

Promoting Breastfeeding Friendly Practices in Cafes and Restaurants.

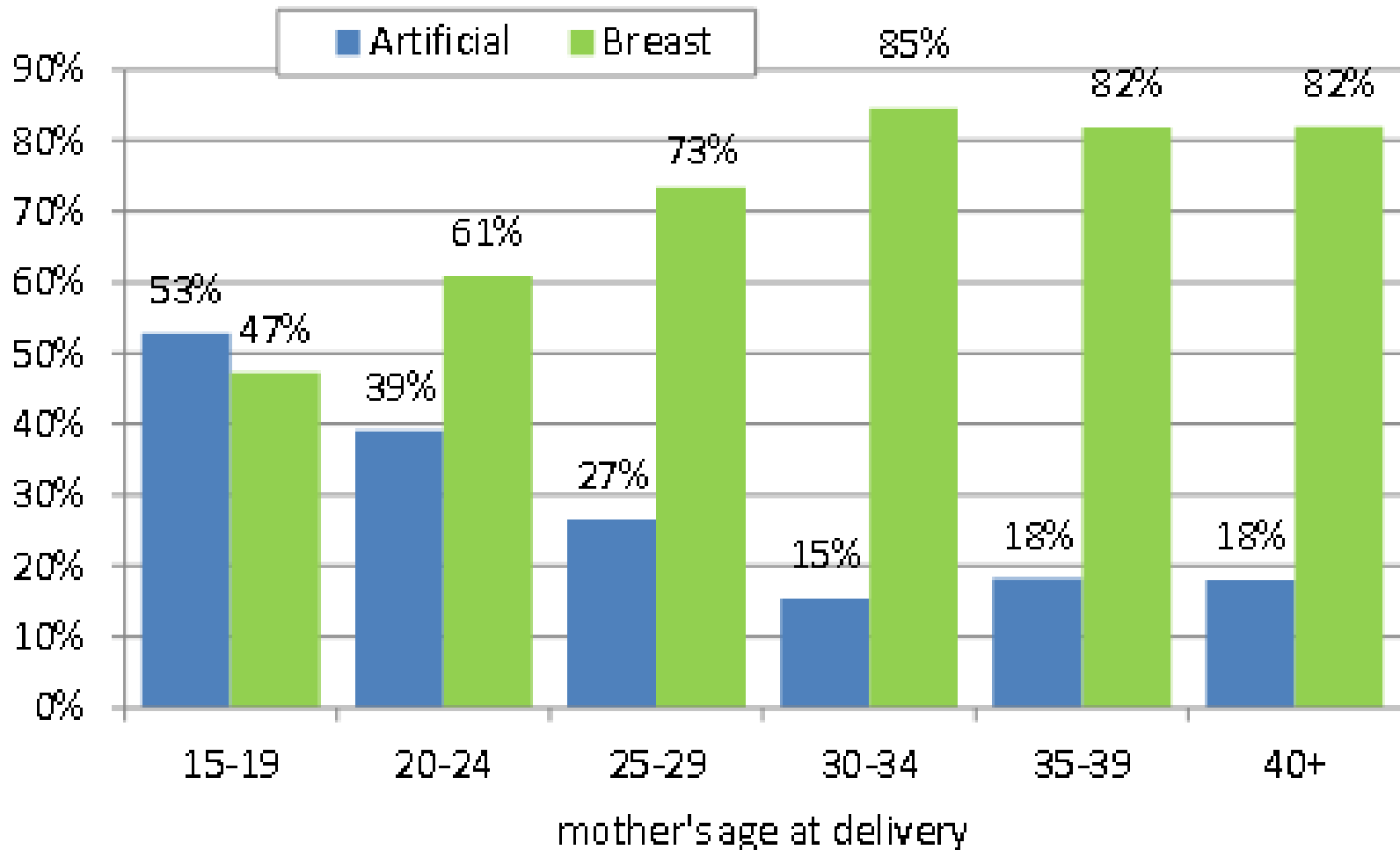
Jessica Jennings

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Public Health Intervention

- “Involvement in collaborative working which addresses a discrete problem that affects a community, reflect upon the experience and its impact on health and well-being.”

Feeding Initiation Type by Maternal Age, 2010 & 2011 combined





More information

For more information on promoting breastfeeding friendly practices in your premises:

Office of Environmental Health, Longue Rue, St. Martins, GY4 6LD, tel: 711161

Health Promotion Unit, PEH, St. Martins, GY4 6UU, tel: 707311

Breastfeeding Network Supporterline: 0870 9008787

Useful links:

www.guernseymums.gg/news_pregnancy-and-childbirth_6.htm

www.nct.org.uk/branches/guernsey

www.gov.gg/Maternity

www.nhs.uk/condition/pregnancy-and-baby

www.unicef.org/uk/babyfriendly

www.facebook.com/nationalchildbirthtrust



HEALTH AND SOCIAL SERVICES
A DIVISION OF GUERNSEY GOVERNMENT DEPARTMENT

Promoting Breastfeeding Friendly Practice in Restaurants and Cafes



Dealing with complaints:

When complaints are received from customers regarding breastfeeding in the premises, there are a number of options available to the staff to deal with this:

1. Advise the complainant that your premises are breastfeeding friendly and that mothers are encouraged to feel comfortable enough to breastfeed should they wish to

- Offer the complainant alternative seating in the premises
- Give the complainant the option to register and/or discuss the complaint with the premises manager
- Offer the complainant the opportunity to view your premises policy on breastfeeding
- Referring the complainant to information leaflets containing advice on breastfeeding is an option that staff can employ to increase awareness of the benefits of breastfeeding
- Your business may wish to advertise that it is a breastfeeding friendly establishment, by e.g. a sticker in the window, and this can be pointed out to the complainant



Breastfeeding mothers need to feel comfortable in the premises and as such staff should not encourage complainants to approach the mother to discuss the problem. Any issues that arise should be dealt with discreetly between the complainant and the manager of the premises.

Staff may have concerns relating to assisting a breastfeeding mother should a request be received, for example if a spillage requires clearing up. Staff should be aware that the anti-bacteriological cleaning products already in use at the premises are suitable for cleaning associated with caring for babies.

Staff should not ask a breastfeeding mother to use the toilet area when feeding their baby. Should mothers ask for a private space to breastfeed, it is important to offer information as to what is available, however a toilet is not such a space.

osteoporosis for the mother. It is recommended for at least the first 6 months of a baby's life, and guidance encourages up to two years. Therefore, it is important for breastfeeding mothers to feel able to breastfeed wherever they need to.

Do your staff know how to deal with any concerns that may arise as a result of a breastfeeding mother utilising your establishment?

How would your staff deal with a complaint that was received from a customer?





There is currently lots of support for mums in Guernsey, both professionally and on a volunteer basis.

A DESTINATION FOR FAMILIES

Welcome to Islandmums, your local community for all things family. We publish activity and event guides, provide local parenting information, organise events and help family focused charities – and we are just getting started!



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It's the only membership card that gives families access to ongoing discounts and special promotions with dozens of loved businesses in Guernsey and Jersey.

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"I THINK THE CARD IS ABSOLUTELY BRILLIANT" – STEPH

[UNICEF UK Homepage](#)



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About Baby Friendly

The Baby Friendly Initiative is a worldwide programme of the World Health Organization and UNICEF. In this section you can find out more about its work, breastfeeding in the UK and see which hospitals in your area are Baby Friendly accredited.

All about us

The Baby Friendly Initiative (BFI) is run by the World Health Organisation (WHO) and UNICEF, and has been previously introduced in Guernsey.

Thank you.

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