



STANDARD OF CONDUCT

Queen City Doulas (QCD) only works with doulas who it believes possess the experience and exhibit the values required to provide the best quality of service for its clients. Notwithstanding, the Standard of Conduct is meant to serve as a guide for all client interactions.

QCD supports women where they are. Our doulas provide non-judgmental and loving support. When asked (and only when asked), our doulas give our open and honest opinions because QCD and our doulas believe women have the ability to make their own decision on what is best for themselves and their families. There is no one-size-fits-all for parenting.

You, the doula, will:

- 1) Be on time for scheduled shifts and communicate promptly to both the client and QCD by text or phone call if you are running even a few minutes late
- 2) Leave the house tidy at the end of every shift. This includes:
 - Cleaning baby bottles and other baby items
 - Preparing the next bottle
 - Washing and putting away pump parts
 - Emptying the diaper pail/trash
 - Wiping down and picking up the changing station
 - Preparing snacks or food for mom and/or older children
 - Ask the family prior to leaving if there is anything else you can do for them
- 3) Keep your shift to the scheduled time frame. Plan ahead so that the house is tidy with plenty of time before the end of your shift. This will allow you to leave promptly without leaving tasks incomplete
- 4) Not burden client with your personal issues. This includes, but is not limited to, current personal challenges, long commute times, work you are performing for other clients, etc. Occasional anecdotal stories can be a very helpful way to share wisdom; however, you will be mindful to not overshare and keep the time focused on the current client and family you are supporting. Remember you are there to help and support your client by relieving burdens, not adding to them in any way.



If you are having any personal issues or difficulties with your work, you may and are encouraged to reach out to QCD (i.e. Kaitlyn) at any time and she will do her best to support you through these challenges.

You are going to be working in a client's home. If you ever feel unsafe while performing services as an independent contractor of QCD, immediately take all measures necessary to protect your personal safety and, as soon as possible, notify QCD of the situation.

Your priority is to support the client (i.e. mother) however the mother and family see fit. You will not offer any unsolicited advice or opinions on the mother's parenting choices, nutrition, etc. This does not mean you will not give your opinion when asked, but you will not provide unsolicited opinions. If you are unsure if you should give your opinion you may simply ask "May I give you some suggestions?" and respect the client's answer.

You will always confirm any schedule changes made between you and client with QCD in a prompt manner for approval. In the event your hours worked do not match client's records, you will only be paid for hours that have been preapproved by Kaitlyn prior to the completion of those hours.

