

Service Agreement for Doula Support

My role as your Doula:

I'm independently employed and hired directly by you and (if applicable) your partner. Please note that I am working for you. I am not working for your care provider or hospital. It's important for you to understand that I cannot - and do not - guarantee a specific outcome for your birth. My goal is to help you have a satisfying birth as you define it. My role as a birth doula is to provide physical, emotional, and informational support to women during their labour as well as encouraging communication with the staff at the birthplace to ensure that you have the information needed to make informed decisions regarding your baby's birth. All information you give to me I keep strictly confidential. It is not my place to - and I will not - judge or question your choices.

Initial Consultation:

The first meeting is a time for us to get to know each other and decide if we want to work together. It is very important that you and your partner are comfortable with me and with my role in the birth. If you or your partner decide that we do not fit well, I encourage you to say so, and I will be happy to refer you to a list of local Doulas with whom you may have a better connection. If you do decide to retain me as your doula, you must sign this contract and return it via email or in person. The Retainer Fee is due upon return of this contract signed by you (and your partner). The Retainer Fee is 50% of the full fee and is required in order to reserve your due date on my calendar. A payment receipt for the Retainer Fee is required to be provided along with the signed contract.

Prenatal Visit:

It is important to meet a few times before the labour to explore and discuss your priorities and to plan how we might best work together. During the prenatal meetings, we will review your preferences for labour and birth. I will ask about the expectations you have of your partner and myself during the birth, plus the roles of anyone else that will be attending the birth. The more we explore this in advance, the better I will be able to fulfill my role to support you. We will typically meet 3-4 times. In some instances we may meet more than four times, in others we may meet less.

On Call:

I am available for phone and email consultations immediately from the date that the signed contract is returned to me and receipt of payment of the Retainer Fee is confirmed. I encourage you to contact me with questions, concerns and any updates. I will get back to you as soon as I can - this will usually be immediately,

but definitely within 24 hours.

I also require you to inform me of and about your meetings with the midwife or responsible doctor to discuss any appointments and if you have any concerns, so that I am up to date with all relevant details throughout the pregnancy. It is important that we keep in contact with one another and communicate in the best way we can by keeping the channel of communication open and constant. At 38-42 weeks I will consider myself on call for you and will be available for you by phone at all times. If for any reason, I do not answer when you call, please leave a message and I will return your call as soon as is practicable.

In Labour:

When you think labour has begun, you must contact me as soon as possible, even if you are not sure whether you are really in labour. Again, the more notice I have, the better prepared I can be. Once you confirm that you are in labour, we will then plan to check in with one another every hour, or as often as you prefer, by phone. It is up to you to decide at what point in your labour you want me to come and be with you. Once you make that choice, barring any unforeseen circumstances (traffic, emergencies, etc.), I will be there within 1-2 hours (usually less, depending on distance). If your labour goes beyond 24 hours, I may need to call for back up doula care. Although I like to space my clients in order to ensure that I am available to attend every birth, the nature of birth means that there is the rare occasion in which I may be at another birth when a client goes into labour. I will arrange for you to meet a backup doula just in case this happens.

After Birth:

I generally remain with a client for 1-2 hours after birth, until you are comfortable, and your newly born family is ready for quiet time together. Each situation and birth is different and my duties will vary depending on your needs.

Postpartum visit(s):

My services include one or two postpartum visits, the first within a few days after the birth. During the visits, I can provide breastfeeding support, baby care tips, referrals to community resources, and a chance to discuss your birth experience.

As a doula I DO NOT:

- Perform clinical tasks, such as taking blood pressure, fetal heart check or vaginal exams. I am there to provide comfort and support.
- Make decisions for you.
- Speak to the staff on your behalf. I will discuss concerns with you and suggest options, as well as encourage you to voice your opinions.

- Deliver the baby. If the baby is born on my watch at home, in the car or it is coming quickly, I or your partner will immediately call the ambulance to further assist you. I will not act as a midwife or doctor but in the meantime, I will help keep you calm and guide you until they come. I am not a trained medical professional.

Failure to provide services:

I will make every effort to provide the services described above.

If my failure to attend your birth is due to an error on your part during the period in which I am on call (38-42 weeks), including but not limited to failing to call me or deciding against have a doula present at the birth full payment for my services is required pursuant to this contract.

If you decide against having a doula up to and including 37 weeks, you will not be required to pay the Remaining Amount. However, the Retainer Fee will not be refunded.

If for any reason you decide to have a caesarian section and that you do not want a doula to attend the birth, you will still be required to make full payment for my services pursuant to this contract. Please note that under these circumstances a doula can still support you through a caesarian section birth. I will also provide 2 postpartum sessions to help you around the house as well as with the newborn and breastfeeding.

If, during labour, you try calling me, are unable to get in touch with me within two hours from your first call, and your baby is born without me attending the birth, I will refund you the Retainer Fee and the Remaining Amount will not be payable. That is, no fee will be payable whatsoever.

If I am unable to attend your birth due to a rapid labor (baby is born less than two hours after you call me and ask me to come), I will provide an additional 4 hours of postpartum support at no cost once you are discharged from the hospital. This can include assistance with breastfeeding, laundry, cleaning, baby care, cooking, etc. My full fee applies.

Any other circumstances out of my control that result in my absence at your birth will be addressed on a case-by-case basis, and may result in a refund of the Retainer Fee and/or waiver of the Remaining Amount..

Fees:

For the services described here, to be paid as follows:

_____ as a retainer fee ('the Retainer Fee'), due when you select me as your doula and return a signed copy of this contract. _____ due when at 35 weeks ('the Remaining Amount'). I/We have read this agreement describing the doula's services and agree to enter into a client-doula relationship for the pregnancy and birth with a due date of _____.

Client Name _____ Signature _____

Client Name _____ Signature _____

Doula Name _____ Signature _____

Dated _____