We are Supporting Our Breastfeeding Customers

It’s okay for someone to breastfeed here

- Say something nice!
- Situate them in a place that’s not as crowded /off to the side, if able.

Follow these three simple steps for addressing any customer complaint:

1. Affirm the customer – let them know you hear their concern:
   - “I’m sorry you feel uncomfortable”
   - “I understand your concern.”

2. Inform:
   - “Maryland law allows mothers to feed their babies in public. We follow the law and also participate in the Breastfeeding Welcome Here Program to help moms feel comfortable with breastfeeding.”

3. Offer a solution:
   - “May we seat you somewhere that you’d be more comfortable?”
   - “May I provide you personal assistance in finding what you need?”