New Mexico Department of Health Credentialed Doula Standard of Care

Standard 1 Professionalism- A New Mexico Department of Health (NMDOH) Credentialed Doula shall do all of the following to promote professionalism:

1. Maintain professional conduct and practice in an ethical manner, accountable for professional actions and legal responsibilities as maintained by their doula training organization and/or mentorship standards.
2. Ensure that representations of services, policies, and practices are accurately communicated to the client at all times.
3. Relate to the client in a manner that respects the integrity of the client and Doula.
4. Elicit participation and feedback from the client.
5. Relate to other professionals with appropriate respect and within the parameters of accepted ethical standards.

Standard 2 Client Safety- An NMDOH Credentialed Doula shall do all of the following to promote client safety:

1. Not falsify any client record or other document prepared in the course of, or in conjunction with, the performance of the doula's practice.
2. Implement measures to promote a safe environment for the client including any time that the doula suspects client abuse or neglect.
3. Establish, delineate, and maintain professional boundaries with each client.
4. Refrain from all behavior that causes or may cause physical, verbal, mental, or emotional abuse or distress to a client, or behavior that may be reasonably interpreted to cause physical, verbal, mental, or emotional abuse or distress to the client.
5. Not misappropriate a client's property, engage in behavior to seek or obtain a client's property or behavior that may reasonably be interpreted as seeking or obtaining, personal gain at the client's expense, or engage in behavior that constitutes, or that may reasonably be interpreted as constituting, inappropriate involvement in a client's personal relationships or financial matters.
6. Not engage in sexual conduct or in conduct that may reasonably be interpreted as sexual, or in any verbal behavior that is seductive or sexually demeaning to a client, or in verbal behavior that may reasonably be interpreted as seductive or sexually demeaning to a client.
7. Treat each client with courtesy, respect, and with full recognition of dignity and individuality.
8. Provide each client with privacy while engaged in doula practice.

Standard 3 Ethical Standards- An NMDOH Credentialed Doula shall do all of the following:

1. The Doula will act in an appropriate and respectful manner.
2. The Doula will not make decisions for a client or family member.
3. The Doula will not offer medical advice or perform any medical or clinical procedure.

Standard 4 Body Sovereignty- The NMDOH Credentialed Doula shall do all of the following to promote body sovereignty and self-determination:

1. Support the individual rights, body sovereignty and self-determination and respects human dignity, individuality, and diversity of each doula client.
2. Upholds and facilitates the autonomy of all people to make informed health care decisions.
3. Demonstrates cultural humility and understanding of cultural safety, affirming the dignity of all persons.
4. Supports self-determination and shared decision-making within the context of the family, the community, and the health care setting.

Standard 5 Community Care- The NMDOH Credentialed Doula shall do all of the following to support community-based care:

1. Demonstrates knowledge that the individual resides within a context of health care, legal, structural, historical, psychosocial, economic, cultural, and family dynamics that affect health, perceptions of care, outcomes of care, and satisfaction with care.
2. Engages with the individual, community, and other health professionals to promote and improve health outcomes.
3. Promotes the involvement of support persons as a key element of health care.