



CHRIST'S DOULA & CNA SERVICES

Policies & Procedures Booklet

Nurturing with Purpose

This booklet outlines the policies, procedures, expectations, and service guidelines for clients of Christ's Doula & CNA Services.



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Mission Statement

Christ's Doula and CNA Services provides compassionate faith-based care to support families during pregnancy, birth, postpartum care recovery, and newborn care. Our goal is to nurture with purpose while keeping God first.

Scope of Practice Policy

At Christ's Doula & CNA Services, we are committed to providing professional, evidence-based, and client-centered support throughout pregnancy, birth, postpartum recovery, and caregiving services. To ensure safe and ethical care, all services are provided within the established scope of practice of a doula.

Doulas are non-medical professionals who provide emotional, physical, and educational support to clients and their families. Doulas do not replace medical providers and work collaboratively alongside healthcare professionals to support clients throughout their journey.

Services a Doula May Provide

- Provide continuous emotional support during pregnancy, labor, birth, and the postpartum period.
- Offer evidence-based educational resources related to pregnancy, childbirth, newborn care, and postpartum recovery.
- Assist clients with creating and communicating birth preferences and birth plans.
- Provide non-medical comfort measures during labor, including positioning, breathing techniques, relaxation methods, massage, counter-pressure, and other comfort strategies.
- Offer postpartum support, education, and guidance regarding newborn care and recovery.
- Encourage informed decision-making by helping clients understand available options and preparing questions for healthcare providers.
- Promote communication between clients and their healthcare team.
- Provide referrals to community resources and healthcare professionals when appropriate.

Services a Doula May Not Provide

- Perform medical procedures or clinical assessments.
- Diagnose medical conditions or complications.
- Provide medical advice or interpret medical test results.
- Conduct cervical examinations or determine labor progression through medical assessment.
- Prescribe, recommend, administer, or adjust medications.
- Make medical decisions on behalf of clients.
- Replace the role of a physician, midwife, nurse, lactation consultant, therapist, or other licensed healthcare professional.



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- Speak to healthcare providers on behalf of a client without the client's direct involvement or consent.
- Guarantee specific birth outcomes or medical results.

Client Responsibility

Clients are responsible for maintaining regular prenatal, postpartum, and medical care with their healthcare provider. Medical concerns, symptoms, questions regarding diagnosis, treatment, medications, or emergencies should be directed to the appropriate healthcare professional.

Commitment to Professional Practice

Christ's Doula & CNA Services is dedicated to maintaining the highest standards of professionalism, ethics, and client advocacy while operating within the recognized scope of practice for doulas. Our goal is to empower families through education, support, and encouragement while respecting the expertise and responsibilities of the healthcare team.

Client Eligibility Policy

At Christ's Doula & CNA Services, we are committed to providing compassionate, respectful, and individualized support to families throughout pregnancy, birth, postpartum recovery, and caregiving needs.

We proudly support both low-risk and high-risk pregnancies. While we provide emotional, educational, and physical support, we work collaboratively alongside your healthcare team and within our professional scope of practice. Clients with high-risk pregnancies are encouraged to maintain regular communication with their healthcare providers and follow all medical recommendations.

At this time, there are no age restrictions for clients seeking services. However, clients who are minors may be required to have a parent, legal guardian, or authorized representative involved in service agreements and consent forms as required by applicable laws.

Christ's Doula & CNA Services is a faith-based organization founded on Christian values. Our mission is to serve families with compassion, integrity, and love while honoring God in all that we do. As part of our faith-centered approach, prayer, scripture, and discussions regarding Christ may be offered.

Consultation Policy

At Christ's Doula & CNA Services, we believe that every family deserves the opportunity to learn about our services and determine whether we are the right fit for their birth and postpartum journey.



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Complimentary Initial Consultation

All prospective first-time clients are eligible for one complimentary 30-minute consultation. This consultation provides an opportunity to discuss available services, ask questions, review expectations, and determine how Christ's Doula & CNA Services can best support your needs. Consultations may be scheduled by contacting us via phone or email.

Booking & Contract Activation

Following the consultation, clients who wish to move forward with services must sign the service agreement and submit their initial payment within seven (7) calendar days of the consultation date. If the signed agreement and initial payment are not received by 11:59 PM on the seventh calendar day, the proposed service agreement and reserved pricing will become void. At that time, service availability can no longer be guaranteed.

Re-Consultation Policy

Clients who wish to move forward after a consultation has expired will be required to schedule a new consultation appointment. A \$35 re-consultation fee will apply to all follow-up consultations scheduled after a consultation has expired. This fee is non-refundable; however, it will be credited toward the client's total service balance if services are subsequently booked. Christ's Doula & CNA Services reserves the right to modify service availability, pricing, and scheduling after a consultation has expired.

Birth Doula Services

- Two prenatal visits: first prenatal visit at 32 weeks and second prenatal visit at 37 weeks.
- Birth planning assistance and creation of a personalized birth plan.
- Education on labor, delivery, comfort techniques, pain management options, and breastfeeding basics.
- Emotional support, answering questions, and partner support coaching.
- 24/7 on-call support starting at 35 weeks and phone/text support leading up to labor.
- Continuous physical and emotional support during labor.
- Comfort measures including breathing, positioning, massage, and other non-medical techniques.
- Advocacy support and support for partner/family during labor.
- Hospital, birth center, or home birth support.
- Assistance with first feeding, initial bonding support, basic newborn care guidance, and one postnatal follow-up visit.

If possible, clients are asked to provide updates after each pregnancy-related doctor's appointment. This helps the doula understand current needs and prepare appropriately throughout the duration of pregnancy.



Postpartum Doula Services

- Physical and emotional support after birth.
- Monitoring recovery comfort needs and cesarean recovery support.
- Feeding support, breastfeeding guidance, and referrals to lactation consultants or pediatricians when appropriate.
- Diapering, soothing, swaddling, and newborn care education.
- Sleep support, routines, understanding newborn cues, and sleep guidance.
- Postpartum adjustment support, encouragement, reassurance, and screening awareness.
- Overnight support, night feeding assistance, and soothing baby so parents can rest.

Doula Add-On Services

- Light housekeeping - \$75/day
- Laundry - \$50/day
- Meal prep - pricing determined case-by-case
- Organizing baby items - \$30
- Bengkung Belly Binding - \$80 (includes wrap)
- Birth photography - \$250

Bengkung Belly Binding Policy

Christ's Doula & CNA Services is pleased to offer Bengkung Belly Binding as an optional postpartum add-on service designed to support recovery and promote comfort during the postpartum period.

Belly Binding services may be provided during the postnatal follow-up visit included in the Birth Doula Package or may be scheduled as a standalone add-on service, subject to availability.

The fee for this service is \$80, which includes one Bengkung belly wrap and personalized instruction from your doula. During the visit, your doula will provide hands-on education regarding the proper application, use, and care of the wrap to ensure safe and effective use.

In addition to in-person instruction, clients will receive access to a step-by-step instructional video for future reference and continued support at home.

Clients are encouraged to communicate any discomfort, pain, breathing difficulties, skin irritation, or concerns experienced while wearing the wrap. Any concerns should be discussed with the doula before the conclusion of the visit so that adjustments can be made and additional guidance provided.

Bengkung Belly Binding is intended to provide comfort and postpartum support; however, it is not a medical treatment and is not intended to diagnose, treat, cure, or prevent any medical condition.



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Clients should consult their healthcare provider before beginning belly binding if they have any medical concerns, complications, recent surgical procedures, or contraindications.

Payment for the Belly Binding service is due prior to or at the time of service and is subject to the Fees & Payment Policy outlined in the client agreement.

Fees & Payment Policy

At Christ's Doula & CNA Services, we strive to make our services accessible by offering flexible payment options while maintaining clear financial expectations for all clients.

Payment Options

1. Full Payment - The total balance is paid in full at the time of booking.
2. Two-Payment Plan - The total balance is divided into two scheduled payments.
3. Three-Payment Plan - The total balance is divided into three scheduled payments.

Payment schedules will be outlined in the client service agreement and must be adhered to in order to maintain active services.

Accepted Forms of Payment

- PayPal
- Chime
- Apple Pay
- Cash
- Credit and Debit Cards

At this time, Christ's Doula & CNA Services does not participate with private insurance providers and is unable to accept Medicaid reimbursement.

Late Payments

A 48-hour grace period will be provided for any missed payment. If payment is not received within the grace period, a \$50 late fee will be added to the outstanding balance. Failure to remain current on payment arrangements may result in the suspension or termination of services until the account is brought into good standing.

Refund Policy

All payments made to Christ's Doula & CNA Services are non-refundable. By submitting payment, clients acknowledge their commitment to the selected services and understand that time, availability, scheduling, and resources are reserved on their behalf. We encourage all prospective clients to carefully review service offerings, policies, and agreements prior to making their initial payment to ensure that our services meet their needs and expectations. By signing the service agreement, clients acknowledge that they have read, understood, and agreed to the Fees & Payment Policy.



Cancellation & Missed Appointment Policy

At Christ's Doula & CNA Services, we understand that unexpected circumstances may arise. We strive to be flexible and accommodating while ensuring that all clients receive the highest quality of care and support. The following policy outlines expectations regarding cancellations, missed appointments, and emergency situations.

Client Cancellations

If you need to cancel a scheduled prenatal visit, postpartum visit, consultation, or other appointment, please notify your doula as soon as possible. Clients are encouraged to reschedule canceled appointments promptly to ensure continuity of care and support throughout their service experience. While every effort will be made to accommodate rescheduling requests, appointment availability cannot be guaranteed.

Doula Cancellations

In the rare event that your primary doula becomes unavailable due to illness, family emergency, attendance at another birth, or other unforeseen circumstances, Christ's Doula & CNA Services will implement the Backup Doula Policy to ensure continuity of care. Clients will be contacted as soon as possible regarding any change in doula assignment. The designated backup doula will reach out directly and provide support according to your service agreement. While clients have the right to decline support from a backup doula, refusal of a qualified replacement doula may impact eligibility for refunds, as Christ's Doula & CNA Services will have made reasonable efforts to fulfill contracted services.

Missed Appointments (No Call, No Show)

Clients who fail to attend a scheduled appointment without providing prior notice will be considered a "No Call, No Show." It is the client's responsibility to contact their doula and request rescheduling within 48 hours of the missed appointment. While every effort will be made to accommodate a new appointment time, rescheduling is subject to availability and cannot be guaranteed after the 48-hour period has passed. Repeated missed appointments may affect future scheduling availability and service arrangements.

Emergency Situations

The safety and well-being of our clients is our highest priority. If an emergency occurs during a scheduled visit, Christ's Doula & CNA Services may contact emergency medical services (911) and notify the client's designated emergency contact when appropriate. Doulas are non-medical professionals and are not a substitute for emergency medical care. In all medical emergencies, clients should immediately contact their healthcare provider or call 911.

On-Call Policy



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At Christ's Doula & CNA Services, our priority is to provide reliable and timely support throughout your labor and birth experience. To ensure we are available when you need us most, clients are placed on-call beginning at 35 weeks of pregnancy and remain on-call until the birth of their baby.

Contacting Your Doula

Clients should contact their doula via phone call and/or text message for labor updates, concerns, or when labor appears to be beginning. Regular communication during the on-call period helps ensure your doula can provide the most effective support and make appropriate arrangements for birth attendance.

Emergency Situations

If you are experiencing a medical emergency, please call 911 or contact your healthcare provider immediately. Once emergency services have been contacted, please notify your doula by phone call or text message so that she may provide appropriate support and guidance within her scope of practice. If your call is not answered immediately, please leave a detailed voicemail and follow up with a text message marked "URGENT" or "STAT" describing the situation. Every effort will be made to respond as quickly as possible.

Response Time

During the on-call period, clients can expect a response within approximately 45 minutes. While most communications are returned much sooner, response times may vary slightly due to client appointments, attendance at another birth, travel, or unforeseen circumstances. If your primary doula is unavailable, the backup doula policy will be implemented to ensure continuity of support. Our goal is to provide dependable, compassionate, and responsive care while ensuring every client receives the support they need throughout labor and birth.

Backup Doula Policy

At Christ's Doula & CNA Services, we are committed to ensuring continuous support for our clients throughout their pregnancy, birth, and postpartum journey. In the event that your primary doula becomes unavailable due to illness, family emergency, attendance at another birth, unforeseen circumstances, or any situation that prevents her from fulfilling her duties, a qualified backup doula will be assigned to provide uninterrupted care and support.

Clients will be notified as soon as possible regarding the need for a backup doula. Notification will be made first by phone call, followed by a text message and/or email containing any necessary details regarding the backup doula assignment. To promote familiarity and comfort, clients will receive the backup doula's contact information and professional details during the first prenatal visit. Whenever possible, clients may have the opportunity to meet or communicate with their backup doula prior to labor and birth.



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All backup doulas affiliated with Christ's Doula & CNA Services are trained professionals who uphold the same standards of care, professionalism, confidentiality, and client-centered support as your primary doula. Our goal is to ensure that every client receives reliable, compassionate, and uninterrupted support regardless of unforeseen circumstances.

Communication Policy

At Christ's Doula & CNA Services, clear and timely communication is essential to providing quality support and care. We strive to maintain open communication with our clients while also establishing reasonable expectations regarding response times and availability.

Preferred Methods of Communication

Clients may contact their doula via phone call, text message, or email. Christ's Doula & CNA Services will also utilize these methods when communicating important information, scheduling appointments, providing resources, or responding to client inquiries.

Business Hours

Because labor and birth are unpredictable and may occur at any time, birth doula clients who are within their contracted on-call period will have access to 24-hour support for labor-related communication and birth attendance.

- Monday-Friday: 9:00 AM - 5:00 PM
- Saturday: 9:00 AM - 2:00 PM
- Sunday: Closed

Messages received outside of business hours will be returned as soon as possible during the next business day.

Urgent Labor Communication

Clients are encouraged to contact their doula immediately if they believe labor has begun, their water has broken, they are experiencing regular contractions, or they have been advised by their healthcare provider to proceed to their birth location. Labor-related communication will be prioritized regardless of the time of day.

Emergency Situations

Doulas are non-medical professionals and cannot provide medical advice or emergency care. In the event of a medical emergency, clients should immediately contact their healthcare provider, call 911, or proceed to the nearest emergency department.



Confidentiality & Privacy Policy

At Christ's Doula & CNA Services, we are committed to protecting the privacy and confidentiality of every client and family we serve. While independent doulas are not considered covered entities under the Health Insurance Portability and Accountability Act (HIPAA), we voluntarily uphold privacy standards that align with HIPAA principles to maintain professionalism and foster collaborative relationships with healthcare providers.

All client information, including personal details, health information, birth preferences, service records, and communications, will be kept confidential and securely stored. Information collected is used solely for the purpose of providing safe, effective, and individualized support and care.

Client information will not be disclosed, shared, sold, or discussed with any third party without the client's written consent, except when required by law or when necessary to coordinate care with an approved backup doula who is also bound by confidentiality expectations.

All doulas, contractors, and staff affiliated with Christ's Doula & CNA Services are expected to maintain strict confidentiality regarding client information during and after the conclusion of services. We respect the trust our clients place in us and are dedicated to safeguarding their privacy throughout their pregnancy, birth, postpartum, and caregiving journey.

Social Media & Media Release Policy

At Christ's Doula & CNA Services, we respect the privacy and confidentiality of every client and family we serve. Before any photographs, videos, testimonials, reviews, or other media are used for marketing, educational, or promotional purposes, clients must complete and sign a Media Release Form indicating their consent preferences.

Clients who choose to provide testimonials, reviews, photos, or videos may have their content featured on our website, social media platforms, printed materials, or other marketing resources in accordance with the permissions granted on their signed Media Release Form. Participation in testimonials, reviews, photographs, or videos is completely voluntary. Clients may choose to accept or decline media usage and may limit the types of media they authorize for use.

We encourage clients to share their experiences with Christ's Doula & CNA Services on social media and online review platforms. If sharing your experience online, we kindly invite you to tag our business:

- Facebook: Christ's Doula & CNA Services
- Instagram: @christsdoula_cna

Christ's Doula & CNA Services is committed to maintaining professionalism, protecting client privacy, and honoring all media permissions selected by the client.



Client Responsibilities Policy

Clients agree to:

- Provide accurate information.
- Notify the doula of labor signs and important pregnancy updates.
- Maintain appropriate communication.
- Make payments on time according to the selected payment plan.
- Respect professional boundaries and company policies.

Professional Boundaries & Respectful Behavior Expectations

At Christ's Doula & CNA Services, we are committed to providing compassionate, professional, and respectful support to every family we serve. In return, we ask that clients, partners, family members, and guests maintain a respectful environment throughout the duration of services.

Clients and family members agree to:

- Treat all doulas, staff members, and contractors with courtesy, dignity, and respect.
- Communicate concerns, questions, and feedback in a respectful and professional manner.
- Refrain from the use of profanity, threats, intimidation, harassment, discrimination, or abusive language toward any member of Christ's Doula & CNA Services.
- Respect professional boundaries and understand that doulas provide non-medical support and must work within their scope of practice.
- Provide a safe environment free from violence, aggressive behavior, illegal substances, and unsafe conditions.
- Refrain from inappropriate physical contact, sexual comments, advances, or behavior toward any doula or staff member.
- Respect scheduled appointment times and provide reasonable notice for cancellations or schedule changes whenever possible.
- Allow the doula to perform her duties without interference that may compromise the quality of care and support being provided.
- Understand that repeated disrespectful, hostile, threatening, or inappropriate behavior may result in the immediate termination of services without refund.

Service Termination Due to Safety Concerns

Christ's Doula & CNA Services reserves the right to discontinue services immediately if a doula feels unsafe due to verbal abuse, physical threats, harassment, discrimination, intoxication, illegal activity, unsafe living conditions, or any behavior that places the doula's safety and well-being at risk. Our goal is to foster a positive, respectful, and supportive relationship that allows us to provide the highest quality care and support for your family.



Infection Control & Illness Prevention Policy

At Christ's Doula & CNA Services, the health and safety of our clients, newborns, families, and staff are of the utmost importance. We are committed to following infection prevention practices designed to reduce the risk of illness and promote a safe environment during all in-person services.

Hand Hygiene

Proper hand hygiene will be practiced before and after client interactions, newborn care, personal care assistance, meal preparation, and any other direct service provided. Handwashing with soap and water or the use of an alcohol-based hand sanitizer will be performed in accordance with recommended infection prevention guidelines. Clients and household members are encouraged to practice proper hand hygiene during visits to help maintain a healthy environment for all individuals present.

Illness Screening

To protect the health of our clients and staff, Christ's Doula & CNA Services reserves the right to conduct illness screening prior to in-person visits. Clients are asked to notify their doula as soon as possible if they or a member of their household is experiencing symptoms of a contagious illness, including but not limited to:

- Fever
- Vomiting or diarrhea
- Persistent cough
- Sore throat
- Shortness of breath
- Flu-like symptoms
- Known exposure to a contagious illness

Likewise, if a doula becomes ill or is exposed to a contagious illness, clients will be notified promptly and appropriate arrangements will be made, including implementation of the Backup Doula Policy when applicable.

Personal Protective Equipment (PPE)

Personal Protective Equipment (PPE) may be utilized when deemed appropriate based on client preference, healthcare facility requirements, public health recommendations, or known illness exposure. PPE may include, but is not limited to:

- Face masks
- Gloves
- Protective gowns or coverings when necessary

Christ's Doula & CNA Services reserves the right to require the use of PPE in situations where health and safety concerns exist.



Rescheduling Due to Contagious Illness

If a client, household member, or doula is experiencing symptoms of a contagious illness, non-emergency services such as consultations, prenatal visits, postpartum visits, belly binding appointments, and CNA services may be rescheduled to protect the health of all parties involved. Whenever possible, virtual support options may be offered until an in-person visit can be safely conducted.

Labor and birth support will be evaluated on a case-by-case basis in accordance with healthcare facility policies, client needs, and the health status of all individuals involved. If a primary doula is unable to attend due to illness, the Backup Doula Policy will be implemented whenever possible.

Commitment to Safety

Christ's Doula & CNA Services is committed to maintaining a clean, safe, and healthy environment while providing compassionate care. By working together to follow infection prevention practices, we can help protect the well-being of clients, families, newborns, and staff.

Complaint Resolution Procedure

At Christ's Doula & CNA Services, we are committed to providing compassionate, professional, and high-quality care to every client. We value client feedback and encourage open communication regarding any concerns, questions, or complaints that may arise during the course of services.

Submitting a Concern or Complaint

Clients who wish to submit a concern or complaint should do so in writing via email. Providing detailed information regarding the concern will help us conduct a thorough review and work toward an appropriate resolution.

Response Timeline

All complaints and concerns will be acknowledged and reviewed within 48 hours of receipt. If additional time is required to investigate the matter, the client will be notified accordingly.

Resolution Process

Every complaint will be taken seriously and handled with professionalism, confidentiality, and respect. Concerns will be evaluated on a case-by-case basis to ensure a fair and appropriate resolution. The resolution process may include:

- Reviewing all relevant information and documentation.
- Communicating with the client to gain a clear understanding of the concern.
- Consulting with involved staff, doulas, or contractors when necessary.
- Identifying appropriate corrective actions or solutions when applicable.



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Our goal is to resolve concerns promptly while maintaining a positive and respectful relationship with our clients. Christ's Doula & CNA Services is dedicated to continuous improvement and values feedback as an opportunity to enhance the quality of care and support provided to families.

Service Termination Policy

At Christ's Doula & CNA Services, we are committed to providing compassionate, professional, and ethical care to every client. While our goal is to maintain positive and supportive relationships with all families we serve, there may be circumstances that require services to be discontinued. Christ's Doula & CNA Services reserves the right to terminate services at any time if it is determined that continuation of services is no longer appropriate, safe, or consistent with company policies and professional standards.

Reasons for Service Termination

Services may be terminated for, but are not limited to, the following reasons:

Nonpayment

- Failure to make scheduled payments as outlined in the service agreement.
- Failure to bring an account into good standing following the applicable grace period and late payment procedures.

Unsafe Conditions

- Situations that place a doula, CNA, staff member, contractor, client, or family member at risk of harm.
- Presence of violence, threats, harassment, illegal activity, weapons, substance abuse, or other unsafe environmental conditions.

Repeated Policy Violations

- Repeated failure to comply with company policies, procedures, service agreements, communication expectations, or professional boundaries despite reasonable efforts to resolve concerns.

Client Request

- A client's decision to voluntarily discontinue services at any time. Requests for termination should be submitted in writing whenever possible. Any applicable financial obligations outlined in the service agreement will remain in effect.

Scope-of-Practice Concerns

- Requests for services that fall outside the professional scope of practice of a doula or CNA.
- Refusal to seek appropriate medical care when recommended by a healthcare provider.
- Situations in which continuing services could compromise ethical, legal, or professional standards.



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Termination Process

Whenever possible, Christ's Doula & CNA Services will provide written notice regarding the termination of services and the reason for the decision. However, in situations involving safety concerns, illegal activity, harassment, threats, or other urgent circumstances, services may be terminated immediately without prior notice.

Financial Responsibility

Termination of services does not automatically entitle a client to a refund. Any refunds, credits, or remaining financial obligations will be determined in accordance with the Fees & Payment Policy and the terms outlined in the client's service agreement. Christ's Doula & CNA Services remains committed to providing professional, respectful, and client-centered care while maintaining a safe and ethical environment for all individuals involved.



Acknowledgment Form

By signing below, the client acknowledges that they have received, read, understood, and agree to the policies and procedures outlined in this booklet for Christ's Doula & CNA Services.

The client understands that these policies are intended to establish clear expectations, protect client privacy and safety, and support a professional working relationship between the client and Christ's Doula & CNA Services.

Client Name: _____

Client Signature: _____

Date: _____

Doula/Representative Name: _____

Doula/Representative Signature: _____

Date: _____

Optional Notes:
