



PetPromise Volunteer Agreement

Code of Conduct

PetPromise is a non-profit animal rescue and welfare organization dedicated to helping create a world where there are no more homeless pets through education, rescue, sterilization, and adoption. I believe my attitude toward volunteer work should be professional. I believe that I have an obligation to my work, to those who direct it, to my colleagues, to those for whom it is done, and to the public.

In agreeing to serve, I assume certain responsibilities and expect to account for what I do in terms of what I these professional expectations. I promise to take to my work an attitude of open mindedness, to be willing to be trained for it according to the standards and practices of the organization, and to bring to my work my full interest and attention.

Participation in the organization's programs is subject to the observance of the organization's rules and procedures.

As a representative of PetPromise, I pledge to abide by and satisfy all of the following conditions:

- I will be loyal to PetPromise and seek to abide faithfully by PetPromise's policies, established positions and the decisions of groups and individuals within PetPromise that are authorized to make such decisions.
- I will honor the goals, rules and regulations of the program.
- I will actively work to secure new volunteers to do PetPromise's work.
- I will represent and seek to serve the best interests of the entire PetPromise organization rather than just the specific interests of a program.
- I will strive to avoid either by action or by communication anything that will tend to embarrass or disparage PetPromise.
- I will be respectful of issues within PetPromise that are confidential. I will not release information to the media or other persons.
- I will attend and be willing to learn and participate in meeting and training programs
- I will notify the event lead or a board member immediately if I am unable to attend a shift/event I'm scheduled to attend.
- I will communicate truthfully and with integrity, both within and outside the organization and always behave professionally and cordially when representing PetPromise and when talking to or about other PetPromise volunteers.
- I will avoid knowingly withholding information regarding opportunities from which PetPromise benefit.
- I recognize that donors provide financial resources for PetPromise's work. When handling PetPromise funds, I will do so with integrity and honesty and in accordance with PetPromise's Policies and Guidelines.



Professionalism

While representing PetPromise at all PetPromise and PetPromise-related functions, whether internally or externally, I will always be professional and courteous, even to those who may not share my personal views. I will not use language that would be regarded by reasonable people as offensive. I will give others the opportunity to express their thoughts.

I will be respectful of other individuals within PetPromise, concerned citizens, officers, volunteers, clients, and staff and volunteers of other animal rescue or welfare organizations, whether or not I agree with their policies or views.

Examples of unprofessional behavior

Showing up late or not at all; leaving early; inappropriate dress; violation of cultural norms; being overly demanding; laziness; negligence; unreliability; a condescending, disrespectful, or arrogant attitude; and noncompliance with direction.

Confidentiality

“Confidential” means that you are free to talk about PetPromise and about your program and your position, but you are not permitted to disclose privileged information. No information may be released without appropriate authorization.

Prohibited Behaviors

The activities outlined below are strictly prohibited. Any participant or volunteer who violates this Code is subject to discipline, up to and including removal from the program.

- Making light of cruelty towards or making disparaging comments about any animals, regardless of breed or species.
- Abusive language towards a board member, volunteer or another participant.
- Maligning or disrespecting other individuals within PetPromise, officers, volunteers, clients, the general public, event participants and attendees, and staff and volunteers of other animal rescue or welfare organizations, whether or not I agree with their policies or views.
- Bringing onto PetPromise’s property or to a PetPromise event dangerous or unauthorized materials such as explosives, firearms, weapons or other similar items.
- Discourtesy or rudeness to a fellow participant or volunteer.
- Verbal, physical or visual harassment of another participant or volunteer.
- Actual or threatened violence toward any individual or group.
- Conduct endangering the life, safety, health or well-being of others.
- Failure to follow any organizational policy or procedure.
- Bullying or taking unfair advantage of any participant.
- Failing to cooperate with a board member, program lead, or event lead.
- Failure to comply with applicable local, state, and federal laws and homeowner association/apartment rules regarding the treatment and housing of animals, whether owned by the volunteer or by PetPromise.



Volunteer Agreement and Release

1. I agree to release, discharge, indemnify and hold PetPromise harmless for any and all damage to my personal property while performing as a VOLUNTEER in a VOLUNTEER CAPACITY any and all duties for PetPromise.

2. I recognize that in handling animals for PetPromise in a VOLUNTEER CAPACITY there exists a risk of injury or sickness, including personal injury or harm. On behalf of myself, my heirs, personal representatives and executors, I hereby release, discharge, indemnify, and hold harmless PetPromise and its agents from any and all claims, causes of actions or demands, of any nature or cause connected with my Volunteer Agreement. This might include connection with my VOLUNTEER services based on damages that may be incurred or sustained by me in any way. Such damages or injuries might include, but are not limited to animal bites, accidents, injuries, and personal property damage.

3. I understand that public relations are an important part of volunteering with PetPromise. I agree, therefore, on behalf of myself, my heirs, personal representatives, and executors to allow PetPromise to use any photograph or video recording taken of me for use in public relations efforts. Any photographic or video images that I produce, in a VOLUNTARY CAPACITY, will become the sole property of PetPromise and as such, it may use them in any ways it sees fit. PetPromise will use reasonable efforts to notify me but such notification is not a condition of use hereunder.

4. I will conduct myself in an appropriate manner in public when acting as a representative of PetPromise.

5. I am over the age of 18 at the time of signing this agreement.

I ACKNOWLEDGE THAT I HAVE READ AND UNDERSTAND THE TERMS AND CONDITIONS OF THE FOREGOING VOLUNTEER AGREEMENT AND RELEASE AND THAT I WILL COMPLY WITH THE SAME. I UNDERSTAND THAT I MAY BE REMOVED AS A PARTICIPANT IF I VIOLATE ANY OF THESE RULES.

Print name

Signature

Date