

## The Almond Tree Baby Home Visitors Guidelines

- **Visiting Hours:** Mondays – Fridays 09h00 – 16h00 (By appointment only)
- **A maximum of 4 visitors at a time** – Protecting the Safety and security of our babies is our priority. They may become stressed in the presence of new faces and overcrowding their environment can also cause anxiety.
- **No Children under 12 years. (baby homes)**
- **If you are not well** – Please reschedule your visit for another day. Some of our babies have compromised immune systems.
- **Sign the visitors register on arrival** – All visitors must be recorded in the visitor's book at reception.
- **Wash or sanitize your hands** thoroughly before entering the home – Sanitizer is available at reception.
- **No cameras or cell phones allowed during visits** - No pictures may be taken of children as per The Children's Act of South Africa, it is illegal. Cell phones may introduce germs into the home, please keep them stored away.
- **Visitors may not handle the babies** – The Almond Tree has a "no touch" policy with regards to our children. Visitors are not legally vetted and have not been trained therefore we do not allow them to handle our babies. This is for safety reasons and for the protection of our babies who may become stressed in the presence of strangers.
- **Only volunteers who have been trained** may feed, change or bath our babies.
- **No visitors allowed in the newborn room** – Our newborns are very vulnerable, only staff and authorized volunteers may access the newborn room.
- **Keep voices low and respect the calm environment** – Some babies come from traumatic backgrounds and loud noises can cause them to become anxious.
- **Do not wake babies up if they are sleeping.**
- **Male visitors** – Please be extra sensitive, some babies are not used to the presence or voice of a man.
- **RESPECT the guidance and instructions** given by our staff.

