

Breastfeeding Friendly Staff Training

We are proud to be a breastfeeding friendly venue and welcome breastfeeding in all areas of our premises.

It is unlawful to stop a mother from breastfeeding her child. Breastfeeding mothers are protected in law by The Equal Status Act (2000) and the Intoxicating Liquor Act (2003). The Equality Act helps mothers to breastfeed comfortably in public places by protecting them from being discriminated against or harassed because they are breastfeeding. The Intoxicating Liquor Act (2003) - Section 19 protects against discrimination or harassment occurring in a public house and provides access to the District Court for redress.

If a mother is breastfeeding her baby in a public service area (e.g. a café, theatre, restaurant etc.) the owner, manager or staff of these premises (on their own behalf or on behalf of another customer) are not allowed to ask her to use separate facilities, or ask her to leave.

If a mother informs the management and staff of a public service area that she is being harassed by another customer because she is breastfeeding, they have a duty to protect her from this. The aim of this policy is to ensure consistency amongst staff who work here to create an atmosphere within which a mother is able to breastfeed comfortably and confidently

This premises is breastfeeding friendly because:

- We want to support the needs and rights of our customers, visitors or clients and be more family friendly
- Babies need feeding when they ask for it. Their stomachs are very small and breast milk is quickly digested
- Breastfeeding is good for babies because it protects against a range of illnesses
- Breastfeeding works best when mother and baby are relaxed
- Hungry, upset babies will generally be helped to calm down and become quiet when breastfeeding. This is good for all our customers, visitors or clients.

How will we make this happen?

All our staff will support the needs and rights of mothers breastfeeding. If another customer/visitor to the premises objects to discreet breastfeeding they should be told management supports breastfeeding and if appropriate offer the complainant another seat. Remember it is the complainant that should be offered another seat, the mother should not be asked to move.

If the situation cannot be resolved readily junior staff should refer customers/visitors to senior management

Simple ways staff can help:

- Stop for a brief chat to make it clear that mothers are welcome to breastfeed
- Offer a chair if one is available
- Ask if they would like any help
- Explain that you can make a private place available if mum would like, if possible
- Offer a glass of water if you can
- Offer to bring her drink/food over to her, or go to her and take her order once she has settled her baby