

### What do you do if your childminder suddenly falls ill or your nursery has to close unexpectedly?

Working and studying parents know the feeling ... when your (otherwise reliable) regular childcare falls tough and you wonder how you can still go to work as normal or make it to important lectures, exams, etc.

To help you successfully balance family needs with work or studies in these difficult situations, MHH has set up an emergency childcare service in cooperation with 'pme Familienservice GmbH'.

### Emergency childcare at MHH:

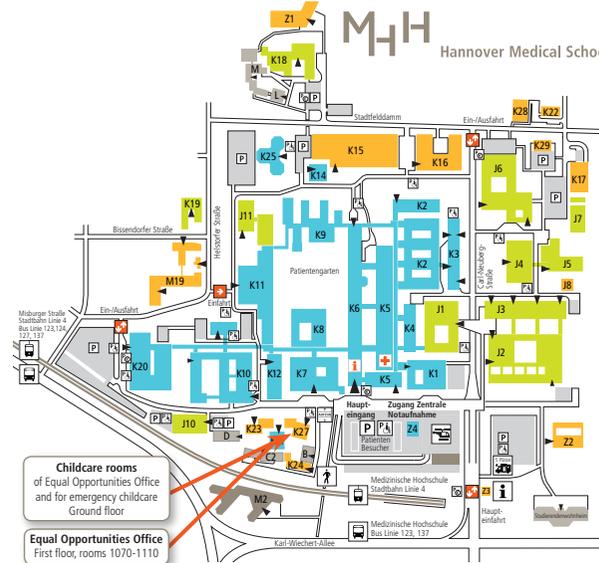
- In child-friendly rooms on the MHH campus (Building K27, Block A, ground floor) or, on Sundays and public holidays, at the pme daycare facility in Hannover's Südstadt district;
- For children aged from 8 weeks to 12 years;
- Daily, 365 days a year, between 5.45 a.m. and 7.00 p.m.;
- The period of care must be at least three hours but no more than nine hours;
- All employees and students at MHH can make use of this care on 15 days a year per child.

MHH covers the costs of this emergency childcare for the children of staff and students if it is made use of for work-related or study-related reasons. After use, this amount may be deemed a non-cash benefit that counts as income, in which case it is subject to taxation at the personal income tax rate.

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30171 Hannover  
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Fax: +49 (0)511 700200-10  
e-mail: [hannover@familienservice.de](mailto:hannover@familienservice.de)

To book childcare with pme Familienservice GmbH, please use the phone.

Hannover Medical School (MHH)  
Equal Opportunities OE 0013  
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Photos: MHH Press Office and Equal Opportunities Office, stock.adobe.com/de/  
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## Emergency childcare for staff and students at Hannover Medical School (MHH)



Hannover Medical School (MHH) has been certified as a family-friendly university by berufundfamilie Service GmbH since 2005.

The Coordinator of the Family-Friendly University Audit scheme ('audit familiengerechte hochschule') and MHH's Equal Opportunities Officer are available to help with any questions on how to combine family life with work or studies.

A wealth of other information can be found at our Internet resource [www.mh-hannover.de/familienportal.html](http://www.mh-hannover.de/familienportal.html) and in our booklet 'On your side. Information for parents and children at MHH', obtainable from the Equal Opportunities Office.

### Director

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### Coordinator

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**A special 'check-in' process means that educationally sound care can be ensured for your child, even in exceptional circumstances.**

- You book the required childcare by telephoning pme Familienservice no later than 6.00 p.m. the day before.
- You describe your child's daycare needs and give us the times required.
- pme Familienservice will take your booking and make sure the carer-to-child ratio is appropriate on the day in question.
- For purposes of anonymous statistical analysis, you will be asked for details including the reason for using emergency childcare.

If you ever need to book childcare after 6.00 p.m. or on the day itself, pme Familienservice will endeavour to meet your needs.

**However, care provision can be guaranteed only if you book by 6.00 p.m. on the day before.**

### Childcare

pme Familienservice's flexible childcare team will receive your child on the day required in Building K27 on the ground floor of MHH. The carer-to-child ratio is higher than in comparable regular childcare centres. This means your child's needs can be well catered for. We will make the day interesting and varied for your child.

### pme Familienservice GmbH

Tel: +49 (0)511 700200-0

Tel: 0800 801007080 (outside office hours)

**When booking at short notice, please do so by telephone.** This will help us ensure optimum care for your child on the day required and provide an opportunity for any queries we may have.

**Please bring along your student or staff ID card on the day, as you will need to show it.**

### Things your child will need:

- Indoor footwear or slipper socks
- A change of clothes
- Cuddly toy and/or other favourite toy(s), comforter
- Food (if your child has special dietary requirements or preferences); otherwise, all meals and snacks are provided
- (For children using nappies) Ideally, sufficient nappies and familiar care products.

