



## Code of Conduct

### A Menopause Well Being Associate and a Menopause Doula

Offers practical and emotional support but not advice, to people that menstruate, who are perimenopausal, menopause or post menopause, their partners, families and workplaces, empowering them in their own choices.

- Is accountable for themselves and must work within the law.
- Must work within the framework of The Menopause School Guidelines and Policies, especially, but not limited to:
  - Equality diversity and belonging
  - Anti-racism
  - Confidentiality
  - Complementary therapies
  - Social media
  - As well as The Menopause Directory & School Limited and or The Menopause Group CIC Philosophy.
- Works to maintain the highest level of care and support possible, all the time striving to be sensitive, nurturing, empathic, non-judgmental, evidence-based, flexible, reliable, well-organised, practical and protective of the client's environment.
- Does not perform clinical or medical tasks, diagnose medical conditions, or give medical advice, whilst working as a Menopause Well-Being Associate and or Menopause Doula, even if trained as a health professional.
- Will signpost clients to other appropriate resources/professionals should the client have needs beyond the scope of their Menopause Well-Being Associate and or Menopause Doula role. Each Menopause Doula is free to offer other services or therapies, however, it must be made clear that these are separate roles and information on how these are regulated and insured should be supplied if appropriate.
- Will accurately represent their Menopause Well-Being and or The Menopause Doula education and experience and will not mislead other Menopause Well-Being Associates and or Menopause Doulas, clients, or other professionals at any time.



- Will be honest and always show integrity and respect towards their clients, Menopause Well-Being Associate and or Menopause Doula colleagues and other professionals.
- Will not discuss personal and confidential information which has been disclosed to them by their clients during their Menopause Well-Being Associate and or Menopause Doula work, without the express permission of those clients, except in situations as outlined in The Menopause Directory & School and or [The Menopause Group CIC Confidentiality policy](#).
- Is *recommended* to familiarise yourself with the [NICE guidelines](#)\*
- Is *recommended* to have a contract/letter of agreement with their clients.
- Is *recommended* to obtain relevant insurance such as Public Liability and Professional Indemnity.
- Will strive to develop and maintain positive work relationships within the Menopause Well-Being Associate and or Menopause Doula Community and will observe The Menopause Directory & School Limited and or [The Menopause Group CIC Social Media policy](#).
- Is responsible for maintaining and enhancing their skills and education, including attending courses, workshops and lectures made available by The Menopause Directory & School Limited and or The Menopause group CIC and other relevant organisations on a regular basis.
- Agrees that use of The Menopause Directory & School Limited and The Menopause Group CIC logo is limited to:
  - a. Active, subscribed members of The Menopause Well-Being Associate and or The Menopause Doula Membership
  - b. And or at the point they leave or are asked to leave The Menopause Directory & School Limited and or The Menopause Group CIC, as part of a disciplinary process, they must remove all mention of being a member of Menopause Well-Being Associate or Menopause Doula Membership and refrain from saying they have completed the training courses, cease using the logo within 7 days.
- Will complete an annual return about their work and any further training each year.



- Is aware that whilst The Menopause Directory & School Limited and or The Menopause Group CIC can give emotional support to members, it is unable to provide legal protection. A Menopause Well-Being Associate and a Menopause Doula recognises that feedback, both positive and negative is important for personal and vocational growth, and, as such, agrees to cooperate and engage with the Leadership Team promptly and effectively if any breach of above policies is reported

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