

Volunteer Service Agreement

(On-Site Volunteers)

Name of Volunteer: _____

Address: _____

Email Address: _____

This Volunteer Service Agreement clarifies the expectations of volunteers in three areas: animal care, interpersonal relations and relationship with the Toronto Humane Society (the **Society**). The undersigned Volunteer agrees to adhere to these terms.

For good and valuable consideration, including the opportunity to perform volunteer work for the Society, I agree as follows:

1. Animal Care

I agree to:

- participate in all required training as described in my volunteer Position Description;
- perform all duties as described in my Position Description and as instructed during my training;
- receive direction and/or support from the staff that work in the same area of the shelter;
- keep safety at the forefront of my activities, using necessary equipment (PPE), uniforms (i.e. badges, vests, T-shirts, etc), and supplies as they are intended; report all injuries immediately to a staff person; and
- participate in evaluations of my work in order to identify areas where the Society can help me strengthen my skills and better contribute to the Society's high standards of animal care.

2. Interpersonal Relationships

I agree to:

- respect the authority of staff and volunteers who have been placed in leadership roles;
- participate as a team player, remembering that staff and volunteers work together toward a common goal which is based on our mission;
- communicate directly and appropriately with the Society staff, recognizing the importance of maintaining relationships built on mutual respect;
- make every effort to solve job related problems with the staff involved, seeking assistance from the volunteer department if necessary;
- fulfill my weekly time commitment as described in the Position Description: I am aware my attendance is expected to be dependable; and
- contact the Society as soon as possible if I am unable to work a shift, rescheduling if possible.

3. My Relationship with the Society

I agree to:

- act as an ambassador for the organization. When at the shelter I will make every effort to create a welcoming environment for the visiting public. When I am out in the community, I will speak about the Society in a positive light;
- not speak or act on behalf of the organization unless I am specifically authorized to do so as a representative; and I will not represent myself as other than a volunteer with the Society;
- not take any photography or videos of THS animals without prior consent from THS Management;
- maintain confidentiality of the Society's information to which I may be exposed while serving as a volunteer;
- comply with the conflict of interest policy which states that any volunteer services I provide to the Society will not be used for personal or business gain or to grant special privileges to others; and
- notify the Society when I decide to terminate my volunteer services. I understand that the Society reserves the right to terminate my volunteer services on notice at any time.

4. Health and Safety Waiver

- I understand that where my volunteer work involves contact of any kind with animals there is a risk that I may be scratched, bitten, or may come into contact with zoonotic disease. I assume that risk.
- I understand that the Society recommends that I have a current tetanus shot and that it is my responsibility to ensure I am properly vaccinated at all times when performing volunteer work for the Society.
- I understand that in the event of a bite or scratch that breaks skin it is my responsibility to report the incident to the on-duty Supervisor, and that failure to do so may result in disciplinary action.

5. General

- I agree to release, indemnify and hold harmless the Society and its officers, employees or agents from any and all liability for any damage or injury arising from my volunteer work.
- Any notice required to be given under this Agreement may be given at the address above or my last known residential address.
- This Agreement constitutes the entire agreement between the parties and there are no representations or warranties other than the terms set out herein.

I have read and understand the terms described above. My signature below indicates that I agree to comply with this Agreement.

Volunteer Signature

Date: _____