

# Virtual Support of Doula Clients 2020



*Self-quarantine is recommended for individuals who have been directly exposed to the new Coronavirus or have history of travel in infected or heavily populated areas.*

## How to connect.

Discuss available online options clients are comfortable with.

*Discuss how support can be done through text, phone, or online video platforms*



## Active Listening.

- Validate clients emotions.
- Listen to them actively.
- Ensure you are not distracted during client calls.
- Follow up regularly.



## Every client is unique.

Remember that each client may have different needs. Creating blanket processes may not work during COVID19.



## Assisting Self-Determination.

Working with clients to feel they can advocate for their own support is key.

Remind them to use their B.R.A.I.N.

*We do not empower, we remind clients of their existing power!*



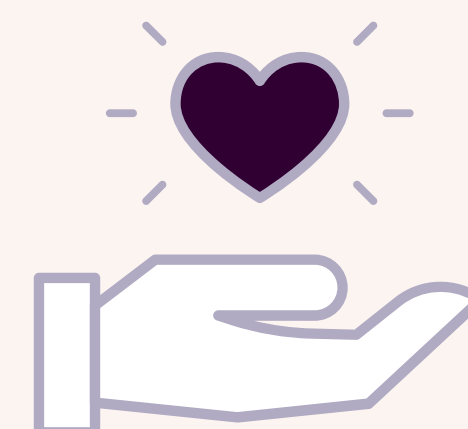
## Remember your contract.

Update your contract with the language of supporting virtually. Ensure all parties are aware of the methods of this type of support. Ensure you have a signed contract prior to beginning your work.



## Holding Space Virtually

Holding space is a conscious act of being present, open, and protective of what another needs in each moment. Be aware of your needs throughout the process, communicate them and this can create a deeper connection.



## Practice social distancing.

Familiarize yourself with your provincial regulations and ensure you are not physically exposing yourself to clients if they or you have been unwell. Support + Safety = key.

