

GRANDPARENTS AS PARENTS™

A family roots guide for
grandparents raising
grandchildren





Guidebook for Grandparents Raising Grandchildren

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For more information about the Grandparents as Parents program or to access this guidebook online, go to knoxseniors.org/grandparents.

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In the United States, approximately 2.4 million grandparents are primarily responsible for the care of their grandchildren (Annie E. Casey Foundation Kids Count Data Center, Sept. 2023). 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.

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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 help you 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)		
Primary Care Provider's name and phone number		
Medications the child may be taking		
Insurance card(s)		
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)		
Marriage or divorce decree for parents (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 of your grandchild's birth.

If your grandchild was born in Tennessee, you can obtain a copy of your grandchild's birth certificate by ordering it online from the Tennessee Vital Records Office at <https://www.tn.gov/health/health-program-areas/vital-records.html>. You can also get a copy by going in person to any county health department. You will need to have an authorization to obtain the birth certificate. This can be a Court Order allowing you to obtain the birth certificate from the court that gave you custody or guardianship over your grandchild.

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/juvenile court. Once permission is granted, you will need to provide 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
- Court Order

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.



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

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

Social Security Card

To obtain an original or replacement Social Security card, you must present the original birth certificate or certified copy by the issuing agency from the state of birth. In addition, you may need **two** of the following certified documents: state issued ID, school records, immunization records, school ID card. You will also be asked to submit court custody documents and the custody holder’s ID. You must present original documents or copies certified by the agency that issues them. The Social Security Administration will not accept photocopies or notarized copies.

<p>Social Security Administration Office in Knox County 9031 Cross Park Dr. Knoxville, TN 37923 1-866-331-9091</p>	<p>Social Security Administration 1-800-772-1213</p> <p>More information: https://www.ssa.gov/ssnumber/ss5doc.htm</p>
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Medical and Immunization Records

To obtain medical and immunization records, present your court custody documents to the child’s doctor’s office. The parents can also sign a release form(s) through the physician’s office to provide you access to the child’s medical records. Immunization records, if available, can also be obtained through the TN Department of Health. Please check with your local health department. In Knox County, contact the KCHD Immunization Program at 865-215-5150. <https://knoxcounty.jotform.com/team/ip/immrequest>

<p style="text-align: center;">TN Department of Health—Immunization Records Information 1-800-342-1813</p>
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Financial Matters

Temporary Assistance for Needy Families (TANF) - Child Only Grant

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 - Child Only Grant, and the grandparent's income and assets are not counted in the child's eligibility.

Contact your local Tennessee Department of Human Services (DHS) office for information:

<https://www.tn.gov/content/tn/humanservices/for-families/supplemental-nutrition-assistance-program-snap/office-locator-family-assistance.html>

TN (DHS) Family Assistance Service Center
1-866-311-4287

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 – Child Only Grant, 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?



When interviewing with DHS, state you are applying for the TANF - Child Only Grant for Relative Caregivers.

The Relative Caregiver Program (RCP) is an option available for relatives to care for non-custodial children who require care outside of their biological parents. Through the RCP program, children and relative caregivers receive supportive services geared toward prevention and maintaining the child to stay within the family instead of entering foster care. The family has access to several opportunities to support them, and potentially a monthly stipend for those who qualify. Visit <https://www.tn.gov/dcs/program-areas/prevention/relative-caregiver.html>

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 will initiate a child support case.

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

Knox County Child Support Office

146 Market Place Blvd.

Knoxville, TN 37922

Phone: 865-862-0366 Fax: 865-862-0403

Anderson County Child Support Office

26 Kentucky Avenue

Oak Ridge, TN 37830

Phone: 865-482-6001

Blount County Child Support Office

1938 E. Lamar Alexander Parkway

Maryville, TN 37804

Phone: 865-981-2373

Sevier County Dept. of Human Services

Child Support Unit (also serves Cocke, Grainger, & Jefferson Counties)

1052 S. Highway 62

Dandridge, TN 37725

Phone: 865-471-7901 Fax: 865-397-5013

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:

- Documentation of legal custody
- 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
- Other documentation of disability such as an Individualized Education Plan (IEP) from school or Individualized Family Service Plan (IFSP) from TN (children ages 0-3)
- 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 Social Security 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.

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.

State Volunteer Income Tax Assistance:
1-800-906-9887

AARP Tax Aide

For site locations, go to www.AARP.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 (POA) 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. 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 TANF - Child Only Grant from The Department of Human Services. (see page 5).

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. In most cases, grandparents are not required to obtain a home study.

Knoxville Family Justice Center

400 Harriet Tubman St.

Knoxville, TN 37915

Phone: 865-215-6800

24 hr Crisis Line: 865-521-6336

<https://fjcknoxville.org>**Knoxville Bar Association****Lawyer Referral Service**

500 Main St. Suite 50

Knoxville, TN 37902

Phone: 865-522-7501

www.knoxbar.org**Blount County Bar Association**

930 East Lamar Alexander Parkway

Maryville, TN 37804-6201

[http://www.barassociationdirectory.com/](http://www.barassociationdirectory.com/tn/blount-county-bar-association.php)[tn/blount-county-bar-association.php](http://www.barassociationdirectory.com/tn/blount-county-bar-association.php)**Harmony Family Center**

118 Mabry Hood Rd. Suite 400

Knoxville, TN 37922

865-982-5225

<http://harmonyfamilycenter.org>

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). Please note, however, that Legal Aid cannot assist you in juvenile court proceedings. (See *Resource List beginning on page 47*).

CASA: Court Appointed Special Advocate. CASAs are compassionate, volunteers 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). Legal guardians can receive court-ordered child support from the parents.

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.

Conservatorship: Appointing a responsible person, known as the conservator, to make decisions on behalf of someone who cannot make these decisions on their own.

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.



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
865-457-9692

Knoxville's Community Development Corporation (KCDC)

901 North Broadway Street
Knoxville, TN 37917
865-403-1100
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

Maryville Housing Authority

311 Atlantic Ave.
Maryville, TN 37801
865-983-4958 ext. 101
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

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.

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.

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.



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

www.tnccrr.org

www.kidcentraltn.com

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

Child Care Locator

Go online to https://onedhs.tn.gov/csp?id=tn_cc_priv_maps%20. 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/guardian 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 47).

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.

Options Head Start and Early Head Start:

- 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.



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

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.

Enrollment procedures

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

Knox Co. Schools 912 S. Gay St. Knoxville, TN 37902 865-594-1800 www.knoxschools.org	Anderson Co. Schools 101 South Main St. Clinton, TN 37716 865-463-2800 www.acs.ac	Blount Co. Schools 831 Grandview Dr. Maryville, TN 37803 865-984-1212 www.blountk12.org	Sevier Co. Schools 226 Cedar St. Sevierville, TN 37862 865-453-4671 www.sevier.org
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Family Portal

Knox County Schools utilize the Family 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 Family Portal Account. For help setting up your Family 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. A pediatrician or primary care provider can also provide a referral for diagnostic testing.

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:

TNSTEP Special Education Support
Phone: 1-800-280-STEP (7837)
or 423-639-0125 ext. 17

Disability Pathfinder
Phone: 1-800-640-4636

Tennessee Respite Coalition
Phone: 1-615-269-8687

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). TEIS services may be extended until child reaches school age if child was enrolled prior to their third birthday.

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 in writing or email. Keep a copy of all correspondence. 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. In Tennessee, TNSTEP is the PTI center to learn more about special education resources (1-800-280-7837). Español: 1-800-975-2919.

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.

Other resources for evaluation outside of the school system are **The University of Tennessee Psychological Clinic for Educational Assessment and Testing (865-974-2161)** and **The University of Tennessee KCLASS Center (865-974-6177)**. Fees may apply for services. Please ask about sliding-scale fee.

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

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 program that offers therapy and other services for families of infants and young children with developmental delays or disabilities. There is no charge for assessment and services with TEIS.

Tennessee Early Intervention System

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

Website: <https://www.tn.gov/didd/for-consumers/tennessee-early-intervention-system-teis.html>

Eligibility for TEIS: Resident of Tennessee. Infants to and children through 3 years old with an eligible diagnosis or 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)

Parents as Teachers

Knox County Parents As Teachers (PAT), a Knox County Health Dept. program, is a prenatal-to-kindergarten program that helps parents/guardians know how to be their child's first and most influential teacher. Other TN Counties: To access available services in your area, contact CHANT through your local health department.

Knox County Parents As Teachers
865-215-5120

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. Communication among teachers, principals or guidance counselors can help determine if your grandchild fits this classification. Contact your grandchild's school or school system to learn about the resources available to students.

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. Involving children in community sports and recreation promotes physical and social development. Community engagement also provides children with support from additional caring adults.

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. Allow for short breaks during study time.

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. Ask your child's teacher or counselor about tutoring opportunities at school. 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. The KLASS Center at the University of Tennessee offers tutoring and educational assessment. Some services are provided on a sliding scale fee basis.

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 or call 865-215-8700.

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. In Knox County, call 865-215-8784 or visit www.knoxlib.org/il.

Interactions with Schools, Teachers, Therapists, Counselors & Staff

Get to know your grandchild'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 between 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 your local Health Department.

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

Knox County Health Department	www.knoxcounty.org/health 865-215-5000
University of Tennessee Extension Office	https://utextension.tennessee.edu/ Family and Consumer Sciences 865-974-7384
KidCentral Tennessee	www.kidcentraltn.com
American Academy of Pediatrics	www.healthychildren.org
Zero to Three	www.zerotothree.org

Child Development – Body and Mind

Infant body functions

- 1 Month** Cannot process cow’s milk. Formula fed or nursed.
- 2 Months** Bladder capacity increases.
- 12 Months** Shows signs of knowing when having a bowel movement.
- 18 Months** May show signs of early readiness for toilet training. Talk with pediatrician regarding training methods.
- 2 Years** Toilet training continues.
- 3 Years** Toilet trained during the day; nighttime training varies; accidents are common.
- 4 Years** Manages toileting without help; remains dry at night with occasional accidents.

For more information on potty training, visit www.healthychildren.org.

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.
- 2 Years** Walks backward; walks up and down stairs, kicks ball; may jump down one step; jumps in place; may pedal tricycle; does simple puzzles.
- 3 Years** Rides tricycle; alternates feet going up stairs; dresses and undresses self.
- 4 Years** 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 bassinet. Do not put the baby in the bed with you, or on a couch or chair, in a car seat, stroller or bouncy chair.

1 Month	Sleep patterns vary; series of naps totaling 14 to 17 hours per day.
2 Months	Sustained sleep seldom exceeds 4 hours; waking time increases.
4 Months	Sleep begins to decrease; 70% of children will sleep through the night.
6 Months	Steady sleep increases 7 to 10 hours; 83% of children sleep through the night.
9 Months	Total sleep needs gradually decrease; takes 2 to 3 naps; may awaken briefly during night.
12 Months	1 to 2 naps/day; may awaken during night; resists going to bed.
15 Months	Sleep 11 to 14 hours per night; usually 1 afternoon nap.
18 Months	Sleep 11 to 12 hours at night; daytime nap varies from less than 1 hour to more than 2 hours.
2 Years	Afternoon naps decrease in frequency; night awakenings may continue; may encounter new stress, have nightmares.
3 Years	Less protesting at bedtime; may rest but not sleep during afternoon.
4 Years	Sleep 10 to 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 to 3 words; uses expressive sounds.
15 Months	Says 5 to 6 words; shakes head "no".
18 Months	Should know 10 words.
2 Years	Uses 2 to 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 to 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 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 do not 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).
- 9 Months** 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.
- 12 Months** **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.
- 15 Months** 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.
- 18 Months** 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.

- 2 Years** Child imitates others without regard to own safety. Adults 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 or narrow stairs.
- 3 Years** Child is still too small for an adult seatbelt. Use child or booster car seats depending on child's weight and height (See page 34 for car seat safety). 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.
- 4 Years** 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. Limit screen time to less than an hour per day.

- 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 caregiver 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.

<p>Knox Co. Health Dept. 865-215-5070</p>	<p>Anderson Co. Health Dept. 865-425-8800</p>	<p>Blount Co. Health Dept. 865-983-4582</p>
<p>Loudon Co. Health Dept. 865-458-2662</p>	<p>Sevier Co. Health Dept. 865-453-1032</p>	

Immunizations

A description/checklist of immunizations to help prevent the spread of disease follows:

COVID-19

COVID-19 vaccine protects against the virus that causes COVID-19. This virus spreads between people who are in close contact with each other. Children 6 months to 5 years need multiple doses of COVID-19 vaccines. Children 5 and older should get 1 dose of an updated COVID-19 vaccine.

Chickenpox (Varicella)

Varicella vaccine protects against chickenpox. 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. That is 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 seasonal flu vaccine.

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 by law for all seventh graders. Your pediatrician or local health care clinic conducts school or sport physicals.

Vaccines for Adults

Check with your primary care provider to stay on top of your vaccines. Adult vaccines to consider are COVID-19, Flu, Pneumococcal Pneumonia, RSV, and Shingles.



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. Primary Care providers, as well as your local health department, provide immunizations and can address questions regarding immunizations. For current immunization information, visit <http://www.cdc.gov/vaccines/parents>.

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
Chickenpox Varicella					☆		☆				
Hep A Hepatitis A					☆☆						
Hep B Hepatitis B	☆	☆		☆							
Hib Haemophilus Influenza type b		☆	☆	☆	☆						
HPV Human papilloma virus									☆☆		
IPV polio		☆	☆	☆			☆				
MenACWY meningococcal disease									☆	☆	
MMR measles, mumps, rubella					☆		☆				
PCV13		☆	☆	☆	☆						
RV (Drops)		☆	☆	☆							
Flu											☆
DTaP		☆	☆	☆	☆		☆		☆		
COVID-19 *											☆

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.
 * Number of recommended doses depends on your child's age and type of COVID-19 vaccine used.

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 your local health department for more information or to apply.

Knox Co. Health Dept. 865-215-5070	Anderson Co. Health Dept. 865-425-8800	Blount Co. Health Dept. 865-983-4582
Loudon Co. Health Dept. 865-458-2662	Sevier Co. Health Dept. 865-453-1032	

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, or child support.
- 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: 865-215-5190 or contact your local health department.

Eligibility: 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

Tennessee 2-1-1 Directory Community Resources

Call 2-1-1 for help paying bills, finding food, and locating other resources near you.

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.

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. Call member services of your child's insurance carrier to ask about covered dental services.

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 do not understand why they do not 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 at the same time feel guilty for being in a stable, safe place.

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 or healthcare providers 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 online at www.tennconnect.tn.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 adults and children who qualify financially, TennCare pays for hospital, medical care, dental 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 Supplemental Security Income (SSI).

You may apply for TennCare by phone at 855-259-0701 or online at www.tennconnect.tn.gov. 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

For help with TennCare Medicaid or other public benefits issues, contact the **Tennessee Justice Center** at 1-877-608-1009.

CoverKids State Insurance

Tennessee's State Children's Health Insurance Program (CHIP) 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 Tennconnect.tn.gov or call 1-855-259-0701.

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 or contact your local health department.

Affordable Care Act (ACA)

Families with eligible income may qualify for free or low-cost healthcare insurance. Visit GetCoveredTenn.org or call 1-866-475-7879.

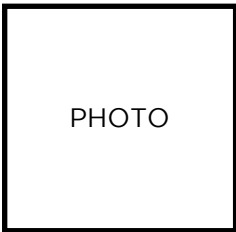

Insurance Information (for backup in case of lost card)

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

Emergency Contact

Having an “**emergency contact**” 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 Emergency Contact card is below. Information about creating a Family Emergency Preparedness Plan can be found at www.savethechildren.org. Information should always be provided to your grandchild’s school and any other organization in which they participate.

EMERGENCY CONTACT CARD		Emergency contact 1 -
	Name:	Phone:
	Age:	Relationship to child:
	Address:	Email:
	Phone:	Emergency contact 2 -
		Phone:
		Relationship to child:
		Email:
		Out-of-town contact -
		Phone:
		Relationship to child:
		Email:

Safety

Car seat safety

Free car seat inspections:

City of Maryville Fire Department 865-273-3601

Knoxville Police Department 865-215-7103

Oak Ridge Police Department 865-425-3504

Sevierville Police Department 865-868-1866

- 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 24*)

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. Install carbon monoxide alarms on every level of the home, especially near sleeping areas. Check batteries every six months.
- Hold a mock fire drill with your grandchildren. Plan escape routes and arrange for a safe meeting place outside of your home.
- 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.
- 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.

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**.

Safe Sleep

(See ABCs of safe sleep on page 22.)

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. Reinforce the importance of the “buddy system”.
- 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).



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.
- Marijuana use has been linked to increased risk of mental health issues, such as depression and social anxiety.
- 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 harmful to 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). Text TN 2 Quit by texting "QUIT" to 615-795-0600.

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 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.

Reasons for joining a gang

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

Sexuality

You may have difficulty talking to your grandchildren about sexuality. Most grandparents 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, HIV/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.

Abstinence is the most effective means of preventing pregnancy. However, it is recognized that some adolescents may become sexually active. Resources are listed below that can provide information and assistance to help you and your grandchild with educational, health, vocational, and social services, if needed.

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. KAPPI works to help adolescents learn about their minds and bodies. For more information about KAPPI, please contact the KAPPI coordinator: www.knoxcounty.org/health/kappi (*ad sponsor, see page 63*).

A Step Ahead East Tennessee—provides information and access to birth control options. Visit 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. 1-866-711-1717

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.

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**.

Family Violence Helpline

Phone: 865-521-6336

Elder Abuse

Each year, an estimated 5 million older adults experience abuse, neglect, or exploitation. While cases of elder abuse are on the rise, it is commonly understood that many cases never come to light, and only 1 in 24 cases of abuse are reported. Almost 60% of elder abuse is committed by a family member that the older adult is dependent on, and they feel unable to complain because they are afraid of the repercussions. There are many types of elder abuse that an older adult may experience including physical, emotional, and sexual abuse as well as abandonment, neglect, and financial exploitation. If you know someone who is a victim of elder abuse, please contact **Adult Protective Services at 1-888-277-8366** to make a report.

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 caregivers 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.org 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 smart phones, 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 words. 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, 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 X (formerly known 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, X, (formerly known as 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	www.netlingo.com
Training/learning	www.seniornet.org or socialmedia4seniors.net
Microsoft accessibility techniques	www.microsoft.com/ed-us/accessibility
Online training	www.meganga.com
Take It Down	https://takeitdown.ncmec.org

Service to remove sexually explicit photos and videos posted online before you were 18

POPULAR APPLICATIONS (also known as “apps”)

askfm

Age Rating:
12+

Ask.fm

Ask.fm is a website and smartphone 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 would not 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.

Instagram

Age Rating:
12+

Instagram app is a smartphone 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 should not post sexual material. Posts and photos containing violence, foul language, and drugs also are available.



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 do not 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:
16+

WhatsApp

Whatsapp is a free messaging app. It allows you to send text messages, voice calling, video calling, and more.

- Hackers have been able to install spyware.
- You have the ability to share your location.
- Potential for cyberbullying and online harassment.



Age Rating:
13+

X

X, formerly known as Twitter, is a social media site that allows users to post short, 140-character messages called “posts” and follow other users’ activities. It also includes photos and videos. X users must be at least 13.

- X 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.



zoom

Age Rating:
16+

Zoom

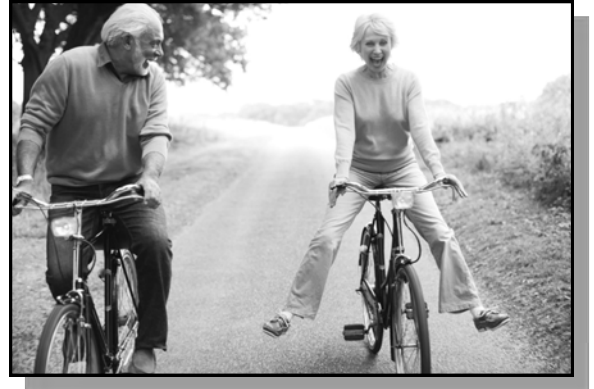
Zoom is a communications platform that allows users to connect with video, audio, phone, and chat. Using Zoom requires an internet connection and a support device.

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
- Knox County Schools system
- Individual education plans
- Health care
- Mental health
- Childhood development
- Today's culture and technology
- 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)*

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Sasha Hammett, Elder Abuse Program Manager, CAC Office on Aging

Ted Kern, Attorney at Law

Kelly Loepf, Community Partnerships/Recruitment Coordinator, Knoxville-Knox County Head Start

Caitlin Steele, PANE Program Coordinator, CAC Office on Aging

Karen Treece, Division Director of Immunizations, Knox County Health Department

Sue Ownby, Parent Liaison, Knox County Schools

Quannah Washington, Coordinator, Office of Community Engagement & Outreach, The University of Tennessee

National & Tennessee Resource Directory for Relative Caregivers

General Support

Grandparents As Parents Program.....865-524-2786
 AARP (*ad sponsor, see page 57*).....www.aarp.org
Empowering grandfamilies through education and advocacy.
 Community Services Help Line.....2-1-1
Information and Referral Search.
 Generations United.....www.gu.org
Improving the lives of all generations through intergenerational collaboration.
 Zero to Three.....www.zerotothree.org
Ensuring babies and toddlers have a strong start in life.

Financial Assistance

American Job Center.....865-594-5500 (www.Jobs4tn.gov)
 Comcast Affordable Internet Service1-855-846-8376
 Families First- Child Only Grant.....1-866-311-4287
Child only cases are a special category of exemptions. When a child lives with a relative who is not their parents, the adult can be excluded from the case.
 Lifeline & Link-up TNwww.lifelinesupport.org
Phone/wireless/internet
 SafeLink Wireless 1-800-723-3546
Phone/wireless/internet
 Social Security Office.....1-800-772-1213
 Tax Counseling for the Elderly.....1-800-906-9887
Free tax filing assistance for people 60 + years old.
 TN Department of Labor.....865-545-4619
 Volunteer Income Tax Assistance.....1-800-906-9887
Free tax filing assistance. Call to find a location near you.

Food & Nutrition

DCS Family Assistance Service Center.....866-311-4287
Answers questions about services including SNAP and Families First.
 Supplemental Nutrition Assistance Program.....1-800-221-5689
SNAP (formally food stamps)

Health & Safety

Community Health Access and Navigation in TN (CHANT)865-215-5190
 DHS Family Assistance Service Center.....1-866-311-4287
 Maxim Healthcare Services (*ad sponsor, see page 59*).....865-330-2336
 TennCare Advocacy.....1-800-758-7638
 TTY (for deaf only).....1-877-779-3103
 TennCare Connect.....1-855-259-0701
 TennCare Hotline.....1-800-342-3145
 TennCare Mental Health and Substance Abuse Resource.....1-800-758-1638
 TennCare Providers
 Wellpoint1-800-600-4441
 BlueCare.....1-800-468-9736
 UnitedHealthcare (*ad sponsor, see page 58*).....1-800-690-1606
 TennCare Solutions.....1-800-878-3192
 TN Early Intervention System (TEIS) 1-800-852-7157
 State Health Insurance Assistance Program (SHIP).....1-877-801-0044
Provides counseling and advocacy on health insurance issues at no cost, including Medicare Plans, Medicare supplemental insurance, and Medicare Savings programs.
 TN Tobacco Quitline (*ad sponsor, see page 62*).....1-800-795-0600

National & Tennessee Resource Directory for Relative Caregivers

Housing	Tennessee Housing Development Agency (THDA).....1-800-228-8432 <i>Assistance for home owners and renters.</i>
Crisis Support	Adult Protective Services.....1-888-277-8366 Child Abuse Hotline.....1-877-237-0004 Family Violence Helpline.....865-521-6336 Mobile Crisis Adult & Youth.....865-539-2409 Mobile Crisis Services TN.....1-855-274-7471 National Alliance for Children’s Grief.....1-866-432-1542 National Domestic Violence Hotline.....1-800-799-SAFE (7233) Poison Help.....1-800-222-1222 Suicide & Crisis Lifeline Call or text 988
Substance Abuse	TN Redline.....1-800-889-9789 FindHelpNowTN.org <i>Substance Abuse Treatment Locator website from the TN Dept. of Health.</i>
Mental Health	National Suicide Prevention Hotline Call or text 988 TennCare Mental Health and Substance Abuse Resource.....1-800-758-1638 TN Voices615-269-7751 <i>Provides mental health counseling, support, and advocacy.</i>
Child Development & Education	ChildCare Resource and Referral Center 865-974-7750 Homework Hotline.....615-298-6636 <i>Free tutoring for K-12 TN students offered by certified teachers.</i> Khan Academywww.khanacademy.org Tennessee’s Early Intervention System.....865-579-3099 <i>Assists young children with developmental delays.</i> TN Disability Pathfinders.....1-800-640-4636 <i>Provides access to disability information, community services, and support.</i> Tennessee School for the Blind.....615-231-7300 Tennessee School for the Deaf.....865-579-2500 Tennessee STEP.....1-800-280-7837 <i>Assists families in knowing their rights about special education services and provides training/assistance.</i> Wears Valley Ranch (ad sponsor, see page 57).....865-429-0372 <i>Residential school for ages 6—18</i>
Community Support	Boy Scouts of America.....865-588-6514 Girl Scouts of the Southern Appalachians.....1-800-474-1912 TN Respite Coalition.....1-615-269-8687 <i>Family Directed Respite Voucher for eligible relative caregivers.</i>
Legal	aLegalz.....1-888-253-4259 <i>Assists Tennesseans in finding resources to handle civil legal issues</i> Disability Rights TN.....1-800-287-9636, ext. 126 Tennessee Alliance for Legal Services.....1-615-627-0956 TN Justice Center.....615-255-0331 <i>Assistance with some public benefits enrollment or appeal issues.</i> <i>Ex.: TennCare and SNAP</i>

National & Tennessee Resource Directory for Relative Caregivers

Relative Caregiver Programs (RCP)

RCP programs are available for relatives to care for non-custodial children who require care outside of their biological parents. Eligibility criteria.

Relative Caregiver Program Hotline	1-833-984-1498
Childhelp (<i>ad sponsor, see page 57</i>).....	865-291-0289 <i>Serves Anderson, Campbell, Loudon, Monroe, Morgan, Roane, Scott, Union, Knox, Blount, Claiborne, Cocke, Grainger, Hamblen, Jefferson, Sevier counties</i>
Family and Children’s Services	615-340-9725 <i>Serves Davidson, Cheatham, Montgomery, Roberson, Rutherford, Sumner, Trousdale, Williamson, Wilson, Dickson, Humphreys, Houston, Stewart counties</i>
Southeast TN Area Agency on Aging and Disability	1-866-735-8752 <i>Serves Bledsoe, Bradley, Hamilton, Marion, Meigs, McMinn, Polk, Rhea, Sequatchie counties</i>
The Center for Family Development	931-773-3004 <i>Serves Bedford, Coffee, Franklin, Giles, Grundy, Hickman, Lawrence, Lewis, Lincoln, Marshall, Maury, Moore, Perry, Wayne counties</i>
Upper Cumberland Development District	931-476-4123 <i>Serves Cannon, Clay, Cumberland, Dekalb, Fentress, Jackson, Macon, Overton, Pickett, Putnam, Smith, Van Buren, Warren, White counties</i>
UTHSC Center on Developmental Disabilities	901-448-3133 <i>Serves Shelby county</i>
UT Social Work Office of Research & Public Service (SWORPS)	865-974-6015 or 865-974-4422 <i>Serves Hancock, Hawkins, Greene, Washington, Unicoi, Sullivan, Carter, Johnson counties</i>
Women/Men’s Resource & Rape Assistance Program (WRAP)	731-694-5860 <i>Serves Benton, Carrol, Crockett, Dyer, Gibson, Henry, Lake, Obion, Weakley, Chester, Decatur, Fayette, Hardeman, Hardin, Haywood, Henderson, Lauderdale, Madison, McNairy, Tipton counties</i>

Knox County/East Tennessee Area Resource Directory for Relative Caregivers

General Support	Grandparents As Parents Program.....	865-524-2786
	Childhelp TN Relative Caregiver Program	865-291-0289
	<i>(East, Smoky, Knox Region) (ad sponsor, see page 57)</i>	
	Compassion Closet.....	View social media platforms
	<i>(Knox County/East TN) Exists to provide quick-turn assistance to foster, kinship, adoptive, ad other families in East Tennessee.</i>	
	Knoxville City Services.....	311

Financial Assistance	Knox County CAC.....	865-546-3500
	<i>(Community Action Committee)</i>	
	Knox County DHS.....	865-594-6151
	Tax Relief/Tax Freeze, Knox County Trustee	865-215-8554
	<i>(ad sponsor, see page 60)</i>	
	United Way of Greater Knoxville.....	865-523-9131

Food & Nutrition	Knox County CAC Office on Aging—SNAP Coordinator.....	865-524-2786
	Second Harvest of East TN.....	865-521-0000
	<i>Food pantry locator: Secondharvestetn.org/find-a-food-pantry</i>	
	SNAP (Supplemental Nutrition Assistance Program)	865-594-6151
	WIC (Women, Infants, Children).....	865-215-5016

Health & Safety	Cherokee Health Systems.....	1-866-231-4477
	Marketplace Health Insurance Assistance.....	1-866-672-1979
	Knox County, 5 th 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
	Knox County Health Department.....	865-215-5000
	CHANT-Community Health Access & Navigation TN....	865-215-5190
	<i>(ad sponsor, see page 62)</i>	
	Community Health Programs.....	865-215-5170
	Immunization Program <i>(ad sponsor, see page 64)</i>	865-215-5150
	KAPPI-Knox Adolescent Partners in Prevention Initiative.....	865-215-5196
	<i>(ad sponsor, see page 63)</i>	
	Fall Prevention <i>(ad sponsor, see page 61)</i>	865-215-5175
	Travel and Immunization Clinic.....	865-215-5070
	West Clinic.....	865-215-5950
	Youth Health Board <i>(ad sponsor, see page 59)</i>	865-215-5170
	Dispensary of Hope.....	865-305-7420
	East Tennessee Children’s Hospital.....	865-541-8000
	East Tennessee Human Resource Agency (ETHRA).....	865-691-2551
	Fort Sanders Regional Medical Center.....	865-541-1111
Free Medical Clinic of America	865-577-3733	
Healthy Families East Tennessee.....	865-637-9711 X125	
Interfaith Health Clinic.....	865-546-7330	
North Knoxville Medical Center.....	865-859-8000	

Knox County/East Tennessee Area Resource Directory for Relative Caregivers

	Parkwest Medical Center.....865-373-1000
	Postsecondary Autism Support Services (PASS) Program865-974-6177
	Turkey Creek Medical Center.....865-218-7011
	The University of Tennessee Medical Center.....865-305-9000
	WIC (Women, Infants, Children).....865-215-5030
Housing	KCDC865-403-1100
	Knoxville Program Center615-515-8520
Crisis Support	Child Abuse Hotline.....1-877-237-0004
	Domestic Violence Crisis Hotline.....865-637-8000
	Knoxville Family Justice Center865-521-6336
	McNabb Family Walk-In Clinic865-257-9982
	Mobile Crisis (Adult & Youth).....865-539-2409
Substance Abuse	Alcohol and Drug Addiction Treatment (ADAT).....865-215-2375
	Metro Drug Coalition (<i>ad sponsor, see page 64</i>).....865-588-5550
Mental Health	Cherokee Health Systems, Behavioral Health 1-866-231-4477
	East TN Behavioral Health.....865-954-5240
	McNabb Center.....1-800-255-9711
	Mental Health Association of East TN.....865-584-9125
	Peninsula.....865-970-9800
	Youth Villages.....865-560-2550
Child Development & Education	Autism Society of East Tennessee.....865-247-5082
	Boys & Girls Club of the TN Valley.....865-232-1200
	Childhelp (<i>ad sponsor, see page 57</i>).....865-637-1753
	<i>Serves victims of child abuse and neglect through advocacy, treatment and investigation services</i>
	East TN Child Care Resource & Referral.....865-974-7750
	The Korn Learning, Assessment, and Social Skills Center (KLASS).....865-974-6177
	Parents As Teachers.....865-215-5000
	<i>Home visiting model to ensure young children are ready to learn.</i>
	University of Tennessee Psychological Clinic.....865-974-2161
	<i>Intelligence and educational testing service available.</i>
Community Support	Big Brother/Big Sister of East Tennessee.....865-523-2179
	East Tennessee Human Resource Agency (ETHRA)/ Mountain Valley Economic Opportunity Agency.....865-691-2551
	Katerpillar Kids Camp.....865-374-0864
	<i>For children grieving the death of a parent.</i>
	Knox County CAC.....865-546-3500
	<i>(Community Action Committee)</i>
	Knoxville Leadership Foundation.....865-524-2774

Knox County/East Tennessee Area Resource Directory for Relative Caregivers

Legal	Department of Children’s Services.....865-329-8879
	Department of Human Services.....865-594-6151
	Legal Aid of East Tennessee865-637-0484 or 1-800-572-7457
	Knoxville Bar Association Attorney Referral Line.....865-522-7501
	Knox County Juvenile Court/Child Support.....865-215-6330
	Knox County Child Support Office.....865-862-0366
	UT Law School Legal Clinic.....865-974-2331

Senior Services

East TN Human Resource Agency (ETHRA).....865-691-2551
Knox County CAC Office on Aging & Senior Center.....865-524-2786
Savings CheckUp (<i>ad sponsor, see page 64</i>).....865-546-6262
Knox County Senior Services.....865-288-3761

Notes



**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.

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

Anderson County, TN

Resource Directory for Relative Caregivers

General Support	Grandparents As Parents Program.....865-524-2786 Childhelp TN Relative Caregiver Program.....865-291-0289 <i>(East, Smoky, Knox Region) (ad sponsor, see page 57)</i>
Financial Assistance	Anderson County CAC.....865-457-5500 <i>(Community Action Commission)</i> United Way of Anderson County.....865-483-8431
Food & Nutrition	Second Harvest of East TN.....865-521-0000 <i>Food pantry locator: Secondharvestetn.org/find-a-food-pantry</i> SNAP (Supplemental Nutrition Assistance Program) 865-425-6956 WIC (Women, Infants, Children).....865-425-8804
Health & Safety	Anderson County Health Department.....865-425-8800 Cherokee Health Systems Clinton.....865-934-6150
Housing	Clinton Housing Authority.....865-457-9692 Oak Ridge Housing Authority.....865-482-1006 ETHRA865-691-2551
Substance Abuse	Allies for Substance Abuse Prevention/ Anderson County.....865-457-3007
Mental Health	Ridgeview Behavioral Health Services.....865-482-1076
Child Development & Education	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 Anderson County Schools.....865-463-2800 Anderson County Preschool/Head Start.....865-463-2833 Clinton City Schools.....865-457-0159 Oak Ridge City Schools.....865-425-9001
Community Support	Anderson County CAC.....865-457-5500 <i>(Community Action Commission)</i>
Legal	Anderson County Family Justice Center.....865-298-3129 <i>Domestic Violence & Elder Abuse Services.</i> Child Support Court.....865-457-6205 Child Support Office.....865-482-6001 Department of Children’s Services.....865-425-4400 Department of Human Services.....865-425-6956 Juvenile Court.....865-264-6351 Legal Aid of Middle TN & the Cumberlands.....865-483-8454
Senior Services	Anderson County Office on Aging & Senior Center865-457-3259

Blount County, TN

Resource Directory for Relative Caregivers

General Support	Grandparents As Parents Program.....865-524-2786 Childhelp TN Relative Caregiver Program.....865-291-0289 <i>(East, Smoky, Knox Region) (ad sponsor, see page 57)</i>
Financial Assistance	Blount County CAA.....865-983-8411 <i>(Community Action Agency)</i> United Way of Blount County.....865-982-2251
Food & Nutrition	Second Harvest of East TN.....865-521-0000 <i>Food pantry locator: Secondharvestetn.org/find-a-food-pantry</i> SNAP (Supplemental Nutrition Assistance Program) 865-981-2350 WIC (Women, Infants, Children).....865-983-4582
Health & Safety	Blount County Health Department.....865-983-4582 Cherokee Health Systems Alcoa.....865-273-1616
Housing	Family Promise of Blount County.....865-233-4737 Habitat for Humanity.....865-982-8717 Maryville Housing Authority.....865-983-4958
Crisis Support	Mobile Crisis (Adult & Youth)865-539-2409
Substance Abuse	McNabb Center.....865-681-6990 Midway Rehabilitation Center.....865-522-0301
Mental Health	Helen Ross McNabb.....865-681-6990
Child Development & Education	Alcoa City Schools.....865-984-0531 Blount County Public Library.....865-982-0981 Blount County Schools.....865-984-1212 Douglas Cherokee Economic Authority Head Start.....423-587-4501 Maryville City Schools.....865-982-7121
Community Support	Blount County CAA.....865-983-8411 <i>(Community Action Agency)</i>
Legal	Child Support Court.....865-981-2373 Child Support Office.....865-981-2373 Department of Children’s Services.....865-981-2366 Department of Human Services.....865-981-2350 Juvenile Court.....865-273-5935
Senior Services	Blount County Office on Aging.....865-983-8411 Everett Senior Center 865-983-9422 Savings CheckUp <i>(ad sponsor, see page 64)</i> 865-724-1219

Loudon County, TN

Resource Directory for Relative Caregivers

General Support	Grandparents As Parents Program.....865-524-2786
	Childhelp TN Relative Caregiver Program.....865-291-0289 <i>(East, Smoky, Knox Region) (ad sponsor, see page 57)</i>
Financial Assistance	Loudon County DHS.....865-986-4749
	Mid-East Community Action Agency (MECAA).....865-986-5212
	United Way of Loudon County.....865-582-4082
Food & Nutrition	Good Samaritan Center of Loudon County (GSC).....865-986-1777
	Mid-East Community Action Agency (MECAA).....865-986-5212
	Second Harvest of East TN.....865-521-0000
	<i>Food pantry locator: Secondharvestetn.org/find-a-food-pantry</i>
	SNAP (Supplemental Nutrition Assistance Program)866-311-4287
WIC (Women, Infants, Children).....865-458-2514	
Health & Safety	Cherokee Health Systems Lenoir City.....865-986-8082
	Loudon County Health Department.....865-458-2514
Housing	Loudon County HUD.....865-458-2061
Crisis Support	Child Abuse Hotline.....1-877-237-0004
	Mobile Crisis (Adult & Youth).....865-539-2409
Substance Abuse	Spero Health.....865-999-4290
Mental Health	Cherokee Health Systems.....865-986-8082
	McNabb Center.....865-635-0242
Child Development & Education	Lenoir City Schools865-986-8058
	Loudon County Public Library
	Greenback.....865-856-2841
	Lenoir City.....865-986-3210
	Loudon.....865-458-3161
	Philadelphia.....865-657-9059
	Tellico Village.....865-458-5411
Loudon County Schools.....865-458-5411	
Mid-East Community Action Agency Head Start 865-376-2308	
Community Support	Mid-East Community Action Agency (MECAA).....865-986-5212
Legal	Child Support Court.....865-376-1985
	Child Support Office.....865-376-0081
	Department of Children’s Services.....865-988-0398
	Department of Human Services.....865-986-4749
	Juvenile Court.....865-986-8696
Senior Services	Loudon County Office on Aging & Senior Center.....865-458-5445

Sevier County, TN

Resource Directory for Relative Caregivers

General Support	Grandparents As Parents Program.....865-524-2786 Childhelp TN Relative Caregiver Program.....865-291-0289 <i>(East, Smoky, Knox Region) (ad sponsor, see page 57)</i>
Financial Assistance	Sevier County DHS.....865-429-7005 Sevier County Neighborhood Center.....865-453-7131
Food & Nutrition	Douglas Cherokee Economic Authority.....865-453-7131 Second Harvest of East TN.....865-521-0000 <i>Food pantry locator: Secondharvestetn.org/find-a-food-pantry</i> SNAP (Supplemental Nutrition Assistance Program)865-429-7005 WIC (Women, Infants, Children).....865-453-1032
Health & Safety	Cherokee Health Systems Seymour.....865-573-0698 Mountain Hope Good Shepherd Clinic865-774-7684 Sevier County Health Department.....865-453-1032 Sevierville Veteran’s Clinic865-286-6950
Housing	Sevierville Housing Authority865-453-8500 ETHRA.....865-691-2551
Crisis Support	Child Abuse Hotline.....1-877-237-0004 Safe Harbor of the Smokies Child Advocacy Center.....865-774-1777 24 Hour Hotline.....1-877-237-0004
Substance Abuse	English Mountain Recovery.....877-309-9963 Pathway Healthcare LLC.....865-280-2700 Sevier County C.A.R.E.S.....865-705-9617 Sevier County Office on Alcohol & Drug Programs865-774-3746
Mental Health	McNabb Center of Sevier County.....865-429-0557 Peninsula.....865-453-3446
Child Development & Education	Boys & Girls Club of the Smoky Mountains.....865-428-6550 Douglas Cherokee Economic Authority Head Start.....865-453-7131 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
Community Support	Sevier County Family Resource.....865-428-7999 Safe Harbor of the Smokies Child Advocacy Center.....865-774-1777 24 Hour Hotline.....1-877-237-0004
Legal	Child Support Court.....865-453-5536 Child Support Office.....865-471-7901 Department of Children’s Services.....865-429-7012 Department of Human Services.....865-429-7005 Juvenile Court.....865-428-5284
Senior Services	Sevier County Office on Aging & Senior Center.....865-453-8080




Childhelp's Relative Care Giver Program seeks to help relatives that have a close family relationship with a child. Through this program, our Care Coordinators will work with the family to identify needed support and assistance and work with the families to access these services within their community.

<p>Program</p> <ul style="list-style-type: none"> ✔ Must meet 200% of the federal poverty income to qualify ✔ Individualized family plan ✔ 24/7 crisis support ✔ Educational support services ✔ Daily stipend provided ✔ Free Mental Health Therapy ✔ Parent training classes 	<p>Other assistance</p> <ul style="list-style-type: none"> ✔ Assistance with food insecurity ✔ Clothing, school supplies, and home support items
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This program is grant funded through



Childhelp. *you hold that hope*

Contact Us 865-291-0288 www.childhelpTN.org trelativecare@Childhelp.org

A Safe Haven for Children

Wears Valley Ranch

Scholarships Available

- A home & school for children ages 6-18
- An individualized education so kids can excel or catch up
- Monthly visits with family
- Families retain custody
- Great outdoor activities




100 One Fine Place
Sevierville, TN 37862
wvr.org (865) 429-0372



In Your Community

AARP's GrandFamilies Guide

If you are raising a grandchild or another relative's child, you are not alone. Millions of grandparents and other relatives are raising children. The GrandFamilies Guide can help you find your way with tips, tools and resources to the services and support you need to take care of yourself and your family.



For more information scan the QR code with your phone's camera or visit: aarp.org/grandfamily

 /aarptennessee  @aarptn aarp.org/tn





Get local help with your Medicare questions.

I'm Clare Henson, a licensed sales agent in Knoxville TN. When it comes to Medicare, it's important to consider all of your options. What works well for your neighbor may not be the best fit for you. I know the ins and outs of Medicare, and I'm ready to answer your questions and help you find a plan that fits your needs. **Take advantage of my knowledge and experience to:**

- Take the confusion out of Medicare
- Receive one-on-one service
- Get help comparing plans
- Make enrolling in a plan easier

I look forward to helping you explore your Medicare options so you can enroll in a plan with confidence.

It's time to take advantage.

Clare Henson

Licensed Sales Agent

(865) 293-9502, TTY 711

HENSON.CLARE@GMAIL.COM

UHC.com/Medicare

**United
Healthcare**

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SPRJ55189

Compassionate care in the comfort of home

Our team of nurses provide private duty nursing care in the familiarity of home or school. This type of homecare is long-term, comprehensive nursing to assist adult and pediatric patients with chronic and acute illnesses and disabilities.

We partner with Johns Hopkins on a skills advancement program for our nurses, ensuring they are educated in ventilator and tracheostomy care, g-tube care and management, as well as other services including seizure management and personal care.

We work with a number of insurance policies that will cover our services at no cost to the beneficiary. Policies include: Medicaid, TRICARE, CHAMPVA, Department of Labor (White Card Programs), and Department of Veterans Affairs (VA).

Contact Maxim Healthcare Services today!

(865) 330-2336

10024 Investment Drive, Suite 130, Knoxville, TN 37932

www.maximhealthcare.com



Are you interested in getting your teen grandchild(ren) involved in the Knox County community? Would you like for your adolescent to meet and interact with other high school students in Knox County? Your teen grandchild could be involved in **Youth Health Board**. A collaborative effort between the Knox County Health Department and Coordinated School Health, the Youth Health Board serves as a forum for young people to affect the well-being of our community through programs, volunteer activities, and health-related projects.

This youth-driven group provides numerous opportunities for students who demonstrate strong leadership skills, are committed to our community, and have an interest in health-related topics. Applications for the next class of Youth Health Board student members begin in April 2024.



The YHB and Knox County Mayor Glenn Jacobs at Ancient Lore Village

KNOX COUNTY Youth Health Board

Scan the QR code or visit the Knox County Health Department website at <https://knoxcounty.org/health/YHB.php> for details.



KCHD 8/8/2023

ATTENTION HOMEOWNERS!

AGE 65+? OR Total & Permanently Disabled? OR Total & Permanently Disabled Veteran?

**You may qualify for two state programs -
“TAX RELIEF” and/or
property “TAX FREEZE”.**

**These money-saving programs are open
to Knox County homeowners age 65 &
older, or total & permanently disabled,
total & permanently disabled
Veterans/widow(ers).**

Restrictions/deadlines apply.

Call to see if you qualify!

865-215-8554

**Justin Biggs
Knox County Trustee**



Stop Falls

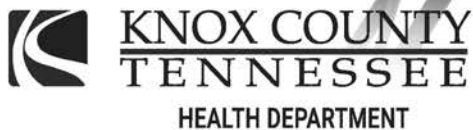
Before they STOP you!

What you can do to prevent falls:

- Exercise to improve your strength and balance – Special classes are now available.
- Clear your home of clutter and other hazards.
- Ask your doctor to review your medicines.
- Have your vision checked.

For more information contact the Knox County Health Department Injury Prevention Educator at **865-215-5175.**

The Knoxville-Knox County Senior Safety Task Force was developed by the Knox County Health Department and its many community partners to address the need for fall prevention among our senior population.



140 Dameron Ave., Knoxville
www.knoxcounty.org/health/

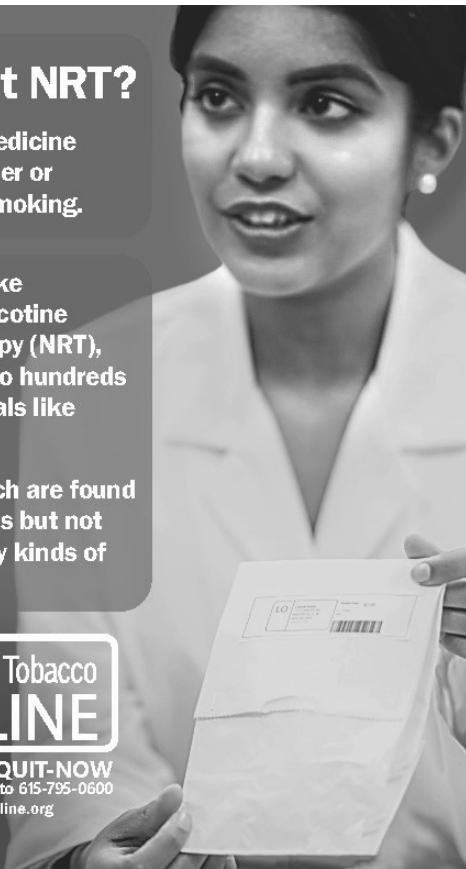


What about NRT?

Using a nicotine medicine will not cause cancer or lung disease like smoking.

Continuing to smoke instead of using nicotine replacement therapy (NRT), exposes smokers to hundreds of harmful chemicals like nitrosamines.

Nitrosamines, which are found in nicotine products but not in NRT, cause many kinds of cancer.



Long, Ragsdale & Waters, P.C.

A reputation for legal excellence since 1986.



1111 N. Northshore Drive, Suite S-700
Knoxville, Tennessee 37919
Phone: 865.584.4040
Fax: 865.584.6084



CHANT

Community Health Access & Navigation in Tennessee

WHAT IS CHANT?



CHANT is a **FREE** and voluntary program that links resources to families and individuals based on their needs.

WHO DO WE SERVE?

Families and individuals in Knox County who have children in the home who are ages birth-21 or are pregnant.

HOW CAN WE HELP?

- Do you need diapers, wipes, a car seat, or a safe place for your baby to sleep?
- Do you need help applying for WIC or SNAP?
- Are you struggling to pay medical bills for a child's chronic health issues?

CHANT helps bridge the gaps between our families and the resources they need.

CONTACT US FOR MORE INFO!



Scan QR code or call
865-215-5190

KCHD 2/8/2024





If you are a grandparent who has taken on the responsibilities of a parent, you might be looking for resources to help you conquer those sensitive topics such as mental and physical changes that teens are experiencing at this time of their lives. The Knox Adolescent Partners in Prevention Initiative (KAPPI) Coalition works with families to provide guidance, resources, and access to health department programs that support the healthy development of adolescents.

KAPPI is part of a statewide effort of the Tennessee Department of Health and is based at the Knox County Health Department. The KAPPI Coalition works to reduce pregnancy among women and girls, with special attention to helping adolescents learn about their minds and bodies – empowering them with the tools to recognize their physical and mental health as they learn ways to strengthen their individual identities, thereby increasing confidence in themselves.

The vision of KAPPI Coalition is a community where all adolescents have healthy minds, healthy bodies, and healthy relationships.

KAPPI Coalition monthly meeting topics:

- Teen suicide
- Mental health of adolescents
- Youth homelessness
- Tennessee Youth Risk Behavior Survey reports
- Information from Knox County Health Department offices, including WIC and CHANT services, Women’s Health Clinic, Immunization (DIS), Epidemiology and others
- Awareness of community organizations that serve Knox teens

KAPPI Coalition meets on the third Tuesday of each month at noon at the Knox County Health Department.

To learn more about adolescent pregnancy prevention and the KAPPI Coalition, including how to join, please scan the QR code or visit the Knox County Health Department at <https://www.knoxcounty.org/health/kappi/> or visit Waiting Is Totally Worth It | Knox County Health Department at <https://knoxteenhealth.com/>



KOHD 8/8/2023



Medications led the list of most common substances implicated in poison exposures in 2021.
-National Poison Control

Metro Drug Coalition's medication safety initiatives can make your home safer.

- Medication lock boxes**
Safely store medications to prevent accidental ingestion.
- Medication take back events**
Safely dispose of unwanted or expired medications.
- Medication mail back**
Safely dispose of unwanted or expired medications from your home.

**FOR MORE INFORMATION, VISIT
METRODRUG.ORG/TAKEBACK**



This project is funded under a Grant Contract with the State of Tennessee, Department of Mental Health and Substance Abuse Services.



Are you on Medicare?

Savings CheckUp

You've earned it. We can help.

Our staff will help you take the next step to save money on:

-  **Groceries**
-  **Prescriptions & Dr Visits**
-  **Utilities**

865-724-1219 Blount County **865-546-6262** Knox County

The CAC Benefits Enrollment Center has been produced in part by a grant awarded by the National Council on Aging.

Strengthen Your Defense

PEDIATRIC, ADOLESCENT, AND ADULT IMMUNIZATIONS:

- DTaP/DT (Diphtheria, Tetanus, Pertussis) - less than 7 years of age
- Tdap/Td (Tetanus, Diphtheria, Pertussis) - 7 years of age or older
- Hepatitis A
- Hepatitis B
- Polio
- Pneumonia
- Measles, Mumps, Rubella (MMR)
- Varicella (Chicken Pox)
- Gardasil 9 (HPV)
- Meningitis and Meningitis B
- Rotavirus
- Hib
- Shingles
- Flu (seasonal)
- COVID-19 (updated 2023-2024) for those who are uninsured or underinsured
- Rabies (specific indications only)

Our Travel and Immunization Clinic also provides international travel vaccines (dependent upon travel itinerary) with travel consultations:

- Japanese Encephalitis • Yellow Fever • Oral and injectable Typhoid

International Travel vaccines are by appointment only. Call 865-215-5000.



**KNOX COUNTY
TENNESSEE**
HEALTH DEPARTMENT

Travel and Immunization Clinic
140 Dameron Ave.

West Clinic
1028 Old Cedar Bluff



KCHD 2/12/2024

Give me Firsthand Love Not secondhand Smoke

Sign up for the Power to Quit program today and receive incentives each month for meeting program goals to ensure better health for you and your baby.

- Tips and benefits of quitting
- Learn healthy coping skills
- Judgment-free and encouraging support
- Learn the risks to you and your baby
- One full year postpartum support and incentives
- Your support partner can also join the program and receive gift cards



The Power to Quit
is Within You.



Call
865-215-5170
for info or help.



CAC Community
Action
Committee
OFFICE ON AGING

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