

SET APART COLLECTIVE POLICIES

Code of Conduct

SAC professionals are at all times held to the code of conduct, the scope of practice, and the grievance policy. In order for candidates to be eligible for SAC certification, they must sign and agree to the SAC code of conduct, the scope of practice, and grievance policy.

SAC professionals should treat all colleagues in an ethical, professional, and respectful manner at all times. SAC professionals should strive to promote ethical conduct within the profession.

SAC professionals should demonstrate integrity and ethical standards in their personal and professional conduct. This extends not only to clients but to colleagues in their field and to medical and other caregivers with whom the SAC professional may interact.

SAC professionals will make every effort to honor agreements and contracts for professional services, and to provide without fail the services that they agree to provide. SAC Doulas are strongly urged to use signed contracts for all services agreed upon and provided.

SAC professionals will not share confidential information received in a professional capacity from their clients, nor compromise their confidentiality either directly or through the use of Internet media such as Facebook or blogs.

SAC professionals will not say or do anything to undermine a client's confidence in her caregiver. They may, however, refer the client to published studies and books, as well as provide information as requested by clients. The client can then form her own opinion.

SAC professionals are not permitted to give medical advice, nor practice outside their specific scope of practice. If requested they can refer clients to the published article, research, and scholarly works.

SAC professionals should make every effort to encourage their clients to assume personal responsibility for the decisions they make during pregnancy, birth, and postpartum.

SAC professionals must be available via communication/mobile device at all times when they are contracted to be so. SAC professionals are expected to provide timely response to all communications from clients, whether phone or email and to provide clients with means to reach them in a timely manner.

SAC professionals should pursue continuing education to further their knowledge in the childbirth and postpartum professions.

Scope Of Practice

The SAC Doula assists the woman and her family before, during and after birth by providing emotional, physical and informational support. It is not within the Doula's scope of practice to offer medical advice or perform any medical or clinical procedures.

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During pregnancy, the Doula's role is to assist families in preparing a birth plan, to provide information about birth options and resources, and provide emotional support. Supporting birthing women as she understands her values and needs surrounding birth and encourages her to seek care and a place of birth that mirrors her values and needs. We do not attend intentionally unassisted births. If an SAC Doula is to do so, she is not acting as an SAC Doula and actions will be reviewed by the board of ethics.

During labor and birth, the SAC Doula provides the mother and partner with physical, emotional and informational support. She promotes and helps facilitate self advocacy, informed choice and effective communication between care providers and family. She seeks to foster a cooperative, respectful and positive atmosphere with all members of the birth team so that the mother can birth with confidence.

If at any time a SAC Doula performs outside of her scope of practice, she no longer reflects the values of SAC nor is the SAC responsible for any decisions made. If this occurs and the SAC is made aware, the SAC ethics group will review all written documentation from care providers as well as the Doula and will determine if the act was within or outside of the scope of practice. Again, if it is clear that a Doula performs outside of the scope of practice, SAC is not responsible for decisions made by Doula. SAC is a training and support organization for birth workers, and holds no responsibility for choices made outside of the scope of practice stated above.

Social Media Policy

We live in a technology-rich, internet-driven world. This provides SAC members the opportunity for networking with birth professionals of varying levels of experience. It is important to remember that our conduct on the internet (social networking sites, blogs, chat rooms, email groups, etc.) can have far-reaching repercussions. SAC members should keep the SAC Code of Conduct in mind when interacting with others, not just in real life, but also in the virtual forum.

SAC members are required to conduct themselves in a professional manner in all online communications that are accessible by other professionals and the public. This includes, but is not limited to, the following:

Client confidentiality should be maintained at all times, unless you have permission from client.

Any pictures of clients should be posted ONLY with the express, written consent of the client.

Respect for colleagues, institutions, and other professionals (whether general categories or specific persons) should be maintained at all times.

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GRIEVANCE POLICY AND PROCEDURE

*Please be advised that policies may be changed or adjusted during the course of a student certification process.

The grievance policy was created to ensure that SAC professionals demonstrate professional behavior 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 SAC Director, one outside advisory member not affiliated with SAC, and one certified SAC member.

Set Apart Collective (SAC) Greivance Policy

A GRIEVANCE shall be defined as an objection or complaint lodged against a SAC member; arising from alleged inappropriate or unprofessional behavior.

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, or a doula trainer.

Prior to filing a GRIEVANCE, SAC 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 SAC Grievance Committee within one year of the event or behavior.

All parties involved in the grievance procedure, including the complainant, subject, members of the Grievance Committee and all SAC 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 endeavor 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; a probationary period; removal of credentials; removal of certification; removal of position within the organization (excluding the Director).

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All parties shall be notified of the decision of the Grievance Committee by certified mail. The Grievance Committee will endeavor 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 SAC's Standards of Professionalism, may summarily be dismissed by the Committee with notification to all parties involved.

As a requirement of certification, the SAC 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 no 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. SAC professionals must demonstrate professional behavior and ethics at all times. These procedures provide a mechanism through which the public and community of Douglas may be protected for alleged misconduct by anyone affiliated with SAC.

The outcomes of the grievance process are not public, and SAC reserves the right to keep the outcome of the grievance process confidential between SAC and the professional only.

All SAC 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 SAC certified professionals or students must be submitted in writing to SAC and include:

With a detailed account of the event(s) or behavior(s) in question,

The name of the certified professional, the location and date(s) of the behavior(s) in question,

Written and notarized statements from any witnesses, and any other pertinent evidence.

SAC 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,

SAC 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.

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When the grievance committee receives a complete grievance against a SAC 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 behavior(s) in question. Written and notarized statements from witnesses and other pertinent evidence must all be included in the response from the SAC professional. SAC 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. SAC 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.