



**NOVA  
HEALTHCARE  
SERVICES**

# **Mobile Phone Policy**



At Nova Healthcare Services (Nova HCS), we prioritize the safety, focus, and professionalism of our agency workers during work hours. To ensure an environment conducive to delivering exceptional healthcare services, we maintain a zero mobile phone policy.

### **1. Prohibited Use**

Agency workers are prohibited from using personal mobile phones while on duty, except during designated lunch breaks. This includes making or receiving calls, sending or reading text messages, browsing the internet, or engaging in any form of non-work-related communication.

### **2. Safety Concerns**

The use of mobile phones poses a potential distraction that may compromise patient care, employee safety, and overall workplace productivity. To mitigate these risks, we enforce strict adherence to this policy.

### **3. Emergency Situations**

In the event of a genuine emergency that requires immediate attention, agency workers may discreetly use their mobile phones to address the situation. However, such instances should be kept to a minimum and communicated to the appropriate supervisor or manager as soon as possible.

### **4. Lunch Break Exception**

During designated lunch breaks, agency workers are permitted to use their mobile phones for personal communication or entertainment. However, it is expected that such usage does not interfere with the timely return to work responsibilities.

Failure to adhere to the zero mobile phone policy may result in disciplinary action, up to and including termination of employment. We emphasize the importance of compliance with this policy to maintain a professional and focused work environment.



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For any questions or concerns related to this policy, please contact [admin@novahc.co.uk](mailto:admin@novahc.co.uk)

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