

Terms of Agreement & Consent to Service - Grief Support

As a Death Doula/End of Life Doula, I provide an additional layer of non-medical support, advocacy and education to service users and family caregivers. Family caregivers in this document refers to a spouse, family member, partner or friend who is the primary person assisting with care. I am independent, self-employed, and work for the service user, not a specific hospice, palliative care organization or hospital, assisted living or skilled nursing facility.

Client Service Agreement and Informed Consent

Death Doula services are a confidential process designed to help you address your concerns, better understand and support yourself and/or your family through the end of life, grief, and bereavement. Areas of non-medical grief support include:

- Grief + Bereavement Support
 - Death Doula + Reiki Practitioner
 - Swedish Death Cleaning
 - Legacy + Ritual Projects
 - Funeral Planning Support
- *In-Person and Remote options available for most services

AS A DEATH DOULA, I DO NOT:

- Perform clinical tasks
- Administer medications of any kind.
- Support illegal activities and unethical requests.
- Make any medical or nonmedical decisions for clients. I will assist with helping to get the necessary information and resources to better prepare clients to make informed decisions. If there are questions, or advice needed about medical care, the service user will be directed and assisted to contact their medical and care team.
- Speak to medical staff or providers on behalf of a client. I will encourage the client or family caregiver to voice opinions, questions, and concerns to their medical providers to ensure the best care is given to them.

EXTENUATING CIRCUMSTANCES:

THE PANDEMIC OF COVID – 19

How this limits direct contact with service users and family caregivers is always subject to change. CDC and Ontario guidelines will be followed for any home visits (IE wearing a face mask) while considering vaccination and risk status. I am also available via phone, text, facetime, or email.

MEDICAL EMERGENCIES

In the event of a medical emergency, you should contact your licensed healthcare provider, or call 911. If you are in crisis or feeling suicidal I have resources available, and you can use the Toronto Distress Centre is 416-408-4357 or text 45645, or use the national 988 hotline.

RESPONSIBILITY OF THE SERVICE USER/FAMILY CAREGIVER

- Texts, phone calls, and emails are all appropriate methods of communication; availability will be discussed for the best response time during regular business hours between 9am-7pm unless otherwise agreed upon.
- If you need to reschedule a session, please notify me as soon as possible, via email.
- PLEASE DO NOT EMAIL ME WITH URGENT OR TIME-SENSITIVE INFORMATION, QUESTIONS, OR CONCERNS; I cannot ensure a timely response so if you are faced with a crisis please respond with emergency contacts as mentioned above.

- My cell phone and computer are not encrypted and you should not communicate sensitive personal or medical information in this context.
- If for any reason you decide to discontinue working with Adrianna Prosser, please communicate this as soon as possible in writing for both our records.

RESPONSIBILITY OF THE END OF LIFE DOULA

Model of Care - I will keep the scope of my Death Doula practice within the End of Life Doula Model of Care endorsed by the National End of Life Doula Alliance. As outlined, it is a collaborative, nonmedical, nonjudgmental, family-centered with a holistic approach that can help empower clients and their caregivers to make informed decisions: <http://www.nedalliance.org/the-doula-model-of-care.html>

Confidentiality - It is my professional responsibility to maintain confidentiality regarding any identifying personal or medical information that is shared with me. However, I am a mandated reporter, meaning that if there is any illegal activities, suspicion of vulnerable children or adults, or elder abuse or neglect, it must be reported to the relevant authorities. Any notes or records will be kept confidential and in a secure location. When we terminate our working relationship all electronic documents will be deleted and paper copies held for seven years from termination.

Respect - Service users and/or family caregivers should expect to be treated with respect, dignity, and compassion at all times, as I expect in return. Companion work is built on trust and reciprocity.

Response Time - I will make every attempt to respond to phone calls/voicemails and texts within 48 hours; availability will be discussed and made known during time of care. If you do not hear back in that timeframe, please re-contact me. I will respond to emails within 24 hours.

Availability - I will make every attempt to be available as needed when issues arise, but I am not able to provide 24-hour on-call service. My hours are flexible based on availability and booking schedule; please communicate your schedule so I can do my best to complement it.

Insurance - Adrianna is in good standing with Holman Insurance Brokers for all Death Doula related support and activities.

LIABILITY:

I/we understand that Adrianna Prosser has a limited role according to the description of tasks outlined in the above-referenced contract for services provided to me/us.

I/we understand that my/our Death/End of Life Doula(s) does not make medical diagnoses nor decisions on my/our behalf, including the decision of when/if to seek medical care.

In consideration of the above acknowledgments, I/we (both jointly and separately) on behalf of myself, ourselves, my/our heirs, administrators, personal representatives, executors, and assignees do release and forever discharge Adrianna Prosser from all damages, liability or causes of actions, either at law or in equity, which I/we may have or acquire or which may accrue to me/us, my/our heirs, administrators, personal representative, executors or assignees as a result of using the Death/End of Life Doula services of Adrianna Prosser.

FEES:

Invoices may be requested and emailed for services rendered. I accept cash, electronic payments via e-transfer to ladydeathdoula@gmail.com, or booking through [Calendly](#) which uses PayPal for payment and automates invoices and receipts.

INTRODUCTORY 15 MINUTE SESSION: no fee

SUPPORT STRATEGY: \$50 (up to 2 hours)

HOURLY RATE:

- \$55/hour for remote phone call sessions, facetime, scheduled online conferencing
- \$79/hour for in-person sessions in Toronto at Inner Arts Collective 257 Danforth Ave.
- \$65/Walk'n'Talks in East End Toronto
- \$165/Death Doula + Reiki Practitioner at Inner Arts Collective 257 Danforth Ave

A sliding scale based on services provided for marginalized communities & ability to pay can be discussed.

COMPANION PACKAGES

In-Person Support for in-home support or location specific companionship, can be remote support as well. Let's work on metabolizing your grief, Swedish death cleaning, or let me know how I can support you. Meeting you where you are at in your journey.

- 2 Hours (80/hr) \$160
- 8 Hours (\$75/hr) \$600
- 16 Hours (\$70/hr) \$1120
- 25 hours (\$60/hr) \$1500

CANCELLATIONS:

Please note that if you need to cancel please email me ladydeathdoula@gmail.com within 48 hours of the scheduled visit and I will do my best to reschedule you within the next week; two attempts will be made then the booking fee will be forfeit. No-shows will forfeit their booking fee, as will cancellations the day before and on the day of the booking. Companion Package hours do not roll over to the next month if unused.

Check all services that may apply:

- In-person Grief + Bereavement Support at INner Arts Collective
- Death Doula + Reiki Practitioner
- Remote Death Doula Support
- Walk'n'Talks in east end Toronto
- Companionship Packages

I/we have read this contract describing the Death Doula's services and consent to enter into a service user/Death Doula relationship for the services indicated above **on an as needed basis**. Termination will be agreed upon between the SERVICE USER and with Adrianna Prosser at any time.

SERVICE USER SIGNATURE:

_____ DATE: _____

Full Name:

DEATH DOULA SIGNATURE:

_____ DATE: _____

Adrianna Prosser