

# Frankfurt mein Zuhause

GUIDE FOR LIVING WITH A BABY



This brochure is also available in German, Spanish, French, Polish and Turkish under the "Welcome pack" rubric on [www.frankfurter-kinderbuero.de](http://www.frankfurter-kinderbuero.de).

BABY SUPPLIES

CRYING UNIT

PARENT HOTLINE

MIDWIVES

PARENTAL BENEFITS

FRANKFURTER

**KINDER**

BÜRO



A large, rounded pink speech bubble with a white tail pointing towards the bottom left. Inside the bubble, the word "waa" is written in a white, bold, rounded font.

waa

ah!

Congratulations on your little bundle of joy!







# Dear Parents,

Congratulations on the birth of your child! In this brochure, we have compiled a host of useful tips, addresses and telephone numbers in an effort to make the transition into your new family life as smooth as possible. We are providing you with information about what Frankfurt has to offer. Regardless of whether you are a single parent household or raising your child together, what section of town you live in or where your cultural roots are. Frankfurt is a family town. Our first order of business is to provide parents and children with the right environment for living, laughing and loving.

I wish you the most exciting, chaotic and amazing time of your life.

Yours sincerely,



Sylvia Weber  
Dezernentin für Integration und Bildung



The Family  
Info Café is  
looking forward  
to seeing you  
and your child.

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# We represent the interests of the children in our city

## The Children's Office – the central point of contact for children and parents

The Children's Office places its focus on children and their parents. This is where you will find competent partners for all your needs. Since 1991 we have been charged with representing the community's interests for the implementation of **children's rights** in support of a child and family-friendly Frankfurt. The UN Convention on the Rights of the Child (CRC) is a binding regulation stipulating children's rights for children world-wide. This includes, for instance, the right to health and education, the right to being

raised without violence, and the right to both parents and a safe home.

Our involvement is as varied as children's lives themselves: we provide prompt support without the red tape – wherever children's interests are affected. We encourage children to stand up for their own rights.





Should you need information, or have questions about daily life with your baby, the Children's Office will be here to support you. Come by with your baby and explore the play corner and the Family Info Café at our facility in Nordend, Frankfurt, and enjoy a cup of coffee – you will always receive a warm welcome.

The Family Info Café is open on Tuesdays from 2.00 pm to 5.00 pm. This offer is free of charge and requires no registration.



**Frankfurter Kinderbüro**

Schleiermacherstraße 7, 60316 Frankfurt am Main

Tel.: 069 212-39001

Email: [info@frankfurter-kinderbuero.de](mailto:info@frankfurter-kinderbuero.de)

[www.frankfurter-kinderbuero.de](http://www.frankfurter-kinderbuero.de)

Office hours: Mon. – Fri., 9:00 a.m. – 5:00 p.m.

U4: Underground station Höhenstraße

A close-up photograph of a hand holding a white megaphone. The megaphone is angled towards the right. The text "Our mission: To give Frankfurt's children a voice. But listening is our first priority." is written in a bold, pink, sans-serif font across the middle of the megaphone's body.

**Our mission: To give  
Frankfurt's children  
a voice. But listening  
is our first priority.**

# The Family Info Café

Life with a child represents a new beginning, a new person has arrived. Besides the joy and happiness, there will also be questions and, at times, concerns. Authorities require documents, working life and the partnership change. You will receive a great deal of information – do not let yourself become unsettled by this. The

Frankfurt Children's Office can help you in your new situation with tips and addresses and also a personal chat. Come and visit us in the Family Info Café in the Schleiermacherstraße 7 (in the same building as the Children's Office). We look forward to seeing you there! Tuesdays from 2.00 pm to 5.00 pm.

## The "Frühe Hilfen" (Early Help) Guide

Early Help involves offers for families. There are many offers for families in Frankfurt am Main. How can I get to know other parents in my area?

Where can I find a parent-child group? Who can help answer my questions on my baby's development? Where can I receive support with looking after my child?

The "Early Help" guide offers a summary of what's available: Find the right contact yourself!  
**[www.frankfurt.de/wegweiser-fruehe-hilfen](http://www.frankfurt.de/wegweiser-fruehe-hilfen)**



# The Babylotzen (Baby Guides): Always there for you and your family



New beginnings also involve many new questions. The Baby Guides would like to help you be well informed and looked after, after the birth of your child. You will find the Baby Guides in all Frankfurt maternity clinics.

#### **Baby Guides in Frankfurt**

[www.babylotse-frankfurt.de](http://www.babylotse-frankfurt.de)

Telefon: 069 970 901 45

E-Mail: [babylotse@kinderschutzbund-frankfurt.de](mailto:babylotse@kinderschutzbund-frankfurt.de)



# Returning to daily life after coming home from the hospital

**Everything is new: suddenly we are no longer in charge, and the baby controls our schedule.**

Even at night, our baby is hungry and needs to be changed. We are slowly finding our way into the new life routine and into our new roles as mummy and daddy. Our parents are now grandparents, siblings have become uncles and aunts, children now have a sister or a brother. Sometimes we have no idea why our baby is crying. Could it be hunger, a burp, a full nappy, or the need for quiet and comfort? We are beginning to understand our child without words being spoken.

The first contact for all questions are the Baby Guides in the hospital, the midwives who offer follow-up care in your home after the birth and the

paediatrician. **The midwife** is paid by the health insurance company or the social welfare office. She provides tips, for instance on how to hold and change a baby, and what mummy and daddy can do when the baby does not drink, loses weight or cries at night. She also supports mothers who are not feeling well, who suffer from baby blues or depression.

**Addresses of midwives available on:** [www.hebliste.de](http://www.hebliste.de)

**Bund freiberuflicher Hebammen Deutschland  
(Association of Independent Midwives)**

Tel.: 069 795 349 71

Email: [geschaeftsstelle@bfhd.de](mailto:geschaeftsstelle@bfhd.de)

[www.bfhd.de](http://www.bfhd.de)

**Landesverband Hessischer Hebammen  
(State Association of Midwives in Hesse)**

Tel.: 0561 316 064 4

Email: [info@hebammen-hessen.de](mailto:info@hebammen-hessen.de)

[www.hebammen-hessen.de](http://www.hebammen-hessen.de)





**The pediatrician** will see the baby during all required preventive care examinations (U-Untersuchung). Please always remember to bring the examination records with you which you received at birth. If you have questions about your child's health, or the child is sick, you can contact your pediatrician at your convenience. Pediatric emergency services are on-call outside of your pediatrician's office hours. The experts at the city's Department of Health (Städtisches Amt für Gesundheit) are also happy to provide assistance for all issues related to child and juvenile medicine.

**ALL CHILDREN  
ARE ENTITLED TO  
MEDICAL CARE.**



**Addresses of paediatricians available on**  
www.stadt-frankfurt.de, key word: paediatricians or  
under www.arztsuche Hessen.de.

**Gesundheitsamt (Health Authority)**  
Breite Gasse 28, 60313 Frankfurt am Main  
Tel.: 069 212 33970  
Email: info.gesundheitsamt@stadt-frankfurt.de  
www.gesundheitsamt.stadt-frankfurt.de

**Gesundheitsamt (Health Authority)**  
**Humanitarian consultation hour**  
Children's consultation hour  
(only for children who do not have health insurance):  
Wednesday 8.00 am – 11.00 am  
Zeil 5, 2.Stock, 60313 Frankfurt am Main  
Tel.: 069 212-452 41  
Email: humanitaere.sprechstunden@stadt-frankfurt.de

**Kinderärztlicher Notdienst in der Uniklinik  
(Pediatric Emergency Service at the University Clinic)**  
Theodor-Stern-Kai 7, Haus 32 Eingang C  
60596 Frankfurt am Main  
Tel.: 069 630-17170  
Emergency room, Tel.: 069 630-15249

**Kindernotfallambulanz in der Kinderklinik  
am Klinikum Frankfurt Höchst  
(Pediatric Emergency Service at the Pediatric Clinic  
of Frankfurt Hoechst Clinic)**

Gotenstraße 6–8, 65929 Frankfurt am Main  
Tel.: 069 310 633 22



If the mother continues to need help after giving birth, the statutory health insurance can pay for a **household aid**. This requires a medical certificate, for instance from your primary care physician. Your health insurance can provide you with addresses for support services. The health insurance may also pay for a person who you know. Families who do not have health insurance can contact the social welfare office.

**Notmütterdienst – Familien- und Seniorenhilfe  
(Emergency Mother Services - Family and Senior Assistance)**

Sophienstraße 28, 60487 Frankfurt am Main  
Tel.: 069 951 03 30  
www.notmuetterdienst.de

**Other addresses at the Frankfurter Kinderbüro**

Schleiermacherstraße 7, 60316 Frankfurt am Main  
Tel.: 069 212-39001  
Email: info@frankfurter-kinderbuero.de  
www.frankfurter-kinderbuero.de  
Office hours: Mon. – Fri., 9:00 a.m. – 5:00 p.m.  
U4: Underground station Höhenstraße

# After returning to daily life

## Time to take care of the paperwork

Cumbersome but necessary: completing forms. Government agencies and organizations need information about your new family status. These include the Standesamt (Civil Registry Office), the health insurance and the Familienkasse (State Family Fund). The following checklist will help you to decide what can wait and what needs to be taken care of immediately.



### What?

Register the baby

### When?

No later than 7 days after birth

Register your baby with the health insurance company if you have health insurance

Possible from birth

If fathers want to be recognized as the father

This is always possible, even before birth

If you are not married, you can declare joint custody of your child

This is always possible, even before birth

The State Family Fund (Familienkasse), which pays the child benefits (Kindergeld), also needs the original birth certificate

Possible after birth

Parental benefits (Elterngeld)

Possible after birth (observe any application periods)

Parental leave (Elternzeit)

Your employer should be informed in writing at the latest 7 weeks before your planned parental leave.

Taxes

Other questions?

## Where?

## Information

## Completed?

At the hospital or at the civil registry office (Standesamt), hotline: 069 212-73505 (Central District), 069 212-45570 (Höchst District)

Foreign Citizen Affairs, Office of Public Order (Ausländerangelegenheiten Ordnungsamt)  
Kleyerstraße 86, 60326 Frankfurt am Main  
Telefon: 069 212-42485, Fax: 069 212-42216  
E-Mail: auslaenderbehoerde@stadt-frankfurt.de

Branch Office of the Federal Authority for Migration (Bearbeitende Außenstelle des Bundesamtes für Migration)

The forms for the free family insurance with the statutory health insurance can either be downloaded from the Internet or can be requested by phone.

Youth and Social Welfare Office, 51.D4 Refugees and Non-Residents (Jugend- und Sozialamt, 51.D4 Flüchtlinge und Auswärtige)  
Mainzer Landstr. 291, 60326 Frankfurt am Main  
Telefon: 069 212-70775, Fax: 069 212-40581  
E-Mail: Info.51.D4@stadt-frankfurt.de

At the civil registry office (Standesamt), hotline: 069 212-73503 (Central District), 069 212-45570 (Höchst District), or the youth welfare office (Jugendamt), 069 212-38269, or by a lawyer. In the social welfare offices in the town halls (p. 27)

At the youth welfare office or a lawyer

Employment Agency (Agentur für Arbeit Frankfurt)  
Fischerfeldstraße 10–12,  
60311 Frankfurt am Main, Tel.: 0800 455 553 0  
www.familienkasse.de

Parental Benefits Office at the Office for Support and Social Affairs (Elterngeldstelle beim Amt für Versorgung und Soziales)  
Walter-Möller-Platz 1, 60439 Frankfurt am Main  
Tel.: 069 15671, Email: post@havs-fra.hessen.de

At the employer's offices

Federal Ministry for Family, Seniors, Women and Youth (BMFSFJ Bundesministerium für Familie, Senioren Frauen und Jugend), Hotline: 030 201 791 30  
Family benefits information tool – information on family benefits, support, requirements and much more: [www.infotool-familie.de](http://www.infotool-familie.de)

Information available from the Standesamt (registry office). Hotline: 069 212-73505 (Mitte/Central district), 069 212-45570 (Höchst District)

If parents have residence status, this status is also assumed by the baby. If the parents have applied for the right of asylum, this asylum application should also be submitted for the child. If the parents have residence status, this is also assumed by the baby. The baby must therefore be registered with the Immigration Authority. Please use the "Residence permit, Application of issuance / extension" form (which can be found on [www.frankfurt.de](http://www.frankfurt.de)) and send this to the Immigration Authority by post with a copy of your birth certificate.

If the asylum procedure has not been completed yet, an application for right of asylum must be submitted for the baby.

You will need to provide the health insurance with the birth certificate. Married couples with different surnames will also need to provide their marriage certificate. Some pediatricians ask for the health insurance card at the first preventive care examination.

Payments for the necessary medical care for families who do not have health insurance and have applied for the right of asylum will be assumed by the social welfare office.

Only with the mother's consent

Counselling services are provided by the youth welfare office, hotline: 069 212-38269, or the respective welfare office.

EUR 194 are paid on a monthly basis for each child under 18 years of age, a little more starting with the third child. If the child lives with its parents, the parents decide who among them will receive the child benefits. To receive child benefit, parents require at least a residence permit.

The parental benefits are also paid to unemployed persons. Mothers and fathers who are raising their child themselves and who work less than 30 hours per week are paid at least EUR 300, but no more than EUR 1,800 per month for a period of up to 14 months. To receive parental allowance, parents require at least a residence permit. Those who have applied for the right of asylum (procedure not completed yet) or have exceptional leave to remain will not receive child benefit or parental allowance.

At registration, parents must choose when they would like to take the parental leave within a 2 year period. Employees with a temporary or part time work contract as well as trainees or people in partial employment are also entitled to parental leave as long as the child lives in the same household and they look after the child themselves. [www.bmfsfj.de](http://www.bmfsfj.de)

The city administration will forward your data to the tax office. If you are married and both of you work, you will both receive the tax code IV on your tax card. If the child credit is to be accounted for differently, you will need to complete the form "Elektronische Lohnsteuerabzugsmerkmale (ELStAM)" (Electronic payroll tax deductions). It can be found at [www.hmdf.hessen.de](http://www.hmdf.hessen.de). You will be sent your tax identification number automatically as soon as your child is registered with the registration office.



## The stuff we need for daily life and where to get it

Nappy changing table, carrying wraps, bassinet, baby carriage, nappies, body-suits, and hats: a newborn needs all kinds of stuff.

Most of it can be purchased inexpensively, for instance at children's clothing markets. The Internet or notices provide information when these markets take place. Parents can also find these things at baby supply stores and second-hand stores. Anyone with a Frankfurt Pass, a Berechtigungsschein (entitlement certificate), a student ID or a Hartz IV certificate can also shop at social and family markets.

**Business addresses** for baby supplies can be found in the Yellow Pages (included in the welcome package).

### **World Shop Frankfurt**

Mainzer Landstraße 349 (in the back courtyard)  
60326 Frankfurt am Main, Tel.: 069 951 097 240  
Email: worldshop@gffb.de

### **Caritasverband Frankfurt e.V. – Secondhand-Kaufhaus/Familienmarkt (Second-Hand Store/Family Market)**

[www.caritas-frankfurt.de](http://www.caritas-frankfurt.de)

Family Market, Röntgenstraße 10  
60388 Frankfurt am Main, Tel.: 069 247 514 9-6550

Kleider am Alleehaus, Königsteinerstraße 130,  
65929 Frankfurt am Main, Tel.: 069 300 646 92

### **Kleiderläden in Frankfurt – DRK BV Frankfurt e.V. (Clothing Stores in Frankfurt – German Red Cross)**

[www.drkfrankfurt.de](http://www.drkfrankfurt.de)

Kleiderladen Sachsenhausen  
Elisabethenstraße 15–17, 60594 Frankfurt am Main  
Tel.: 0173 2489188

Kleiderladen Griesheim  
Alte Falterstraße 16, 65933 Frankfurt am Main  
Tel.: 069 35 35 0616

## Things that are fun and good for you

Taking care of yourself is just as important as taking care of your baby. Things are easier when parents are content and relaxed. It is good to meet other mothers and fathers, to hear from them how they are going about things, and to spend time with them and their children. There is no shortage of programmes in Frankfurt for families. You can learn how to massage your baby with warm oil, or see how it acts in water for the first time. The Children's Office has a great overview of all programmes.

### **Frankfurter Kinderbüro**

Schleiermacherstraße 7, 60316 Frankfurt am Main  
Tel.: 069 212-39001

Email: [info@frankfurter-kinderbuero.de](mailto:info@frankfurter-kinderbuero.de)

[www.frankfurter-kinderbuero.de](http://www.frankfurter-kinderbuero.de)

Office hours: Mon. – Fri., 9:00 a.m. – 5:00 p.m.

U4: Underground station Höhenstraße

### **An overview of the offers is available here:**

[www.frankfurt.de](http://www.frankfurt.de), Key word: Frühe Hilfen guide  
(help for parents of babies and young children)

**Offers from associations** can be found at

[www.frankfurt.de](http://www.frankfurt.de), keyword: Vereinssuche





# Family education centres

## **Evangelische Familienbildung (Protestant Family Education)**

Darmstädter Landstraße 81, 60598 Frankfurt am Main  
Tel.: 069 605 004-11 course information/registration office  
Tel.: 069 605 004-40 secretariat  
Email: [Anmeldung.familienbildung@frankfurt-evangelisch.de](mailto:Anmeldung.familienbildung@frankfurt-evangelisch.de)  
[www.familienbildung-ffm.de](http://www.familienbildung-ffm.de)

## **Evangelische Familienbildung Höchst (Protestant Family Education, Hoechst)**

Leverkuser Straße 7, 65929 Frankfurt am Main  
Tel.: 069 759 367 280  
Email: [Familienzentrum.hoechst@frankfurt-evangelisch.de](mailto:Familienzentrum.hoechst@frankfurt-evangelisch.de)  
[www.familienbildung-ffm.de](http://www.familienbildung-ffm.de)

## **Evangelisches Familienzentrum REGENBOGEN Am Bügel (Evangelical Family Centre REGENBOGEN Am Bügel)**

Ben-Gurion-Ring 39, 60437 Frankfurt am Main  
Tel.: 069 507 707 8, Fax: 069 507 713 2  
Email: [familienzentrum.ambuegel@frankfurt-evangelisch.de](mailto:familienzentrum.ambuegel@frankfurt-evangelisch.de)

## **Evangelisches Kinder- und Familienzentrum Goldstein (Protestant Children and Family Centre Goldstein)**

An der Schwarzbachmühle 18b, 60529 Frankfurt am Main  
Tel.: 069 660 557 771 0, Fax: 069 660 557 771 9  
Email: [kifaz.goldstein@diakonischeswerk-frankfurt.de](mailto:kifaz.goldstein@diakonischeswerk-frankfurt.de)

## **Evangelisches Kinder- und Familienzentrum Innenstadt (Protestant Children and Family Centre City)**

Bleichstraße 44, 60313 Frankfurt am Main  
Tel.: 069 292 384  
Email: [kifaz.innenstadt@diakonischeswerk-frankfurt.de](mailto:kifaz.innenstadt@diakonischeswerk-frankfurt.de)

## **FamilienGesundheitsZentrum (Family Health Centre)**

Neuhofstraße 32 H, 60318 Frankfurt am Main  
Günthersburgallee 14 H, 60316 Frankfurt am Main  
Tel.: 069 591 700, Fax: 069 593 129  
Email: [info@fgzn.de](mailto:info@fgzn.de)

## **Familienzentrum Monikahaus (Monikahaus Family Centre)**

Kriegkstraße 32-36, 60326 Frankfurt am Main  
Tel.: 069 973 82 30, Email: [monikahaus@skf-frankfurt.de](mailto:monikahaus@skf-frankfurt.de)  
[www.skf-frankfurt.de](http://www.skf-frankfurt.de)

## **IB Kinder- und Familienzentrum Griesheim (Griesheim IB Children's and Family Centre)**

Platanenstraße 11, 65933 Frankfurt am Main  
Tel.: 069 219 389 7-13/-17, Fax: 069 219 389 711  
Email: [kifaz-griesheim-frankfurt@ib.de](mailto:kifaz-griesheim-frankfurt@ib.de)  
[www.ib-kitas.de/angebote/standort/210624](http://www.ib-kitas.de/angebote/standort/210624)

## **Internationales Familienzentrum e.V. (IFZ) (International Family Centre)**

Interkulturelle Familienbildung  
Ostendstraße 70, 60314 Frankfurt am Main  
Tel.: 069 943 444-0, Email: [gusti-gebhardt-haus@ifz-ev.de](mailto:gusti-gebhardt-haus@ifz-ev.de)  
[www.ifz-e.de](http://www.ifz-e.de)

## **Katholische Familienbildung Frankfurt (Catholic Family Foundation Frankfurt)**

Tituscorso 2b, 60439 Frankfurt am Main  
Tel.: 069 133 077 900  
Email: [kath.fbs.frankfurt@bistum-limburg.de](mailto:kath.fbs.frankfurt@bistum-limburg.de)  
[www.fbs-frankfurt.bistumlimburg.de](http://www.fbs-frankfurt.bistumlimburg.de)

## **Kinder und Familienzentrum Eckenheim (Children and Family Centre Eckenheim)**

Sigmund-Freud-Straße 119, 60435 Frankfurt am Main  
Tel.: 069 954 150 60, Email: [kifaz.eckenheim@stadt-frankfurt.de](mailto:kifaz.eckenheim@stadt-frankfurt.de)



## **Kinder- und Familienzentrum Fechenheim (Children and Family Centre Fechenheim)**

Familienbildung im Kinder- und Familienzentrum Fechenheim  
Am Hennsee 21, 60386 Frankfurt am Main  
Tel.: 069 426 940 79, Fax: 069 426 945 70  
Email: [familienbildung-kifaz@fgzn.de](mailto:familienbildung-kifaz@fgzn.de)  
[www.fgzn.de/kifaz](http://www.fgzn.de/kifaz)

## **Kinder- und Familienzentrum Morgenstern (Children and Family Centre Morgenstern)**

Platenstraße 77, 60431 Frankfurt am Main  
Tel.: 069 560 202 58, Fax: 069 560 202 69  
Email: [kifaz.morgenstern@caritas-frankfurt.de](mailto:kifaz.morgenstern@caritas-frankfurt.de)  
[www.caritas-frankfurt.de](http://www.caritas-frankfurt.de)

## **Kinder- und Familienzentrum Nordwest (Children and Family Centre Nordwest)**

Thomas-Mann-Straße 6b, 60439 Frankfurt am Main  
Tel.: 069 957 761 96, Fax: 069 576 086 17  
Email: [kifaz-nordwest@bvz-frankfurt.de](mailto:kifaz-nordwest@bvz-frankfurt.de)  
[www.kifaz-nordwest.de](http://www.kifaz-nordwest.de)

## **Kinder- und Familienzentrum Ostend (Children and Family Centre Ostend)**

Ostendstraße 70-72, 60314 Frankfurt am Main  
Tel.: 069 403 547 11; Fax: 069 403 547 12  
Email: [kifaz-ostend@ifz-ev.de](mailto:kifaz-ostend@ifz-ev.de), [www.ifz-ev.de](http://www.ifz-ev.de)

## **Kinder- und Familienzentrum Riederwald (Children and Family Centre Riederwald)**

Raiffeisenstraße 70, 60386 Frankfurt am Main  
Tel.: 069 421 066, Email: [kifaz-riederwald@gmx.de](mailto:kifaz-riederwald@gmx.de)  
[www.kifaz-riederwald.de](http://www.kifaz-riederwald.de)

## **MUKIVA Kinder- und Familienzentrum e.V. (MUKIVA Children and Family Centre)**

Rendeler Straße 48, 60385 Frankfurt am Main  
Tel.: 069 447 460  
Email: [info@mukiva.de](mailto:info@mukiva.de), [www.mukiva.de](http://www.mukiva.de)

## **Nachbarschaftszentrum Ginnheim e.V. (Neighborhood Centre, Ginnheim)**

Ginnheimer Hohl 14, HH, 60431 Frankfurt am Main  
Tel.: 069 530 566 79  
Email: [info@nbz-ginnheim.de](mailto:info@nbz-ginnheim.de), [www.nbz-ginnheim.de](http://www.nbz-ginnheim.de)

## **Selbsthilfe und Nachbarschaftszentrum Ostend e.V. (Neighborhood Centre Ostend)**

Waldschmidtstraße 39, 60316 Frankfurt am Main  
Tel.: 069 439 645, Fax: 069 436 972  
Email: [info@nbz-ostend.de](mailto:info@nbz-ostend.de), [www.nbz-ostend.de](http://www.nbz-ostend.de)

## **SOS Kinder- und Familienzentrum Sossenheim (SOS Children and Family Centre Sossenheim)**

Alt Sossenheim 9, 65936 Frankfurt am Main  
Tel.: 069 3700 430-0, Fax: 069 3700 430-29  
Email: [kd-frankfurt@sos-kinderdorf.de](mailto:kd-frankfurt@sos-kinderdorf.de)  
[www.sos-kinderdorf-frankfurt.de](http://www.sos-kinderdorf-frankfurt.de)

## **Zentrum Familie im Haus der Volksarbeit e.V. (Family Centre at the House of People's Labour)**

Eschenheimer Anlage 21, 60318 Frankfurt am Main  
Tel.: 069 150 11 38, Email: [kontakt@hdv-ffm.de](mailto:kontakt@hdv-ffm.de),  
[www.hdv-ffm.de](http://www.hdv-ffm.de)

# How should I talk to my child?

Talk to your child as often as possible as this is how your baby learns to speak. The first gurgling sounds will soon be replaced by the first syllables, double syllables and, later, simple words. Don't worry! You can't do anything wrong here. Just talk to your child, no matter what you are doing.

Answer your child,  
even if s/he is unable  
to speak yet.

„Dadada“



“Mmhh, this is your  
tasty puree!”



It's easy to talk to each other  
during washing, feeding and  
nappy changing.

“Look,  
a flower!”



What can we see  
on our walk?

"Cat."



Look at picture books together.

"I love you."



Look at your baby when you talk to him or her.

"Yes, a red ball."



Listen to your child patiently and repeat his or her words.

"And the tower has fallen over again!"

Your child knows what s/he likes to play. Join in.



"Rabbit."

"Tavşan."



Use the language which you use and enjoy most to speak to your baby – usually your first language.

# When babies cry

Babies cry, it's normal. They cry because they can't speak yet. Some babies cry a lot and very loud. This can be very strenuous. Sometimes it is difficult to recognise why a baby is crying.

No matter what the reason: a baby never cries to annoy its parents. Don't leave your baby alone otherwise s/he will become scared.

## Babies cry when they ...

- are hungry
- are tired
- want to be cuddled
- are scared
- are ill
- are too hot or too cold
- have a nappy which needs changing
- or they are bored.

## To calm a baby, you can

- feed the baby.
- change the nappy.
- pick him or her up and walk around.
- cuddle together.
- quietly talk to him or her or hum something.
- massage his or her stomach or back.
- go on a walk.
- offer a dummy.



**Each baby is different.  
Take time to try and find  
out what helps your baby.**

**Ambulanz Frühkindliche Regulationsstörungen  
Sozialpädiatrisches Zentrum  
(Early Childhood Regulatory Disorders Clinic  
Social Paediatric Centre)**

Sonnemannstraße 3, 60314 Frankfurt am Main  
Tel.: 069 943 409 5-39, Email: [spz@vae-ev.de](mailto:spz@vae-ev.de)  
[www.spz-frankfurt.de](http://www.spz-frankfurt.de)

**Das Frauen-Gesundheits-Zentrum  
(The Women's Health Centre  
Frankfurt consultation hour for babies who cry a lot)**  
Neuhofstraße 32H, 60318 Frankfurt am Main  
First consultation: free,  
To make an appointment call: 069 480 062 82

**Zentrum Familie – Haus der Volksarbeit e.V  
(Family Centre – House of People's Labor)  
Baby consultation hour in the Family Info Café**  
Eschenheimer Anlage 21, 60318 Frankfurt am Main  
Free and confidential!  
To make an appointment call: 0171 306 227 5  
Email: [zentrum.familie@hdv-ffm.de](mailto:zentrum.familie@hdv-ffm.de)



# Never shake babies!

If you shake your baby this can be life threatening. Babies are unable to support their heads themselves as their neck muscles are too weak. The brain is very sensitive and is pushed backwards and forwards during shaking. This can easily lead to internal bleeding. Internal bleeding can lead to disability and even death.

## If you lose your patience and your baby doesn't stop crying:

- breathe deeply in and out
- place baby in a safe place, for example the cot
- sit down and leave the room for a moment
- get support from family or friends
- call a trusted person, for example your midwife
- go to the paediatrician/hospital with your baby
- call the child protection helpline or the parent helpline

## ATTENTION!

If you think that your baby is no longer breathing, call an ambulance immediately!  
Never shake your baby!

Emergency doctor: 112

### Frankfurter Kinder- und Jugendschutztelefon (Children and Youth Protection Hotline)

0800 20 10 111 (toll free)

Mon. – Fri., 8:00 a.m. – 11:00 p.m.

Sat., Sun and holidays 10:00 a.m. – 11:00 p.m.

### Die Baby-Ambulanz des Instituts für Analytische Kinder- und Jugendlichenpsychotherapie Anna Freud Institute Frankfurt e.V.

(The Baby Clinic of the Institute of Analytical  
Child and Young People's Psychotherapy  
Anna Freud Institute Frankfurt e.V.)

Mylusstraße 20, 60323 Frankfurt am Main

Tel.: 069 721 445, Fax: 069 972 025 88

Email: sekretariat@anna-freud-institut.de

Elterntelefon (Parent helpline) 0800 111 6550

Parental advice offices Frankfurt am Main:  
[www.ebfffm.de](http://www.ebfffm.de)

Further offers available on: [www.frankfurt.de](http://www.frankfurt.de),  
Key word: Wegweiser Frühe Hilfen

## Teenage mums under the age of 18 ...

... receive special support from the Sozialrathaus (Community and Social Welfare Offices) and assistance offices, e.g., pro familia. If the mother is not married, the law prescribes a guardian. It is recommended that the guardian is familiar with German administration authorities. Students can informally apply for mother protection at their school's administrative offices. Information on this issue is available at:

**[www.schwanger-unter-20.de](http://www.schwanger-unter-20.de)**

### **pro familia**

Palmengartenstraße 14, 60325 Frankfurt am Main  
Tel.: 069 907 447 44, Fax: 069 907 447 30  
Email: frankfurt-main@profamilia.de  
[www.profamilia.de](http://www.profamilia.de)

### **Frankfurter Kinderbüro**

Schleiermacherstraße 7, 60316 Frankfurt am Main  
Tel.: 069 212-39001  
Email: info@frankfurter-kinderbuero.de  
[www.frankfurter-kinderbuero.de](http://www.frankfurter-kinderbuero.de)  
Office hours: Mon. – Fri., 9:00 a.m. – 5:00 p.m.  
U4: Underground station Höhenstraße

### **Frankfurter Kinder- und Jugendschutztelefon (Children and Youth Protection Hotline)**

0800 20 10 111 (toll free)  
Mon. – Fri., 8:00 a.m. – 11:00 p.m.  
Sat., Sun and holidays 10:00 a.m. – 11:00 p.m.

**The youth migration services is a good contact point for people with a migrant background aged between 12 and 27 years:**

**[www.jugendmigrationsdienste.de](http://www.jugendmigrationsdienste.de)**

## Pregnant again?

Pregnancies are not always planned, and some may even be unwanted. There are many pregnancy support offices if you are pregnant and don't know what to do.

### **Beratung und Begegnung für Frauen Caritasverband Frankfurt e.V. (Assistance and Support for Women) Caritasverband Frankfurt e.V.**

Affentorplatz 1, 60594 Frankfurt am Main  
Tel.: 069 254 931-22, Fax: 069 254 931-50  
Email: frauenberatung@caritas-frankfurt.de

### **Beratungsstelle für Frauen (Advice Centre for Women) Diakonisches Werk im Evangelischen Regionalverband**

Alfred-Brehm-Platz 17, 60316 Frankfurt am Main  
Tel.: 069 943 502 30, Fax: 069 943 502 35  
Email: bff.zefra@diakonischeswerk-frankfurt.de  
[www.diakonischeswerk-frankfurt.de](http://www.diakonischeswerk-frankfurt.de)

### **pro familia**

Palmengartenstraße 14, 60325 Frankfurt am Main  
Tel.: 069 907 447 44, Fax: 069 907 447 30  
Email: frankfurt-main@profamilia.de, [www.profamilia.de](http://www.profamilia.de)

### **Schwangerschaftsberatungsstelle (Pregnancy Advice Centre)**

#### **Sozialdienst katholischer Frauen e.V.**

Kriegkstraße 32–36, 60326 Frankfurt am Main  
Tel.: 069 973 82 30, Telefax: 069 973 823 55  
Email: monikahaus@skf-frankfurt.de, [www.skf-frankfurt.de](http://www.skf-frankfurt.de)

**Medical check-ups are important. The costs are assumed by the health insurance companies or the social welfare office. The humanitarian consultation hour provided by the health authority can advise you if you are pregnant, live in Frankfurt and do not have health insurance.**

### **Gesundheitsamt, Humanitäre Sprechstunden (Health authority, Humanitarian consultation hour)**

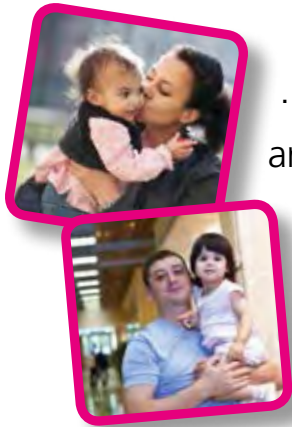
Zeil 5, 60313 Frankfurt am Main, Tel.: 069 212-45241  
Email: humanitaere.sprechstunden@stadt-frankfurt.de  
Hours of consultation:  
Monday and Thursday, 8.00 am - 12.00 noon

### **Jugend- und Sozialamt 51.D4 Flüchtlinge und Auswärtige (Youth and Social Welfare Office 51.D4 Refugees and Non-Residents)**

Mainzer Landstraße 291, 60326 Frankfurt am Main  
Tel.: 069 212-70775, Fax: 069 212-40581  
Email: Info.51.D4@stadt-frankfurt.de



## Running a single parent household ...



... does not mean that you are alone. Instead, you can refer to the Frauenreferat (Women's Office). They provide free guidelines with many useful tips for single parents. Information can be found at: **www.frankfurt.de**, **search term: Alleinerziehende (Single parents)**

**If you require support with a paternity test or have questions on maintenance claims for your child you can contact your local social welfare office at the town hall which can offer free advice, also on many other topics. The addresses of the social welfare offices in the town halls are listed on page 27.**

**Verband alleinerziehender Mütter und Väter (Association of Single Parent Households)**  
Adalbertstraße 15–17, 60486 Frankfurt am Main  
Tel.: 069 979 818 84, Email: [info@vamv-frankfurt.de](mailto:info@vamv-frankfurt.de)  
[www.vamv-frankfurt.de](http://www.vamv-frankfurt.de)

## When your relationship is on the rocks ...

... help is available through assistance offices that are also a point of contact for unmarried or same sex couples.

**Frankfurter Kinderbüro**  
Schleiermacherstraße 7, 60316 Frankfurt am Main  
Tel.: 069 212-39001  
Email: [info@frankfurter-kinderbuero.de](mailto:info@frankfurter-kinderbuero.de)  
[www.frankfurter-kinderbuero.de](http://www.frankfurter-kinderbuero.de)  
Office hours: Mon. – Fri., 9:00 a.m. – 5:00 p.m.  
U4: Underground station Höhenstraße

**Frankfurter Kinder- und Jugendschutztelefon (Children and Youth Protection Hotline)**  
0800 20 10 111 (toll free)  
Mon. – Fri., 8:00 a.m. – 11:00 p.m.  
Sat., Sun and holidays 10:00 a.m. – 11:00 p.m.

## When parents need help ...

When living with children, situations can always arise that represent a challenge for the parents. Sometimes a tip from another mum or a pointer from grandpa will suffice. And sometimes we need the assistance of trained advisers. Contact points for all questions involving families: Frankfurt Children's Office, Child and Young People's Protection Team and the 15 Frankfurt parenting advice offices. They are knowledgeable, work free of charge and maintain confidentiality. They will also refer you to other offices within the city that can help.

**Frankfurter Kinderbüro**  
Schleiermacherstraße 7, 60316 Frankfurt am Main  
Tel.: 069 212-39001  
Email: [info@frankfurter-kinderbuero.de](mailto:info@frankfurter-kinderbuero.de)  
[www.frankfurter-kinderbuero.de](http://www.frankfurter-kinderbuero.de)  
Office hours: Mon. – Fri., 9:00 a.m. – 5:00 p.m.  
U4: Underground station Höhenstraße

**Frankfurter Kinder- und Jugendschutztelefon (Children and Youth Protection Hotline)**  
0800 20 10 111 (toll free)  
Mon. – Fri., 8:00 a.m. – 11:00 p.m.  
Sat., Sun and holidays 10:00 a.m. – 11:00 p.m.

**Parenting advice offices Frankfurt am Main** [www.ebfffm.de](http://www.ebfffm.de)

**Verband binationaler Familien und Partnerschaften, iaf e.V. Association of Binational Families and Partnerships, iaf e.V.**  
Geschäfts- und Beratungsstelle, Ludolfusstr. 2–4  
60487 Frankfurt, Tel.: 069 713 756-0, Fax: 069 707 509 2,  
Email: [frankfurt@verband-binationaler.de](mailto:frankfurt@verband-binationaler.de)  
[www.frankfurt.verband-binationaler.de](http://www.frankfurt.verband-binationaler.de)

**Elterntelefon - Nummer gegen Kummer 0800 111 0 550 Parents hotline (in case of concerns or queries) 0800 111 055 0**  
Anonymous and free from mobiles and landline numbers.  
Mo.– Fr., 9.00–11.00 Uhr, Di. und Do., 17.00–19.00 Uhr

**You will find a clear overview of all the available offers here: [www.frankfurt.de](http://www.frankfurt.de), Key word: Frühe Hilfen guide (help for parents of babies and young children)**

# Diversity counts!

## Growing up with a disability

Every child is different. Some will start crawling and walking at an early stage. Others prefer to remain seated. Such things can often get parents worried. But these developmental differences are completely normal. However, some children do actually need more support than others. Mothers and fathers who are unsure should contact their pediatrician or the Frühförderstellen (Early Developmental Support Office). The Frühförderstellen may suggest further steps. The Sozialpädiatrische Zentrum (SPZ) (Social Pediatrics Centre) and the Frühförderstellen will also support mothers and fathers in the case of premature birth. The intent is to never leave parents alone with their fears and concerns, and to find a manageable path together with them.

Financial assistance information can be obtained at the general Sozialdienst (Social Services) of the city's Sozialratshäusern (Community and Social Wel-



fare Offices). Parents can find other families in similar life circumstances, among others, via the Selbsthilfe Kontaktstelle Frankfurt (Self-Help Contact Office Frankfurt).

**ALL CHILDREN ARE ENTITLED TO FUTUREANCE. !**

### Addresses of paediatricians on:

[www.stadt-frankfurt.de](http://www.stadt-frankfurt.de), key word: paediatricians  
or on: [www.arztsuchehessen.de](http://www.arztsuchehessen.de)

### Gesundheitsamt (Health Authority)

Breite Gasse 28, 60313 Frankfurt am Main  
Tel.: 069 212 33970  
Email: [info.gesundheitsamt@stadt-frankfurt.de](mailto:info.gesundheitsamt@stadt-frankfurt.de)  
[www.gesundheitsamt.stadt-frankfurt.de](http://www.gesundheitsamt.stadt-frankfurt.de)

### Addresses for the Frühförderstellen (Early Developmental Support Offices) and the Sozialpädiatrische Zentren (Social Pediatric Centres) can be found at:

[www.asffh.de](http://www.asffh.de)

### Hessisches Amt für Versorgung und Soziales (State of Hesse Office for Support and Social Matters)

Walter-Möller-Platz 1, 60439 Frankfurt am Main  
Tel.: 069 15671

### Selbsthilfekontaktstelle (Frankfurt Self-help Office)

Sonnemannstraße 3, 60314 Frankfurt am Main  
Tel.: 069 55 444, Fax: 069 559 380  
Email: [service@selbsthilfe-frankfurt.net](mailto:service@selbsthilfe-frankfurt.net)  
[www.selbsthilfe-frankfurt.net](http://www.selbsthilfe-frankfurt.net)

### Other related Internet pages:

[www.frankfurt-handicap.de](http://www.frankfurt-handicap.de)  
[www.familienratgeber.de](http://www.familienratgeber.de)  
Publikation: "Mein Kind ist Behindert" zu finden auf:  
[www.bvkm.de/recht-ratgeber/](http://www.bvkm.de/recht-ratgeber/)



## People from more than 180 countries ...

... live together in Frankfurt. These experienced contact points can offer help with questions concerning this:

### **Amka, Amt für multikulturelle Angelegenheiten (Department for Multi-Cultural Affairs)**

Amka.Info – Information, Orientierung, Vermittlung  
Mainzer Landstraße 293, 60326 Frankfurt am Main  
Telefon: 069 212-41515  
E-Mail: [amka.info@stadt-frankfurt.de](mailto:amka.info@stadt-frankfurt.de)  
[www.amka.de](http://www.amka.de), [www.vielfalt-bewegt-frankfurt.de](http://www.vielfalt-bewegt-frankfurt.de)

### **Verband binationaler Familien und Partnerschaften, IAF e.V. (Association of Bi-National Families and Partnerships)**

Ludolfusstraße 2-4, 60487 Frankfurt am Main  
Tel.: 069 713 75 60  
Email: [frankfurt@verband-binationaler.de](mailto:frankfurt@verband-binationaler.de)  
[www.frankfurt.verband-binationaler.de](http://www.frankfurt.verband-binationaler.de)

## Rainbow families

Families in which at least one parent is lesbian, gay, bisexual or transgender can find information, advice and offers here:

### **ILSE – Initiative lesbischer und schwuler Eltern (ILSE – Initiative of Lesbian and Gay Parents)**

[www.ilse.lsvd.de](http://www.ilse.lsvd.de)

### **Lesben- und Schwulenverband für Hessen (Hesse Lesbian and Gay Association)**

[www.hessen.lsvd.de](http://www.hessen.lsvd.de)

### **Lesben und Schwulenverband (Lesbian and Gay Association)**

[www.lsvd.de](http://www.lsvd.de)

### **LIBS – Lesben Informations- und Beratungsstelle e.V. (LIBS – Information and Advice for Lesbians e.V.)**

[www.libs.w4w.net](http://www.libs.w4w.net)

### **Schwule Väter Frankfurt am Main (Gay fathers Frankfurt am Main)**

<http://frankfurt.schwule-vaeter.org>

### **TraKiNE – Trans-Kinder-Netz e.V.**

[www.trans-kinder-netz.de](http://www.trans-kinder-netz.de)

### **Deutsche Gesellschaft für Transidentität und Intersexualität e.V. (dgti)**

[www.dgti.org](http://www.dgti.org)

### **Koordinierungsstelle für LSBTIQ Themen**

[LSBTIQ@stadt-frankfurt.de](mailto:LSBTIQ@stadt-frankfurt.de)



German courses, language schools, advisory services and integration courses available on

[www.integrationskurse-frankfurt.de](http://www.integrationskurse-frankfurt.de)

# How do I brush my child's teeth?

Even the first milk teeth have to be looked after. Regularly look in your child's mouth and feel and massage the gums. The first tooth is there? "Clean" it from all sides. In the mornings and evenings, include a gum massage or teeth cleaning into baby's washing/bathing routine. It's more fun than a strict hygiene measure. Music will help babies enjoy keeping their teeth clean! Use a soft small toothbrush with a little bit of children's toothpaste which contains fluoride once a day.

If you have questions concerning the correct way to clean baby's teeth, there is a teeth cleaning consultation hour for parents and children at your health authority. Teeth cleaning lessons are also offered in the various city districts as well as in the Family Info Café of the Children's Office. Appointments on:

**[www.frankfurt.de](http://www.frankfurt.de), key word: Clean teeth**

**Gesundheitsamt, Abteilung Zahnmedizin  
(Health Authority, Dental Medicine Department)**

Breite Gasse 28, 60313 Frankfurt am Main

Tel.: 069 212-33621

Email: [info.zahnmedizin@stadt-frankfurt.de](mailto:info.zahnmedizin@stadt-frankfurt.de)

**Arbeitskreis Jugendzahnpflege für  
Frankfurt und den Main-Taunus-Kreis  
(Working Committee – Youth Dental Maintenance  
for Frankfurt and Main-Taunus District)**

Mainluststraße 17, 60329 Frankfurt am Main

Tel.: 069 232 414

Email: [jzd@akj-frankfurt.de](mailto:jzd@akj-frankfurt.de)



# Things are just a little bit different for us

Sometimes things just don't work out as expected. This can be caused by many different things. Perhaps the baby is developing in a different way from that in which the parents expected. Conflicts which may have been smouldering even before the pregnancy erupt. Or the parents are unable to establish a strong bond to their child because they themselves are having difficulty finding their footing in life. Frankfurt has a tight support network for any situation in life. Your first point of contact for all issues is the Sozialrathaus (Community and Social Welfare Office) or the **Team Kinder- und Jugendschutz (Child and Youth Protection Services)**,

**Hotline: 0800 20 10 111 (toll free)**

Mon. – Fri., 8:00 a.m. – 11:00 p.m.

Sat., Sun and holidays 10:00 a.m. – 11:00 p.m.

You will find a clear overview of all the available offers here: [www.frankfurt.de](http://www.frankfurt.de),  
Key word: Frühe Hilfen guide (help for parents of babies and young children)

Families who have applied for the right of asylum and who live in Frankfurt can contact the social welfare office.

Youth and Social Welfare Office  
51.D4 Refugees and Non-Residents  
(Jugend- und Sozialamt)

51.D4 Flüchtlinge und Auswärtige  
Mainzer Landstraße 291, 60326 Frankfurt am Main  
Tel.: 069 212-70775, Fax: 069 212-40581  
Email: Info.51.D4@stadt-frankfurt.de

## SOZIALRATHÄUSER COMMUNITY AND SOCIAL WELFARE OFFICES

### For Fechenheim, Riederwald, Seckbach and Bergen-Enkheim

Sozialrathaus Ost, Voltenseestraße 2  
60388 Frankfurt am Main, Tel.: 069 212-41211  
Email: [srh-ost@stadt-frankfurt.de](mailto:srh-ost@stadt-frankfurt.de)

### For Alt- und Innenstadt, Bornheim, Nordend and Ostend

Sozialrathaus Ost, Dienstort Bornheim  
Eulengasse 64, 60385 Frankfurt am Main  
Tel.: 069 212-30547, Email: [srh-ost@stadt-frankfurt.de](mailto:srh-ost@stadt-frankfurt.de)

### For Bockenheim, Rödelheim, Hausen, Praunheim and Westend-Süd

Sozialrathaus Bockenheim, Rödelheimer Straße 45  
60487 Frankfurt am Main, Tel.: 069 212-74304  
Email: [srh-bockenheim@stadt-frankfurt.de](mailto:srh-bockenheim@stadt-frankfurt.de)

### For Dornbusch, Westend-Nord, Nordend-West, Eschersheim, Eckenheim and Preungesheim

Sozialrathaus Dornbusch, Am Grünhof 10  
60320 Frankfurt am Main, Tel.: 069 212-70735  
Email: [srh-dornbusch@stadt-frankfurt.de](mailto:srh-dornbusch@stadt-frankfurt.de)

### For Griesheim, Gallusviertel, Gutleutviertel and Bahnhofsviertel

Sozialrathaus Gallus, Rebstöcker Straße 8  
60326 Frankfurt am Main, Tel.: 069 212-38189  
Email: [srh-gallus@stadt-frankfurt.de](mailto:srh-gallus@stadt-frankfurt.de)

### For Zeilshiem, Unterliederbach, Sossenheim, Nied, Höchst and Sindlingen

Sozialrathaus Höchst, Palleskestraße 14  
65929 Frankfurt am Main, Tel.: 069 212-45527  
Email: [srh-hoechst@stadt-frankfurt.de](mailto:srh-hoechst@stadt-frankfurt.de)

### For Niederursel, Heddernheim, Ginnheim, Kalbach-Riedberg, Bonames, Frankfurter Berg, Berkersheim, Harheim, Nieder-Erlenbach, Nieder-Eschbach and Praunheim

Sozialrathaus Nord, Jugend- und Sozialamt  
Emil-von-Behring-Straße 14, 60439 Frankfurt am Main  
Tel.: 069 212 32274, Email: [srh-nord@stadt-frankfurt.de](mailto:srh-nord@stadt-frankfurt.de)

### For Sachsenhausen-Süd, Sachsenhausen-Nord, Oberrad, Niederrad, Goldstein and Schwanheim

Sozialrathaus Sachsenhausen, Paradiesgasse 8  
60594 Frankfurt am Main, Tel.: 069 212-33811  
Email: [srh-sachsenhausen@stadt-frankfurt.de](mailto:srh-sachsenhausen@stadt-frankfurt.de)

## I am afraid when mummy and daddy fight ...

Even babies can sense an aggressive environment within the family. They then sometimes begin to cry a lot to gain attention. They may also remain very quiet to protect themselves.

### **Frankfurter Kinder- und Jugendschutztelefon (Children and Youth Protection Hotline)**

0800 20 10 111 (toll free)  
Mon. – Fri., 8:00 a.m. – 11:00 p.m.  
Sat., Sun and holidays 10:00 a.m. – 11:00 p.m.

### **Informationszentrum für Männerfragen e.V. (Information Centre for Men's Affairs)**

Sandweg 49, 60316 Frankfurt am Main  
Tel.: 069 495 04 46  
Email: infozentrum@maennerfragen.de  
www.maennerfragen.de

### **Beratungs- und Interventionsstelle Frauen helfen Frauen e.V. (Support and Intervention Office – Women Helping Women)**

Berger Straße 40-42, 60316 Frankfurt am Main  
Tel.: 069 489 865 51, Email: info@frauenhaus-ffm.de  
www.frauen-helfen-frauen-ffm.de

### **Beratungs- und Interventionsstelle für Frauen Support Office "am Frauenhof"**

Schwanheimer Straße 7, 60528 Frankfurt am Main  
Tel.: 069 430 547-66, Fax: 069 430 547-67  
Mobile: 0172 619 89 84  
Email: beratung@frauenhaus-frankfurt.de  
www.frauenhaus-frankfurt.de

### **Anlaufstelle für Mädchen und Frauen, die von sexualisierter, digitaler und körperlicher Gewalt bedroht oder betroffen sind (Contact point for girls and women who are threatened or affected by violence of a sexual, digital or physical nature)**

Kasseler Straße 1a, 60486 Frankfurt am Main  
Tel.: 069 709 494, Email: info@frauennotruf-frankfurt.de  
www.frauennotruf-frankfurt.de

### **FiM – Frauenrecht ist Menschenrecht e.V. (FiM – Women's Rights are Human Rights)**

Varrentrappstraße 55, 60486 Frankfurt am Main  
Tel.: 069 970 979 70, Email: info@fim-beratungszentrum.de  
www.fim-frauenrecht.de

### **Deutscher Kinderschutzbund Bezirksverband Frankfurt am Main e.V. (German Child Protection Association Regional Association Frankfurt am Main)**

Comeniusstraße 37, 1. floor, 60389 Frankfurt am Main  
Tel.: 069 970 901 20  
Email: beratungsstelle@kinderschutzbund-frankfurt.de  
www.kinderschutzbund-frankfurt.de

## I honestly had no intention of hitting my child ...



Parents know that they should never hit nor shake their child. But nevertheless, it can still happen in certain situations, in which they are unable to control their rage, despair or overwhelming emotions. It is essential to disengage from this downward spiral of violence, because the consequences for children are far-reaching. For instance, children who are subjected to violence often find themselves victims of bullying and have difficulty integrating into groups.

Mothers and fathers who need help can turn to various support offices. These work free of charge and are required to maintain confidentiality.

**ALL CHILDREN ARE ENTITLED TO A NON-VIOLENT UPBRINGING.**



### **Frankfurter Kinder- und Jugendschutztelefon (Children and Youth Protection Hotline)**

0800 20 10 111 (toll free)  
Mon. – Fri., 8:00 a.m. – 11:00 p.m.  
Sat., Sun and holidays 10:00 a.m. – 11:00 p.m.

### **Deutscher Kinderschutzbund Bezirksverband Frankfurt am Main e.V. (German Child Protection Association Regional Association Frankfurt am Main)**

Comeniusstraße 37, 1. floor, 60389 Frankfurt am Main  
Tel.: 069 970 901 20  
Email: beratungsstelle@kinderschutzbund-frankfurt.de  
www.kinderschutzbund-frankfurt.de



## Family midwives will provide support for the daily routine

If parents are finding it difficult to establish a strong bond to their child, or they themselves are struggling to gain a foothold in life, the City of Frankfurt has “early support” mechanisms which can help. Simply call the toll-free number of the **Kinder und Jugendschutz (Child and Youth Protection) team at 0800 20 10 111.**

A service provided by the Frühe Hilfen (help for parents of babies and young children) involves the health authority’s family midwives: midwives, children’s nurses and paediatricians who, on a voluntary basis, visit families with a new baby in their homes for one year and offer support and assistance – free!

### **Frankfurter Kinder- und Jugendschutztelefon (Children and Youth Protection Hotline)**

0800 20 10 111 (toll free)

Mon. – Fri., 8:00 a.m. – 11:00 p.m.

Sat., Sun and holidays 10:00 a.m. – 11:00 p.m.

## There are so many types of drugs and dependencies ...

Anyone who needs information and is looking for help should contact the Drogenreferat (Drug Directorate).

### **Drogenreferat (Drug Directorate)**

Alte Mainzer Gasse 37 (ground floor)

60311 Frankfurt am Main, Tel.: 069 212-30124

Email: [drogenreferat@stadt-frankfurt.de](mailto:drogenreferat@stadt-frankfurt.de)

[www.drogenreferat.stadt-frankfurt.de](http://www.drogenreferat.stadt-frankfurt.de)



# Creating a work-life balance

Having a small child living with the family is exciting and challenging at the same time. Mothers and fathers need to think through exactly how many hours they can work and who takes on specific tasks in the household. Many parents want to share the professional and upbringing tasks as a team. The old role model – dad goes to work and mum stays at home – has considerable disadvantages. Mothers risk losing touch with the working world. Fathers on the other hand experience too little of the exciting first years of their children's lives. The Federal Government and a growing number of employers are responding to the fact that mothers and fathers want both: family and job.



## Trainees, female and male employees are eligible for parental leave ...

... and this is independent of whether they work full-time, part-time, are partially employed, or have a temporary contract. **Parental leave can last for up to three years.** The employer must be informed no later than 7 weeks before this time begins. Elternzeit (parental leave) can be claimed by the father, the mother, or by both together. After the parental leave, they are **entitled to return** to their original job, or to an equivalent job.

A **temporary employment contract** is not extended by pregnancy or parental leave; instead it expires at the agreed time. An exception to this is a trainee contract, which typically expires after three years. Trainees can continue their training after the parental leave, be-

cause the contract is automatically extended. Information can be found at: [www.bmfsfj.de](http://www.bmfsfj.de).

## Mothers and fathers who receive Arbeitslosengeld II (Hartz IV) (unemployment benefits) ...

... can obtain valuable information about qualifications, the part-time employment market or childcare options from the Beauftragter für Chancengleichheit am Arbeitsmarkt/ BCA (Equal Opportunity Employment Officer) at information sessions regularly conducted by Job Centres.

## Mothers and fathers who are registered with the Agentur für Arbeit or who are looking to rejoin the workforce

Men and women can obtain information about services provided by the Arbeitsagentur (Federal Employment Agency) and about rejoining the workforce at monthly events conducted by the Bundesagentur für Arbeit at Fischerfeldstrasse. Dates can be found



at [www.arbeitsagentur.de](http://www.arbeitsagentur.de), search term: Veranstaltungen (events).

**Other related Internet pages:**  
[www.perspektive-wiedereinstieg.de](http://www.perspektive-wiedereinstieg.de)  
[www.new-hessen.de](http://www.new-hessen.de)

**Part-time training for mothers:**  
[www.vbff-ffm.de](http://www.vbff-ffm.de)

## If you have not completed school or vocational training, are new in Frankfurt or have questions on training and further training ...

You can contact the Walter-Kolb Foundation which offers advice on schooling, careers, studies and social welfare matters.

**Walter-Kolb-Stiftung e.V.**  
Braubachstraße 30-32, 60311 Frankfurt am Main  
Tel.: 069 212-40900, Fax: 069 212-40901  
Email: [info@walter-kolb-stiftung.de](mailto:info@walter-kolb-stiftung.de)

## Vocational training and studying with a child



**Secondary school students** can informally apply for maternity leave at their school administrative offices. Trainees can direct their questions to the IHK (Chamber of Commerce and Industry) or the Handwerkskammer (Trade Chamber). The **Jugendjobcentre (Youth Job Centre)** has information for mothers and fathers under the age of 25 without job training and who receive Arbeitslosengeld II (unemployment benefits). The Frankfurter Verein zur beruflichen Förderung von Frauen (Frankfurt Association for Professional Support of Women) supports mothers looking for a part-time training opportunity.

**Handwerkskammer Frankfurt-Rhein-Main (Trade Chamber Frankfurt/Rhein-Main)**  
Bockenheimer Landstraße 21, 60325 Frankfurt am Main  
Tel.: 069 971 72-818  
Email: [service@hwk-rhein-main.de](mailto:service@hwk-rhein-main.de)  
[www.hwk-rhein-main.de](http://www.hwk-rhein-main.de)

**IHK Frankfurt am Main (Chamber of Trade and Commerce Service Centre)**  
Börsenplatz 4, 60313 Frankfurt am Main  
Tel.: 069 2197-1280 or -1508  
Email: [info@frankfurt-main.ihk.de](mailto:info@frankfurt-main.ihk.de), [www.frankfurt-main.ihk.de](http://www.frankfurt-main.ihk.de)

**Jugendjobcentre (Youth Job Centre)**  
Hainer Weg 44, 60599 Frankfurt am Main  
Tel.: 069 217-13493  
Email: [jobcenter-frankfurt-am-main.jugendjobcenter@jobcenter-ge.de](mailto:jobcenter-frankfurt-am-main.jugendjobcenter@jobcenter-ge.de)

**VbFF – Verein zur beruflichen Förderung von Frauen e.V. (Frankfurt Association for Professional Support of Women)**  
Walter-Kolb-Straße 1–7, 60594 Frankfurt am Main  
Tel.: 069 795 099 0, Email: [info@vbff-ffm.de](mailto:info@vbff-ffm.de)  
[www.vbff-ffm.de](http://www.vbff-ffm.de)

Further information at [www.schwanger-unter-20.de](http://www.schwanger-unter-20.de)

Young people with a migrant background aged between 12 and 27 years can receive advice and support from the youth migration services: [www.jugendmigrationsdienste.de](http://www.jugendmigrationsdienste.de)

**University students** with a child can request a leave of absence term at their university, or decide to study on a part-time basis. Universities provide networks for studying parents, child-care, holiday games, nursing rooms and support for mothers and fathers.

**Frankfurt University of Applied Sciences Family Office**  
Nibelungenplatz 1, building 6 / 2nd floor  
60318 Frankfurt am Main  
Tel.: 069 153 328 66  
Email: [familienbuero@abt-sb.fra-uas.de](mailto:familienbuero@abt-sb.fra-uas.de)

**Goethe-Universität (Goethe-University)**  
[www.uni-frankfurt.de/39392181/familie](http://www.uni-frankfurt.de/39392181/familie)

**Studentenwerk Frankfurt (Student Affairs Office Frankfurt)**  
Tel.: 0180 178 833 6, [www.studentenwerkfrankfurt.de](http://www.studentenwerkfrankfurt.de)

## Employment protection

By law, job terminations are not permitted from the start of the pregnancy until the end of a four month period after birth. During their Elternzeit (parental leave), mothers and fathers are also protected from being terminated. This protection applies until the Elternzeit (parental leave), which can extend for up to three years, expires.



## If your child is sick ...

... and you have a job, you are entitled to an exemption from work for up to 10 days per year per parent and for up to 20 days in single parent households. For couples, the sick-days can also be transferred to the partner in consultation with the employer. If you have statutory health insurance, you are entitled to receive Krankengeld (sick-pay). You must present a doctor's certificate in order to claim it. The exemption from work is independent of whether you are employed on a full-time or part-time basis.

## Who will take care of my child when I am sick ...

What if I am sick, and I have no one to look after my child? The statutory health insurance can pay for a household help. This requires a doctor's certificate, for instance from the primary care physician. You can obtain addresses for support services from your health insurance carrier. It is also an option for the health insurance to pay for a person you know.

### **Notmütterdienst – Familien- und Seniorenhilfe (Emergency Mother Service – Family and Senior Citizens)**

Sophienstraße 28, 60487 Frankfurt am Main  
Tel.: 069 951 03 30  
[www.notmuetterdienst.de](http://www.notmuetterdienst.de)

### **Frankfurter Kinderbüro**

Schleiermacherstraße 7, 60316 Frankfurt am Main  
Tel.: 069 212-39001  
Email: [info@frankfurter-kinderbuero.de](mailto:info@frankfurter-kinderbuero.de)  
[www.frankfurter-kinderbuero.de](http://www.frankfurter-kinderbuero.de)  
Office hours: Mon. – Fri., 9:00 a.m. – 5:00 p.m.  
U4: Underground station Höhenstraße





# Everything you should know about childcare



Your child should spend a part of its day with other children in a stimulating environment in order to give it the best chance of developing normally. For mothers and fathers, it is important that their child is reliably and lovingly cared for. Mothers and fathers can only work effectively when they know that their child is being taken care of in a reliable and loving manner. The City of Frankfurt provides a fertile environment for this concept. For instance, we are creating the resources for it one step at a time, without compromising the quality of care. Qualified daycare staff, compa-

ny kindergartens, toddler groups, play-groups based on parent initiatives, public and private child daycare facilities, or mini-kindergartens. Parents can choose from various care facilities based on their schedule. Looking for a suitable place before birth makes little sense. Take the time to think about whether you need a daycare facility or a daycare mother or father, and what your scheduling requirements are. Our checklist will provide some guidance.

**ALL CHILDREN ARE ENTITLED TO FURTHERANCE. !**

# “Childcare preparations” – checklist



	What needs to be done?	Information	Completed?
<b>Preliminary considerations</b>	<p>Issues to consider:</p> <ul style="list-style-type: none"> <li>• When would we like to, work how much, learn, attend courses? How many hours and on which days?</li> <li>• How can we divide work and childcare time?</li> <li>• How much care do we need as a result?</li> <li>• What is the minimum, what is the maximum?</li> <li>• What form of care are we comfortable with?</li> <li>• Does our employer have a company sponsored childcare program?</li> <li>• What parts of town can we reach?</li> </ul>	<p>The Familienbildungsstätten (family educational facilities) provide information events about these issues.</p>	<input type="checkbox"/>
<b>Child daycare (KITA) preparation</b>	<p>Points to consider:</p> <ul style="list-style-type: none"> <li>• Which kitas can we get to?</li> <li>• Which kitas would be a possibility?</li> </ul>	<p>All kitas which are near your home or on the way to work are a possibility. You can find out the addresses of the kitas here: <a href="http://www.kindernetfrankfurt.de">www.kindernetfrankfurt.de</a></p>	<input type="checkbox"/>
	<p>Contact the kitas by phone. How many offer an open day? Find out the dates and get to know the kita.</p>	<p><a href="http://www.kindernetfrankfurt.de">www.kindernetfrankfurt.de</a></p>	<input type="checkbox"/>
	<p>Enter your details in <a href="http://kindernetfrankfurt.de">kindernetfrankfurt.de</a> and register your child in advance.</p>	<p>There are two options for entering your details and making an advance reservation for a place:</p> <ul style="list-style-type: none"> <li>• in the Internet <a href="http://www.kindernetfrankfurt.de">www.kindernetfrankfurt.de</a></li> <li>• in person at the Infobörse Kinderbetreuung/Infobörse Kindertagesbetreuung (daycare info office)</li> </ul> <p>Seehofstraße 41, 60594 Frankfurt am Main            Telephone: +49 212-36564, E-Mail: <a href="mailto:kindernetfrankfurt.amt40@stadt-frankfurt.de">kindernetfrankfurt.amt40@stadt-frankfurt.de</a>  <a href="http://www.kindernetfrankfurt.de">www.kindernetfrankfurt.de</a>            Telephone times:            Mon. 9.00 am-1.00 pm and Wed. 2.00 pm-5.00 pm            Opening times, personal consultation:            Tues. and Thurs. 2.00 pm-5.00 pm, Fri. 9.00 am-1.00 pm</p>	<input type="checkbox"/>
<b>Preparations for the daycare minders/carers</b>	<p>Contact the relevant daycare service where you will receive advice from daycare minders/carers as well as their details</p>	<p>The contact details for the daycare services:            Infobörse Kindertagesbetreuung            Seehofstraße 41, 60594 Frankfurt am Main            Telephone: +49 212-36564, E-Mail: <a href="mailto:kindernetfrankfurt.amt40@stadt-frankfurt.de">kindernetfrankfurt.amt40@stadt-frankfurt.de</a>  <a href="http://www.kindernetfrankfurt.de">www.kindernetfrankfurt.de</a>            Telephone times:            Mon. 9.00 am-1.00 pm and Wed. 2.00 pm-5.00 pm            Opening times, personal consultation:            Tues. and Thurs. 2.00 pm-5.00 pm, Fri. 9.00 am-1.00 pm</p>	<input type="checkbox"/>



You can only find a childcare place for your child via [www.kindernetfrankfurt.de](http://www.kindernetfrankfurt.de)

## How long do we need to wait for a place, what will it cost and where can we get financial assistance?

Daycare places are assigned directly by the child daycare facilities in accordance with certain criteria. For instance, consideration is given to the respective family situation, whereas less priority is given to the rank in the waiting list. Some families are quickly accepted because the child is a good fit for the group. Others may have to wait a little longer. The monthly base fee is EUR 198 for a full-time place, EUR 158 for a part-time place, and EUR 138 for a half-day place. Those who are unable to finance the payments themselves can apply for an assumption of the costs at the relevant social welfare office in the town hall – the child and youth aid economic service. The addresses of the social welfare offices in the town halls are listed on page 27. Further info.:

**[www.kindernetfrankfurt.de](http://www.kindernetfrankfurt.de),**  
**key word: Infoportal**



## Emergencies

In emergencies, the Notmütterdienst (Emergency Mothers Service) can assist parents. In Frankfurt, this service is also available by the hour. Statutory health insurance can pay for household help or, if you do not have health insurance, the social welfare office can assume the cost. The statutory health insurance can pay for a household help. This requires a doctor's certificate, for instance from your primary care physician. Your health insurance carrier has addresses for support services. It is also an option for your health insurance carrier to pay for someone you know.

### **Notmütterdienst – Familien- und Seniorenhilfe (Emergency Mothers Service – Family and Senior Citizens)**

Sophienstraße 28, 60487 Frankfurt am Main  
Tel.: 069 951 03 30, [www.notmuetterdienst.de](http://www.notmuetterdienst.de)

### **Frankfurter Kinderbüro**

Schleiermacherstraße 7, 60316 Frankfurt am Main  
Tel.: 069 212-39001

Email: [info@frankfurter-kinderbuero.de](mailto:info@frankfurter-kinderbuero.de)

[www.frankfurter-kinderbuero.de](http://www.frankfurter-kinderbuero.de)

Office hours: Mon. – Fri., 9:00 a.m. – 5:00 p.m.

U4: Underground station Höhenstraße

# Care offers for children under 3 years of age in Frankfurt am Main

Offer format	Age of Children	Opening hours	Fees (parental fees)	Group size	Care type	Sponsor	Features
<b>CHILD DAYCARE</b>	Starting at 8 weeks	Customized care schedules	€ 75.00 to € 275.00 (if publicly funded) depending on care duration	Generally 1-5 children	Max. 5 children	Individuals	At private homes, flexible care schedules, one-on-one care, family surroundings, placement of qualified daycare mothers and fathers by the daycare board – supervised by the City of Frankfurt am Main
<b>NURSERY (CHILDREN'S CENTRE)</b>	8 weeks to 3 years	Mon.– Fri., ~7:00 a.m. – ~5:00 p.m. half-day and part-time places possible	Full day place € 198.00 per month	9 to 11 children	1 child care worker 5 children	Kita Frankfurt	<ul style="list-style-type: none"> <li>• Pedagogically trained child care worker</li> <li>• Provisions from in-house kitchen</li> <li>• Elected parental board</li> </ul>
	Age expanded group 1 year to 7 years	Mon.– Fri., ~7:00 a.m. – ~5:00 p.m. half-day and part-time places possible	Full day place € 198.00 per month*	15 children	1 child care worker 5 children	Kita Frankfurt	<ul style="list-style-type: none"> <li>• Pedagogically trained child care worker</li> <li>• Full provisions (board, nappies)</li> <li>• Elected parental board</li> </ul>
<b>GROUP FOR CRAWLING BABIES</b>	8 weeks to 3 years	Mon.– Fri., ~7:00 a.m. – ~5:00 p.m. half-day and part-time places possible	Full day place € 198.00 per month*	9 to 12 children	1 child care worker 5 children	Private sponsors	<ul style="list-style-type: none"> <li>• Pedagogically trained child care worker</li> <li>• Provisions</li> <li>• Elected parental board</li> </ul>
<b>CHILDREN'S CENTRE</b>	1 to 7 years	Mon.– Fri., ~7:00 a.m. – ~5:00 p.m. half-day and part-time places possible	Full day place € 198.00 per month*	15 to 18 children	1 child care worker 5 to 9 children	Kita Frankfurt	<ul style="list-style-type: none"> <li>• Pedagogically trained child care worker</li> <li>• Provisions</li> <li>• Elected parental board</li> </ul>
<b>MULTI-AGE FACILITY</b>	1 to 7 years and 1 to 12 years	Mon.– Fri., ~7:00 a.m. – ~5:00 p.m. half-day and part-time places possible	Full day place € 198.00 per month*	9 to 12 children	1 child care worker 5 to 9 children	Private sponsors	<ul style="list-style-type: none"> <li>• Pedagogically trained child care worker</li> <li>• Full provisions (board, diapers)</li> <li>• Elected parental board</li> </ul>
<b>CHILDREN'S NURSERY</b>	3 to 7 years	Mon.– Fri., ~7:00 a.m. – ~5:00 p.m. half-day and part-time places possible	Full day place € 198.00 per month*	15 to 18 children	1 child care worker 5 to 6 children	Private sponsors	<ul style="list-style-type: none"> <li>• Pedagogically trained child care worker</li> <li>• Provisions</li> <li>• Elected parental board</li> </ul>
<b>MINI KINDERGARTEN</b>	Approx. 1.5 to 3 years	3 hours on 2-3 days per week	Approx. € 90.00 to € 130.00 per month	6 to 12 children	1 child care worker 3 to 6 children	Private sponsors	<ul style="list-style-type: none"> <li>• Care on a maximum of 3 days per week morning or afternoon</li> </ul>
<b>PARENT CHILD GROUPS</b>	0 to 4 years	1.5 – 2 hours once weekly	Approx. € 4.00 per appointment	10 to 12 children with parents	1 to 2 session leaders	Church and private charitable sponsorships	Support during the 1 <sup>st</sup> family phase by qualified session leaders, reinforcement of parenting skills, initial group experience for the child with playing and exercising in the parent's attendance; group offers and open meeting locations for the duration of 1.5 to 3 years
<b>FAMILY INFO CAFÉ</b>	0 to 3 years	Please call	Free of charge	Up to 30 families, depending on space at facility		City of Frankfurt, Private sponsors	Depending on concept: professionally trained staff, volunteers, paid staff, professionally trained staff

\* Income dependent support possible via the Jugend und Sozialamt – Wirtschaftsdienst Jugend und Familie (Youth and Social Service Offices – Financial Services Youth and Family).



# Money makes the world go around

A child can make your finances go haywire. You will have to deal with new expenses but can also benefit from new sources of income. Four governmental agencies are important for you when questions arise: the Familienkasse (Family Fund), the Sozialrathaus (Social Welfare Office), the Jobcentre (Job Centre) and the Amt für Wohnungswesen (Department for Housing Affairs).

## Child Benefit (Kindergeld) ...

... to the amount of EUR 194 per month is paid after filing an application with the Familienkasse (Family Fund).

### **Kindergeld bei der Familienkasse in der Agentur für Arbeit Frankfurt (Child Benefit from the Family Fund at the Frankfurt Employment Agency)**

Fischerfeldstraße 10–12, 60311 Frankfurt am Main  
Tel.: 0800 455 553 0, Fax: 069 217-12430  
Email: familienkasse-hessen@arbeitsagentur.de  
[www.familienkasse.de](http://www.familienkasse.de)



## Parental Benefit (Elterngeld) ...

... depends on your income. It is generally 65 – 67% of the average income before the birth of your child, a little more for several children, but no less than EUR 300. This amount is credited toward the benefit for parents who receive unemployment compensation II.

### **Amt für Versorgung und Soziales (Office for Support and Social Affairs)**

Walter-Möller-Platz 1, 60439 Frankfurt am Main  
Tel.: 069 15671  
Email: [post@havs-fra.hessen.de](mailto:post@havs-fra.hessen.de)

## Parental Benefits Plus... (Elterngeld Plus) ...

... is particularly interesting if you want to work part time during the first year. In this case, a normal parental benefit month becomes two parental benefit plus months. Up to 24 parental benefit plus months are possible. The sum of the parental benefit plus is maximum half of the parental benefit which you are entitled to without a part time income.

If both parents work at the same time in four subsequent months, 25 to 30 hours a week, they also get, as a partnership bonus, four months parental benefit plus extra each. Further information available at: [www.elterngeld-plus.de](http://www.elterngeld-plus.de).

### **Amt für Versorgung und Soziales (Social Security and Provision Office)**

Walter-Möller-Platz 1, 60439 Frankfurt am Main  
Tel.: 069 15671  
Email: [post@havs-fra.hessen.de](mailto:post@havs-fra.hessen.de)





## **Child Allowance (Kinderzuschlag) ...**

... to the amount of EUR 140 per month is also paid by the Familienkasse (Family Fund). It depends on the family income. Couples who have less than EUR 900 at their disposal per month can apply for Kinderzuschlag (Child Allowance). The maximum income threshold for two parents with two children is EUR 1380. For single parent households the threshold is EUR 600 per month. Kinderzuschlag (Child Allowance) can also be applied for at the Familienkasse (Family Fund). For further information please visit [www.kinderzuschlag.de](http://www.kinderzuschlag.de).

## **Household Advance (Unterhaltsvorschuss)**

If you are a single parent household and do not receive sufficient support from the other parent, you are eligible for Unterhaltsvorschuss (household advance) in accordance with the Unterhaltsvorschussgesetz (Household Advance Act). Please refer to your Sozialrathaus (Social Welfare Office).



## When money is tight ...

... the Sozialrathaus (Social Welfare Office) in your part of town will provide assistance, for instance on financial aid, or issues related to the Asylbewerbergesetz (Asylum Applicant Act).

Sozialrathäuser can be found at [www.frankfurt.de](http://www.frankfurt.de), or simply ask the Jugend und Sozialamt (Youth and Social Services) hotline on 069 212-44900 for the responsible Sozialrathaus (Social Welfare Office).

### **SOZIALRATHÄUSER COMMUNITY AND SOCIAL WELFARE OFFICES**

#### **For Fechenheim, Riederwald, Seckbach and Bergen-Enkheim**

Sozialrathaus Ost, Voltenseestraße 2  
60388 Frankfurt am Main, Tel.: 069 212-41211  
Email: [srh-ost@stadt-frankfurt.de](mailto:srh-ost@stadt-frankfurt.de)

#### **For Alt- und Innenstadt, Bornheim, Nordend and Ostend**

Sozialrathaus Ost, Dienstort Bornheim  
Eulengasse 64, 60385 Frankfurt am Main  
Tel.: 069 212-30547, Email: [srh-ost@stadt-frankfurt.de](mailto:srh-ost@stadt-frankfurt.de)

#### **For Bockenheim, Rödelheim, Hausen, Praunheim and Westend-Süd**

Sozialrathaus Bockenheim, Rödelheimer Straße 45  
60487 Frankfurt am Main, Tel.: 069 212-74304  
Email: [srh-bockenheim@stadt-frankfurt.de](mailto:srh-bockenheim@stadt-frankfurt.de)

#### **For Dornbusch, Westend-Nord, Nordend-West, Eschersheim, Eckenheim and Preungesheim**

Sozialrathaus Dornbusch, Am Grünhof 10  
60320 Frankfurt am Main, Tel.: 069 212-70735  
Email: [srh-dornbusch@stadt-frankfurt.de](mailto:srh-dornbusch@stadt-frankfurt.de)

#### **For Griesheim, Gallusviertel, Gutleutviertel and Bahnhofsviertel**

Sozialrathaus Gallus, Rebstöcker Straße 8  
60326 Frankfurt am Main, Tel.: 069 212-38189  
Email: [srh-gallus@stadt-frankfurt.de](mailto:srh-gallus@stadt-frankfurt.de)

#### **For Zeilsheim, Unterliederbach, Sossenheim, Nied, Höchst and Sindlingen**

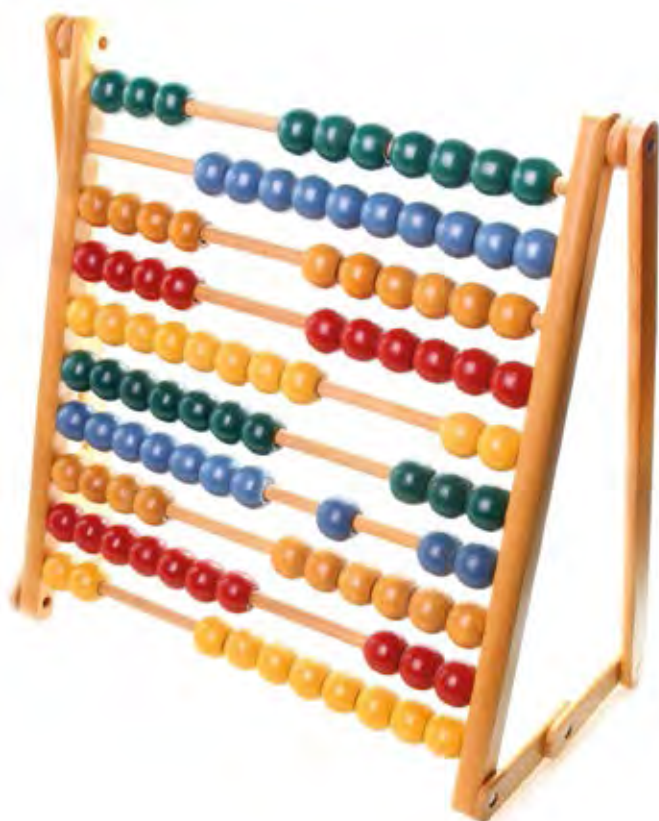
Sozialrathaus Höchst, Palleskestraße 14  
65929 Frankfurt am Main, Tel.: 069 212-45527  
Email: [srh-hoechst@stadt-frankfurt.de](mailto:srh-hoechst@stadt-frankfurt.de)

#### **For Niederursel, Heddernheim, Ginnheim, Kalbach-Riedberg, Bonames, Frankfurter Berg, Berkersheim, Harheim, Nieder-Erlenbach, Nieder-Eschbach and Praunheim**

Sozialrathaus Nord, Jugend- und Sozialamt  
Emil-von-Behring-Straße 14, 60439 Frankfurt am Main  
Tel.: 069 212 32274, Email: [srh-nord@stadt-frankfurt.de](mailto:srh-nord@stadt-frankfurt.de)

#### **For Sachsenhausen-Süd, Sachsenhausen-Nord, Oberrad, Niederrad, Goldstein and Schwanheim**

Sozialrathaus Sachsenhausen, Paradiesgasse 8  
60594 Frankfurt am Main, Tel.: 069 212-33811  
Email: [srh-sachsenhausen@stadt-frankfurt.de](mailto:srh-sachsenhausen@stadt-frankfurt.de)







## The Frankfurt Pass ...

... with an income limit, for example, of 1,181 Euros in a 2 person household or an income limit of 1,449 euros in a 3 person household, you can apply for this at the Sozialrathaus (social welfare office in the town hall). For each additional person in your household, the limit increases by 269 euros. The Frankfurt Pass offers reduced entry to e.g. museums, zoo, the palm garden, theatres and swimming pools. It also offers reduced monthly tickets for local public transport in Frankfurt. It is recommended that babies also have the Frankfurt Pass.

## Questions regarding unemployment benefit (Arbeitslosengeld II, Hartz IV) ...

... are best addressed to the Jobcentre (Job Centre). Women and men between the ages of 15 and 65 who are able to work and fulfil the required criteria are eligible. If you move into a new flat you can also receive benefits for the first furnishings incl. oven, washing machine and other appliances. Pregnant women and single parents can claim additional benefits.

### **Jobcenter Frankfurt (Job Centre Frankfurt)**

Tel.: 069 217-13493  
[www.arbeitsagentur.de](http://www.arbeitsagentur.de)

## Educational and Care Package (Bildungs- und Teilhabepaket) ...

... is for parents who receive unemployment benefit II, social benefits, supplementary child allowance or housing benefit, or who have a low income. The Educational and Care Package offers allowances e.g. for baby swimming courses, sports association, lunch in the nursery and baby crawling groups, and much more. Your job centre or social

welfare office can offer further information. You can submit the application along with the required documentation in person at the respective Jobcentre (Job Centre) (for recipients of SGB-II and employable persons), or at your local Sozialrathaus (Social Welfare Office) (for recipients of SBG XII and non-employable persons), or alternatively, send these by mail to the respective office. Recipients of Wohngeld (Housing Assistance) and Kinderzuschlag (Child Allowance) send their application to: Zentrales Team, 51.A66, Mainzer Landstraße 315–321, 60326 Frankfurt am Main

**Team Bildung und Teilhabe  
(Education and Care Team)**

Tel.: 069 212-33133

Email: [Bildung-Teilhabe@stadt-frankfurt.de](mailto:Bildung-Teilhabe@stadt-frankfurt.de)

Applications and information on the Internet at [www.frankfurt.de](http://www.frankfurt.de) und [www.jobcenter-ge.de](http://www.jobcenter-ge.de).

## When the apartment has become too small ...

... the Amt für Wohnungswesen (Office for Housing Affairs) will provide housing placement services. This agency is also home to the advisory and service office for housing projects for parents who wish to arrange housing projects together with other families. The office will also answer any questions about conditions under which mothers and fathers with low incomes can apply for Wohngeld (Housing Assistance).

**Amt für Wohnungswesen  
(Office for Housing Affairs)**

Adickesallee 67–69, 60322 Frankfurt am Main

Tel.: 069 212-34742

Service line for Housing Assistance: 069 212-47100

[www.wohnungsamt.frankfurt.de](http://www.wohnungsamt.frankfurt.de)





## Financial support for diapers and the like

In individual emergency situations, pro familia and church support offices will provide resources from the “Bundesstiftung Mutter und Kind – Schutz des ungeborenen Lebens” (Federal Mother and Child Foundation – Protection of Unborn Life) for the necessary purchases in connection with pregnancy and birth, and will help with the application (best filed by the 28<sup>th</sup> week of pregnancy). A requirement for expectant mothers without a German passport is a settlement permit / residence permit which is still valid at the time of birth or the so-called temporary residence permit for foreign students.

Caritas, Sozialdienst katholischer Frauen (Social Services by Catholic Women) and Diakonie (Social Welfare Services) also provide access to church foundation resources. The support offices for women provided by the Diakonisches Werk (Social Welfare Services) grant resources from the “Stiftung für das Leben” (Foundation for Life) of the Protestant Church in Hesse and Nassau to women who are not supported by the Bundesstiftung (Federal Foundation). Support is flexible and available on a case by case basis, and is not tied to the conditions of the Bundesstiftung which apply to foreign nationals for instance, asylum applicants can also receive support. An application can only be filed after birth.

The support office for Caritas and the Sozialdienst katholischer Frauen (Social



Services by Catholic Women) awards resources from the Bishop's Assistance Fund for the Limburg Diocese to women in particularly dire situations and also in difficult immigration law cases. The application can be filed independent of an application with the Bundesstiftung (Federal Foundation).



Starting with the 13<sup>th</sup> week of pregnancy, recipients of unemployment compensation II or Sozialhilfe

(Social Security Benefits) are eligible for additional resources to cover the needs of pregnant women to the amount of 17 percent of the base rate. They are also eligible for a onetime assistance payment for the required initial provisions (baby clothing, bed, clothing cabinet, used baby carriage, changing table). In Frankfurt, this subsidy amounts to a maximum of EUR 550. If you already have a small child under the age of two, the amount is reduced to EUR 275. Any support from the "Bundesstiftung Mutter und Kind" (Federal Mother and Child Foundation) is not counted. Applications can be filed as early as three months before birth.



Recipients of unemployment benefit II should refer to the Job Centres, recipients of Sozialhilfe (Social Security Benefits) refer to the Sozialrathäuser (Community and Social Welfare Offices).

**Beratungsstelle für Frauen  
(Assistance Office for Women)**

Alfred-Brehm-Platz 17, 60316 Frankfurt am Main  
Tel.: 069 943 502 30, Fax: 069 943 502 35  
Email: bff.zefra@diakonischeswerk-frankfurt.de  
www.diakonischeswerk-frankfurt.de/zefra

**Caritasverband Frankfurt e.V. Frauenberatung  
(Caritas Association Frankfurt Women's Consulting Centre)**

Affentorplatz 1, 60594 Frankfurt am Main  
Tel.: 069 254 931 22, Fax: 069 254 931 50  
Email: frauenberatung@caritas-frankfurt.de  
www.caritas-frankfurt.de

**pro familia**

Palmengartenstraße 14, 60325 Frankfurt am Main  
Tel.: 069 907 447 44, Fax: 069 907 447 30  
Email: frankfurt-main@profamilia.de, www.profamilia.de

**Sozialdienst katholischer Frauen e.V.  
(Social Services by Catholic Women)**

Kriegstraße 36, 60326 Frankfurt am Main  
Tel.: 069 973 82 30, Email: monikahaus@skf-frankfurt.de  
www.skf-frankfurt.de



# Any questions?.....

The Family Information Centres can tell you which authorities are responsible for which issues, from A for Adoption to H for Housing assistance. You can reach the Family Information Centres in all parts of the State of Hesse at the local rate by ringing 0180 235 83 76. For any other questions which arise, the Frankfurt Children's Office is available to you.

## FRANKFURTER KINDERBÜRO

Schleiermacherstraße 7, 60316 Frankfurt am Main

Tel.: 069 212-39001, Email: [info@frankfurter-kinderbuero.de](mailto:info@frankfurter-kinderbuero.de)

[www.frankfurter-kinderbuero.de](http://www.frankfurter-kinderbuero.de)

Office hours: Mon.–Fri., 9:00 a.m.–5:00 p.m.

U4: Underground station Höhenstraße

# Directory of Addresses



## **Agentur für Arbeit Frankfurt**

Fischerfeldstraße 10–12, 60311 Frankfurt am Main  
Telefon: 0800 455 553 0

**Aktion Moses:** 069 973 8230

## **Amt für Wohnungswesen**

Adickesallee 67–69, 60322 Frankfurt am Main  
Telefon: 069 212-34742  
Servicetelefon für Wohngeld: 069 212-47100  
[www.wohnungsamt.frankfurt.de](http://www.wohnungsamt.frankfurt.de)

## **Amt für multikulturelle Angelegenheiten (Amka)**

AmkA.Info – Information, Orientierung, Vermittlung  
Mainzer Landstraße 293, 60326 Frankfurt am Main  
Telefon: 069 212-41515, E-Mail: [amka.info@stadt-frankfurt.de](mailto:amka.info@stadt-frankfurt.de)  
[www.amka.de](http://www.amka.de), [www.vielfalt-bewegt-frankfurt.de](http://www.vielfalt-bewegt-frankfurt.de)

## **Anlaufstelle für Mädchen und Frauen, die von sexualisierter, digitaler und körperlicher Gewalt bedroht oder betroffen sind**

Kasseler Straße 1a, 60486 Frankfurt am Main  
Telefon: 069 709 494  
E-Mail: [info@frauennotruf-frankfurt.de](mailto:info@frauennotruf-frankfurt.de)  
[www.frauennotruf-frankfurt.de](http://www.frauennotruf-frankfurt.de)  
Informationen für die Versorgung nach einer Vergewaltigung finden Sie unter: [soforthilfe-nach-vergewaltigung.de](http://soforthilfe-nach-vergewaltigung.de)

## **Arbeitskreis Jugendzahnpflege für Frankfurt und den Main-Taunus-Kreis**

Mainluststraße 17, 60329 Frankfurt am Main  
Telefon: 069 232 414, E-Mail: [info@akj-frankfurt.de](mailto:info@akj-frankfurt.de)



**Babylotsen in Frankfurt:** [www.babylotse-frankfurt.de](http://www.babylotse-frankfurt.de)

## **Beratungsstelle für Frauen**

Alfred-Brehm-Platz 17, 60316 Frankfurt am Main  
Telefon: 069 943 502 30, Fax: 069 943 502 35  
E-mail: [bff.zefra@diakonischeswerk-frankfurt.de](mailto:bff.zefra@diakonischeswerk-frankfurt.de)  
[www.diakonischeswerk-frankfurt.de/zefra](http://www.diakonischeswerk-frankfurt.de/zefra)

## **Beratung und Begegnung für Frauen**

Caritasverband Frankfurt e.V.  
Affentorplatz 1, 60594 Frankfurt am Main  
Telefon: 069 254 931-22, Fax: 069 254 931-50  
E-Mail: [frauenberatung@caritas-frankfurt.de](mailto:frauenberatung@caritas-frankfurt.de)

## **Beratungs- und Interventionsstelle Frauen helfen Frauen e.V.**

Berger Straße 40–42, 60316 Frankfurt am Main  
Telefon: 069 489 865 51, E-Mail: [info@frauenhaus-ffm.de](mailto:info@frauenhaus-ffm.de)  
[www.frauen-helfen-frauen-ffm.de](http://www.frauen-helfen-frauen-ffm.de)

## **Beratungs- und Interventionsstelle für Frauen**

Beratungszentrum am Frauenhof  
Schwanheimer Straße 7, 60528 Frankfurt am Main  
Telefon: 069 430 547-66, Fax: 069 430 547-67  
Mobil: 0172 619 89 84  
E-Mail: [beratung@frauenhaus-frankfurt.de](mailto:beratung@frauenhaus-frankfurt.de)  
[www.frauenhaus-frankfurt.de](http://www.frauenhaus-frankfurt.de)

## **BMFSJF Bundesministerium für Familie, Senioren, Frauen und Jugend**

Telefon: 030 201 791 30

## **Bund freiberuflicher Hebammen Deutschland**

Telefon: 069 795 349 71, E-Mail: [geschaeftsstelle@bfhd.de](mailto:geschaeftsstelle@bfhd.de)  
[www.bfhd.de](http://www.bfhd.de)



## **Caritasverband Frankfurt e.V.**

Frauenberatung  
Affentorplatz 1, 60594 Frankfurt am Main  
Telefon: 069 254 931 22, Fax: 069 254 931 50  
E-Mail: [frauenberatung@caritas-frankfurt.de](mailto:frauenberatung@caritas-frankfurt.de)  
[www.caritas-frankfurt.de](http://www.caritas-frankfurt.de)



## **Deutscher Kinderschutzbund**

Bezirksverband Frankfurt am Main e.V.  
Comeniusstraße 37, 1. Stock, 60389 Frankfurt am Main  
Telefon: 069 970 901 10  
E-Mail: [dksb@kinderschutzbund-frankfurt.de](mailto:dksb@kinderschutzbund-frankfurt.de)  
[www.kinderschutzbund-frankfurt.de](http://www.kinderschutzbund-frankfurt.de)

## **Drogenreferat**

Alte Mainzer Gasse 37, 60311 Frankfurt am Main  
Telefon: 069 212-30124  
E-Mail: [drogenreferat@stadt-frankfurt.de](mailto:drogenreferat@stadt-frankfurt.de)  
[www.drogenreferat.stadt-frankfurt.de](http://www.drogenreferat.stadt-frankfurt.de)



## **Elterngeldstelle beim Amt für Versorgung und Soziales**

Walter-Möller-Platz 1, 60439 Frankfurt am Main  
Telefon 069 15671, E-Mail: [post@havs-fra.hessen.de](mailto:post@havs-fra.hessen.de)

## **Evangelische Familienbildung**

Darmstädter Landstraße 81, 60598 Frankfurt am Main  
Telefon: 069 605 004-11 Kursinformationen/Anmeldebüro  
Telefon: 069 605 004-40 Sekretariat  
E-Mail: [Anmeldung.familienbildung@frankfurt-evangelisch.de](mailto:Anmeldung.familienbildung@frankfurt-evangelisch.de)  
E-Mail: [info.familienbildung@frankfurt-evangelisch.de](mailto:info.familienbildung@frankfurt-evangelisch.de)  
[www.familienbildung-ffm.de](http://www.familienbildung-ffm.de)

**Elterntelefon:** 0800 111 0 550

### **Evangelische Familienbildung Höchst**

Leverkuser Straße 7, 65929 Frankfurt am Main  
Telefon: 069 759 367 280  
E-Mail: Familienzentrum.hoechst@frankfurt-evangelisch.de  
www.familienbildung-ffm.de

### **Evangelisches Kinder- und Familienzentrum Goldstein**

An der Schwarzbachmühle 18b, 60529 Frankfurt am Main  
Telefon: 069 660 557 771 0, Fax: 069 660 557 771 9  
E-Mail: kifaz.goldstein@diakonischeswerk-frankfurt.de

### **Evangelisches Kinder- und Familienzentrum Innenstadt**

Bleichstraße 44, 60313 Frankfurt am Main  
Telefon: 069 292 384  
E-Mail: kifaz.innenstadt@diakonischeswerk-frankfurt.de



### **FamilienGesundheitsZentrum**

Neuhofstraße 32 H, 60318 Frankfurt am Main  
Günthersburgallee 14 H, 60316 Frankfurt am Main  
Telefon: 069 591 700, Fax: 069 593 129  
E-Mail: info@fgzn.de

### **Familien-Markt**

Röntgenstraße 10, 60388 Frankfurt am Main  
Telefon: 069 247 514 9-6550

### **Familienzentrum Monikahaus**

Kriegkstraße 36, 60326 Frankfurt am Main  
Telefon: 069 973 82 30  
E-Mail: monikahaus@skf-frankfurt.de  
www.skf-frankfurt.de

### **FiM – Frauenrecht ist Menschenrecht e.V.**

Varrentrapstraße 55, 60486 Frankfurt am Main  
Telefon: 069 970 979 70  
E-Mail: info@fim-beratungszentrum.de  
www.fim-frauenrecht.de

### **Frankfurter Kinderbüro**

Schleiermacherstraße 7, 60316 Frankfurt am Main  
Telefon: 069 212-39001  
E-Mail: info@frankfurter-kinderbuero.de  
www.frankfurter-kinderbuero.de  
Öffnungszeiten: Mo.– Fr., 9.00–17.00 Uhr  
U4: Haltestelle Höhenstraße

### **Frankfurter Kinder- und Jugendschutztelefon**

0800 20 10 111 (gebührenfrei)  
Mo.– Fr., 8.00–23.00 Uhr  
Sa., So. und Feiertage 10.00–23.00 Uhr

### **Frankfurt University of Applied Sciences**

Familienbüro  
Nibelungenplatz 1, Gebäude 6 / 2.OG  
60318 Frankfurt am Main  
Telefon: 069 153 328 66  
E-Mail: familienbuero@abt-sb.fra-uas.de

**Frauennotruf:** 069 709 494

### **Frühförderstellen und die sozialpädiatrischen Zentren** finden Sie unter [www.asffh.de](http://www.asffh.de)



### **Gesundheitsamt**

Breite Gasse 28, 60313 Frankfurt am Main  
Telefon: 069 212-33970  
E-Mail: info.gesundheitsamt@stadt-frankfurt.de  
www.gesundheitsamt.stadt-frankfurt.de

**Giftnotruf:** 06131 19240

### **Goethe-Universität**

[www.uni-frankfurt.de/39392181/familie](http://www.uni-frankfurt.de/39392181/familie)



### **Handwerkskammer Frankfurt-Rhein-Main**

Bockenheimer Landstraße 21, 60325 Frankfurt am Main  
Telefon: 069 971 72-818, E-Mail: [service@hwk-rhein-main.de](mailto:service@hwk-rhein-main.de)  
[www.hwk-rhein-main.de](http://www.hwk-rhein-main.de)

### **Hessisches Amt für Versorgung und Soziales**

Walter-Möller-Platz 1, 60439 Frankfurt am Main  
Telefon: 069 15671



### **IB Kinder- und Familienzentrum Griesheim**

Platanenstraße 11, 65933 Frankfurt am Main  
Telefon: 069 219 389 7-13/-17, Fax: 069 219 389 711  
E-Mail: kifaz-griesheim-frankfurt@ib.de  
[www.ib-kitas.de/angebote/standort/210624](http://www.ib-kitas.de/angebote/standort/210624)

### **IHK Frankfurt am Main**

Börsenplatz 4, 60313 Frankfurt am Main  
Telefon: 069 2197 1207 oder 1508  
E-Mail: info@frankfurt-main.ihk.de, [www.frankfurt-main.ihk.de](http://www.frankfurt-main.ihk.de)

### **Infobörse Kindertagesbetreuung**

Seehofstraße 41, 60594 Frankfurt am Main  
Telefon: 069 212-36564  
E-Mail: [infoboerse.kitas@stadt-frankfurt.de](mailto:infoboerse.kitas@stadt-frankfurt.de)  
[www.frankfurt.de/kinderbetreuung](http://www.frankfurt.de/kinderbetreuung)

### **Informationszentrum für Männerfragen e.V.**

Sandweg 49, 60316 Frankfurt am Main  
Telefon: 069 495 04 46  
E-Mail: [infozentrum@maennerfragen.de](mailto:infozentrum@maennerfragen.de)  
[www.maennerfragen.de](http://www.maennerfragen.de)

### **Internationales Familienzentrum e.V. (IFZ)**

Interkulturelle Familienbildung  
Ostendstraße 70, 60314 Frankfurt am Main  
Telefon: 069 943 444-0  
E-Mail: [gusti-gebhardt-haus@ifz-ev.de](mailto:gusti-gebhardt-haus@ifz-ev.de)  
[www.ifz-e.de](http://www.ifz-e.de)



### **Jobcenter Frankfurt**

Telefon: 069 217-13493, [www.arbeitsagentur.de](http://www.arbeitsagentur.de)

### **Jugendjobcenter**

Hainer Weg 44, 60599 Frankfurt am Main  
Telefon: 069 217-13493, E-Mail: [jobcenter-frankfurt-am-main.jugendjobcenter@jobcenter-ge.de](mailto:jobcenter-frankfurt-am-main.jugendjobcenter@jobcenter-ge.de)



### **Katholische Familienbildung Frankfurt**

Tituscorso 2b, 60439 Frankfurt am Main  
Telefon: 069 133 077 900  
E-Mail: [fbs-frankfurt@bistumlimburg.de](mailto:fbs-frankfurt@bistumlimburg.de)  
[www.fbs-frankfurt.de](http://www.fbs-frankfurt.de)

### **Kinderärztlicher Notdienst in der Uniklinik**

Theodor-Stern-Kai 7, Haus 32 Eingang C  
60596 Frankfurt am Main, Telefon: 069 630-17170  
Notaufnahme Telefon: 069 630-15249

### **Kindergeld bei der Familienkasse in der Agentur für Arbeit Frankfurt**

Fischerfeldstraße 10–12, 60311 Frankfurt am Main  
Telefon: 0800 455 553 0, Fax: 069 217-12430  
E-Mail: [familienkasse-hessen@arbeitsagentur.de](mailto:familienkasse-hessen@arbeitsagentur.de)  
[www.familienkasse.de](http://www.familienkasse.de)

### **Kindernotfallambulanz in der Kinderklinik am Klinikum Frankfurt Höchst**

Gotenstraße 6–8, 65929 Frankfurt am Main  
Telefon: 069 310 633 22

### **Kinder- und Familienzentrum Eckenheim**

Sigmund-Freud-Straße 119, 60435 Frankfurt am Main  
Telefon: 069 954 150 60  
E-Mail: [kifaz.eckenheim@stadt-frankfurt.de](mailto:kifaz.eckenheim@stadt-frankfurt.de)

### **Kinder- und Familienzentrum Fechenheim**

Familienbildung im Kinder- und Familienzentrum Fechenheim  
Am Hennsee 21, 60386 Frankfurt am Main  
Telefon: 069 426 940 79, Fax: 42 69 45 70  
E-Mail: [familienbildung-kifaz@fgzn.de](mailto:familienbildung-kifaz@fgzn.de), [www.fgzn.de/kifaz](http://www.fgzn.de/kifaz)

### **Kinder- und Familienzentrum Monikahaus**

Kriegkstraße 32–36, 60326 Frankfurt am Main  
Telefon: 069 973 823 0, Fax: 069 973 823 55  
E-Mail: [monikahaus@skf-frankfurt.de](mailto:monikahaus@skf-frankfurt.de)

### **Kinder- und Familienzentrum Morgenstern**

Platenstraße 77, 60431 Frankfurt am Main  
Telefon: 069 560 202 58, Fax: 069 560 202 69  
E-Mail: [kifaz.morgenstern@caritas-frankfurt.de](mailto:kifaz.morgenstern@caritas-frankfurt.de)  
[www.caritas-frankfurt.de](http://www.caritas-frankfurt.de)

### **Kinder- und Familienzentrum Nordwest**

Thomas-Mann-Straße 6b, 60439 Frankfurt am Main  
Telefon: 069 957 761 96, Fax: 069 576 086 17  
E-Mail: [kifaz-nordwest@bvz-frankfurt.de](mailto:kifaz-nordwest@bvz-frankfurt.de)  
[www.kifaz-nordwest.de](http://www.kifaz-nordwest.de)

### **Kinder- und Familienzentrum Ostend**

Ostendstraße 70–72, 60314 Frankfurt am Main  
Telefon: 069 403 547 11, Fax: 069 403 547 12  
E-Mail: [kifaz-ostend@ifz-ev.de](mailto:kifaz-ostend@ifz-ev.de), [www.ifz-ev.de](http://www.ifz-ev.de)

### **Kinder- und Familienzentrum Riederwald**

Raiffeisenstraße 70, 60386 Frankfurt am Main  
Telefon: 069 421 066, E-Mail: [kifaz-riederwald@gmx.de](mailto:kifaz-riederwald@gmx.de)  
[www.kifaz-riederwald.de](http://www.kifaz-riederwald.de)

### **Kleider am Alleehaus, Königsteinerstraße 130**

65929 Frankfurt am Main, Telefon: 069 300 646 92

### **Kleiderladen Griesheim**

Alte Falterstraße 16, 65933 Frankfurt am Main  
Telefon: 069 353 506 16

### **Kleiderladen Sachsenhausen**

Elisabethenstraße 15–17, 60594 Frankfurt am Main  
Telefon: 0173 248 918 8



### **Landesverband Hessischer Hebammen**

[www.hebammen-hessen.de](http://www.hebammen-hessen.de)  
Telefon: 0561 316 064 4, E-Mail: [info@hebammen-hessen.de](mailto:info@hebammen-hessen.de)



### **Mainova Notruf: 213 881 10**

### **MUKIVA Kinder- und Familienzentrum e.V.**

Rendeler Straße 48, 60385 Frankfurt am Main  
Telefon: 069 447 460, E-Mail: [info@mukiva.de](mailto:info@mukiva.de)  
[www.mukiva.de](http://www.mukiva.de)



### **Nachbarschaftszentrum Ginnheim e.V.**

Ginnheimer Hohl 14, HH, 60431 Frankfurt am Main  
Telefon: 069 530 566 79, E-Mail: [info@nbz-ginnheim.de](mailto:info@nbz-ginnheim.de)  
[www.nbz-ginnheim.de](http://www.nbz-ginnheim.de)

### **Selbsthilfe und Nachbarschaftszentrum Ostend e.V.**

Waldschmidtstraße 39, 60316 Frankfurt am Main  
Telefon: 069 439 645, Fax: 069 436 972  
E-Mail: [info@nbz-ostend.de](mailto:info@nbz-ostend.de), [www.nbz-ostend.de](http://www.nbz-ostend.de)

### **Notmütterdienst – Familien- und Seniorenhilfe**

Sophienstraße 28, 60487 Frankfurt am Main  
Telefon: 069 951 03 30, [www.notmuetterdienst.de](http://www.notmuetterdienst.de)



### **pro familia**

Palmengartenstraße 14, 60325 Frankfurt am Main  
Telefon: 069 907 447 44, Fax: 069 907 447 30  
E-Mail: [frankfurt-main@profamilia.de](mailto:frankfurt-main@profamilia.de), [www.profamilia.de](http://www.profamilia.de)





**Schreibambulanz des SPZ/Clementine Kinderhospital**  
Theobald-Christ-Straße 10, 60316 Frankfurt am Main  
Telefon: 069 943 409 539, E-Mail: spz@vae-ev.de  
www.spz-frankfurt.de

#### **Selbsthilfekontaktstelle**

Sonnemannstraße 3, 60314 Frankfurt am Main  
Telefon: 069 559 444, Fax: 069 559 380  
E-Mail: service@selbsthilfe-frankfurt.net  
www.selbsthilfe-frankfurt.net

#### **Sorgentelefon für Kinder und Jugendliche**

0800 111 03 33

#### **SOS Kinder- und Familienzentrum Sossenheim**

Alt Sossenheim 9, 65936 Frankfurt am Main  
Telefon: 069 370 043 0-0, Fax: 069 3700 430-29  
E-Mail: kd-frankfurt@sos-kinderdorf.de  
www.sos-kinderdorf-frankfurt.de

#### **Sozialdienst katholischer Frauen e.V.**

Kriegkstraße 32–36, 60326 Frankfurt am Main  
Telefon: 069 973 82 30  
E-Mail: monikahaus@skf-frankfurt.de, www.skf-frankfurt.de

#### **SOZIALRATHÄUSER**

##### **Für Fechenheim, Riederwald, Seckbach und Bergen-Enkheim**

Sozialrathaus Ost, Voltenseestraße 2  
60388 Frankfurt am Main, Telefon: 069 212-41211  
E-Mail: srh-ost@stadt-frankfurt.de

##### **Für Alt- und Innenstadt, Bornheim, Nordend, Ostend**

Sozialrathaus Ost, Dienstort Bornheim  
Eulengasse 64, 60385 Frankfurt am Main  
Telefon: 069 212-30547, E-Mail: srh-ost@stadt-frankfurt.de

##### **Für Bockenheim, Rödelheim, Hausen, Praunheim und Westend-Süd**

Sozialrathaus Bockenheim, Rödelheimer Straße 45  
60487 Frankfurt am Main, Telefon: 069 212-74304  
E-Mail: srh-bockenheim@stadt-frankfurt.de

##### **Für Dornbusch, Westend-Nord, Nordend-West, Eschersheim, Eckenheim und Preungesheim**

Sozialrathaus Dornbusch, Am Grünhof 10  
60320 Frankfurt am Main, Telefon: 069 212-70735  
E-Mail: srh-dornbusch@stadt-frankfurt.de

##### **Für Griesheim, Gallusviertel, Gutleutviertel und Bahnhofsviertel**

Sozialrathaus Gallus, Rebstöcker Straße 8  
60326 Frankfurt am Main, Telefon: 069 212-38189  
E-Mail: srh-gallus@stadt-frankfurt.de

##### **Für Zeilsheim, Unterliederbach, Sossenheim, Nied, Höchst und Sindlingen**

Sozialrathaus Höchst, Palleskestraße 14  
65929 Frankfurt am Main, Telefon: 069 212-45527  
E-Mail: srh-hoechst@stadt-frankfurt.de

##### **Für Niederursel, Heddernheim, Ginnheim, Kalbach-Riedberg, Bonames, Frankfurter Berg, Berkersheim, Harheim, Nieder-Erlenbach, Nieder-Eschbach und Praunheim**

Sozialrathaus Nord, Jugend- und Sozialamt  
Emil-von-Behring-Straße 14, 60439 Frankfurt am Main  
Telefon: 069 212 32274, E-Mail: srh-nord@stadt-frankfurt.de

##### **Für Sachsenhausen-Süd, Sachsenhausen-Nord, Oberrad, Niederrad, Goldstein und Schwanheim**

Sozialrathaus Sachsenhausen, Paradiesgasse 8  
60594 Frankfurt am Main, Telefon: 069 212-33811  
E-Mail: srh-sachsenhausen@stadt-frankfurt.de

#### **Studentenwerk Frankfurt**

Telefon: 0180 178 83 36



#### **Team Bildung und Teilhabe**

Telefon: 069 212-33133  
E-Mail: Bildung-Teilhabe@stadt-frankfurt.de  
Anträge und Informationen im Internet unter  
www.frankfurt.de und www.jobcenter-ge.de



#### **VbFF – Verein zur beruflichen Förderung von Frauen e.V.**

Walter-Kolb-Straße 1–7, 60594 Frankfurt am Main  
Telefon: 069 795 09 90, E-Mail: info@vbff-ffm.de  
www.vbff-ffm.de

#### **Verband alleinerziehender Mütter und Väter e.V.**

Adalbertstraße 15–17, 60486 Frankfurt am Main  
Telefon: 069 979 818 84, E-Mail: info@vamv-frankfurt.de  
www.vamv-frankfurt.de

#### **Verband binationaler Familien und Partnerschaften, iaf e.V.**

Ludolfusstraße 2–4, 60487 Frankfurt am Main  
Telefon: 069 713 75 60  
E-Mail: frankfurt@verband-binationaler.de  
www.frankfurt.verband-binationaler.de



#### **Walter-Kolb-Stiftung e.V.**

Braubachstraße 30-32, 60311 Frankfurt am Main  
Telefon: 069 212-40900, Fax: 069 212-40901  
E-Mail: info@walter-kolb-stiftung.de

#### **World Shop Frankfurt**

Mainzer Landstraße 349 (im Hinterhof), 60326 Frankfurt  
Telefon: 069 951097240, E-Mail: worldshop@gffb.de



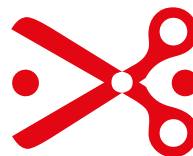
#### **Zentrum Familie – Haus der Volksarbeit e.V.**

Eschenheimer Anlage 21, 60318 Frankfurt am Main  
Telefon: 069 15010  
E-Mail: kontakt@hdv-ffm.de, www.hdv-ffm.de

# In Case of Imminent Danger

Here are some important telephone numbers if you happen to be in serious trouble. For example, if your ten-month old baby has sucked on a detergent bottle, or swallowed Aspirin tablets, your partner is threatening you, you are un-

intentionally pregnant or your baby is crying to the point of despair. Here are the numbers where you can reach competent people who will help you to deal with your respective situation.



**Police: 110**



**Fire: 112**

**Poison Emergency Hotline: 06131 19240**

**Emergency Medical Help: 112**

**Pediatric Emergency Services at the University Hospital:**

**069 630-17170**

**Emergency Reception at the University Pediatric**

**Emergency Services: 069 630-15249**

**Children's Emergency Services at the Pediatric**

**Clinic: 069 310 633 22**

**Crying Unit at the SPZ: 069 943 409 539**

**Frankfurt Children and Youth Protection Hotline: 0800 20 10 111**

**Women's Emergency Hotline: 069 709 494**

**Aktion Moses\*: 069 973 823 0**

**Troubled Children and Youth Hotline: 0800 111 03 33**

**Parent Hotline: 0800 111 0 550**

**Children's Office: 069-212 39001**

**Mainova Emergency Hotline: 069 213-88110**

\*"Aktion Moses (Moses Initiative)" is a support service for pregnant women in an acute life emergency, providing a person to talk to and help.





## FRANKFURTER KINDERBÜRO

Schleiermacherstraße 7  
60316 Frankfurt am Main

Telephone: 069 212-39001

Fax: 069 430 247

Email: [kinderbuero@stadt-frankfurt.de](mailto:kinderbuero@stadt-frankfurt.de)

[www.frankfurter-kinderbuero.de](http://www.frankfurter-kinderbuero.de)

Office hours: Mon. – Fri., 9:00 a.m. – 5:00 p.m

U4: Underground station Höhenstraße

STADT  FRANKFURT AM MAIN

## LEGAL NOTICE

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