Childcare guaranteed – even in an emergency

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

Working and studying parents know the feeling of having their regular childcare arrangements canceled at short notice making it difficult or even impossible to go to work or attend 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

- For children aged 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 and no more than nine hours
- (Building K27, Block A, ground floor) or at Sundays and public holidays at the pme daycare center in Hanover (Südstadt)
- Children of students and employees can receive childcare for up to 15 days a year.

The services provided by pme-Familienservice GmbH do not cover foreseeable childcare needs. For such cases, please use the flexible childcare options offered by the Equal Opportunities Office's Family Service.
The MHH covers childcare costs for the children of employees and students when emergency care is required for work- or study-related reasons.
For school-age children, the cost of the care provided is treated as a non-cash benefit added to income and is subject to personal income tax.

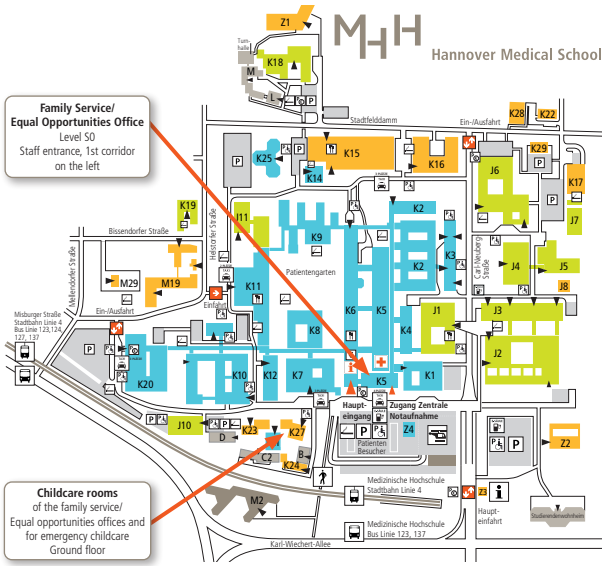
Contact

Please register for childcare by calling pme-Familienservice GmbH!

Große Düwelstraße 16-18
30171 Hannover
Tel.: 0511 700200-0
Tel.: 0800 801007080 (outside office hours)

Further information:

Hannover Medical School (MHH)
Family Service/Equal Opportunities (OE 0013)
Building K05 – Level S0
Carl-Neuberg-Straße 1
30625 Hannover
Phone: 0511 532-6474
E-mail: familienservice@mh-hannover.de
www.mhh.de/familienservice



Photos: MHH Press Office and Equal Opportunities Office, stock.adobe.com/de/ | As of: October 2026



Hannover Medical School

Emergency childcare for staff and students at MHH

Zertifikat seit 2023 audit berufundfamilie
Zertifikat seit 2005 audit familiengerechte hochschule

pme familienservice

The „Family-Friendly University“ and „Work and Family“ audits at the MHH

The MHH mission statement emphasizes the importance of achieving the best possible balance between studies, family, and career. Students and staff with caregiving responsibilities should have the same opportunities as their fellow students and colleagues.

To this end, the MHH has regularly participated in the „audit familiengerechte hochschule“ (audit for a family-friendly university) since 2005; in 2023, this was expanded to include the „audit berufundfamilie“ (audit for work and family balance) for the clinical sector. Re-audits take place every three years. Emergency childcare is one of the measures implemented as part of these audits. You can find details of the full range of services offered by the Family Service in the brochure „On your side“ Information for Parents and Children at the MHH. This is available from the Family Service (part of the Equal Opportunities Office) or online at www.mhh.de/familienservice.

The Family Service staff are happy to assist you with any questions regarding the balance between studies, family, and career.

MHH Family Service
Katja Fischer
Tel.: 0511 532-6474
Kerstin Bugow
Tel.: 0511 532-32589
Email: familienservice@mh-hannover.de
Website: www.mhh.de/familienservice

It couldn’t be easier

A special „check-in“ process means that educationally sound care can be ensured for your child, even in expectional circumstances.

- You book the required childcare by telephoning pme Familienservice GmbH 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 GmbH 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 GmbH 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 familyservice’s 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.

Booking by telephone

pme Familienservice GmbH
Tel.: 0511 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:

- Indoorslippers or thick non-slip 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.





