

VISITING GUIDELINES



Key Child Protection Policy (CPP) Points *for Visitors & Activity Organizers*

1. Child Safety First

- Our priority is to provide a safe, secure, and nurturing environment for every child. All interactions with children are guided by strict child protection protocols to prevent any form of abuse, exploitation, or harm.

2. Limited Contact with Children

- First-time and irregular visitors are not permitted to interact directly with the children.
- All engagements must be supervised and approved by Shelter's staff.

3. Respectful Conduct

- Treat all children, families, and staff with dignity and respect.
- Do not use language or behaviour that is inappropriate, harassing, abusive, sexually provocative, demeaning, or culturally insensitive.
- Practice patience and use positive, encouraging words.
- Firm discipline, if needed, must only be done with staff guidance.

4. Dress Code

- Smart casual attire is required.
- No tank tops, sleeveless shirts, shorts, short skirts, skin-tight or revealing clothing, t-shirts with offensive messages/images, or extreme visible piercings/tattoos.

5. No Photos, Media Sharing, or Exchange of Personal Contact Information

- Photography and video recording of children are prohibited unless expressly approved. Even then, the child's identity, dignity, and privacy must be fully protected in line with the Child Act (2001).
- Do not tag or post content that reveals personal details, names, addresses, or exact locations of children or families.
- Do not share or request children's personal contact information, including email addresses, phone numbers, or social media accounts.
- Do not initiate or maintain direct communication with children outside supervised activities.

6. Mandatory Reporting of Concerns

- Do not check on or investigate children's backgrounds.
- All shared experiences or stories must protect the identity of children and families.
- Where photos are approved, watermark them before online posting to reduce misuse.

7. Physical Touch

- No cuddling, hugging, inappropriate touching, or intimate behaviour.
- Only appropriate, brief, and supervised physical contact is allowed.

8. Religious Matters

- No sharing or promoting of religious ideology or agenda during engagements with children or families.

9. Drugs & Alcohol

- Use of drugs, alcohol, or other controlled substances is strictly prohibited during visits or activities.

10. Trips & Outings

- No child may be taken out for trips or activities without prior written approval from Shelter management.

