

- c. Physical conduct such as assault, unwanted touching, blocking normal movement, or interfering with work because of sex, race or any other protected basis.
- d. Threats and demands to submit to sexual requests as a condition of continued program participation, or to avoid some other loss, and offers of benefits in return for sexual favors.
- e. Retaliation for having reported or threatened to report harassment, or for initiating or assisting in any action or proceeding regarding unlawful harassment or discrimination.

All threats of violence or harassment will be taken seriously. If any volunteer believes that he or she has been unlawfully harassed, that person should submit a complaint to his/her supervisor as soon as possible after the incident. If the volunteer is not comfortable discussing the situation with their immediate supervisor, they may submit their complaint to the Executive Director or the Human Resources Department. The complaint should include details of the incident or incidents, names of the individuals involved, and names of any witnesses. Supervisors will refer all harassment complaints to the Human Resources Department immediately. AC&C will investigate all harassment allegations.

Upon completion of the investigation, a determination will be made, and the concerned parties will be notified of the outcome. If AC&C determines that unlawful harassment has occurred, effective remedial action will be taken in accordance with the circumstances involved, including action to prevent any further harassment. This may include counseling for the alleged perpetrator, discipline, and/or discharge of the perpetrator, additional security measures, police involvement, or other appropriate action under the circumstances and as provided by law.

3. Conflicts of Interest

AC&C volunteer applicants who have conflicts of interest with the mission of AC&C or any activity or, program of AC&C, or develop a conflict of interest during their time of volunteer service, and promote or use that conflict to the detriment of any of AC&C's operations, shall not be accepted to serve as a volunteer or will be terminated. Volunteers who undermine the mission of AC&C, and/or violate or work to the detriment of AC&C's policies and procedures, operations or programs will be terminated.

4. Representation of AC&C

Prior to taking any action, or making any statement that might affect or create an obligation for AC&C or disseminating information obtained from AC&C that is not otherwise available to the public, volunteers must obtain written clearance from the appropriate supervisory personnel. All media interactions and all fundraising activities must be approved in advance by the Director of Development & Communications. Any adoptions promotions, tours of any AC&C facility, adoption partner transfers, or temporary foster placements must be approved by the Director of Development and Communications. Such actions and statements may include, but are not limited to:

- a. Posting information as described above that is obtained from AC&C, or personal information concerning or identifying AC&C employees or volunteers, or false

information about AC&C on any internet site such as Facebook, My Space, Craigslist, etc.

- b. Volunteers are prohibited from taking photos or videos of any kind (including via cell phone) of AC&C animals unless you are a trained Volunteer Pet Photographer or you have the express written permission from the Director of Communications.
- c. Public statements or statements to the press while appearing to represent AC&C.
- d. Attempting to create a coalition on behalf of AC&C with other organizations without prior permission from AC&C.
- e. Lobby individuals, groups, organizations, or government bodies or representatives (i.e.: rescues, veterinarians, behaviorists, trainers, etc.) on behalf of AC&C.
- f. Making agreements involving any contractual or financial obligations on behalf of AC&C.
- g. Using the AC&C logo, name or image of any animal in AC&C's care on any promotional or informational materials.
- h. Using the AC&C name to organize meetings, gatherings or social events without prior notification of the appropriate AC&C management.
- i. Fundraising using AC&C's name or animals.
- j. Publication or use of any confidential information as described in Section 6 below without written consent from the Director of Development and Communications or the Executive Director.

Volunteers are authorized only to act as representatives of AC&C as specifically indicated within their written volunteer job description, or specifically approved by the appropriate department supervisor on an individual basis. Volunteers are prohibited from distributing their personal information, or opinions in regards to AC&C volunteers, staff, animals, and/or disseminating internal communications, documents and policies to the public. Volunteers are expected to use good judgment when speaking to the public and/or AC&C clients. On occasion you may be asked questions regarding AC&C policies, philosophies, or services that you do not feel comfortable with or qualified to answer. In these cases, please refer the inquiry to the appropriate supervisor or manager.

5. Confidentiality

Volunteers are responsible for maintaining confidentiality of all proprietary or privileged information to which they are exposed while serving as volunteers, whether this information involves a single staff member, volunteer, client, animal, other person or overall AC&C business. Failure to maintain confidentiality may result in termination or other corrective action. All volunteers will be required to sign a Confidentiality Agreement as a condition to volunteer.

Confidential information includes but is not limited to: animal and client information from our computer system, whether gained through the course of volunteer service or from other internal sources, shelter photographs, all records, files, forms, applications, mail lists, passwords, security codes, correspondence, messages or any other entities belonging to AC&C and/or bearing AC&C's logo and/or name. Such information is the sole property of AC&C and may not be disseminated, used, published or sold without the written consent of the Executive Director.

7. Acceptance and Appointment

Volunteer service with AC&C shall begin with a notice of acceptance and appointment to a volunteer position. No volunteer shall carry out the tasks of any position until he or she has been screened, accepted, and trained for that position. Copies of applications and/or releases shall be filed with the Volunteer Manager before the beginning of volunteer activities.

Former AC&C employees will not be permitted to act as volunteers unless they have attended orientation, completed an application, been interviewed and accepted into the volunteer program. All such applicants shall be subject to the final approval of the Executive Director.

8. Reassignment

Volunteers may request reassignment to a different position. This request must be approved by the Volunteer Manager. The volunteer must read and sign the new position description and attend the required training before beginning the new assignment. In addition, any screening procedures appropriate for that specific position must be completed even if the volunteer is currently volunteering for AC&C in another capacity.

9. Professional Services

Volunteers shall not perform professional services for which certification or licensing is required unless currently certified or licensed to do so. A copy of such certification or license must be included in the volunteer's file. AC&C considers such services an in-kind donation and will provide the applicable documentation to any volunteer who renders professional services on a volunteer basis.

10. Photography

Volunteers are prohibited from taking photos or videos of any kind (including via cell phone) of AC&C animals unless you are a trained Volunteer Pet Photographer or you have the express written permission from the Director of Communications. All photographs, videos and other forms of media taken by volunteers are deemed works for hire and considered to be owned property of AC&C. These photos may not be used for personal or commercial gain or personal use without the express written permission of the Director of Communications of AC&C. As a work for hire, AC&C shall retain all proprietary rights in the product(s) including all copyright and trademark rights. The volunteer expressly agrees by signing this document that any photographic works taken of AC&C animals or on AC&C property shall be considered a work made for hire.

11. Accident or injury

Any injury to yourself or to an animal including but not limited to animal bites, falls, slips, should be reported immediately to a Supervisor on site. In all of these instances, an Incident Report will need to be completed immediately and submitted to the appropriate Supervisor. If you are injured at an event, contact the Event Supervisor or the Volunteer Liaison or Volunteer Manager immediately. It is essential that all incidences of animal bites be reported immediately to the supervisor on duty. If an animal bite is not reported, it may be grounds for termination. Volunteers are not covered by AC&C's insurance policies for injuries they incur as a result of their volunteer activities.