



Volunteer and Foster Program Participant's Code of Ethics and Pledge

The Wake County Animal Center recognizes the critical role of its Volunteer and Foster Program participants and is grateful for their dedication and time. As a participant in the Volunteer and/or Foster Programs, you are an ambassador for the Wake County Animal Center and make a commitment to the staff and the animals to carry out your role to the best of your abilities.

The Volunteer and Foster Program Participant's Code of Ethics:

As a participant in the Volunteer and/or Foster Program at the Wake County Animal Center, I agree to:

- ❖ Support the mission, goals and efforts of the Wake County Animal Center in all aspects with a positive attitude.
- ❖ Treat other participants, staff, the public and the animals with integrity, respect and compassion.
- ❖ Not discriminate on the basis of species or breed for animals or race, color, religion, sex, age, national origin, marital status, disability, or sexual orientation for people.
- ❖ Refrain from the use of vulgar or inappropriate language, and that the use thereof will not be tolerated.
- ❖ Observe all safety, sanitary and security protocols in the performance of my role.
- ❖ Not use, possess or be under the influence of alcohol or illegal drugs while participating in the Volunteer and/or Foster Program.
- ❖ Maintain confidentiality of all information pertaining to animals and/or people, either written or verbal, that I may receive while participating in the Volunteer and/or Foster Program.
- ❖ Refrain from conveying information to others (by verbal, written or electronic format), that is disparaging about the Wake County Animal Center, its staff, or its practices.

The Volunteer and Foster Program Participant's Pledge:

As a participant in the Volunteer and/or Foster Program at the Wake County Animal Center, I pledge to:

- ❖ Serve the animals of the Wake County Animal Center to the best of my ability.
- ❖ Offer excellent customer service to all patrons of the Wake County Animal Center, while avoiding all personal biases
- ❖ Familiarize myself with and abide by all policies and guidelines in the Volunteer and Foster Program Handbooks, as well as any supplemental information that I am provided by the Program Coordinators.
- ❖ Demonstrate patience for myself and others.
- ❖ Acknowledge that there is a learning curve for myself and others with any new activity.
- ❖ Reach out for help when I need it and offer help to others as they need it.
- ❖ Recognize that my positive actions and contributions directly benefit the animals of the Wake County Animal Center.
- ❖ Use my words to encourage and uplift others, not as ammunition.
- ❖ Exemplify teamwork, because we are stronger when we work together.
- ❖ Provide feedback in a constructive manner to help each other learn and grow.
- ❖ Receive feedback as a "gift" to help build my knowledge and skills.
- ❖ Promote the mission, vision, and values of the Wake County Animal Center, realizing that my behaviors help to shape the public's experience and perception of the Wake County Animal Center.
- ❖ Refrain from making disparaging remarks about the shelter, its staff, and its practices in either a public or private forum.
- ❖ Commit to always being a part of the solution and not a part of the problem.

By signing this Volunteer and Foster Program Participant's Code of Ethics and Pledge, I confirm that I have read and agree to abide by its content. I further agree that if I cannot adhere to the Volunteer and Foster Program Code of Ethics and Pledge, that it is in the best interest of the Wake County Animal Center, the animals under its care, and myself to discontinue my participation in the Volunteer and/or Foster Program. I further agree that my participation in the Volunteer and/or Foster Program is a privilege granted to me by the Wake County Animal Center and that my continued participation can be revoked at any time for not adhering to the Volunteer and Foster Program Participant's Code of Ethics and Pledge, as well as not adhering to any other instructions, policies or guidelines provided to me by the Wake County Animal Center Staff.

Name: _____

Date: _____