

Welcome to St. Ann Extended Care! This program has been offering quality, affordable before and after school child care for the students of St. Ann Catholic School for over 30 years.

The program offers breakfast for sale during Morning Care, provides an after school snack and a variety of activities. A homework room is provided Mon.-Thurs. for grades 1-8, and other activities include the use of the gym, outside recreation, art projects, video games, board games, toys, etc. Monthly newsletters are provided to keep you informed of activities, holidays, etc.

If additional information is needed, direct inquiries to: Karen Otts or Carol Caesar at 382-3370 during office hours, 9:30-2:45 p.m. You may also e-mail us at: [karen.otts@sascolts.org](mailto:karen.otts@sascolts.org) and [carol.caesar@sascolts.org](mailto:carol.caesar@sascolts.org).

## **PRE-ENROLLMENT**

A pre-enrollment visit is required of all parents of new enrollees. Parents are welcome to come observe and ask questions at any time to make sure this is the right place for your child.

## **REGISTRATION**

Registration for the next school year begins in March and the deadline to register and have a GUARANTEED spot is May 24. After May 24, placement is first come, first serve, IF space is available.

## **PROGRAM HOURS**

Morning Care is 6:30 a.m.- 7:30 a.m. After Care begins at dismissal and ends at 6:00 p.m. E-Care is offered on many half days and school holidays via a sign up system. A separate list of all school and E-Care half days/holidays will be available on the first day of school.

## **ENROLLMENT STATUS**

**Full Time** enrollment is for those who need care after school every day, every week, with Morning Care included. We do not send statements; fees are due EVERY MONDAY, and, like school tuition, are due regardless of attendance/school holidays/closures. There are no hourly rates and weeks are not prorated for inclement weather closings, illness or absence. By choosing Full Time enrollment, you agree to pay for every week that we are open.

**Morning Care** is for those who only need care before school. Morning Care payments are due on the day of attendance or by Friday for that week's care.

## **FEES**

**FULL TIME** \$60 weekly (5 days a week, before & after school)

*Half day- additional \$5*

*Holiday- additional \$10*

**MORNING CARE** \$5 per morning

**Other fees** \$55 returned check fee, checks not accepted after two returned checks

\$25 late payment fee if payment not received by NOON Wednesday

\$5 failure to sign child in or out fee

Monthly payments are acceptable, but must be made at the FIRST of the month. All checks or money orders should be made payable to St. Ann E-Care and put in our box on the sign out table. Please write the week/day the payment is for in the memo section. Please note: we cannot accept cash.

Report cards will be held for nonpayment of fees. NONPAYMENT OF FEES IS GROUNDS FOR REMOVAL FROM THE PROGRAM. Children who are removed from the program because of nonpayment will be sent to the school office if not picked up at dismissal.

## **HOLIDAYS/HALF DAYS**

**We must have at least TWENTY children sign up to attend on half days/holidays in order to be open for any half day/holiday.** The holiday sign up book is on the sign out table every day and contains a list for every holiday and half day. For school holidays and half days, you must put your child's name on the list to attend each of those days. The deadline to sign up or to remove your child from the list is TWO WEEKS prior to the holiday or half day. If your child is signed up but does not attend, you will pay a \$68 no-show fee; this fee is the cost of employees for your child. If your child is not signed up to attend a holiday or half day but attends anyway, you will be charged an extra \$45. We have sign ups so we can staff adequately and purchase supplies for these days.

Please be aware that ALL days/dates are subject to change. Since we are a shared space program, it may be necessary for us to be closed if school or church events are added which severely limit the amount of space available for our use. Any changes will be in the monthly newsletter and/or communicated through e-mail.

## **LATE PICK UPS**

Late parents will be charged a \$1 per minute per child late fee, which will increase by \$1 on each subsequent late pick-up and will be added to weekly fees. The intent of this fee is to encourage on-time pick-ups. While we understand that emergencies do arise, those who are habitually late will be asked to leave the program.

## **INCLEMENT WEATHER/POWER OUTAGE**

In case of inclement weather, E-Care closes in conjunction with the school, which will be announced as the Catholic Diocese of Memphis. If school is in session and is dismissed early OR if school is canceled, E-Care will be closed. If school is canceled AFTER Morning Care has opened but BEFORE school has begun, children must be picked up within thirty minutes of the announcement of closure. If your child is still at E-Care after thirty minutes, you will be charged an extra fee to pay overtime for the staff.

In case of a power outage before E-Care opens, we will not be open. In the event of a power outage while E-Care is operating, we will close if determined that the outage will be for an extended period of time.

### **MORNING CARE ARRIVAL**

For Morning Care arrival, park in a designated parking space, and walk your child into the cafeteria. You must sign your child in to us by finding his/her name on the sign in list, recording the time of arrival, and signing your name. **The Department of Education regulations state that every child arriving must have a parent sign them in to the program.**

### **PICK-UP PROCEDURES**

For afternoon pick-up, please go to the sign out table, and sign your child out by finding his/her name on the sign in list, recording the time of arrival, and signing your name. **The Department of Education regulations state that every parent MUST sign their child out.** When you sign your child out, you are transferring responsibility for your child from us to you, and your signature is our record of who picked your child up and at what time. There is a \$5 failure to sign out fee for anyone who does not sign their child out.

Only those authorized on the child's registration forms will be allowed to sign the child out. We will NOT release a child to anyone, including family members, who is not on your list. You MUST send us a note, e-mail, or call us (not the school office) to tell us someone not on your list will be picking up your child. Please advise anyone picking your child up for you for the first time that they will be asked for ID. Please do not be offended if you are asked for ID several times or if you are asked to sign your child out, because your child's safety comes first.

According to the Department of Education regulations, "Children should not be released to anyone whose behavior, deemed by a reasonable person, may place him/her in imminent risk. Immediately call 911, the local law enforcement agency or other emergency services prior to the release of children. If the person displaying risky behavior is not the parent, the program shall not release the child and the parent shall be called immediately."

No child may leave E-Care without an adult assuming responsibility for him/her. Children are not allowed to walk home, to the library, bowling alley, etc. from E-Care. Children cannot be signed out ahead of time to go to a practice, game, youth group, etc. Children are not allowed to go to the gym, field, etc. to wait for a practice, meeting, etc.

### **PARKING**

Always park in a designated parking space. Please note that the "No Parking" zone in front of the gates, along the curbs, and in the circle drive, are fire lanes. Also, only park in the handicapped spaces if you have a permit, since we do have grandparents and parents that have permits for those spaces.

## **ATTENDANCE**

We expect all children to report to E-Care as soon as school is dismissed. If your child will not be attending E-Care or will be late, you must call, e-mail, or send a note to let us know.

If your child does not report to E-Care at dismissal, we assume he/she either left school early or was a car rider that day. Your child is not the responsibility of E-Care until he/she has signed in with us. If your child stays after school with a teacher, he/she must bring a note from that teacher at dismissal. Your child may not come to E-Care to use the phone to ask you for permission to walk to the library, bowling alley, etc. **Once your child arrives at E-Care, he/she may not leave without being signed out by an adult.**

## **EXTRACURRICULAR ACTIVITY SIGN OUT**

Parents must sign a permission form provided by E-Care or send a note/e-mail for children who will be leaving for any extracurricular activity. Children will only be released to the designated adult for that activity. It is mandatory for the designated adult to sign your child out and assume responsibility for him/her.

## **MEALS**

Breakfast will be available for purchase on school mornings for \$1 per item. Breakfast choices vary, but usually consist of cereal, PopTarts, waffles, toast, doughnuts, etc., with a choice of drink (\$.50). There is no charge for breakfast on school holidays.

Children have a variety of snacks to choose from each afternoon. If your child has food allergies, let us know so we can monitor what your child chooses for snack, or send a snack with your child.

Lunch is not provided on half days or holidays. Send a lunch that includes a sandwich or other nutritious item, not junk food. Do not send food that must be heated/microwaved! Any drink is acceptable, except drinks in glass bottles. We will call parents of those who arrive without a lunch and it will be the parent's responsibility to bring the child a lunch.

## **CURRICULUM and HOMEWORK TIME**

Children in grades 1-8 have a mandatory 45 minute homework room time Monday-Thursday. All children must bring a book or something else constructive to do if they finish homework early or do not have homework. All children are expected to work on homework at E-Care and to behave in the homework room so other children can concentrate on their work. Children who do not finish in the allotted time may work on homework wherever their group goes.

Children must bring their own homework supplies, such as paper, pencils, pens, etc. When children leave their classroom in the afternoon, they should bring everything with them that is needed to complete their homework. Students are NOT allowed to return to classrooms for forgotten books, paper, etc. after arriving at E-Care. We are not permitted to use our keys to let a child or parent into a classroom to retrieve forgotten items.

### **SICK CHILDREN**

Do not send your child to E-Care if he/she has a fever, diarrhea, vomiting, pink eye, lice, etc. If fever of 100 or more is present, or if any symptom listed above is present, we will call a parent or authorized person to come get the child. The Department of Education regulations state that children cannot return until they have been fever-free for 24 hours, without the use of a fever reducer. For example, if we call you to pick your child up because of fever, your child may NOT return the next day. Children with lice may not return until they are nit free and children with pink eye must be treated before returning to school. All parents will be notified of any contagious illness such as hepatitis, chicken pox, etc. In general, please do not send a sick child to E-Care!

### **MEDICINE**

Children who will be taking any kind of medication at E-Care must have a medicine form signed and medication in a prescription bottle. Also, we cannot give Tylenol, Advil, etc. without permission from a parent. You may fill out a medical form for this, or sign the Pain Reliever Permission Form which is in the registration packet.

### **POTTY TRAINING**

All children attending E-Care must be properly potty trained. We realize that PK 3 & 4 and Kindergarten children are prone to occasional accidents, so we require that these children keep an extra change of clothes here or in their backpack. Please include underwear, socks, shoes, pants, and a shirt. Those children who habitually have accidents pose sanitary problems for the rest of the children and will be asked to leave the program until they are successfully potty trained.

### **DISCIPLINE and GROUNDS for EXPULSION**

E-Care follows the same zero tolerance policy as the school in regards to weapons and/or the threat of weapons. The possession of ANY type of weapon, including ammunition, by a student on school property will result in the immediate expulsion of that student from E-Care. Likewise, the THREAT, whether verbal or written, of bringing or using a weapon at E-Care or against a member of the E-Care program will result in immediate expulsion from the program. Also, the threat to end a life or harm a life in any way, the possession or consumption of alcoholic beverages, cigarettes, illegal

drugs, or drug paraphernalia will also result in immediate expulsion. In all instances, the proper law enforcement authorities will be notified. The Director of Education/School Principal and the Pastor will be notified of all proceedings. These are serious matters that cannot be taken lightly in any circumstances. The safety of all children and staff in E-Care always comes first.

Children who repeatedly exhibit violent tendencies towards other children or staff, display defiant behavior, steal, etc. will be expelled from the program. Students who are behavior problems may sit in time out (1 minute per age) and/or receive written warnings and Discipline Sheets. If three Discipline Sheets are received, the child will be expelled from the program permanently.

We reserve the right to expel a child at any time for discipline problems, with or without receiving Discipline Sheets. We also reserve the right to expel a child from the program because of actions of the parents that we deem inappropriate. This includes, but is not limited to: violent behavior towards children or staff, refusal to comply with policies and procedures, not keeping contact information current, constant late payments or no payments, excessive late pickups, etc.

We do not disclose to parents, or third parties, the names of children involved in incidents at E-Care. No parent may talk to another child without a staff member present. No parent has the right to discipline another child. If a parent has a problem with another child at E-Care, they need to talk with us, or call that child's parents.

## **GRIEVANCE POLICY**

Resolution of a complaint should be sought with the Director and staff member(s) involved. If these discussions are not satisfactory, you will be referred to the Director of Education/Principal who will consult with the Pastor.

## **EVERYDAY NEEDS**

1. Children in PK and Kindergarten MUST bring a complete change of clothes in case of accidents. Also, older children who are prone to accidents should bring a change of clothes. Extra clothes should either be kept in your child's backpack or given to us to keep here.
2. Children must wear tennis shoes or non-marking shoes to play in the gym. Children who do not wear tennis shoes to school should bring tennis shoes to play in the gym. Those who wear shoes that will mark up the floor will have to sit out while their group plays in the gym.
3. Children must wear appropriate warm clothing in cold weather since we play outside every day, except when it is raining. Your child must bring a coat, jacket, sweater, gloves/mittens, etc. to wear outside. Label all clothing!
4. Children must bring their own homework supplies. Please make sure your child has paper, pencils, etc. in his/her backpack to complete homework at E-Care every afternoon. Children should also bring a book to read or something else to do when finished with homework before homework room time is over.

## **GENERAL POLICIES**

Children are expected to exemplify the highest standards of conduct, as behavior must be based on Christian principles. It is recognized that the purpose of any rule or disciplinary procedure is training toward the child's own self-discipline.

The following general rules and regulations apply to all children. While not inclusive, they provide good guidelines for proper behavior.

1. Children will show respect to all staff and other children.
2. Harassment/bullying of ANY kind will not be tolerated and will result in suspension and/or expulsion from E-Care.
3. Fighting will not be tolerated and all parties will be punished.
4. Cursing, indecent/sexually explicit language, and racial slurs are forbidden and will result in suspension and/or expulsion.
5. Public displays of affection are forbidden.
6. Children who, through negligence or horseplay, cause damage to E-Care equipment, property, or the property of another child, will be responsible for the cost of the damage.
7. Going through other children's belongings, and/or hiding other children's belongings will not be tolerated and will result in the child receiving a discipline sheet.
8. Modest clothing must be worn at all times. NO clothing with inappropriate messages. Hats and cleats may not be worn in the building.
9. Make-up MAY NOT be worn.
10. Cell phones are NOT allowed, and must be kept in your child's backpack at all times. If a child is caught using a cell phone, it will be confiscated and returned to the parent at the end of the day.
11. Cameras, music players, and devices with internet access are NOT allowed and will be confiscated. iPads/tablets may only be used for homework or games WITHOUT internet access.
12. Video games brought from home MUST have an "E" rating (or equivalent), all others will be confiscated.
13. Toys from home may be brought, but is strongly discouraged. E-Care is not responsible for any lost toys, clothes, etc. Write your child's name on EVERYTHING brought from home.
14. Children cannot use the snack/drink machines, except when given permission on movie days.
15. Chewing gum/candy is not allowed unless supplied by E-Care staff.
16. Laser pens/pointers are not allowed and will be confiscated.

**EXTENDED CARE HAS THE RIGHT TO AMEND THESE POLICIES AND PROCEDURES AS IS NECESSARY**

# Smoke-free Campus







**Standards for School-administered Child Care, Chapter 0520-12-01  
SUMMARY**

**Program Organization and Administration, 0520-12-01-.05**

- A Child Care Center must have an adequate budget. General liability, automobile liability, and medical payment insurances must be maintained on all properties and vehicles owned or operated by the program.
- Children’s files must include a complete application, an official immunization record (exceptions do apply), and health history.
- On-going parent communication is expected. Programs must provide a parent handbook with the policies, procedures, and the TDOE requirements, chapter 0520-12-01. It is expected that parents sign for receipt of the policies and requirements, and this would be kept in the child’s file. All parents shall be given a pre-placement visit opportunity.
- 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.
- A written plan must be in place for the release of each child, this should include individuals who are allowed to pick up the child at the end of the day or any given time by the parent.
- Children must be signed out of the program by the custodial parent. Staff may require to see a person’s identification when releasing a child from the program.
- Injuries and incidences will be reported to the parent as soon as possible or at the end of the school day. This shall be documented in the child’s file.
- Staff records must be kept on each employee that includes educational background, reference checks, TBI check, in-service training, physical exams and performance reviews.
- If the center provides transportation, the driver should be appropriately licensed, have a drug screening on file, and certificate of CPR/First Aid, there must be liability insurance and the children must have adequate space and supervision. Transportation provided by the center or under center authorization shall comply with state law.
- Programs must have the current Certificate of Approval posted where parents and visitors can easily see it, along with the Department of Human Services childcare complaint number and the Department of Children’s Services Child Abuse Hotline number.
- No smoking must also be posted in a conspicuous manner.
- A copy of the state board rules (chapter 0520-12-01) must be maintained in a central space and available to all staff and parents.

**Program Operation (Supervision), 0520-12-01-.06**

- Careful supervision of each group is expected at all times and suited appropriately for each age grouping.
- Adult:child ratios and group sizes must be followed.

Single-age grouping chart:

<b>AGE</b>	<b>GROUP SIZE</b>	<b>ADULT:CHILD RATIO</b>
Infant (6wks-12 m)	8	1:4
Toddler (11m-23m)	12	1:6
Two (2) years old	14	1:7
Three (3) years old	18	1:9

Four (4) years old	20	1:13
VPK, 619, PDG	20	1:10

Multi-age grouping chart:

AGE	GROUP SIZE	ADULT:CHILD RATIO
Infant – 18 months	8	1:4
18 – 36 months	16	1:8
3 – 4 years old only	20	1:10
3 – 6 years old*	24	1:13

\*Not including first grade children

- Group sizes must be maintained in the classroom, but classes may combine while outdoors, in common dining areas, or common napping areas.
- Each group must have their own space. Infants cannot be group with children older than 30 months; a separate area must be provided for infants and toddlers.
- At naptime, ratios may be relaxed for groups (except for infants and toddlers).
- A written playground supervision plan is required.
- Field trips requires adult:child ratios to be doubled. Swimming has a separate ratio chart and the life guard is not included in the ratio.

#### Staff, 0520-12-01-.07

- All programs must have a director and enough teachers and staff to meet the required ratios for adequate supervision.
- Staff must be physically, mentally and emotionally stable to work with children and have knowledge of early childhood behaviors and development.
- Teachers and assistant teachers must be 21 years of age if hired after June 30, 2017. Any staff member under the age of 21 must be supervised by an adult, **except for before and after school programs.**
- All new staff must complete 2 hours of orientation before assuming duties and receive annual instruction in early childhood topics that are required in this chapter section.
- The program must maintain written documentation that each employee has read the full set of all applicable rules.
- A copy of the entire rules must be maintained and readily accessible to all employees.
- All staff must have a criminal background check upon hiring and must be cleared before assuming duties. A new fingerprint sample is required every 5 years for all employees.
- A director shall be responsible for the day-to-day operations, shall be physically present in the facility for at least half the hours of operation, be at least 21 years of age, and follow the qualification guidelines listed in this chapter section.
- An assistant director may be designated in charge when the director is absent.
- All directors, assistant directors, teachers, assistant teachers, and other staff working directly with the children must have professional development training. 24 hours is required for the 2017/2018 school year and 30 hours is required for the 2018/2019 school year and beyond. At least 6 hours of this professional development must be in developmentally appropriate literacy practices.

#### Program, 0520-12-01-.09

- Educational activity must be developmentally appropriate for the age and ability of the children enrolled. (See TN-ELDS for Birth-48 Months and TN-ELDS for 48 month-Kindergarten)
- Any technology used by the children must be reviewed by staff, approved by parents, and shall not exceed 2 hours per day.
- Children shall not be left in restraining devices (swings, car seats, high chairs, etc.) for periods longer than 30 minutes.
- Children should have opportunities to play together and also alone when they choose to do so.
- Personal safety must be taught each year for children ages 3 through school age.
- Outdoor play must be provided for all ages who are in care for more than 3 daylight hours, weather permitting (temp ranges 32-95 degrees).

- Behavior management and discipline must be reasonable and age appropriate. Spanking or other corporal punishment is not allowed. Timeout must be based on the age of the child and take place in an appropriate location.
- Children shall not be in care for longer than 12 hours in a day.
- Routines such as snack, meals, and res shall occur at approximately the same time each day.

#### **Health and Safety, 0520-12-01-.10**

- A first aid kit must be on the premises and a comprehensive first aid chart or list must be available.
- There must a staff member present at all times who has a current certification in CPR and first aid training.
- A written plan to protect children during disasters is required. Drills must be practiced and documented each month. At least one drill must be practiced during extended care hours.
- Smoking and the consumption of alcohol are not allowed on the premises of a child care program.
- Firearms are not allowed on the premises or in a vehicle used to transport children.
- Kitchen knives or other potentially hazardous tools must be kept inaccessible to children.
- Staff's personal belongings must be kept inaccessible to children.
- Emergency contact numbers must be listed and posted near all telephones.
- Conduct regular morning health checks of each child and notify parents immediately when a child is sick or injured.
- Medication may not be given to any child without the written consent of the parent/guardian.
- Safe sleep practices for infants must be followed:
  - Infants places on their back to sleep, in a crib or pack 'n play with only the sheet. Soft bedding for infants is not allowed.
  - No swaddling or wrapping in a blanket.
  - Infants must be touched by a teacher every 15 minutes to check breathing and body temperature.
  - Infant room teachers must have SIDS and safe sleep training before reporting for duty.
- Hand washing and diapering procedures must be followed to minimize the spread of germs in the classrooms.
- Developmentally appropriate equipment that is in good repair and easily cleaned is required. All manufacturer's safety instructions must be followed.
- Electrical cords and outlets should be inaccessible to the children.
- Children must have a place to store their belongings that minimizes the spread of germs.
- Each child must have their own napping equipment (2" thick mat or cot; sheet or cover for the mat; and a coverlet for their body)
- All staff must report reasonable suspicions of child abuse to DCS hotline number or local law enforcement. Annual training for this is required.

#### **Food, 0520-12-01-.11**

- Children will receive meals based on the amount of hours spent in the program.
- Food should be forced or withheld from children.
- Infants must be held while bottle feeding and bottles may not be heated in the microwave.
- Special diets and instructions must be provided in writing.
- A menu must be posted each week. Changes to the meal must be documented before the meal occurs.
- Teachers and children must wash hand when handling and eating food.
- All eating surfaces must be washed with soapy water and sanitized before eating and after eating.
- Children must be seated at appropriately sized tables and adults must closely supervise them while eating.
- Milk must be placed in the refrigerator immediately after it is served. All formulas remaining in bottles after feeding must be discarded.
- Highchair manufacturer's restraints must be used.
- Food must be properly handled and stored to protect from it contamination.
- Milk and perishable food must not sit on the table longer than 15 minutes before being served.

#### **Physical Facilities, 0520-12-01-.12**

- All facilities must pass an annual fire inspection and health inspection.
- A working telephone is required.
- A minimum of 30 square feet of usable indoor play space for each child is required.
- The area must be clean and safe for the children to use.
- A minimum of 50 square feet per child is required outdoors.

- The outdoor area must be fenced.
- Outdoor play equipment must be age appropriate for the group of children.
- Outdoor equipment must be placed to avoid injury and have a proper amount of resilient surfacing material to cushion a fall.
- The outdoor playground must be properly maintained with a written playground maintenance plan. A pre-play inspection is required before children play outdoors.
- Drinking water shall be provided in all occupied rooms.
- Adequate temperature must be maintained in all classrooms.
- Classroom pets must be kept in a clean cage and kept away from food storage or food preparation areas.

**Transportation, 0520-12-01-.13**

- All transportation laws must be followed at all times and are defined in State board of education Pupil Transportation Rule 0520-01-05-.01 (2).
- Liability insurance coverage is required on all vehicles.
- 15 passenger vans are strictly prohibited.
- Proper child passenger restraints are to be used when transporting children in passenger vehicles.
- All school bus drivers must be properly licensed, have received a background check through the department, complete an annual physical and mental exam, complete annual school bus driving training, and complete CPR certification.
- Adult monitors in addition to the driver may be needed to properly supervise children while in route.
- Passenger logs must be kept and inspection of vehicles at the end of the route is required to insure no child is left inside.

**Care of Children with Special Needs, 0520-12-01-.14**

- When children with special needs are enrolled, all reasonable and appropriate efforts shall be made to provide those children equal opportunity to participate in the same program activities as their peers.
- Adaptations to the environment shall be directed toward normalizing the lifestyle of the child with a disability by helping him/her become independent and develop self-help skills.
- The program shall inform parents of any specialized services available from the program, and if the program is aware of any specialized services available through third parties, shall additionally inform the parent of such services.
- Governing agency shall develop policies and procedures, in accordance with 0520-01-09-.23, governing personnel authorized to use isolation and restraint, training requirements and incident reporting procedures.

**School-Age Before and after School Programs 0520-12-01-.15**

- All staff shall be 18 years of age.
- Professional development training hours are required: 18 hours for directors and 12 hours for staff.
- Ratio for Kindergarten-12 years old is 1:20 and for 13 years and older is 1:30.
- Ratio and group size requirements when pre-k is enrolled in the program

<b>AGE</b>	<b>Group Size</b>	<b>Adult: Child Ratio</b>
Including 3 year olds	15	1:10
Including 4 year olds	20	1:12

**COMPLAINT HOTLINE: (LONG DISTANCE) 1-800-462-8261  
(NASHVILLE AREA) 615-313-4820**