

## Code of Conduct for Service Providers

### Home and Health App

---

#### I. Introduction

The **Home and Health Code of Conduct** sets clear standards for behavior, professionalism, and service quality for all service providers using our platform.

Our mission is to **deliver exceptional, safe, and compassionate care** while empowering service providers with flexible work opportunities. By following this Code, you help protect our clients, our community, and your professional reputation.

#### **Purpose:**

- Provide clear expectations for conduct, safety, and service quality.
- Maintain trust between providers, clients, and **Home and Health**.
- Ensure a safe and respectful environment for all.

#### **Commitment:**

- **Client Safety First** — Always prioritize health, dignity, and comfort.
  - **Professional Integrity** — Act honestly, ethically, and lawfully.
  - **Service Excellence** — Strive to exceed expectations with every visit.
- 

#### II. Core Behaviors and Values

##### A. Respect

- Address clients and family members politely, using preferred names and pronouns.
- Respect cultural, religious, and lifestyle differences.
- Never make discriminatory or offensive remarks.
- Protect all client property and never use it without permission.
- Maintain confidentiality in accordance with privacy laws (e.g., HIPAA/PIPEDA).

##### B. Integrity

- Be truthful about your skills, availability, and limitations.

- Report conflicts of interest (e.g., working for a competing agency with the same client).
- Disclose any legal, licensing, or health issues that may affect service provision.

### **C. Compassion**

- Show patience, especially when clients have mobility, communication, or memory challenges.
- Be attentive to emotional needs as well as physical tasks.
- Adapt services to meet individual preferences when possible.

### **D. Accountability**

- Own your mistakes—report incidents promptly.
- Keep accurate records of time worked and services provided.
- Communicate changes as soon as possible.

### **E. Professionalism**

- Maintain healthy boundaries—no borrowing money, accepting large gifts, or engaging in personal relationships with clients.
- Dress in clean, appropriate attire; wear an ID badge if provided.
- Practice good personal hygiene to protect client health.

---

## **III. Terms of App Use**

### **A. User Registration**

- Provide accurate, up-to-date information.
- Complete identity verification, background checks, and credential reviews before accepting assignments.
- Maintain current certifications (CPR, First Aid, professional licenses).

### **B. Service Agreement**

- Agree to always abide by the Code of Conduct and app policies.
- Provide services only within your verified qualifications.

### **C. Payment Terms**

- All payments must be processed through the app.
  - Payments are released according to the posted payout schedule.
  - Providers are responsible for any applicable taxes or self-employment obligations.
- 

## **IV. Emergency Situations**

### **A. Definition of Emergencies**

- Sudden illness or injury requiring urgent care.
- Safety hazards (fire, gas leak, unsafe home conditions).
- Threats to personal safety (aggressive behavior, intruders).

### **B. Response Protocol**

1. Ensure your own safety first.
2. Call 911 or local emergency services immediately.
3. Provide basic first aid if trained and safe to do so.
4. Notify **Home and Health** support via in-app emergency contact.
5. Document the incident within 24 hours.

### **C. Client Safety**

- Never leave a client in immediate danger.
  - If unsafe to remain, evacuate with the client if possible and call for help.
- 

## **V. Disciplinary Actions**

### **A. Grounds for Disciplinary Action**

- Violation of the Code of Conduct.
- Fraudulent billing or falsifying records.
- Breach of confidentiality.
- Abusive, negligent, or unsafe conduct.
- Criminal activity or failure to maintain required licenses.

## **B. Disciplinary Process**

- Report reviewed by compliance team.
- Investigation including witness/client statements.
- Determination and written notice of outcome.

## **C. Possible Outcomes**

- Verbal or written warning.
- Temporary suspension from the platform.
- Permanent removal from the platform.
- Referral to law enforcement if applicable.

## **D. Appeal Process**

- Appeals must be submitted in writing within 10 business days.
  - Provide supporting evidence or documentation.
  - Decision on appeal will be final.
- 

# **VI. On-Site Behaviors**

## **A. Professional Conduct**

- Arrive 5–10 minutes early, prepared with necessary supplies.
- Avoid using your phone for personal purposes during visits.
- Notify clients promptly if delayed.

## **B. Client Interaction**

- Use active listening and clarify instructions before starting tasks.
- Avoid discussing politics, religion, or controversial topics unless invited by the client and done respectfully.

## **C. Work Environment**

- Keep work areas tidy and safe.
- Return items to their proper place.
- Lock doors or secure property if requested when leaving.

## **D. Adherence to Care Plans**

- Follow care instructions exactly unless unsafe—then report changes needed.
- 

## **VII. Billing Restrictions**

### **A. Direct Billing Policy**

- No accepting cash or checks directly from clients.
- All payments must go through *Home and Health*.

### **B. Invoicing Procedures**

- Submit invoices within 24 hours of service completion.
  - Ensure billed hours match the scheduled and approved times.
- 

## **VIII. Handling Changes in Appointments**

### **A. Scope Change Protocol**

- Document client requests for extra services in the app before performing them.
- Obtain client and app approval before extending time.

### **B. Amendment Process**

- Use the in-app amendment tool for changes to services or costs.

### **C. Communication**

- Always confirm changes in writing through the app's messaging system.
- 

## **IX. Achieving Five-Star Ratings**

### **A. Little Touches**

- Greet clients warmly and leave on a positive note.
- Offer to perform small, helpful tasks if time allows.

### **B. Feedback and Improvement**

- Politely ask clients to leave feedback in the app.
- Review your ratings regularly and address any concerns.

### C. Professional Development

- Stay current with home care trends and safety practices.

---

### X. Conclusion

By adhering to this Code of Conduct, you protect yourself, your clients, and the integrity of ***Home and Health***. Our clients rely on us for safety, comfort, and trust—values we must uphold every day.

---

### XI. Acknowledgment

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