

Preschool of Second Presbyterian Church



Parent Handbook

2829 Kingston Pike
Knoxville, TN 37919
865-523-9997
www.2ndpres.org
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MISSION STATEMENT

The Preschool of Second Presbyterian Church (an early childhood enrichment center) of Knoxville, TN., has been developed with the realization that there is a need for a state approved, planned program of nurturing and learning for young children, with the philosophy that Christian churches can provide the best environment whereby each child can grow in the fullness of his or her potential as a child of God.

PROGRAM PHILOSOPHY

Low staff child ratios enable the teachers/assistants to provide an environment in which your child will learn self-help skills and socialization skills on a daily basis. Your child will be exposed to a variety of art, music, and movement activities that will enable your child to explore and grow on an individual basis. In addition, your child will have the opportunity to experience learning opportunities through stories and group times as well as daily exposure to Christian beliefs.

Our curriculum is enhanced through outside companies. Some of the companies we have used in the past are Fun Time Gym Bus, Soccer Shots, and Teams of Tomorrow.

The preschool is licensed by the Department of Human Services and will thus be responsible for following licensing standards.

ENROLLMENT

Enrollment is open to all children, regardless of race, nationality, or creed who may benefit from our type of program. A pre-enrollment visit to the center by the parent (or designee) shall be documented. The child must be at least 6 weeks of age. Age groupings are based on the child's age as well as each child's developmental level. A child may be moved from one group to another if space is available to meet special needs. All children will have opportunities to intermingle throughout the day according to interests, needs, differences, and capabilities.

Prior to admission, the parent shall supply the preschool with a completed application, immunization record, and health history. Upon admission to the program, the parents will be provided the Parent Handbook and a copy of the summary of the Department of Human Services licensing requirements. Parents must sign a statement documenting they have read both the parent handbook and the summary and have had the opportunity to ask any questions. The preschool has an open door policy and welcomes parent involvement according to the parents' wishes.

FINANCIAL ARRANGEMENTS

Tuition is due on the first day of each month. After the 10th business day without receipt of payment, a letter will be sent out requesting payment and informing the parent of the \$10 late payment fee added to their account. After the 15th business date without receipt of payment, a letter will be mailed written from the board that states the rights of the parent as indicated in the handbook. If the parent chooses the option of meeting with the Board to discuss alternative arrangements, they will be asked to offer to pay the full past due balance over a period of time in regular installments that is acceptable to the board, and/or they will be offered to submit an application to request any additional scholarship funds that may be available, or finally, if no scholarship funds are available and the parent meets the qualifications for financial assistance, the committee will appeal

to the church for assistance. You may mail your check to the church in care of The Preschool or drop it off by the center's office. Make checks payable to "Second Presbyterian Preschool" or "SPC Preschool". Auto Draft is also available, and the forms may be picked up from the office. **A child's absence from school does not reduce tuition agreements.** (As you can appreciate, our expenses continue just the same.) **Similarly, tuition is not reduced for those months containing holidays or for closures including inclement weather, illness or other unforeseen instances.** (The overall tuition schedule has taken this into account, too.) A \$25.00 fee will also be charged for any returned checks. In order to provide competitive salaries and maintain quality service there is an approximate 3-5% yearly increase in tuition rates.

Changes in enrollment days may be requested if the parent's employment or school situation has changed from the initial enrollment application. Changes will not be granted on an occasional basis.

Scholarships are available for those parents who need financial assistance with tuition. Applications are available upon request from the Director. Scholarships are awarded based on need and the availability of funds. Scholarship applications are due at the end of June.

WAITING LIST AND RESERVING OPENINGS

Holding openings for children who already have siblings in the program and for church members and church staff is as follows:

- There is a grace period of one month with no tuition charge.
- Half tuition will be charged starting with the second month if the parents wish to reserve the opening.
- Full tuition will be charged starting with the third month if the parents wish to reserve the opening.

Holding openings for children who are new enrollees and do not have a sibling in the program is as follows:

- Pay full tuition starting with the day the hold begins.

REGISTRATION FEES

A non-refundable application fee of \$50.00 will be collected upon placing an application for care. A \$150.00 materials fee will be due each year in September. This fee will be prorated if a child enters the program after September, however there will not be a refund if the child leaves the program before the following September.

The program is a year-round program. Children may enroll in the program just for the summer months as long as space is available. Children who choose to leave the program for the summer will need to refer to the waiting list and reserving of openings information.

SCHOLARSHIP FUNDS

Second Presbyterian Church maintains a scholarship fund that is available to parents with short term needs. The scholarship applications may be obtained from the preschool office and must be filled out completely and be accompanied with all relevant documentation. The applications are due at the end of June and scholarships are

generally awarded on a September through August year. On occasion, short term scholarships are awarded based on need and availability of funds. Funds come from fundraising and gifts from church members and on occasion, endowment funds.

VACATION AND HOLIDAYS

The preschool will be closed on the following dates:

July/August 2 days TBA	Fall Training
September	Labor Day
November 3 days	Thanksgiving Holidays
December 2 weeks	Christmas Holidays
January MLK Day	Holiday
March 2 days TBA	Spring Holidays
April or March	Good Friday & Easter Monday
May	Memorial Day
July 4 th	4 th of July

OVERTIME CHARGES

There will be an overtime charge for children not picked up at the regular closing time (5:30 p.m.). The charge will be \$15.00 for the first 15 minutes or portion of 15 minutes, and \$1.00 per each additional minute after the first 15 minutes (per child). **Consistent lateness after 5:30 p.m. will be cause to ask you to withdraw your child from the program.**

SIGN IN AND SIGN OUT PROCEDURES

The Preschool utilizes a computerized sign in and out system. Each parent or care giver is assigned a password and pin that enables them to sign their child in and out. Staff will maintain roll sheets inside the classrooms as well. Parents/legal guardians must sign their child/children in as they come in each morning and sign them out when they are picked up in the afternoon on the computer system. Parents are responsible for their child once they have indicated to the staff member caring for their child that they are there to take their child home. Parent or individual dropping off child(ren) must walk them all the way into the classroom to ensure safety and that the teacher is aware your child is here.

PARKING LOT SAFETY

The following rules must be observed for the safety of your child:

- 1. Park in a parking space when bringing or picking up your child(ren) from the childcare center. Parking at the curb creates a danger with children running to the car and makes it difficult for those exiting from parking spaces.*
- 2. When signing your child(ren) out, do not let them exit the building unless you are with them.*
- 3. Staff will continue to follow our policy that children can't be lifted over the fence to a parent.*

4. *All children need to be signed in upon arrival and signed out upon departure.*
5. *The designated driving lanes must be utilized rather than cutting through the parking spaces.* This is a dangerous practice that has almost caused collisions in the parking lot.

Safety of the children is our utmost concern! Failure to follow the above guidelines will result in a warning and then removal of your child from the program. We expect your full cooperation regarding this situation.

Please do not leave your pocketbook or keys in the car when you go in to drop off or pick up your child/children. Make sure your car doors are locked before you come into the building. Do not leave children in the car unattended.

NAP TIME

All children will rest beginning no later than 1:00 PM with nap ending no later than 3:00 PM. (Infants are on their own napping schedule) If a child is not asleep after the first hour of rest time, staff will provide quiet activities for that child while other friends remain napping. We ask that parents refrain from picking up their child between 1:00 PM and 3:00 PM unless an emergency exists. Please call the center if you need to pick up during rest time and staff will have your child ready for you upon your arrival. Upon your arrival, please locate a staff member who will enter your child's nap room and bring your child to you.

Safe Sleep

Safe sleep at home and at the center are important. All infants are placed on their backs to sleep. Infants are not to remain in car seats, bouncers etc. if asleep. If an infant falls asleep, they must be transferred to the crib. No blankets, pacifier attachments, etc. maybe in the crib only the infant and a pacifier with no attachment. A sleep sack may be used if it does not confine the infant. Sleep sacks may not be weighted and no "magic merlin" suits are allowed. No teething necklaces are allowed at preschool. Below are the safe sleep guidelines from DHS:

Safe Sleep Procedures for Classroom

Because of the possibility of Sudden Infant Death Syndrome (SIDS) and to prevent suffocation deaths in infants:

1. Infants shall sleep in cribs or play yards.
2. No infant shall be allowed to sleep on a sofa, soft mattress, adult bed, in a car seat, in a swing, or in other restraining devices.
3. Infants shall be positioned on their backs for sleeping.
4. Bibs shall be removed prior to placing infants in a crib for sleeping.
5. Soft bedding that is prohibited includes, but is not limited to, pillows, bumper pads, blankets, quilts, comforters, stuffed toys, and other soft items.
6. Mobiles and other toys that attach to any part of the crib are prohibited.
7. It is not necessary to reposition infants once they have demonstrated the ability to turn front to back and back to front independently.
8. Any cribs or other sleeping equipment prohibited by federal product safety regulations shall not be permitted.
9. Infants shall be touched by an educator every fifteen (15) minutes in order to check breathing, body temperature and position.

10. If a child appears not to be breathing, the childcare agency shall immediately begin CPR and immediately call for emergency medical assistance.
11. The childcare agency shall provide orientation on safe sleep practices before allowing any educator to assume infant-caregiving duties.
12. All infant educators shall practice safe sleep procedures.
13. Infants that arrive asleep in car seats or fall asleep in any piece of equipment other than a crib must be immediately removed and placed on their back in a crib.
14. Any practice that is an exception to the above procedures shall not be used without written authorization from a physician.

Authority: T.C.A. §§ 4-5-202; 71-1-105(5) and (12); 71-3-501, et seq.; and 71-3-502(a)(2). Administrative History: Original rule filed November 21, 2002; effective February 4, 2003 (Formerly 1240-04-01-.10). Amendments filed May 1, 2018; effective July 30, 2018.

AUTHORIZATION TO PICK UP AND RELEASE PROCEDURES

There are two major areas of concern that child care providers have about releasing a child in their care: (1) releasing the child to a suspected “under the influence” parent or other authorized adult and (2) releasing the child to a non-custodial parent or other unauthorized adult. In any case, the well being of the child in our care is of primary importance. The following procedures must be followed to prevent problems from arising and to ensure the best protection for your child:

- * Upon enrolling, parents/legal guardians must provide complete information on anyone that they authorize to pick up their child and verify the information.
- * In the event that anyone not on that list will be picking up your child, the parent/legal guardian should send a signed note authorizing that person to take the child. We will not accept telephone authorization unless we can identify the caller without question.
- * We will verify the identity of anyone we do not know by asking for identification with a picture on it (i.e., a driver’s license, or student ID), including parents we have not met.
- * Only individuals that are at least 18 years of age may pick up or sign out children.
- * No child will be released to an authorized adult suspected to be “under the influence”.

The childcare providers will take the following steps:

- 1) Call another authorized adult to come and pick up the child.
- 2) If the parent or other authorized adult is aggressive or threatening, we will call the Sheriff or police (911)
- 3) Repeated problems will be cause to ask you to withdraw the child from the program.

* If parents are separated or in a divorce situation, they must inform the center as to the legal custody arrangements provided by the court. This information will be kept confidential. If there is a custody problem, the center is legally bound to respect the wishes of the parent with legal custody. The parent who has legal custody must provide the center with a certified copy of the most recent court order. Without a court document, both parents have equal rights to custody. We cannot accept the responsibility of deciding which parent has legal custody where there is no court document. If there are concerns about a possible problem, we will ask both parents to sign a written agreement that spells out who can pick up the child at which times.

* If you sign you child up for one of our enrichment programs you are releasing your child to go with these companies without one of our staff in attendance. These companies stay on our property while conducting the activity.

HEALTH AND SAFETY

Your child's health is a matter of major importance to us all. Upon enrollment, you must file with us the appropriate health form provided and an updated record of immunizations dated and signed by a physician. Each time our child receives immunizations please provide an updated immunization record for childcare. All children are required to have certain standard immunizations and a tuberculin clearance as well as a physical. Please do not bring your child to the program if he/she exhibits any of the symptoms listed below. In addition, your child may be sent home if any of these symptoms of illness appear during the day. In such cases, your child will be immediately isolated from the others, and you will be contacted by the director or the designee. You will be expected to pick up your child promptly upon being notified.

Any child with the following symptoms shall be removed from the group until the parent is contacted and the health issue resolved.

1. Fever: auxiliary temperature of 100 degrees F or more, or an oral temp of 101 degrees F or more.
2. Respiratory symptoms (difficult or rapid breathing or severe coughing).
3. Two (2) incidents of loose stool in a day or blood in the stool, especially with other symptoms, such as vomiting or fever.
4. Vomiting: two (2) incidents.
5. Eye drainage
6. Unexplained rash (red or purple rash, welts that appear quickly, open sores) and burns
7. Appearance/behavior (child acts or looks different than usual - unusually tired, lacks appetite, confused, difficult to awaken, *change* in color of skin, eyes, stool, or urine)
8. Obvious, severe pain.

Parents must keep their child home the next day if any of the above symptoms occur during the day and a child is sent home from the program. You may be asked to sign a form that states why your child is being sent home and when they may return. A child may return earlier than 1 day if seen by a pediatrician and the parent provides a signed statement from the pediatrician indicating the child is not contagious.

Please notify the school at once if the child does have a communicable disease.

Accidental Injury: Parents will be called at the discretion of the director or assistant in the event that an injury seems severe. An accident/injury report will be completed which will need to be signed by the parent when the child is picked up that day.

In the case of a serious injury if both parents are unable to be reached, we will call the child's physician. If necessary, we will also call an ambulance or paramedics. Until the arrival of a parent, physician, ambulance, or paramedics, the Director or designee will be

in charge and make decisions about the care of the child. You will be expected to assume responsibility for any resultant expense not covered by our insurance. The school will maintain a parents' signed consent form. It is to your child's benefit that you keep the school up-to-date on phone numbers, emergency numbers, and other pertinent information. **It is your responsibility as the parent to notify the Director of any changes on your child's emergency contact form/card.**

Gold Sneaker Policies

Policy 1: Children attending less than a full day program shall be offered a proportional amount of the physical activity time as required by TDHS licensure rules. (We are a full day program)

Physical activity for children ages three years and older must be a balance of **structured and unstructured play**, both **indoors and outdoors** (weather permitting) utilizing age-appropriate activities.

Policy 2: Providers shall provide education (i.e., via parent meetings, provider newsletters articles, sharing of educational video resources, etc.) to families twice each year that addresses the importance of **limiting screen time** according to current American Academy of Pediatrics policy and the development of a Family Media Plan.

Policy 3: Children shall not be allowed to remain **sedentary** or to sit passively for more than 60 minutes continuously, except for scheduled rest or naptime.

Childcare director shall take **Go NAP SACC Self Assessments** (Infants and Child Safety Physical Activity & Screen Time) to compare their physical activity practices to best practice standards.

Policy 4: Childcare providers must ensure physical activity is a **positive experience** for children and that it is never used negatively or to control behavior.

Policy 5: Providers shall ensure appropriate infant and child feeding patterns, including **breastfeeding**. All educators shall be trained to: advocate for breastfeeding, safely prepare expressed breastmilk for feeding, feed infants according to their individual needs, and store expressed breast milk properly.

Providers shall publically **display their support for breastfeeding infants and mothers by posting signage** or other publically facing information (i.e., participate in *Breastfeeding Welcomed Here* through the TN Department of Health or Team Nutrition resources for new and expectant moms about breastfeeding)

Policy 6: Child Care educators shall ensure appropriate infant and child feeding patterns, including **adequate time for snack and meal consumption** and age-appropriate portion size.

Childcare educators shall **provide education to families** twice each year (i.e., via parent meeting, provider newsletter articles, sharing of educational video resources, etc.) that addresses nutritional learning experiences with a focus on adequate time for snacks and meals and age-appropriate portion size.

All eating opportunities shall consist of a respect for the child and promotion of a **positive attitude toward food.**

Childcare educators shall apply evidence-based **early food preference learning strategies** such as introducing healthy foods, repeatedly pairing new healthy food choices with foods children already like and modeling consumption and enjoyment of healthy food.

Policy 7: The childcare provider **campus shall be free of all tobacco and tobacco-related products**, including smoking, smokeless and electronic products. The campus is inclusive of all vehicles used to transport enrolled children, all outdoor spaces, and all indoor locations, whether or not children are present. Childcare employees and volunteers may not use tobacco or tobacco-related products while off –campus at provider related activities (i.e. fieldtrips, walks, and all other outdoor activities).

Employees who use tobacco products while off campus are required to **change clothes and wash hands** thoroughly prior to interacting with children.

“No Smoking/Vaping” signs shall be posted conspicuously at each childcare provider entrance, as required by state law.

(Gold Sneaker Policy revised 11/2018)

Inclement Weather

We will follow Knox County schools for closing due to inclement winter weather for snow and ice. If Knox County dismisses early due to snow or ice, please make every attempt to pick up your child as soon as possible in order to maximize the safe trip home for your child and the staff members.

We shall not normally close for flooding or other weather related issues, however, we reserve the right to close due to flooding and other weather related issues in Knox County based on the availability of staff to maintain our staff to child ratios. An email or text will be sent out regarding a closing due to flooding or other related weather issues.

THINGS TO BRING

* Each child needs to bring a minimum of one set (underwear, shirt, shorts/pants and socks) of clothing that will remain at school. Label *all* clothing and place inside a zip-lock bag. Write your child’s name on the bag.

* Parents of those children wearing diapers need to provide diapers and wipes.

WHAT TO WEAR

Think of your child’s comfort and provide simple clothing that is free of complicated fastenings. Remember that the children will be engaged in many messy activities and dress them in clothing **that is washable**. Clothing needs to be sturdy to withstand active outdoor play. Provide sweaters and jackets for the changing weather in the fall. Provide suitable head gear when needed (windy, cold, or rainy days). Shoes should have closed toes and at least a strap around the heel. **Label all items of clothing that your child wears/brings to the center!!!!!!**

NUTRITION

Children will receive a mid morning and an afternoon snack as well as lunch. ***NOTE*** **If it is necessary for your child to arrive after 9:00 a.m. PLEASE notify the preschool so that we may include your child in the lunch count.**

The weekly menu is posted for parents' review on the parent desk outside the office window. A copy may be provided for the parents to take home upon request. **Food is not to be brought from home** unless the director has been provided a signed doctor's statement indicating a child has food allergies or if religious beliefs prohibit a child from eating a food offered on our menu. Children should eat breakfast before entering the center.

Parents of infants who are not eating table foods must bring **unopened** baby food. Substitutions (by the staff) of some snacks will be made for toddlers who are not eating specific snacks.

BIRTHDAYS

We celebrate birthdays during p.m. snack period. If you would like to celebrate your child's birthday at school, we prefer that you send cookies or miniature cupcakes. These are easier to handle and are greeted by the children as a special treat. **Please notify your child's teacher one week in advance if you plan to bring a special birthday snack and what you are bringing.**

TOYS FROM HOME

We ask that you leave your child's toys at home or in your car. If an item is brought to school, we cannot be responsible for it. If you have a book that may be of interest to all of the children, we will appreciate this being shared with the class. **No guns, war toys, or other toys of destruction should be brought to the center.**

FIELD TRIPS

Field trips may be taken depending on the class your child is enrolled in. Transportation for the field trips will be in personal parents' cars and require one parent or guardian to attend. The purpose of a field trip, date, time, and means of transportation will be given to the parents prior to the field trip in order for parents to sign the required permission form. Staff will be required to take frequent roll of all children on the trip as well as follow all other requirements mandated by the Department of Human Services.

PLAYGROUND SUPERVISION AND PROCEDURES

Staff will monitor the playground while interacting with children. Staff will position themselves to see all areas of the playground including but not limited to the swing, sandbox, door, climbers etc.

- One staff member will check the playground before children enter the area
- Call roll at arrival to playground and departure
- Staff members will spread out on the playground and over all zones of the playground.
- Individual Children's needs and high risk behaviors will be shared with all staff members in order to ensure safety of all children.

- Emergency Procedures—If a weather related emergency occurs one staff will gather children at the door while other clears the playground go into the hallway stop and call roll. If another threat (human or animal) approaches the playground same procedure as weather.
- Roll call before leaving the classroom, upon arrival, of playground, before leaving the playground and upon arrival in the classroom.

ANECDOTAL NOTES

Staff and Directors may take anecdotal notes on children in the program in order to observe behavior, development and other types of issues. These notes are kept confidential for the teacher of the child and the directors of the center. The notes are to serve in helping identify strengths and weaknesses of an individual child that we may serve them better.

BEHAVIOR/DISCIPLINE

Staff uses positive re-direction when a child is exhibiting a behavior that is not conducive to group care or may injure another child. Sit and watch/time-out is used for children 3 years old and up and on a limited basis for misbehavior. Misbehavior will be defined as behavior that is inconsiderate, disrespectful, or hurtful to self or others. This includes, but is not limited to, hitting, pushing, biting, verbal taunting/insults or any action that is hurtful to them or another person.

If a child engages in excessive misbehavior, the teacher will notify the director. The director or assistant director will instruct the lead teacher to document the child's behavior and put it in the child's file. If a child has three documented incidents of misbehavior, the parents may be contacted to attend a disciplinary meeting. At a disciplinary meeting, the parents, the teacher, and either the director or assistant director will be present. The disciplinary meeting will be documented and kept in the child's file. If a child's misbehavior is directed at one specific child on a repeated basis, the parents of that child will be notified. We will disclose what the behavior was but not the identity of the child who exhibited the misbehavior. After there have been three (3) parent disciplinary meetings, a three (3) day suspension may be considered by the Director.

BITING

Biting can be a normal process for some children before they learn to express themselves. If your child bites, we will tell you. We will also tell you if your child has been bitten. We will not disclose whom your child has bitten or whom they have been bitten by. There will be an incident report filled out and put in your child's file. If your child is three years or older and bites more than once, you may be asked to pick up your child for the remainder of the day.

If there is a bite that breaks the skin, both children's parents will be notified immediately. Both the parents of the biter and the parents of the victim will be asked to disclose if their child has any known health conditions such as HIV, Hepatitis B and/or Hepatitis C.

DISMISSAL OF CHILDREN

The program reserves the right to dismiss your child from the program for the following reasons:

1. Non-payment of tuition. Tuition not paid in full by the end of the month may result in dismissal from the program.
2. Continued behavior on the part of the child that requires one on one staff intervention that detracts from the overall care of the other children in the class.
3. Failure to provide proper documentation of immunizations, physicals, or other written documentation as required by the Department of Human Services.
4. Failure to comply with the policies and procedures as agreed upon in the Parent Handbook.

Other options shall be considered prior to expulsion, such as but not limited to reducing the number of days or amount of time the child may attend, or if applicable, referrals to the Center on the Social and Emotional Foundations for Early Learning (CSEFEL), Early Intervention System, or Individuals with Disabilities Act (IDEA).

If expulsion must occur the following is a guide for transitioning the child to another program:

If after remedial actions have not worked, the child's parent/guardian will be advised verbally and in writing about the child's or parent's behavior warranting an expulsion. The school will work with each individual case in order to come to an appropriate time table for the dismissal of a child in order to give the family time to find other arrangements for care providing that the behavior has not escalated beyond the staff's ability to keep all children and staff safe.

Parent Board Representatives Job Description

Parent Representatives are appointed to the board to allow a tangible contact with the parent population of SPC Preschool.

When parental concerns are brought to the Parent Representative's attention, these items will also be brought to the director's attention. These items will then be dealt with by the director. If the director fails to deal with the items the Parent Representative will then take it to the Chairperson of the Board prior to the next board meeting. This will enable the Chairperson, Parent Representative, and Director to present the information to the board in a concise manner.

Board Meetings are generally the third Monday of each month at 12:00 p.m.

- The job of a Parent Board of Representative is a one-year commitment.
- Parent Reps will help plan two luncheons a year for Staff Appreciation.
- Parent Reps will help in planning monthly or seasonal staff "thank you's"

Emergency Procedures

Evacuation Plan

1. We will leave the Preschool of Second Presbyterian Church and travel in personnel cars to West Hills Baptist Church ((865) 639-9272). N. Winston Rd. This is in the event that we must evacuate across town.
2. The Classroom Teacher will be responsible for collecting the roll book and taking roll as well as any necessary medicines including EpiPens, inhalers, etc.
3. The Assistant Director will be responsible for collecting the first aid kit and medicine boxes.
4. The Director will be responsible for checking the building to make sure it has been completely evacuated.
5. In the event that we must evacuate our building due to fire or bomb threat etc., we will walk to the far northwest end of our parking lot and down the hill toward the condominiums located behind the church parking lot. This is accessible from Concord St. by turning on to Jersey Street and coming to the end.
6. Parents will be notified by phone call or text that the center has been evacuated and where children can be picked up.
7. Parents will be notified upon enrollment of this evacuation plan and how they might obtain information (Church phone, 865-523-2189) in the event of an emergency situation.
8. Children's medication will be taken wherever child is taken. Medication will not be handled by children.

After Hours Emergency Number

If you have an emergency that needs to be addressed after hours, please call 865-243-6353 and leave a message. Your call will be returned as soon as possible.

Please sign the form you were given with your enrollment packet, that you have read and understand this document and the DHS rules and regulations summary and return to the Director.

Thank you

