



Answers To Frequently Asked Questions For A Potential Doula

- Will you answer my questions without bias?
 - My personal opinion is irrelevant, unless asked for, otherwise I am impartial and focus on providing evidence-based information.
- Will you judge me if I make different decisions than you would?
 - My opinion is irrelevant, unless asked for, otherwise I am impartial and provide judgement free evidence-based information.
- Will you respect the relationship my partner and I have, even with all of its imperfections?
 - I respect families from all walks of life.
- Are you equipped with a variety of strategies for supporting all types of labor and birth?
 - I am trained to support all types of labor and birth.
- Are you competent and capable?
 - I am highly trained, experienced, well-educated and well-prepared to serve all pregnant and birthing families through the lens of cultural humility and reproductive justice.
- Are you accountable and available?
 - It is my mission to serve and support with excellence so I make sure to be available to do such and schedule so there are no interferences with serving you. I also have backups and policies in place for occurrence outside of my control.
- Do you have a back-up system in place in the event that you are unavailable? Do you have a backup doula? If so, may I meet her? How often is your backup doula used?
 - Yes, I do and the policy is in the contract. Every effort is made to introduce you to the back up at your last prenatal appointment before birth.
- Do you have a legal contract in place?
 - Yes, they can be found for my services under the documents tab on my website.
- Did you take a hands on, in-person doula training?
 - Yes, with Doula Trainings International at Mose's Cone. A proof of training letter can be provided upon request.

- Are you supported by a reputable training organization with a grievance policy in Place?
 - I am certified with the International Doula Institute as a birth and postpartum doula, breastfeeding counselor, and childbirth educator. Also certified with Doula Trainings International as a full spectrum doula . The grievance policy is as follows:
 - ❖ Complaint should be emailed to hello@wearedti.com with any additional documents for review by the DTI core team.
 - ❖ Complaint must be received no later than 12 months after the alleged occurrence.
 - ❖ The doula under review must be named in the complaint.
 - ❖ The DTI core team will review the complaint.
 - ❖ All involved parties will be notified in writing and will have the opportunity to review any documents submitted in the grievance. The doula named in the complaint will be given the opportunity to respond.
 - ❖ In some cases, DTI will refer a third party mediator when deemed necessary by the DTI core team.
 - ❖ All parties must be committed to a resolution
 - ❖ All avenues should be fully exhausted
 - ❖ Ideally, all grievances will be settled in an informal way and as quickly as possible
 - ❖ All documents submitted will remain on file with DTI
 - ❖ Every effort should be made to address complaints quickly and fairly.
- Have you taken part in any continuing education programs?
 - Recertification is required every 3 years with the International Doula Institute and Doula Trainings International training is followed by 12 months of guided support.
- What is your philosophy about birth?
 - We believe that families deserve compassionate, evidenced-based support at all stages of life—no matter their gender, race, religion, class or sexual orientation. Together, we are cultivating culturally humble communities that reimagine the role of reproductive work.
- How would you describe your doula style?
 - I have several: democratic, holistic, and mindset coaching styles. Democratically I outline objectives and provide evidence-based information so you can make your own decision. Holistically I look at all elements of your life, helping to find ways to maintain balance on along your journey. Mindset coaching wise I help you uncover any limiting beliefs, blocks, behaviors or patterns of thinking you have that may be holding you back replacing it with something that will serve you to achieve the birth or journey you desire. Building awareness around these as the first step to changing them

- Why did you become a doula?
 - I became a doula to be the support I wish I had when I experienced pregnancy and childbirth.
- How do you most often support women in labor?
 - Due to covid I have mostly supported women virtually.
- How many births have you attended?
 - 5+
- What are your fees? What is included in your doula package? What happens to my fee if, for instance, I need an emergency c-section and labor support is no longer needed?
 - DIAMOND \$950 (\$1,320 Value) Package includes: Consultation, 3 prenatal visits, birth plan, labor support, on call 24/7 access, unlimited education, breastfeeding counseling, placenta encapsulation, and 3 post-partum visits.
 - GEMSTONE \$650 (\$760 Value) Package includes: Consultation, 2 prenatal visit, labor support, on call 24/7 access, unlimited education, and 2 post-partum visits.
 - CRYSTAL \$350 Package includes: Consultation, 1 virtual prenatal session, virtual labor support, on call 24/7 access, unlimited education and 1 virtual post-partum session.
 - If I am unable to attend your birth due to unforeseen circumstances- I will contact my backup doula to support you. If you choose not to have her support, partial refund is provided from paid invoice. I will make every effort to provide the services described here. If I am not called on time or not called at all, I am not to be held responsible for missing the birth.
 - If you have a very fast labor and birth before my arrival, we can discuss your needs and I can still meet you to provide postnatal support, care, and debriefing.
 - In the event of unplanned caesarean after labor begins- I can continue extensive support in the recovery room (if possible) and the period after birth. I am available to support you should you choose to have me there as your +1 or if additional support people are permitted.
 - In the event of a planned/scheduled caesarean- I can provide support prior and during admission, in the recovery room (if possible) and the period after birth. I am available to support you should you choose to have me there as your +1 or if additional support people are permitted. If you don't require my support on the day of your birth, partial refund is provided from paid invoice.
 - In the event of covid- If anyone test positive support cannot be provided and a partial refund is available from paid invoice with positive test results shown. If in quarantine or with any symptoms without test results present to be safe support will not be provided in person and I am not liable for not attending a birth due to covid. Every effort will be made to support via a backup or virtually.

- Have you ever given birth, and, if so, did your birth experience inspire you to be a doula? Why? Did you have a doula? What did you learn from your birth experience?
 - I have given birth 3 times via cesarean with no doula and very limited support. Each pregnancy and birth experience individually forged the fire of my passion to serve other women. I learned from my experiences that support and education are imperative and learned how strong I truly was when being strong was all I could do.
- Have you attended births at my birth location and what were your experiences there?
 - Can discuss in person.
- Do you have any other clients that have due dates near mine?
 - I block off the week before and after your due date.
- Do you make any visits before the birth?
 - Amount of prenatal visits depend on package chosen.
- Do you offer any postpartum care or follow up? Does that require an additional fee?
 - Postpartum visits are apart of each package offered and additional visits can be added, gifted to clients or purchased separately.
- May I email, text or call you with questions?
 - Yes, email toaldoula@gmail.com, text/call 7067506472
- Do you have experience with birth complications?
- Have you attended births that have ended up as a c-section?
 - Yes.
- Have you attended home births?
 - I have not because in the state of NC it is not illegal to have a baby at home, just to assist with one not under the consent of a OB so due to liability I cannot support you for an unassisted home birth otherwise I'd be happy to.
- At what point in labor would we meet up? How should I contact you during labor and at what point? Is it okay if it's in the middle of the night? Are you always on call?
 - When you are in labor - I prefer that you call me when you think you are in active labor, even if you do not yet need me. I will need minimum one hour, up to two, to get to you from the time you request my presence – it is critical you call me the moment you realize you are in labor or I cannot be held responsible for missing your birth. Once you make initial contact, I can assess you or your partner's needs, answer questions and make suggestions over the phone. From here, we collaboratively determine whether my in-person presence is required. If it is not, we keep close contact within the hour, every hour, waiting for further change. If I am required, I make my way to your home or birth space to support you in person.

- During the on-call period- I will have my phone with me at all times, 24 hours a day. I may have other commitments during this period but will have options in place, should you require me at your birthing time. Please keep me updated with how you are feeling both physically and emotionally including any signs that labor might be starting. Ideally, I need as much time as possible to arrange proper care for my children.
- Do you stay for the entire labor and childbirth, or do you have a time limit for long births?
 - Yes, If labor proceeds 12 hours then time to rest is required and after 24hours a back up is called in to alleviate me to make sure someone rested and refreshed is available to support.
- How do you work with a husband or partner?
 - I complement and strengthen your partner's role by empowering him/her with tips, assurance, and suggestions to confidently support you while also holding space for them as well to be as involved as they would like to be within their and your comfort level.
- How do you work with a midwife or doctor?
 - I am an addition to your support team and an extension of your village. I work in unison with and bridge a gap between you, your family, and your medical team with you at the center of it all.
- How do you support the laboring mom?
 - someone that's 100% on your team, looking out for you & your wellness.
- What coping techniques do you find most helpful?
 - I find the most helpful coping techniques are he ones that have been discussed and anticipated.
- What are your tactics for pain?
 - I have a variety of different tactics for coping with pain however I utilized only the ones discussed and requested during prenatal appointments.
- How do you feel about epidurals or any pain medication?
 - Pain medications and epidurals are tools that can be used to achieve the birth you desire.
- How long do you stay after the birth?
 - Once arrived I stay from active labor until 2 hours post-partum
- Do you have experience with breastfeeding instruction?
 - I have advanced experience with breastfeeding instruction from experience from breastfeeding my own children as well as training.
- Do you offer any additional services, such as placenta encapsulation?

- Yes, Placenta Encapsulation, CPR/1st aid, Child birth education, aroma therapy, referrals to community resources.
- Is it possible to read any reviews you might have? Do you have any references and if so may I speak with them?
 - References can be provided upon request and there are reviews on my website and social media pages.
 - www.facebook.com/totaldoula
 - www.instagram.com/totaldoula