



## Volunteer Agreement

Volunteer wishes to volunteer with Canine Companions for Independence, Inc., a California non-profit corporation (“**Canine Companions**”). In consideration of volunteer’s volunteer activities, and as a condition thereof, Volunteer (and if volunteer is under the age of 18, his or her parent/legal guardian) must acknowledge the following documents, each of which follows as part of the Volunteer Hub volunteer application process:

1. **VOLUNTEER CODE OF ETHICS**
2. **GENERAL PROVISIONS**
3. **MEDIA & PHOTO RELEASE**

In addition, Volunteer (and if Volunteer is under the age of 18, their parent/legal guardian) agrees as follows (*if the Volunteer is under the age of 18, all references to “Volunteer” shall refer to both Volunteer’s parent or legal guardian, on their own behalf and on behalf of the Volunteer, as the context may require*):

**Consent for Emergency Medical Treatment.** In the event of an emergency or non-emergency situation requiring medical or dental treatment, Volunteer hereby grants permission for any and all medical and dental care to be administered to the Volunteer, until such time as the Volunteer’s parent (if the Volunteer is a minor) or the designated emergency contact can be contacted. This permission includes, but is not limited to, the administration of first aid, the use of an ambulance, and the administration of anesthesia and/or surgery under the recommendation of qualified medical or dental personnel. Volunteer authorizes Canine Companions staff members to transport the Volunteer in a personal vehicle in case of a medical emergency. Volunteer further authorize Canine Companions to release Volunteer’s personal information necessary for medical or insurance purposes. **Volunteer hereby releases Canine Companions and its directors, officers, employees, representatives, and volunteers from any and all liability for medical or dental aid rendered**, and Volunteer understands that Volunteer is responsible for all medical or dental expenses incurred for such aid.

This Volunteer Agreement and each of the attached documents will continue and remain in force for all Volunteer’s activities with Canine Companions, whether now or in the future.

## **CANINE COMPANIONS VOLUNTEER AGREEMENT ACKNOWLEDGEMENT**

I acknowledge that have carefully read the Canine Companions Volunteer Agreement and related attachments, that I fully understand this Volunteer Agreement and the related attachments, and that I am agreeing to all by acknowledging the documents in Volunteer Hub.



**Canine  
Companions®**



**CODE OF ETHICS**

As a part of the Canine Companions community, each volunteer and client contributes to maintaining a safe and inclusive environment. Abiding by our Code of Ethics is critical to the work we do and how we do it. We appreciate our community and are dedicated to providing a mutually respectful organization supported by our core values.

## The core values that drive our mission are:

**TEAMWORK** - We believe in the joyful, transformative power of the human-canine partnership.

**COMPASSIONATE SERVICE** - We act with respect, empathy and collaboration in the service of our community, our constituents and each other.

**INTEGRITY** - We do what is right guided by honesty, accountability and sincerity.

**COMMUNITY** - We practice inclusion and acceptance to build impactful relationships within our diverse community.

**EXCELLENCE** - We conduct ourselves with professionalism in pursuit of the highest standards.

**INNOVATION** - We reinvent possibility to unleash our greatest potential.





Canine Companions® is a recognized leader in the assistance dog field. Throughout the country, Canine Companions has earned public trust, nurtured by 50 years of ethical, honest and responsible charitable service to adults, children and veterans with disabilities. We believe the continued success of Canine Companions depends upon maintaining these high standards of performance, professionalism and ethical conduct.

This Code of Ethics expresses our fundamental values. Accordingly, this code guides the conduct of volunteers and clients and is intended to foster an environment promoting an ethical awareness in all we do to carry out the mission of Canine Companions.

## Complying With the Code

We have a national presence and our volunteers and clients are representatives of our organization. They are expected to comply with the Code of Ethics. Should any board member, officer, client or volunteer suspect or observe that there has been a violation of the code or the organization's policies, they should report the violation immediately to their main point of contact at the organization or to the regional executive or program director.

## Communication

You have the ability to ask questions, express concerns and give constructive feedback. We encourage you to engage in two-way professional dialogue with volunteers, staff or clients that fosters an environment of teamwork and transparency.



## Professionalism

We conduct ourselves with professionalism in pursuit of the highest standards. We exceed our high standards by setting each other up for success. Our core value of excellence exemplifies how we should treat our fellow volunteers, clients, employees and donors.

Any conduct that fails to exemplify excellence in our interactions with others violates our core values and our Code of Ethics. The following are examples of prohibited conduct, but this is not an all-inclusive list: theft, dishonesty, violence, discrimination, harassment, safety violations, ignoring rights of others, gossip, and insensitivity to the beliefs and customs of others.

## Harassment and Discrimination

You are expected to maintain a productive environment that is free from harassing or disruptive activity. No form of harassment will be tolerated. Our Code of Ethics prohibits sexual harassment or harassment based on any protected class as outlined by federal, state or local law, ordinance or regulation. We take all complaints of harassment or discrimination seriously and will conduct a prompt and thorough investigation into any complaint.

## Security

We prohibit actions that threaten our employees, clients, volunteers, donors or visitors of our campuses. If you observe a situation that could become potentially violent, immediately reach out to your contact on campus contact, the Executive or Program Director or the site contact if at an offsite event. Do not attempt to step into a situation that could escalate.

**If there is an immediate need, call 911.**

## Social Media

We understand that social media can be a fun and rewarding way to share your life and our mission with family and friends. However, use of social media also presents certain risks and carries with it certain responsibilities. We encourage you to participate in online conversations regarding Canine Companions with other volunteers and clients in a responsible manner. It must be done so respectfully and with integrity. You should be aware that social media content could adversely affect our mission.

We prohibit the use of social media to post or display comments about employees, volunteers, clients and donors that are obscene, vulgar, threatening, intimidating, harassing, demeaning or a violation of Canine Companions' policies against harassment and discrimination.

Without specific authorization, a volunteer must not suggest that he or she is speaking on behalf of Canine Companions. If a volunteer identifies himself or herself as a Canine Companions volunteer or discusses matters related to Canine Companions on a social media site, she or he must include a disclaimer stating that the posting, blog, website, or account does not express the views of Canine Companions and that the volunteer is expressing only her or his personal views. For example: "All content provided on this [blog/page/account] is personal and does not reflect the views or opinions of Canine Companions."

## Confidential Information

Confidentiality is a hallmark of professionalism. You should ensure that all information which is considered confidential or privileged or which is not publicly available is not disclosed inappropriately and ensure that all non-public information of any persons or firms affiliated with Canine Companions is treated as confidential and not disclosed.

## Reporting Violations

You should share your questions, concerns and suggestions with someone who can address them properly. For concerns related to the Code of Ethics, the following procedures should be followed:

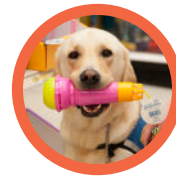
- In most cases, a volunteer's volunteer coordinator is in the best position to address an area of concern for a volunteer. For clients, your regional Client Services department is the place to start. However,

if you are not comfortable with that option, you are encouraged to speak with the executive or program director of the region.

- All are required to report suspected violations of the Code of Ethics relating to financial matters to the organization's chief financial officer, who has specific and exclusive responsibility to investigate all such reported violations.
- For suspected fraud, or when an individual is not comfortable with the above reporting procedures, individuals should contact a Canine Companions department head or the chief executive officer.

## Non-Retaliation

We prohibit retaliation against any volunteer or client who in good faith reports a violation of the Code of Ethics. We encourage everyone to raise serious concerns within the organization internally.



**THIS AGREEMENT CONTAINS A RELEASE. BY SIGNING THIS DOCUMENT, YOU WILL WAIVE CERTAIN LEGAL RIGHTS, INCLUDING THE RIGHT TO SUE. PLEASE READ IT CAREFULLY.**

**CANINE COMPANIONS FOR INDEPENDENCE, INC.  
GENERAL PROVISIONS AGREEMENT**

*For Volunteers under the age of 18, this Agreement must be signed by the Volunteer's parent or legal guardian. All references to "Volunteer" shall refer to both Volunteer's parent or legal guardian, on their own behalf and on behalf of the Volunteer, as the context may require.*

Volunteer wishes to participate in one or more activities or programs organized, sponsored or otherwise administered by Canine Companions for Independence, Inc., a California nonprofit corporation ("**Canine Companions**") (such activities collectively, and including any transportation to and from such activities, the "**Activities**"). In consideration of Volunteer's participation in the Activities, Volunteer hereby acknowledges and agrees with Canine Companions as follows:

1. **Liability Release.** On behalf of Volunteer and Volunteer's heirs, next of kin, distributees, guardians, devisees, conservators, executors, administrators, legal representatives, and assigns (collectively, "**Survivors**"), Volunteer acknowledges and agrees as follows:

(a) Acknowledgment of Risk; Voluntary Participation. Volunteer is aware and understands that the Activities have inherent **hazards and risks** and that these **hazards and risks** cannot be eliminated, altered, or controlled regardless of the care used, the skill or experience possessed, or the precautions taken (in each case, if any) by Volunteer or anyone else, including Canine Companions or its directors, officers, staffs, representatives, or volunteers (Canine Companions and all such persons are collectively referred to as the "**Released Parties**"). Volunteer is aware and fully informed of the **hazards and risks** involved with the Activities. Volunteer is aware that the Activities may involve close proximity to and/or directly handling of assistance dogs. Volunteer understands that animals are unpredictable and potentially uncontrollable. Dogs, even those that are well trained and appear calm and docile, may bite, scratch, bark, growl, run or jump without warning and without apparent cause, and may cause harm to persons or property. Volunteer understands that Volunteer's participation in the Activities may result in Volunteer's injury, illness, disability and/or death and/or damage to Volunteer's or others' belongings. Volunteer voluntarily elects, with knowledge of the risks involved, to participate in the Activities. If Volunteer is a minor, Volunteer's parent/legal guardian gives permission for Volunteer to participate in the Activities.

(b) Assumption of Risk. Volunteer accepts and assumes any and all risks, damages, and hazards associated, directly or indirectly, with the Activities, whether known or unknown, including the possibility of physical or psychological injury, illness, disability, death, property damage or other physical or financial loss arising therefrom of any nature whatsoever, whether foreseen or unforeseen (all such risks, damages, and hazards, whether sustained by Volunteer, the Released Parties or others, are collectively referred to as the "**Risks and Losses**"), whether caused by the action, inaction or active or passive negligence of Volunteer, any of the Released Parties, or otherwise.

(c) Liability Release. **Volunteer releases, forever discharges, and will hold harmless the Released Parties, and each of them, from any and all claims, actions, demands, rights, causes of action (specifically including those pursuant to California Civil Code Section 3342 or any other applicable state law concerning liability for dog bites), losses, liabilities, costs and expenses, including attorneys' fees (all such claims and liabilities are collectively referred to as the "Claims"), arising from or in connection with any of the Risks and Losses that may actually be sustained or suffered by Volunteer or by any other person (including any of Volunteer's Survivors) as a direct or indirect consequence of Volunteer's participation in the Activities, whether caused by the action, inaction or active or passive negligence of Volunteer, any of the Released Parties, or otherwise.** Volunteer agrees that neither Volunteer nor any of Volunteer's Survivors will make a claim against, sue, attach the property of, or demand compensation or indemnity from any of the Released Parties in connection with any such Claims and hereby waives all such Claims.

(d) Neither Canine Companions nor any of the Released Parties assume any responsibility for any Risks and Losses to Volunteer, Volunteer's Survivors or to any third party as a result of Volunteer's participation in the Activities. Volunteer understands and agrees that Volunteer's participation in the Activities is conditioned upon Volunteer's acceptance of the full and complete responsibility for any such loss, damage, claim or liability.

(e) Volunteer has read this Section 1 carefully and fully understand all its terms and provisions. Volunteer has knowingly and voluntarily agreed to the provisions in this Section 1 understanding the risks to Volunteer and has done so of Volunteer's own free will, without relying on any statement or representation of any of the Released Parties. Volunteer understands that, in the event of any litigation against the Released Parties, this Agreement may be raised as a defense and bar to, and as a waiver and release of, legal rights that might otherwise be asserted by Volunteer or by Volunteer's Survivors.

## 2. **Confidential Information.**

(a) In connection with the Activities, Volunteer may be provided access to, or become acquainted with, information of a confidential, proprietary, and/or trade secret nature. It is the policy of Canine Companions to safeguard confidential, proprietary, and/or trade secret information of CanineCompanions, its suppliers, clients, volunteers and staff (such information, "**Confidential Information**"). Confidential Information includes, but is not limited to, Canine Companions' training manuals and methodology, staff manuals, donor lists, private information about clients and applicants, and contact information related to any of the individuals listed above.

(b) Volunteer understands and agrees that any information designated as, or should reasonably be known by Volunteer to be, Confidential Information that Volunteer may receive or otherwise obtains may not be disclosed to, or discussed with, anyone outside Canine Companions I and may be disclosed or discussed within Canine Companions only on a "need to know" basis and only when authorized by a Canine CompanionsI staff member. Volunteer agrees

to not reveal or divulge any Confidential Information unless it is necessary to do so in the performance of Volunteer's volunteer duties.

(c) Volunteer may not take any Confidential Information from Canine Companions' premises, except as authorized by a Canine Companions staff member. Any tangible Confidential Information in Volunteer's possession must be returned or destroyed (with confirmation of destruction) immediately upon request.

(d) Volunteer agrees not to reproduce, disclose, or otherwise disseminate any Confidential Information.

3. **Network Access.** The Volunteer may be provided with access to Canine Companions' network, information systems and applications.

(a) Authorized Use. The Volunteer must only use Canine Companions' network, information systems and applications to complete assigned tasks.

(b) Unauthorized Use. The Volunteer must not use Canine Companions' network, information systems or applications for any activity not specified in paragraph 3(a) including, but not limited to, personal purposes, commercial activities or financial gain, political purposes, illegal activities, etc.

(c) Secure Network Use. The Volunteer must not engage in any activity that would compromise CCI's network, information systems and applications. This includes, but is not limited to, sharing passwords, connecting unapproved devices to Canine Companions' network, hacking, etc.

(d) Legal and Ethical Use. While utilizing Canine Companions' network, information systems and applications, the Volunteer must adhere to Canine Companions' policies and procedures; any software license agreements; and all local, state and federal laws. The Volunteer must not misrepresent themselves by pretending to be another user or by engaging in activities using another user's login credentials. The Volunteer must conduct him or herself ethically and courteously while using Canine Companions' network, information systems and applications.

(e) Monitoring, Auditing and Access. While utilizing Canine Companions' network, information systems and applications, the Volunteer understands that his or her activity may be monitored and audited by Canine Companions' Technology and Information Systems. Additionally, the Volunteer understands that his or her access to Canine Companions' network, information systems and applications may be revoked at any time and for any purpose.

4. **No Fundraising Obligation.** The Volunteer is under no obligation to participate in Canine Companions' fundraising, marketing or other similar efforts. Any such involvement by

the Volunteer is completely voluntary and has no bearing on the Volunteer's involvement in current or future Activities.

5. **Publicity Release.** Volunteer has read, understands and agrees to, and agrees to execute, the Media and Photo Consent Form attached hereto.

6. **Code of Ethics.** Volunteer acknowledges that he or she has received, read and understands the Canine Companions Code of Ethics all of which are included in this acknowledgement.

7. **Governing Law; Severability.** This Agreement will be governed by and construed according to the laws of the State of California, without reference to principles of choice of law thereof. If any term or provision of this Agreement is determined to be illegal, unenforceable, or invalid in whole or in part for any reason, such illegal, unenforceable, or invalid provisions or part thereof will be stricken from this Agreement, and such provision will not affect the legality, enforceability, or validity of the remainder of this Agreement. If any provision or part thereof of this Agreement is stricken in accordance with the provisions of this paragraph, then the stricken provision will be replaced, to the extent possible, with a legal, enforceable, and valid provision that is as similar in tenor to the stricken provision as is legally possible. Volunteer understands that this is the entire agreement between Volunteer and Canine Companions with respect to the subject matter hereof and that this Agreement cannot be modified or changed in any way by oral statements by Canine Companions (or any of the Released Parties) or by the Volunteer. This Agreement will apply to Volunteer's future Activities, survive the completion of the Activities, and continue in full force and effect thereafter.

Volunteer acknowledges that they have carefully read this General Provisions Agreement, that he or she fully understand its contents, and that he or she is acknowledging it voluntarily.



## Media and Consent Form

I hereby give my consent, to the fullest extent permitted by law, to Canine Companions for Independence, Inc., a California nonprofit corporation, and/or its assignees (collectively, "Canine Companions") to use and publish (worldwide and via the Internet, including social media) my likeness, portrait, image, picture, name, performance, recording and/or voice as photographed and/or recorded by Canine Companions or its agents for marketing, promotional, fundraising, advertising, or any other purpose as deemed appropriate by Canine Companions without notification to, or review or approval by, me, and without additional consideration to me.

I agree by acknowledging that I have read and understand the form via Volunteer Hub that Canine Companions shall own all rights, title and interest, including any copyright, in and to anything produced pursuant to the right granted to Canine Companions in the above paragraph, and that this Consent is binding on my heirs.

I further agree that Canine Companions can publish my story as it relates to Canine Companions, including use of my name, city and state of residence, disability type, and any quotes, stories, or testimonials that I provide. I represent that I have signed this Consent voluntarily and of my own free will.