

# Brookhaven

women's health + natural birth center



## **Employee and Apprentice Handbook**

**Updated March 2019**

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## **12. APPRENTICE HANDBOOK**

### **• Apprenticeship at Brookhaven**

Brookhaven Birth Center is a freestanding, CPM- run birthing center located in Harrisonburg, VA. We offer homebirth, waterbirth, and, of course, birth center births. We attend between 6-10 births per month (sometimes more, rarely less). We currently employ two midwives whom share a call schedule and 2-3 apprentices that also share on-call time.

We strive to always have dedicated, stable, long term (2-3 years) apprentices within our practice. We are committed to training the next generation of midwives through the apprenticeship model which means we have always taken PEP students; however, we are open to MEAC students as well. Brookhaven's preference is to have an apprentice with a significant amount of experience and study under her belt before joining our practice. However, if a student is committed to the process, willing to put a significant amount of effort in, and understands that midwifery training takes time we will consider "green" students.

We highly value continuity of care and strictly adhere to the Midwives Model of Care. ***What this means for any potential student is that our practice is not a place to simply "get numbers" but a place to become a midwife.*** You will be given more and more hands- on experience and "catch" babies once you have integrated into the team and developed relationships with clients. This does not mean that you will simply observe things though! We are a busy practice and consider apprentices as an integral part of running things. You will quickly be able to "get your hands dirty" and jump right in! ***It's just that we so highly value our mother's experiences that we will NEVER compromise that in order to satisfy an apprentices desire to get signatures.***

Misty Ward, owner, clinical director, and midwife, and Emily Friar, CPM are both NARM approved preceptors and will be responsible for sign-offs while at Brookhaven. Emily is our current student liaison and should be contacted with questions specifically related to your apprenticeship. It is during quarterly reviews where apprentices are expected to share what they are learning; ask for clarity, process births, set goals and objectives and get NARM signatures. If there are grievances or tensions we will schedule a private meeting with those involved.

Apprenticeships at Brookhaven are unpaid positions. Brookhaven does not charge apprentices any tuition but may be compensated by MEAC schools based on contracts Brookhaven holds directly with the school.

### **• Requirements:**

High School Diploma or equivalent.

Current CPR and NRP certification.

A mobile phone, preferably a "smart" phone. (Droid, iPhone, etc.)

Your own car in good working order.

A GPS unit in your car! (Believe me; it's vital!)

Reliable childcare.

Ability and willingness to be on call 24/7 during agreed upon times.

Be hard working, motivated, kind, compassionate, a team player, and dedicated!

Attendance at an approved workshop for birth assisting, basic skills and/or emergency skills (prior experience can take the place of this and will be based on each individual student's experience)

● **Apprentice Responsibilities on Prenatal Days:**

**Arrive 30 minutes prior to the start of our prenatal day.**

● **Prepare the clinic by:**

\*Keep in mind that the office assistant and Heather Brown also do these tasks daily, therefore you will be helping them and not doing this all alone!

1. Pull client charts for day.
2. Vacuum and Norwex hallways, exam room, waiting room, classroom and kitchen.
3. Wipe all toilets with sani-wipes, sani wipe sink, light switches and door handles in main bathroom.
4. Empty all trash and take out.
5. Restock bathroom toilet paper, Dixie cups, Urine strips, paper towels, hand towel.
6. Norwex mirrors and dust as needed.
7. Check laundry and dishes, wash and put away as needed.
8. Check supplies in prenatal room and medical supply closet, order as needed.

**Apprentices will rotate attendance on prenatal days. Not only will they sit in and observe the prenatal they shall also:**

1. Copy client's insurance card if necessary
2. Fill out lab forms and notify Labcor/Quest for pickup.
3. Spin any blood tubes needing spun down and store appropriately
4. Order any needed ultrasounds
5. Fax ultrasound request
6. Chart for client in Maternity Neighborhood(**do not post** until reviewed by midwife!)
7. Straighten waiting room if needed
8. Greet arriving client and offer drink/restroom
9. Dip urine cup sample and chart result
10. Review chart for incoming clients and add pertinent to do list in
11. Pull any handouts/informed consent binder for incoming clients
12. File charts that are completed
13. Participate in conversation as she gains more experience, or is asked her opinion directly by the midwife, or is asked to present an IC conversation to a client.

**Apprentices with extra time between prenatal visits are asked to:**

1. Do dishes
2. Complete any tasks in the ASAP bin as able
3. Take a restroom break/hydrate
4. Do laundry
5. Restock inventory/supplies
6. Restock handouts/consent binders
7. Clean, straighten clinic
8. Clean instruments and sterilize if needed
9. Study midwifery related topics and complete assignments
10. Help answer phone
11. Perform chart review

**At the end of the day apprentices are asked to:**

- 1 Complete any paperwork or charting not completed(ASAP bin)
2. Empty trash
3. Straighten waiting area
4. Wash dishes and straighten kitchen

5. Wipe used equipment with Sani-wipes (wear gloves!)
6. Restock prenatal room (towel, chux pads, gloves, etc.)

**On a weekly basis Apprentices are required to:**

1. Attend Zoom business meeting and chart review

**On a monthly basis Apprentices are required to:**

1. Restock the entire birth center and pull appropriate cards for Heather Brown to order needed supplies.
2. Attend the in person business meeting.

**On a quarterly basis apprentices are expected to:**

1. Arrange and attend a NARM Quarterly Review. During which the apprentice is expected to have all of her forms appropriately filled out and ready to be reviewed.
2. If signatures are being requested the apprentice must have them clearly marked on her NARM/MEAC paperwork and be ready to justify her desire to get such signatures based on actual experience or hands on training or a detailed and thorough demonstration and explanation of each skill.
3. Be prepared to receive constructive criticism in an atmosphere of learning and growth.

**• Apprentice expectations for births:**

1. Apprentices are expected to be available by phone 24/7 for their on-call time. Phones must be in working order and on at all times. A second phone number should be provided. If you are experiencing a situation that will affect your ability to attend a birth during your on-call time, please notify the midwife immediately.
2. The apprentice who is attending the birth is expected to arrive before or when the midwife arrives, help set up the birth room and stay until after the family has been discharged, the chart is complete, and the birth center is clean, restocked, and ready for the next birth.
3. Apprentices may not act outside their scope of practice during a birth. A student can only perform a clinical assessment independently when the midwife instructs her to do so. Otherwise, any assessments should be done under the direct supervision of the midwife.
4. At no time during the labor may an apprentice encourage a client to disregard the advice of the midwife.
5. Apprentices may not make judgment calls and are not to inform clients of the potential need for transport without the midwife's request to do so.
6. The primary apprentice at a birth will be required to attend the postpartum home visit.
7. Apprentices are expected to respect the mother's birth space and refrain from speaking loudly, and doing anything that could be disturbing to the hard work that she is doing. Keep in mind that voices carry (especially from the kitchen).
8. Apprentices are encouraged to fulfill the role of a doula on top of clinical tasks as an apprentice when requested or able. For example rubbing the mother's back, offering her sips of water, etc.

**NEVER EVER ANNOUNCE THE GENDER OF A BABY AT A BIRTH!**

**Students must wear gloves and protective gear at all times when bodily fluid exposure is possible and when doing laundry, cleaning instruments, etc. Keep in mind that we are wearing gloves to protect ourselves and ALSO THE CLIENTS! Do not touch clients with soiled gloves particularly if you have touched things on the floor, toilets, etc.!**

**Also-do NOT put ungloved fingers in a newborn's mouth!**

## ● **Apprentice conduct:**

Apprentices of the birth center represent the birth center to the public in every setting, even when not functioning in an official apprentice midwife role. As a result, we hold our apprentices to a high standard of conduct even when they are not at the birth center. We expect our apprentices will:

1. Always positively represent the birth center and the midwives who work there in all settings without reservation.
2. Refrain from contradicting the midwife in any public setting or in front of the client in any setting or conversation. Any disagreements must be discussed privately with the midwife.
3. Refrain from revealing "trade secrets" or "protected practice information" to anyone at any time. This includes: How many clients are due in any given month, how many clients are in care with the birth center, how many transports or births occurring in the birth center, any protected client information including names of current clients, client due dates or months, or any information about clients at all, details of outcomes of births or information about transports or less than positive outcomes of any kind, financial information of any kind related to costs of birth center birth, insurance reimbursement, etc.
4. Attend all required staff meeting and trainings.
5. **Give 14 days' notice for expected missed prenatal days when possible, and a 30 days' notice for off-call time.**
6. **Students are expected to arrange for coverage by another student for any time off and also responsible for putting it on the calendar and notifying staff/midwives. This includes 1st AND 2nd call.**
7. Give 60 days' notice of leaving apprenticeship in writing.
8. **Respect the senior midwife's opinion about readiness, the length of the apprenticeship, and their skill level.**
9. Be present for open house functions, public events, and networking meetings.
10. Complete any given assignments on time.

## **Apprentices may not:**

1. Borrow equipment, supplies, books, magazines, etc. from the birth center at any time for any cause without the permission of the owner
2. Solicit or contact clients of the birth center for any reason without the permission of the staff midwives or Heather Brown office manager
3. Give advice to clients of the birth center in any setting outside the presence of the midwife, especially regarding supplementation, common discomforts, problems during pregnancy, etc. unless you have been given permission to do so (for example a client calls the office while the midwife is in a prenatal and she tells you to go ahead and advise the client) and you are absolutely sure you are recommending what the midwife always recommends. Checking on a common complaints handout would be a good idea!
4. Refer to themselves as a birth assistant. You are to call yourself an "apprentice" or "apprentice midwife". You may add "doula" if you are doula trained and offer that service outside of your on-call time as an apprentice.
5. Participate in any other apprenticeship without permission. (this may actually be encouraged at times but cannot conflict with time commitments to this practice)

## **Outside Employment while apprenticing:**

1. It is recommended that apprentices do not hold employment outside of their apprenticeship as your commitment is quite time consuming and it may be difficult to balance the two. If however this is unavoidable based on your financial situation we understand and want to be supportive but your Brookhaven schedule must always take priority over employment.

## **Doula Conduct**

Apprentices may take on doula clients providing that she:

1. Remember that she is representing the birth center to the client and prospective clients as well as the hospital staff and physicians she will encounter as a doula.
2. Respect potential scheduling conflicts. (the birth center should come first).
3. Respect the boundaries of a doula and work within them. Apprentices may not auscultate fetal heart tones, palpate fetal position, perform vaginal exams, perform urinalysis, administer herbs, or perform any other midwifery related tasks on doula clients.
4. Respect the primary care provider as such. DO NOT disagree with the clients care provider or nurses. You may encourage the client to advocate for herself, but it is extremely important that she be the one asking questions and refusing procedures.

## **Other births**

While we understand the importance of a wide range of birth experiences for the student midwife, we have placed a strict guideline on the types of births a apprentices may attend outside the birth center. This is in order to protect the precepting midwife, the birth center, the apprentice and mothers and babies.

### **Apprentice midwives may not:**

1. Attend births with anyone other than Brookhaven staff without the permission of Misty Ward.
2. Attend births in any setting without the presence of a licensed maternity care provider.
3. Attend unassisted births in any capacity (other than as the birthing mother).

### **• Additional Requirements:**

\*In addition to the above requirements, the apprentice must have a respectful attitude for the midwives, the birth center, and each other at all times.

\*Apprentices must follow the centers policies and procedures.

\*Apprentices are asked to dress in a neat and professional manner with clean, unstained, and untornd clothing.

\*Apprentices are asked to practice good hygiene when working and to refrain from the use of strong fragrances.

\*Apprentices are required to have the following equipment of prenatal days and for births: a working phone (and a charger for births) and a watch with a second hand (waterproof)

\* Advanced apprentices are asked to collect the equipment they will need as a midwife including stethoscopes, bp cuffs, fetoscope and Doppler, so that they may become familiar with using their own equipment.

### **• NARM Requirements and Signatures**

Brookhaven follows NARM standard for PEP apprenticeships with additional requirements based on our practice guidelines and midwifery philosophy. We are not a practice to simply turn out midwives but to grow highly trained and experienced, compassionate, and professional health care providers. Therefore each apprentice that we train will not only follow NARM/MEAC standards but additionally will be required as follows:

\*attend a minimum of 100 births during her apprenticeship

\*Meet each mother in our practice a minimum of 3 times before attending her birth

### **• Trial Periods, Evaluations, and Time Commitments**

***The preceptor reserves the right to discontinue the apprenticeship at any time regardless of this contract.***



The preceptor agrees to a 60 day trial period for each student she takes on. If after this 60 days both the student and the preceptor wish to continue the apprenticeship there will be an additional time period mutually agreed upon in which the student shall commit to apprenticing at Brookhaven. Each individual apprentice will come with their own unique life experiences, training, and certifications, which will greatly impact the overall time commitment required/desired. Brookhaven strives to make the best midwives and in order to do that strongly encourages a minimum of three years commitment. During this time Brookhaven agrees to hold NARM approved evaluations scheduled APPROXIMATELY each quarter. If an apprentice is in a MEAC accredited program the midwife agrees to follow the MEAC school guidelines for evaluation.

## **Apprentice Declaration**

By signing below the Apprentice Midwife agrees to abide by all policies, procedures, and protocols listed in this handbook, as well as the Practice Guidelines for Brookhaven Birth Center, NARM standards for apprentices, and all applicable Virginia laws related to the practice of Midwifery.

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Apprentice midwife/date

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Preceptor/date

### **15. Front office staff handbook**

## **Front Office Staff**

This printout has been designed specifically for front office staff as an addition to Brookhaven Natural Birth Centers employee handbook. It is not designed to replace the employee handbook. If you have a question/concern that is not addressed in this printout please refer to our employee handbook.

Our office staff at Brookhaven Natural Birth Center is responsible to take on duties/job requirements that many other front office positions aren't responsible for due to the small size of our business. It is everyone's job to pull together and help each other at ALL times! Daily job requirements are listed below along with weekly, monthly requirements, and other "odd jobs" that need to be taken care of. Remember though, just because something isn't listed does not mean that it is not your responsibility! Also, if you are asked by Misty or Heather to work on a project, document, or form please email, text or otherwise notify us as soon as you are finished. DO NOT wait until we are in the office again to get final approval as this will delay the process!

### **Daily Requirements:**

- 1.) Arrive by 8:30am
- 2.) Light cleaning every morning: empty all trash and take out, sani-wipe restrooms (sink, toilet, doorknobs, and light switches), restock toilet paper, paper towels, soap, and dixie cups, replace hand towel, vacuum/Swiffer if needed, dishes, laundry.
- 3.) Log on front office computer
- 4.) Pull all charts and purple folder for the day and put on midwives desk
- 5.) Pull receipt book and square payment/Labcorp file and put at front desk
- 6.) Check voicemail in morning and after lunch
- 7.) Pull "pending" forms and go through appropriately
- 8.) Pull "scan, fax" forms and deal with appropriately-throughout the day
- 9.) Go through "File" and file appropriately-throughout the day
- 10.) Go through personal file box