

The Almond Tree CYCC Visitors Guide

- **Visiting Hours:** Mondays – Fridays 09h00 – 16h00 (By appointment only)
- **A maximum of 4 visitors at a time (through the baby home)** – Protecting the Safety and security of our babies/children 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.**
- **If you are not well** – Please reschedule your visit for another day. Some of our babies/children 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 or please use the hand wash basin in the kitchen.
- **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/children** – 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/children. This is for safety reasons and for the protection of our babies/children who may become stressed in the presence of strangers.
- **Only volunteers who have been trained** by Tracey Ncube the care staff Manager, 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/children come from traumatic backgrounds and loud noises can cause them to become anxious.
- **Do not wake babies/children up if they are sleeping.**
- **Male visitors** – Please be extra sensitive, some babies/children are not used to the presence or voice of a man.
- **RESPECT the guidance and instructions** given by our staff.

