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Approved By: Volunteer Department Leadership

SOP Title: **Volunteer Code of Conduct**

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**Purpose:** To ensure volunteers are aware of the standards required of them whilst volunteering for Calgary Humane Society. To give volunteers clear guidance and boundaries regarding their conduct and behaviour.

**Responsibility:** Volunteer Resources

**Scope:** This procedure applies to all volunteers that have signed a volunteer agreement issued by the Calgary Humane Society.

**Background:** This policy has been established to ensure CHS volunteers create a healthy volunteering environment and a welcoming and open environment for members of the public.

**Key Terms:**

**Humane Compassionate Treatment**

All volunteers will provide quality care for seized, stray and relinquished animals, making every effort to provide a safe, comfortable and stress-free environment.

- All Animals will receive humane and compassionate treatment.
- Adoptability, enrichment, stress reduction, euthanasia, animal handling and emergency care guidelines will be adhered to as per policies and procedures.

**Customer Service**

Always promote the shelter in a positive light and stand behind the organizational philosophies.

- Remember the customer is every person you interact with during the business day.
- Treat everyone as if they were a potential supporter.
- Interactions, whether verbal or written, in person or over the phone must always be polite, respectful, courteous, compassionate and caring.
- Volunteers will maintain a positive attitude, efficient service and an inviting atmosphere.

- Acknowledge the client, value their opinion and personalize their service.

### **Professionalism**

Do it right the first time, think before you speak and act, lead by example, trust and respect other volunteers and staffs knowledge, abilities and skills.

- Perform your role to 100% of your ability and see a job through to completion within your available shift time.
- Be accountable; take responsibility and ownership of your actions.
- Treat and speak to others as you would want to be treated/spoken to.

### **Communication**

Calgary Humane Society volunteers are accountable for all communication being conducted in a professional manner.

- Always aim to collect and share the clearest, most precise quality of information possible.
- Use discretion in computer communications, being concise, professional, non-derogatory and grammatically correct.
- The Volunteer Resources team will make itself accessible to meet with volunteers. Volunteers will be considerate and mindful of timing and pressures on the department.
- Confidentiality is important and will be maintained.

### **Cleanliness/Tidiness**

Volunteers will support staff and take pride in the shelter and respect each other's work space.

- If you make a mess, clean it up.
- If you borrow an item, return it.
- If you see litter pick it up. Dispose of garbage, compost, and recyclables in appropriate locations.

### **Gossip/Rumor**

Be aware that what you are saying may be hurtful to others.

- If you have an issue with someone, address that person directly.
- Always ask before making assumptions.
- Avoid making negative, unfounded criticisms.
- Be respectful of others – gossip is not acceptable.

### **Training**

Department specific, standardized, mandatory training will be provided for all volunteers.

- Volunteers will receive the necessary training required to perform their role duties.
- Up to date shelter policies and protocols relevant to their role will be made available to volunteers.

### **Social Media**

Volunteers that use social media are prohibited from disseminating any private organizational information therein, or any negative comments regarding the organization.

Posts involving the following will not be tolerated and will subject the individual to discipline:

- Proprietary and confidential company information;
- Discriminatory, defamatory, or disparaging statements regarding the organization, its employees, volunteers, management, customers, vendors, or the organization's competitors.

Calgary Humane Society volunteers are prohibited from speaking on behalf of the organization, releasing confidential information, releasing news, or communicating as a representative of the organization without prior authorization to act as a designated CHS representative.

### **Harassment**

CHS is committed to a healthy, harassment-free work environment for all staff and volunteers. The organization recognizes that all individuals are entitled to courteous treatment and that staff and volunteers have the right to expect professional conduct from all colleagues in the workplace

Harassment occurs when someone is subjected to unwelcome verbal or physical conduct. Harassment is a form of discrimination that is prohibited in Alberta under the Alberta Human Rights Act if it is based on one or more of the following grounds:

Race	Religious beliefs
Colour	Gender
Gender identity	Gender expression
Physical disability	Mental Disability
Age	Ancestry
Place of origin	Marital status
Source of income	Family Status
Sexual Orientation	

Discriminatory jokes, comments or actions may result in immediate disciplinary action up to and including termination.

Definition of Sexual Harassment:

Sexual harassment, being discrimination on the grounds of gender, is a violation of Alberta's Human Rights Act. Unwanted sexual advances, unwanted requests for sexual favors, and other unwanted verbal or physical conduct of a sexual nature constitute sexual harassment when:

- Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment; or
- Submission to or rejection of such conduct by an individual affects that individual's employment.

Sexual harassment can include such things as pinching, patting, rubbing or leering, "dirty" jokes, pictures or pornographic materials, comments, suggestions, innuendoes, requests or demands of a sexual nature. The behaviour need not be intentional in order to be considered sexual Harassment.

#### Personal Misconduct or Workplace Harassment:

Goes beyond the grounds listed in legislation. This type of harassment occurs in situations where a volunteer feels subjected to unfair, negative behaviour or actions from another Staff member or volunteer that affects his/her dignity, health, safety, and/or career prospects.

Examples of harassment that will not be tolerated by CHS are:

- Verbal or physical abuse
- Derogatory remarks
- Threats, jokes, innuendo, or taunts
- Display of pornographic, racist, or offensive signs or images
- Practical jokes that result in awkwardness or embarrassment
- Unwelcome invitations or requests, whether indirect or explicit

If you are being harassed:

1. Tell the harasser his/her behaviour is unwelcome and ask him/her to stop. If you do not feel comfortable with this, contact a member of the Volunteer Resources Team for assistance.
2. Keep a record of incidents (date, times, locations, possible witnesses, what happened, your response). You do not have to have a record of events in order to file a complaint, but a record can strengthen your case and help you remember details over time.
3. Consider discussing the matter with a member of the Volunteer Resources Team. The person with whom you discuss the matter might be able to arrange a conciliatory meeting between you and the harasser.
4. File an official complaint. If, after asking the harasser to stop his/her behaviour, the harassment continues, immediately report the problem to Human Resources. It is important that the matter not be discussed with other people at this point.
5. If the harassment is related to the grounds listed in legislation, you also have the right to contact the Alberta Human Rights Commission about filing a complaint of harassment. If circumstances warrant it, a charge of assault may be filed with the police.

Dealing with a Complaint:

1. Once a complaint is received, it will be kept strictly confidential from those not involved as a complainant, respondent, or witness. All necessary steps will be taken to resolve the problem. An investigation can be undertaken immediately. If appropriate, initial action may be an attempt at conciliation.
2. In the event of an investigation, both the complainant and the respondent will be interviewed, as will any individuals who may be able to provide relevant information. All information will be kept in confidence.
3. If the investigation reveals evidence to support the complaint of harassment, the harasser will be disciplined appropriately. Discipline may include an apology acceptable to the complainant, suspension or dismissal, and the incident will be documented in the harasser's file. No documentation will be placed on the complainant's file where the complaint is filed in good faith, whether the complaint is upheld or not.
4. Please refer to CHS' Anti-Harassment, Violence, and Discrimination Policy Handbook.

### **Drug, Alcohol and Cannabis Policy**

Calgary Humane Society is committed to the health and safety of its employees and has adopted this policy to communicate its expectations and guidelines surrounding substance use, misuse, and abuse.

Volunteers under the influence of drugs or alcohol on the job can pose serious health and safety risks to both themselves, their fellow employees, volunteers, and the animals.

To help ensure a safe and healthy workplace, Calgary Humane Society reserves the right to prohibit certain items and substances from being brought onto or present on company premises.

While volunteering whether on or off company property:

- Volunteers are expected to arrive to work fit for duty and able to perform their duties safely and to standard;
- Volunteers must remain fit for duty for the duration of their shift;
- Distribution or sale of drugs or alcohol during work hours, including during paid and unpaid breaks, is strictly prohibited;
- Possession of non-prescribed drugs during working hours is strictly prohibited;
- Use and possession of medically prescribed drugs is permitted during working hours, subject to the terms and conditions of Calgary Humane Society policies and all applicable legislation;
- Volunteers are prohibited from reporting to work while under the influence of non-prescribed drugs or alcohol
- Volunteers on prescription medication or medically approved substances must communicate to management any potential risk, limitation, or restriction requiring

- modification of duties or temporary reassignment;
- Volunteers are prohibited from consuming recreational cannabis at company sponsored events

### **Cigarette Smoking and Vaping Policy**

This policy has been established to secure a safe and comfortable environment for all volunteers and visitors to CHS in accordance with the City of Calgary Bylaws.

- Cigarette smoking and vaping is not permitted inside CHS or CHS vehicles. This policy applies to all working hours as well as after hours.
- No person shall carry or possess a lit cigarette, cigar or pipe, or burn tobacco in any manner, anywhere on CHS property, with the exception of the designated smoking area.
- Volunteers must leave the building to smoke or vape
- Volunteers may smoke or vape in the designated area only.
- The smoking area must be kept clean at all times. All tobacco products are to be disposed of in the appropriate smoking receptacles provided.

### **Computer and Telecommunications Systems**

All users have the responsibility to use CHS computer and telecommunications systems in a professional, ethical, and lawful manner that does not violate any CHS policy. All users have the responsibility to take measures to ensure that information stored on or accessible by CHS information systems is kept secure as outlined below. Users are responsible for any actions performed using their account(s),

Security systems and mechanisms exist to ensure that only authorized users have access to confidential information. Users are prohibited from disabling or re-configuring any security system, including but not limited to, password protection, anti-virus or firewall software, unless directed by IT staff.

Users are prohibited from attempting to obtain unauthorized access to any computer or information system. This would include, but is not limited to, attempting to obtain another's username and password, circumventing data access permissions (e.g. file permissions, database access restrictions), or looking for or exploiting security vulnerabilities. Additionally, users are prohibited from attempting to mask their actions, account, or workstation used.

All passwords are confidential and shall not be shared or made accessible for others to use. CHS prohibits the use of another's accounts or username to access and/or modify data on any computer system owned or used by the CHS. This includes either entering the other user's username and password to log in, or using an account that is already logged in.

All users without exception are to ensure that their workstation is properly secured when they

are not present for any length of time. Properly securing a workstation includes “locking” the workstation, logging off or powering down.

All information transmitted or stored on CHS computer systems remains the property of CHS. CHS management and IT staff, reserve the right to monitor users’ activities on both computer and telecommunication systems to resolve complaints and/or grievances and to ensure reliable system operation. Such monitored activities may include, but are not limited to, e-mail, website browsing, and access to files and database records. This right will not be used frivolously by IT staff. Any information created, stored or transmitted or any action committed by a user may be used as evidence against them in the event of a complaint, grievance, or other disciplinary or legal action. Users should not assume that any electronic communications (including but not limited to e-mail) are completely private. Accordingly, sensitive information that is transmitted shall be encrypted or transmitted by other means whenever possible.

Users must not use CHS computer or telecommunication systems to create, send, or intentionally access material that is offensive, obscene, illegal, discriminating, intended to defame or harass others, or to interfere with the operation of computer and telecommunication Systems.

Any user who abuses their access to computer or telecommunications systems in violation of this policy, any other CHS policy, local, provincial, federal or international law will be subject to corrective action including possible termination, legal action, and criminal prosecution.

It shall be the responsibility of the user to understand this policy. They shall consult with the volunteer team if they require any clarification.

Any breach of the policies listed in the Volunteer Code of Conduct may result in disciplinary action or dismissal as a volunteer.