

BiA Doula Training Code of Conduct

Childbirth is a life changing experience that has a lasting influence on families. The BiA Doula recognises the importance and impact of childbirth and how her support can contribute to an experience that the mother, and the partner, look back on with a positive feeling. The mother, and the partner need to be able to trust the doula they have hired. The doula's primary responsibility is to her/his clients.

A BiA Doula is therefore committed to:

1. contributing to a loving, gentle environment.
2. have the intention to contribute to ensuring that mother's have a positive birthing experience.
3. non-judgmental support.
4. offer culturally sensitive support.
5. be aware of the *rights of the mother* during pregnancy and childbirth: the right to privacy, bodily integrity and to informed consent. The doula will respect those rights at all times; the doula will discuss with the client how she wants to be supported in her right to informed consent.
6. confidentiality and privacy:
 - 6.1.the doula will not share any information or talk about the mother to other care providers or colleague doulas without explicit consent from the client.
 - 6.2.the doula will respect the mother's right to privacy; ie. concerning what she choses to share about her private life, relationships, history etc.
 - 6.3.the doula will not post information on social media without express advanced written approval of the mother. We encourage the outmost discretion even when posting fully anonymous language or photo's on facebook, twitter, instagram etc.
 - 6.4.the client is informed by the doula if a file has been made with details about her. This is available to be viewed at her discretion. The Doula ensures that this information is handled with the utmost prudence.
 - 6.5.if a doula makes photographs during the birth with her own device, s/he will make very clear arrangements with the client about storage, use or deletion of those photographs.
 - 6.6.information or photographs that are stored by the doula, are stored in a secured place that are not accessible by others.
 - 6.7.the doula works accordingly the Dutch General Data Protection Regulation, AVG and has a Privacy Statement available for the clients to read.
7. reliability: the doula will respond to her clients messages, needs and wishes for the term of the agreement they have made.
8. ensuring continuity of care. This means the doula:
 - 8.1.will to the best of her abilities give support from the moment s/he is called to the birth up to the moment s/he can leave her client in good conscience after the birth of the baby.
 - 8.2.will have an appropriate client load to meet the needs of the mother.
 - 8.3.will offer the possibility for a back up doula in case s/he cannot come to the birth her/himself.

- 8.4. will only in case of emergency or extenuating circumstances transfer her care during labour.
- 8.5. in case of discontinuation of the doula-relationship, the doula will suggest other doula's to her previous client, and make sure that her needs are catered for (if this is the wish of the mother).
9. using a contract with clear language about availability, number of visits, when to call her for support, continuity of support during the labour and birth, remuneration, refund policies, terms of payment, complaint procedure, describe the services provided, client load, the possibility of a back up doula, and how to contact her, length of time that the professional relationship will last.
 10. propriety: the doula should maintain high standards of personal conduct in the capacity or identity as a birth doula.
 11. integrity: the doula should act in accordance with the high standards of professional integrity
 12. treating her colleagues with dignity, respect, courtesy, fairness and good faith.
 13. not speaking ill or gossiping about her colleagues to her client, other doulas or other health care professionals.
 14. takes responsibility for attracting her own clients, focussing on community over competition
 15. doesn't make any unprovable claims or use words like "the best", "the most professional" or "unlike other doula's" for marketing reasons
 16. welcomes new doulas in her community and offers support to doulas of all backgrounds/ different educational trainings
 17. being supportive and respectful of the (professional) relationship that the client has with her medical care provider(s).
 18. respecting the views and expertise of other disciplines involved in the support and care of the client.
 19. competency and professional development: the doula should strive to become and remain proficient in the professional practice and the performance of professional functions through continuing education, affiliation with related organisations and associations with other birth doulas. If you are practicing in the Netherlands, we highly recommend BiA Doulas to become a (prospective) member of the Dutch Professional Doula Association: Nederlandse Beroepsvereniging voor Doula's (NBvD).
 20. accountability. Any complaints should be effectively dealt with by the doula her/himself. The Doula primarily tries to come up with a solution together with the client. S/he will need to keep enquiring until there is clarity in regards to the complaint. When the complaint can not be satisfactorily be resolved, the doula refers the client to the confidentiality and complaints department of the professional association or if s/he is not a member, to BiA Doula Training as the certifying body.