



## Volunteer Waiver, Code of Conduct & Ethics

National Service Dogs (NSD) is a non-profit Registered Charity specializing in placing certified service dogs with children who have autism and veterans and first responders with PTSD, education, justice and peer support facility dogs, and skilled companion dogs for children with a variety of unique needs.

### CODE OF CONDUCT

The purpose of the Code of Conduct & Ethics for Volunteers is to provide written conduct guidelines designed to promote integrity, set expectations and protect National Service Dogs' business and reputation from financial loss and legal liability. The Code also addresses:

- compliance with applicable laws and regulations in all jurisdictions where NSD carries on business;
- conflicts of interest including transactions and agreements in which Volunteers and Employees have a material interest;
- protection and proper use of NSD assets and opportunities;
- confidentiality, of information gathered and owned by NSD;
- reporting of illegal and unethical behavior.

### Scope

NSD utilizes a code of conduct for all staff and volunteers and each individual is responsible to ensure their conduct is aligned with the code. Breaches in the NSD Code of Conduct & Ethics or applicable laws, rules and regulations can result in financial, legal and reputational damage to NSD and may result in termination of involvement with NSD.

### Responsibilities

Every three years Volunteers will acknowledge having received and read the Code of Conduct & Ethics and will sign indicating their intention to comply with the code. NSD reserves the right to cease involvement with any volunteer that is deemed to be non-compliant with the Code of Conduct & Ethics..

### Compliance

All Volunteers are required, while performing their duties, on or using NSD property; including the custody of NSD dogs of any age, to comply with all laws, regulations, NSD policies and procedures in all of the jurisdictions where NSD carries on business and while they are carrying out duties on behalf of NSD. Where and whenever NSD Volunteers are in the care and control of an NSD Dog they are bound by local accessibility, leash and dog waste management laws.

Please note that NSD dogs in development DO NOT have a right to access any public facility/service. Any access granted to spaces typically accessible to a qualified service dog and their legal handler are available to volunteers and NSD dogs in development as a courtesy and the owner of the establishment has the legal right to deny access/service in part or whole.

Noncompliance may lead to a volunteer being asked to relinquish their role with NSD.

### Applicable Situations

#### *Conflicts of Interest*

Any Volunteer who has a material interest of any kind in any existing or proposed transaction with NSD is to disclose the nature and extent of his or her interest in writing to the Executive Director. The Executive Director will decide an appropriate course of action based on each individual conflict of interest.



There are occasions when it may be determined by the Executive Director that a Contractor or Volunteer has a conflict of interest with another role within NSD (Employee, Contractor or Volunteer). When these situations arise, the Executive Director will advise the Contractor or Volunteer that a conflict of interest exists and ask the individual to determine whether they wish to continue as a Contractor or Volunteer under the same job description, or relinquish these responsibilities within NSD for another role within NSD.

#### *Proprietary Information*

Information stored, processed and used by NSD, including and not limited to training manuals and handouts, information regarding clients, suppliers, business contracts, employees and operations, is proprietary and must be kept confidential and may not be released or used for personal gain.

#### *Competitors*

Information regarding competitors must be obtained legally and Volunteers are prohibited from obtaining competitor information through illegal means including information acquired during a prior employment relationship or through breaching the terms of confidentiality information.

#### *Health, Safety and the Environment*

Volunteers and employees are responsible for working safely and complying with NSD health, safety and environment rules and protocols at all times while at the Training Centers and acting on behalf of NSD. If Volunteers have concerns about the health and safety of the environment provided to Volunteers or animals in NSD care, these concerns are to be elevated to the Executive Director directly.

#### *Communications:*

##### *A. Electronic, Public and Media*

NSD electronic communications (including email, social media and voicemail) are for use in pursuit and support of NSD business and while limited use for personal purposes is permitted, such use is not private or confidential and the contents of such information may be accessed by NSD and others without the prior consent of the individuals who have used the electronic communications. Social Media Policies outlining volunteer responsibilities when representing NSD and or NSD Dogs in the social media space are provided under separate cover and binding under this code of conduct. Individuals who are not authorized by the Executive Director to represent NSD must decline to respond when contacted by other companies, government agencies, and members of the media or individuals regarding the business of NSD and are required to report such requests for information to the ED.

##### *B. NSD/ Volunteer & Interpersonal Communications*

NSD values the communication and information sharing that is implicit in our daily interactions with volunteers. The maintenance of professional, courteous interactions that are respectful of appropriate boundaries is everyone's responsibility to uphold. Any questions or concerns about the health, welfare or training of an NSD must be brought forward to NSD staff first and foremost. Volunteers agree to only accept such advice on the care and training of NSD dogs from NSD staff and/or Veterinary professionals as directed by NSD.

NSD staff may set up opportunities for volunteers to engage in training, social, and educational opportunities with other NSD stakeholders as part of your volunteer experience with NSD. The maintenance of professional boundaries is expected by all participants. We expect all participants in these activities to engage in supportive and respectful dialog/exchanges that are conducive to a safe and productive experience for all. We ask that participants respect individual privacy, only make contact through NSD-approved channels and refrain from sharing or using personal information such as a home address, personal contact information (beyond what is shared via staff for NSD activities) of other volunteers or third parties without permission. Any questions or concerns arising from your engagement with these opportunities or NSD in general should be directed to the appropriate staff member or brought to our attention through our complaint process.

#### *Discrimination and Harassment*

NSD is committed to a healthy, harassment-free work environment for Employees and Volunteers. Harassment will not be tolerated. Harassment occurs when an employee or volunteer is subjected to unwelcome verbal or physical conduct because of race, religious beliefs, color, place of origin, gender, mental or physical disability, ancestry, marital status, family status, sexual orientation or source of income.



Any volunteer that is deemed to be harassing NSD Employees based on a decision made about a dog owned by NSD or speaking negatively about NSD as a result of a decision about a dog owned by NSD may be asked to relinquish their volunteer status with the organization. Once a decision is made about the future of a dog owned by NSD, Volunteers are welcome to express their opinions to the Executive Director as part of the NSD Complaint process, however, these opinions are not to be shared with other NSD stakeholders (clients, other Volunteers, partners etc).

#### *Confidentiality*

Effective January 1, 2004 the provincial legislation requires that all charities comply with the Personal Information Protection and Electronic Documents Act (PIPEDA). The purpose of this act is to protect your right to privacy and to safeguard personal information that you give us. This act does not change the current practices and procedures that we have in place. The personal information collected by NSD is essential to providing volunteers with the training and information they need to be successful in their volunteer endeavours and to keep donors informed of NSD's activities. Many of these procedures involve the disclosure or relay of information to our staff and volunteers. Although our procedures are unchanged, PIPEDA requires that we obtain your consent regarding the collection, use or disclosure of your personal Information. If you have any questions please do not hesitate to contact our privacy office [dani@nsd.on.ca](mailto:dani@nsd.on.ca).

Furthermore:

Confidential information shall include all information which has been specifically designated as confidential by NSD and any information which relates to the commercial and financial activities of NSD, the unauthorized disclosure of which would embarrass, harm or prejudice NSD. Information relating to clients is of a confidential nature and must not be disclosed. In addition to the requirements of your professional body, NSD considers unauthorized disclosure of a client's confidential information a serious matter which may lead to disciplinary action.

## **Release and Consent Items**

I/We the undersigned understand that Volunteering for National Service Dog Training Centre Inc., herein known as NSD, is not without risk to me or to my family. I hereby waive and release National Service Dog Training Centre, Inc.; including officers, directors, employees representatives, agents, successors and assigns, from any and all liability for injury or damage which, I or members of my family or guests. Also, I hereby agree to indemnify and hold harmless National Service Dog Training Centre Inc., its owners and agents, from any and all claims made by any family member or guest there as a result of any action while Volunteering for National Service Dog Training Centre Inc.

### EMERGENCY MEDICAL TREATMENT RELEASE OR NON-CONSENT AGREEMENT

*Please check one of the boxes in this section:*

#### CONSENT FORM

I/We the undersigned agree that should I require emergency medical treatment while in attendance at any NSD facility, such emergency medical treatment may be provided by a NSD staff and/or volunteer without my direct consent, in accordance with the laws of the Province of Ontario. I agree that I, and my personal representatives, assigns, heirs and next of kin, hereby release, waive, discharge and covenant not to sue NSD, its Board Members and Executives, agents and staff members with respect to any and all loss, claim or liability on account of emergency medical treatment resulting in injury or death. I HAVE READ AND VOLUNTARILY AGREE TO THIS EMERGENCY MEDICAL TREATMENT RELEASE. This Emergency Medical Treatment Release shall survive my attendance at the NSD facility and shall continue in full force and effect thereafter.

#### NON-CONSENT FORM

I/We agree that should I require emergency medical treatment while in attendance at the NSD facility, such emergency medical treatment may NOT be provided by a NSD staff and/or volunteer without my direct consent, in accordance with the laws of the Province of Ontario.

PHOTO AND SOCIAL MEDIA RELEASES

I hereby grant to National Service Dogs (NSD) and to its employees and assigns the right to use photograph/video of I/We the undersigned or other reproduction of our physical likeness for broadcast, distribution and publication processes, whether electronic, print, or digital media as indicated below:

Any photographs or videos as outlined above for broadcast, distribution and publication, internally (NSD staff, closed/private social media posts, donor reports) and/or externally (NSD website, public social media and/or fundraising campaigns) by NSD; including minor children identified on the signature page below.

Any photographs or videos as outlined above for broadcast, distribution and publication, internally ONLY (NSD staff, closed group/private social media posts, donor reports) by NSD; including minor children identified on the signature page below.

Any photographs or videos as outlined above for broadcast, distribution and publication, internally (NSD staff, closed/private social media posts, donor reports) and/or externally (NSD website, public social media and/or fundraising campaigns) by NSD. EXCLUDING any minor children identified below.

Any photographs or videos as outlined above for broadcast, distribution and publication, internally ONLY (NSD staff, closed group/private social media posts, donor reports) by NSD. EXCLUDING any minor children identified on the signature page below.

I/We the undersigned DO NOT give consent to the use of any photos or videos.

Volunteer 1:

Print Name: \_\_\_\_\_ Signature: \_\_\_\_\_

Volunteer 2:

Print Name: \_\_\_\_\_ Signature: \_\_\_\_\_

Volunteer 3:

Print Name: \_\_\_\_\_ Signature: \_\_\_\_\_

Date: \_\_\_\_\_

All adult household members must sign:

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If under 18 years of age, please list ALL underage children in household (for volunteer raisers) and/or minor volunteer:

Minor Children Names: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Parent or Legal Guardian Print Name: \_\_\_\_\_

Parent or Legal Guardian Signature: \_\_\_\_\_