

Colorado End-of-Life Collaborative

Code of Ethics

I. Rules of Conduct

- A. Propriety. The doula should maintain high standards of personal conduct in the capacity or identity as an end of life doula.
- B. Competence and Professional Development. The doula should strive to become and remain proficient in the professional practice and the performance of professional functions through continuing education, affiliation with related organizations, and associations with other end of life doulas.
- C. Integrity. The doula should act in accordance with the highest standards of professional integrity.

II. Ethical Responsibility to Clients

- A. Primacy of Client's Interests. The doula's primary responsibility is to her/his clients.
- B. Rights and Prerogatives of Clients. The doula should make every effort to foster maximum self-determination on the part of her clients.
- C. Confidentiality and Privacy. The doula should respect the privacy of clients and hold in confidence all information obtained in the course of professional service.
- D. Obligation to Serve. The doula should assist each client seeking doula support either by providing services or making appropriate referrals.
- E. Reliability. When the doula agrees to work with a particular client, her obligation is to do so reliably, without fail, for the term of the agreement.
- F. Fees. When setting fees, the doula should ensure that they are fair, reasonable, considerate, and commensurate with services performed, with due regard for the client's ability to pay, and within the hourly range set forth by the Collaborative agreement. The doula must clearly state her fees to the client, and describe the services provided, terms of payment and refund policies.
- G. Communication. When there is a disagreement that cannot be resolved between the doula and the family she is serving, a third-party mediator shall be called in for resolution. Mediator fees shall be the responsibility of both parties unless deemed otherwise in mediation.

III. Ethical Responsibility to Colleagues

- A. Respect, Fairness, and Courtesy. The doula should treat colleagues with respect, courtesy, fairness, and good faith.
- B. Dealing with Colleagues' Clients. The doula has the responsibility to relate to the clients of colleagues with full professional consideration.

IV. Ethical Responsibility to the Doula Profession

- A. Maintaining the Integrity of the Profession. The doula should uphold and advance the values, ethics, knowledge and mission of the profession.
- B. Community Service: The doula is strongly encouraged to assist a dying person who wants a doula and cannot afford standard pricing by reducing cost or providing services pro bono when possible.

V. Ethical Responsibility to Society

- A. Promoting Well-Being and Safety. The doula should promote the general well-being and safety of clients and caregivers, and whenever possible, that of their family and friends in the care setting as well. Although the doula profession is NOT legally designated as a mandated reporter of abuse and neglect, the doula will report to the Collaborative and to appropriate law enforcement any instances of abuse and/or neglect observed in the care setting.

