

## More Information



## Publisher's Information

Frauenhauskoordination e.V.

Internet: [www.frauenhauskoordination.de](http://www.frauenhauskoordination.de)

Orders: [info@frauenhauskoordination.de](mailto:info@frauenhauskoordination.de)

Copyright: FHK 2025



## Frequently Asked Questions

### Can I leave my child on their own at the shelter?

No. Your child/children should never be left alone and unsupervised in the house or the yard. You should always be nearby. Children need to know that someone is there to look after them.

It is different for older children aged \_\_\_\_\_ and above.

Exceptions can be made for these children.

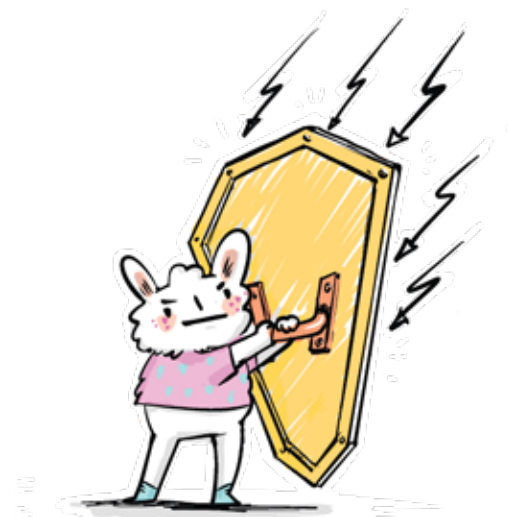
Whether and how long a child can be left unsupervised depends on the child's: age and development, character, nearby dangers, past behavior, level of trust and relationship with the caregiver.

Please talk to a staff member about this.



### How can I best look after my child at the shelter?

1. Show your child potential dangers, for example, "These stairs are steep. We have to walk slowly."
2. Make rules, such as, "We only go into the playroom together."
3. Check that your child understands the rules. Say something like, "I'm with you and I'll take care of you."
4. Remind your child of the rules, for example, "Remember? We only play with the ball outside."
5. Act decisively when there is danger, for example, "Stop! Hitting is not allowed. You shouldn't hurt other people."



### Can another mother take care of my child?

If you need to leave the shelter for a short time without your child, you need to let us know.

You should always talk with another resident and staff member beforehand about caring for your child. Children and teens should never look after other children.

If another resident is looking after your child, they must follow all the rules.

Please think carefully about whom you leave your child with. Some residents are not well enough to look after another person's child.

Please let us know if you are giving another resident the responsibility for supervising your child.

### What should I do if something happens?

As a parent, you need to keep an eye on your child.

Talk to your child about our **house rules**.

Please also take care of our furniture and toys. If you are not careful and something gets broken, you will have to pay for it.

If there is an accident or something breaks, please let us know immediately.

### Can my child use digital media on their own?

Children under the age of 3 should not play with smartphones or tablets. Digital media is harmful to the development of young children.

Older children also need to be supervised when watching movies or playing digital games because the content can be frightening. It can also be dangerous for children to use the Internet unsupervised.

Children can chat with strangers, send pictures, and share their location. If your child accidentally sends their location, the other person will know where the shelter is.

Make rules with your child about media use.

Talk to your child about exactly what they can do on their smartphone, tablet, or screen.



# Who will take care of my child?



# Welcome

## You ask yourself: Who will take care of my child?

Can I simply leave them on their own?

There are lots of other mothers and children here at the shelter. Can they watch over my child?

## While you are at the shelter, you have to take care of your own child.

Sometimes we do have childcare options available.

You can read more about this on the following pages.

Mothers sometimes don't have the energy

to care for their children after suffering violence.

We understand this. But it is important that you continue

to take care of your child here at the shelter.

You must make sure that nothing happens to your child.

This important rule is called **parental responsibility**.

This is the only way all the children and mothers can feel comfortable here.

## Our staff can't always take care of the children.

Mainly because there are so many other things to do at the shelter.

Children may also be very unhappy.

They have often witnessed violence at home.

Some children are angry or sad.

Other children don't sleep well or won't talk.

These are signs that they need help.

## Are you worried about your child or are there problems?

### Then talk to us!

We will work with you to see how we can help.

It is our duty to protect the children at the shelter.

If we are very concerned about a child,

we always talk to the mother first.

But if the situation doesn't improve for the child,

we have to talk to child protection experts.

We also work with child protective services (Jugendamt) and other counseling centers. However, we always discuss how to proceed with the mother first.



## Our Children's Area

Our children's area worker is:

She is at the shelter on these days:

This is our regular offer for children:

Additional information:

Please bring the following with you for your childcare hours:

- › Favorite toy/cuddly toy/pacifier
- › Diapers and diapering supplies
- › Sippy cup/water bottle and lunchbox
- › Sunscreen/weatherproof clothes/change of clothes
- › Pocket money/entrance fee
- › Health insurance card/vaccination records

› \_\_\_\_\_

› \_\_\_\_\_

› \_\_\_\_\_

Cell phones, smartphones, tablets, game consoles, money, toy guns and cigarettes are not allowed.

Your child may not take part if they are sick. We don't want other children to get sick.

If you have an important appointment and cannot take your child with you, please speak to us.

We also offer childcare services outside of the scheduled hours.

## How We Help Mothers

Our staff are here to help you. Talk to us and we will make an appointment. We can help you with the following:

- › Finding a daycare center/school and enrolling your child
- › Looking after your child and playing with them
- › Taking care of your child in the children's area
- › Making an appointment with a doctor
- › Making an appointment with a family counselor
- › Making an appointment with a child psychologist
- › Finding a midwife
- › Helping with homework
- › Registering your child at a sports club
- › Talking with your child about certain experiences
- › Taking your child on outings

› \_\_\_\_\_

› \_\_\_\_\_

› \_\_\_\_\_

› \_\_\_\_\_

## What do I need to remember if someone else is looking after my child?

### Agree on times

Tell your child and the caregiver

when you will be back.

Keep to the arranged time.

### Do not lock doors

Never lock your child in. In an emergency, your child has to be able to leave the room or apartment on their own.

Children should not open the front door to anyone. Do not give your chip or house key to your child.

### Be reachable

Make sure you can be contacted while you are away.

Practice making calls with your child.

## Talk to your child about emergency situations

Talk to your child beforehand about who can help in an emergency.

### Safe environment

Make dangers preventable for your child. Remove dangerous objects.



Dear \_\_\_\_\_, Welcome!

You are in a difficult situation right now.

We want you to be able to take good care of yourself and your child or children.

That's why we are explaining our childcare services to you here. You are new to the shelter and may now feel:

„I'm safe. My child is safe. I'm getting help here.

Other people will take care of me here.“

Sometimes you might have problems. For example:

- › You have an important appointment (with immigration or employment services) and can't take your child with you.
- › Your child urgently needs daycare.
- › You are tired and need a break.