



Code of Conduct for Volunteers

Volunteers are expected to act honestly, conscientiously, reasonably and in good faith at all times when carrying out their duties and in their relationships or interactions with other people. By becoming a volunteer with Pet Guardian Network you accept the following code of conduct and expected behaviours outlined below.

Expected Behaviours:

At all times, we expect volunteers to:

- be present at the agreed times and tell us and/or the client if you are not able to make it to an assignment
- carry out duties and responsibilities in a safe, efficient and competent way.
- maintain a good standard of dress.
- comply with lawful and/or reasonable direction, instructions and policies.
- respect the privacy of individuals and only use confidential information for the purposes for which it was intended .
- neither use, nor allow the use of, our organisation's property, resources, information, intellectually property or funds other than for authorised purposes.
- maintain the confidentiality of any information obtained while volunteering.
- observe safety procedures including:
 - keeping yourself and others safe at all times.
 - notifying the organisation about hazards or potential hazards in the working environment

- complying with New Zealand laws.
- notifying the organisation about any accident, incident or property damage accidents or injuries within 24 hours. Please note animal bites must be reported to Pet Guardian Network immediately.
- have your cell phone charged and on your person when conducting volunteer assignments for Pet Guardian Network in case of an emergency. Please be respectful in using your cell phone when conducting your volunteer duties.
- report any animal injuries, illness, behaviour or welfare concerns to the manager.

Volunteers will not:

- create any liability for our organisation without authorisation
- act in a way that may bring our organisation into disrepute (including use of email, social media and other internet sites, engaging with media etc).
- seek or accept any offers, gifts, rewards or benefits.
- engage in any activity that may cause or causes physical or mental harm of another person (such as verbal abuse, physical abuse, assault, sexual or racial harassment, bullying, safety of yourself and others).
- be affected by alcohol, medication or non-prescription drugs while volunteering.
- provide a false or misleading statement, declaration or claim.
- falsify or change any documents or records.
- we understand that you might feel safer volunteering in pairs but please note that all our volunteers going into clients homes must have been police vetted.
- engage in any activity that may damage our property.
- have unauthorised possession of property belonging to anyone else.
- engage in a criminal activity in our workplace.
- handle an animal that makes you feel uncomfortable.
- put myself, the animal or others at risk.

Breaches of the Code of Conduct

Breaches of the Code of Conduct may lead to a notification of unacceptable behaviour and a warning or the immediate end to your services as a volunteer. Repeated breaches of the Code of Conduct will lead to the immediate end of your services as a volunteer.