



Breastfeeding Welcome Barnet

Frequently Asked Questions

Why would our business want to join this scheme?

- Attract more customers to your business
- It's FREE to join and you will be provided with all the materials you need
- Mothers are great at networking – if they feel welcome they will recommend your business to their friends
- Great publicity for your business
- Increase your off-peak business, mothers will be out and about during the day
- Help protect the health of mothers and babies
- Create a local community 'feel good' atmosphere

What do we need to do to join?

- Complete the Healthier High Streets expression of interest form and we will contact you about Breastfeeding Welcome.
- Receive your FREE pack – **display the sticker in the window, ensure all staff are familiar with the Staff Information and with these FAQs. You will also receive materials from the local Infant Feeding Service for you to make available to mothers.**

What do we need to provide for breastfeeding mothers?

- All that's needed is a friendly and welcoming attitude.
- Mothers may feel thirsty when breastfeeding so offering a glass of water may be appreciated.

What if another customer complains about a mother breastfeeding?

- Do not ask the breastfeeding mother to move or to cover up.
- Calmly and politely explain to the person complaining that mothers have a legal right to breastfeed.
- Tell the person complaining that you would like **all** your customers to feel welcome and, if there is room, offer to provide another seat for **them**.

What if a mother or father wants to bottle-feed?

- Extend the same friendly and welcoming attitude.
- They may ask if you have facilities for warming or cooling a bottle of milk

Do we need to provide nappy-changing facilities to be part of the scheme?

- No, we recognise that not every business has room for this. Parents may appreciate you being able to tell them where the nearest facility is.