

Service Agreement and Terms

Purpose

This contract outlines the scope of care offered by doulas who are part of North Star Doula Service, LLC. It also details the agreed upon payment, number of home visits, and reasonable accommodations needed in order to provide expected services.

Scope

Doulas affiliated with or provided by North Star Doula Service have all successfully completed a DONA accredited Doula Certification Course and either hold or are in the active process of obtaining current certification with a major Doula Certification Institution, such as DONA, PALS, NAPS and/or the State of Oregon Registry of Traditional Health Workers (THW).

Doulas offer nonmedical, evidence-based support and education prior to, during, and immediately following birth, as well as in the early postpartum period. The scope of care includes: education on physiologic labor and birth, education on common interventions, relaxation techniques, positioning and comfort techniques, an overview of medical support which may be available at your chosen birth location, education on available community resources, lactation education and planning, newborn education, emotional preparation and support, self-advocacy preparation, constant physical presence to assist with the above-mentioned items for the duration of labor and birth, lactation support following birth, postpartum check-ins and birth processing.

Doulas do not perform any clinical tasks (fetal heart-tone checks, abdominal exams, vaginal exams, blood pressure exams, blood draws, etc). Doulas do not advocate for a specific kind of birth and will not interfere with the advice of healthcare professionals. Doulas do not attend planned unassisted home birth. Doulas do not deliver babies.

Additionally, any affiliated doulas may hold varying degrees of education, training, expertise, or certification which lend beneficial experience from which to draw in your service. These practices, such as photography, aromatherapy, massage therapy, RN, LM, CPM, CNM, or ND or MD licensures are not considered in scope of doula service, are not offered as part of this package, will not be included on the final invoice, and will not be billed separately.

Agreement

I, _____, have hired a doula through North Star Doula Service and have agreed to receive the following services:

- In-home prenatal visits, lasting approximately 60-90 minutes, provided to prepare me and my partner for childbirth. Number of prenatal visits _____. The number of prenatal visits will default to two if left blank.
- 24-hour email, text, and phone support throughout the course of the contract, providing reasonable turnaround time if doula is not immediately available. For



example, if doula is asleep and the request is non-urgent, you may receive a response the next day.

- 24 hour on-call availability the week before, the week of, and the week after the estimated due date. Every effort will be made to attend a delivery outside of these dates. Estimated due date _____. Estimated on-call dates _____.
- Constant support during labor and delivery for a term of 24 hours which may be extended, for no additional cost, at the discretion of the attending doula, or transferred after that point to the agreed-upon backup doula until the birth is complete and immediate postpartum support has been provided as detailed below.
- Immediate postpartum support until: the first successful breastfeeding has been initiated, express verbal release is given by the client, both the client and doula agree that no further care is needed immediately, or care has been successfully transferred to the backup doula in the event that the primary doula is unable to continue providing support.
- In-home postpartum visits, lasting approximately 60-90 minutes, provided to support the adjustment to parenthood, breastfeeding, physical and mood fluctuations, and the processing of the birth experience. Number of postpartum visits _____. The number of postpartum visits will default to two if left blank.
- North Star Doula Service may occasionally request non-monetary support via participation in surveys, emails, text messages, phone calls, letters, petitions, and/or other methods to support the case for making doulas part of the standard of care for every family. I agree to be contacted from time to time in regards to matters such as these.

Payment

I agree to pay the sum of \$_____, via check, payable to North Star Doula Service, LLC, due on the date of the last prenatal in-home visit prior to my birth. An invoice will be made available to submit to insurance for possible reimbursement.

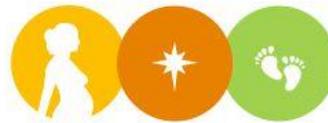
Contact

I agree to make reasonable effort (at least two phone calls with voicemails) to contact my doula when labor commences. In the event that I cannot contact my doula, I will contact my backup doula, whose number will be provided to me prior to my due date.

In the event that a backup doula attends my birth, all other aspects of the agreement above will remain in force.

Refund Policy

In the event that my birth is not attended by either my primary or backup doula, and I have made reasonable effort to make contact via at least two phone calls with voice mails left expressing my need to have service, 75 percent of the fee will be refunded and I will be released from the remainder of my contract to receive postpartum support, unless I choose to receive it, in which case I will be refunded 50 percent of the fee.



If my birth takes place before or after the on-call period, every effort will be made to attend the delivery. In circumstances wherein reasonable efforts have still been made to contact the doula, but the birth is unattended by the primary or backup doula, 50 percent of the fee will be refunded and the remainder of the contract will remain intact.

If I have not made reasonable effort to contact my hired doula and, as a consequence, did not receive the agreed upon labor support, no refund will be provided. Postpartum services will still be offered and may be increased in number or length, at the sole discretion of the doula.

Though our doulas hold an unimpeachable record of highly satisfied clients, if a situation arises in which doula support is deemed in breach of this contract, unsatisfactory, or harmful, every effort will be made to resolve the concern, on a case-by-case basis, up to a full or partial refund at the discretion of North Star Doula Service, LLC.

Signature _____ Date _____

Pro bono Services & Donations

Whenever possible, North Star Doula Service is committed to providing their services at pro bono rates. Pro bono is a term meaning “for the public good” and usually entails either a reduced fee or no fee at all. Pro bono rates are based upon the client’s ability to pay, and are determined solely by the client. At this time, no income verification will be required.

I understand that a full-time doula usually attends to no more than four clients per month. The standard fee for a doula service package, like the one detailed above, ranges from \$800-\$1500 and, as such, limits the amount of pro bono work we are able to offer.

Income following pro bono service is considered a tax-deductible donation and will be added to the For Every Woman nonprofit fund to provide services to future families. North Star Doula Service does not expect payment for pro bono services, but donations will gladly be accepted, in any amount, according to the above terms. At the client’s request, an invoice detailing the donation amount may be provided for submission to insurance for possible reimbursement. A receipt for your tax records will be provided.

I have been offered pro bono services and I understand and agree to the terms of their use.

Signature _____ Date _____

Sign here only if receiving pro bono services