



Forever Angels Baby Home **Policy on: Visitors**

Change of Policy for Visitors at Forever Angels Baby Home **September 2011**

Due to the ever increasing number of children at Forever Angels Baby Home and the delicate nature of some of their circumstances (AND because of Social Welfare Guidelines AND Recommendations by our UK Charity) - we have decided to review our Policy on Allowing Visitors into Forever Angels Baby Home.

From September 2011 – the following Guidelines will apply:

Visitors

- * General visitors who wish to come to visit the Baby Home are welcome **on Sundays ONLY between 3pm and 4pm** when they will receive a 'Tour'.
- * The Askari will ask you to wait outside the gate and you will be collected by a Senior Member of Staff and given a tour of the Baby Home.
- * After the Tour you can play in the garden with the children but you will not be allowed inside the Baby Home and must leave the grounds by 4pm.
- * Day Visitors are NOT allowed to feed, dress, bath, change nappies or give medicine to any children.
- * Day Visitors are NOT allowed in the Baby Home Office and are NOT allowed access to the Children's files / information.

If you are unable to make this time – you can make an alternative appointment in advance – by contacting Amy on 0755 687773 (or Lilian 0768 852984 or Josephine 0787 400383) and an alternative date for a tour will be made at the Managers convenience. Visitors without an appointment who just turn up, will **NOT be permitted to come into Forever Angels Baby Home.**

Visitors Bringing Gifts

We truly appreciate gifts for the children of food, clothing, toiletries and toys. However, it can be very disruptive when these gifts arrive at busy times during the children's day.

If you are bringing gifts – please come on Sundays at 3pm. If this is not possible, please make an appointment with Amy to arrange another suitable time to come – or simply hand the gifts over to our Askari's at the gate who will bring them to the Baby Home Office.

Day Volunteers

We DO appreciate people in Mwanza would like to come to play with the children at Forever Angels as 'Day Volunteers'. However this has become out of control and often we have NO idea who these 'volunteers' are! It is dangerous, inappropriate and irresponsible to have strangers in the Baby Home playing with the children.

Our Long Term Volunteers are required to produce Police Checks from their home country in order to Volunteer at Forever Angels Baby Home – so it is not logical that Day Volunteers do not also have this requirement. It also takes up valuable amounts of our Manager's time 'giving tours' and 'monitoring visitors' – time which could be better spent with the children.

From now on - Day Volunteers are NOT allowed to come to Forever Angels to 'play with the children' unless they have useful skills to offer, have met the Management, had Orientation Training and been given permission and received designated times to come.

We apologise for this change – but we need to put our children's needs first.

Family Members of the Children

Family members of the children are allowed into the Baby Home if they have a letter from Social Welfare OR they have permission from a Manager to enter the Grounds.

Whether or not they have a letter - they should NOT be allowed into the gates without a Manager being told about their visit first.

Family members may ONLY play with their OWN child and should never be left alone or unsupervised with their own or any other child.

ALL Visitors MUST adhere to the following guidelines:

- Visitors are **ONLY** allowed to play outside in the garden or on the patio with the children. They should **NOT** be inside the Baby Home at any time - unless on the accompanied 'Tour'.
- Any valuables are brought to the Baby Home at your own risk – the Baby Home office is NOT a storage place for your goods and you are **NOT** allowed in the Baby Home office for any reason.
- **NO visitors are allowed inside the Tiny Angels House** unless it is of benefit to the babies themselves (i.e. a Doctor coming to give advice). If a Family Member of a Tiny Baby comes – they WILL be allowed a short visit with their baby but only after they have correctly washed their hands. Their baby will be brought into the lounge area for a short visit but if the child / visitor is sick then visits may be refused.
- **Our Askari's MUST get permission from the On Duty Manager to allow ANY visitors into the Baby Home so please be patient while they get this – this is to protect the children in our care.**