

## **Policies and Procedure of the Centre (P&P)**

The P&P is applicable to all our Postpartum Mothers (Mothers), their husband or partner and all visitors.

### **1. Rooms and Amenities**

- The room provided is exclusively available for the usage of the mother and her husband / partner only throughout her stay at the Centre. The husband / partner may stay overnight depending upon the package chosen.
- All common amenities available on the premises are exclusively accessible to all mothers and are to be shared among them. Other guests, including husbands may access these amenities only with permission from the Centre.
- In the event of any losses or damages to the room or amenities provided, excluding normal wear and tear, the company reserves the right to charge the mother for costs associated with repairing or restoring them to their original condition.
- It is within the right of Centre to discard any items left behind by the mother after she has completed the physical check-out and the Centre will not be held responsible for any lost, missing or discarded items after the completion of the physical check-out.

### **2. Customer Responsibilities**

- To treat fellow mothers with kindness and respect
- Adhere to the P&P of the Centre to ensure a comfortable stay to everyone
- Be considerate when using common amenities, ensuring they are kept clean and tidy for others.
- Notify the Centre staff promptly (within 24 hours of Check-In) if any of the items listed are missing from the room or if there are issues with facilities or amenities.
- Engage in health and wellness activities provided by the Centre to promote recovery and bonding with other mothers
- Be mindful of the personal space and privacy of fellow mothers
- The mother is responsible for the safety of their personal belongings, as well as those of their companions or guests. The centre will not be held liable for any theft, loss or damage to those items while on our premises.
- You may park your vehicles in the basement car park or in the vicinity of our premises; however, this is done at your own risk. The Centre will not be liable for any damages or theft that may occur.
- Please be aware of and comply with the Check-In time, which is between 2pm and 6pm, and the Check-Out time, which is before 2pm.
- Mothers need to notify the staff at the Centre once admitted to the hospital and upon discharge from the hospital. We appreciate it if you could call us at least 30 minutes prior to your arrival at the Centre.
- Please ensure that the full payment for the package you have selected is completed by the time you Check-In to the centre and before given access to the room & facilities ( 30% upon

booking & 70% on Check-In). Payment can be settled by Online Transfer, Credit Card or E-Wallet. We do not encourage payment by Cash.

- Days of stay refer to 28 days 27 nights under the postpartum package being offered at the moment
- Based on the package you have selected, your husband or partner is welcome to stay with you. However, please note that laundry and meal services for him are not included in the package.
- In the event of any unforeseen circumstances, the mother is entitled to cancel the reservation and receive a full refund, in accordance with the terms and conditions previously agreed upon.
- Things to bring along: baby book, baby nappy cream and ointment for baby use when necessary, personal self care items, maternity sanitary pads and innerwear, mother and baby's own clothes, baby feeding bottle, breast pump and sterilizer for breast pump, breast milk storage bags/bottles and formula milk for baby where applicable.

### **3. Responsibility of the Centre**

- The Centre agrees to ensure the safety and well-being of both the mother and baby, provide quality care, provide healthy and balanced meal to meet the dietary needs of postpartum mother, educate mothers on infant care and breast feeding and ensure that the customer privacy is respected and protected.
- The Centre reserves the right to request the mother to relocate to alternative accommodation during her stay, provided that prior notice is given. This may be necessary to conduct emergency repairs deemed essential or appropriate for the room
- The Centre reserves the right to nurse the baby in a separate cubicle within the Nursery, if there is a suspicion that the baby may be suffering from any infectious disease.
- The Centre encourage the mother to breastfeed their babies. However if the mother decided to formula feed their baby:
  - I. The Centre may provide the Baby Formula subject to availability
  - II. The Centre shall not be responsible for any adverse effects that may arise due to the formula feeding
  - III. The mother is required to provide their own feeding bottles directly to the nursing staff. Please note that sharing of feeding bottles is not permitted.
  - IV. Bottle feeding will be given by the nurses only at the Baby Room / Nursery and not in mother's room or other areas.
  - V. The Centre do not practice cup or syringe feeding for babies.
- In the event of a medical emergency involving the mother or the baby, the Centre will facilitate transportation to the nearest medical facility. This may include the use of the Centre / Employees own vehicle, a Taxi or an Ambulance service. While awaiting transfer, the Centre's employees will administer basic first aid as needed. Please be advised that any costs incurred during this incident will be the sole responsibility of mother.
- Housekeeping services:
  - I. Available every other day between 9am to 4pm from Sunday to Friday
  - II. Linen and bedsheets will changed on weekly basis

- The Centre provides laundry services to the mother and her baby:
  - I. Please ensure that your clothes colour would not run
  - II. Not responsible for any damage to any articles of the clothing or wear and tear of your clothing.
  - III. Will not be hand-washing any article of clothing
  - IV. Will not be responsible for any missing clothes.

#### **4. Guests / visitors rules:**

- Visitors shall only visit the mother and / or the baby during the Visiting hours from 10am to 8pm daily.
- All visitors need to register themselves at the reception counter before allowed to visit the mother and / or the baby
- The Centre may allow upto a maximum of 5 visitors per day and the visit time shall not exceed 60 minutes.
- To ensure the safety and well-being of the baby, whenever visitors are present the baby need to be brought back to the Nursery. Please note that visitors are not permitted to touch the baby, but are welcome to observe through the Nursery room window.
- The Centre reserves the right to restrict or deny entry to any visitors or guests under the following circumstances; if there is a suspicion or evidence of a contagious disease, if the visitor or guest is deemed to be disturbing the new mother, baby or other customers, or if they exhibit rude behavior towards the staff.
- All children under the age of 12 years, with the exception of the New Mother's own children, are not permitted to enter the premises.

#### **Acknowledgement by Postpartum Mother**

I hereby acknowledge that I have read and understood Policies and Procedure of the Centre (P&P) as stated above.

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New Mother

Name:

NRIC No:

Date:

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Person In -Charge

Name:

Position:

Date: