

Client Services Agreement

1. Scope of Practice

‘Round the Rainbow Animal Doula Services is a companion-animal end-of-life support service and is **NOT a veterinary practice or a grief counseling service.**

The doula does not diagnose, treat, prescribe, or prevent medical conditions; perform veterinary procedures; prescribe medications; make veterinary decisions on behalf of the client; provide psychotherapy or mental-health treatment; or replace the advice, examination, diagnosis, treatment, or recommendations of a licensed veterinarian or qualified mental-health professional.

When legally permitted and within the doula's professional scope, medication assistance may be provided according to a veterinarian's existing instructions.

‘Round the Rainbow may provide compassionate emotional support, education, companionship, anticipatory grief support, bereavement support, and grief-related resources. This support is **not grief counseling, psychotherapy, or mental-health treatment. If the care you require goes beyond the scope of ‘Round the Rainbow’s practice, I will happily provide you with resources for more appropriate support.**

Clients remain responsible for obtaining appropriate veterinary care for their pets.

Any concerns involving pain, illness, injury, breathing difficulties, inability to eat or drink, sudden behavioral changes, mobility changes, distress, or other potentially urgent medical concerns should be addressed with a veterinarian or appropriate emergency veterinary service.

2. Quality-of-Life Support

Quality-of-life tools and scales may be used to help families organize observations and identify changes over time.

These tools are not diagnostic instruments and do not independently determine whether euthanasia or another medical intervention is appropriate.

Veterinary medical interpretation remains the responsibility of the pet's veterinarian.

3. Home Accessibility & Environmental Support

The doula may observe a pet's home environment and provide general suggestions intended to improve comfort, accessibility, mobility, enrichment, or safety.

This is not a professional home inspection, structural assessment, veterinary rehabilitation assessment, physical therapy evaluation, or occupational therapy evaluation.

The client is responsible for deciding whether to implement any suggested changes.

4. Veterinary Communication & Coordination

With client authorization, Round the Rainbow may assist with scheduling appointments, organizing questions, coordinating care-related logistics, or communicating with veterinary professionals.

The client remains responsible for all medical decisions.

The doula does not replace the veterinarian and does not have authority to independently make medical decisions on behalf of the client or pet.

5. Medication Assistance

When legally permitted and within the doula's professional scope, 'Round the Rainbow may assist with administering veterinarian-prescribed medications in the home.

Medications must be prescribed or specifically authorized for the individual pet and administered according to veterinary instructions.

The doula will NOT independently:

- Prescribe medications
- Change a dosage
- Change a medication schedule
- Discontinue medication
- Diagnose an adverse reaction
- Make independent medical decisions

If there is uncertainty regarding medication, dosage, missed doses, adverse reactions, or changes in the pet's condition, the client will be directed to contact their veterinarian.

6. Euthanasia Support

If requested, the doula may provide emotional and practical support before, during, and/or after a scheduled euthanasia appointment.

The doula does not perform euthanasia and does not determine whether euthanasia is medically appropriate.

The veterinarian remains solely responsible for veterinary medical assessment and performance of euthanasia.

7. Sensory & Comfort Services

Round the Rainbow may provide supportive sensory experiences such as calming music, sound-based relaxation, familiar scents, energy work, and carefully considered aromatherapy when appropriate.

These services are not intended to diagnose, treat, or cure medical conditions.

Sensory services may be declined or discontinued if they appear inappropriate for the individual pet.

8. Meaningful Experiences & Pet Bucket Lists

Round the Rainbow may assist families in creating and completing meaningful experiences with their pets.

All activities should be appropriate for the pet's current abilities and comfort level.

The pet's welfare and safety take priority over completion of any planned activity.

9. Children's Grief Support

Round the Rainbow may provide age-appropriate educational activities and creative projects intended to help children understand and express feelings surrounding a companion animal's aging, illness, or death.

This service is not child psychotherapy or mental-health treatment.

10. Confidentiality & Privacy

Information shared by clients during services will be treated with respect and kept confidential except where disclosure is required by law, necessary to address an immediate safety concern, authorized by the client, or otherwise permitted by applicable law.

Round the Rainbow will not publicly share identifying information, photographs, stories, or other personal details about a client or pet without appropriate permission.

11. Client Responsibilities

The client agrees to:

- Provide accurate information about their pet and circumstances.
 - Maintain appropriate veterinary care.
 - Follow veterinary recommendations regarding medically necessary care.
 - Inform the doula of relevant behavioral, medical, mobility, allergy, or safety concerns.
 - Provide a reasonably safe environment for in-person services.
 - Notify the doula of contagious illness or circumstances that could create a health or safety concern.
 - Remain responsible for veterinary expenses and other third-party expenses.
 - Respect the professional boundaries outlined in this agreement.
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12. Mutual Respect & Client Conduct

At Round the Rainbow, I recognize that companion-animal illness, aging, end-of-life decisions, and loss can bring up incredibly strong emotions.

Grief can look different for everyone. Clients may experience moments of frustration, anger, sadness, fear, overwhelm, or emotional distress.

There is room for human moments here.

A client becoming emotional, crying, expressing frustration, needing to step away, or having a difficult moment does not automatically constitute inappropriate behavior. These experiences will be approached with compassion, patience, and reasonable understanding.

At the same time, the relationship between client and doula must be based on **mutual respect, safety, and appropriate professional boundaries.**

The following behaviors are not acceptable:

- Verbal abuse, harassment, or intimidation
- Threats of any kind
- Name-calling, degrading, or intentionally humiliating language
- Repeated yelling, screaming, or aggressive communication directed at the doula
- Sexual harassment or inappropriate sexual comments or behavior
- Discriminatory or hateful language directed toward the doula or others
- Threatening or physically aggressive behavior
- Deliberate damage to property
- Repeatedly disregarding reasonable professional boundaries after those boundaries have been communicated
- Any behavior that causes the doula to reasonably believe their physical or emotional safety is at risk

Grief and emotional distress may explain difficult behavior, but they do not excuse abusive or threatening behavior.

If a situation becomes inappropriate or unsafe, the doula may pause the conversation or appointment and request that communication stop until the situation has de-escalated.

If abusive, threatening, discriminatory, or seriously inappropriate behavior occurs, **‘Round the Rainbow Animal Doula Services reserves the right to terminate the professional relationship immediately.**

Services already provided are non-refundable.

Any unused portion of a prepaid package will be handled according to the cancellation and refund terms outlined in this Client Services Agreement.

13. Scheduling & Cancellation

Appointments are reserved specifically for the client and pet.

Because end-of-life circumstances can change quickly and unpredictably, clients are encouraged to communicate cancellations or scheduling changes as soon as possible.

Cancellation & Rescheduling Policy

I understand that caring for an aging, seriously ill, or dying companion animal can be unpredictable, and unexpected circumstances may arise. If you need to cancel or reschedule an appointment, **I kindly ask for at least 24 hours notice whenever possible.**

However, I understand that emergencies, sudden changes in your animal's condition, euthanasia decisions, illness, and other unforeseen circumstances can make advance notice impossible. For this reason, **I do not charge a cancellation fee for unexpected circumstances.**

If appointments are repeatedly missed or cancelled without notice, advance payment may be required for future bookings.

As with any small business, there may occasionally be circumstances in which I need to reschedule an appointment due to illness or another unforeseen situation. If this occurs, I will communicate with you as soon as possible and make every reasonable effort to reschedule or find an appropriate alternative.

My goal is to approach scheduling with flexibility, understanding, and compassion while also respecting the time and availability of everyone involved.

Package Cancellation & Refunds

Because the needs of a companion animal and their family can change unexpectedly, packages may be cancelled at any time. If a companion animal passes away before all services included in a package have been used, the remaining unused services may be refunded or, when appropriate, converted into eligible aftercare or bereavement support services.

Refunds will be based on the unused portion of the package rather than services that have already been provided. Any applicable fees for completed services will be deducted from the refund.

If a package is cancelled for another reason, please contact me to discuss available options. I will consider refund or rescheduling requests on a case-by-case basis, with the goal of being fair, compassionate, and respectful of each family's circumstances.

14. Package Services & Expiration

The Full Signature Support Package includes the services specifically listed in the package description.

Package services may be scheduled according to the clients and pets needs and availability.

Packages are designed to provide support within a defined period of care and are valid for **6 months from the date of purchase**. This allows ample time to use the services included while providing a clear timeframe for both the client and the business.

If circumstances arise that make it difficult to use a package within this timeframe, such as a significant change in a companion animal's condition, illness, family circumstances, or another unforeseen situation, please reach out. **Extensions may be granted at my discretion when appropriate.**

If a companion animal passes away before all services in a care package have been used, the remaining services will be handled according to the **Package Cancellation Policy**.

Bereavement and aftercare services do not expire. I recognize that grief does not follow a schedule, and support may be needed weeks or months following the loss of a companion animal.

Individual services are provided on the date scheduled and are subject to the **Cancellation & Rescheduling Policy** if an appointment needs to be changed.

Any applicable expiration date will be clearly communicated to the client at the time of purchase.

15. Emergency Situations

Round the Rainbow Animal Doula Services is **not an emergency veterinary service**.

If an animal appears to be experiencing a medical emergency, the client will be encouraged to contact their veterinarian, an emergency veterinary hospital, or another appropriate veterinary service.

The doula cannot guarantee the outcome of a medical emergency or substitute for emergency veterinary treatment.

16. Third-Party Services

The doula may provide referrals or information regarding veterinarians, cremation services, pet photographers, artists, grief resources, rehabilitation professionals, pet sitters, or other providers.

Unless explicitly stated otherwise, these providers are independent third parties.

Round the Rainbow is not responsible for the acts, omissions, fees, policies, or services of third-party providers.

17. Fees & Payment

The client agrees to pay the applicable rate selected at the time of service.

The applicable rate tier and service/package will be documented before services begin.

Additional services, travel, materials, or third-party expenses will be discussed with the client before being incurred whenever reasonably possible.

Travel

Travel within **20 miles of the Seacoast of New Hampshire** is included.

Additional travel is billed at **\$0.68 per mile** beyond that radius.

18. Termination of Services

Either the client or 'Round the Rainbow Animal Doula Services may end the professional relationship.

Round the Rainbow may terminate services when:

- The client engages in abusive, threatening, discriminatory, or unsafe behavior.
- The environment becomes unsafe.
- The requested services fall outside the doula's scope of practice.
- Appropriate veterinary care is required beyond the doula's role.
- Professional boundaries are repeatedly disregarded.

- Other circumstances arise that make continuing the professional relationship inappropriate.

Services already provided are non-refundable.

Unused prepaid package services will be handled according to the applicable cancellation and refund terms.

19. Educational Content, Photography & Stories

As part of my work with ‘**Round the Rainbow Animal Doula Services**, I maintain an educational **blog and social media presence, including Instagram and YouTube**, where I share information about companion-animal aging, end-of-life care, quality of life, grief, pet loss, and the human-animal bond.

I may occasionally wish to share educational content inspired by experiences, stories, photographs, artwork, or other materials from my work with clients and their companion animals.

I will always ask for your permission before taking any photographs during our work together, and photographs will only be taken when I determine that doing so is appropriate and respectful of the circumstances.

Participation is completely optional and is not required to receive services.

Your decision will not affect the quality or availability of services you receive from ‘Round the Rainbow.

Permission to Share

Please select **one**:

- ☐ **I DO NOT give permission.** I do not want my or my pet's photographs, stories, experiences, or identifying information shared publicly.
- ☐ **I GIVE PERMISSION WITH LIMITATIONS.** I am comfortable with Round the Rainbow sharing my pet's story and/or photographs for educational purposes, provided that identifying information is removed or changed. I understand that photographs may still identify my pet even if my personal identifying information is not shared.
- ☐ **I GIVE PERMISSION FOR EDUCATIONAL USE.** I am comfortable with ‘Round the Rainbow sharing photographs, stories, experiences, or other content related to my pet

for educational or business purposes through its blog, Instagram, YouTube, website, or other social media platforms.

Additional Limitations or Preferences

If you selected permission above, please tell me if there are any specific limitations you'd like me to follow.

For example:

- ☐ Do not use my name
- ☐ Do not use my location
- ☐ Change identifying details
- ☐ Do not show my face
- ☐ Do not show my home
- ☐ Do not share veterinary records or medical documentation
- ☐ Share my pet's story but not photographs
- ☐ Share photographs but not my personal story
- ☐ Contact me for approval before each use
- ☐ Other:

Client Understanding

I understand that:

- Participation in educational or promotional content is voluntary.
- I may decline permission without affecting my services.
- I may specify limitations on how my or my pet's information is used.
- I may request that identifying information be changed or omitted.
- Publicly shared content may be viewed, copied, or reshared by others once posted online, and Round the Rainbow cannot control how third parties may use publicly available content.
- My permission applies only to the uses described above and any additional use may require additional permission.

Client Name: _____

Client Signature: _____

Date: _____

20. Consent & Acknowledgment

By signing below, I acknowledge that:

- I have read and understand this Client Services Agreement.
- I understand the nature and limitations of companion-animal doula services.
- I understand that ‘Round the Rainbow is not a veterinary practice.
- I understand that ‘Round the Rainbow is not a grief counseling or psychotherapy service.
- I understand that veterinary care remains the responsibility of a licensed veterinarian.
- I understand the scope and limitations of medication assistance.
- I understand the mutual respect and client conduct expectations.
- I understand the fees and rate tiers.
- I understand the cancellation and termination policies.
- I have had an opportunity to ask questions.
- I voluntarily consent to the services selected for myself and my companion animal.

Client Name: _____

Client Signature: _____

Date: _____

Doula Name: _____

Doula Signature: _____

Date: _____

21. Veterinary Communication Authorization

I authorize ‘Round the Rainbow Animal Doula Services to communicate with my veterinary team for the purposes I have specifically approved.

I authorize:

- ☐ Appointment scheduling
- ☐ Care coordination
- ☐ Communicating logistical information
- ☐ Receiving logistical information
- ☐ Helping organize questions and concerns
- ☐ Other: _____

Veterinary Practice: _____

Client Initials: _____

Date: _____

22. Client Conduct Agreement — Signature

I have read and understand the **Mutual Respect & Client Conduct Agreement**.

I understand that grief, anger, sadness, frustration, and emotional overwhelm are valid human experiences and that I will be treated with compassion.

I also understand that abusive, threatening, discriminatory, sexually inappropriate, or unsafe behavior is not acceptable and may result in termination of services.

I understand that services already provided are non-refundable and that any unused portion of a prepaid package will be handled according to the applicable package cancellation and refund terms.

Client Name: _____

Client Signature: _____

Date: _____



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