

Home and Health – Client Code of Conduct

I. Introduction

The **Home and Health Client Code of Conduct** ensures a safe, respectful, and positive experience for both clients and service providers.

We are committed to fostering trust, professionalism, and dignity in all interactions. By using our platform, clients agree to treat service providers with courtesy and to comply with these standards.

II. Core Expectations

Clients must:

- Treat service providers with dignity, respect, and courtesy always.
 - Provide a safe and healthy environment for visits.
 - Communicate needs and preferences clearly.
 - Respect the professional boundaries of service providers.
 - Use the **Home and Health** app for all scheduling, service changes, and payments.
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III. Unacceptable Behaviors

Any of the following are grounds for immediate termination of services and possible legal action:

A. Harassment & Abuse

- Sexual harassment in any form (verbal, physical, or visual).
- Discriminatory remarks or behavior based on race, gender, religion, disability, age, sexual orientation, or any other protected status.
- Verbal abuse, threats, intimidation, or yelling directed at providers.
- Physical abuse, unwanted touching, or aggressive gestures.

B. Offensive or Discriminatory Language

- Use of racial slurs, hate speech, or derogatory remarks.
- Inappropriate jokes or comments of a sexual, racist, or offensive nature.

C. Unsafe or Illegal Activity

- Requesting providers to perform unsafe or illegal tasks.
 - Possession or use of illegal drugs during service visits.
 - Possession of unsecured weapons in service areas.
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IV. Safety & Home Environment

Clients must:

- Ensure the service area is clean, safe, and free from hazards.
 - Secure pets if they may pose a safety risk or cause distractions.
 - Maintain a smoke-free environment during the provider's visit unless agreed upon.
 - Avoid impairing behavior (intoxication) that could create safety or professional concerns.
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V. Scheduling & Payment

- All scheduling must be completed through the *Home and Health* app.
 - Cancellations or rescheduling must follow posted policies.
 - All payments must be processed through the app — no direct cash or checks to providers.
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VI. Violations & Consequences

Violations of this Code may result in:

- Written warning or suspension from the platform.
 - Immediate termination of services.
 - Reporting to appropriate legal authorities if applicable.
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VII. Commitment to Respect

The ***Home and Health*** community thrives when both clients and providers feel safe, respected, and valued. We expect all clients to uphold this Code to maintain access to our services.

VIII. Acknowledgment

I acknowledge that I have read, understood, and agree to follow the ***Home and Health Client Code of Conduct***.