

Kind Birth Doula Service Agreement

The following is a summary of the prenatal and birth support services I (the Doula) agree to provide in exchange for my service fee.

Prenatal education and support details:

Prenatal visits will be 1 to 2 hours long (or less depending on your preference). On top of getting to know you and your partner (should you have one) better, they can consist of (but are not limited to) any of the following in any order you choose:

- ✓ - Discussing your ideal birth experience
- ✓ - Discussing and working through any fears or anxieties (you or your partners)
- ✓ - Discussing and practicing comfort techniques
- ✓ - Running through the stages and phases of labor
- ✓ - Creating a birth and/or postpartum plan

I will be giving you my personal contact information for 24/7 informational/emotional support from the time you hire me. Feel free to call, text or email me any time with any questions, concerns, or for encouragement.

On-Call Agreement:

I will not be considered on-call until all fees have been paid and my service contract has been signed.

Provided all fees are paid in full, I agree to provide 24/7, on-call support from 38 weeks gestation until the birth of your baby.

I agree to be reachable by phone or text message within that time period.

I agree to be on my way to you within 45 - 90 minutes of your call/message. Clear communication is important for me to be able and prepared to come to you as soon as possible.

I agree to stay within 1 hour of your location during the on-call period.

I agree to clearly communicate when and where I will be outside that distance for non-emergency occasions if that might happen within the on-call period.

I agree to make you aware of any emergency or extraordinary circumstance beyond my control that might impact my ability to attend to you as soon as possible after your call/message.

Before the on-call period, the best time to reach me is between 9am and 5pm Monday - Saturday...

Labour/Birth Support Details:

I agree to meet you at the hospital/birth center

- After you have been admitted
- Immediately on your arrival

I agree to meet you at your home

- To support your homebirth
- Prior to your departure for the hospital/birth center

Physical supports I can provide during your labour and birth include but are not limited to:

- ✓ - Massage/counter pressure
- ✓ - Suggesting and assisting with position changes
- ✓ - Water therapy (bath, shower)
- ✓ - Hydrating and feeding birther
- ✓ - Hands-on breastfeeding support.
- ✓ - Anything else you feel will help you have the positive birth experience you desire

- It is important to note that it is not my job as your doula to speak for you or your partner (should you have one) in the birth space but to give you the information, validation, and support you need to effectively advocate for yourself whether you are having a home or hospital birth

- In the event that your birth be longer than 18 hours, I reserve the right to switch out with a chosen backup doula in order for me to rest, look after personal matters, and return to you fit to continue support. This is at my discretion and dependent on the following factors.

- Estimated time left until birth
- Time of day
- How I am feeling physically

I agree to provide 45 minutes (up to 2 hours) of immediate postpartum assistance after the birth.

I agree to be mindful of your postpartum space and agree to leave the birth space on your request regardless of how soon after birth you wish me to leave.

Postpartum/Follow-up visit(s) Agreement:

One postpartum visit is included in your selected services.

These visits will be made on arranged dates between 7 to 14 days after the birth.

During this visit, I can (but am not limited to):

- Check on breastfeeding progress (should you choose to breastfeed)
- Check on Infant feeding progress (aside from human milk feeding)
- Discuss questions or concerns
- Help you debrief after the birth

I will not attend any follow-up visits if I am sick or have symptoms of illness.

If you or any family member is sick or having symptoms of illness I require that you communicate this to me in a timely manner prior to my visit. I will decide at my discretion whether it is best to postpone or if I am comfortable going forward with the visit.

Part of my responsibility as a trained professional is to ensure the safety and well-being of all members of the family I have been hired by. In the event that I am witness to any instances of abuse or neglect, I have an obligation to report it to the relevant and appropriate authorities and family services.

I agree to be clear and forthcoming about any concerns (should I encounter any).

In the event that I feel unsafe or threatened in the home, I reserve the right to leave immediately and terminate further services without penalty and with no obligation to provide any kind of refund or replacement of services.

It is important to note that as a Doula it is not within my scope to provide childcare while a parent is not in the home, to do any heavy cleaning or organizing, or to give any medical advice with regards to your postpartum healing.

Other Terms, conditions and services discussed in relation to this contract:

Doula/Client Expectations

What you can expect from me:

- I will keep you and your partner informed and educated via prenatal meetings through each milestone of your pregnancy and postpartum journey.
- I will help you find evidence-based information about different options in pregnancy, childbirth, and postpartum.
- I will provide you, and your partner if you have one, reassurance and encouragement
- I will provide a caring and empathetic attitude
- I will help you and your partner work through fears and self-doubt about pregnancy and birth.
- I will help you, and your partner if you have one, debrief after birth.
- I will provide physical support during your labour and birth
- I will provide breastfeeding support as needed/wanted.

What I expect from you:

- I hope that you will have an open and receptive attitude towards your prenatal education.
- It is your responsibility to obtain medical prenatal care from a trusted healthcare provider.
- I understand that pregnancy and birth are emotionally charged journies! I ask that respectful language and communication be used at all times.
- I hope that you will be direct with me should you have any complaints.
- Please ensure that payments are made on the agreed-upon dates and that you communicate clearly if you are in need of accommodation.
- Please respect my personal time by keeping calls to reasonable hours outside of the on-call period.
- I hope that you will feel comfortable enough to be open and honest about your needs along the way.

Confidentiality Statement:

All of your personal information will be kept private and will never be shared with anyone. and will be used solely to help me best support you.

It is your right to omit any sensitive information from the intake questionnaire that you are uncomfortable disclosing.

It is your responsibility to share any and all relevant medical information with your healthcare provider.

Financial Agreement & Refund Policies

Service Package Selected: _____

For the services you have selected, my total fee is \$_____.

Total Service Fee: \$_____ Booking Fee:\$_____. Agreed to be fully paid on or before _____weeks gestation.

I agree to provide you with a receipt for all payments received for these services.

Fees are final and deposits are non-refundable. I do not offer refunds unless I fail to provide services due to my own error and/or negligence. In the event that I am unable to attend your birth **due to suspected or confirmed illness*, injury, family emergency, or other circumstances outside of my control or foresight**, postpartum support hours will be offered. Alternatively, a refund of up to 30% of your fee (not including the non-refundable deposit) can be negotiated **at my discretion**.

As your Doula, it is my job to ensure that you are supported emotionally, physically, and informationally no matter what type of birth you are planning. Regardless of the outcome of your birth, I commit to supporting you in every way I am qualified and capable of as per our agreement. It is important to note, however, that **I am NOT in control of or responsible for outcomes**. Therefore, should your planned vaginal birth or vaginal birth after a cesarean (VBAC) result in a cesarean, there will be no refund.

In the event I am unable to attend a birth due to illness or other extraordinary circumstances, the birth will be attended by the following backup doula:_____

Please indicate here if you would like to meet with my backup doula before your birth:

This contract is drawn up and agreed to by the following persons as designated by their signatures below:

_____ Date:_____

Anne Juliet Palmer - Trained Birth Doula

_____ Signatures of Mother (and partner if applicable) Date: _____