



INDIGEMAMA

ancestral healing

ACLC POLICIES

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Code of Conduct

- ACLC certified professionals are at all times held to the code of conduct, the scope of practice, and the grievance policy. In order for participants to be eligible for ACLC certification, they must sign and agree to the ACLC code of conduct, scope of practice, media release, waiver of liability, and grievance policy.
- ACLC certified professionals should treat all colleagues in an ethical, professional, and respectful manner at all times. ACLC certified professionals should strive to promote ethical conduct within the profession.
- ACLC certified professionals should demonstrate integrity and ethical standards in their personal and professional conduct. This extends not only to clients, but to colleagues in their field and to medical and other caregivers with whom the ACLC professional may interact.
- ACLC certified professionals will make every effort to honor agreements and contracts for professional services, and to provide without fail the services that they agree to provide. ACLC certified labor and postpartum doulas are strongly urged to use signed contracts for all services agreed upon and provided.
- ACLC certified professionals will not divulge confidential information received in a professional capacity from their clients, nor compromise clients' confidentiality either directly or through the use of internet media such as Facebook or blogs. ACLC postpartum practitioners are urged to use a media release form.
- ACLC certified professionals will not say or do anything to undermine a client's confidence in their caregiver. They may, however, refer the client to published studies and books, as well as provide information as requested by clients. The client can then form their own opinion.
- ACLC certified professionals are not permitted to give medical advice, nor practice outside their specific scope of practice. If requested they can refer clients to published article, research and scholarly works.

- ACLC certified professionals should make every effort to encourage their clients to assume personal responsibility for the decisions they make during pregnancy, birth, and postpartum.
- ACLC certified professionals must be available via communication/mobile device at all times when they are contracted to be so. ACLC certified professionals are expected to provide timely response to all communications from clients, whether phone or email, and to provide clients with means to reach them in a timely manner.
- ACLC certified professionals should pursue continuing education to further their knowledge base and support network in the traditional healing and postpartum professions.

Social Media Policy

Social media is a big part of many of our everyday lives, so we have no problem with you sharing your experience throughout the course of your education with us. However, we request that if you do share your experience on social media, that you follow the guidelines below:

- Please do not post or share any videos from our webinars unless all parties involved have consented. If those involved consent, please only share a snippet (under 5 minutes).
- Feel free to share screenshots of our live webinars, but only once you have received permission from all students/participants involved
- You are welcome to post freely in the private Facebook group. You will be added upon enrollment.
- If you choose to post anything else related to ACLC on your social media accounts, please include the following appropriate formats for tagging and hashtags:
 - Instagram: @indigemama @indigescuela
 - Facebook: Indigemama: Ancestral Healing
 - When sharing posts related to ACLC, please use any combination of the following approved hashtags: #indigemamaancestralhealing #indigemama #ancestralhealing #ancestralknowledge #aclc #acerrarlascaderas #cerrandocaderas #sacredpostpartum #traditionalpostpartum #postpartumcare #postpartumdoula #postpartum #40days #cuarentena #postpartum #afterbirth #doula #mtm #mexicantraditionalmedicine #birthworker #traditionalmidwife #doula #mexicantraditionalmedicine #rebozo #rebozos #rebozobodywork #elrebozo #faja #vaginalsteam #herbs #yerbas #healing #herbalbath #limpia #limpias #sitzbath #caldo #traditionalfoods #caldo #bonebroth #fermentedfoods #bodywork #massage #sobadas #abdominalspiral

Grievance Policy

The student grievance procedure for ACLC is intended to provide a formal, standardized means for students to seek redress concerning the actions of instructors or administrators regarding actions that are unauthorized or unjustified and that adversely affect the status, rights, or privileges of the students. Further, the purpose is to establish due process and safeguards that will be followed by ACLC in the adjudication of grievances. While we strive to provide the utmost quality in education and support, a student may file a grievance if s/he believes s/he has been improperly served by following the steps below:

Face-to-face Resolution

The student is strongly encouraged to seek informal resolution of a grievance by bringing it to the attention of the relevant instructor in a timely fashion. An attempt at informal resolution should begin no more than 14 days after the concern arises.

Written Grievance

If the student is unsatisfied with the response, the student may make a formal, written complaint to the relevant instructor.

- a. To initiate the formal grievance procedure, the student is required to submit a written "statement of grievance" – a clear, concise, signed, and dated statement of events from the student's perspective. The statement should provide enough information to present a complete understanding of the situation and of the remedy sought by the student.
- b. Any formal complaint must be submitted within 30 days of the concern arising.
- c. The admin team reviews the situation and should provide a written response within 15 days of receiving the complaint.

Refund Policy

I acknowledge after 30 days from the date of my completed registration for ACLC, refunds will no longer be available from Indigemama: Ancestral Healing for any reason.

Training

In order to receive a certificate of completion for your training, you must attend and participate in the entire training. This includes our community-building webinars, course work, and autonomous practice. No partial credit will be given.

Requirements

Please be advised that all sales are final and policies may be changed or adjusted during the course of your certification process. By enrolling in ACLC, you agree to abide by these changes and policies. For details, read Grievance and Refund policies (above).

Each person who is seeking certification through the ACLC distance program must buy their own training materials.

When submitting your certification materials, please do not send originals. Please send all written reviews via email, not ground mail.

Please allow approximately six weeks for ACLC to process your certification materials once we receive them. All certification requirements must be submitted together when turning in certification materials.

Certification

Students who do not complete the ACLC certification program by the time specified will not earn certification.

While a majority of students do obtain certification, ACLC cannot guarantee certification will be obtained by entering our program. In the event a candidate fails to pass certification requirements, the candidate will be contacted by ACLC with further instructions. This may involve additional fees.

We reserve the right to withhold certification to those candidates that do not meet the requirements set forth. We also reserve the right to withhold certification based on all contact with candidates for certification, including, but not limited to phone calls, e-mails, and certification materials. An understanding of ACLC standards of professionalism, our scope of practice, and code of conduct must be demonstrated by candidates at all times and in all communications. Failure to demonstrate an understanding of the aforementioned may result in ACLC withholding certification. ACLC cannot guarantee certification will be obtained by entering our program. In the event a candidate fails to pass certification requirements, the candidate will be contacted by Indigemama Staff with further instructions. This may involve additional fees. Please be advised that policies and prices may be changed or adjusted during the course of your certification process. ACLC members are required to obtain a food handling license in the state you practice. Your Food Handler's license can easily be obtained online, often for under 10 dollars.

All ACLC members are required to demonstrate professionalism, integrity, and respect in all communications. Failure to comply with the Code of Conduct may result in a suspension or revocation of membership in ACLC.

* All fees listed are in USD.

Please be advised that policies may be changed or adjusted during the course of your certification process.

ACLC APPROACH: Postpartum Practitioner

Services Rendered

The ACLC postpartum practitioner cares for the birthing person and their family in their home for the first forty days following the birth. The ACLC postpartum practitioner provides non-medical support using Mexican Traditional Medicine. ACLC caregivers assist with immediate comfort postpartum, newborn care and sibling adjustment, meal preparation, and household organization. ACLC practitioners offer time-tested information on healing foods, rites of passage, newborn feeding, emotional and physical recovery from childbirth, and other issues related to the postpartum period. ACLC practitioners are compassionate, patient, and explain the details and benefits of traditional postpartum care.

Limits to Practice

Indigemama's ACLC practice applies to emotional, physical and educational support only. The ACLC certified practitioner does not perform clinical or medical tasks such as examining the mother or baby, taking temperatures, blood pressure checks, or any other type of postpartum clinical care.

Referrals

For client needs beyond the scope of the practitioner's training, referrals are made to appropriate resources.

Continuity of Care

When the ACLC practitioner agrees to work with a particular client, the obligation is to do so reliably, to the best of their ability, for the term of the agreement. Should any ACLC practitioner feel a need to discontinue service to an established client, it is the practitioner's responsibility to notify the client in writing and arrange for a replacement, if the client so desires.

This may be accomplished by:

- Introducing the client to another capable, experienced colleague □
- Suggesting that another member of ACLC may be more appropriate for the situation
- Contacting a local traditional birth worker organization for names of other doulas in the area
- Following up with the client or colleague to make sure the client's needs are being accommodated □

Training and Experience

Training

Practitioners who are certified by Indigemama's A Cerrar las Caderas will have completed all the requirements as set forth in the ACLC Policies outline.

Experience

Practitioners certified by ACLC will have the experience as set forth in the ACLC Requirements for ACLC Postpartum Certification. This includes newborn care experience, breastfeeding education, attendance at an Indigemama approved workshop, applicable reading, a strong knowledge of local and national resources for the postpartum period and evaluations from both new birthing folks and their supporting partner(s), and completion of all course work.

Integrity and Values

Integrity

ACLC Practitioners will uphold the legacy of 4,500 year old Mesoamerican traditions and 500 year old Mexican Traditional Medicine traditions with respect to the teachers, originators, and those who sacrificed their lives to keep these healing practices in our hands. Any exploitative or disrespectful behavior toward the practices, history, peoples, or indigenous communities associated with this work will result in community accountability and/or loss of ACLC certification, access to ACLC resources, courses, support circles, and the ACLC cooperative and community.

Values

ACLC Traditional postpartum care was created by indigenous people for indigenous consumption. Please keep in mind the communities and populations you serve. While we are all-inclusive, ACLC practitioners must value the original intention of this work with every interaction. Accessibility, continuing education, immersion in other aspects of the worldview and culture, self-care, and frequent dialogue with other practitioners are crucial components of being self-sustainable in this sacred work.

By signing this document, I agree to abide by Indigemama: Ancestral Healing's ACLC Approach and Policies.

Signature: _____ Printed Name: _____
Date: _____

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