

Doula Code of Conduct

- Doula's primary responsibility is to their client
- Doula should hold their client's privacy in the utmost respect, doing so by
 - Never sharing identifying details outside the doula team
 - Only discussing personal details about the client with the doula team only as it applies to their care and never in a derogatory manner
 - Abiding by photo release guidelines
- Doulas will, at all times, communicate with the doula team through Google Chat
 - No communication in regards to a client should be conducted amongst doulas outside of the doula team or without the entirety of the doula team without updating the full team in the Google Chat
 - All details of client meetings, progress, and paperwork must be shared with each member of the doula team
 - Group communication with a client outside of Google Chat shall not contain any business discussion among the doulas
- Doula should make every effort to provide doula support to the client in the event they can not personally attend by securing a backup plan
 - In the event of conflict within a doula team or between a doula and client resulting in the doula removing themselves from the team, it is that doula's responsibility to ensure replacement
- Doula should, at all times, remain within the scope of practice of a doula and not participate in
 - Medical exams such as blood pressure, fetal checks, vaginal checks, etc.
 - Direct communication with a care provider on behalf of the client
 - Decision making on behalf of the client
 - Distribution of medication or medical dosages, prescription or alternative
 - Scope of practice regarding any other qualifications, education, or degrees the doula may have
- Doula should make appropriate referrals when care outside the doula scope of practice is needed
- Doula must receive verbal consent prior to any physical contact with clients
- Doula must provide written record of all meetings with clients for Ministry records, including detailed notes on topics discussed, referrals given, and next steps

Code of Ethics

- Doula must abide by ethical responsibility to client and self
- Doula should treat all colleagues and clients with respect, kindness, fairness, courtesy, good faith, and professional consideration regardless of race, ethnicity, national origin, color, language, citizenship, religion, age, sex, gender identity, sexual orientation, disability, marital status, or any other legally protected group.
- Doula will remain sensitive to the situations of all clients and conduct themselves in an appropriate manner when serving families of abuse, poverty, etc.
- Doula should uphold standards of personal and professional conduct when acting or identifying as a doula with Birth It Forward
 - Be aware that all actions, including online, reflect Birth It Forward
- Doula should uphold and act with the highest personal and professional integrity
- Doula must remain honest about their level of experience, never mislead a colleague, client, or health professional, and must remain open to continuing to learn through experience

- Doula must remain unbiased in all information provided to clients

I agree to the above mentioned Code of Conduct and Code of Ethics and agree to abide by them during my time serving with Birth It Forward. I understand I may be asked to no longer serve with BIF if I do not uphold these values.

Member Signature

Date