

CODE OF CONDUCT

- Please maintain a professional attitude at all times when interacting with your Senior Partner.
- Information about your Senior Partner is confidential and should not be shared with anyone.
- Information about your Senior Partner and his/her health care should never be discussed in public areas.
- Please dress professionally when visiting with your Senior Partner.
- Please arrive on time for your scheduled visits.
- If you are running late or need to cancel a visit, please call and inform your Senior Partner and your Student Team.
- Students should not offer medical advice to their Senior Partner.

Home Visits Safety Tips

- 1) For an initial home visit, try to schedule the appointment by telephone or e-mail so that the client will know to expect you and be prepared.
- 2) Whenever possible, conduct home visits accompanied by colleagues.
- 3) Always carry a charged cell phone.
- 4) Know where the exits are in a home and in building hallways.
- 5) Do not enter an elevator with people who are suspicious-looking or make you feel uncomfortable in any way. If you are feeling nervous, pretend that you are using your cellular telephone and cannot get on the elevator. When riding an elevator with someone who frightens you, immediately press the button of the next floor so that you can get off.
- 6) If you feel unsafe during an interview and believe you are or might be in danger, you should immediately end the interview and leave.
- 7) Always be vigilant and assess the surroundings—both inside and outside a client's home.
- 8) Never stand too close to an apartment door. Clients often open their doors and allow their dogs to run out and jump on you. Request that the client put the dog or other pet in another room.
- 9) Always remember to keep your cool. Never show a client that you are scared. Always remain professional and if the situation gets out of control or dangerous—leave.
- 10) Do not get too comfortable and let your guard down with clients. Remember that you are providing a service for them—they are not your friends.