

## Client Code of Conduct

In order to meet our legal obligation to provide a safe and healthy environment for our staff to help you achieve your therapy goals, Down South Therapy expects clients, family members and visitors to refrain from unacceptable behaviours that are disruptive or pose a threat to the rights and safety of our staff.

The following behaviours are considered unacceptable and may lead to you being discharged from our service:

- Speaking in an intimidating tone of voice or yelling at staff members
- Throwing objects around the home
- Attempting to intimidate or harass staff members.
- Making verbal threats to harm a staff member or destroy their equipment.
- Intentionally damaging equipment
- Making harassing, offensive, or intimidating statements, or threats of violence through phone calls, letters, voicemail, email, or other forms of written, verbal, and electronic communication
- Racial or cultural slurs or other derogatory remarks associated with, but not limited to, race, language, or sexuality.
- Repeatedly contacting therapists out of standard work hours
- Possession of weapons or drugs
- Any member or visitors to the home being under the influence of drugs or alcohol.
- Any member or visitors to the home that are behaving in an erratic manner that may scare or intimidate the staff member.
- Inappropriately touching, grabbing, or physically hurting staff

By accepting our therapy services, you are agreeing to abide by this code of conduct and will always treat our staff members with care and respect. Not doing this may lead to your therapist ceasing the session immediately and your services with us being cancelled.

Thank you for your cooperation and helping us to maintain a safe and positive work environment for our staff members.