

ARTICLE 9. DOULA CERTIFICATION

R9-16-901. Definitions

In addition to the definitions in A.R.S. § 36-766, the following definitions apply in this Article unless otherwise specified:

1. "Applicant" means an individual who submits an application and required documentation for approval to practice as a certified doula.
2. "Calendar day" means each day, not including the day of the act, event, or default from which a designated period of time begins to run and including the last day of the period unless it is a Saturday, Sunday, statewide furlough day, or legal holiday, in which case the period runs until the end of the next day that is not a Saturday, Sunday, statewide furlough day, or legal holiday.
3. "Certification" means an approval granted to individuals who meet the qualifications, including education and training requirements, in this Article for certified doulas.
4. "Certified doula" means the same as "state-certified doula" in A.R.S. § 36-766.
5. "Client" means an individual receiving doula services provided by a certified doula.
6. "Code of ethics agreement" means the document submitted to the Department by an applicant that agrees to the general ethics and compliance of the standards of practice, and doula scope of practice of a certified doula.
7. "Continuing education" means a course that provides training and instruction that is designed to develop or improve a certified doula's professional competence in areas directly related to the practice of a doula.
8. "Core competencies" means a curriculum that provides knowledge to develop core skills and assume job responsibilities, including:
 - a. Entrepreneurship,
 - b. Standards of practice and ethics,
 - c. The childbirth processes,
 - d. Parental engagement,
 - e. Postpartum care,
 - f. Grief,
 - g. Trauma-informed care,
 - h. Cultural doula practices,
 - i. Anatomy and physiology, and
 - j. HIPAA.
9. "Course" means a workshop, seminar, lecture, conference, or class.
10. "Department" means the same as in A.R.S. § 36-101.
11. "Doula scope of practice" includes:
 - a. Providing care coordination, coaching, and social support;
 - b. Providing emotional support of the individuals parenting choices;
 - c. Providing encouragement and positive affirmations;
 - d. Advocating for parents;
 - e. Assessing the needs of the family;
 - f. Providing newborn care hands-on education and care including:
 - i. Normal newborn behavior,

- ii. Newborn appearance,
 - iii. Sleep habits,
 - iv. Feeding,
 - v. Bathing, and
 - vi. Dressing the baby;
 - g. Infant feeding support;
 - h. Cord and circumcision care;
 - i. Establishing a routine;
 - j. Organizing the nursery and home; and
 - k. Sibling education and transition.
12. "Documentation" means information in written, photographic, electronic or other permanent form.
 13. "HIPAA" means the Health Insurance Portability and Accountability Act of 1996, according to U.S. Public Law 104-191.
 14. "Licensed midwife" has the same meaning as "midwife" in A.R.S. § 36-751 and is licensed by the Department to provide midwifery services.
 15. "Medical provider" means an individual licensed in the state of Arizona as a:
 - a. "Physician" as defined in A.R.S. §§ 32-1401, 32-1501, or 32-1800;
 - b. "Certified nurse midwife" as defined in A.R.S. § 32-1601; or
 - c. "Clinical nurse specialist" as defined in A.R.S. § 32-1601.
 16. "Observing" means to witness:
 - a. The provision of doula services to a client, or
 - b. A demonstration of how to provide doula services to a client.
 17. "Organization" means a person specified in A.R.S. § 1-215, and includes a tribal government.
 18. "Physical health services" means information and care provided by licensed health professionals consistent with practices specified in A.R.S. § 32-3201.
 19. "Postpartum" means the six-week period following delivery of a newborn and placenta.
 20. "Training and instruction" means educational activities that develop and improve an individual's professional competence in areas related to the practice as a certified doula specified in A.R.S. § 36-766.03 and specific to the delivery of services identified in the doula scope of practice and core competencies specified in this Article.

R9-16-902. Doula Eligibility and Doula Scope of Practice

- A. An individual may provide doula services in Arizona without obtaining certification as a certified doula specified in this Article.
- B. An individual is eligible to apply for certification as a certified doula, if the individual:
 1. Is 18 years of age or older;
 2. Has at least a high school diploma or high school equivalency diploma;
 3. Has training or education covering at least one of the following:
 - a. Completion of at least 30 hours of in-person instruction or a combination of in-person and online instruction in core competency specified in this Article; or
 - b. Community training in non-western doula practices, as determined by the Department, documentation confirming that core competencies have been met through culturally specific training or education subject to Department review; or

- c. Other related individualized or experiential training or education that is subject to review by the Director;
- 4. Has written documentation of:
 - a. Observing at least one birth after completing the training or education specified in subsection (B)(3), signed and dated by the medical provider or licensed midwife who assisted the laboring mother;
 - b. Attending a minimum of three births while serving as the primary doula, including evaluations from the laboring mother and from the medical provider or licensed midwife who assisted the laboring mother;
 - c. Completing first aid and adult basic cardiopulmonary resuscitation through a course recognized by the American Heart Association;
 - d. A code of ethics agreement as prescribed by the Department, and
 - e. A valid fingerprint clearance card issued according to A.R.S. Title 41, Chapter 12, Article 3.1;
- 5. Meets the requirements of core competencies as specified in R9-16-901(8) and certified doula scope of practice as specified in R9-16-901(11); and
- 6. Submits an initial doula application in a Department-provided format to the Department.
- C.** Proof that an individual has current certification from a nationally recognized doula organization may substitute for requirements in subsections (B)(3).
- D.** An individual who does not meet the requirements in subsections (B)(3) and (4)(a) and (b), but who has been practicing as a doula in this state for at least five years before September 29, 2021, may be eligible to be a certified doula if the individual has:
 - 1. Proof of current certification from a nationally recognized doula organization; and
 - 2. Three letters of recommendation from medical providers or licensed midwives who have worked with the individual within the preceding two years and can attest to the individual's competency in providing doula services.
- E.** A certified doula shall not provide physical health services or behavioral health services, as defined in A.R.S. § 36-401 to a client.

R9-16-903. Certification Initial Application

- A.** An applicant for a doula certification shall submit to the Department:
 - 1. An application in a Department-provided format that contains:
 - a. The applicant's name, date of birth, home address, telephone number, and email address;
 - b. The applicant's Social Security number, as required under A.R.S. §§ 25-320 and 25-502;
 - c. Whether the applicant has completed high school or a high school equivalency program;
 - d. Whether the applicant is or has been certified as a doula in another state or country;
 - e. Whether the applicant has had a certification or license revoked or suspended by any state within the previous two years;
 - f. Whether the applicant is currently ineligible for certification or licensure in any state because of a revocation or suspension;
 - g. Whether any disciplinary action has been imposed by any state, territory or district in this country for an act related to the applicant's practice as a doula;

- h. Whether the applicant agrees to allow the Department to submit supplemental requests for information under A.R.S. § 41-1075;
 - i. An attestation that the information submitted is true and accurate; and
 - j. The applicant's signature and date of signature;
 2. If applicable, a list of all states and countries in which the applicant is or has been certified as a doula;
 3. If a certificate or license for the applicant has been revoked or suspended by any state within the previous two years, documentation that includes:
 - a. The date of the revocation or suspension,
 - b. The state or jurisdiction of the revocation or suspension, and
 - c. An explanation of the revocation or suspension;
 4. If the applicant is currently ineligible for any occupational certificate or license in any state because of a revocation or suspension, documentation that includes:
 - a. The date of the ineligibility for certification or license,
 - b. The state or jurisdiction of the ineligibility for certification or license, and
 - c. An explanation of the ineligibility for certification or license;
 5. If the applicant has been disciplined by any state, territory, or district of this country for an act related to the applicant's practice as a doula, documentation that includes:
 - a. The date of the disciplinary action,
 - b. The state or jurisdiction of the disciplinary action,
 - c. An explanation of the disciplinary action, and
 - d. Any other applicable documents, including a legal order or settlement agreement;
 6. Documentation of the applicant's citizenship or alien status that complies with A.R.S. § 41-1080;
 7. As applicable, documentation that demonstrates compliance with:
 - a. R9-16-902(B)(3) and (4),
 - b. R9-16-902(C), or
 - c. R9-16-902(D); and
 8. A fee specified in R9-16-909(A) and (B).
- B.** In lieu of the documentation required in R9-16-902(B)(3), and (4)(a) and (b), an applicant may submit documentation to the Department that includes:
 1. The name of each state that issued the applicant a current certification, including:
 - a. The certification number of each current certification, and
 - b. The date each current certification was issued;
 2. Documentation of the professional certificate or license issued to the applicant by each state in which the applicant holds a professional certificate or license;
 3. A statement, signed and dated by the applicant, attesting that the applicant:
 - a. Has been certified or licensed in another state for at least one year, with a scope of practice consistent of a certified doula;
 - b. Has met minimum education requirements specified in this Article;
 - c. Has not voluntarily surrendered a certification or license in any other state or country while under investigation for unprofessional conduct; and
 - d. Does not have a complaint, allegation, or investigation pending before another regulatory entity in another state or country related to unprofessional conduct.

- C. The Department shall review the application and required documentation for certification as a certified doula according to R9-16-907 and Table 9.1.

R9-16-904. Certification Renewal

- A. From the date of issuance, a doula certification is valid for three years.
- B. At least 30 calendar days and not more than 90 calendar days before the expiration date of a certification, an applicant for renewal of certification shall submit to the Department:
 - 1. The following information in a Department-provided format:
 - a. The applicant's name, home address, telephone number, and email address;
 - b. The applicant's certification number and date of expiration;
 - c. Whether the applicant has had, within three years before the renewal application date, a certificate suspended or revoked by any state;
 - d. An attestation that:
 - i. The applicant has completed at least 15 hours of continuing education, as required in R9-16-905; and
 - ii. The documentation of the completed continuing education is available upon the Department's request;
 - e. Whether the applicant agrees to allow the Department to submit supplemental request for information under R9-16-907(C);
 - f. An attestation that the information submitted as part of the renewal application packet is true and accurate; and
 - g. The applicant's signature and date of signature;
 - 2. If the applicant has had a certificate suspended or revoked, as specified according to subsection (B)(1)(c), documentation that includes:
 - a. The date of the revocation or suspension,
 - b. The state or jurisdiction of the revocation or suspension, and
 - c. An explanation of the revocation or suspension; and
 - 3. A fee specified in R9-16-909(C).
- C. An applicant who does not submit the documentation and the fee according to subsection (B) shall apply for a new certificate according to R9-16-903.
- D. The Department shall review the application and required documentation for renewal certification as a doula according to R9-16-907 and Table 9.1.

R9-16-905. Continuing Education

- A. A certified doula shall complete 15 hours of continuing education hours within the three years prior to renewing certification specified in A.R.S. § 36-766.01.
- B. Continuing education shall:
 - 1. Directly relate to doula core competencies as specified in R9-16-901(9) including services, skills, and knowledge that:
 - a. Facilitates access to quality of care delivery and health outcomes for clients receiving services; and
 - b. Expands health and wellness in diverse communities to reduce health disparities;
 - 2. Have educational objectives that exceed an introductory level of knowledge related to doula core competencies and scope of practices; and
 - 3. Consist of courses related to core competencies, such as:

- a. Health and social service systems, including disease prevention to help manage health conditions;
 - b. Health promotion education;
 - i. Health literacy and cross-cultural communication;
 - ii. Referrals and providing follow-up;
 - iii. Individual support and coaching; and
 - iv. Outreach methods and strategies;
 - c. Client and community assessment;
 - d. Health education for behavior change;
 - e. Provide direct services;
 - f. Home visits to provide education, assessment, and social support; and
 - g. Support, advocacy, and health system navigation for clients.
- C. A continuing education course developed, endorsed, or sponsored by the Department according to A.R.S. § 36-766.09(B) is available at www.azdhs.gov.

R9-16-906. Enforcement

- A. The Department may deny, suspend, or revoke a certificate holder's certification, permanently or for a fixed period of time specified in A.R.S. § 36-766.04 and this Article.
- B. In determining which disciplinary action specified in subsection (A) is appropriate, the Department shall consider:
 - 1. The type of violation,
 - 2. The severity of the violation,
 - 3. The danger to public health and safety,
 - 4. The number of violations,
 - 5. The number of clients affected by the violations,
 - 6. The degree of harm to the individual,
 - 7. A pattern of noncompliance, and
 - 8. Any mitigating or aggravating circumstances.
- C. A certificate holder may appeal an enforcement action taken by the Department according to A.R.S. Title 41, Chapter 6, Article 10.
- D. The Department may deny, suspend, or revoke a doula certification as described in A.R.S. § 36-766.04(C).

R9-16-907. Time-frames

- A. For a certificate or approval issued by the Department under this Article, Table 9.1 specifies the overall time-frame described in A.R.S. § 41-1072(2).
 - 1. An applicant and the Department may agree in writing to extend the substantive review time-frame and the overall time-frame.
 - 2. The extension of the substantive review time-frame and the overall time-frame may not exceed 25% of the overall time-frame.
- B. For a certificate or approval issued by the Department under this Article, Table 9.1 specifies the administrative completeness review time-frame described in A.R.S. § 41-1072(1).
 - 1. The administrative completeness review time-frame begins the date the Department receives an application required in this Article.

2. Except as provided in subsection (B)(3), the Department shall provide a written notice of administrative completeness or a notice of deficiencies to an applicant within the administrative completeness review time-frame.
 - a. If an application is not complete, the notice of deficiencies listing each deficiency and the information or documentation needed to complete the application.
 - b. A notice of deficiencies suspends the administrative completeness review time-frame and the overall time-frame from the date of the notice until the date the Department receives the missing information or documentation.
 - c. If the applicant does not submit to the Department all the information or documentation listed in the notice of deficiencies within 30 calendar days after the date of the notice of deficiencies, the Department shall consider the application withdrawn.
 3. If the Department issues a certificate during the administrative completeness review time-frame, the Department shall not issue a separate written notice of administrative completeness.
- C.** For a certificate or approval issued by the Department under this Article, Table 9.1 specifies the substantive review time-frame described in A.R.S. § 41-1072(3), which begins on the date the Department sends a written notice of administrative completeness.
1. Within the substantive review time-frame, the Department shall provide a written notice to the applicant that the Department approved or denied the application.
 2. During the substantive review time-frame:
 - a. The Department may make one comprehensive written request for additional information or documentation; and
 - b. If the Department and the applicant agree in writing, the Department may make supplemental requests for additional information or documentation.
 3. A comprehensive written request or a supplemental request for additional information or documentation suspends the substantive review time-frame and the overall time-frame from the date of the request until the date the Department receives all the information or documentation requested.
 4. If the applicant does not submit to the Department all the information or documentation listed in a comprehensive written request or supplemental request for additional information or documentation within 30 calendar days after the date of the request, the Department shall deny the certificate or approval.
- D.** An applicant who is denied certification may appeal the denial according to A.R.S. Title 41, Chapter 6, Article 10.

Table 9.1. Time-frames (in calendar days)

Type of Application	Statutory Authority	Overall Time-frame	Administrative Completeness Review Time-frame	Time to Respond to Deficiency Notice	Substantive Review Time-frame	Time to Respond to a Comprehensive Written Request
Initial Application (R9-16-903)	A.R.S. § 36-766.02	60	30	30	30	30
Certification Renewal (R9-16-904)	A.R.S. § 36-766.02	60	30	30	30	30
Change application (R9-16-908)	A.R.S. §§ 36-766.01 and 36-766.02	60	30	30	30	30

R9-16-908. Changes Affecting a Certificate or Certificate Holder

- A.** A certified doula shall submit a change application to the Department in a Department-provided format within 30 calendar days after the effective date of a change in:
1. The certified doula’s home address, telephone number, or email address, including the new home address, telephone number, or email address; and
 2. The certified doula’s name, including a copy of one of the following with the certified doula’s new name:
 - a. Marriage certificate,
 - b. Divorce decree, or
 - c. Other legal documents establishing the certified doula’s new name.
- B.** A certificate holder notifying the Department of a name change shall request a revised certificate issued with the certificate holder's new name by submitting to the Department an application for a revised certificate in a Department-provided format that includes:
1. The certified doula’s name and address,
 2. The certified doula’s certification number and expiration date,
 3. The certified doula's new name,
 4. The certified doula’s signature and date of signature, and
 5. A revised certificate fee specified in R9-16-909.

R9-16-909. Fees

- A.** An applicant shall submit to the Department for a doula certification, a \$100 nonrefundable initial application fee.
- B.** An applicant shall submit to the Department for a doula certification, a \$200 initial certification fee.
- C.** A certified doula shall submit to the Department for a renewal certification, a \$200 nonrefundable renewal fee.

- D.** The fee for a duplicate certificate is \$25.
- E.** An applicant for initial certification is not required to submit the applicable fee in subsections (A) and (B) if the applicant, as part of the applicable application in R9-16-903, submits an attestation that the applicant meets the criteria for waiver of licensing fees in A.R.S. § 41-1080.01.
- F.** Subject to the availability of Department funding, an applicant may receive a discounted fee for an initial application, initial certification, or renewal certification.

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