

Radical Mental Health Doula Training Program



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Welcome to the Radical Mental Health Doula (RMHD) training! This training and workbook was developed through in-depth consultation with people with lived experiences of mental health struggles, and will prepare you with the skills and knowledge to help you best support your clients in the role of a RMHD



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Day 1

Radical Mental Health Doula Training Program

Day 1

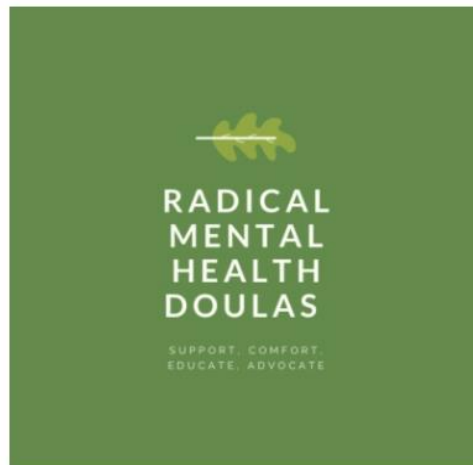
Module 1: Welcome & Introduction



Module 1: Welcome & Introduction

Module Objectives

1. Getting to know each other
2. Overview of the RMDH project
3. Set clear expectations and responsibilities for the RMDH training
4. Understand available resources and support



Doula Rights and Responsibilities

Exercise

Together we will create a list of the rights and responsibilities that we agree will be upheld during this training. These might include things like:

- Being non-judgmental
- Respecting other people's voices and opinions
- Respecting the confidentiality of this space

What are the rights and responsibilities of those involved in this training?

Module 2: Introduction to the Concept of a RMHD

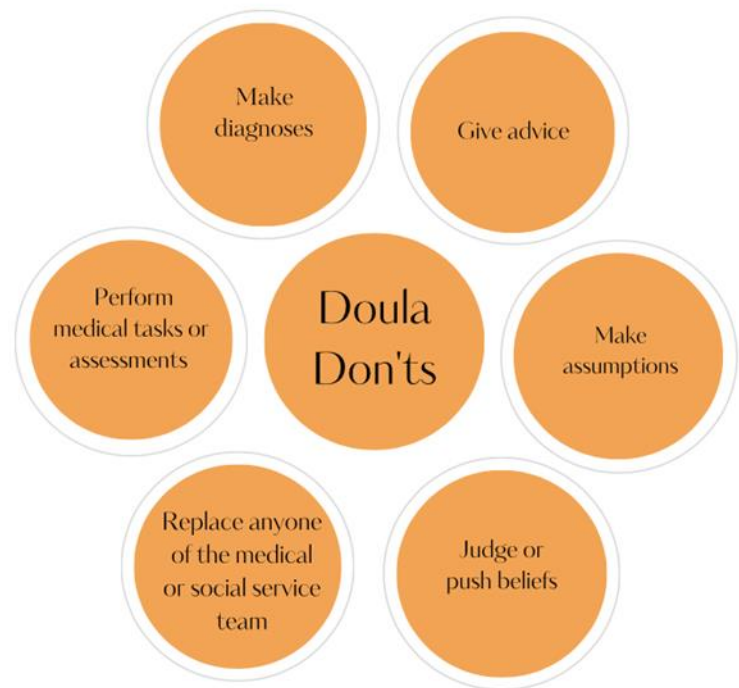
Module 2: Introduction to the Concept of RMDH

Module Objectives

1. Develop an understanding of doula values and principles
2. Gain an understanding of the RMDH scope of practice
3. Understand the unique benefits of an RMDH



RMHD Dos and Don'ts



Reflective Practice: Your Values

Exercise

Consider what might be some other values that you hold in addition to the RMHD values of Support, Comfort, Educate, and Advocate.

What are some of your core values?	How do you define this value?	How might this value influence your role as an RMHD?

Three Stars and a Wish

End of Day Reflective Exercise

What three things you learned or discussed today that stood out for you?

What is something you missed or wished you had learned more about?

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Day 2

Radical Mental Health Doula
Training Program

Day 2

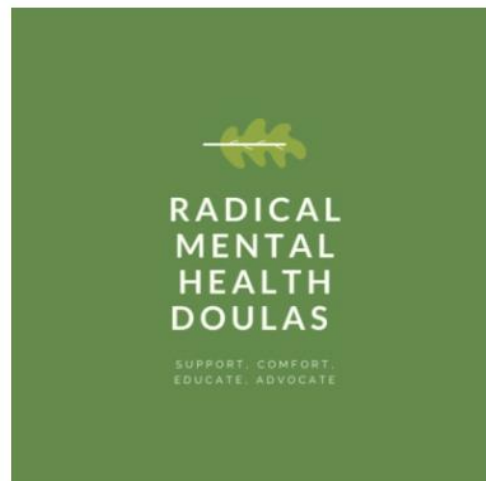
Module 3: History and Current Trends



Module 3: History and Current Trends

Module Objectives

1. To understand how the role of the doula has emerged
2. Examine how the RMHD role fits within the doula spectrum of services



Where does a RMHD fit?

<i>Exercise</i> Doula Role Comparison			
	Birth Doulas	End of Life Doulas	Radical Mental Health Doulas
How are these roles similar?			
How are these roles different?			
Can you think of situations in which each of these doulas might be helpful?			

Medical System Design Reflection

Exercise

How are mental health systems and services designed?	
What do you see as important when supporting someone through mental health struggles?	
What are some comfort techniques you could use?	

Module 4: Healthcare System Biases



Module 4: Healthcare System Biases

Module Objectives

1. Understand how systemic bias influences mental health outcomes
2. Understand the origins of one's own biases
3. Appreciate the power of language in perpetuating bias



Healthcare System Biases: Case Study Lisa

Case Study #1

Case Study: Lisa

Lisa is an individual diagnosed with schizophrenia who is seeking your services as a RMHD. She has told you that she would really like you to be there for her as a dependable comfort and to help her with interactions with medical staff when she is unwell to ensure that her wants and needs are known. She is 43 years old and has a long history of hospitalisation which has often been in psychiatric care but she also spent time in hospital during her treatment for lung cancer two years ago. Lisa feels that her cancer diagnosis was made way later than it should have been since her doctor attributed her initial symptoms to “paranoia”. Although you have extensive personal experiences with mental health challenges, you don’t have schizophrenia or have any experience supporting someone who does. You are considering how you might be able to support Lisa and ensure that her needs are met so that she gets the most out of this relationship.

Reflections

What questions might I ask? (What do I need to know to determine whether to take on this relationship or not?)

What knowledge might I need to best support this person?

What are my biases and where do these biases come from?

What are my expectations and how might I communicate these in a clear and respectful way?

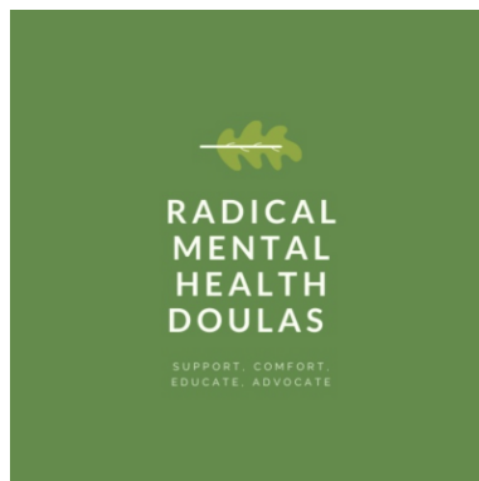
Module 5: Support Planning for Mental Health



Module 5: Support Planning for Mental Health

Module Objectives

1. Understand the role of ethics and professional judgment in providing mental health support
2. Initiate conversations about mental health challenges
3. Identify different components of mental health support, including client informal support network
4. Learn to plan from transitions and termination
5. Build a referral network tailored to client needs



Support Planning for Mental Health: Fang

Case Study #2

Case Study: Fang

You have been working with Fang, a young mother on income assistance, for only a few weeks. She has shared with you that she has difficulty with personal relationships, and she thinks that this is because she experiences a lot of anxiety around social interactions. She has told you that she has been diagnosed with a borderline personality disorder, but that she does not think this assessment is accurate. During your weekly check in she confides in you that her partner Jodi is being violent towards her and her children. She tells you that she loves Jodi and depends on them for emotional and financial support. She doesn't want to go to a shelter and describes feeling lost as to what she wants to do.

Reflections

What issues come up in this scenario? What would you do or say?

What supports or referrals might you share with Fang?

What is your responsibility in terms of reporting this?

Using Professional Judgement

Exercise

What are some examples of times you have experienced good professional judgement?
Poor professional judgement?

What situations could you encounter where you need to use professional judgement that might enhance or breach the trust of your client?

Individual Mental Health Journeys: Susannah

Case Study #3

Case Study: Susannah

Susannah is a 45-year-old single mother. She lives with her adult daughter and her mother and works as a receptionist in a vet clinic that takes her an hour each way to get to by public transit. She is the sole earner in the household, and she does not drive. Her 22-year-old daughter, Jennifer, has Crohn's disease which has recently required her to start using an ostomy bag (i.e. a pouch that attaches to the outside of her body to collect bodily waste). Susannah's mother, Mary, has been diagnosed with Chronic Obstructive Pulmonary Disease (a chronic inflammatory lung disease) but does not want to seek medical treatment because she has had negative experiences with the medical system in the past. Susannah is struggling to keep up with all of the demands in her life and has been experiencing a lot of anxiety and depression. Her performance at work is being affected and her employer has asked her to use their company's Employee Family Assistance Program. This will be the first time she has worked with a therapist.

Reflections

What are the things that are impacting Susannah's mental health? (i.e. life events, personal stress)

What can be changed in Susannah's life? What cannot?

As a doula how does the new therapist impact your role? What opportunities might this provide?

Importance of Support Planning for Mental Health

Exercise

For each of the following objectives, what are some questions that you could ask that would help you in planning for your client's mental health support?

Objective	Question(s)
Establishing a mutually-agreed upon definition of what support means	
Setting concrete goals	
Keeping track of progress and needs	

Being proactive and committed to improving and maintaining mental health	
Evaluating the extent to which goals and expectations have been met	
Information for emergencies	

Support Planning for Mental Health: Tej

Case Study #4

Case Study: Tej
<p>You receive a client referral for Tej, an 18-year-old man whose mother has just been placed in an inpatient psychiatric unit at the Foothills Hospital. Tej has temporarily been made the primary decision maker for her care. His father is currently working overseas, and his aunt has moved into the home to assist Tej with the care of his two younger siblings. Tej tells you that he is overwhelmed by all the medical terms and diagnoses that are being thrown around. He can't quite explain to his siblings what is going on. He wants your advice on what to do next.</p>
Reflections
<p>Is this within your scope of practice as an RMHD? Why or why not?</p>
<p>What recommendations or resources could you explore together?</p>
<p>What could you do to support this individual and his family, especially the younger siblings?</p>

Transitions: Eliana

Case Study #5

Case Study: Eliana
<p>You have been working with Eliana over the past year. In that time, you have supported her with hospital visits, had ongoing communication regarding her goal of working towards part time employment. Eliana has shared with you that she has a new boyfriend and feels emotionally supported by him and that she no longer requires the support of a doula on such a regular basis. Eliana has not been hospitalised at all in the last two months and has recently started a new job at a garden centre which she loves.</p>
Reflections
<p>What would you react to this?</p>
<p>How do you ensure Eliana feels confident in the skills and & tools you have developed together?</p>
<p>How do you discuss what your relationship might look like moving forward?</p>

Building a Referral Network

Exercise

As a doula, a large part of your role will be making sure that your clients are connected with the right people and services. Using your existing resources, your knowledge and experience of the mental health system and keeping up to date with other doulas and community resources will allow you to share a variety of resources with your clients.

How will you gather information about current or prospective services and support?

What are some of the areas that you have a good set of existing resources? Where do you feel that you need more information? (i.e. addictions, suicide resources, housing)

What resources would you add to your referral network? Think tried and true. What is it about them that makes them a “good” resource?

Who would you connect with that you already know? List as many people, and service providers that you can think of.

Three Stars and a Wish

End of Day Reflective Exercise

What three things you learned or discussed today that stood out for you?

What is something you missed or wished you had learned more about?

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Day 3

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Training Program

Day 3

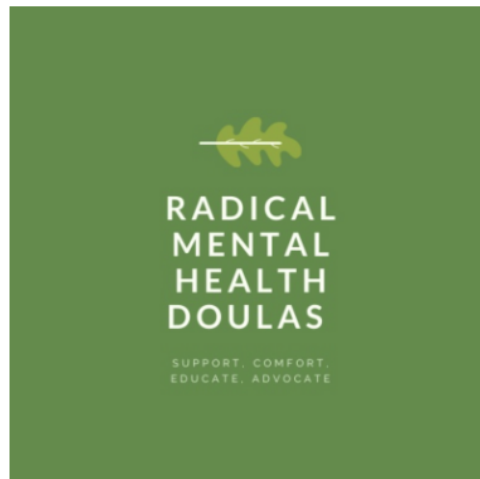
Module 6: Exploring Complex Emotions



Module 6: Exploring Complex Emotions

Module Objectives

1. Understand the complexity of emotional responses
2. Explore common coping mechanisms
3. Learn how to navigate crisis situations



Grounding Yourself

Exercise

How do you feel in this moment?

Did this activity work for you?

What other activities can you think of that could help you feel grounded?

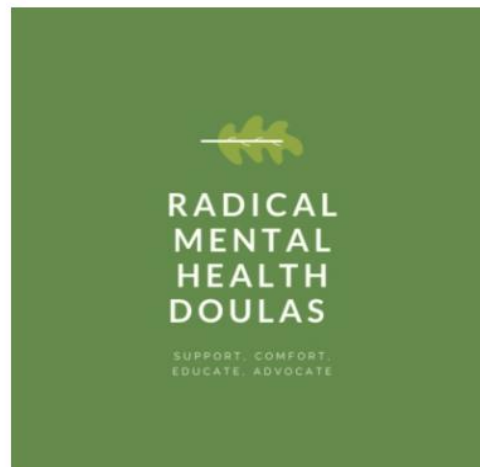
Module 7: Empathy and Active Listening



Module 7: Empathy and Active Listening

Module Objectives

1. Learn effective listening strategies, empathy, and how to deal with conflict
2. Understand and navigate power dynamics
3. Explore ways to be more culturally aware when working with vulnerable populations



Why the “Use of Self” is an Important Concept in Supporting People

Exercise

Reflect on your interactions with new people in your life (i.e. speaking with a new doctor, being introduced to a friend of a friend, meeting a new classmate/colleague, etc.).

Reflections
What are your first thoughts when meeting a new person?
How do the different roles people hold shape how you interact with them?
What factors might impact the development of this new relationship?

Personal Conversational Styles

Exercise

Reflections
How would you describe your conversation style?
What influences (social, cultural, etc.) do you think shape your conversation style?
What are some of your personal traits in the way that you speak with others?

Intercultural Awareness: Noor

Case Study #6

Case Study: Noor

Noor is a woman in her mid-thirties. She is a refugee from Syria and has been in Canada for almost two years. Recently, Noor has been experiencing recurring episodes of sharp stabbing sensations in her chest and shortness of breath. Noor was sweating, felt tingling in her hands, and experienced a sudden and rapid increase in heart rate. She feared she might be having a heart attack and asked you to accompany her to the Emergency Room. Noor's family is still in Syria and she does not have relatives or other support persons nearby. You agree to go with her.

During triage, the nurse determines that Noor likely had a panic attack and advises her to go home and rest. Noor is reluctant to do so as she is worried that her symptoms will come back. You agree to wait with her to see a doctor. When it is finally Noor's turn, she is received by a male doctor. She is visibly anxious about this and tells you that in her country it is forbidden for women to have physical contact with men other than their husband and direct relatives. When you ask for a female doctor, the male doctor looks annoyed and says that Noor will have to wait another few hours until a female doctor becomes available. At this point you have already been in the ER for more than five hours.

Reflections

What do you do in this scenario? What would you say to Noor?

How do you best support Noor?

How do you communicate Noor's decision to the medical team?

Three Stars and a Wish

End of Day Reflective Exercise

What three things you learned or discussed today that stood out for you?

What is something you missed or wished you had learned more about?

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Day 4

Radical Mental Health Doula
Training Program

Day 4

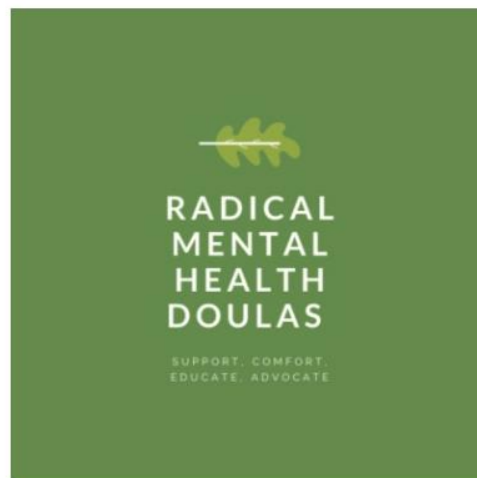
Module 8: Boundaries



Module 8: Boundaries

Module Objectives

1. To understand the boundaries in your role as a doula
2. To practice working through conflict
3. To practice setting boundaries and self-care



Developing Boundaries: Jamie

Case Study #7

Case Study Jamie

Jamie has asked you to come over because they are feeling distressed about the state of their home. Jamie struggles with cocaine and alcohol addiction and says that over the past week, they have not purchased any food or eaten anything substantive, and the apartment is “a disaster”. Your mother had a hoarding disorder and being in chaotic and messy environments causes you a significant amount of stress.

Reflections

What do you do in this scenario

What is your role as a doula in this context? How might this conflict with what you believe you should do?

What do you think is in the scope of a doula in this context? (i.e. cleaning, getting groceries)

How can you support the best outcome for Jamie while also ensuring that you are caring for yourself?

Developing Boundaries

Exercise

Developing Boundaries Exercise	
Adapted from: https://www.scienceofpeople.com/how-to-set-boundaries	
Type of Boundary	How could you clearly state this kind of boundary?
Time Boundary	
Energy Boundary	
Professional Capacity Boundary	
Emotional Boundary	
Personal Space Boundary	
Conversational Boundary	
Comment Boundary	
Material Boundary	
Social Media Boundary	

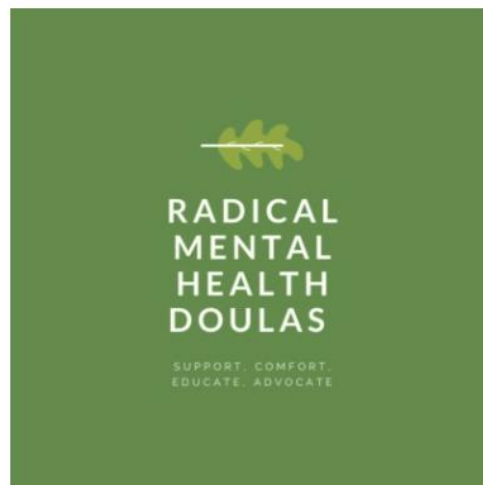
Module 9: Advocacy



Module 9: Advocacy

Module Objectives

1. To understand what makes a good advocate
2. To identify opportunities and challenges in advocacy
3. To understand how advocacy fits within your role as an RMHD



Features of a Good Advocate

Exercise

Features of a good advocate	Why do you think this feature is included?	Provide an example of how this feature might look like in action
Passionate Well-Informed Goal Oriented Connected with Others Flexible Empowering Persistent		

Advocacy: Tim

Case Study #8

Case Study: Tim

Tim is a veteran in his mid-forties with a history of addiction. Tim has not taken any drugs for almost a year and is currently living in supportive housing provided by the Aboriginal Friendship Society of Calgary. One day, Tim calls you after witnessing one of his roommates experience an overdose. You can hear that Tim is in a lot of distress, but you are unable to go to him until later that day. When you get there, Tim is sleeping. Staff at the house tell you that Tim was in a “hysterical state” and that they needed to give him an Ativan (a prescribed sedative) to calm him down. Tim calls you the next day to tell you that he is still upset with what happened and that he is disappointed that you didn’t come. He did not want to take the Ativan, and he also does not want to live with the same roommate anymore.

Reflections

How do you feel about this situation?

What can you do/say to empathize with what Tim is going through?

What can you do/say to re-establish trust?

What factors might influence how you advocate for Tim's wishes?

Struggles when being an advocate

Exercise

Reflect on what you might struggle with as an advocate

Is there anything that intimidates you about advocating for individuals? For yourself?

What topics that might come up in a mental health doula context do you feel particularly strong about?

How do you know when to push, and when to back down?

What might be some strategies that would help work towards getting what your client wants/needs while still respecting the person/system you are pushing for or against?

Advocacy: Sandra

Case Study #9

Case Study Sandra
<p>You are working with Sandra, an elderly woman who resides at Bethany Care Centre (a senior's residence) in the North West. Sandra has told you that she is experiencing significant pain and loneliness and that she is interested in exploring MAID (Medical Assistance in Dying). She also told you that her two sons are not supportive of this idea. On many occasions you have talked to Sandra about the strained relationship that she has had with her children. Sandra has a history of schizophrenia but has been feeling stable for most of the time you have known her.</p>
Reflections
<p>How do you feel about this situation?</p>

What is your responsibility in advocating for your client?

What is your role if you disagree with their choices?

Three Stars and a Wish

End of Day Reflective Exercise

What three things you learned or discussed today that stood out for you?

What is something you missed or wished you had learned more about?

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Day 5

Radical Mental Health Doula
Training Program

Day 5

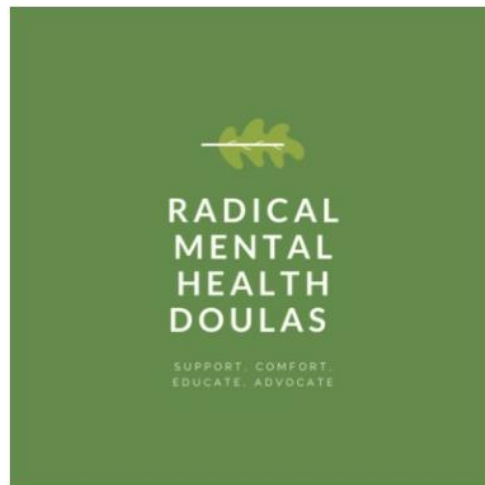
Module 10: Bringing it all together



Module 10: Bringing it all together

Module Objectives

1. Summarize the entirety of the role of an RMHD
2. Envision a "day in the life"
3. Build a community of practice



Bringing It All Together: Sherry

Case Study #10

Case Study: Sherry

You have been working with Sherry for 3 months and have spent a lot of time with her talking about the difficult and traumatic experiences that she has had with police and in the hospital. Last week, when Sherry was having a particularly difficult time regulating her mood, she told you that she was cutting herself which she said makes her feel more in control of her emotions. Sherry's neighbour called the police because she was yelling loudly from her balcony and "disturbing the neighbours". Seeing her wounds, and assessing her mood, she was taken to the hospital by police. Sherry is angry with you and said that you should have stopped the police and should now be responsible for getting her out of the hospital and that you shouldn't have let this happen.

Reflections

Is this within your scope of practice?

How do you respond to Sherry's frustration?

How might you plan for instances like this in the future?

Time Management

Exercise

Think of tasks and/or responsibilities that you may have as a doula that could fall under each of the following categories

Important and urgent (do it now)	Not important but urgent (delegate/ask for help)
Important but not urgent (schedule time to do it)	Not important and not urgent (try to limit or eliminate)

Building a Community of Practice

Exercise

Use this template to brainstorm about how your doula support community will look like.

Key Areas	Some questions to consider	Reflections
Scope	What will this community be used for; what is it <i>not</i> for?	
Structure and membership	Who is part of this community, and for how long? What are the roles and responsibilities of each member? What do you see the role of the research team being (if at all) in this community?	

Effectiveness	How will you know if the community is serving its purpose or not? What will you do if it is not?	
Communication	How will communication look like within the community? How often might you meet, and through what platform(s)?	
Challenges	What potential challenges could there be in establishing and maintaining this community?	

<p>What else?</p>	<p>Is there anything else that is important for this community?</p>	
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Revise this on an ongoing basis to keep things relevant for you and your community.

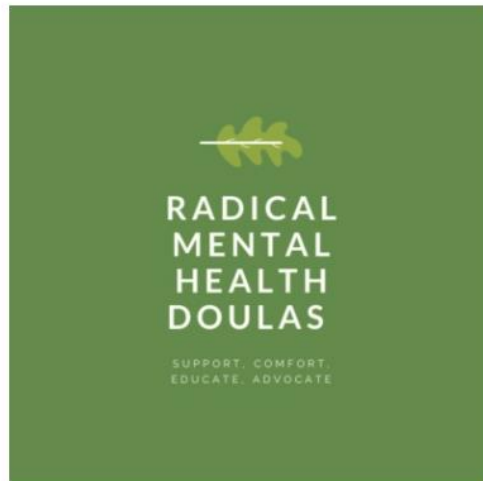
Module 11: Next Steps



Module 11: Next Steps

Module Objectives

1. Review expectations of the pilot project
2. Learn how to have an initial conversation with a client, and set up communication expectations
3. Create a "doula profile"



Creating a Doula Profile

- Review the profiles of other types of doulas provided
 - <https://www.calgarydoulas.ca/find-a-doula>
 - <https://radicaldoula.com/2012/12/13/radical-doula-profiles-poonam-dreyfus-pai/>
 - <https://www.endoflifedoulaassociation.org/membership-roster/mary-anne-parker/>
- Find or take a photo of yourself for your profile. Save it as a jpeg so that we can post it.

Create a profile based on the example below.



Meri Lucci

Areas Served: Calgary, NW

Experience in: Anxiety, body image and doula work with individuals and their families

Languages Spoken: English, Italian

Availability: Evenings, Nights, Weekends

Limits/Restrictions: I do not drive so am only able to meet clients'

places that can be accessed by transit

Email: MeriLucci@ucalgary.ca

Phone: 403-222-2222

General Description: i.e. Meri is a recently trained radical mental health doula. She has a background in dance and theatre and brings her knowledge of the arts to her doula practice. A long-time user of mental health services and systems, she is passionate about changing the ways that individuals are supported and ways that doulas can work with clients and their families to advocate for better supports.

What inspired you to become a RMHD?

What values impact you as a RMHD?

If you could change anything about the mental health system, what would it be?

What are some other interesting things about you?

Doula Intake Form – Sample

General Information	<ul style="list-style-type: none"> • Name (First, Last) • Preferred Name: • Preferred Pronouns: • Address & Special Directions to home if needed: • Phone Number: • Email address: • Best way to contact: • Health Care # (on file if I go to the ER etc.)
Important Contacts	<ul style="list-style-type: none"> • Who lives in your household? • Name(s), age(s), emergency contact information, pets? • Dr's & medical practitioners, primary care providers, house managers etc. • Who to call and who not to call in specific situations?
Important Information	<ul style="list-style-type: none"> • MH Diagnoses & Presentation • Things to be aware of re: diagnoses and presentation (i.e. things to watch for, presentation of deterioration etc.) • History of suicide attempts, police involvement, ER visits, hospital stays etc. • Triggers/traumatic experiences re: MH and other interactions • Medications and preferences around medications • Additional health issues • Allergies, adverse responses to interventions/treatments
What are you looking for from a doula?	<ul style="list-style-type: none"> • Advocacy • Resources/connections • Support/hand holding • Check-ins etc.
What else you might want to know?	<ul style="list-style-type: none"> • History of/Active substance abuse • Domestic Violence in home • Parental status • Signs when need help • When to take someone to the hospital? Etc.

Doula Self-Reflections

Exercise

Use this list to come up with some of your strengths and areas you struggle with. This is meant to help you think about what types of clients you would work well with, depending on their needs.

Things I do well:	Things I find difficult:
1.	1.
2.	2.
3.	3.
4.	4.
5.	5.

Doula and Doula Client Checklists

Prior to training

- ☐ Informed consent form
- ☐ Photo release form
- ☐ UofC new supplier form
- ☐ Dietary preferences and parking information

During training

- ☐ Set up Zamplo account
 - ☐ Fill out demographic survey
- ☐ Establish doula community of practice
- ☐ Connect with potential doula “buddies”
- ☐ Develop list of potential resources
- ☐ Create doula profile

After training

- ☐ Get matched with clients (mid-end May)
- ☐ Have initial/intake conversation with clients (beginning to mid-June)
 - ☐ Log client intake information into Zamplo
 - ☐ Support client in getting set up with their Zamplo account
 - ☐ Complete initial survey with clients on Zamplo
- ☐ Mid-point interview with research team (end of August)
- ☐ Final interview with research team (end of November)
- ☐ Each week throughout: log journal entries and events on Zamplo

Doula client checklist

- ☐ Select preferred doulas from profiles (mid-end May)
- ☐ Get matched with doula
- ☐ Have initial intake/intake conversation with doula
- ☐ Arrange meeting with doula and determine how you will work together
 - ☐ Create Zamplo account with doula
 - ☐ Complete initial survey on Zamplo with doula
- ☐ Each week: log events on Zamplo
- ☐ Complete monthly surveys for 6 months of the pilot

