

TALLINNA CHILDREN'S SHELTER
HOUSE RULES FOR THE SHELTER



1. Every child (hereinafter "client") using the services of the Tallinn Children's Shelter (hereinafter "the Shelter") must comply with these House Rules, be friendly and respectful towards other clients and adults, and follow the instructions of the Shelter staff.
2. All clients entering and leaving the Shelter are registered. A client's departure from the service takes place with the knowledge of the Shelter unit manager (hereinafter "the Manager") or the senior social worker.
3. An inventory of the client's valuables, documents, and medication is compiled upon arrival.

Only essential personal items are taken to the rooms; all non-essential items are placed in storage or sent home with the parents. Money, documents, and valuables are kept in the social pedagogue's office, in a personal box assigned to each client. Clients are responsible for items stored in their own rooms. Clients are not permitted to exchange personal belongings with other clients or to take items from the social pedagogue's office without authorization. Upon leaving the Shelter, all items held in the social pedagogue's office are returned to the client against a signature. Personal belongings not collected upon departure are kept at the Shelter for up to one month, after which they are disposed of.

Visiting other children's rooms is only permitted with the knowledge and approval of a social pedagogue. Food and drinks may not be taken into the bedrooms (except in special circumstances, e.g. if the child is ill).

4. Smoking, consumption of alcohol, narcotic substances, or intoxicants is prohibited in the Shelter. Clients may not possess dangerous and/or illegal items (sharp tools, explosives, lighters, etc.).

Shelter staff have the right to check a client's sobriety (alcohol and drug tests) and to check for prohibited items (metal detector, personal item inspection where necessary). If a client refuses, staff have the right to involve the police. Illegal or dangerous items are confiscated by the Shelter staff and, upon request, returned to the adult who holds custody, against a signature.

5. Shelter staff and clients are required to take care of the Shelter's property and to report any damage, breakage, or loss.

6. Unauthorized persons are not permitted on the premises without the approval of the Shelter unit Manager or the senior social worker. Client visits take place only at times agreed upon with the Manager or the senior social worker.

7. All Shelter clients participate in age-appropriate household chores, clean their rooms daily, and are expected to keep their sleeping area, wardrobe, and clothes in order. Clients maintain personal hygiene, dress appropriately for their age, and keep their clothing clean.

8. Meals

Breakfast	8:30 – 9:00
Lunch	12:30 – 13:00
Afternoon snack	16:00
Dinner	18:30 – 19:00

School-age children may have adjusted mealtimes as needed.

9. Quiet hours:

On school days: 21:00 for school-age children

On weekends and school holidays: 22:00

10. Pre-school children, primary-school pupils, and new clients may go outside only accompanied by an adult. School-age clients must agree their departures and returns with the social pedagogue on duty, who records the comings and goings in writing. As a rule, all clients must be back at the Shelter by 21:00 at the latest. In exceptional cases, with a valid reason and with the knowledge and agreement of the social pedagogue on duty, a client may return to the Shelter later.

11. A client receiving services at the Shelter may be temporarily entrusted to an adult who does not work at the Shelter only with the consent of the local government child protection worker, the unit Manager, or the senior social worker, who will have the adult complete the relevant application or handover/acceptance agreement.

12. All clients of compulsory school age attend school or study on the Shelter premises. After classes, clients return to the Shelter immediately. Any later arrivals must be reported to the social pedagogues on duty in the morning. Social pedagogues review the next school day's assignments together with the client and assist with schoolwork as needed.

13. In their free time, clients can participate in recreational and hobby activities.

14. Pre-school children (who are unable to attend kindergarten for any reason) are taught and supported by the social pedagogues on duty on weekday mornings.

15. Clients may use the Shelter's telephones to communicate with family members between 10:00 and 20:00, for a duration determined by the social pedagogue. Outgoing calls on the Shelter's telephones may only be made with the agreement of the social pedagogues (where there is a justified need). School-age clients may use their personal mobile phones after completing their schoolwork, with the consent of the senior social worker or a social pedagogue. All personal smart devices (phones, tablets, smartwatches, etc.) may be used by children until 20:30. Filming or photographing other clients and the Shelter premises is prohibited.

16. Computer use generally takes place with knowledge of the social pedagogues. If a client fails to comply with the House Rules, refuses to prepare for compulsory lessons, or has otherwise significantly violated the House Rules, the social pedagogue has the right to restrict the client's use of the computer and/or smartphone.

17. Clients may turn to the Shelter's social pedagogues, the senior social worker, or the psychologist with any concerns or problems. Any disagreements between children and staff are resolved by the senior social worker, the Shelter unit manager, and, where necessary, the Director of the Tallinn Children's Shelter. Clients may also share their concerns or positive feedback anonymously by leaving a message in the suggestions box.