



SOUTH COAST MIDWIFERY AND WOMEN'S HEALTH CARE

Doula Internship Program Description

The Doula Internship Program is an example of the South Coast Midwifery and Women's Health Care philosophy of "women helping women". SCM provides a unique opportunity to experience midwifery in a variety of settings. The clinic and birth center are thriving many days throughout the week, whether it be seeing clients for prenatal and postpartum appointments, labor and deliveries, workshops, or classes! With the goal of supporting families in their personal choices, SCM utilizes a very modern model of care that combines natural and medical childbirth techniques. The knowledgeable staff at SCM will share first-hand experience to gently guide you through your interest in midwifery and women's health.

SCM provides a unique opportunity to experience birth in a variety of settings. The doula intern will gain professional birth experience, they may provide labor support at an intimate home birth, a water birth at the birth center, a primary c-section at the hospital, and essentially all the birth scenarios in between.

The doula intern is given many additional opportunities to develop perinatal knowledge throughout their internship with South Coast Midwifery. For example; volunteering during clinic hours with extensive office related responsibilities, attending classes, and being a part of the birth team by aiding the midwife and her assistant at births. These and more are all ways that doula interns interact with SCM clients and gain valuable experience. In addition to completing the forms necessary for doula certification, the midwives and their assistants will also provide personalized feedback regarding your performance as a doula.

The internship program is for the benefit of the intern, SCM will provide training and supervision for all aspects of doula work and also for numerous tasks that will be transferable to various career paths. The Doula Internship Program is an opportunity for SCM to give back to the community by developing and training doulas in the midwifery setting. Only the most passionately dedicated applicants will be considered for the program. The first step to becoming a doula intern is to review the agreement, complete the qualifications, and submit the application to SCM!



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Doula Internship Program Agreement

Minimum Requirements for application:

- Completion of *Internship Application and Resume* with current contact information, work history, special skills, languages, and three personal/professional references.
- Copy of Driver's License or Identification Card
- Proof of attendance of an accredited certification workshop.
- One page goal statement page.
- Passion for midwifery and out-of-hospital birth
- Strong work ethic
- Compliance with SCM Policies and Procedures and HIPAA guidelines
- Enthusiasm and commitment to the SCMWHC brand

Communications Requirements:

- Working, cellular phone
- Expectation of arrival to doula client labor within 30-45 minutes of being called.

Opportunities for Securing Clients:

- Attending SCM classes is a great opportunity to meet potential clients!
- Volunteering during clinic hours makes you visible to our clients- a minimum of 3-4 hours per week
- Your name will be added to the list of South Coast Midwifery Doula Interns. Our clients are encouraged to work with doula interns.

Responsibility to Clients:

- Once a client is secured it is the doula's responsibility to be available 24 hours to the client. Doulas may work together to see that backup coverage is provided. However, a client may not be abandoned for any reason.

Expectations for Clinic Interning Hours

- Interns are required to intern during clinic hours a minimum of one shift per week, fulfilling approx. 3.5-4 hours per week, for the duration of the internship. This is continued until the last planned client has had their baby, and all shifts (including missed and holidays) have been completed. Once these hours are assigned, you are expected to be in during those times on a regular basis; unless clear and advanced notice is communicated (illness should be communicated to the coordinator with a minimum notice of 2-3 hours). Habitual tardiness or unexcused absences may lead to disciplinary action or dismissal. Shifts missed **must** be made up.

Expectations for Birth Assisting:

- Interns are required to do a minimum of one schedule 24hr call shift per week (7a-7a), will be asked for availability for each month
- SCM requests that once shifts are scheduled, they are not missed or cancelled
- SCM requests that assistants arrives within 45 minutes of being called to a birth during scheduled call shift
- SCM requests that interns follow all guidelines while attending births and complete any necessary tasks as assigned

Length of Internship:

- Attending 5 births as a doula will be the *minimum* requirement for completion of the internship. The exact number of births required is based on the previous experience of the intern.
- A minimum commitment of 4 months is required to receive a certificate of completion. We cannot guarantee that our clients will chose to work with you; therefore, no certificate will be awarded if the required births were not attended. If three births as a doula intern have not been completed after 4 months, the internship may be terminated without completion to create space for other doula interns.
- Minimum of one office shift and one 24/hr on-call shift per week through your last doula client's due date. Graduation from the Doula Internship Program is also based on the quality of your work, including your office shifts and birth assisting. Our midwives will provide feedback in the form of a doula evaluation for each doula birth, the midwife and primary birth assistant will give feedback of your birth assisting, and the Office Manager will assess your commitment and quality of work for your office shifts.
- Internships can last from 4-18 months
- SCM requests ample notice for any missed shifts and requests these hours are made up
- SCM requests a minimum of a two week notice prior to your last intern day

Benefits:

- Home, birth center, hospital and water birth experiences.
- Office administration experience
- Doula Internship Program certificate of completion from South Coast Midwifery.
- Free attendance of SCM classes during internship, one class each of Birth Details (required), Baby Care, Breastfeeding, and Nutrition (inquiry within for other potential classes)
- Feedback and mentoring from midwives, doulas, birth assistants, and office staff
- Potential after graduation to be added to our referral network as a professional doula.

Mentors:

- The Certified Nurse Midwives who work with South Coast Midwifery will mentor the interns for their doula births.
- Your Doula Intern Coordinator
- Experienced doulas who may be present during your volunteer hours at the office and/or at a birth.
- Primary Birth Assistant will mentor the interns while assisting at births
- Office Manager and/or other office staff for office related tasks

Monthly Meetings:

- Interns are required to attend at least three monthly meetings. Meetings are currently held on the second Tuesday of every month.
- Interns will not be cleared for graduation until three meetings have been attended.

Appearance:

- Interns with South Coast Midwifery are expected to maintain a professional appearance, in accordance with SCM policies. Keep in mind the conservative nature of the community in which we practice. Personal hygiene is important. Interns should maintain a well-groomed appearance. Cosmetics and manicure should be subtle and neat. Piercings should be minimal and tattoos discreet or covered when possible. Hair should be neat and clean, avoid extreme/large hairstyles or wet hair.

Attire:

- During office hours, interns should be neatly dressed in business professional attire. Open toed shoes, medical scrubs, denim, stained, wrinkled or torn/ripped clothing, casual clothing, midriffs, exposed bra- straps, spaghetti straps, and tennis shoes are not permitted or appropriate attire for the office. At births, scrubs or loose, comfortable clothing works best. See additional Professional Appearance Guidelines.
- At births (as the doula), remember you are still to dress professional. Scrub pants or yoga pants with an appropriate shirt, and a name tag (in case of hospital transfer) are acceptable. Please be mindful that in the possibility of hospital transfer, you are an extension of South Coast Midwifery, therefore, you must represent us with a professional appearance (please no wet hair, no chipped painted nails, etc).

Cost

- The intern is not entitled to a job, and the parties understand that the intern is not entitled to wages.
- The intern understands that the program is for the benefit of the intern and SCM derives no immediate advantages from the activities of the intern
- We do not require financial compensation, but we do request an exchange of energy and support. The following are ways that you may be expected to give back:
 1. Volunteer in the office for all required, scheduled, shifts. Duties may include filing, cleaning and most importantly interacting with potential clients.
 2. Volunteer at births as an extra assistant as part of the birth team (not the doula). You will learn from the birth assistants, but will have less hands-on experience with the client than as a doula. Minimum of one 24/hr on-call shift/wk during duration of internship. Required to attend all scheduled shifts and arrive within 45 minutes of being called to a birth. If the birth is also your doula client, the doula client is your primary responsibility but you would still assist with the birth as possible, minimum requirement would be to stay post-partum to help with discharge and cleaning.
 3. Community outreach: Post our cards and flyers at various health food/ prenatal stores. You can also give our cards to potential clients and help educate people about our services.

Requirements before client care:

- Prior to taking on our clients as your doula client, we ask that you fulfill the following requirements. Once you have completed the requirements please let your Doula Coordinator know and she will place you on the list to begin taking on clients.
 1. Read company Policies, HIPAA, and OSHA guidelines
 2. Attend one birth as a 3rd Assistant
 3. Attend (or schedule for next) SCM Birth Details class

Standards of Conduct

Whenever people gather to achieve goals, some rules of conduct are needed to help everyone work together efficiently and effectively. Rules and authority figures are to assure that quality is maintained along with many other positives.

By accepting to join the internship at SCMWHC, you have a responsibility to SCMWHC and its clients to adhere to certain rules of behavior and conduct. The purpose of these rules is not to restrict your rights, but rather to ensure you understand what is necessary and expected.

Unacceptable Activities

Generally speaking, we expect every person to act in a mature and responsible way at all times that clients are present. However, to avoid any possible confusion, some of the more obvious unacceptable activities are noted below.

Occurrences of any of the following violations, because of their severity, may result in immediate dismissal or discipline.

1. Failure to be available to a client or missing a client's labor or birth
2. Not returning clients' emails, calls or texts within a reasonable time frame (no more than 24 hours)
3. Not complying with Doula Internship Program Guidelines or expectations.
4. Willful violation of any company rule; any deliberate action that is extreme in nature and is obviously detrimental to SCMWHC.
5. Willful violation of security or safety rules or failure to observe safety rules of SCMWHC; failure to wear required safety attire; tampering with SCMWHC equipment or safety equipment.
6. Being intoxicated or under the influence of controlled substance drugs while at work; use or possession or sale of controlled substance drugs, except medications prescribed by a practitioner.
7. Engaging in criminal conduct or acts of violence, or making threats of violence, fighting, or provoking fighting.

8. Insubordination or refusing to obey instructions properly issued by your employer pertaining to your work; refusal to help out on a special assignment. Theft or unauthorized removal or possession of property of the practice, fellow employees, clients or anyone of the practice.
9. Threatening, intimidating or acting on fellow employees; unauthorized use of company property or equipment for personal reasons.
10. Dishonesty; willful falsification or misrepresentation on your application or resume'; lying about personal or sick leave; alteration of company records or documents.
11. Malicious gossip, engaging in behavior designed to create discord and lack of harmony.
12. Disclosing trade secrets, trade lists or other confidential SCM information.

Occurrences of any of the following activities may be subject to disciplinary action, written and documented warnings or possible dismissal. This list is not all-inclusive and, notwithstanding this list, all interns remain "at will".

1. Unsatisfactory or careless doula support; mistakes due to carelessness.
2. Any act of harassment.
3. Leaving work before the end of the intern hours/days or not being ready at the start of your intern hours without approval. Excessive absenteeism, tardiness, or abuse of break periods (if given).
4. Not attending a birth as called in during scheduled call shift, or excessive tardiness
5. Excessive use of telephone for personal calls. Personal calls are made from cell phones outside of business hours, except when communicating with a doula client.
6. Failure to maintain a neat and clean appearance or not abiding by company attire regulations. Repeated incidents of sloppy or unprofessional dress.

Disciplinary Actions

Unacceptable behavior that does not result in immediate dismissal may be dealt in the following manner:

1. Warnings

One verbal or written warning will be given and documented.

Dismissal

Interns at SCMWHC is "at will" in that they can be terminated with or without cause, and with or without notice, at any time, except as otherwise provided by law, unless otherwise specified in an employment contract or agreement.

If your performance is unsatisfactory due to lack of ability, failure to abide by set forth rules or failure or fulfill the requirements of your agreement, you will be notified of the problem. If satisfactory change does not occur, you may be dismissed.

Absence or Lateness

From time to time it may be necessary for you to be late or absent. SCMWHC is aware that emergencies or illnesses may arise. If you are unable to report to your office hours, or if you arrive late, please contact the Associate Administrative Director immediately. We do ask that birth assisting shifts are not missed, as part of the birth team you are a representative of SCM and this role is highly encouraged to attend unless an emergency rises. If you are unable to attend your shift we ask that you notify the Birth Assistant Coordinator immediately. If you know in advance that you will need to be absent, you are required to request this time off. You are expected to make up all missed shifts when possible. Graduation from the program is only possible with completion of all shifts, including missed and holidays. Absences from the internship for one (1) or more consecutive days without notifying the Doula Internship Coordinator or Associate Administrative Director will be considered a voluntary resignation from the program.

Attendance

You are expected to show up and be ready to work at the beginning of your assigned daily intern hours and you are expected to stay at the workplace until the end of your assigned work hours, except for approved breaks and lunch. You are also expected to attend birth assistant shifts as assigned and called in, failure to attend may result in dismissal from the program. Please be aware that excessive time off and habitual tardiness from office shifts

could lead to disciplinary action or dismissal. Leave due to illness, bereavement or mandatory Jury Duty are acceptable with notice and communication provided.

Conflicts of Interest

Situations of actual or potential conflict of interest are to be avoided by interns of SCM (South Coast Midwifery). Interns are expected to use good judgment, to adhere to high ethical standards, and to avoid situations that create an actual or potential conflict between their personal interests and the interests of SCM. A conflict of interest exists when the intern’s loyalties or actions are divided between SCM and those of another, such as a competitor, supplier, or client. Both the fact and the appearance of a conflict of interest should be avoided. If the intern is unsure as to whether a certain transaction, activity, or relationship constitutes a conflict of interest should discuss it with SCM for clarification. Any exceptions to this guideline must be approved in writing by a Director of SCM. While it is not feasible to describe all possible conflicts of interest that could develop, some of the more common conflicts that interns should avoid include the following: (a) developing a personal relationship with a subordinate or supervising employee/assistant of SCM or with an employee of competitor, supplier, or client that might interfere with the exercise of impartial judgment in decisions affecting SCM or any associate of SCM; (b) working for the competitor, supplier, or client; and (c) having a direct or indirect financial interest in or relationship with a competitor, supplier, or client. These types of relationships are discouraged and prohibited while working with SCM. Violations of this policy will subject an intern to disciplinary action, up to and including termination.

I agree to the terms and conditions of South Coast Midwifery’s Doula Internship Program. By signing below, I agree that I meet the requirements, standards and philosophies set forth by SCM. By signing below, a professional referral relationship will be created with SCM. This agreement does not guarantee an academic relationship but can be setup as an academic internship upon approval of SCM and your school.

Doula Intern

Date

South Coast Midwifery Representative

Date

Start Date: _____

Doula Contact phone numbers: Ph #: _____

Email: _____

South Coast Midwifery & Women’s Health Care
6817 Quail Hill Pkwy, Irvine, Ca. 92603
P (949) 654-2727 F (949) 654-2735
info@southcoastmidwifery.com



SOUTH COAST MIDWIFERY AND WOMEN'S HEALTH CARE

Application for Doula Internship

6817 Quail Hill Parkway, Irvine, CA 92603

(949) 654-2727 Fax (949) 654-2735

www.southcoastmidwifery.com info@southcoastmidwifery.com

Date: _____

I. Personal Information

Name: _____

Address: _____

Home Phone: _____

Cell Phone/Pager: _____

Email Address: _____

II. Education

School	Name of School	Date Completed	Subject Studied
High School			
College			
Graduate/Trade School			
Doula Training			

III. Employment History

1. Name of Present Employer: _____

Position: _____

Employment Dates: _____

Contact Person: _____ Title: _____ Phone: _____

2. Name of Previous Employer: _____

Position: _____

Employment Dates: _____

Contact Person: _____ Title: _____ Phone: _____

3. Name of Previous Employer: _____

Position: _____

Employment dates: _____

Contact Person: _____ Title: _____ Phone: _____

IV. Languages/ Special Skills

1.
2.
3.
4.

V. Certifications (CPR/First Aid, Neonatal Resuscitation, Massage Therapy, etc.)

Certification	Date Completed
1.	
2.	
3.	
4.	

VI. References

Name	Relationship	Phone Number
1.		
2.		
3.		

Please attach a one-page goal statement. This is your opportunity to describe the path that led you to working with childbirth; your individual qualities that are valuable to women in labor/birth; and your specific goals/aspirations in regards to working with SCM.

Please attach a copy of your Doula Program Certificate of Completion & any other pertinent licenses.
Email, mail or fax your completed application to:

Attention: Doula Internship Coordinator
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