

# OAK RIDGE SCHOOLS' PRESCHOOL/HEAD START

"Where Oak Ridge Schools' Excellence Begins"

PARENT HANDBOOK  
2016-2017

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## *Home of the Preschool Pups*

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304 New York Ave  
Oak Ridge, TN 37830  
Office: 425-9101  
<http://Preschool.ortn.edu>



Child: \_\_\_\_\_

Teacher: \_\_\_\_\_

Teacher Assistant(s): \_\_\_\_\_

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# Welcome to Oak Ridge Schools' Preschool/Head Start!

The entire ORS Preschool Staff is so glad you are here! We are looking forward to forming a great partnership and having a wonderful school year with you. We are very excited about getting to know you and your child. The staff has worked hard to prepare many exciting learning opportunities.

Anytime you enter the Preschool doors, you will find children going about the business of learning. Oh, you may think that they are playing – (we certainly hope the kids see coming here as play!) – but, actually, the kids are working very hard. There is a purpose behind all the activities the teachers plan for the children. The activities are developmentally and age appropriate and are designed to maximize learning.

The ORS Preschool is a comprehensive, child-focused and family-centered Preschool program with the goal of ensuring children are ready to start kindergarten. We provide a range of individualized services in the areas of education, early childhood development, medical and dental care, mental health, nutrition, family support, and parent involvement. We work with families to make sure that children receive health services which include health and dental check-ups. The Preschool staff work alongside parents in setting goals and accessing community resources. Classes at the Preschool are full inclusion which means that in each classroom you will see children from different cultures and backgrounds, as well as a wide range of cognitive and development levels. All children benefit from being fully included with a diverse group of peers as learning partners.

It is our hope and desire that you, as the parent and/or caregiver, will be actively involved with your child here at the Preschool. We provide you the first opportunity to become involved in the Oak Ridge School system and in your child's formal educational process. Please become an active participant!!! Come visit us often – you are always welcome!

Once again, we are excited about having your child with us this year. Please drop by and say hello so that we can meet you. Our doors are always open and we look forward to getting to know you and your child.

**TOGETHER WE BUILD THE PATH TO SUCCESS!**



# **OAK RIDGE SCHOOLS' PRESCHOOL/HEAD START MISSION STATEMENT**

## **Our Mission**

The mission of Oak Ridge Schools' Preschool is to provide all children with the opportunities that prepare them for success in school and life.

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# **OAK RIDGE SCHOOLS' PRESCHOOL/HEAD START VISION**

## **Our Vision**

Oak Ridge Schools' Preschool/Head Start: Where families and staff work together to prepare children for success as life-long learners.

## **We Believe**

- That parents/guardians are a child's first, and most important teacher
- That the most effective education for children occurs when the family, early childhood educators and community all work together
- Children thrive when there is a collaborative partnership with families and schools
- That a happy, healthy, and secure environment for children provides the optimal foundation for learning
- That every family has different needs and we strive to serve families and children on an individual basis
- Cultural diversity enriches all of our experiences in and out of the classroom

# PARENTS' RIGHTS AND RESPONSIBILITIES

## You have the right to:

1. A supportive learning environment that promotes literacy, self-regulation, language development, focused attention, memory, and self-confidence for your child
2. Participate in two home visits and two family conferences per year
3. Communication between home and school that is regular and meaningful
4. Participate in program decision making by volunteering for the Parent Committee or Policy Council
5. An Individualized Education Plan (IEP) for your child, if necessary
6. Expect that your child will receive nutritional experiences including balanced meals and nutritious snacks
7. Expect that information about your child and family is kept confidential unless you have given written permission for this information to be shared with designated persons and/or agencies
8. Expect that all staff will treat your child and your family with respect at all times
9. Expect that ORS Preschool staff will work with you to establish goals for you and your family
10. Request a translator in your native language if needed - please speak to the Family Service staff for more information

## You have the responsibility to:

1. Bring your child to school on time
2. Pick up your child from school on time
3. Notify the school if your child will not be in school – Upon on return, please send a parent note or doctor's note concerning the absence
4. Notify the school if your child has an illness and/or injury
5. Notify staff if your child has special dietary needs
6. Provide ORS Preschool staff with all required documents including: Dental Exam, Physical Exam, and current Immunization Record for your child before they are enrolled
7. Communicate any concerns you have about the services you are receiving from the ORS Preschool
8. Treat staff with respect
9. Attend parent committee meetings
10. Participate in two home visits during the school year
11. Participate in two family (parent/teacher) conferences per year
12. Notify staff if you have a change in phone numbers, address, emergency contacts and/or person(s) authorized on the contact list to pick up your children



## **Parking Lot Expectations – Safety is our Number One Priority!**

### **Please...**

Be patient – our parking lot can only hold so many cars at one time. Arrival is from 8:00-8:30. You must park, walk your child to his/her classroom and check them in on a daily basis. Parking may be a little overwhelming at first but will settle down after a few weeks. If you have a parking lot issue, please see the front office for assistance

Bring all children inside the school with you – never leave a child in a car unattended even for a minute during drop off or pick up

Have all children properly secured in appropriate child-age car seats. If you need help getting a car seat, please see the Family Services staff

Hold your children's hands in the parking lot and while walking into and out of the building

Your patience is greatly appreciated, if you have any concerns or issues in the parking lot; please see staff in the front office.



### **Smoking is not permitted on school grounds:**

All Oak Ridge Schools are smoke free zones. There is no smoking allowed anywhere on school property. Thank you for your cooperation.

# Oak Ridge Schools' Preschool/Head Start Locations

Main Campus  
304 New York Ave  
Oak Ridge, TN  
865-425-9101

Woodland Campus  
168 Manhattan Ave  
Oak Ridge, TN  
865-425-9501

## Hours of Operation

Monday, Tuesday, Thursday, and Friday

**8:00-2:00 PM for Children**

7:45-3:15 PM for Preschool Staff

Wednesday

**8:00-12:00 PM for Children**

7:45-4:15 PM for Preschool Staff

\*\*\*All sessions run from August to June



## School Closures/Early Dismissals

We follow the Oak Ridge City School's Calendar not Anderson County's.

### OAK RIDGE SCHOOLS' PRESCHOOL/HEAD START WILL BE CLOSED FOR THE FOLLOWING DAYS:

Labor Day – Monday, September 5, 2016

Fall Break – Monday, October 3 – Friday, October 14, 2016

Election Day (Certain Years) – November 8, 2016

Thanksgiving Holiday - Wednesday, November 23 - Friday, November 25, 2016

Christmas Break – Monday, December 19 – Monday, January 2, 2017

Dr. Martin Luther King, Jr. Day - Monday, January 16, 2017

Winter Home Visit Days – Tuesday-Thursday, February 21-23, 2017

Spring Break – Monday, March 13 – Friday, March 24, 2017

Good Friday – Friday, April 14, 2017

Memorial Day - Monday, May 29, 2017

## OAK RIDGE SCHOOLS' PRESCHOOL/HEAD START EARLY DISMISSAL DAYS:

Every Wednesday

Beginning of Year – Friday, August 5 through Friday, August 12, 2016

Parent Teacher Conferences – Tuesday and Wednesday, November 11-12, 2016

Christmas Break – Friday, December 16, 2017

Students Last Day – Tuesday, June 6, 2017

## ATTENDANCE POLICY

Both regular attendance by your child and regular communication between parents and staff are important to your child's success in school. **Please remember to call the school each time your child will be absent or tardy.** The Family Services staff is required to document each child's absence with an explanation. So, **please remember to send a parent or doctor's note to school following each absence.** If frequent absences continue to occur, your child may be dismissed from the program. We understand that special situations may arise, and we will take those into consideration, but ask that you communicate with staff regarding these situations. If your child is absent for three consecutive days and the Family Services staff is unable to contact you, they are required to do a home visit to ensure that everyone is ok.

Regular attendance is required by Oak Ridge Schools' Preschool/Head Start. The attendance policy and method for reporting absences is explained in the letter of acceptance, the Preschool Policies contained in the Parent Handbook, and reviewed during Parent Orientation.

Daily attendance is recorded by the classroom teacher and is reported to Family Services.

The Family Services staff is responsible for follow-up on students who have three consecutive absences without a phone call, or a pattern of absences (e.g. every Monday), repeated tardiness, or other attendance concerns. **Please remember that a parent or doctor's note is needed when your child returns to school after being absent.**

The Family Services staff investigates all attendance issues in the following manner:

Phone call or home visit to the parent/guardian to determine the reason for the absence and review of the Preschool Policy regarding attendance.

Provide support and resource services if there are contingent problems such as family illness, child's unwillingness to come to school, etc.

5. If absenteeism without notification persists, the matter will be referred to the Principal for determination of continued enrollment.

## TARDINESS

8:00 – 8:30 Arrival

After 8:30 Tardy — Fill out tardy pass at the front office and **accompany your child to class.**

After 9:00 Your child will only be permitted to enter school between 9-9:30 if you have made arrangements with the Preschool in advance. Due to the fact that the Preschool meals are prepared off site and a head count report must be received by ARMARK Food Services by 9:30 every day, **no child will be permitted to enter school after 9:30am.**

After excessive unexcused tardies, Preschool Family Services staff will contact the family to discuss a solution.

## COMMUNICATION

Preschool staff hours are 7:45 AM until 3:15 PM; an answering machine is available after hours. You may contact your child's teacher or other staff by written notes, email or by telephone at 425-9101. Although teachers may not be interrupted during teaching hours, you may leave a voicemail message at any time.

## SKYLERT

Oak Ridge Schools has a telephone communication system to inform families of school closings, delays and other events. It is important to keep the Preschool informed of any phone number changes in order to insure you receive all messages. **Please remember we follow the Oak Ridge Schools' closings or delays not Anderson County's.**

## WEATHER

Oak Ridge Schools' Preschool/Head Start follows the same severe winter weather schedule as the Oak Ridge City Schools not Anderson County's. School closures due to severe winter weather will be announced by Skylert.

Children will play outside daily, weather permitting. Please speak with your Family Services staff if you need assistance with outdoor clothing.

Our outdoor play policy is as follows:

During winter temperatures, Preschool children will go outside for a short time with appropriate clothing

During summer temperatures, children will go outside for a short time with shade and drinking water available

During rain, children will play inside

## **SIGNING IN YOUR CHILD TO HIS/HER CLASSROOM**

**Please sign your child in on the Parent Sign In sheet provided in your child's classroom.** An authorized adult signature is required to sign in a child.

Be sure to stay with your child when entering and leaving the building and walk them to their class before saying "goodbye." Make sure that a staff member is aware that you have dropped off your child before you leave the classroom.

Your child's cubby is for all personal items. Please have your child place all personal items in his/her cubby before your child joins the group. Please make sure your child's name is on anything brought to school.

## **IDENTIFICATION TAGS**

Every child will be given an identification tag ("bus tag"), which must be worn every day. The tag will include the child's name, address, teacher's name, and information regarding the child's means of transportation to and from school (car or bus) and destination (home, babysitter, day care). **If changes are to be made during the school year, we must have this in writing from you.** Phone call instructions will be accepted in an emergency. If changes are permanent, the teacher will make a new tag.

## **SIGNING YOUR CHILD OUT EARLY**

Children are released only to parents and authorized adults designated by you. You must notify staff, in person and in writing, of any changes in who will pick up your child. Anyone unfamiliar to staff members will be asked for picture identification. For specific custodial arrangements, we need copies of your legal documentation to be able to enforce any visitation orders or orders of protection. Without appropriate, valid legal documentation, we are not able to keep your child from going with a parent or guardian.

Please make staff members aware of any changes on the pick-up list as soon as possible. Staff members have the right to refuse release of a child if there is a safety concern.

**Please sign your child out on the Parent Sign Out sheet at the front office.** An authorized adult signature is required to sign out a child.

## **DISMISSAL PROCEDURE**

At the end of each day, staff members will check your child off on the appropriate bus or car rider line to be certain that each child is accounted for and is in the correct location for dismissal.

# TRANSPORTATION

## BUS

Bus transportation is provided in the afternoon by the Oak Ridge Schools in accordance with state and/or federal guidelines.

The Preschool requires that you, or a previously designated adult, be at the bus stop to take your child off the bus. If the parent or designated adult is not outside at the bus stop and visible to the bus driver the bus will not stop to drop off your child. If no one is out to meet the bus, you will be required to pick up your child at a designated location.

Bus privileges may be discontinued if these procedures are not followed. Bus privileges may also be revoked for repeated misconduct by your child while riding the bus.

**If anyone other than a custodial parent or an adult who you have listed on the bus transportation form is to pick-up your child from the bus, you must update the transportation form in person. School personnel will request identification if the person is unknown to us.**

To set up or change bus arrangements for your child, you must notify the Preschool office. Changes are only made twice a month on the 15<sup>th</sup> and 30<sup>th</sup>.

## CAR

**The circle drive in front of the school is for pick-up only.** If you are planning on coming into the building, please use the parking lot. The buses arrive by 1:30 pm (11:30 on Wednesdays). Please park in a designated parking spot. **DO NOT** block other drivers. Please note that smoking anywhere on school premises is absolutely prohibited, including in the circle drive and parking lots.

## ARRIVAL

Parent or your adult designee will walk your child into his/her classroom every morning and sign them in with the teacher. Admin staff will be available from 8:00 – 8:30 am at the front of the building to greet you and your child. **DO NOT ALLOW YOUR CHILD TO WALK INTO THE BUILDING ALONE or WITH ANOTHER CHILD/OR SIBLING UNDER THE AGE OF 18!**

If your child's class is located in one of the back portables, you **must** enter at the front of the building.

## DISMISSAL

Afternoon bus riders will line up in the building and be escorted to their bus by Preschool staff members.

The car riders will remain in the building until a parent or designated adult arrives to pick them up no later than 2:15 pm (12:15 on Wednesdays). **Please, wait for your child on the porch to minimize traffic and confusion inside the building.**

## WE NEED YOUR HELP IN THE FOLLOWING WAYS

Make sure the bus tag is on your child each day.

Please observe the signs that designate the times that it is appropriate to drive through the loop in front of the building.  
**NEVER PARK YOUR CAR IN THE FRONT DRIVE.**

**Do not allow any child to walk alone in the parking lot or from a car to the building without holding the hand of an adult.** It is very difficult to see small children if they are not with an adult.

Sign your child out at the front office if you pick him/her up early.

**To provide security for all children, sign in at the computer or the log book at the secretary's desk EVERY TIME you visit the building.**

## LATE PICK UP POLICY

Parents and guardians are responsible for picking up their children on time. Here are the guidelines that we follow for late pickups:

If you are running late, please contact the Preschool office ASAP. **Fifteen** minutes after dismissal (2:15 Monday, Tuesday, Thursday & Friday and 12:15 on Wednesday), a staff member will make a phone call to the parent/guardian(s). If they can't be reached, phone calls will be made to the individuals authorized for pick up.

After 10 minutes have passed, since the initial phone call, the parent/guardian(s) or authorized individual will be required to sign and date a Late Pick Up Acknowledgement when they arrive. **Thirty** minutes after dismissal and Preschool staff is still unable to reach a parent or someone on the emergency/authorized contact list to pick up the child, the appropriate authorities will be contacted (local police and/or the Division of Children, Youth, and Families.)

After the 3<sup>rd</sup> late pick up, the Family Services staff will set up a family meeting to address the issue and problem solve with parents.

We thank you for your cooperation in this matter. We know that you understand that for the safety and well-being of your child, it is essential that children are picked up on time. At no time will staff hold the child responsible for the situation or discuss the issue with the child. **If you are having a problem picking up your child on time, please consult with your Family Services staff immediately.** In the case of emergencies, parents should call the school to advise the Family Services staff and provide a time that an authorized individual will be there to pick up the child.

## ILLNESS

Children should **NOT** attend school if their illness prevents them from participating comfortably in school activities. In addition, children showing any of the following symptoms should remain at home:

Fever, Vomiting and/or Diarrhea or other signs of illness (Child must be symptom free for 24 hours without medication before returning to school.)

Lethargy, irritability, persistent crying, difficulty breathing, wheezing, or other signs of illness

Conjunctivitis (pink eye) until seen by doctor and under treatment for 24 hours

Strep throat, until 24 hours after treatment

Chickenpox, until all lesions have dried and crusted, usually 6 days

Pertussis (whooping cough), until 5 days of antibiotic treatment has been completed

Mumps, measles, and Hepatitis A, consult with your doctor

If a child has been absent for 3 or more days, due to contagious disease, staff members may request a note from the doctor indicating that the child is no longer contagious and may return to school. Please contact your child's teacher or the Family Services staff if your child will be absent due to illness. If your child has been hospitalized or transported by ambulance for any reason, please provide us with the necessary "Return to School" documentation.

## EMERGENCY CONTACTS

In the event of any emergency, staff will contact parents immediately. It is very important that your emergency contact information be current at all times. **You must notify your child's classroom teacher or Family Services staff in person of any changes in your emergency contacts including:**

Contact names, address, or phone numbers

Doctor's name, address or phone number or hospital preference

Insurance or Medicaid information

**No changes to emergency and authorized contacts will be allowed over the phone or by sending a note to school with your child.** Your child's teacher will have some of these forms in case you need to make changes.

## PRIVACY/SAFETY ISSUES

To keep your child safe, only people listed on your Emergency Contact Sheet can check your child out. It is the parent's responsibility to keep the contact list up to date by informing Preschool staff when changes occur. **These changes must be done in person.**

You will be asked to sign a Parent Permission Form that allows the Preschool to use your child's picture for official Preschool business. Your child's picture and/or name may appear on television, radio, website, or newspaper. Please let your child's teacher know if you have concerns.

## ACCIDENTS

If your child has an accident while at the Preschool, you will be called and an incident report will be completed by staff and given to you. A copy will also be filed at the Preschool. Accidents that require an incident report include the following:

- Incidents needing medical care or treatment
- Injuries to a child including scratches, bruises, etc.
- Behavior which causes property damage or injury to others

For abrasions, staff will wash the area with water. For bumps and bruises, ice packs will be applied. In an emergency, staff will administer First Aid and/or CPR as appropriate and call 911 if emergency medical care is needed. Parent/guardian(s) will be contacted at this time. If parent/guardian(s) are unable to be reached in a timely manner, emergency contacts will be notified.

Activities that cover health and safety topics are included each month. Children will learn through fun activities how to keep their bodies healthy, how to prevent transmittable diseases through hand washing, how to keep their teeth healthy, traffic safety, fire safety, etc. Parent/Guardian(s) are welcome to visit and see a full description of health and safety activities. Nutrition and social/emotional activities are also included in each month's classroom activities. Children help prepare nutritious foods and then taste and evaluate each one of their culinary projects. Activities involving feelings, emotions, and social skills, are planned for each month as well.

## CHILDREN'S DRESS CODE

It is the responsibility of each child's parent/guardian(s) to ensure children are properly dressed for school. To help us provide for your child's safety both in and outside of the classroom, we request the following:

- Dresses or skirts should be worn only if pants or shorts are underneath
- Children should wear sturdy, closed toed shoes appropriate for outdoor play\*. NO sandals, flip-flops, or high-heeled shoes should be worn
- Clothing should be appropriate for the weather conditions - Items for cold weather play outside such as gloves/mittens, coat, and hat (**labeled with their name**)
- At least one change of clothing in case of accidents (**labeled with their name**)

\*If your family requires assistance in obtaining any of these items, please talk to your Family Services staff. We also follow the Oak Ridge Schools' Dress Code.

## MEDICATION

Every effort should be made to avoid the necessity of children receiving medication at school

If the doctor prescribes medication, parents should request that dosages be planned to avoid school hours if possible. If, under exceptional circumstances, a child is required to take medication during the day and a parent cannot be at school to administer it, the principal's trained designee will assist the student

The parent and/or the physician must complete the **Medication Form** which is available in the Preschool office

If the medication is to be given for more than two weeks, the physician must fill out the form. (If there are questions about how to fill out the form, please ask the teacher, front office, or Family Services staff)

The parent may fill out the form if the medication is non-prescription and to be given for less than two weeks

The **Medication Form** must be filled out properly before the Preschool can administer any medicine

**MEDICINE MUST BE IN THE PRESCRIPTION BOTTLE AND HAND DELIVERED TO THE SCHOOL BY AN ADULT. DO NOT SEND TO SCHOOL IN A BACKPACK**

The parent/guardian is responsible for informing the teacher of any changes in the student's health or medication. All medications will be administered by a staff member certified in medication administration. Staff members will record information regarding medications given at the Preschool on the appropriate form. Medications will be stored in the secretary's office in a locked cabinet or in the refrigerator in a marked container and kept out of the reach of children. When medication no longer needs to be administered at the Preschool, the medication will be returned to parent/guardian(s).

**Staff members must have a written order from the child's doctor in order to administer any medications to children, including over-the-counter medication such as cough medicine, pain reliever, cold medicine, topical ointment, vitamins, etc.**



## NUTRITION

Please let the Preschool staff know if your child has any food allergies. You will also be asked to provide us with the Oak Ridge Schools' Dietary Restriction form to be completed by your child's physician. Once we have the completed ORS Dietary Restriction form, the Preschool staff can make certain that your child is provided with the necessary substitutions.

Head Start Performance Standards require that children are served their meals "family style." This means children and their teachers sit, eat, and talk together during each meal. This creates a learning environment for each child and creates a cooperative mealtime. Children are not forced to eat what is being served, but are encouraged to try all foods offered during a meal. There may be times when your child does not eat all of the food provided at school. However, any meal or snack served at school must be eaten at school and cannot be brought home.

### **PRESCHOOL/HEAD START STAFF**

Our staff is dedicated in providing high quality early childhood education and care for your child, while supporting and encouraging your family. All employed staff members meet or exceed the required guidelines established by the Oak Ridge Schools and Tennessee Department of Child Care Licensing. Requirements vary for each position. Each classroom will have a minimum of a Lead Teacher who is certified with a B.S degree or higher in Early Childhood Education and a Teacher Assistant who holds a CDA or related degree in education. We also have a Family Services Department and a Family Education Specialist on site. The entire Preschool staff supports our families, and children by providing expertise in the areas of education, health, nutrition, safety, mental health, disabilities, family and community partnerships, and volunteers. Oak Ridge Schools' Preschool/Head Start must maintain a ratio of at least one teacher to ten children for four year old classroom and one teacher to eight children in a three year old classroom. Most importantly Family Services staff strive to assist the classrooms, indoors and outdoors, to make sure the ratio is met, proper supervision is taking place and special activities are being implemented. volunteers and parents are not left alone with children and have no supervision responsibilities.

Throughout the year, all staff members participate in staff meetings, orientations, workshops, and in-service training. Staff members receive training in CPR, First Aid, Food Handling, Universal Precautions, Medication Administration, as well as other required Head Start trainings.

## CLASSROOM SCHEDULE

Each classroom schedule includes outside play, center play, large and small groups, literacy, math, art, music, science, special projects, and quiet activities. The classroom schedule will be posted in the classroom. If you have questions about the schedule, please contact your child's teacher.

## CLASSROOM CURRICULUM

Oak Ridge Schools' Preschool/Head Start implements The Creative Curriculum for Preschool. The organizational structure of the Creative Curriculum is presented in five components

**How Children Develop and Learn:** Teachers teach to the whole child in four essential areas of development (social/emotional, physical, cognitive, and language development) while keeping in mind the unique qualities of each child. Teachers believe that hands on learning is the best developmentally appropriate practice for children 3-5 years old.

**The Learning Environment:** Not only does this focus on how teachers set up and maintain interest areas in the classroom, but also how schedules and routines are established, how group times are organized, and the creation of a supportive and caring classroom community to meet the varying needs of all the students.

**What Children Learn:** Creative Curriculum focuses on six core content areas- literacy, math, science, social studies, the arts, and technology. Process skills are emphasized across the curriculum including observing and exploring, connecting prior experiences to new learning, problem solving, organizing new information and communicating and representing their learning in a variety of ways.

**The Teacher's Role:** Teachers make careful observations of children and use those observations to guide learning with appropriate classroom materials and a variety of planned activities. Teachers continually assess in order to plan future activities and extend learning.

**The Family's Role:** Creative Curriculum puts emphasis on building a partnership with families. Teachers make an effort to get to know the parents through regular communication and welcoming them into the classroom, striving to meet the ultimate goal of working together on children's learning and through challenging situations.

## TOILETING

All staff members use Universal Precautions when helping children who have had a toileting accident. These safety precautions include proper diaper changing, as well as appropriate hand washing procedures for both the child and staff member.

In accordance with the Tennessee State Department of Health and Environment, when a child has a toileting accident, soiled clothing will be placed in a plastic bag to be taken home. Staff members will not rinse out soiled clothing. Accidents happen so please ensure your child always has a clean set of clothing including underwear in his or her classroom.

**Your child will never be embarrassed or humiliated because of having an accident.**

## **DISCIPLINE PROCEDURES**

At Oak Ridge Schools' Preschool/Head Start, discipline is an interaction with a child. Positive discipline is an effective way of eliminating undesirable behavior in children by encouraging them to take control over their own behavior. One of the goals of our Preschool/Head Start program is to provide children with skills and tools needed to control their own behavior effectively. Children learn to discipline themselves. This process takes love, patience, soft and calming voice, time and effort. All ORS Preschool/Head Start staff and volunteers treat children in their care with respect using positive discipline methods that promote increased social competence and enhance children's self-worth. The use of positive communication skills with children will develop positive social interactions, a healthy self-image and self-regulation appropriate to the child's age and development level.

The use of physical and/or emotional punishment or total isolation of children at the Preschool is prohibited. Reflective time (time out) will only be used when a teacher believes that a child will benefit from this practice.

Boundaries and limits will be communicated to the children by the Preschool staff. A variety of ways will be used to communicate limits to the child including talking, eye contact, modeling more appropriate behaviors, reinforcing positive behavior, offering many activities, distracting, re-directing, giving positive feedback, and removing the child from the situation. School and home communication is a MUST in promoting success in school.

## **GRIEVANCE PROCEDURE**

If you have a grievance or concern regarding your child's care, a staff member, a facility issue or any other matter, we encourage you to follow these steps:

You may discuss the situation with the ORS Staff;

You may contact the ORS Preschool/Head Start Administrative Staff and Family Services Staff;

You may also request a hearing by the Preschool/Head Start Parent Policy Committee if the problem has not been resolved through the previous two (2) steps.

## **EMERGENCY PLAN**

In compliance with Human Services and Head Start Performance Standards, fire drills are done on a monthly basis and tornado/evacuation drills are conducted twice each year. Each classroom will have an individual fire escape plan and tornado plan. These plans will be posted near each exit where they can easily be seen. The classroom staff will take their classroom backpack that contains the Emergency & Authorized Contact list, a traveling first aid kit, and any other necessary items with them as the children exit the building.

## **LOCKDOWN/LOCKOUT PROCEDURE**

A lockdown/lockout procedure will be used when a threat is identified or directed by law enforcement and it is necessary to prevent the perpetrator(s) from entering the Preschool. During lock down, children are to remain in the classrooms or designated locations at all times. To better protect children, **parents will not be allowed into the building while a lockdown/lockout is in effect.** Children will not leave the building until further instructions are given by the ORS Preschool Principal/Director or law enforcement personnel. Parents may not come to pick their children up during these times. These are dangerous situations that could put parents, as well as their children, at risk. Once permission is given to open the doors, parents will be allowed into the building and/or will be contacted to let them know they can come to pick up their children. A lockdown drill is conducted yearly under the supervision of the Oak Ridge Police Department.

**In the event of an actual lockdown, parents will be notified via Skylert as soon as possible.**

## **CRISIS SITUATIONS**

In the event of a building emergency, children will be evacuated from the building to the New York Ave Church of Christ (across the street from the Preschool) using the fire exit plan. Should evacuation not be possible, or a building emergency occurs that prohibits evacuation from the premises, children and staff will be escorted into a designated "safe area" by their classroom teachers and/or Family Services staff. Children will not be released to anyone until an "all-clear" has been given. Parents will come to the "safe area" in person to pick up their child. ORS Preschool will cooperate with the police departments and emergency personnel.

## **CHILD ABUSE REPORTING**

In compliance with the Tennessee Department of Human Services Division of Child Care, and Anderson County Human Services policy, Preschool/Head Start staff members are mandated to report all cases of suspected child abuse (physical, emotional, sexual) and/or neglect.

It is the policy of Oak Ridge Schools' Preschool/Head Start to have all staff members report suspected abuse to the Child Abuse Hotline and report the incident to a supervisor. It is very important that parent/guardian(s) mention to Preschool/Head Start staff members when their child has had an accident or incident resulting in marks or bruises.

**Child Abuse or Neglect Hotline 877-237-0004**

## **MENTAL HEALTH SERVICES**

Mental Health is a state of well-being in which an individual realizes his or her own abilities, can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a contribution to his or her community. Early childhood is a great time to begin building the skills for strong mental health.

Oak Ridge Schools' Preschool/Head Start is dedicated in nurturing the mental health of all children and families through a variety of mental health services, including: in class supports, parent classes, parent consultation, and referrals for community based mental health services. We are contracted to use the same mental health professional as Anderson County Head Start.

Mental health services are confidential and may be requested by the family, teacher, Family Services staff, Mental Health Coordinator, or Disabilities Coordinator. The type of services received will be determined through a collaborative process, based on the needs of each individual child and/or family.

## **FIELD TRIPS**

The field trips may be walking or by bus. Families are encouraged to go with their child's class on field trips. The information listing the type, date and time of the trip will be included within the permission slip that **MUST** be signed by a legal guardian. The information regarding field trips will be posted in the classroom by staff members prior to the date of the field trip. If you are late to school on the day of a field trip and the bus has left, you must either transport your child to the field trip or return home with the child. We do not have staff members available to supervise the child in case of missed field trips. Field trips occasionally may be canceled due to weather, transportation difficulties, staff shortages or circumstances beyond our control.

The Preschool will transport children on field trips by bus, if necessary. During each field trip, emergency information for each child will be brought along by the Preschool staff. Each Preschool bus is required to have a five point child restraint design. Our bus transportation is provided through a contract with First Student.

## **VIDEO AND TECHNOLOGY USAGE**

It is the policy of Oak Ridge Schools' Preschool/Head Start to use only educational and/or theme-related media within the classrooms during implementation of the curriculum.

## **PHOTOGRAPHS AND VIDEOS**

Oak Ridge Schools' Preschool/Head Start uses photographs and videos as a learning tool for the children, parents, and staff members. Photos may be placed in the classroom, on bulletin boards, in class photo albums, and may be sent home for you to enjoy. The Permission Form in the Enrollment File has a line concerning the publishing of photographs. Please let us know if you do not want your child included in these photos or videos.

## **CONFIDENTIALITY**

All of the children's/families' files and records are kept confidential and in a locked cabinet. Staff members will access this information to provide the best care for your child. Any other persons who want information regarding any child enrolled in the Preschool program must obtain a release of information signed by the child's parent/guardian(s).

## **PARENT INVOLVEMENT**

### **ORS Preschool/Head Start Loves Parents!**



Preschool/Head Start requires that the ORS staff complete two home visits per year with our families. The first home visit will be at the beginning of the school year and the second one will be scheduled for February. The first home visit is an opportunity to meet with you and your child to discuss the school year and focus on goal setting for your child and family. The second visit will be to re-evaluate your child's individual goals, follow-up on the family goals and to give you any additional necessary information. These visits are a perfect time to ask questions, discuss problems and to receive resources and referrals. Home visits will also create a stronger teacher/child relationship.

## **FAMILY CONFERENCES**

Preschool/Head Start also requires two Family Conferences. One will be held in the fall and the other in the spring both being held at the Preschool. This is a time for staff to share with you what your child is learning, discuss your child's progress, and discuss individualized goals for your child to help enhance learning at school and home. These conferences also give you a preview of what conferences will be like as your child continues his/her education and offers you experience in advocating for your child.

## **PARENT MEETINGS**

All families will be encouraged to participate in Parent Meetings. These meetings are a great way for families to meet each other, to share ideas for improving the program and to be directly involved in their child's Preschool education. Parents may be involved with and learn how to run meetings, plan activities, participate in Policy Committee (Head Start governing body), and encourage other parents to become more involved in their child's education. Parents will also become more aware of the resources within their communities. The Family Services staff, Classroom Teachers and the School Psychologist will facilitate the meetings based on topics and information relative to families with young children. We encourage parents to express areas of interest with the Family Services staff and classroom teachers. Every attempt to build the meetings around such topics will be made. These topics could include health, mental health, child development, literacy, nutrition, transition to kindergarten and community resources. Translation services are available, if necessary.

## **POLICY COMMITTEE**

Policy Committee is an essential piece of shared governance for the Oak Ridge Schools' Preschool/Head Start program along with the Anderson County Head Starts Policy Council. Our committee is comprised of at least 51% Head Start parents. In addition, there are members of the community on the Policy Committee as well as parents and Preschool staff. The parents and community members are elected by the outgoing and current Policy Committee Members and represent those parents for no more than a three-year term.

Policy Committee has meetings where members participate in the formal decision making process of Head Start. Parent and community representatives on the committee will be trained in the Head Start Performance Standards and requirements for Policy Committee members. Program decisions such as finances, personnel, planning and special events and much more are discussed, trained on and decided on at the Policy Committee meetings. These meetings are open to the public and all parents are encouraged to attend.

## **CALENDAR & NEWSLETTERS**

A quarterly calendar of events and a weekly/bi-weekly classroom newsletter will be prepared and given to Preschool families. The calendar will specify important dates for the month including field trips, special activities, parent committee meetings, and dates that the Preschool might be closed. The newsletter will contain useful information from the Preschool staff. The current newsletter and calendar will also be posted on the Parent Board in your child's classroom and/or hallway.

## **PARENT BOARD**

In each classroom and/or hallway is a bulletin board that is designated as the Parent Board. Resource information and items of interest for parents/families will be posted. In addition, a current copy of newsletters/calendars, and a current copy of the Parent Meeting minutes will also be available on the Parent Board. Head Start Performance Standards are available upon request, please speak with the Family Services staff if you would like to review the Performance Standards.

## OPPORTUNITIES FOR PARENTS

Parent involvement is one of the most important predictors of a child's success in school. As your child begins the exciting adventure of school, the Oak Ridge Schools' Preschool/Head Start teachers and staff encourage you to become involved in his/her education. We offer a variety of options for parent participation at the school as well as ongoing suggestions and resources for learning at home.

### Classroom

Daily classroom activities, special events and field trips

Share a special interest, hobby or talent

Apply to Substitute

### Special school projects

Playground maintenance

Food for Kids

### Preschool/Head Start Organizations

Parent Committee

Policy Committee-This committee, elected by the Head Start Parent Committee, is composed of parents and community members. It participates with the administrative staff in decisions that affect the Head Start component of the Preschool.

Special Events and Activities



## THE AMERICANS WITH DISABILITIES ACT

The Americans with Disabilities Act (ADA) gives rights and protections to individuals with disabilities similar to those provided to individuals without disabilities. These rights and protections are provided regardless of race, color, sex, national origin, age and religion. The ADA guarantees equal opportunity for individuals with disabilities in public accommodations, employment, transportation, state and local government services and telecommunications.

The ADA mandates that equal access to education/child care be given to all children with disabilities and that children with disabilities are fully integrated into the regular activities. The ADA includes the facility where the education/child care program is offered, as well as bathrooms and playgrounds. The ADA also provides for access to the facility, including sidewalks, stairways, doorways, and hallways. Programs are required to make "readily achievable accommodations" for all children with disabilities.

## CHILDREN WITH SPECIAL NEEDS

All children that enter the ORS Preschool/Head Start program are given the Brigance Early Screening Inventory as a developmental screening. This screening helps to identify developmental areas in which the child may need additional assistance. The areas include cognitive development, motor development, speech/language skill development and memory. The score indicates how a child is progressing in comparison with other children of the same age. If your child scores below 52 on the screening, your child will be re-screened in 30 days. If your child continues to score below 52 on the screening, proper referral methods will begin. The referral process will help determine how best to help your child be successful in school.

The Special Education Team will arrange a meeting with the parents, teachers, and other concerned parties to develop an Individualized Education Plan (IEP) if needed. This plan identifies which therapists and/or services are needed, goals for the child, and how much time per week the child will receive extra support. A child on an IEP continues to participate in all Preschool/Head Start activities. Often the entire classroom participates in a special activity and the child does not feel "different".



# Learning Knows No Bounds

# **OAK RIDGE SCHOOLS' PRESCHOOL/HEAD START FAMILY AND COMMUNITY PARTNERSHIP PLAN**

Oak Ridge Schools' Preschool offers families opportunities and support for growth to enable them to identify strengths, needs, interests, and solutions. The objective is to support families as they identify and meet their goals, nurture the development of their children, and advocate for support of family and children within the local community. With this goal in mind, the program will promote parental involvement through trainings, family activities, parent committees, parenting classes, policy committee, volunteering, and becoming involved in their child's educational experience. The partnership between family and school is an ongoing relationship.

Oak Ridge Schools' Preschool staff strives to identify family concerns, goals, strengths, as well as necessary services and support. The Family Services and teaching staff will assist the family in its own efforts to meet family goals and improve the condition and quality of family life. This partnership is an on-going process of relationship-building between staff and family, with staff assisting each family in assuming an active and confident role in providing the optimum environment for each child's growth and improving the condition and quality of family life.

Bringing awareness to the community at large, regarding the needs of the families is critical. We strive to create greater understanding by involving community agencies and businesses with our program. The staff work as advocates in the process and have established a system to engage in collaborative partnership building with the parents and community stakeholders.

For monitoring purposes, documentation will be kept on all parent activities. In order to provide an effective program for children, staff and parents will work together to establish a communication system for sharing information. Support is provided to families entering and leaving the Preschool.

## **Community Assessment**

The community assessment defines the basis for determining which families the program serves, how and what services are delivered, hours and location of services, and community advocacy issues.

Information gathered for the community assessment is used to provide demographic data on low income families and to determine education, health, nutrition, social service, and child care needs, as well as available community resources and service gaps in the community. Information gained from Preschool families through their development of goals and the family partnership agreement is also used to supplement the data that is collected.

To the extent that resources allow, program design options will be driven by the identified needs in the community assessment. Selection criteria may change based on the finding from the community assessment. The community assessment is updated annually with a full review done every three years.

## **Communication**

In order to provide an effective program for children, staff and parents must work cooperatively to establish a communication system for sharing information.

Oak Ridge Schools' Preschool staff provides information to parents regarding program policy and operations on a regular basis through:

- Preschool website
- Preschool meetings and events
- Home visits/ parent conferences
- Parent training
- Newsletters
- Policy Committee
- Surveys
- Results of Health and Dental screenings
- Telephone calls, texts, and/or emails
- Written notices
- Open door policy
- Primary language communication when possible

The Family Services staff and teaching staff keep documentation of contact with Oak Ridge Schools' Preschool families on file.

In addition to the above-mentioned means of communication with families, the Family Services office in conjunction with administrative staff creates a Parent Handbook for all our families. This handbook is a thorough review of policies, procedures, practices, and resources of the ORS Preschool. In addition, the handbook details community agencies and resources that pertain to Preschool-aged children. This handbook is updated annually.

## **Parent Orientation**

Oak Ridge Schools' Preschool conducts a Parent Orientation during the first thirty days of school. During this meeting:

Administrative staff meets with the families to discuss how the program operates.

Parent questions and concerns are addressed.

Parents are encouraged to meet other parents and begin those connections with other Preschool parents.

Parents who do not attend the Parent Orientation are provided with an agenda and asked to call or email staff if they have questions or concerns. Children who enroll after Parent Orientation will receive any necessary information at the first home visit with the teacher.

ORS Preschool also conducts an Open House for parents to visit the classroom, talk to teaching staff and other faculty about their child's educational program. This is done during the first quarter of the school year.

### **Parent Participation**

The Oak Ridge Schools' Preschool provides many opportunities for parents to become involved in the decision-making component of the program.

Parent meetings are conducted throughout the school year in a variety of ways; Parent Education Series, trainings, and family events.

Families are encouraged to volunteer to help plan and carry out activities during special family events. Parent meetings and events are held at different times during the day to ensure all parents have the opportunity to participate.

Parent trainings are offered throughout the school year. Family Services staff plans and makes arrangements for the training.

The Preschool elects a Policy Committee from parents who attend the orientation meeting at the beginning of the year. The Preschool Policy Committee is made up of at least 51% Head Start Parents. This committee is also the parent decision-making body for the Preschool.

Parents of ORS Preschool are informed yearly about the School-Home Connection program where they are provided activities that are pre-packaged to do with their child at home. These "backpack" programs are provided in both English and Spanish.

The Preschool also has representation of parents on review committees such as the annual self-assessment, SACS accreditation, and the TSIPP review team.

The Preschool Policy Committee elects one member and one alternate to attend the Anderson County Policy Council, which is the primary parent decision-making body for the total Head Start grant. The council shares overall responsibility for policy making with the grantee, which is the Anderson County Board of Education (ACBOE).

### **Parent Input**

Oak Ridge Schools' Preschool parents are provided the opportunity and encouraged to give input into activities to be used in the classroom.

ORS Preschool parents are invited to attend two parent-teacher conferences at their child's school. These usually occur in the fall and the spring of each year. This practice helps instill the importance of having open communication with the child's teacher and school employees. A parent may request a parent-teacher conference whenever the need arises.

ORS Preschool staff makes at least two home visits per year. The first home visit is to meet with the family before the child comes to school. The second home-visit is to report on the child's progress, check in with the family, and keep the communication lines open between home and school.

During home visits, parent conferences, and parent meetings, parents are given an opportunity to make suggestions on activities for Preschool children. Preschool curriculum is discussed along with the results of the LAP3 formal assessment. This is given three times per year along with formative assessments throughout the year.

Parents have the opportunity to contact Preschool staff at any time.

Each family signs a permission form at the beginning of the school year that specifically asks them what they want their child to learn during the school year. The classroom teacher uses this information to plan the individual program for the child and to develop a conversation with the family about education. This is also updated at every conference and parents are encouraged to communicate to the teacher what they feel are educational needs at any time throughout the year.

## **Parent Training**

The Family Services staff organizes parent training with the intent to educate parents in order to improve parenting skills. Other community agencies are involved in presenting, when beneficial. Parent training events are designed to meet the needs expressed by these groups and from information gathered from parents, in the Parent Interest Inventory.

Training classes are arranged by the Family Services staff. Information gathered from the parent interest inventory is used to determine the type of trainings to be offered. The purpose of these workshops is built around the knowledge that parents already possess a wealth of experiences and skills. Community resources are used for their expertise in different fields to enhance the parents learning experience. The goal is that parents increase their knowledge and skills.

The Oak Ridge Schools' Preschool offers parents opportunities to participate in family literacy programs by attending parent trainings on the topic. Parents are encouraged to enroll their child in the Dollywood Imagination Library to receive free books.

Families are given information about health and educational programs through:

Newsletters

Parent information boards

Preschool parent meetings

Parent trainings

Family Services staff

Parent meetings and Policy Committee functions/meetings are other ways that parents can acquire skills. By serving on a policy making board parents learn how a federal program operates from program planning to final budget approval.

Parents are provided information about available health, nutrition, dental and mental health resources through home-visits, parent meetings, newsletters, and correspondence.

Family Services staff partner with families to make referrals to community agencies when needed and explain how to access resources. Family Services follows up with family to make sure the service was adequate to meet the needs and to determine effectiveness of said agency.

The program understands the importance of fathers being involved in their children's lives as well as their educational experiences. Our program provides opportunities for fathers to be actively involved in their children's lives by providing events, including Dad's Night Out once a year.

Oak Ridge Schools' Preschool believes that family involvement in the education of their child is crucial to their educational success. Often ORS Preschool is the first experience parents have with being involved in an educational setting in a non-threatening way, and it is our goal to create a positive partnership with the family that will continue throughout their child's educational career.

**HAVE A GREAT YEAR!!!!**



## TENNESSEE DEPARTMENT OF EDUCATION SUMMARY OF CHILD CARE APPROVAL REQUIREMENTS

This is a section by section summary of the State Board of Education School Administered Child Care Rules, Chapter 0520-12-1. Child care centers inspected by the Department of Education must meet the requirements as defined by the rules in Chapter 0520-12-1 to receive a Certificate of Approval. The unabridged School administered Child Care rules are available on the Tennessee Secretary of State website, [www.state.tn.us/sos/rules/0520/0520-12/0520-12-01.pdf](http://www.state.tn.us/sos/rules/0520/0520-12/0520-12-01.pdf) or by writing the Office of School-based Support Services, Tennessee Department of Education, Andrew Johnson Tower, 710 James Robertson Pkwy, Nashville, Tennessee 37243-0375.

### 1. Organization and Administration, Chapter Section 0520-12-1-.06:

A Child Care Center must have an adequate budget. Records, including health, must be kept on all children.

There must be a transportation plan, including the names of persons to whom the child may be released for each child.

Staff records must also be kept on each employee that include educational background, reference checks, TBI check, in-service training, physical exams and performance reviews.

The center must have their Certificate of Approval posted; provide parents with a copy of the policies and procedures & this summary as well as a pre-placement visit.

Parents must have access to all areas of the center when their child is present.

The parents must receive an educational program regarding child abuse detection, reporting and prevention.

If the center provides transportation, the driver should be appropriately licensed, there must be liability insurance and the children must have adequate space & supervision. Transportation provided by the center or under center authorization shall comply with state law.

### 2. Staff, Chapter Section 0520-12-1-.07:

#### A. Qualifications:

The director is responsible for the day to day operations, including staff and program.

Another person must be left in charge if the director is out.

Any person with a condition that could be harmful to a child or a person convicted of a crime harmful to or involving a child must not be present.

Staff must have knowledge of child behavior and development.

Staff must be physically, mentally and emotionally stable.

All new employees must have orientation and child abuse prevention training before working with the children.

The director must have at least a high school diploma and 4 years experience working with children.

All caregivers must be 18 years of age and one caregiver in each group must have a high school diploma.

Directors must have 18 hours in-service training each year and caregivers 12 hours.

#### B. Supervision and Grouping of Children:

Each group must have adult supervision at all times and adult/child ratios should be followed.

There must be a second adult available when more than 12 children are present.

Swimming and field trips require ratios be doubled.

Each group must have their own space.

Infants and toddlers must have their own space and not grouped with older children.

At naptime ratios may be relaxed for groups except infants and toddlers.

Minimum staffing requirements per groups of children (adult:child ratio) must be maintained.

Please refer to ratio charts for specific adult:child ratios for each age group.

### 3. Equipment, Chapter Section 0520-12-1-.08:

All equipment must be in good condition and kept clean.

There must be age appropriate equipment for all groups with variety.

Children must have a place for their belongings.

Large pieces of equipment must be secured.

Infants are to have space to climb, crawl and pull up that isn't in a playpen or crib.

There must be enough equipment so children have choices.

There must be an outdoor play area when children are in care for 3 or more daylight hours.

Children up to 5 years of age must be offered a naptime if in care for 6 or more hours.

For napping children, cots or 2 inch mats must be provided and each child must have a cover to place under them and another available to place over them.

Infants must have individual cribs with open tops.

### 4. Program, Chapter Section 0520-12-1-.09:

#### A. Schedule and Routines:

Routines such as snacks, meals and naps must occur about the same time of day.

Children must have time for free play as well as adult-directed activities.

Children must have choices regarding activities and an opportunity to help plan activities.

If TV programs, tapes and computers are used, other choices should be available.

Parents must be informed of shows and movies to be shown.

Staff must monitor computers.

Outdoor play must be offered, weather permitting.

A rest period must be offered for children up to 5 years of age in care 6 or more hours.

Children should be able to form their own sleep patterns.

A quiet area must be available for children.

#### B. Behavior Management and Guidance:

Caregivers must be knowledgeable of developmentally appropriate behavior.

Discipline must be appropriate and redirection should be used when possible.

No corporal punishment is allowed.

Good behavior must be praised and encouraged.

Toilet training shall never be started until a child has been in the program long enough to feel comfortable and is able to communicate his/her feelings.

C. Educational Activities:

Children must have opportunities for learning, self expression, and participation in activities each day. Activities that provide for both large and small muscle use must be provided.

Children must receive child abuse awareness and personal safety information.

Child care programs shall provide opportunities for learning self expression and participation in a variety of creative activities.

D. Nighttime Care:

If children receive night care, caretakers must provide a calm nurturing environment and a routine hygiene plan must be in place.

## 5. Health and Safety, Chapter Section 0520-12-1-.10

A. Children Health:

Children must have immunizations in accordance with current TN law and the center must have documentation for this as well as a physical for each infant/toddler.

Instructions for any child's special health needs must be documented.

Parents must be notified if their child is hurt and becomes ill.

All parents must be notified of any communicable diseases.

Medications must be labeled with instructions and must be kept under lock.

Documentation of administration and side effects must be kept.

There is to be no smoking in the presence of children.

The diapering area must be appropriate, near handwashing lavatory and cleaned after each changing.

B. Staff Health:

Staff must have documentation they are physically and mentally able work with children.

Physicals are required every 3 years.

C. Safety:

There must be a staff member present at all times who has current CPR and first aid training.

A first aid kit must be on the premises as well as a first aid chart.

There must be no firearms on the premises.

All dangerous utensils and tools must be out of reach of children.

General emergency telephone numbers must be posted and staff must have availability to children's emergency numbers at all times.

## 6. Food, Chapter Section 0520-12-1-.11

A. Nutritional Needs:

Children will receive meals and snacks based on the amount of time spent in the program.

Menus must be posted.

Consideration must be given to daily food requirements when planning menu.

Special diets and instructions must be provided in writing.

When introducing new foods to infants and toddlers, guidelines must be followed.

Parents and caregivers shall work together when weaning an infant and will not begin weaning when children are new to the program.

#### B. Meal Service:

Children are to have appropriate size tables and chairs for meals and adults must sit with them.

Servings must be adequate.

Formula must be refrigerated upon receiving and not placed back in the refrigerator once warmed.

Open baby food jars must not be accepted.

Infants shall be held while being fed until the child is able to sit in a high chair, infant seat or at the table.

#### 7. Physical Facilities, Chapter Section 0520-12-1-.12:

Centers must be in buildings that are not hazardous or dangerous to children.

All facilities must have annual fire and health inspections.

All centers must have a working telephone.

Centers must have 30 square feet of usable space per child, including naptime.

Playgrounds must have 50 square feet per child and safeguards must be in place, if warranted.

#### 8. Care of Children with Special Needs, Chapter Section 0520-12-1-.13:

When a center serves children with special needs, they are to receive the same care and participate in the same activities, as appropriate.

Adaptations must be directed towards helping the child become independent and developing self-help skills.

Specialized services provided must be documented and information shared with appropriate parties.

To report suspected violations or possible illegal child care operations, call the Child Care Complaint Hotline at 1-800-462-8261.

# **2016**

## **ANDERSON COUNTY**

### **COMMUNITY RESOURCE DIRECTORY**

This resource directory is compliments of the Office of Coordinated School Health at Anderson County Schools and serves to help our community locate free or low cost services in and near Anderson County. Each year in January the directory is updated. If you have additions or edits to this directory, please contact Anna Hurt at [ahurt@acs.ac](mailto:ahurt@acs.ac).

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## **ABUSE/NEGLECT**

### **Anderson County Schools—Truancy Office**

Phone: 865-463-2800 ext. 2826  
101 S. Main Street, Suite 500  
Clinton, TN 37716

### **Court Appointed Special Advocates (CASA)**

Phone: 865-463-6850  
Room 115, Anderson County Courthouse  
100 North Main St. Clinton, TN 37716  
Website: [www.ACinfo@casatnh.org](mailto:www.ACinfo@casatnh.org)

#### **Services:**

Serves Anderson, Blount and Scott counties. Offers advocacy on behalf of abused and neglected children, serve as "child's voice in court."

### **Department of Children's Services**

Phone: 865-425-4400  
182 Frank L. Diggs Drive, Suite 100, Clinton, TN 37716  
Reporting Abuse/Neglect: 1-877-237-0004  
Website: [www.tndcs.org](http://www.tndcs.org)

#### **Services:**

Provides temporary care for children who cannot safely remain in their own homes, providing permanent homes for those children who are legally free for adoption and rehabilitating delinquent youth. Provide supportive services to help strengthen families so that they are able to safely care for their children at home, prevention services for unruly youth and their families, as well as probation and aftercare services for juvenile offenders.

### **Florence Crittenton Agency**

Phone: 865-602-2021  
1531 Dick Lonas Road  
Knoxville, Tennessee 37909  
Website: [www.fcaknox.org](http://www.fcaknox.org)

#### **Services:**

Victims of Crime Advocacy (VOCA). This program is designed to counsel adolescent victims of physical and sexual abuse and domestic violence for underserved victims in rural areas.

### **Sexual Assault Center of East Tennessee**

Phone: 865-558-9040

Sexual Assault Crisis Hotline: 865-522-7273

2455 Southerland Ave. Bld. B

Knoxville, TN 37919

**Services:**

Free, confidential crisis intervention, counseling, advocacy and support for child and adult victims of sexual assault, sexual abuse and family violence; education and prevention programs.

## **ALCOHOL & DRUG INTERVENTION**

### **Alcoholics Anonymous**

Phone: 865:522-9667

5833 Clinton Hwy Suite 202 37912

**Services:**

Primarily serves Knox Co.

### **Allies for Substance Abuse Prevention/Anderson Co.**

Phone: 865: 457-3007

101 South Main Street, Suite 465

Clinton, TN 37716

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

**Services:**

### **Bradford Health Services**

Phone: 865-693-9326

Toll-free: 800-333-1865

301 South Gallaher View Road, Suite 300

Knoxville, TN 37919

**Services:**

Offer a continuum of care approach to treating adults and adolescents with alcohol and drug dependency. Individualized, structured programs are provided, aimed at providing physical, emotional, and spiritual support for our patients and their families. They are available for onsite counseling services.

### **Tennova Intensive Healthcare**

Phone: 865-545-7222 (outpatient)

865-545-7863 (inpatient)

900 East Oak Hill Ave.

Knoxville, TN 37917

**Services:**

Provides Adult alcohol/drug assessment and treatment.

**Cherokee Health Services**

Phone: 865-934-6734  
2018 Western Ave.  
Knoxville, TN 37921

**Services:**

Offer a variety of counseling services including Adolescent Counseling, Family Counseling, School Psychology Services, and Adventure Quest. Adventure Quest is an adventure based counseling community service program for youth who are at risk for alcohol, tobacco, drug use or abuse and who may also have problems in their school, family community or peer group.

**Florence Crittenton Agency**

Phone: 865-602-2021  
1531 Dick Lonas Road  
Knoxville, Tennessee 37909  
[www.fcaknox.org](http://www.fcaknox.org)

**Services:**

Programs designed to provide intensive evidence-based alcohol and drug inpatient treatment to adolescents, male and female ages 13 to 18.

**Helen Ross McNabb Center**

Phone: 865-637-9711  
201 West Springdale Ave.  
Knoxville, TN 37917

**Services:**

The Helen Ross McNabb Center provides residential programs for alcohol, drug, and gambling addictions. These programs are for adults and adolescent males, outpatient services for adults and adolescents.

**HOPE of East Tennessee, Inc.**

Phone: 865-482-4826  
188 Raleigh Rd.  
Oak Ridge, TN 37830

**Services:**

A non-profit organization which operates halfway houses for recovering addicts and alcoholics. Counseling and other assistance are provided in a structured chemical free environment.

**CHILD CARE****Scarboro Learning Center, Inc.**

Phone: 865-483-6871  
148 Carver Avenue  
Oak Ridge, TN 37830

**Services:**

Serves low-income and/or working families in Anderson and surrounding counties. Provides child care (all day, before and after school and during the 45-15 school schedule) for children 24 months (and completely toilet trained) through 10 years of age

## **CLOTHING**

### **First Baptist Church (Clinton)**

Phone: 865-457-9353  
225 North Main Street  
Clinton, TN 37716  
P.O. Box 268

**Services:**

Clothing closet and Food Pantry for Clinton residents; can only be served once a month. Identification required. Open Tuesday 3:30-5:30pm

### **First Baptist Church (Oak Ridge)**

Phone: 865-483-4615  
1101 Oak Ridge Turnpike  
Oak Ridge, TN 37830

**Services:**

Serves Anderson and surrounding counties. Clothing once every four weeks, or on an emergency basis. Food pantry open Wednesday and Thursday from 1:30-3:30.

### **Highland View Church of Christ**

Phone: 865-483-7471  
138 Providence Rd.  
Oak Ridge, TN 37830

**Services:**

Clothing closet by appointment only (usually Tuesday). Food pantry available on Thursdays from 10:00-12:00. Serves all areas.

### **Robertsville Baptist Church**

Phone: 865-483-1316  
251 Robertsville Rd.  
Oak Ridge, TN 37830

**Services:**

Serves all areas. Clothing closet available from 9:00am-11:30am on Tuesdays. Tabitha's Table: Serving a hot meal available every Monday from 6:00pm-7:00pm.

### **Salvation Army**

Phone: 865-483-5072

350 N. Illinois

Oak Ridge, TN 37830

#### **Services:**

Serves Anderson County and surrounding areas. Provides food bank, clothing, referrals, counseling. Offers assistance to non-profit groups that serve low-income people.

## **COUNSELING/MENTAL HEALTH**

### **Boys & Girls Club of Oak Ridge**

Phone: 865-482-4433

102 South Jefferson Circle

Oak Ridge, TN 37831

#### **Services:**

Gives more than 1,200 young people ages 7-17 professional leadership, counseling, facilities, and equipment for diversified programs of daily activities.

### **Camelot Care Centers**

Phone: 865-481-3972

Toll Free: 1-800-390-6144

103 Donner Dr.

Oak Ridge, TN 37830

#### **Services:**

Intensive in-home services for behavioral health issues, therapeutic foster care, and respite care for families. Traditional outpatient services include individual, family, and group therapies. (Open M-F, 9-5)

### **Catholic Charities**

Phone: 865-524-9896 ext. 1101

3009 Lake Brook Blvd.

Knoxville, TN 37909

#### **Services:**

Offers reality based therapy, which helps clients gain effective control of their lives

through increased self-awareness. Services include individual, family, marital and group therapies. Services are provided on a voluntary basis with payment based on a sliding scale. (Open M-F, 8:30-4:30)

### **Cherokee Health Services**

Phone: 865-934-6734 2018 Western Ave.  
Knoxville, TN 37921

#### **Services:**

Offer a variety of counseling services including Adolescent Counseling, Family Counseling, School Psychology Services, and Adventure Quest. Adventure Quest is an adventure based counseling community service program for youth who are at risk for alcohol, tobacco, drug use or abuse and who may also have problems in their school, family, community or peer group.

### **Helen Ross McNabb Runaway Shelter Project Safe Place**

Phone: 865-523-2689  
114 Dameron Ave.  
Knoxville, TN 37917

#### **Services:**

Provide crisis counseling and a homeless shelter for those between the ages of 12-17.

### **Contact Helpline, Inc.**

Phone: 865-482-4949  
P.O. Box 4641  
Oak Ridge, TN 37831-4641

#### **Services:**

Provides 8:00am-11:00pm telephone listening/counseling, information/referral, and suicide prevention services which are free, anonymous, and confidential. Also provides TeleFriend as an after-school helpline for children.

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

### **Florence Crittenton Agency**

Phone: 865-602-2021  
1531 Dick Lonas Road  
Knoxville, Tennessee 37909

#### **Services:**

Devoted to improving opportunities for healthy, happy and productive lives for young women at risk/in crisis, and their families through a system of care.

### **Harmony Family Center**

Phone: 865-981-3953  
4901 Montvale Road  
Maryville, TN 37803

#### **Services:**

Harmony is a local non-profit organization that works to serve children that are either currently in DCS custody (foster care), or have been adopted out of DCS custody. It is not associated with any religious

organization or establishment. Support groups meet monthly and are led by master's led clinicians free of charge. Dinner is provided for the families. Additionally, *Grand Families*, a program within the Hamony Center is aimed at helping families who are raising the children of extended family members (for example, grandparents raising their grandchildren).

### **Helen Ross McNabb Center**

Phone: 865-637-9711  
201 West Springdale Ave.  
Knoxville, TN 37917

#### **Services:**

The Helen Ross McNabb Center's adult and children and youth programs provide comprehensive outpatient treatment and support services for individuals who are experiencing severe and persistent mental illness, stress-related problems and organic brain disorders.

### **Interfaith Health Clinic**

Phone: 865-546-7330  
315 Gill Avenue  
Knoxville, TN 37917

#### **Services:**

Serves low-income families in all areas. Provides mental health treatment and counseling.

### **Local Counselors/Therapists**

Laurel Goodrich (865-482-2003)  
Dan Luke (865-482-7782 or 865-254-2870)

### **Peninsula Hospital**

Phone: 865-970-9800  
Jones Bend Road  
Louisville, TN 37777 (inpatient)  
1451 Dowell Spring Blvd., Suite 101  
Knoxville, TN 37909 (outpatient)

#### **Services:**

Serving homeless and mentally ill in Anderson, Campbell, Morgan, Roane and Scott Counties. Mobile Crisis Unit which provides emergency mental health services, diagnosis and treatment of emotional disorders on inpatient and outpatient basis, housing assistance, counseling services, and referrals.

### **Ridgeview Psychiatric Hospital and Center**

Phone: 865-482-1076  
Emergency : 1-800-870-5481  
240 West Tyrone Rd.  
Oak Ridge, TN 37830

#### **Services:**

24 hour emergency service serving homeless and mentally ill in Anderson, Campbell, Morgan, Rose and Scott Counties. Mobile Crisis Union which provides emergency

mental health services, diagnosis and treatment of emotional disorders on inpatient and outpatient basis, housing assistance, counseling services, and referrals.

### **Sexual Assault Center of East TN**

Phone: 865-558-9040  
6215 Kingston Pike, Suite A  
Knoxville, TN37919

#### **Services:**

Free, confidential crisis intervention, counseling, advocacy and support for child and adult victims of sexual assault, sexual abuse and family violence; education and prevention programs.

### **Salvation Army**

Phone: 865-483-5072  
350 N. Illinois  
Oak Ridge, TN 37830

#### **Services:**

Serves Anderson County and surrounding areas. Provides , food bank, clothing, referrals, counseling. Offers assistance to non-profit groups that serve low-income people.

### **Tennessee REDLINE**

Phone: 1-800-889-9789

The Tennessee REDLINE is an anonymous 24/7 referral hotline, designed to assist individuals in need of substance use, mental health or other addiction services. The REDLINE can provide callers with information regarding free and state funded treatment, as well as health insurance counseling. For a REDLINE referral, please call 1-800-889-9789.

## **DISABILITY SERVICES**

### **The Arc of Anderson County, Inc.**

Phone: 865-481-0550  
Dargie Arwood, Executive Director  
P.O. Box 4823  
Oak Ridge, TN 37831-4823

#### **Services:**

An advocacy organization for persons with mental retardation and their families; providing information, parent support, education, and adult recreational activities. (Open

M-F 9-2)

### **Disability Resource Center**

Phone: 865-637-3666

Fax: 865-637-5616

900 East Hill Avenue, Suite 120

Knoxville, TN 37915

#### **Services:**

Provides information and referral, peer support advocacy, and independent living skills training for persons with disabilities.

### **Emory Valley Center**

Phone: 865-483-4385

715 Emory Valley Rd.

Oak Ridge, TN 37830

#### **Services:**

Serves Anderson, Morgan, and portions of surrounding counties. Offers supported employment, early intervention, residential services, community participation, integrated production, day services and sheltered workshop for individuals with an I.Q. of less than 70.

### **Keystone Adult Day Program**

Phone: 865-483-6631

Phyllis Spangler, Director

1350 Oak Ridge Turnpike

Oak Ridge, TN 37830-6416

#### **Services:**

A day care program for senior adults with functional impairments which allows participants to remain in their homes as long as possible avoiding premature institutionalization.

## **EDUCATION**

### **Anderson County Head Start**

Phone: 865-463-2833

708 N. Main Street

Clinton, TN 37716

#### **Services:**

Center based opportunities for the pregnant mother and for children between 6 weeks to 4 years old. Also provides comprehensive services for the families. Call for applications and information or you may access information at

<http://www.preschool.acs.ac/>.

### **Anderson County Adult Education Program**

Phone: 865-457-7323

131 South Charles Seivers Blvd.  
Clinton, TN 37716

**Services:**

Classes built around individual interest and needs, in convenient locations. High-school equivalency preparation and HiSet. Also provides service/training to enhance skills. Please visit [www.tn.gov](http://www.tn.gov) (search adult education) for more information.

**Family Resource Center (Located at Norwood Middle School)**

Phone: 865-435-6556  
805 East Tri-County Blvd.  
Oliver Springs, TN 37840

**Services:**

Offers tutoring for reading, math, etc., adult computer classes, community events and referral for other services.

**Family Resource Center (Located at Lake City Middle School)**

Phone: 865-426-7876  
1132 South Main Street  
Lake City, TN 37769

**Services:**

Referral source for food pantry, clothing closets. Also offering parenting classes, computer classes, tutoring of children and Pre-school classes for mother and kids one day a week.

**Family Self Sufficiency Program**

Phone: 865-482-1006 ext. 126  
10 Van Hicks Road  
Oak Ridge, TN 37830

**Services:**

A program run by the Oak Ridge Housing Authority serving Oak Ridge and areas within a 10 mile radius. Assists residents of public housing locate training or education which will enable them to find better jobs. (Monday, Tuesday, Thursday, & Friday - 8:30am-5:00pm)  
(Wednesday - 8:30am-1:00pm)

**Goodwill Industries - Employment & Training**

Phone: ETR – 865-272-5347      Retail Store: 865-272-5340  
695 Emory Valley Road  
Oak Ridge, TN 37830

**Services:**

Serves Anderson, Campbell, Roane, Morgan, and Scott counties with referral from Department of Rehabilitation Services. Offers programs to enhance academic scores; teach basic job skills (resume and cover letter writing); vocational evaluation; job placement; driver's education; classes on how to use Excel, Word, and the internet.

**TN Career Center in Anderson County**

Phone: 865-483-7474  
136 South Illinois Avenue, Suite 102  
Oak Ridge, TN 37830

**Services:**

Serves Anderson County residents that are low-income and dislocated workers. Provides assessment and testing, basic skills/academic enrichment, career counseling, employment training classes, keyboarding/computer literacy classes, job search assistance, HiSet classes, work experience and on-the-job training, assistance with skilled classroom training and off-site and supportive services to assist with travel and other training and work-related costs. (Open Monday through Friday, 8:00am-4:30pm and closed all major holidays.)

**FOOD**

**Angel Food Ministries**

**Services:**

Provides grocery relief and counseling and budgeting support. Groceries are sold in a quantity that can fit into a medium-sized box at \$30 per unit. Each month's menu is different than the previous month and consists of both fresh and frozen items. Generally, one unit of food assists in feeding a family of 4 for about 1 week. Accepts Food Stamps.

**HOST SITES:**

**Oak Ridge Family Bible Church**

Phone: 865-483-7171  
1978 Oak Ridge Turnpike  
Oak Ridge, TN 37830

**OTHER LOCAL FOOD PANTRIES:**

### **Anderson County Community Action Commission**

Phone: 865-457-5500  
149 North Main Street  
Clinton, TN 37716

#### **Services:**

Food pantry that serves low income residents of Anderson County. Assistance with commodities (bi-monthly—qualify by household income) to residents of Anderson County.

### **Edgemoor Baptist Church**

Phone: 865-945-2249  
330 Old Emory Rd. Clinton, TN 37716

#### **Services:**

Serves the Claxton area Thursdays Noon-2pm.

### **First Baptist Church (Clinton)**

Phone: 865-457-9353  
225 North Main Street  
Clinton, TN 37716  
P.O. Box 268  
Clinton, TN 37717

#### **Services:**

Clothing closet for Clinton residents; can only be served once a month. Food pantry open Tuesday 3:30-5:30pm.

### **First Baptist Church (Oak Ridge)**

Phone: 865-483-4615  
1101 Oak Ridge Turnpike  
Oak Ridge, TN 37830

#### **Services:**

Serves Anderson and surrounding counties. Clothing once every four weeks, or on an emergency basis. Food pantry open Wednesday and Thursday from 1:30-3:30.

### **Grace Lutheran Church Food Pantry**

Phone: 865-483-3787  
131 West Gettysburg Avenue  
Oak Ridge, TN 37830

#### **Services:**

Serves Anderson, Roane, and Morgan counties. Provides food and supplies to needy families who meet USDA income standards. None USDA food given without meeting income standards. Food available Fridays from 10:00am-12:00pm.

### **Highland View Church of Christ**

Phone: 865-483-7471  
138 Providence Rd.  
Oak Ridge, TN 37830

**Services:**

Food pantry serving all areas from 10:00a-12:00p on Thursdays only.

**Ladies of Charity**

Phone: 865-474-9348  
120 West Baxter Ave.  
Knoxville, TN 37921

**Services:**

Offers a 3 day food supply to families 6 times a year. Help is given to children through baby food. Open M-F 9:30a-1:30p.

**Main Street Baptist Church**

Phone: 865-426-2184  
215 Fourth Street  
Lake City, TN 37769

**Services:**

Food staples, occasionally paper goods, detergent, etc. received from Second Harvest. May be served only once a month. Lake City residents only. Require proof of residency. (Tuesdays 1-3) . School soup kitchen (open to everyone) 11a-12:30p on Wednesdays.

**Robertsville Baptist Church**

Phone: 865-483-1316  
251 Robertsville Rd.  
Oak Ridge, TN 37830

**Services:**

Serves hot meals from 6:00-7:00p on Mondays. Serves all areas. Can call ahead if in Oak Ridge and transportation needed.

**Salvation Army**

Phone: 865-483-5072  
350 N. Illinois Ave.  
Oak Ridge, TN 37830

**Services:**

Serves Anderson County and surrounding areas. Provides utility assistance, food, clothing, household items, referrals, counseling. Offers assistance to non-profit groups that serve low-income people. (Open M-F, 9:30-6:30 and Saturday 9-6)

**Second Baptist Church**

Phone: 865-457-2046

777 Public Safety Lane  
Clinton, TN 37716

**Services:**

Food bank serving Clinton residents. Food available from 9:00a-11:30a on Wednesdays. Serves individuals once a month. Requires proof of residency (Clinton residents only).

**Second Harvest Food Bank**

Phone: 865-521-0000  
922 Delaware Ave. Knoxville, TN 37921

**Services:**

Distributes surplus food. Rural areas served by delivery.

**South Clinton Baptist Church**

Phone: 865-457-0863  
1000 Clinch Avenue  
Clinton, TN 37716

**Services:**

Food bank serving Clinton and Claxton. Mondays 9:00-12:00 noon.

**St. Mary's Catholic Church**

Phone: 865-482-2875  
327 Vermont Ave.  
Oak Ridge, TN 37830

**Services:**

Available on Wednesdays 10:00am to 11:45 am at St. Mary's Catholic Church. White Elephant Tuesday and Thursday 9a-4p and Saturday 9a-12p

## **HEALTH/MEDICAL**

**Anderson County Health Department**

Phone: 865-425-8800  
710 North Main St.  
Clinton, TN 37716

**Services:**

Serves all areas. Offers WIC, immunizations, school physicals (for uninsured children), Tuberculosis skin test and treatment for Tuberculosis, testing and treatment of sexually transmitted diseases, Family Planning program (birth control), cancer screening (for women), Drug and Alcohol screening for treatment placement, Child Health &

Development (CHAD), HUGS (Helps us Grow Successfully) program, Families First, TENNder Care, TennCare enrollment and verification, death certificates, nutritional education.

### **Free Medical Clinic of Oak Ridge (FMCOR)**

Phone: 865-483-3904  
116 East Division Road  
Oak Ridge, TN. 37830

#### **Services:**

The clinic provides no-charge primary care and wellness to low-income, uninsured residents of Anderson, Roane, and Morgan counties who otherwise would not have access to medical care. Services include primary medical care, in-house physical therapy, Women's health, Nutrition and diabetes management classes and individual consultations, "Freedom from Smoking" smoking cessation program, National Diabetes Prevention Program, "Healthy Habits, Healthy Lives" comprehensive wellness program, Tai Chi classes. **FMCOR DOES NOT** provide pain management, prenatal services, or dental care.

### **Office on Aging Gift of Sight (ETHRA)**

Phone: 865-457-3259 ext. 4  
125 Leinart St., Suite 3  
Clinton, TN 37716

#### **Services:**

Eyeglasses fund provided by local cash, contributions, and churches. Must be 60 years of age or older and must be low income and have no other means of purchasing eyeglasses.

### **Clinch River Home Health**

Phone: 865-457-4263  
P.O. Box 56  
401 Sulphur Springs Rd.  
Clinton, TN 37716

#### **Services:**

Provides in home nursing, aide services and rehabilitation therapies to the sick, disabled, and elderly. Private fees are based on income.

### **Interfaith Health Clinic**

Phone: 865-546-7330  
315 Gill Ave.  
Knoxville, TN 37917

#### **Services:**

Serves all areas of primary medical care, dental care, mental health treatment, counseling, eye care, pharmacy, hospitalization for diagnosis and treatment.

### **Ladies of Charity**

Phone: 865-474-9348  
120 West Baxter Ave.  
Knoxville, TN 37921

#### **Services:**

Emergency assistance program offers assistance with medication. Mon-Fri 10am-2pm

### **Remote Area Medical**

Phone: 865-579-1530  
1834 Beech Street  
Knoxville, TN 37920

**Services:**

Free medical, dental, and vision care provided during weekend clinics staffed by volunteer providers. Clinics may be requested by county health departments and other social service agencies. Unemployed, uninsured and low-income people are served. No charge for services.

### **Tennessee Department of Human Services**

Phone: 865-457-3660  
182 Frank L. Diggs Dr., Suite 200  
Clinton, TN 37716

**Services:**

Provide help with food stamps, Families First, Medicaid, and TennCare. Open M-F (8- 4:30)

### **TennCare Advocacy Program**

Phone: 1-800-722-7474

**Services:**

Assist in answering questions regarding TennCare and acts as an advocate for those experiencing difficulty accessing necessary medical care.

## **HOME REPAIR**

### **Anderson County Office on Aging**

Phone: 865-457-3259  
125 Leinart St.  
Clinton, TN 37716

**Services:**

Information and assistance seeking home repairs for the elderly. Churches, local organizations and individuals donate time to help with small repairs.

### **Habitat for Humanity**

Phone: 865-482-7713  
111 Randolph Rd.  
Oak Ridge, TN 37830

**Services:**

Homes are built or renovated using as much volunteer labor and donated materials as possible. Provide help in securing a bank loan for those who can't afford it.

### **Weatherization Assistance Program**

Phone: 865-691-2551 ext. 3

911 Cross Park Dr., D-100  
Knoxville, TN 37923

**Services:**

Administered by ETHRA. This program is designed to assist low-income families with insulation (both ceiling and floor), weather-stripping, replacement of windows and doors. For Anderson County residents only

## **HOUSEHOLD ITEMS**

### **Aid to Distressed Families of Appalachian Counties**

Phone: 865-483-6028

P.O. Box 5953

1051 Oak Ridge Turnpike

Oak Ridge, TN 37830

**Services:**

Serves Anderson County. Offers emergency assistance for aid and funds. Limited aid for household items, school supplies program and referrals for other needs.

### **Ecumenical Storehouse**

Phone: 865-481-0274

134 East Division Rd.

Oak Ridge, TN 37830

**Services:**

Serves Anderson County and parts of Roane County. Furnishes household items, bedding, furniture, linens, cookware, etc. Must be referred by Aid to Distressed Families of Appalachian Counties, clergy, state, county, city, welfare, Red Cross or Salvation Army. Open (M, W, F 9:00-12:00)

### **Goodwill**

Phone: 865-457-4798

1115 N Charles G Seivers Blvd

Clinton, TN 37716

**Services:**

Works to enhance the dignity and quality of life of individuals and families by strengthening communities, eliminating barriers to opportunity and helping people in need reach their full potential through learning and the power of work.

### **Knox Area Rescue Ministries (KARM)**

White Elephant stores have available furniture (tables, chairs, bedroom, dining room, etc.). Household items such as lamps, kitchen equipment, glassware, pots/pans, etc. Men's, women's, and children's clothing—including infants and toddlers—as well as electronics, including televisions, stereos, etc.

**STORE LOCATIONS:**

**Clinton**

208 South Main Street  
Clinton, TN  
Phone: 865 463 -1060

**Oak Ridge**

461 Oak Ridge Turnpike (near Tractor Supply)  
Oak Ridge, TN  
Phone: 865 425-7600

**North Knoxville**

3935 Western Avenue  
Knoxville, TN  
West Haven Center (off I-640)  
Phone: 865- 521-7766

**West Knoxville**

115 Sherlake Lane (Off Kingston Pike near Ryan's Steakhouse)  
Knoxville, TN  
Phone: 865- 690-0939

**South Knoxville**

4528 Chapman Hwy (In Food City Shopping Center)  
Knoxville, TN  
Phone: 865- 577-0404

**Powell**

3555 West Emory Rd. (Corner of Clinton Hwy. and West Emory Rd.)  
Powell, TN  
Phone: 865- 947-1663

**Knoxville**

314 Merchants Drive  
Knoxville, TN  
Phone: 865- 688-4490

**Knoxville**

5917 Kingston Pike  
Knoxville, TN  
Phone: 865- 474-9180

**Knoxville**

733 Hall of Fame Dr.  
Knoxville, TN  
Phone: 865- 474-9185

**Salvation Army**

350 N. Illinois Ave.  
Oak Ridge, TN 37830  
Phone: 865-483-5072

**Services:**

Serves Anderson County and surrounding areas. Provides utility assistance, food, clothing, household items, referrals, counseling. Offers assistance to non-profit groups that serve low-income people. (Open M-F, 9:30-6:30 and Saturday 9-6)

**HOUSING/HOMELESSNESS**

**Helen Ross McNabb Runaway Shelter: Project Safe Place**

Phone: 865-482-7986  
161 Robertsville Road, Suite D1  
Oak Ridge, TN 37830

**Services:**

Provide crisis counseling and a homeless shelter for those between the ages of 12-17. Transitional homes for ages 18-21. Supportive Living for ages 18-22.

**Clinton Housing Authority**

Phone: 865-457-9692  
825 McAdoo St.  
Clinton, TN 37716

**Services:**

Public housing serving Anderson County. Eligibility determined following credit checks, police background checks and landlord references. Very limited on help for single students. Their 1 bedrooms are reserved for disabled and elderly.

**Habitat for Humanity**

Phone: 865-482-7713  
111 Randolph Rd.  
Oak Ridge, TN 37830

**Services:**

Provides home ownership to low and very-low income residents of Anderson County. Also aid in repair of homes.

**Homeless No More—Continuum of Care**

Phone: 865-481-3837 ext. 101  
1051 Oak Ridge Turnpike  
Oak Ridge, TN 37830

**Services:**

Serves Anderson, Roane, Union, and Scott counties. Offers assistance with transportation and child care. Provision of referral sources for the homeless.

### **Knox Area Rescue Ministries**

Phone: 865-673-6540

418 North Broadway

Knoxville, TN 37917

#### **Services:**

Serves Knoxville area for homeless, counseling, and referral, case management. Offers emergency shelter, meals, recovery services.

### **Rural Development – USDA**

Phone: 865-523-3338 ext. 4

4730 New Harvest Lane, Suite 300

Knoxville, TN 37918

#### **Services:**

Provides loans for low-income families to purchase a home. Loans for apartments, business & industry. Community programs.

### **Senior Citizens Home Assistance Service, Inc.**

Phone: 865-523-2920

P.O. Box 3025

Knoxville, TN 37927-3025

**Services:** companionship, meal prep, laundry, light housekeeping, grocery shopping or errands, transportation, medication reminders, personal care, toileting & incontinence care, 24 hour care, respite for family, salon services, SCHAS on call.

### **TORCH of Oak Ridge**

Phone 865-318-4788

320 Robertsville Rd., Suite 5

Oak Ridge, TN 37830

**Services:** Our programs aim to serve the homeless, those who are in jeopardy of becoming homeless, and those who are not able to receive services elsewhere due to lack of documentation (i.e. No ID, no phone, no address—or other limiting factors). We work to help them obtain the basic necessities to receive services.

## **LEGAL**

### **Anderson County Juvenile Court**

Phone: 865-259-2351  
101 South Main Street, Suite 200  
Clinton, TN 37716

### **Court Appointed Special Advocates (CASA)**

Phone: 865-463-6850  
Room 115, Anderson County Courthouse  
Phone: 865-457-5400 ext. 850  
100 North Main St. Clinton, TN 37716

**Services:**

Serves Anderson, Roane, Morgan, and Scott counties. Offers advocacy on behalf of abused and neglected children, serve as “voice in court”.

### **East Tennessee Human Resource Agency (ETHRA)**

Phone: 865-457-3259  
125 Leinart Street, Suite 3  
Clinton, TN 37716

**Services:**

Serves Anderson and surrounding counties, Offers legal assistance for elderly.

### **Legal Aid Society of Middle TN and Cumberlands**

Phone: 865-483-8454  
P.O. Box 5209  
Oak Ridge, TN 37831

**Services:**

Specializing in legal support for cases involving special education, unemployment, TNcare termination, eviction, food stamp and tax controversy. Providing tax support for ESL families.

## **PREGNANCY/ADOPTION**

### **Bethany Christian Services**

Phone: 865-588-5283  
318 Erin Drive, Suite 10  
Knoxville, TN 37919

### **Choices Resource Center**

Phone 865-483-0099  
170 Raleigh Rd.  
P.O. Box 7001  
Oak Ridge, TN 37830

**Services:**

Serves Anderson and Roane Counties. Offers free services including pregnancy and STD tests, peer counseling services, ultrasounds. Second Thought—abstinence program, Heart 2 Heart—parenting program, Forgive and Set Free—post abortion program, Stork’s Nest—

baby clothing and supplies

**Florence Crittenton Agency**

Phone: 865-602-2021

1531 Dick Lonas Road

Knoxville, Tennessee 37909

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

**Services:**

The Crittenton Residential Treatment Program, which is made up of sessions addressing anger management, independent living skills, social skills, stress management/relaxation and conflict resolution/positive decision making. They are provided with individualized education through the New Pathways Academy, an on-campus school that provides opportunities to succeed in a school setting in preparation for community employment or the pursuit of higher education. The program provides a group living experience for approximately 90 days that is supportive to the individual/family with counseling and substance abuse treatment and recovery programs offered by the agency. They also offer the Students Teaching and Respecting Sexuality program.

**Hope Resource Center**

Phone: 865-525-4673

2700 Painter Avenue

Knoxville, TN 37919

**Services:**

Serving women and men struggling with unplanned pregnancies or concerns regarding their sexual health.

**RENT & UTILITY ASSISTANCE****Aid to Distressed Families of Appalachian Counties**

Phone: 865-483-6028

P.O. Box 5953

Oak Ridge, TN 37831

**Services:**

Serves Anderson County. Offers financial assistance for rent and utilities.

**Anderson County Community Action Commission**

Phone: 865-457-5500

149 North Main St.

Clinton, TN 37716

**Services:**

Help with past due electric and gas bills. Agency does not help with flex pay or water bills.

**Anderson County Office on Aging & Senior Center**

Phone: 865-457-3259

195 Edgewood Ave.

Clinton, TN 37716

**Services:**

Assists low-income elderly with utilities in an emergency situation. Funding from EF&S, local churches, and local governments.

**Clinton Baptist Association**

Phone: 865-457-9481

400 Market Street

Clinton, TN 37722

**Services:**

Serves Anderson County. Assists low-income families with utilities. (M-F, 9:00-1:00).

**Ladies of Charity**

Phone: 865-474-9348

120 West Baxter Ave.

Knoxville, TN 37921

**Services:**

Emergency assistance program offers assistance with rent and utility payment.  
(Mon-Fri 10am-2pm)

### **Liheat Program**

Phone: 865-691-2551 ext. 3  
911 Cross Park Dr., D-100  
Knoxville, TN 37923

#### **Services:**

Liheat Program gives assistances on utility bills.

### **Salvation Army**

Phone: 865-483-5072  
350 N. Illinois Ave.  
Oak Ridge, TN 37830

#### **Services:**

Serves Anderson County and surrounding areas. Provides utility assistance, food, clothing, household items, referrals, counseling. Offers assistance to non-profit groups that serve low-income people. (Open M-F, 9:30-6:30 and Saturday 9-6)

## **TRANSPORTATION**

### **Oak Ridge Public Transportation & East Tennessee Human Resource Agency (ETHRA)**

Phone: 865-482-2785 or 1-800-232-1565  
P.O. Box 1  
Oak Ridge, TN 37831

#### **Services:**

Serves Oak Ridge. Mini bus with handicapped accessibility. Must schedule rides one day in advance. Able to set up transportation arrangements for surrounding counties.

## **MISCELLANEOUS**

### **Anderson County Chamber of Commerce**

Phone: 865: 457-2559  
245 North Main Street, Suite 200  
Clinton, TN 37716

### **Anderson County Emergency & Rescue Squad, Inc.**

Phone 865: 457-7121  
145 J.D. Yarnell Ind. Pkwy.  
Clinton, TN 37716

#### **Services:**

An all volunteer squad, on-call 24 hours a day, that provides emergency services 365 days a year to anyone in need in Anderson County.

**Big Brothers Big Sisters of Tennessee Valley, Inc.**

Phone: 865-523-2179

119 West Summit Hill Dr.

Knoxville, TN 37920

**Services:**

An organization that cautiously matches children from single-parent families with carefully screened adults for a one-to-one goal oriented friendships which we monitor and evaluate.

**Boy Scouts of America—Great Smoky Mountain Council, Inc.**

Phone: 865-588-6514

Joey Andrews, Anderson County Contact

P.O. Box 51885

Knoxville, TN 37950

**Services:**

Serves the community by instilling values in young people and by preparing them to make ethical choices over their lifetime.

**Boys & Girls Club of North Anderson**

Phone: 865-426-4711

310 East 6<sup>th</sup> Street

Lake City, TN 37769

**Services:**

Gives more than 1,200 young people ages 5-14 professional leadership, counseling, facilities, and equipment for diversified programs of daily activities.

**Norwood Boys & Girls Club of Oliver Springs**

Phone: 865-435-6558

827 East Tri-County Blvd.

Oliver Springs, TN 37840

**Services:**

Provides equipment, uniforms, and facilities for 600 youth ages 5-18 in basketball, baseball, softball, football, and cheerleading. Includes after school programs with organized activities.

**Boys & Girls Club of Oak Ridge**

Phone: 865-482-4433

102 South Jefferson Circle

P.O. Box 4021

Oak Ridge, TN 37831

**Services:**

Gives more than 1,200 young people ages 7-17 professional leadership, counseling, facilities, and equipment for diversified programs of daily activities.

**Children's Museum of Oak Ridge**

Phone: 865-482-1074

461 W. Outer Dr.

P.O. Box 5766  
Oak Ride, TN 37831

**Services:**

A non-profit organization offering educational and cultural learning experiences to young people, their families and teachers; emphasizing programs to help at risk youth.

**Clinton Senior Center**

Phone: 865-457-0642

101 Hicks Street  
Clinton, TN 37716

**Services:**

Offers swimming, bowling, various card games, walking trail, exercise equipment, training, arts and crafts.

**Driver's License Office (Clinton)**

Phone: 865-457-3958

704 North Charles G. Seivers Blvd.  
Clinton, TN 37716

**East TN Technology Access Center, Inc.**

Phone: 865-219-0130

116 Childress Street  
Knoxville, TN 37918

**Services:**

Technology assistance for senior citizens.

**Epilepsy Foundation of East TN**

Phone: 865-522-4991

1715 E. Magnolia Street  
Knoxville, TN 37917

**Services:**

Client services and public education.

**Family Resources Center (Lake City)**

Phone: 865-426-7876

Jennifer Goins, Director  
1132 South Main Street  
Lake City, TN 37769

**Services:**

Referral source for food pantry, clothing closets. Offers parenting classes, computer classes, tutoring for children. Pre-school classes for mother and kids one day a week. Summer offering of Camp Discovery.

**Family Resources Center (Norwood)**

Phone: 865-435-6556

Courtney Vandevander, Director  
805 East Tri-County Blvd.  
Oliver Springs, TN 37840

**Services:**

Offers tutoring for reading, math, etc., adult computer classes, a 2 week academic summer camp for children, community events and referral for other services.

### **Florence Crittenton Agency**

Phone: 865-602-2021

1531 Dick Lonas Road

Knoxville, TN 37909

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

#### **Services:**

The Crittenton Residential Treatment Program, which is made up of sessions addressing anger management, independent living skills, social skills, stress management/relaxation and conflict resolution/positive decision making. They are provided with individualized education through the New Pathways Academy, an on-campus school that provides opportunities to succeed in a school setting in preparation for community employment or the pursuit of higher education. The program provides a group living experience for approximately 90 days that is supportive to the individual/family with counseling and substance abuse treatment and recovery programs offered by the agency. They also offer the Students Teaching and Respecting Sexuality program.

### **Girl Scouts of Tansai Council, Inc.**

Phone: 865-688-9440

1567 Downtown West Blvd.

Knoxville, TN 37919

#### **Services:**

Helps to prepare girls, ages 5-17, to become competent and resourceful women by inspiring girls with the highest ideals of character, conduct, patriotism, and service.

### **Girls Incorporated of Oak Ridge**

Phone: 865-482-4475

1798 Oak Ridge Turnpike

P.O. Box 7040

Oak Ride, TN 37831

#### **Services:**

Helps girls to become self-sufficient, responsible citizens, and serves as a vigorous advocate for girls, focusing on special needs and support of each other.

### **Helen Ross McNabb Center**

Phone: 865-637-9711

201 West Springdale Ave.

Knoxville, TN 37917

#### **Services:**

The center offers an array of social service programs for children and adults including: Children and Youth Homeless Outreach Program, Healthy Families East Tennessee, Mother Goose Program for Brain Development, Friendship House Peer Support Center, Housing and Supportive Living Services, HIV/AIDS Prevention and Outreach.

### **Life Development Center**

Phone: 865-200-1790

**Services:**

Limited are experiential-based programs utilizing a variety of interactive and adventure activities designed to assist young people in building confidence, and developing healthy life skills for dealing with stresses and conflicts they face today.

**Oak Ridge Senior Center**

Phone: 865-425-3999

728 Emory Valley Rd.

Oak Ride, TN 37830

**Services:**

Events scheduled daily for seniors. Noon day meals are also served at 11:00a-11:30a provided by the Senior Nutrition Program.

**TennCare Advocacy Program**

Phone: 1-800-758-1638

**Services:**

Assist in answering questions regarding TennCare and acts as an advocate for those experiencing difficulty accessing necessary medical care.