



---

# DAILY VISITORS POLICY AND GUIDELINES

---

CHRISTINA NOBLE CHILDREN'S FOUNDATION  
VIETNAM

Prepared: Ms. Quy Dinh. Child Safeguarding & Head of Governance Vietnam.  
Approval Date: December 2023  
Effective Date: January 2024  
Review Date: December 2024

British Registered Charity 1007484 INGO License Registration No. 68/CNV-VPDA issued by  
Ministry of Foreign Affairs Vietnam



Thank you for your interest in the Christina Noble Children's Foundation. To ensure a smooth and successful visit, please read and adhere to the following policy:

## **Daily Visitation Policy for CNCF Facilities in Vietnam**

This policy governs the procedures for individuals seeking daily visits to CNCF facilities in Vietnam for the purpose of meetings, discussions, presentations, and interaction with children and CNCF staff.

### **1. Eligible Facilities:**

- The primary facilities open for daily visitors include:
- CNCF Vietnam Head Office
- Social and Medical Children's Centre

### **2. Visitation Procedures:**

- Visitors must adhere to the following procedures:
- Submit a formal visitation request at least 48 hours in advance.
- Provide necessary identification and clearance as per CNCF regulations.
- Respect visiting hours and any special instructions provided by CNCF staff.
- Exercise appropriate behaviour and maintain decorum during the visit.
- Any interaction with children must be supervised by CNCF staff.
- Photography or recording of children is strictly prohibited without prior consent.

### **3. Additional Project Visits:**

- Other project visits may be arranged, subject to government partner regulations.
- Such additional project visits stated below (4) require a minimum of 2 weeks' prior notice for coordination.

### **4. Residential Homes:**

- Residential homes for children open for prearranged visits include:
- Sunshine Home for Boys, Ho Chi Minh City
- Sunshine Home for Girls, Ho Chi Minh City
- Tay Ninh Centre for Visually Impaired Children (three hours from Ho Chi Minh City)

### **5. Security Measures:**

- CNCF reserves the right to conduct security screenings and background checks for all visitors.
- Visitors must comply with security protocols and cooperate with CNCF security personnel.
-

## 6. Compliance:

- Failure to comply with this policy may result in denial of visitation privileges or other disciplinary action as deemed necessary by CNCF.

Note: All provisions of this policy are subject to change at the discretion of CNCF management.

## GENERAL INFORMATION

The Christina Noble Children's Foundation (CNCF) was founded in Vietnam by Christina Noble in 1989, marking it as the longest-serving foreign Non-Government Organization (NGO) dedicated to children in Vietnam and additionally Mongolia (Est 1997). CNCF's mission revolves around catering to the comprehensive needs of vulnerable children who are at significant risk of destitution, exploitation, and trafficking.

At the core of CNCF's philosophy lies the establishment of lasting bonds with children and their families, providing them with the necessary support and resources to lead fulfilling lives characterized by happiness, emotional richness, and independence. A primary objective of CNCF is to disrupt the intergenerational cycles of poverty through its interventions.

CNCF adopts a holistic grassroots strategy that encompasses various sectors such as education, healthcare, and community development. By focusing on individual children within the broader context of their families and communities, CNCF aims to address the multifaceted challenges faced by vulnerable children comprehensively. This approach underscores CNCF's commitment to fostering sustainable change and empowerment at a grassroots level.

In 1997, CNCF expanded its operations to Mongolia in response to the pressing needs of sick and destitute street children. Many of these children were orphaned or runaway living beneath city manholes, enduring extreme conditions exacerbated by the collapse of the country's infrastructure following the withdrawal of the Soviet Union in the 1990s and plunging Mongolia into abject poverty.

Since its inception in 1989, CNCF has implemented over 170 programs, directly assisting more than 900,000 children. Additionally, through its Community Development and Capital Assistance programs, CNCF has collectively impacted over 1,500,000 individuals, contributing to broader community well-being and development.

For more information on our programmes please visit. [www.cncf.org](http://www.cncf.org)

## VISITING CNCF

### VISITING HOURS

Our office operates from Monday to Friday, 8:30 am to 5:30 pm, for meetings.

For visits to the children's centre, the following times are permitted which are scheduled around the children's and medical staff daily routines:

Monday - Friday

Morning: 9:00 am – 10:30 am

Afternoon: 1:30 pm – 3:30 pm

Visitors are kindly requested to check-in at reception at least 5 minutes prior to their visit.

### SCHEDULING YOUR VISIT

Please contact us to schedule your visit, preferably 2 weeks in advance, to ensure accommodation and avoid disappointment. **Please note a scanned copy of your passport is mandatory before your scheduled visit.**

Walk-in visitors without prior appointments are not allowed to enter the Children's' Centre to protect and safeguard the children. In addition, we may not be able to facilitate a meeting with you with no advance warning of your arrival, although we will endeavour to do so, as CNCF does operate an 'Open Door' policy to its office.

#### Contact Information:

Telephone: +84 (0) 28 3932 6484

Email: [vietnam@cncf.org](mailto:vietnam@cncf.org)

Address: 38 Tu Xuong Street, District 3, Ho Chi Minh City, Vietnam

Website: [www.cncf.org](http://www.cncf.org)

Facebook: [ChristinaNobleChildrensFoundationInt](https://www.facebook.com/ChristinaNobleChildrensFoundationInt)

Instagram: [christina\\_noble\\_foundation](https://www.instagram.com/christina_noble_foundation)

Twitter: [@ChristinaNobleFndn](https://twitter.com/ChristinaNobleFndn) / X ([twitter.com](https://twitter.com/ChristinaNobleFndn))

LinkedIn: [Christina Noble Children's Foundation:| LinkedIn](https://www.linkedin.com/company/ChristinaNobleChildrensFoundation/)

### WHAT YOU CAN EXPECT DURING YOUR VISIT

Upon arriving at the Christina Noble Children's Foundation (CNCF), you will be welcomed by a member of our team. You will then be asked to sign our visitor's policy if you have not already done so.

Following the welcome, you will be introduced to the wider team, with a brief overview of the responsibilities of each department.

Next, you will be invited to our Blue Skies meeting room for a brief visual presentation on the work of the Foundation, lasting approximately 20

minutes. This will be followed by a Q&A session where you can ask any questions you may have.

If pre-arranged, you will then have the opportunity to visit the Social and Medical Children's Centre, located on the same site as CNCF Vietnam HQ. During this visit, which typically lasts around 30 minutes, you can interact with the children. You can find our last published report on this program [Social And Medical Children's Centre Annual Report](#).

Finally, you will be escorted back to the office to retrieve your belongings. You're welcome to cool down with a drink and ask any further questions as your visit comes to a close. We're here to ensure your visit is informative and enjoyable. The duration of visits normally last between 1 hour and 1 hour 30 minutes.

#### **IMPORTANT BEHAVIOUR TO ADHERE TO AT ALL TIMES.**

- Upon arrival, a name tag will be provided by security, which must be worn throughout the visit.
- Respect the Children's Centre as a social, medical, and residential facility.
- Dress conservatively, covering chest and upper arms, with skirts/shorts no shorter than just above the knee. Avoid wearing loose and large jewellery.
- Photography and videos require prior approval, and usage is restricted.
- Avoid bringing valuable items during the visit.
- Refrain from displaying overt emotion in front of the children.
- Do not pick up the children up without approval from a CNCF member.
- Remain with the CNCF staff member conducting your visit at all times.
- Maintain ethical conduct and respect children's privacy and confidentiality.
- All gift-in-kind donations will be registered at our reception, and images of distribution will be provided upon request.
- Only new, unused, or very good condition second-hand items are accepted.
- Please consider making a monetary donation to support CNCF's cause. A receipt will be provided to you.
- CNCF reserves the right to cancel visits without notice, especially in cases of an outbreak in the Centre and/or severe illness among the children.
- If you are feeling unwell on the day of your visit, inform CNCF before you arrive. Medical mask usage or visit cancellation may be required
- If you have any genuine concerns after your visit please contact CNCF's CEO at [helenita.noble@cncf.org](mailto:helenita.noble@cncf.org)

## LIABILITY

CNCF is not liable for any disputes, negligence, reckless, or criminal activity of the visitor. By signing below, you release and indemnify CNCF against all costs, actions, claims, losses, or damages arising from your visit.

*I confirm my acknowledgment and understanding of the Christina Noble Children's Foundation Visitor Policy and Guidelines, and I pledge my full commitment to adhere to them.*

Visitor's Name (Printed)\_\_\_\_\_

Visitor's Signature: \_\_\_\_\_

Visitor's Passport/ID\_\_\_\_\_

Date: \_\_\_\_\_

Approval Sign off by CNCF Member\_\_\_\_\_

Thank you for your interest in the Christina Noble Children's Foundation. We hope you have a fulfilling experience during your visit, and we are here to answer any further questions you may have.

For more information on CNCF please visit -

Website: [www.cncf.org](http://www.cncf.org)

Facebook: [ChristinaNobleChildrensFoundationInt](https://www.facebook.com/ChristinaNobleChildrensFoundationInt) Instagram: [christina\\_noble\\_foundation](https://www.instagram.com/christina_noble_foundation)

Twitter: [@CNCF\\_int](https://twitter.com/CNCF_int) / X (twitter.com) LinkedIn: [Christina Noble Children's Foundation](https://www.linkedin.com/company/Christina-Noble-Childrens-Foundation) LinkedIn

## In 2023 CNCF TOUCHED THE LIVES OF OVER 47,000 PEOPLE



### 16,358 Children and Adults

Directly benefited through Community Development and Capital Assistance Programmes



### 2,118 Children and Young People

Directly benefited through Education Programmes



### 3,851 Children and Young People

Directly benefited through Healthcare and Mental Health Programmes



### OVER 25,000 FAMILIES AND WIDER COMMUNITY MEMBERS

Indirectly benefited through our Services and Programmes

