

## The Almond Tree Child & Youth care centre

### Visitors Guidelines

- **Visiting Hours:** Mondays – Fridays 09h00 – 16h00 (By appointment only)
- **If you are not well** – Please reschedule your visit for another day. Some of our children have compromised immune systems.
- **Sign the visitors register on arrival** – All visitors must be recorded in the visitor's book at reception.
- **No pictures or footage may be taken of the children** - As per The Children's Act of South Africa, it is illegal and contravenes the children's human rights.
- **Visitors may not handle the children** – The Almond Tree has a "no touch" policy with regards to our children. Do not pick the children up or physically handle them. Traumatized children experience physical contact in a unique way, physical contact can cause distress and anxiety.
- **No visitor may accompany children to the bathroom** - Please contact a staff member to assist.
- **Visitors are encouraged not to be found alone** with any of the children. Always ensure there is a witness present for safety reasons.
- **Visitors must not entertain requests from the children** and do not make any promises to them. Please refer any incidents to a staff member.
- **No smoking** is allowed on the Children's Village property.
- **RESPECT the guidance and instructions** given by the staff.

