



NOVITA THERAPY SERVICES CODE OF CONDUCT STATEMENT

Staff have the right to be treated with respect and courtesy. Novita must ensure that at no time employee safety is compromised.

In order to achieve this:

- All initial client contact **will** be in the office, or via home visit from two staff.
- If at this time, or any subsequent time, any staff member considers there is risk of aggressive behaviour, they **will** discuss the situation and possible options with their Manager.
- Staff **will** end a visit treatment session or phone call, if there is aggressive behaviour displayed towards the Novita staff member.
- The Manager **will** develop a service agreement, detailing the location and method of service provision, staff involved and review dates.

Novita reserves the right to suspend or withdraw services when a safe working environment cannot be achieved for employees despite all reasonable steps having been undertaken towards resolving the issue.