



HALDIMAND-NORFOLK
Baby-Friendly
Initiative

Creating a Breastfeeding Friendly Business/ Workplace

Tips for Staff

The following are some ways that you can make a mother who is breastfeeding feel more comfortable:

- Talk to her in a friendly manner. Ask her about her baby.
- Making eye contact with a mother who is breastfeeding shows her that you are comfortable with it and that you support her.
- If a customer expresses a concern about a woman breastfeeding in the public:
 - Explain that you are a **Breastfeeding Friendly Business/Workplace** and it is your policy to support breastfeeding.
 - Explain that the Ontario Human Rights Commission recognizes breastfeeding as a human right as outlined in the *Policy on Discrimination Because of Pregnancy and Breastfeeding*. This means that women have the right to breastfeed their babies anytime, anywhere.
 - Offer to move the concerned customer to another seat instead of offering another seat to the breastfeeding mother. This supports the fact that breastfeeding her baby is a right.

Please do not ask a nursing mother to breastfeed in the washroom. It is uncomfortable and most mothers will find it offensive.

