarding the child. Birth parents remain financially responsible for the child even though their rights have been suspended by the court. Birth parents do maintain visitations rights. Custody is granted in Tennessee only when the child is at risk of serious or irreparable harm.

Legal custody may be necessary in cases of death of parent(s), abandonment, inadequate care or abuse.

## Informal Kinship Care

An informal agreement does not involve the court. Grandparents have no legal rights, and the birth parents can remove the child at any time.

It is advantageous to put agreements in writing regarding physical care, financial support and length of time the grandchild will be in the care of the grandparents.



## Formal Kinship Care

Formal legal arrangements are established through the court (and possibly government agencies), spelling out rights and responsibilities. Kinship care arrangements make it easier to get support and medical services or enroll the child in special programs and school. Grandparents may be eligible for grant funds to assist with care. In Tennessee, this is a Families First Child Only Grant from The Department of Human Services.

## Adoption

When grandparents adopt the child, the legal rights of the parents are terminated permanently, and you become the child's legal parent. Typically, the birth parents agree to give up their rights or parental rights are terminated by the court.

### **Knoxville Family Justice Center**

400 Harriet Tubman St.  
Knoxville, TN 37915  
Phone: 865-215-6800  
24 hr Crisis Line: 865-521-6336  
<https://fjcknoxville.com>

### **Knoxville Bar Association**

**Lawyer Referral Service**  
500 Main St. Suite 50  
Knoxville, TN 37902  
Phone: 865-522-7501  
[www.knoxbar.org](http://www.knoxbar.org)

### **Harmony Family Center**

118 Mabry Hood Rd. Suite 400  
Knoxville, TN 37922  
865-982-5225  
<http://harmonyfamilycenter.org>

### **Blount County Bar Association**

930 East Lamar Alexander Parkway  
Maryville, TN 37804-6201  
<http://www.barassociationdirectory.com/tn/blount-county-bar-association.php>

### **Safe Families for Children**

Phone: 865-257-1883 (See page 36)

## Glossary of Legal Terms

**Affidavit:** Written statement in which facts stated are sworn or affirmed to be true.

**Answer:** Written response that states whether the respondent admits (agrees with) or denies (disagrees with) allegations in a petition. Any allegations not specifically denied are considered to be admitted.

**Appeal:** Procedure to seek a district court of appeals to review the decision. There are strict procedural and time requirements for filing an appeal.

**Attorney:** Person with special education and training in the field of law who is a member in good standing with the Tennessee Bar Association and licensed to practice in the state of Tennessee. An attorney is the only person allowed to provide legal advice. An attorney may file your case and represent you in court or advise you of your rights before you file your own case. An attorney also may advise what to expect and help prepare you for court. In family law matters, you are not entitled to a court-appointed lawyer, like a public defender in a criminal case. Legal assistance on a wide range of civil matters is often available through Legal Aid of East Tennessee ([www.LAET.org](http://www.LAET.org)). Please note, however, that Legal Aid cannot assist you in juvenile court proceedings. (See *Resource List beginning on page 48*).

**CASA:** Court Appointed Special Advocate. CASAs are compassionate, objective and self-motivated individuals trained to speak on behalf of abused and neglected children.

**Certified copy:** Copy of an order or final judgment, certified by the clerk of the circuit court to be an authentic copy.

**Certified mail:** Mail which requires receiving party to sign as proof of receipt.

**Child support:** Money paid from one parent to the other for benefit of dependent or minor child(ren).

**Circuit Court clerk:** Elected official in whose office papers are filed, case number is assigned, and case files are maintained. The clerk's office usually is located in the county courthouse.

**Dependent child(ren):** Child(ren) who depend on parent(s) for support because they are under the age of 18; have a mental or physical disability that prevents them from supporting themselves; or are in high school while between the ages of 18 and 19 and performing in good faith with reasonable expectation of graduation before age 19.

**Family law intake staff:** Court employee(s) who is (are) available to assist you in filing a family law case. The staff are not attorneys and cannot give legal advice. They can assist with filling out forms. Contact your local clerk's office to determine if assistance is available.

**Filing:** Delivering a petition, response, motion or other pleading in a court case to the clerk of court's office.

**Filing fee:** Amount of money, set by law, that the petitioner must pay when filing a case.

**Guardian ad Litem:** Neutral person who may be appointed by the court to evaluate or investigate the child's situation and file a report with the court about what is in the best interests of the child. Guardians do not "work for" either side and may interview the parties, visit their homes, visit the child's school, speak with teachers or use other resources to make a recommendation.

**Hearing:** Legal proceeding before a judge or designated officer (general master or hearing officer) on a motion.

**Judge:** Elected official responsible for deciding cases. A judge is neutral and responsible for ensuring cases are resolved in a fair, equitable and legal manner. A judge is prohibited by law from providing legal advice, recommendations or other assistance, and may not talk to either party unless both parties are present, represented or at a properly scheduled hearing.

**Notary public:** Person authorized to witness signatures on court-related forms.

# *Affordable Housing Resources*

Public housing was established to provide decent and safe rental housing for eligible low-income families, the elderly, and persons with disabilities. Public housing comes in all sizes and types. Subsidized housing units are managed by the local housing authority and rent is based on income.

## **Clinton Housing Authority**

825 McAdoo Street  
Clinton, TN 37716  
865-454-9692

## **Knoxville's Community Development Corporation (KCDC)**

901 North Broadway Street  
Knoxville, TN 37917  
865-403-1100  
[www.kcdc.org](http://www.kcdc.org)

## **Knoxville's Community Development Corporation (KCDC)**

### ***For Section 8 Housing Choice Vouchers in Knox County***

400 Harriet Tubman Street  
Knoxville, TN 37915  
865-403-1234  
[www.kcdc.org](http://www.kcdc.org)

## **Maryville Housing Authority**

311 Atlantic Ave.  
Maryville, TN 37801  
865-983-4958 ext. 101  
[www.mhatn.com](http://www.mhatn.com)

## **Oak Ridge Housing Authority**

10 Van Hicks Lane  
Oak Ridge, TN 37830  
865-482-1006 ext. 125

## **Sevierville Housing Authority**

500 Leo Sharp Road  
Sevierville, TN 37862  
865-453-8500

### *The Housing Choice Voucher Program*

The Housing Choice Voucher Program is the federal government's major program for assisting very low-income families, the elderly, and the disabled to afford decent, safe, and sanitary housing in the private market. Since housing assistance is provided on behalf of the family or individual, participants are able to find their own housing, including single-family homes, townhouses and apartments.

*Affordable Housing Resources (continued)*

East Tennessee Human Resource Agency (ETHRA)

9111 Cross Park Drive

Knoxville, TN 37923

865-691-2551 ext. 4248

Serving: Anderson, Blount, Campbell, Claiborne, Cocke, Grainger, Jefferson, Hancock, Hamblen, Loudon, Morgan, Monroe, Roane, Scott, Sevier, and Union.

**Notes:**

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# Child Care, Schools, and Educational Needs

## Finding child care

Finding child care is a concern for grandparents. The first step is knowing what types of care are available.

**In-home care** – care provided in your home

**Family child care** – care provided in a caregiver's home

**Child care centers** – care provided outside of your home at a public, licensed facility



It may be helpful to list your specific needs such as:

- Days and hours needed
- Individualized attention necessary for your child
- Training of person, or persons, providing care
- Planned activities

Other parents, grandparents, friends and co-workers are excellent resources when researching child care. You also can contact schools, civic clubs, social organizations, YMCA, YWCA and Boys & Girls Clubs. (See *Resource List* that begins on page 48).



## Child Care Resource & Referral

### East Child Care Resource & Referral (CCR&R)

Phone number: 865-974-7750 | Toll Free: 1-877-584-0596

Email: [eastccrr@utk.edu](mailto:eastccrr@utk.edu)

[www.tnstarquality.org](http://www.tnstarquality.org)

[www.tnccrr.org](http://www.tnccrr.org)

[www.kidcentral.com](http://www.kidcentral.com)

[www.tn.gov/humanservicesfor-families/child-care-services/find-child-care.html](http://www.tn.gov/humanservicesfor-families/child-care-services/find-child-care.html)

## Child Care Checklist

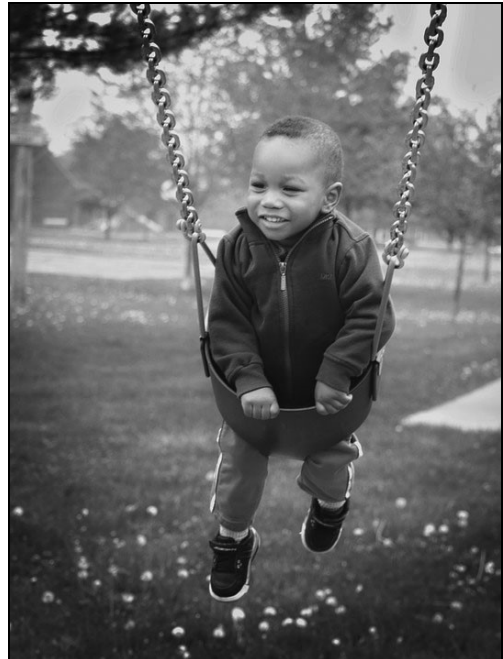
Instructions for selecting a child care agency.

Go online: <http://www.tn.gov/accweb>

Click on dropdown box. Scroll to the county in which you live. Scroll to your ZIP code and click. You will see a listing of child care centers located within your area that shows compliance ratings, location, capacity and contact information. Select at least three locations to visit. Call to make an appointment and request a tour.

**During the visit:**

- Do you see any safety hazards?
- Is the staff trained in first aid and CPR?
- What are the safe sleep policies?
- Are the children supervised at all times?
- What is the staff/child ratio or how many children is each person responsible for?
- Do you see staff and children regularly washing their hands?
- Is the playground equipment the right size for children?
- Do the children seem happy and involved?
- Is the staff warm and responsive to the children?
- Are there enough materials and toys for the children in each classroom?
- What types of disciplinary methods are used?
- Are parents encouraged to visit at any time?
- How does the center communicate with parents?
- Ask for a copy of the parent's handbook.

**Other Subsidized Child Care Alternatives**

Child care assistance programs in Tennessee each have a different focus. In general, the state will help low-income families, working poor and other qualified parents pay a portion of child care costs.

The financial assistance program is administered by the **Tennessee Department of Human Services**, which provides help with child care bills and selecting a provider. The State usually only pays for a portion of costs, and a co-payment is required by the beneficiary. However, the exact terms vary based on specifics of the assistance program. Many grandparents will be placed on a waiting list.

If you qualify, any version of the child care resources can be used by low-income grandparents. The chosen provider must be enrolled with the State of Tennessee in the payment program. Some of the components include the following programs:

**Transitional Child Care Assistance** may be available for working-poor grandparents currently on the Families First program whose case is closed. Financial assistance can be provided for up to 18 months. This is an effort to help them get off the public assistance program. As with most options, there is a work activity requirement for each grandparent enrolled in the program. In addition, grandparents will be required to make a co-pay fee based on a sliding scale that factors in household income and family size.

**Tennessee Families First Child Care Assistance** is a program for guardians who need affordable child care to complete required work activities as part of their personal responsibility goal plan. These individuals can receive financial assistance to pay for the escalating cost of child care. Usually, the Families First program will not require a parent co-pay in order to enroll. Reimbursement and payment rates are determined by the Department of Human Services.

## **Smart Steps**

Smart Steps Child Care Payment Assistance has the following eligibility requirements:

- Must be employed no less than 30 hours per week, or be enrolled and attending a post-secondary education program full-time or a combination of employment and post-secondary education
- Must have a child between ages six (6) weeks through five (5) years old

Assistance also may be available for eligible children who do not have access to pre-K in their county or who are on a waiting list. (The child may not remain in the Smart Steps Child Care Payment Assistance program once he or she becomes eligible for kindergarten or is selected to attend pre-K from a waiting list.) Eligibility is based on program requirements and availability of funding.

For information, contact your local Department of Human Services (See Resource List that begins on page 48).

## **School and Educational Needs**

### **Head Start**

Head Start (ages 3-5) and Early Head Start (infants and toddlers) are comprehensive preschool programs for children and families. Head Start provides children, including those with special needs, with services to encourage and promote social, emotional, intellectual (school readiness skills), physical growth and development. Head Start fosters good health through “well child” checks and dental exams, immunizations and nutrition. Parental involvement is a cornerstone of the program, and parents have various opportunities to participate in their child’s education and development. Support is available, including social services, mental health and disability services, and transportation.

Nutritious meals are provided based on the number of hours the child attends.

### **Head Start and Early Head Start Options:**

- Center-based part-time; 4 hours each day typically.
- Center-based full day for families with child care certificates. Hours based on needs of parent (working or school/job training).
- Home-based services; teacher visits in the home weekly for intensive parent training and support. Parent and child attend socialization (group play day) twice a month.

<b>CAC Head Start Administrative Offices</b> 2400 Piedmont St. Knoxville, TN 37921 Phone: 865-522-2193 Fax: 865-522-2338	<b>Douglas-Cherokee Economic Authority, Inc. Head Start &amp; Early Head Start</b> 534 E. 1st North St. Morristown, TN 37814-4716 Registration: 423-587-4501 ext. 129 Phone: 423-587-4501 ext. 128 <a href="http://www.dceaheadstart.org">www.dceaheadstart.org</a>	<b>Anderson Co. Schools' Preschool Head Start &amp; Early Head Start</b> 708 N. Main St. Clinton, TN 37716-3143 Registration: 865-463-2833 Phone: 865-463-2833 <a href="http://www.preschool.acs.ac">www.preschool.acs.ac</a>
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### School registration/enrollment

To enroll your grandchild in school, you will need:

- Birth certificate
- Proof of immunizations
- Copy of custody papers
- School records (if attended another school)

#### Knox County Schools

#### Parent Liaison & Ombudsman

<https://www.knoxschools.org/ombudsman>

### Enrollment procedures

Call the school district office to obtain the name and address of the school your grandchild will attend.

<b>Knox Co. Schools</b> 912 S. Gay St. Knoxville, TN 37902 865-594-1800 <a href="http://www.knoxschools.org">www.knoxschools.org</a>	<b>Anderson Co. Schools</b> 101 South Main St. Clinton, TN 37716 865-463-2800 <a href="http://www.acs.ac">www.acs.ac</a>	<b>Blount Co. Schools</b> 831 Grandview Dr. Maryville, TN 37803 865-984-1212 <a href="http://www.blountk12.org">www.blountk12.org</a>	<b>Sevier Co. Schools</b> 226 Cedar St. Sevierville, TN 37862 865-453-4671 <a href="http://www.sevier.org">www.sevier.org</a>
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When you register the children, you will need all the information listed above. If your grandchild has attended another school, the previous school records, including immunization records, will be needed. Schools have request forms and can assist you with acquiring other school records.

### Parent Portal

Knox County Schools utilize the Parent Portal tool for guardians and students. This Parent Portal provides online access to students' grades, schedules and other information. The first step for guardians to establish a portal account is to complete the "Student Information Verification" form that will be sent home at the beginning of a new school year, or when you enroll your grandchild. The email address used on the form will be used to set up your Parent Portal Account. For help setting up your Parent Portal account, you can contact **Knox County Schools Helpdesk at 865-594-1830**. Check with your child's school to learn how to gain online access to student information.

## Special Education Needs and Services

Raising a grandchild with special needs may require a hands-on approach because of required therapies and dietary guidelines/restrictions. Special needs children include those with physical or intellectual disabilities or both.

Two of the well-known conditions related to intellectual disabilities are:

**ADHD (Attention Deficit Hyperactivity Disorder)**, not being able to focus or control behavior, being overactive or a combination of these. Symptoms often are controlled with diet and medication.

**Autism**, a developmental disorder that normally appears in the first three years of life and affects the brain's normal development of social and communication skills. A pediatrician can test for these and other disorders and offer treatment options.

If you are going to care for a grandchild with special needs you need to:

- Gather information regarding guidelines for medications, therapies, foods, etc.
- Schedule meetings with your grandchild's teachers, counselors and others involved to learn about the school's plans.
- Schedule additional appointments with therapists or doctors who provide specialized care to learn about therapies or medications that you will need to administer.
- Seek support groups to assist you in the care process.
- Find associations that provide informational materials on your grandchild's condition, as well as support groups and financial assistance.

Available resources:

<b>Tennessee Step</b> Phone: 1-800-280-STEP (7837)	<b>Disability Pathfinder</b> Phone: 1-800-640-4636	<b>Tennessee Respite Coalition</b> Phone: 1-888-579-3754
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## Special Education Services

Some children with an identified disability (physical or mental) may require specially designed instruction, support and services to meet their learning needs.

Special education and related services are available to eligible students, ages 3 through 21 years of age. Services for children under age 3 are available through Tennessee Early Intervention Services (TEIS).

To be eligible:

- The child must have an identified disability.
- The disability must adversely (negatively) affect the child's educational performance.
- The child must require a specially designed instructional program.

If your grandchild exhibits difficulties in school and you believe there may be an underlying learning challenge, ask the school for an evaluation. Contact the school counselor for information about the special education specialist assigned to the school. Make an appointment with the specialist and describe your concerns. At this time, specifically request an evaluation. However, the school is not obligated to perform the evaluation. The school may not think your grandchild has a disability or needs special education. If the school declines, you have two options:

- 1) Ask the school system for information about its special education policies, as well as parental rights to disagree with decisions. These materials should describe the steps to appeal.
- 2) Get in touch with your state's **Parent Training and Information (PTI)** center, which is an excellent resource to learn about special education, rights and responsibilities, and the law. PTI provides information about resources available to help your grandchild.

If the school thinks your grandchild may have a disability (physical or mental), the school must evaluate the child at no cost to you. However, the school must have your permission and written consent.

Upon identification of a disability (physical or mental), an **Individual Educational Plan (IEP)** will be created jointly by the school system and grandparent. This is a personalized plan for your grandchild that defines the issue, as well as plans and outcomes for steering students toward success.

## **Gifted and Talented Students**

Children with exceptional ability to perform at high levels are described as "gifted and talented," which includes general intellectual aptitude, creative thinking and talents in the visual/ performing arts. The Knox County Schools system has resources for these students. Communication among teachers, principals or guidance counselors can help determine if your grandchild fits this classification.

## **Show Support**

It is important to attend your grandchild's events and performances at school, church or community centers. This not only shows support for your grandchild, but also signals the school/church/center that you are involved in the child's life.

## **Learning Styles**

Three learning styles are: auditory, visual and tactile.

- An **auditory learner** understands best from hearing information and does well listening to lectures and books on tape. For example, an auditory learner can read notes aloud.
- **Visual learners** benefit from seeing what they are learning. A visual learner does well taking notes, drawing pictures and making outlines.
- **Tactile learners** are "hands-on" and learn from doing things. A tactile learner can move about while studying and study in shorter increments.

By discovering how a child learns, study habits and methods can be modified to fit that style. Be proactive in working with the grandchild's teacher to incorporate learning methods at home and in the classroom. A quiet and designated place to study should be set up for the child.

## **Tutoring**

If your grandchild enters a school system from another county or state, he/she may need extra help to catch up academically. After-school programs offer tutoring services. In addition, private companies provide one on-one educational help for a fee. Area universities and community colleges may also have a list of students who are willing to tutor in certain subjects.

## **High School and Beyond**

High schools offer a variety of educational options, including college preparatory classes, as well as career-oriented courses. Advanced Placement (AP) courses are rigorous and academically challenging and can provide college credit while in high school. Several Tennessee school systems offer the International Baccalaureate (IB) program, which follows a global educational track and allows students to apply for colleges in other countries.

## **Public Libraries / Imagination Library**

Knox County Public Library is a great resource for books, periodicals, movies, music, audiobooks, streaming services, and much more. With 19 locations around Knox County, the abundance of resources is readily available throughout the community. The Library also has over 40 different story times for children during the week and dozens of free programs for all ages. To find a location nearest you, visit [www.knoxlib.org](http://www.knoxlib.org) or call 865-215-8700 (See *Resource List beginning on page 48*).

Dolly Parton's Imagination Library of Knox County mails one new, age-appropriate book each month to any registered child from birth until age five at no cost to their family. Books arrive in the child's name and are theirs to keep, read, and enjoy. Thanks to the Governor's Books from Birth Foundation, Imagination Library is available in all 95 counties in Tennessee. To register your child or find out more, visit [www.imaginationlibrary.com](http://www.imaginationlibrary.com). In Knox County, call 865-215-8784 or visit [www.knoxlib.org/il](http://www.knoxlib.org/il).

## **Early Intervention Services**

The State of Tennessee and Knox County provide in-home visitation programs for children that are not thriving and meet specific criteria. If you feel your grandchild may qualify, please do not hesitate to use these resources.

## **Tennessee Early Intervention System (TEIS)**

Tennessee's Early Intervention System is a voluntary educational program for families with children, ages birth through 2, with disabilities or developmental delays. There is no charge for assessment and services with TEIS.

### **Tennessee Early Intervention System**

Phone: 865-609-3568 or 865-579-3099 | Toll free: 800-852-7157

Website: <https://www.tn.gov/education/early-learning/tennessee-early-intervention-system-teis.html>

**Eligibility for TEIS:** Resident of Tennessee. Infants to children ages two (2) years and eleven (11) months with an eligible diagnosis. Children whose tests results show they have 25% delay in two developmental areas or a 40% delay in one area may be eligible for TEIS. A child may have a developmental delay if he or she is far behind other children their age in one or more of the five major skill areas:

- Motor (crawling, walking, using hands to play)
- Communication (babbling, indicating wants and needs, talking)
- Cognitive (thinking skills, including making choices and solving problems)
- Social (playing near or with other children or adults)
- Adaptive (taking care of one's needs)

**Knox County Parents as Teachers**  
**865-594-1159**

Eligibility: Knox County resident, prenatal and children up to 3 years old, 225% of federal poverty level (*Example: family of four with an annual income of \$53,600 or less*).

## **Interactions with Schools, Teachers, Therapists, Counselors and Staff**

### **Get to know your grandchildren's teachers.**

Inform them of your role. Teachers will want to send things home to a grandparent instead of the parent. Let the teacher know that you want to be informed of your grandchild's progress.

### **Keep open lines of communication among you, your grandchildren and the school.**

### **Attend open houses and meetings.**

Try to attend parent-teacher conferences. Schedule personal meetings with teachers and counselors to talk about your grandchild. If you cannot attend in person, arrange for a telephone conference.

**Get help with homework if needed.** Teachers may be able to provide extra help with homework and tutoring at the school or in the community. Let them know if you have trouble finding time or do not understand the topic well enough to help your grandchild.

**Talk with school counselors, nurses, and school social workers.** Counselors often have advice and resources for grandparents about social service program to address behavioral and learning issues or other special needs. School counselors can refer you to a school social worker. If you have questions about your grandchild's health and nutrition needs, the school nurse is an excellent resource.

**Inquire about other school programs.** Schools may have programs that offer before- and after-school child care. In addition, public schools have free and reduced lunch plans for children who qualify. Ask about eligibility and guidelines.

# *Child Development, Health, and Safety Needs*

## **Physicals**

A physical is a head-to-toe wellness exam that allows your grandchild's doctor to establish a baseline for the child's health. Physicals also play a key role in preventing and detecting medical, behavioral and developmental issues. Newborns up to 30 months old have more physicals due to rapid growth and development. At the age of 3, physicals are done yearly. Physicals should be a priority.

Below is a timeline of child development, including infant body functions, activity, rest and sleep, and speech patterns from 1 month through 4 years. If you have any questions or concerns, contact your pediatrician or the Knox County Health Department.

Detailed timelines regarding child development by category and age are available at:

Knox County Health Department ..... [www.knoxcounty.org/health](http://www.knoxcounty.org/health)  
865-215-5000

University of Tennessee Extension Office ..... <https://ag.tennessee.edu/fcs>  
Family and Consumer Sciences  
865-974-7384

KidCentral Tennessee ..... [www.kidcentraltn.com](http://www.kidcentraltn.com)

American Academy of Pediatrics ..... [www.healthychildren.org](http://www.healthychildren.org)

Zero to Three ..... [www.zerotothree.org](http://www.zerotothree.org)

## **Child Development – Body and Mind**

### **Infant body functions**

<b>1 Month</b>	Cannot process cow's milk. Formula fed or nursed.
<b>2 Months</b>	Bladder capacity increases.
<b>12 Months</b>	Shows signs of knowing when having a bowel movement.
<b>18 Months</b>	May show signs of early readiness for toilet training. Talk with pediatrician regarding training methods.
<b>2 Years</b>	Toilet training continues.
<b>3 Years</b>	Toilet trained during the day; nighttime training varies; accidents are common.

**4 Years**       Manages toileting without help; remains dry at night with occasional accidents.

**Signs that children are ready for potty training:**

- Stays dry for at least 2 hours at a time or after naps
- Recognizes he/she is urinating or having a bowel movement
- Developing necessary physical skills critical to potty training – ability to walk, pull pants up and down and get onto/off the potty with some help
- Follows simple instructions
- Wants to use the potty

**Parenting Resource for Potty Training:**

“Guide to Toilet Training”, Academy of Pediatrics, can be purchased at <https://www.aap.org>. This resource is also available at Knox County Public Libraries.

**Motor skills**

Gross motor skills are movements related to large muscles, such as legs and arms. Fine motor skills are movements related to smaller muscles, such as hands and wrists.



- 1 Month**       Will make fist and lifts head slightly when lying down; sensitive to light and sounds; watches caregiver’s face.
- 2 Months**       Improved head control; eyes follow moving person; may get fist to mouth.
- 4 Months**       Decrease in reflexes, increase in controlled movements; head steady when sitting supported; supports weight on arms; may roll over.
- 6 Months**       Sits; rolls over in both directions; imitates familiar gestures.
- 9 Months**       Sits alone; no head leaning when pulled to sit; bears weight on legs when supported; stands with help; moves around by hitching, rolling, crawling and creeping; plays hide-and-seek and peek-a-boo; moves blocks; claps hands.
- 12 Months**      Twists while sitting without falling; pulls to stand; creeps; stands alone; walks with help; may take steps alone; puts objects into container and stacks items.
- 15 Months**      Walks alone well; stoops to recover toy; creeps up stairs; runs; climbs; has difficulty stopping suddenly or going around corners. Removes shoes and socks; turns cardboard-type book pages; tosses and rolls ball.
- 18 Months**      Runs, climbs, stops and starts easily; rounds corners without difficulty. Builds 4-5 block tower; well-controlled grasp and release; manipulates objects with good wrist control.

<b>2 Years</b>	Walks backward; walks up and down stairs, kicks ball; may jump down one step; jumps in place; may pedal tricycle; does simple puzzles.
<b>3 Years</b>	Rides tricycle; alternates feet going up stairs; dresses and undresses self.
<b>4 Years</b>	Balances on one foot for 5-10 seconds; hops, forward heel-to-toe walk; alternates feet going up and down stairs; climbs jungle gym; catches ball with arms; shows preference to left or right; begins to use children's safety scissors.

## Safe Sleep and Rest Pattern

According to the Tennessee Department of Health, more than 100 babies die every year in Tennessee from unsafe sleep practices. Babies should sleep: Alone, on their Back and in a Crib.



**ALONE:** Babies should not sleep in a bed with you or anyone else. When you put them in a crib, there should not be any toys, stuffed animals, blankets or bumper pads.

**BACK:** Babies should always be put to sleep on their backs, not on their sides or stomach.

**CRIB:** Babies should always sleep in their own crib or bassinette. Do not put the baby in the bed with you, or in a couch or chair, car seat, stroller or bouncy chair.

<b>1 Month</b>	Sleep patterns vary; series of naps totaling 14-17 hours per day.
<b>2 Months</b>	Sustained sleep seldom exceeds 4 hours; waking time increases.
<b>4 Months</b>	Sleep begins to decrease; 70% of children will sleep through the night.
<b>6 Months</b>	Steady sleep increases 7-10 hours; 83% of children sleep through the night.
<b>9 Months</b>	Total sleep needs gradually decrease; takes 2-3 naps; may awaken briefly during night.
<b>12 Months</b>	1-2 naps/day; may awaken during night; resists going to bed.
<b>15 Months</b>	Sleep 11-14 hours per night; usually 1 afternoon nap.
<b>18 Months</b>	Sleep 11-12 hours at night; daytime nap varies from less than 1 hour to more than 2 hours.
<b>2 Years</b>	Afternoon naps decrease in frequency; night awakenings may continue; may encounter new stress, have nightmares.
<b>3 Years</b>	Less protesting at bedtime; may rest but not sleep during afternoon.
<b>4 Years</b>	Sleep 10-13 hours per night; may need occasional afternoon nap or rest; dislikes bedtime.

## Speech Patterns

1 Month	Hears voices; makes small throat noises; begins cooing; makes single vowel sounds.
2 Months	Responds differently to voice of primary caregiver. Crying differs for pain and hunger.
4 Months	Laughs aloud; begins to make sounds; babbling begins and varies volume of sounds.
6 Months	Imitates familiar sounds; will jabber to get attention.
9 Months	Laughs and squeals; "talks" to toys; recognizes familiar words; vocalizes emotions; imitates sounds.
12 Months	May say "mama" and "dada" and may say 2-3 words; uses expressive sounds.
15 Months	Says 5-6 words; shakes head "no".
18 Months	Should know 10 words.
2 Years	Uses 2-3 word sentences; follows directions; uses the words "me" and "my".
3 Years	Uses plurals; talks constantly; tells stories; knows name and age; speaks with loud voice.
4 Years	Uses 4-5 word sentences; speech rate increases; stories more logical, detailed.

## Child Development – Health and Growth Safety

1 Month	Infant car seats MUST be used; secure infant to prevent falls and do not leave alone, except in crib or playpen; crib bars should be no more than $2\frac{3}{8}$ inches apart; mattress must fit crib snugly; do not hang pacifier around the neck; do not prop bottle, as it may increase chances of choking.
2 Months	Infant car seats MUST be used; continue to secure, and don't leave infant alone; keep crib sides raised as infant squirms around more; toys should be large, have smooth edges, no small parts, and be non-breakable.
4 Months	Increased infant mobility such as turning over and tendency to put objects in mouth require extra precaution. Keep using car seat and watch for damaged toys. It might be time to lower the mattress in the crib. Keep poisons locked away.
6 Months	Using an infant car seat properly is very important; toys specifically designed for teething should be used. Remove large stuffed animals from crib, and make environment safe (mattress in lowest position, poisons and plants up high, electrical outlets plugged with safety plugs, extension cords and space heaters out of reach, stairs gated).

<b>9 Months</b>	Your child is moving around more and more. Continue using an infant car seat. Keep your house safe as listed in 2-4 months. Watch for older children's toys. In addition to locking away poisons, have Poison Help phone number in your phone: 1-800-222-1222. Children can drown in an inch or less of water. Food should be in small pieces. (Example: hot dogs cut long-ways and side-ways). If you are riding a bicycle with a child, use approved child seat and helmet.
<b>12 Months</b>	NO PEANUTS OR POPCORN. Keep money and poisons out of reach, medications locked and low water level in tub at bathtime. Child should ALWAYS be supervised. Teach the meaning of "hot" and things that cause injury, such as sharp objects and chemicals.
<b>15 Months</b>	Your child is really moving about. Besides keeping in mind car, home, stair, water and toy safety, you will have to be especially mindful of countertops used for climbing. Secure dangling cords (child can reach between/under furniture). It is tempting to allow a child to play in a fenced-in yard. The child is too young to be unsupervised. Watch at all times.
<b>18 Months</b>	When on play equipment, make sure your child can manage the size and motion and be safely secured. Be especially watchful when seasons change and new activities begin, such as playing in water. Supervise play with other children. It may be time to move from a crib to a regular bed with removable bed side rails.
<b>2 Years</b>	Child imitates others without regard to own safety. Parents must monitor play with older children, use of tricycle and wheeled toys; supervise use of pencils, nontoxic paints and crayons. Possibility of drowning in small amounts of water still exists. Monitor house and yard safety. Continue use of gate with steep/narrow stairs.
<b>3 Years</b>	Child is still too small for an adult seatbelt. Use child or booster car seats depending on child's weight and height ( <i>See page 34 for car seat safety</i> ). Continue to be watchful of playground equipment and maintain outdoor supervision. Teach street and pedestrian safety. Do not permit child to cross streets alone. Review and practice when walking with child. This is a good time for organized swimming lessons.
<b>4 Years</b>	Child is very quick moving around and bolting out of the house if the door is not fastened. Go over and over street and pedestrian safety rules. To ride in the car, place child in child seat in the back seat. Remember, children do what they see you do, so use your seatbelt. If around water and boating, insist on life preserver. Warn children about strange animals. Remind children to not put objects in their mouth or run with something in their mouth.

## Health Management

1 Month	Avoid taking infants out in crowds, overdressing and sun. Always test bath temperature before putting infant in water; sponge bathe until umbilical cord is healed; change diapers frequently; use vitamins, fluoride and iron, if needed, and use as directed by a doctor; contact health provider for appointment for a newborn as soon as possible.
2 Months	Some immunizations will cause discomfort. You can give the correct dosage of Tylenol (acetaminophen) as directed by your doctor and provide cool compresses to the skin area. Some signs of illness can be changes in feeding, sleeping, disposition, fever, sneezing, vomiting and diarrhea.
4 Months	Discuss reactions to the first immunization with your doctor in anticipation of response to second. Reactions can include fever and severe crying.
6 Months	Discuss teething medications with your doctor. Do not allow your infant to fall asleep with the bottle in his mouth. Milk or juice in the mouth can cause tooth decay.
9 Months	A newborn child is curious and needs to explore.
12 Months	Use sunscreen when taking the child outdoors. Check with your doctor for strength (SPF). You will probably see an increase in number of colds. Follow your doctor's recommendations. Teeth should be gently rubbed with a soft cloth as soon as they emerge. Toothpaste and brushes especially designed for children can be used. Be careful of snack foods. Children can eat only a small amount of food and need good nutrition to grow.
15 Months	It is important the baby have regular physical activity.
18 Months	Review source and use of vitamins and fluoride with your doctor.
2 Years	Teach child to blow nose, cover mouth with cough or sneeze.
3 Years	Teach child to brush teeth, get adequate sleep and rest. Your child may need some quiet time before meals to make up for tiredness from play.
4 Years	Illnesses may increase due to more contact with other children. Help your child brush teeth regularly. Floss your child's teeth.

## Coping – Stress Tolerance Pattern

1 Month	Cries are not always hunger related; may be for attention, position change or discomfort.
2 Months	Infant getting used to repeated actions of caregivers.
4 Months	"Calls" for parental assistance; sleeps rather than interacts if over-stimulated.

- 6 Months** Wants caregiver nearby; curious; frustrated if movement is restricted.
- 9 Months** Caregiver is main resource; movement, activity help release tension; also copes by crying, fussing or sleeping.
- 12 Months** Searches for caregiver; will handle new situations best if caregiver is involved.
- 15 Months** Adds temper tantrum coping strategies in response to stress.
- 18 Months** Very low tolerance for frustration; active vocal and physical response to tension; uses transitional objects (favorite blanket, toy) and rituals for comfort and security; uses distraction and pretend play with toys as coping strategies.
- 2 Years** Continues to use transitional objects for comfort; temper tantrums are more frequent if child is tired or hungry or when frustrated; routine is important; negativism begins to decrease; uses idle time and imagination.
- 3 Years** Temper tantrums, negativism and having to do things in an exact order decreasing; active imagination; may have imaginary friend.
- 4 Years** Begins to talk (directly or indirectly) about fears concerning his/her body, animals, the dark; uses play and pretends.

## Immunizations



These shots are critical for building a healthy immune system for your grandchild. School districts and day care facilities will not accept children who have not been immunized.

Pediatrician offices, as well as your local health department, provide immunizations. Refer all questions regarding your grandchild's immunizations to your pediatrician or to your local Health Department.



<b>Knox Co. Health Dept.</b> 865-215-5070	<b>Anderson Co. Health Dept.</b> 865-425-8800	<b>Blount Co. Health Dept.</b> 865-983-4582	<b>Sevier Co. Health Dept.</b> 865-453-1032
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A description/checklist of immunizations to help prevent the spread of disease follows:

### Chickenpox (Varicella)

Varicella vaccine protects against chicken pox. This disease is spread through air and direct contact. Children who have never had chickenpox should get two doses of the vaccine at these ages: 1st dose: 12-15 months; 2nd dose: 4-6 years. Children 13+ who have never had chickenpox and who have not received the vaccine should get two doses at least 28 days apart.

**Hep A (Hepatitis A)**

Hep A vaccine protects against Hepatitis A. This disease is spread through direct contact and contaminated food/water. 2 doses of Hep A vaccine are needed for lasting protection. The first dose should be given at 12-23 months. The second dose should be given 6 months after the last dose. Children who are not vaccinated by age 2 can be vaccinated at later visits.

**Hep B (Hepatitis B)**

Hep B protects against Hepatitis B. This disease is spread by contact with blood or body fluids of infected individuals. Children need three doses at the following ages: 1st dose: birth; 2nd dose: 1-2 months; 3rd dose: 6-18 months.

**Hib (Haemophilus influenzae type b)**

Hib vaccine protects against Haemophilus influenzae type b. This disease is spread through air and direct contact. Recommended for all children younger than 5 years old in the United States and usually given to infants starting at 2 months.

**HPV (human papilloma virus)**

HPV vaccine protects against cancers caused by HPV infection. HPV vaccine offers the best protection to girls and boys who receive all doses and have time to develop an immune response before being sexually active with another person. That's why HPV vaccination is recommended for preteen girls and boys at age 11 or 12 years.

**IPV (polio)**

IPV vaccine protects against polio. The polio disease is spread through air, direct contact and mouth. Children get four doses of IPV at ages: 2 months, 4 months and 6-18 months, and then a booster dose at 4-6 years old.

**MenACWY (meningococcal disease)**

Meningococcal conjugate vaccine (MCV4) protects against some of the bacteria that cause meningococcal disease, such as meningitis or sepsis (bloodstream infection). MenACWY is recommended for all preteens at age 11 or 12. A booster shot is recommended for teens at age 16 to continue providing protection when their risk for meningococcal disease is highest.

**MMR (measles, mumps, rubella)**

MMR vaccine protects against measles, mumps and rubella. All of these diseases are spread through the air and direct contact. A two-dose vaccine schedule is recommended for children, with the first dose at age 12-15 months and the second at age 4-6 years.

**PCV13 (pneumococcal disease)**

Protects against pneumococcal disease, which is spread through air and direct contact. PCV is a series of four doses, with one each at ages 2, 4, and 6 months, and then 12-15 months. Healthy children between their 2nd and 5th birthdays who have not completed the series should get one dose.

**RV (rotavirus)**

RV vaccine protects against rotavirus, which is spread through the mouth. This vaccine is administered in a three-dose series (RV5) at ages 2, 4 and 6 months.

**Seasonal Influenza**

The flu vaccine protects against influenza, which is spread through the air and direct contact. Everyone who is at least 6 months of age should get a flu vaccine seasonally.

**DTaP (diphtheria, tetanus, and pertussis)**

DTaP vaccine can protect adolescents and adults from tetanus, diphtheria and pertussis (whooping cough). Five doses of the DTaP shot are recommended at ages 2,4,6, 15-18 months and at 4-6 years. A booster vaccine called Tdap is recommended at 11-12 years.

**School health requirements**

The State of Tennessee requires physicals before any student athlete can compete at the high school level. Additionally, a complete physical is required for all seventh graders by law. Your pediatrician or local health care clinic conducts school or sport physicals.

**Insurance Information (for backup in case of lost card)**

<b>Child's Name:</b>	
<b>Insurance Company:</b>	
<b>Policy Number or Identification Number:</b>	
<b>Group Name:</b>	
<b>Customer Service Number:</b>	
<b>Coverage Date:</b>	

## IN CASE OF EMERGENCY (ICE)

Having an **“In Case of Emergency Plan”** for your family is a valuable tool for your grandchild if you became suddenly ill and unable to provide care. In case of a weather-related crisis that could physically separate your family, your grandchildren need to know 1) their own full name, 2) your (caregiver’s) full name, 3) your (caregiver’s) telephone number, and 4) do they take medication and why.

A blank copy of an In Case of Emergency card can be found at [www.savethechildren.org/getready](http://www.savethechildren.org/getready) along with information about creating a Family Emergency Preparedness Plan. In Case of Emergency information should always be provided to your grandchild's school and any other organization in which they participate.

### Notes:

[illegible]

## Immunization Checklist

Child's Name: \_\_\_\_\_

Immunization	BIRTH	2 MOS	4 MOS	6 MOS	12-18 MOS	2 YRS	4 YRS	6 YRS	11-12 YRS	16 YRS	ANNUAL
<b>Chickenpox</b> Varicella					☆		☆				
<b>Hep A</b> Hepatitis A					☆☆						
<b>Hep B</b> Hepatitis B	☆	☆		☆							
<b>Hib</b> Haemophilus Influenza type b		☆	☆	☆	☆						
<b>HPV</b> Human papilloma virus									☆☆		
<b>IPV</b> polio		☆	☆	☆			☆				
<b>MenACWY</b> meningococcal disease									☆	☆	
<b>MMR</b> measles, mumps, rubella					☆		☆				
<b>PCV13</b>		☆	☆	☆	☆						
<b>RV (Drops)</b>		☆	☆	☆							
<b>Flu</b>											☆
<b>DTaP</b>		☆	☆	☆	☆		☆		☆		

Feel free to make a copy of this checklist for each grandchild.

**Always discuss any immunizations or concerns with your health care provider.**

For current immunization information, visit <http://www.cdc.gov/vaccines/parents>.

Two stars = 2 doses within this time period.

## Healthy Eating

### Women, Infants and Children Nutrition Program (WIC)

WIC improves the health of low-income infants and children up to 5 years old who are at nutritional risk. WIC helps prevent malnutrition by providing food vouchers to grandparents for a special package of nutritious food, supplemented with nutrition education and referrals for additional health care. Contact the Knox County Health Department for more information or to apply.

<b>Knox Co. Health Dept.</b> 865-215-5030	<b>Anderson Co. Health Dept.</b> 865-425-8800	<b>Blount Co. Health Dept.</b> 865-983-4582	<b>Sevier Co. Health Dept.</b> 865-453-1032
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### The Supplemental Nutrition Assistance Program (SNAP)

Formerly known as food stamps, SNAP helps low-income individuals and families buy food. If you have limited income, you may qualify. The amount you receive is based on:

- Household income, including all sources, such as job earnings, Social Security, SSI or interest.
- Number of individuals in household.

If you are over 60, you can deduct medical expenses from income.

#### Additional resources include:



#### **CHANT (Community Health Access and Navigation in Tennessee)**

Phone: 865-549-5244

Eligibility: East Tennessee resident (15 counties surrounding Knox County), any child under 6, no financial or insurance requirement.

#### **Healthy Families Knox County**

In-home visitation program for first-time parents in Knox County and Sevier County.

Phone: 865-637-9711, ext. 1275

#### *Assistance with SNAP applications*

If you need assistance, residents from any county can contact the  
Office on Aging  
SNAP Outreach Program  
at 865-524-2786  
or visit [www.knoxseniors.org](http://www.knoxseniors.org).

## Dental Health

Good dental health begins before you see your grandchild's first tooth. Wipe an infant's mouth with a soft, damp cloth or gauze pad after each feeding. Do not put babies to bed with a bottle at night or at nap time. Milk, formula and other sweet drinks contain sugar, which can cause tooth decay.

Children begin to cut their first tooth between the ages of 4-10 months. Teething may cause excess drooling, crying and fussiness. Be alert that children who are teething may put things in their mouth to soothe themselves. By age 2 to 2.5 years, about 10 teeth in each jaw will be visible. Ask your dentist for recommendation of a pediatric dentist. Use fluoride toothpaste and a soft bristle toothbrush. If your grandchild does not have a dentist, services may be accessed through your local Health Department.

For Dental Services: Anderson County 865-425-8803, Blount County 865-983-4582, Knox County 865-215-5110, Loudon County, 865-458-2514, Sevier County 865-453-1032.

## **Relationships and Emotions**

Grandparents who are raising grandchildren may have feelings of guilt and/or resentment toward their adult child. If the grandchildren experience trauma and pain, grandparents may feel bad for them, as well as their own children. Grandchildren may act out because they don't understand why they don't live with their parents. This can lead to behavioral problems that grandparents must try to handle, while dealing with their own emotional reactions to the situation.

### **Grandchild's Emotions**

Be prepared for what your grandchild may feel. These emotions are important and understanding them could impact the child's relationship with you.

**Confused:** They may not understand where the parent is and why their parent is not with them.

**Angry:** They may be angry at the situation, their parents or you.

**Guilty:** They may blame themselves for the situation and also feel guilty for being in a stable, safe place and feeling relieved.

**Embarrassed:** They may be embarrassed (and teased/bullied at school) because they are living with a grandparent rather than a parent.

**Suspicious:** A child who has been neglected or abused may have a hard time trusting anyone, even someone who loves them.

**Scared:** It may take time for them to feel your home is a safe place.

If you cannot handle these emotions, it is okay to seek help. School guidance counselors may be able to help or provide options in the community.

## **Insurance and Medical Coverage**

Grandparents may face difficulty obtaining health insurance for grandchildren.

Grandparents who are retired often are on Medicare. Grandparents who are still working may find it difficult, if not impossible, to add grandchildren to an employer-based policy.

As a result, many grandparents seek TennCare coverage for their grandchildren. TennCare is Tennessee's Medicaid program. You can apply for TennCare at [www.healthcare.gov](http://www.healthcare.gov). If you have questions about the program or are currently covered by TennCare and need assistance, call 1-855-259-0701. If you have employer-based health insurance, ask about dependent coverage for grandchildren in your custody.

For people who qualify financially, TennCare pays for hospital, medical care and prescriptions. In many cases, grandchildren being raised by grandparents qualify for TennCare. You do not need to be receiving assistance for your grandchildren for them to receive TennCare. Your grandchildren automatically are eligible for TennCare if they are receiving Temporary Assistance for Needy Families (TANF) or Supplemental Security Income (SSI).

You may apply for TennCare at your county's Tennessee (TN) Department of Human Services location. You must prove you are the primary caregiver for your grandchildren, but you do not need to have legal custody for them to receive TennCare. You also will need to show that your grandchildren are deprived of parental care, proof of your grandchildren's ages, relationship to you, and current living arrangement.

Call this number to file an appeal about medical or prescription problems:  
**TennCare Solutions 1-800-878-3192**

Call this number if you need help with health care, mental health care, or drug or alcohol treatment or other TennCare problems:  
**TennCare Advocacy Program 1-800-758-1638**

### **CoverKids State Insurance**

Tennessee's State Children's Health Insurance Program (SCHIP) is called CoverKids. CoverKids is full health coverage for children 18 and under whose families cannot afford employer-sponsored insurance or individual insurance and who make too much money to be eligible for TennCare. CoverKids applicants applying for child coverage must apply online by visiting [www.healthcare.gov](http://www.healthcare.gov) or call toll-free at 1-800-318-2596. More information is available at <http://www.kidcentraltn.com/health/insurance/coverkids.html>.

### **CHANT (Community Health Access and Navigation in Tennessee)**

Provides free and voluntary care coordination services to TennCare eligible and TennCare enrolled pregnant women, children, and youth under 21 years old, including those with special healthcare needs.

Phone: (865) 215-5190 or email [CHANT@knoxcounty.org](mailto:CHANT@knoxcounty.org)

## **Safety**

### **Car seat safety**

Free car seat inspections:

Blount County Fire Protection 865-388-4041

Knoxville Police Department 865-215-7103

Oak Ridge Police Department 865-426-4399

Sevierville Police Department 865-868-1866

Find more car seat inspections organized by East Tennessee Children's Hospital: <https://www.etch.com/events.aspx>.

- Never leave children alone in a car
- Children under 12 years old should never ride in the front seat  
(See *Child Development Section – Safety*, page 21)

#### ***DID YOU KNOW?***

Most car seats expire after 6 years from the date of manufacture. If you can't find an explicit expiration date printed anywhere on the seat, check the owner's manual. When in doubt, the easiest thing to do is to call the manufacturer and ask them.

## Home Safety

- Keep small objects away from children. Needles, pins, coins and beads can be deadly if swallowed.
- Never let children play with plastic bags.
- Help prevent poisoning by keeping all cleaning supplies, chemicals, medicine and cosmetics out of reach or in child-proof cabinets.
- Make sure there is a smoke alarm on every level of your home, and test the batteries every six months. Install carbon monoxide alarms on every level of the home, especially near sleeping areas. Check batteries twice a year.
- Hold a mock fire drill with your grandchildren. Plan escape routes and arrange for a safe meeting place outside.
- Develop and practice a fire escape plan, with two ways out of the home.
- Use approved safety gates at the top and bottom of stairs, and attach them to the wall, if possible.
- Give children your full and undivided attention when they are in and around water.
- Keep cribs clear of objects, and make sure babies sleep alone, on their backs and in a crib every time they sleep.
- Keep all medicine up and away and out of sight of children, even medicine you take every day. Be alert to medicine stored in other locations, like pills in purses, vitamins on counters and medicine on nightstands.
- Program the Poison Help line into your phone and post it in your home where caregivers can find it easily in an emergency: 1-800-222-1222.
- Secure televisions by mounting to the wall or placing on a low, stable piece of furniture.
- Install window guards or window stops to keep children from falling out of windows.

## Safe Sleep

*(See ABCs of safe sleep on page 23.)*

Make sure cribs have a snug-fitting mattress and narrowly spaced slats. There should be nothing in the bed but the baby – no covering, pillows, bumper pads or toys. Soft mattresses and heavy covering are associated with the risk for sudden infant death syndrome (SIDS). Never allow babies to fall asleep with bottles in their mouths. Keep all cords and strings, including blinds and curtain cords, away from the crib.

Avoid exposing an infant to people with respiratory infections. Avoid crowds. Carefully clean anything that comes in contact with the baby. Have people wash their hands before holding or playing with the baby. SIDS often occurs in association with relatively minor respiratory infections, such as a mild cold, and gastrointestinal infections, such as vomiting and diarrhea.

## Personal Safety

Teach your grandchildren the following personal safety tips:

- Memorize their full name, address and phone number, including area code and ZIP code.
- Be able to use the telephone and make calls to an operator and dial emergency numbers.
- Understand what “stranger” means.

- Know to never enter a stranger’s car or home even if asked to help.
- Keep doors locked and only admit authorized people into the home.
- Use a code word that is a special word that only you and your grandchild know.
- Know to ask for the code word if another person is picking up your grandchild at school or day care so that he/she can verify that the person is safe.
- Play and walk with friends.
- Avoid alleys, as well as poorly lit or deserted areas.
- Never wander away from you or your yard without permission.
- Tell you if something strange or uncomfortable has happened to them.
- Not give information about themselves to anyone except authorized people (Make sure your grandchild knows who “authorized” people are).

**The Child Safety Unit** provides safety education programs to Knox County students in kindergarten, first, second and third grades regarding gun safety, school bus safety, child molestation prevention and seatbelt, traffic/pedestrian and bicycle safety.

**The Helen Ross McNabb Center** is a local provider of behavioral health services and offers a program called **Kids on the Block**, a free educational service using child-sized puppets to teach children about topics such as abuse, bullying, nutrition and drug prevention. The troupe performs shows for children in kindergarten through 5th grade in four priority areas: personal safety, violence prevention, drug prevention and mental health. Important topics within those areas include abuse, divorce, obesity, bullying, nutrition and stranger danger. Children are taught about these difficult to discuss subjects in a non-threatening and fun way.

**Kids on the Block Program Coordinator:** 865-544-5005

**Safe Families for Children** helps grandparents experiencing a temporary crisis by providing a loving family with whom their children may stay until the crisis has passed. Host families are given short-term legal guardianship and medical power of attorney.

**Knoxville Police Department—Safety Education Unit** is dedicated to fostering a police-community partnership by taking a leadership role in the development, management and delivery of innovative, progressive, and effective crime prevention programs.

**Knox County Sheriff’s Office –  
Child Safety Unit**  
100 North Central Suite A  
Knoxville, TN 37917  
865-215-5633  
[www.knoxsheriff.org](http://www.knoxsheriff.org)

**Safe Families  
for Children**  
318 Erin Dr. #10  
Knoxville, TN 37919  
Phone: 865-257-1883  
[www.safe-families.org](http://www.safe-families.org)

**KPD Safety Education Unit**  
865-215-1510

**Safety City**  
165 S. Concord St.  
Knoxville, TN 37919  
865-215-7103

# Challenges Facing Today's Children

## Alcohol and Drug Abuse

Consider the following facts and information from the U.S. Department of Health and Human Services:

- Young people who use alcohol and drugs also are more likely to be victims or perpetrators of violence, engage in unplanned and unprotected sex, experience school failure or be seriously injured from driving or engaging in other risky behavior while impaired.
- Easy access and availability of alcohol, tobacco and illicit drugs make it difficult to keep young people out of harm's way. Young people report illicit drugs, alcohol and tobacco are easily obtained.
- Young people who use tobacco are more likely than others to drink heavily later or use illicit drugs.
- Over the past several years, annual use of marijuana doubled among 8th graders, grew by two-thirds among 10th graders, and increased by two-fifths among 12th graders.
- Fewer young people see harm in using drugs. Yet, understanding the harm associated with drug use is one of the greatest deterrents to drug use by youth.

*Five reasons young people give for using alcohol, tobacco and drugs*

- To feel grown up
- To satisfy curiosity
- To fit in (belong)
- To relax and feel good
- To take risks and rebel

## Electronic Cigarettes (also known as "vaping")

Electronic cigarettes are battery-powered devices that deliver nicotine and flavored oils to the user in the form of an aerosol. E-cigarettes come in many shapes and sizes. JUUL is the most frequently used e-cigarette on the market. Most e-cigarettes contain nicotine, which is highly addictive and harm brain development, which continues until around age 25. All JUUL cigarettes have a high level of nicotine. According to the manufacturer, one JUUL pod contains as much nicotine as a pack of combustible cigarettes.

### What can parents and guardians do to keep their children nicotine-free?

- Learn about the different types of e-cigarettes and the risk for young people.
- Talk to children about the risks of using e-cigarettes.
- Set an expectation that their children remain nicotine-free.
- Set a positive example by not smoking or vaping.

For more information on smoking cessation, call the Tennessee Tobacco Quitline at 1-800-QUITNOW (784-8669).

## Gangs

Criminal gang activity is a growing problem. It is typically not illegal to be in a gang. Gangs may be part of a larger city or national gang, or they may remain local. Joining a group that has a reputation, good or bad, gives a child looking for a purpose something in which to be

*Reasons for joining a gang*

- Identity
- Discipline
- Recognition
- Love
- Belonging
- Money

involved. Participants have said the mere interaction of members, listening to each other's problems and sharing ups and downs in their lives often enticed them to join. Once in a gang, children may find quitting difficult and in some cases, dangerous.

### **Sexuality and Kids**

You may have difficulty talking to your grandchildren about sexuality. Most parents do. However, kids learn about sexuality early in their lives. They may get information at school, from friends or through television, music or social media. It is important that they get correct information from you.

Make sure you know the facts about sexually transmitted diseases, AIDS, birth control and pregnancy. Keep lines of communication open. Discuss things you see on television or in your community that deal with sexuality. Ask your grandchildren how they feel about certain topics.

**The Knox Adolescent Partners in Prevention Initiative (KAPPI)** is part of a statewide effort of the Tennessee Department of Health and is located at the Knox County Health Department. For more information about KAPPI, please contact the KAPPI coordinator: <http://www.mybodymyfuture.com>

Abstinence is the most responsible and effective means of preventing pregnancy and should be strongly encouraged. However, it is recognized that some adolescents may become pregnant in spite of these efforts. Work must be done to ensure that needed health, educational, vocational and social services are accessible and acceptable to these adolescents and their children.

**A Step Ahead East Tennessee**—provides information and access to birth control options. Visit [www.AStepAheadEastTN.org](http://www.AStepAheadEastTN.org) or call 865-657-8372 for more information.

#### **Resources for Pregnant Teenagers:**

**Bethany Christian Services**—(865) 588-5283

**Pregnancy Help Center**— (5 locations) (865) 212-4942

24 hour Helpline 1(877) 990-4673

**Hope Resource Center**—free pregnancy tests, ultrasounds, STD testing, counseling and parenting classes. (865) 236-0350

**Young Lives**—Provides mentoring for teen moms who are empowered to make positive choices and to set and achieve goals. (865) 525-7468

**Planned Parenthood**—Knoxville Health Center. (865) 694-7155

### **Child Abuse**

Tennessee law deals in detail about what constitutes abuse. "Abuse" exists when a person under the age of 18 suffers from, has sustained or may be in immediate danger of suffering from or sustaining a wound, injury, disability or physical or mental condition caused by brutality, neglect or other actions or inactions of a parent, relative, guardian or caretaker. An abuser is defined as an adult or an older child, provided the child is four years older than the victim.

Four reportable types of child abuse are neglect, physical, sexual and mental abuse.

**Neglect** occurs when a parent or caretaker allows a child to experience avoidable suffering or fails to provide basic essentials for physical, social and educational development.

**Physical abuse** is defined as a person deliberately and intentionally causing bodily harm (violent battery with weapon like a knife or belt, burning, choking, fracturing bones and other non-accidental injuries). Physical abuse also happens when a person endangers a child's health, welfare and safety through negligence (withholding food, medical care, etc.).

**Sexual abuse** is defined as any form of sexual contact or exploitation in which a child is being used for the sexual stimulation of the perpetrator.

**Mental abuse** occurs when a person exposes a child to spoken and/or unspoken violence or emotional cruelty (deprived of parental affection, withholding education, locked in confined spaces, forced into drug abuse, sent messages that the child is worthless, unloved, undeserving of care).

All of these elements are difficult to prove. Moreover, the persons who are subject to these abuses must be reasonably presumed to be less than 18 years of age.



**The law requires every person knowledgeable of a child abuse situation must make mandatory reports. Mandatory reporters are legally required to report known, or reasonably suspected, cases of child abuse. A person may face criminal penalties (normally a misdemeanor) for failing to report.**

Any person knowing of such abuses must report to the judge having juvenile jurisdiction or the county office of the Department of Children's Services, or the sheriff or chief law enforcement officer where the child resides.

**Tennessee law provides immunity from liability for persons who, in good faith, report suspected instances of child abuse or neglect under the reporting laws.**

Immunity statutes protect the reporters from civil or criminal liability that they might otherwise incur. This protection is extended to both mandatory and voluntary reporters.

Tennessee law does not provide any type of evidentiary privileges – such as husband-wife privilege, psychiatrist-patient privilege, psychologist-patient privilege – for excluding evidence regarding harm or the cause of harm to a child in any dependency and neglect proceeding resulting from a report of such harm or a criminal prosecution for severe child abuse.

Additionally, ministers are mandatory reporters in Tennessee because “any person” is a mandatory reporter of child abuse. No clergy-penitent privilege statute or rule specifies that the privileged nature of a communication exempts a minister from complying with child abuse reporting requirements.

**The Tennessee Child Abuse Hotline** accepts all reports of suspected child abuse and neglect for the State of Tennessee. The Tennessee Child Abuse Hotline is open 365 days a year, 24 hours a day, 7 days a week.

**The Tennessee Child Abuse Hotline**

**Phone:** 1-877-237-0004

**Web:** <https://apps.tn.gov/carat> for nonemergency situations only.

**Fax:** 615-361-7041



## **Domestic Violence**

Battering is a pattern of behavior used to establish power and control over another person through fear and intimidation, often including the threat or use of violence. Battering happens when one person believes he/she is entitled to control another. Battery is against the law. If you know an adult who is the victim of physical battery, sexual abuse or psychological battery, refer the person to the Family Violence Helpline at 865-521-6336.

## **Teen Dating Violence**

One in three teenagers experience some kind of abuse in their romantic relationships. Therefore, this is a topic that grandparents should discuss with their grandchild when they begin to date.

Only 33% of teens in an abusive relationship ever tell anyone about it. More than 10% of high school students in Knox County report they have been hit, slapped or physically hurt by a boyfriend or girlfriend.

Experiencing this type of abuse can put someone at higher risk for eating disorders, depression, anxiety, substance abuse and suicide. Dating violence is more widespread than adults realize and often victims do not tell anyone because they are afraid or ashamed.

It is important to note that many abusive relationships do not start that way, which is one reason it can be so confusing for teens. Teens and parents should be aware of “red flag” behaviors that might indicate abuse such as:

- Extreme jealousy and possessiveness (acting angry when you spend time with other friends or family)
- Controlling behavior (wanting you to answer all their calls and texts immediately)
- Isolating and dominating behavior (wanting you to spend all your time with them)
- Emotional and verbal abuse (putting you down and making you feel afraid to be yourself)
- Anger, threats, and intimidation (extreme anger with threats of hurting you, someone you love or themselves)
- Destruction of property (breaking your phone or other possessions that are meaningful to you)
- Physical abuse (hitting, grabbing, slapping, kicking, choking or punching you)

If you suspect a friend or loved one is in an abusive relationship, contact the Family Justice Center at 865-521-6336 or go online at [www.fjcknoxville.com](http://www.fjcknoxville.com) for information.

# *Children and Today's Technology*

## **The Basics**

Some grandparents are tech savvy and use the latest devices at work or for fun. Here are the basics of communication technology and what grandparents should know about their grandchild's use of ever-evolving technology.

## **Desktop Computer/Tablet**

A desktop computer comprises a central processing unit (CPU), monitor, keyboard and mouse. (The mouse is a small accessory that allows you to complete tasks on the computer by pointing and clicking on screen buttons or icons.) Smaller and portable devices include laptop computers and tablets.



## **Cell/Smartphones**

Cellphones are capable of so much more than phone calls now. Children, pre-teens and teens communicate via text messages, social media and the internet using their phones. Smartphones also offer video, photography and music storage. Text messages are sent directly from one phone to another and are typed on the phone, often using abbreviated slang terms. Children want and will ask for a phone. You must determine age and usage boundaries. Cost also will be a consideration, both the type of phone and the specific plan, which can charge for minutes, data (internet) and text messages.

## **Internet**

The internet is a virtual world that connects all users to information and the ability to communicate with each other. A computer is not automatically connected. An internet provider is a company that you pay monthly for service to connect to this virtual world. Examples of internet providers are your cable or phone company. Once connected, you use the internet browser on your computer (or smartphone). The internet comprises pages of information organized into websites. These websites are identified by addresses set up by `www.<website name>.<com, org, edu, net>` (.com or .org are the most widely used identifiers.) WiFi or wireless internet is available in many public places. Smartphones and tablets can connect to these WiFi networks. WiFi networks are not always secure so be careful about accessing private data, such as bank information.

## **Email**

Email is short for electronic mail. Just like printed mail you receive at home or a post office box, an email is a communication sent to you. You receive it in a “virtual” mailbox on your computer, tablet or smartphone. Every user creates a specific email address to send and receive messages. Email had been the basic way people used the internet to communicate, but it has largely been replaced by text messaging (*see below*), especially for children, teenagers and young adults.

## **Texting**

Texting and instant messages are very popular ways to communicate now. But do not feel like you have to learn the lingo. Kids may say "CUL8R," but "See you later" is perfectly acceptable. Pre-teens, often called tweens, and teens usually prefer text messages to phone calls because they do not have to talk on the phone when they are doing something else. Also, text messages are more discreet. When texting first became popular, some families received huge bills, but most plans now have unlimited texting. In many states, texting while driving is illegal. Tell your grandchildren not to initiate or read text messages if they are driving and not to ride in a vehicle with someone who does so while driving.

## **Direct Messaging**

While text messages are popular, children and teenagers also use social media to communicate. These messages are sent privately, such as Twitter direct messages and Facebook messaging. Also, phone applications (called apps) are used to send messages, such as one called WhatsApp.

## **Social Media**

Social media are websites or applications (apps) on a computer or smart phone, where people connect with one another to share pictures, post comments and chat. Some common ones are Facebook, Twitter, SnapChat and Instagram, but new ones develop regularly. It is important to monitor these activities! Know your grandchildren’s passwords so you can monitor who and what is being communicated on these sites. Stay aware of what your grandchild is doing on social media and use the privacy settings for their accounts. Social media posts are usually public unless the settings are changed to private.

## **Dangers of Technology**

The dangers that exist in today's society also exist on the internet, but those dangers are more prevalent online. It is important to discuss what is appropriate in text messages and social media posts and to talk about the risks. Because social media is so popular, it is easy for predatory individuals to find targets, especially young ones who are more naïve than adults. It is important to not only set limits and enforce them for your grandchildren, but also to explain your reasoning. You should consider reading your grandchild’s email, messages and social media pages and monitoring their online contacts and friends. It does intrude on the child’s privacy, but digital messages and social media can become accessible to the wrong people. Monitoring a child’s communications can alert you to cyberbullying, which is most common in middle school, but can happen earlier. Often, the victim’s fear and isolation are the same as regular bullying that can happen at school or in the neighborhood. Online bullying can cause a child to feel like there is no safe haven, even at home. For assistance, contact your cellphone provider or local senior center for classes.

So, how do you set up safeguards on a computer? You begin by creating a separate account on your computer for your grandchild and setting up parental controls that are built into the operating systems. The controls cover which programs can be used, what time of day the computer can be used and the content or age ratings for games and apps. If you let your grandchild access the internet, you need to add a program that can filter web content and generate activity reports, like Net Nanny or CYBERSitter. You also can set parental controls on a child's phone. Your cellphone provider can provide assistance.

### Useful Tips:

- Tell your grandchild that the pictures they post can be seen by everyone. Nothing ever really disappears on the internet or social media. It can all be retrieved, even years later.
- Do not post pictures you will regret later.
- Do not share personal information with anyone you do not know. People may also create fake accounts to lure children.
- Teach your grandchild to avoid clicking on links, responding to ads or opening emails unless they know the sender.
- Help your grandchild come up with a good password, and make sure you always know it. Set ground rules that passwords cannot be changed without your permission. Your grandchild should never share the password with anyone but you.
- Have a central place for computer use in the home and a central location for cellphones and tablets at night. Do not allow your grandchild to use these devices alone in their room.
- Teach your grandchild to log out of computers when they are finished with their work or games. This prevents a friend or sibling from posting or emailing using their account, even as a joke.
- Look through settings on all computers, tablets and smartphones to see what parental controls are available and use them.
- Use security and privacy settings on all social network accounts. These will be different for each social network, but most have them in their settings.
- Have frequent discussions with your grandchild about technology. Ask questions such as:
  - What are your friends doing online?
  - What are the newest, coolest websites?
  - Have you ever seen anything online that has made you uncomfortable?
  - Do you ever get messages from strangers?

Texting Shorthand and Acronyms .....	<a href="http://www.netlingo.com">www.netlingo.com</a>
Training/learning .....	<a href="http://www.seniornet.org">www.seniornet.org</a> or <a href="http://socialmedia4seniors.org">socialmedia4seniors.org</a>
Training .....	<a href="http://www.skillfulsenior.com">www.skillfulsenior.com</a>
Microsoft accessibility techniques .....	<a href="http://www.microsoft.com/enable/aging/tips.aspx">www.microsoft.com/enable/aging/tips.aspx</a>
Online training .....	<a href="http://www.meganga.com">www.meganga.com</a>
Senior citizen helpful internet search page ...	<a href="http://good50.com">http://good50.com</a>
Software to help with the internet .....	<a href="http://www.eldy.net.us">www.eldy.net.us</a>

## POPULAR APPLICATIONS (also known as “apps”)



Age Rating:  
12+

### Ask.fm

Ask.fm is a website and smart phone application that is intended to be a friendly question-and-answer forum. Questions can be asked and answered anonymously.

- Posting anonymously may lead to potential for kids to make comments they wouldn't if they knew they were identifiable. (Anonymity is never guaranteed on the internet, despite what is promised.)
- Bullying and sexually charged discussions have been associated with this application.



Age Rating:  
13+  
*Requires a  
valid email  
account*

### Facebook

Facebook is a popular social networking site that can be accessed using computers and smartphones. Members also can join networks and groups based on school affiliations, interests, hobbies, employers and locations. Facebook can be used for keeping track of friends both old and new. Facebook is available to anyone with a valid email address that is over the age of 13.

- Users post their real names, educational and work history, contact information, relationship statuses and likes/dislikes for the general public and friends to see.
- It is important to keep in mind that disclosing too much information can be used against you. Posting addresses, phone numbers and full birth dates can lead to identity theft and other potential threats.
- Individuals should use discretion when posting pictures, comments, likes, and dislikes on this site as potential employers and schools may look at the information.



Age Rating:  
12+

### Instagram

Instagram app is a smart phone application that allows users to snap, edit and share photos and videos either publicly or with a network of followers. Users can comment on other photos, as well as “like” a user’s photo.

- Teens seek “likes” for their photos. Similar to other social media sites, teens may measure the “success” of their photos (or even their self-worth) by number of likes or comments. This may become problematic if teens post to validate popularity.
- Photos are either public or visible within your grandchild’s network; therefore, you should monitor what is posted. Mature content can be found, even though the terms of service specify that users shouldn’t post sexual material. Posts and photos containing violence, foul language and drugs also are available.



Age Rating:  
13+

### Periscope

Periscope is a live video streaming platform. (Facebook now offers live streaming, too.)

- Ability to broadcast live to potentially millions of strangers across the world. Those same strangers can broadcast to your teen, live and in real time. Broadcasts cannot be edited or deleted.



Age Rating:  
12+

## Snapchat

Snapchat, a messaging app, allows users to send and receive pictures and videos with their smartphones. The app puts a time limit on pictures and videos before they disappear from view. The app is intended to allow users to send and share fun, light moments without the risk of having them go public. However, Snapchat later acknowledged that the videos do not disappear.

- Snapchats don't go away forever. Snapchat temporarily collects, processes and stores content on its servers. The content can be recovered by Snapchat.
- Individuals on the receiving end can use their phone to take screenshots of the image before it disappears. This saves the photo, and it can now be posted anywhere online.
- The app has been used for "sexting" or suggestive photos and videos. The app was promoted as risk-free and could encourage users to send inappropriate content. "Sexting" is sending sexually explicit photos or messages via mobile phone.



Age Rating:  
13+

## TikTok

TikTok is a music video media platform for creating and sharing short videos.

- May have mature language and sexual content.
- Messaging features



Age Rating:  
12+

## Tumblr

Tumblr is an online blog that streams scrapbooks of texts, photos and video and audio clips. Users create and follow short blogs called "tumblelogs" that can be viewed by anyone online.

- Inappropriate content has been associated with this app, including images and videos that are pornographic or show violence, self-harm, drug use and offensive language.
- Profiles are public.
- Posts often are copied and shared without consent.



Age Rating:  
13+

## Twitter

Twitter is a social media site that allows users to post short, 140-character messages called "tweets" and follow other users' activities. It also includes photos and videos. Twitter users must be at least 13.

- Twitter is public unless accounts are locked, but privacy is never a guarantee on any app or social media site; therefore, you should discuss with teenagers what they post, how quickly a post can spread, and what effects this can have in the future, especially with college applications and job searches. A social media audit is common now for a lot of employers and colleges.

## Family Technology Profile

Grandparent Name	Child Name	Child Name
Computer (Laptop) IP Address:	Computer (Laptop) IP Address:	Computer (Laptop) IP Address:
Computer Login Username: Password:	Computer Login Username: Password:	Computer Login Username: Password:
Cellphone Network:  _____	Cellphone Network:  _____	Cellphone Network:  _____
Model Number:  _____	Model Number:  _____	Model Number:  _____
Serial Number:  _____	Serial Number:  _____	Serial Number:  _____
Parental Control Tool: (Check with your cellphone provider)  _____	Parental Control Tool: (Check with your cellphone provider)  _____	Parental Control Tool: (Check with your cellphone provider)  _____
Is Phone Locator enabled? (Check with your cellphone provider)	Is Phone Locator enabled? (Check with your cellphone provider)	Is Phone Locator enabled? (Check with your cellphone provider)
Is Text Messaging enabled?	Is Text Messaging enabled?	Is Text Messaging enabled?
Facebook Username:  Facebook Password:	Facebook Username:  Facebook Password:	Facebook Username:  Facebook Password:
Snapchat Username:  Snapchat Password:	Snapchat Username:  Snapchat Password:	Snapchat Username:  Snapchat Password:

# Taking Care of Yourself

## Stress-Reducing Suggestions for Grandparent Caregivers

(Adapted from Illinois Task Force on Grandparents Raising Grandchildren Tip Sheet)

- Accept that your adult child's circumstances are not your fault.
- Join a support group.
- Keep up your own health.
- Walk or exercise regularly.
- Insist on a regular quiet time.
- Take time for yourself (even if only 30 minutes per day).
- Do something you enjoy – not always something you should do or must do.
- Be intentional in building your community. Avoid isolation.
- Practice patience. Let those you care for do as much for themselves as possible.
- Set limits with grandchildren and stick to them. Learn to say no.
- Focus on the positive and keep a sense of humor.
- Accept reality. See things as they are and not how you wish them to be.
- Eliminate hurtful thoughts and self-pity. These negative emotions only drag you down.
- Reward yourself. Even small rewards will help your emotional well-being.
- Explore parenting classes to learn new parenting methods.



**The Grandparents as Parents Program**, under the Office on Aging in Knox County, holds monthly educational and support group meetings. As you assume the role of primary caregiver for your grandchildren, you will experience a new set of challenges parenting the next generation. These educational support meetings feature topics of interest from community experts in fields such as:

- |                                       |                                   |
|---------------------------------------|-----------------------------------|
| • Our legal system and custody issues | • Mental health                   |
| • Knox County Schools system          | • Childhood development           |
| • Individual education plans          | • Today's culture and technology  |
| • Health care                         | • Talking to your child about sex |

## Why should I attend an Educational Support Group?

1. Grandparents raising grandchildren do need help.
2. An educational group keeps grandparents informed with current information.
3. A grandparent support group is a living library. Group members learn from each other.
4. Becoming part of a group relieves the feeling of isolation. A support group is a safe place to share with other grandparents raising grandchildren. (Sylvie de Toledo 2013)

# General Resources

## Emergency Numbers

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Anderson County Sheriff's Office.....	865-457-2414
Blount County Sheriff's Office.....	865-273-5000
Loudon County Sheriff's Office.....	865-986-4823
Sevier County Sheriff's Office.....	865-453-4668
Alcoa City Police Department.....	865-981-4111
Maryville City Police Department.....	865-273-3700
Friendsville Police Department.....	865-995-2831
Clinton Police Department .....	865-457-3112
Oak Ridge Police Department.....	865-425-4399
Oliver Springs Police Department.....	865-435-7274
Lenoir City Police Department.....	865-986-2005
Loudon Police Department .....	865-458-9081
Gatlinburg Police Department.....	865-436-5181
Pigeon Forge Police Department.....	865-453-9063
Child Abuse Hotline .....	1-877-237-0004
<i>(Department of Children's Services)</i>	
Adult Protective Services .....	1-888-277-8366
Ambulance, Fire, Police.....	911
Centers for Disease Control .....	1-800-232-4636
Family Violence Helpline .....	865-521-6336
Knoxville City Services .....	311
Information & Referral Search .....	211 or 865-215-4211
Knox County Sheriff's Office .....	865-215-2444
<i>(non-emergency)</i>	
Knoxville Police Department .....	865-215-7000
<i>(general information)</i>	
Drug/Crime Hotline .....	865-215-7212
Mobile Crisis (Adult & Youth).....	865-539-2409
Sexual Assault Center of East TN.....	865-522-7273
TN Redline .....	1-800-889-9789
National Domestic Violence Hotline .....	1-800-799-SAFE (7233)
National Suicide Prevention Hotline .....	1-800-273-8255 (TALK)
Poison Help .....	1-800-222-1222

## Local Hospital Information

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<u>Area Hospitals</u>	<u>Switchboard</u>	<u>Emergency Room</u>
East TN Children's Hospital .....	865-541-8000	865-541-8133
Fort Sanders Regional Medical Center .....	865-541-1111	865-331-1285
Tennova North Knoxville Medical Center.....	865-859-8000	865-859-1000
Parkwest Medical Center .....	865-373-1000	865-373-1280
Turkey Creek Medical Center .....	865-218-7011	865-218-7112
The University of Tennessee Medical Center .....	865-305-9000	865-305-9401

## **Local Medical Clinics**

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### **Cherokee Health Systems**

Knox County, 5 <sup>th</sup> Avenue.....	865-525-2104
Knox County, Center City .....	865-544-0406
Knox County, Dameron Ave Pediatrics ...	865-934-6100
Knox County, East Knoxville .....	865-522-6097
Knox County, North Knoxville .....	865-947-6220
Interfaith Health Clinic .....	865-546-7330
Knox County Health Department .....	865-215-5000 (Main Clinic)
Teague Clinic .....	865-215-5500 (Dante Road)
West Clinic .....	865-215-5950 (Old Cedar Bluff Road)
WIC (Women, Infants, and Children) .....	865-215-5030
Dispensary of Hope .....	865-305-7420

### **Anderson County**

Cherokee Health Systems Clinton .....	865-934-6150
Anderson County Health Department .....	865-425-8800
WIC (Women, Infants, and Children) .....	865-425-8804

### **Blount County**

Cherokee Health Systems Alcoa .....	865-273-1616
Blount County Health Department .....	865-983-4582
WIC (Women, Infants, and Children) .....	865-983-4582

### **Loudon County**

Cherokee Health Systems Lenoir City .....	865-986-8082
Loudon County Health Department .....	865-458-2662
WIC (Women, Infants, and Children) .....	865-458-2514

### **Sevier County**

Cherokee Health Systems Seymour .....	865-573-0698
Sevier County Health Department .....	865-453-1032
WIC (Women, Infants, and Children).....	865-453-1032

## **Legal and Financial Matters**

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aLegalz .....	1-888-253-4259
<i>aLegalz will assist Tennesseans in finding resources to handle civil legal issues</i>	
Dept. of Children's Services	
Report Child Abuse Hotline .....	877-237-0004
Disability Rights TN .....	1-800-287-9636, ext. 126
Family Justice Center .....	865-215-6800
Legal Aid of East Tennessee .....	865-637-0484
Social Security Office .....	865-331-9091 (local) or 1-800-772-1213
Tennessee Alliance for Legal Services.....	1-888-395-9297
<i>Resources for general legal information and attorney referrals</i>	

### ***Legal and Financial Matters (continued)***

Volunteer Income Tax Assistance..... 865-546-3500

*Free tax filing assistance. Visit [www.knoxcacvita.org](http://www.knoxcacvita.org)*

Martindale-Hubbell (search for attorneys)..[www.martindale.com](http://www.martindale.com)

#### Knox County

Knox County Child Support Office .....865-862-0366

Department of Children's Services .....865-329-8879

Department of Human Services .....865-594-6151

Harmony Family Center .....865-982-5225

UT Law School Legal Clinic .....865-974-2331

Knoxville Bar Assoc. Lawyer Referral..... 865-522-7501

Knox County Juvenile Court/

Child Support .....865-215-6330

Knox County Juvenile Court.....865-215-6400

#### Anderson County

Child Support Office..... 865-482-6001

Department of Children's Services ..... 865-425-4400

Department of Human Services.....865-457-3660

Child Support Court .....865-457-6205

Juvenile Court..... 865-259-2351

Knoxville Bar Assoc. Lawyer Referral..... 865-522-7501

#### Blount County

Child Support Office..... 865-981-2373

Department of Children's Services .....865-981-2366

Department of Human Services.....865-981-2350

Child Support Court .....865-273-5400

Juvenile Court..... 865-273-5935

Knoxville Bar Assoc. Lawyer Referral..... 865-522-7501

#### Loudon County

Child Support Office..... 865-376-0081

Department of Children's Services .....865-988-0398

Department of Human Services.....865-986-4749

Child Support Court ..... 865-376-1985

Juvenile Court..... 865-986-3505

Knoxville Bar Assoc. Lawyer Referral..... 865-522-7501

#### Sevier County

Child Support Office.....865-471-7901

Department of Children's Services .....865-429-7012

Department of Human Services.....865-429-7005

Child Support Court .....865-453-5536

Juvenile Court..... 865-428-5284

Knoxville Bar Assoc. Lawyer Referral..... 865-522-7501

## Child Care & Educational Needs

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### Parks and Recreation

Maryville-Alcoa-Blount County.....865-983-9244  
Clinton City.....865-457-0642  
Oak Ridge City.....865-425-3450  
Lenoir City.....865-986-2715  
Loudon County.....865-458-7525  
City of Sevierville .....865-453-5441  
Pigeon Forge .....865-429-7373  
Gatlinburg.....865-436-4990

Boys & Girls Club of the Smoky Mountains...865-428-6550

### Anderson County Public Library

Briceville.....865-426-6220  
Clinton.....865-457-0519  
Rocky Top.....865-426-6762  
Norris .....865-494-6800  
Oak Ridge.....865-425-3457

Blount County Public Library.....865-982-0981

### Loudon County Public Library

Greenback .....865-856-2841  
Lenoir City.....865-986-3210  
Loudon.....865-458-3161  
Philadelphia.....865-657-9059  
Tellico Village.....865-458-5199

### Sevier County Public Library

King Family Library.....865-453-3532  
Kodak Branch.....865-933-0078  
Seymour Branch.....865-573-0728

Anderson County Schools.....865-463-2800

Blount County Schools.....865-984-1212

Loudon County Schools.....865-458-5411

Sevier County Schools.....865-453-4671

Douglas-Cherokee Economic Authority Head Start/Early Head Start....423-587-4501

Anderson County School Preschool / Head Start/Early Head Start.....865-463-2833

Loudon County Head Start .....865-988-5133

Tennessee Connect.....1-855-259-0701

Car Seat Inspections by Sevierville Police Department.....865-868-1866

Car Seat Inspections by Blount County Fire Protection.....865-388-4041

Car Seat Inspections by Knoxville Police Department.....865-215-7332

Car Seat Inspections by Oak Ridge Police Department .....865-425-4399

Car Seat Inspections by Loudon County Sheriff's Department .....865-453-4668

<https://www.etch.com/Events/Car-Seat-Inspection.aspx>

## ***Child Care & Educational Needs (continued)***

Omni Visions Relative Caregiver Program.....865-376-3464  
(Anderson, Blount, Knox, Loudon, Sevier Counties)

Child Care Resource and Referral..... 865-974-7750 or 877-584-0596

Safe Families for Children..... 865-257-1883

TN Voices for Children..... 615-269-7751

*Career Readiness Program for youth 16-24. Educational programs for families.  
Referrals are made to Nashville Office and forwarded to Knoxville Advocates.*

### Online Resources

<a href="http://www.pbskids.org">www.pbskids.org</a>	Educational games, watch PBS kids shows
<a href="http://www.education.com">www.education.com</a>	Provides activities, worksheets, & videos
<a href="http://www.khanacademy.com">www.khanacademy.com</a>	Math, art, computer programming, and more

### Knox County

City of Knoxville Parks and Recreation.... 865-215-4311

Boys and Girls Club of the TN Valley..... 865-232-1200

Emerald Youth Foundation .....865-637-3227

SEED Knox .....865-766-5185

THRIVE Lonsdale.....865-544-5881

YMCA of East Tennessee.....865-525-9622

YWCA Phyllis Wheatley Center.....865-546-0651

Wesley House Community Center. ....865-524-5494

Knox County Public Library ..... 865-215-8750

Knox County Schools

    Main Number..... 865-594-1800

    Clothing Center..... 865-594-3791

    Transportation..... 865-594-1550

Head Start/Early Head Start..... 865-522-2193

### Anderson County

Parks and Recreation Clinton City.....865-457-0642

Parks and Recreation Oak Ridge City.....865-425-3450

Boys and Girls Club of the Smoky Mountains.....865-428-6550

Anderson County Public Library

    Briceville.....865-426-6220

    Clinton.....865-457-0519

    Lake City..... 865-426-6762

    Norris.....865-494-6800

    Oak Ridge....865-425-3457

Anderson County Schools.....865-463-2800

Anderson County School Preschool/Head Start/Early Head Start.....865-463-2833

## ***Child Care & Educational Needs (continued)***

### Blount County

Parks and Recreation Maryville-Alcoa-Blount County .....865-983-9244  
Boys and Girls Club of the Smoky Mountains .....865-428-6550  
Blount County Public Library..... 865-982-0981  
Blount County Schools.....865-984-1212  
Douglas-Cherokee Economic Authority Head Start/Early Head Start.....423-587-4501

### Loudon County

Parks and Recreation Lenoir City..... 865-986-2715  
Parks and Recreation Loudon County..... 865-458-7525  
Boys and Girls Club of the Smoky Mountains.... 865-428-6550  
Loudon County Public Library  
    Greenback.....865-856-2841  
    Lenoir City.....865-986-3210  
    Loudon.....865-458-3161  
    Philadelphia.....865-657-9059  
    Tellico Village.....865-458-5199  
Loudon County Schools.....865-458-5411  
Loudon County Head Start .....865-988-5133

### Sevier County

Parks and Recreation City of Sevierville .....865-453-5441  
Parks and Recreation Pigeon Forge..... 865-429-7373  
Parks and Recreation Gatlinburg..... 865-436-4990  
Boys and Girls Club of the Smoky Mountains....865-428-6550  
Sevier County Public Library  
    King Family Library.....865-453-3532  
    Kodak Branch..... 865-933-0078  
    Seymour Branch..... 865-573-0728  
Sevier County Schools..... 865-453-4671  
Douglas-Cherokee Economic Authority  
Head Start/Early Head Start.....423-587-4501

## **Child Development, Health, and Safety Needs**

### **Development Programs/Services**

Autism Society of East Tennessee..... 865-247-5082  
Child Find (Knox County Public Schools)..... 865-594-1530  
East Tennessee Human Resource Agency (ETHRA)..... 865-691-2551  
Hope Center / HIV ..... 865-374-0870  
Rehabilitation Center..... 865-690-8961  
Tennessee's Early Intervention System  
(children with developmental delays)..... 865-579-3099  
Tennessee School for the Deaf..... 865-579-2500  
Tennessee STEP..... 800-280-7837  
*Assists families in knowing their rights about special education services and provides training/assistance*      [www.tnstep.org](http://www.tnstep.org)

**Child Development, Health, and Safety Needs (continued)**

TennCare Hotline.....1-800-342-3145  
310 Great Circle Road  
Nashville, TN 37243-6501 ..... [www.tn.gov/tenncare](http://www.tn.gov/tenncare)  
TennCare Connect..... 1-855-259-0701  
TennCare Advocacy ..... 1-800-758-7638  
TennCare Solutions ..... 1-800-878-3192  
TennCare Mental Health & Substance Abuse Resource 1-800-758-1638  
DHS Family Assistance Center..... 1-866-311-4287

**Managed Care Organizations (MCO)**

Amerigroup ..... 1-800-600-4441  
United Healthcare..... 1-800-690-1606  
BlueCare..... 1-800-468-9736  
TennCare Select..... 1-800-263-5479  
TennCare Solutions..... 1-800-878-3192

**Behavioral Health Organizations (BHO)**

TennCare Partner Hotline ..... 1-966-535-3825  
Premier Behavioral Systems..... 1-800-447-7245  
Tennessee Behavioral Health..... 1-800-447-7242

**TennCare Recipient Transportation**

Provides transportation for medical appointments. You must be enrolled in TennCare.

General Transportation Information..... 865-524-0319  
(Knox County CAC Transit)  
United Healthcare: Americhoice..... 1-800-690-1606  
Blue Care..... 1-866-473-7563  
TennCare Select..... 1-800-473-7565

**Returning to Work Resources** 

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American Job Center ..... 865-594-5500 [www.Jobs4tn.gov](http://www.Jobs4tn.gov)  
Office on Aging ..... 865-524-2786  
*Senior Employment Service Program for those 55+ returning to workforce*  
TN Department of Labor ..... 865-545-4619

**General Services** 

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Community Action Committee..... 865-546-3500  
CAC Housing & Energy Services..... 865-637-6700  
Office on Aging  
Anderson County..... 865-457-3259  
Blount County..... 865-983-8411  
Knox County..... 865-524-2786  
Loudon County..... 865-458-6264  
Sevier County..... 865-453-8080

## **General Services (continued)**

**Grandparents As Parents Program.....865-524-2786**

Get Covered TN..... [www.getcoveredtenn.org](http://www.getcoveredtenn.org)

Kid Central TN.....[www.kidcentraltn.com](http://www.kidcentraltn.com)

Imagination Library.....[www.governorsfoundation.org](http://www.governorsfoundation.org)

*Receive free books from birth to age 5*

Read20.....[www.tn.gov/firstlady/section/read20](http://www.tn.gov/firstlady/section/read20)

Parents Know, Kids Grow.....[www.parentsknowkidsgrow.org](http://www.parentsknowkidsgrow.org)

## **Home Visitation Programs**

**CHANT (Community Health Access and Navigation in Tennessee)**

Knox County Residents..... 865-215-5190

Anderson, Blount, Sevier County Residents..... 865-549-5244

**Columbus Home Assisting Parents (CHAP)**

*In-home based parent education and support service*

Knox County .....865-603-3866

Blount, Grainger, and Sevier Counties .....865-361-8094

Healthy Families East Tennessee..... 865-637-9711 X1275

Knox County Parents as Teachers..... 865-594-1159

Omni Visions Relative Caregiver Program..... 865-376-3464

(Anderson, Blount, Knox, Loudon, Sevier Counties)

## **Mental Health**

All Ages Counseling ..... 865-523-9163

Alternative Counseling Center.....865-687-8990

Camelot Care Centers..... 865-481-3972

Cherokee Health Systems..... 866-231-4477

Covenant Counseling & Consultation..... 865-337-7375

Harmony Family Center..... 865-982-5225

Health Connect America.....865-247-7045

Helen Ross McNabb Children & Youth Center... 865-523-8695

Omni Visions..... 865-525-0391

UT Psychological Clinic..... 865-974-2161 [www.psychclinic.utk.edu](http://www.psychclinic.utk.edu)

## **Mentor & Youth Programs**

AMACHI (mentor program)..... 865-524-2774

Bethany Christian Services.....865-588-5283

Big Brother/Big Sister of East TN..... 865-523-2179

Boys & Girls Club of the TN Valley ..... 865-232-1200

Boys and Girls Club of the Smoky Mountains....865-428-6550

Boy Scouts of America.....865-588-6514

Girl Scouts of the Southern Appalachians..... 800-474-1912

Girl Talk, Inc. .... 865-851-7064

Goodwill Guides.....865-588-8567

Hope Resource Center.....865-236-0650

### General Services (continued)

Harmony's Grand Family Camp.....865-982-5225

## Knoxville Adolescents Partners in Prevention Initiative (KAPPI)

(My Body, My Future)..... 865-215-5170

## Katerpillar Kids Camp

(for children grieving the death of a parent).....865-374-0864

Knoxville Leadership Foundation.....865-524-2774

Young Lives.....865-525-7468

### Notes:

[illegible]

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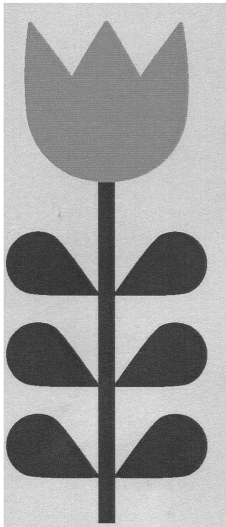
**Sara Mary Wallace**, Senior Information & Referral Outreach Coordinator, CAC Office on Aging

**Quannah Washington**, The University of Tennessee

**Marsha Watson**, Director, Knoxville Bar Association

# Friends of the Knox County Public Library

Helping Readers  
Grow  
by  
fostering  
a love of libraries,  
books,  
and reading



[knoxfriends.org](http://knoxfriends.org)

A Safe Haven for Children

*Scholarships  
Available*

## Wears Valley Ranch

- Since 1992, a home & school for children ages 6-18
- Children receive an individualized education  
Students can catch up on subjects they are struggling with,  
yet move past their age group in areas where gifted.
- Children may enjoy monthly visits with family
- Families retain custody of their children
- Students enjoy countless outdoor activities



100 One Fine Place  
Sevierville, TN 37862

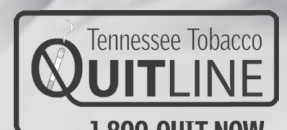
Admissions (865) 429-0372 ~ [wvr.org](http://wvr.org)



The Knox Adolescent Partners in Prevention Initiative is a community coalition that began in 1991. KAPPI works to address issues on a variety of adolescent health topics in the community through programming and partnerships. It is part of a state-wide effort of the Tennessee Department of Health and the Knox County Health Department. For more information, please visit the KAPPI website.

[mybodymyfuture.com](http://mybodymyfuture.com)

Quitting  
is hard,  
but not  
impossible.



1-800-QUIT-NOW  
1-800-784-8669  
[www.tnquitline.org](http://www.tnquitline.org)



# The Relative Caregiver Program

The Relative Caregiver Program is a free program for relatives taking care of their grandchildren, great-grandchildren, nieces, nephews, cousins, and other related children.



The Relative Caregiver Program provides:

- Assistance connecting to needed resources and linkage to community services
- Limited one-time financial assistance
- Home visiting and specific educational services to help you cope and thrive
- Free activities, food, and tickets to events for families to allow for bonding and fun!
- Monthly supportive networking meetings with families going through the same issues
- Advocacy and assistance with goals and needs for the family

Serving: Knox, Anderson, Blount, Campbell, Claiborne, Cocke, Grainger, Hamblen, Jefferson, Loudon, Monroe, Morgan, Roane, Scott, Sevier, and Union Counties.

For more information, call (865) 376-3464 or toll-free (877) 258-8795 or visit us on the web at <https://www.theomnifamily.com/relative-caregiver-program/>

The Relative Caregiver Program is a grant administered by Omni Visions in conjunction with the Department of Children's Services.



**100% FREE!**

**Mac's PHARMACY**

**FREE KIDS VITAMINS**

- ✓ NO COST-FREE
- ✓ NO FAMILY LIMIT
- ✓ CHILDREN AGES 5-12YRS

CALL TODAY AND PICKUP A 30DAY SUPPLY EACH MONTH

**865-524-3453**


## MAKE READING A FAMILY AFFAIR

Join READ CITY USA in a community-wide reading challenge. Read with your grandchildren and log your time —every minute counts!

**ReadCityUSA.org**


**LOG YOUR READING TIME:**  
Download the free Beanstack Tracker app from the App Store/Google Play. Select Knox County Library from the list and register your family. Be sure to log any minutes spent reading or listening to books.

**STUMPED?**  
Visit any Knox County Public Library location for one-on-one help, or pick up a paper log to make your minutes count!



**KNOX COUNTY TENNESSEE PUBLIC LIBRARY**  
WWW.KNOXLIB.ORG

**KCS**  
KNOX COUNTY SCHOOLS



READ CITY USA is a collaborative initiative led by Knox County Mayor Glenn Jacobs to help all children learn to read early and well.



**Franklin "Andy" Williams**  
**BENEFITS ADVISOR**  
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Fax: 865.584.6084



**GRANDPARENTS**  
**AS PARENTS**



## Are you raising your grandchild? ***You are not alone.***

The Grandparents as Parents program provides free educational support meetings, community outreach, and information and referrals for:

- Parenting Again
- Benefits
- Custody, Guardianship, & Adoption
- Resources for Financial Assistance
- Health & Mental Health Services for Adults & Children
- Resources for Housing
- Resources for Legal Services

*There is no age or income requirement to join this free program.*

**Call GAP at (865) 524-2786**  
or visit online at [knoxseniors.org](http://knoxseniors.org).

Grandparents as Parents is a program of the CAC Office on Aging.

# Give me Firsthand Love Not secondhand Smoke



- Are you pregnant?
- Do you smoke?
- Would you like to quit?

Sign up for the Baby and Me Tobacco Free Program. Stop Smoking and receive free diaper vouchers.

Call **865-215-5170** for info or help





# OFFICE ON AGING

KNOXVILLE-KNOX COUNTY COMMUNITY ACTION COMMITTEE

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2247 Western Avenue | Knoxville, TN  
P: 865-524-2786 | F: 865-546-0832  
[WWW.KNOXSENIORS.ORG](http://WWW.KNOXSENIORS.ORG)