

DOULA TRAINING CANADA

Policies and Procedures for the Governance of DTC Business



Doula Training Canada is a nationally and legally registered incorporation. No persons outside the Director and Board Members may use the title "Doula Training Canada" without expressed consent. The registered incorporation name and all materials created under its direction are copyright. Failure to abide by these legally governing national laws may be pursuant to legal action and damages.

Sharing of Doula Canada Materials:

Everything put together into the training is copyright protected. You may not use any part of the study materials in any way outside of the purpose of your Doula Canada training. You may not sell, trade, or share the materials used with others not already a part of Doula Canada. Rather, please invite others to take the class for themselves. This ensures accessibility to the trustworthy resource for the families who deserve to receive the support we have to offer. Please email info@doulatraining.ca with any questions regarding your intentions with this training. Tenured doulas, midwives and nurses as well as perinatologists, funeral home staff and medical examiners all drew together to share their wisdom, and as a result, much of the original content is proven by time but original sources might not be working weblinks at this time or have been lost in the time of the original contributors holding them. You will find that between the training itself and the extra files and documents provided to you, that Doula Canada desires strongly to invite you to consider the many additional resources, programs, and opportunities there are to continue to grow in your role as a support person. Content All of the answers to the questions will be found directly in the training content. However, what may at first have been a fleeting observation about an item of the material may prove to be precisely the key to responding to an exam. This is intentional as it can parallel some of the most important moments we have in learning the individuals we serve. The content is also designed to encourage you to further your education by learning more about the subjects outside of the class.

Grievance Policy and Procedure Doula Canada (Ratified December 1, 2017 by administration and instructional team)

The grievance policy was created to ensure that Doula Canada professionals demonstrate professional behaviour and ethics at all times, in accordance with our code of conduct, standards of practice, and grievance policy. It also is designed to protect our professional members, the families they serve, and the integrity of our profession. All filed grievances will be processed by a grievance committee which will include but is not limited to the Doula Canada Director, 2 Doula Canada instructors, one outside advisory member not affiliated with Doula Canada, and one certified Doula Canada member. Doula Canada Grievance Policy

A GRIEVANCE shall be defined as an objection or complaint lodged against a Doula Canada trainer, member, or representative; arising from alleged inappropriate or unprofessional behaviour. A GRIEVANCE may be filed by any person, including but not limited to, a client, a client's partner, a family, a nurse, a doctor, a care provider, a hospital employee, a hospital administrator, another doula, a doula trainer, a Doula Canada owner or employee. Prior to filing a GRIEVANCE, Doula Canada would like to assist in mediation. The Grievance Committee will make every attempt at conflict resolution. In the event the conflict is not able to be resolved, a GRIEVANCE may be filed. You will receive a response within 48 business hours. If mediation does not resolve the matter and the complainant wishes to move forward with a formal GRIEVANCE, the GRIEVANCE must be submitted in writing to the Doula Canada Grievance Committee within one year of the event or behaviour. All parties involved in the grievance procedure, including the complainant, subject, members of the Grievance Committee and all Doula Canada officers agree to keep confidential all grievances, discussions, correspondence, decisions, negotiations, conclusions and sanctions arising from the filed grievance. Deliberations of the Grievance Committee shall remain confidential. The committee shall discuss and deliberate only the facts and circumstances surrounding the grievance in question. Prior Grievance Committee decisions regarding the subject involved may be considered by the committee in its recommendation of sanctions. The Grievance Committee will endeavour to render a fair and impartial decision.

The Committee's decision is final and it will decide any sanction or penalty. Sanctions or penalties rendered by the Committee may include but are not limited to, a warning; formal reprimand; additional training requirements; one-on-one mentorship; a probationary period; removal of credentials; removal of certification; removal of position within the organization (excluding the Director). All parties shall be notified of the decision of the Grievance Committee by certified mail. The Grievance Committee will endeavour to resolve the grievance within 60 days of receipt of the subject's submission in response to the objection or complaint. The Grievance Committee's decision is final.

A GRIEVANCE that is not found to be in violation of Doula Canada's Standards of Professionalism, may summarily be dismissed by the Committee with notification to all parties involved. As a requirement of certification, the Doula Canada student or alumni agrees to the above procedures and will have no right to sue for damages. The complainant agrees to the above procedures and will have not right to sue for damages (recognizing they entered a formal agreement with the student or alumni, not the organization). This grievance policy and procedure is essential to our organization. Doula Canada professionals must demonstrate professional behavior and ethics at all times. These procedures provide a mechanism through which the public and community of Doulas may be protected for alleged misconduct by anyone affiliated with Doula Canada. The outcomes of the grievance process are not public, and Doula Canada reserves the right to keep the outcome of the grievance process confidential between Doula Canada and the professional only. All Doula Canada certified professionals must agree to this system of accountability prior to entering into the certification process and agree to abide by the decisions of the grievance committee, with no right to sue for damages. Procedure: All grievances against Doula Canada certified professionals or students must be submitted in writing to Doula Canada and include: with a detailed account of the event(s) or behaviour(s) in question, the name of the certified professional, the location and date(s) of the behaviour(s) in question, written and notarized statements from any witnesses, and any other pertinent evidence. Doula Canada reserves the right to request additional information/documentation to complete the grievance filed prior to notifying the certified professional. All requested information must be submitted within 30 days. Incomplete grievances or grievances that fall outside the parameters of the grievance policy may be dismissed.

The grievance must be filed within one year of the occurrence. Grievances are to be typed and signed by all parties filing the grievance, Doula Canada expects the person(s) filing the grievance to refrain from having any further contact with the professional named in the grievance, except when required by law.

When the grievance committee receives a complete grievance against a Doula Canada certified professional, the professional will be notified in writing within 30 days. The notification to the professional will include a copy of the grievance filed. The professional then has 30 days to answer the grievance with their own account of the event(s) or behaviour(s) in question.

Written and notarized statements from witnesses and other pertinent evidence must all be included in the response from the Doula Canada professional. Doula Canada reserves the right to request more information to complete the response prior to rendering a decision. The professional must submit all requested information within 30 days. The professional involved with a grievance must not in any way contact the party filing the grievance, except when required by law. The committee will then take all evidence and accounts from both parties involved and make every effort to render a fair and impartial judgment to the best of their ability.

Doula Canada reserves the right to delay the decision until the legal action has concluded, and to consider the outcome in the grievance proceedings. The judgment of the committee is final. The committee has the right to decide any and all consequences of the grievance.

Possible results of the grievance process may include but is not limited to the removal of credentials and certification, warnings, remedial education of the professional, or dismissal of the grievance.

Doula Canada Terms of Use, Conditions and Privacy Policy Principle Programs - Labour and Birth , Postpartum Doula and Childbirth Educator

In order to receive a certificate of completion for your training, you must attend and participate in the entire training. No partial credit will be given. Doula Canada certification candidates must be at least 18 years of age. No person under 16 years of age may attend Doula Canada training workshops. To move forward with using the credential of “Certified Doula” you must complete all certification requirements for your registered program/s, as set by Doula Canada in the month of your official start date with Doula Canada.

CANCELLATION POLICY

Doula Canada practices a strict cancellation policy to ensure that we only receive registrations from those who are certain they wish to move forward, and to withhold the highest of expectation and standards in our curriculum and administrative purpose. **Please read our cancellation policy in full prior to registering (effective April 1, 2016).**

ALL deposits, plus the associated sales taxes are non-refundable. NOTE: If course materials have been electronically sent or posted by mail at any time Doula Canada reserve the right to retain ALL monies paid as deposit and/or paid in full.

Students must provide a cancellation request in writing within 30 days of receiving electronic or paper copies of any course materials; at which time it is the discretion of Doula Canada to allow the registrants to transfer to another program or to allow for another person to take their space (as per policy instituted in April 2016).

If a student has requested an instalment plan to complete their registration: All instalments made up to the date of their request (in writing) to cancel are non-refundable, including their deposit. Registrants who no longer wish to move forward with their chosen program after making instalments can request that their registration be placed on hold for up to one (1) year, or transferred to another person (within 3 months of notifying Doula Canada of their intentions to not continue).

Regarding in-class training registrants: If a registrant provides more than one (1) month notice that they will not be able to attend a class they have registered for they will receive the balance of their fee (if paid in full) MINUS their FULL deposit. If course materials are shipped or emailed prior to the in-class training the payment IN FULL is non-refundable but transferable within 30 days (transfer request must be made in writing).

If a registrant provides less than 4 weeks notice that they will not be able to attend a class they will not receive a refund on their FULL student certification fee, but can request that it be applied to a future class (one time only) or transferred to another registrant. This request must be made in writing within 30 days of informing Doula Canada of their cancellation. If a registrant provides less than two (2) weeks notice that they will not be able to attend a class ALL payments made toward the training will be applied to future class (one time only) OR the registrant can find someone to take their place. If a registrant fails to show for the scheduled class they were registered for, NO refund will be offered. If registrant fails to show due to extreme circumstances (such as that of illness, family death, accidents, etc.), reimbursement will be at the sole discretion of the director of Doula Training Canada. If a class does not run to do an insufficient numbers, the registrant will continue their online module work and will have their registration moved to the rescheduled session.

No-shows and Cancellations to Workshop Attendance:

Students MUST provide 30 days notice if they will not be attending their 1 (one) included workshop attendance, as per registration terms and conditions.

Failure to provide written cancellation of your attendance 30 days prior will result in an additional \$150 for future attendance at your workshop for certification, and a note on your file re: non-communication regarding your professional certification with DTC.

We offer the opportunity for all students to attend ONE workshop in their registered program. You can email info@doulatraining.ca to make the request for any city/ date.

Regarding self study registrants: If course materials have been made accessible at any time DTC reserves the right to retain ALL monies paid as deposit or paid in full. Students must provide a cancellation request in writing within 30 days of receiving electronic or paper copies of any course materials, at which time it is the discretion of Doula Canada whether a transfer to another program or another person will be granted. Deposits and paid instalments are non-refundable at any time. Full certification fees for Self Study students are non-refundable once course materials have been sent (electronically or in paper form). Students may request that their Self Study certification be transferred to another person within 3 months of registration It is up to the student to work out the details of payment with the person they wish to transfer the course to. DTC may ask for proof of payment before transferring course obligations to the new registrant. Notice of transfer must be made in writing to Doula Canada.

Certification Requirements

Please be advised that all sales are final and policies may be changed or adjusted during the course of your certification process. By enrolling with Doula Canada , you agree to abide by these changes and policies.

A \$150.00 service fee is required for changing courses.

Each person who is seeking certification through the Doula Canada self study program must use their own training materials. No sharing tests or program materials.

Be advised that all reports, essays, summaries, etc. must be typed and double spaced when submitted to Doula Canada When submitting your certification materials, please do not send originals. Please do not send your certification materials to Doula Canada in a way that requires us to sign for them.

Please allow approximately eight weeks for Doula Canada to process your certification materials once we receive them.

All certification requirements must be submitted together when turning in certification materials to Doula Canada. If incomplete materials are submitted, your certification will not be processed.

Exam Terms

DO NOT share or discuss the exam contents or your answers with anyone. All writeup must be in your own words. Do not copy/paste from websites or other materials. Sharing the exam contents or plagiarism WILL disqualify you from certification.

Please be advised that all registrations are final. Students who do not complete the Doula Canada certification program by the time specified will not earn certification. While a majority of students obtain certification, Doula Canada cannot guarantee certification will be obtained by entering our program. In the event a candidate fails to pass certification requirements, the candidate will be contacted by Doula Canada with further instructions. This may involve additional fees.

We reserve the right to withhold certification to those candidates that do not meet the requirements of Doula Canada.

We also reserve the right to withhold certification based on all contact with candidates for certification, including, but not limited to phone calls, e-mails, and certification materials.

An understanding of Doula Canada standards of professionalism, our scope of practice, and code of conduct must be demonstrated by candidates at all times and in all communications.

Failure to demonstrate an understanding of the aforementioned may result in Doula Canada withholding certification.

In the event a candidate fails to pass certification requirements, the candidate will be contacted by Doula Canada administration with further instructions. This may involve additional fees.

Please be advised that policies and prices may be changed or adjusted during the course of your certification process.

All Doula Canada members are required to demonstrate professionalism, integrity, and respect in all communications on the Doula Canada Facebook page and also in all communications regarding the Doula Canada organization.

Failure to comply with these terms may result in a suspension or revocation of certification with Doula Canada .

Recertification Expectations (effective January 1, 2020):

Members who have graduated are expected to show proof of continuous learning, via educational units, every 3 years from the date of their graduation or last recertification. Recertification members are expected to complete 4 (FOUR) educational units yearly, for a total of 12 (TWELVE) every 3 years at the point of recertification.

Members will be provided a recertification form, that must be filled out and all accompanying educational unit qualification materials attached.

If a fee comes into effect for recertification all members will be expected to pay in order to maintain membership with DTC.

DTC Facebook Usage Guidelines

As a part of certification with Doula Canada you will have access to a private Facebook Group for Students and Alumni.

This group is used as a tool for students and alumni to post questions, share information and find support for their certification process and business.

As this is a vibrant and active part of the training process the instructors are also in the groups to help answer questions and be available as needed.

Please respect the following guidelines in posting within the group and in using Facebook: Please do not Direct Message or tag your instructor or the administration team. If you have a question please email your instructor at the email provided. If the issue is urgent please label it as so in the heading of your email.

If there is a concern related to the conduct of a person on the page. Please screenshot the post in question and email the information to info@doulatraining.ca

If you would like to advertise a service or workshop you are offering please email the admin team with the details of the offering before you post. We want to ensure that the information posted on the page is relevant to the community.

If you have found a workshop that may be of interest to the community and are interested to know if it would qualify for Educational Units please have the workshop instructor fill out our EU Application for review (<http://www.doulatraining.ca/the-fyi-on-educational-units.html>)

You will be removed from the Facebook page if: you are found to be in violation of the Code of Conduct/ Ethics of the Scope of Practice You have come to the end of your 2 year certification time and have not completed or requested an extension

Use of Doula Canada Images or Logo

The Doula Canada (DC or DTC) logo is an important part of our brand. It represents our identity and is a valuable piece of intellectual property.

Letting other businesses use our logo can give the impression that we favour or endorse them.

In some situations, it can even mean we have legal liability. So we're very careful with its use.

Please request the use of our logo on any marketing materials related to your business. We have created special logos for our education programs.

Certification logos identify certified individuals as having received specific training and certification from DC. These may be used in any material.

The DTC Certification logos may be used only by individuals who have passed the specific course and exam requirements for a specific certification.

These logos must be used as personal identifiers; they should not be used in an ambiguous manner, such as disassociated from the specific name of the certification holder.

