



The LifeLine Canada Foundation and Companion Paws Canada

Standards of Conduct

Purpose

The purpose of these Standards of Conduct for those who are employed by (employees or contractors) or volunteer their time in service to The LifeLine Canada Foundation (TLC) and the Companion Paws (Canada) program (CPC), hereinafter referred to as "TLC/CPC Worker(s)," is to set out standards of behaviour expected by all workers.

TLC/CPC Workers are to direct their questions regarding the expectations provided herein to the Chief Executive Officer of The LifeLine Canada Foundation or delegate for interpretation and/or clarification.

Policy

Annually TLC/CPC Workers shall sign the following agreement, as well as the **Non-Disclosure Agreement** in Appendix A.

All TLC/CPC Workers shall ensure that they have read and comply with these Standards of Conduct.

Depending on the type of employed or volunteer work required from the individual, TLC executive may require a TLC/CPC Worker to sign this agreement prior to commencing service with TLC and/or CPC.

Standards of Conduct

TLC/CPC Workers should maintain the highest standards of behaviour in the performance of their duties by:

- Fulfilling their role as outlined in their written role description to a satisfactory standard;
- Performing their role to the best of their ability in a safe, efficient, and competent way;
- Following the TLC's/CPC's policies and procedures as well as any instructions or directions reasonably given to them;
- Acting honestly, responsibly and with integrity;
- Treating others with fairness, equality, dignity and respect;
- Raising concerns about possible wrongdoing witnessed by the TLC/CPC Worker during their role with TLC/CPC;



- Meeting time and task commitments and providing sufficient notice when they will not be available so that alternative arrangements can be made (including responding to inquiries from clients, prospective clients, contractors, the public, and co-workers within 24 hours);
- Acting in a way that is in line with the purpose and values of TLC/CPC and that enhances the work of this organization;
- Communicating respectfully and honestly at all times;
- Observing safety procedures, including any obligations concerning the safety, health, and welfare of other people in line with training provided to TLC/CPC Workers;
- Reporting any health and safety concerns;
- Directing any questions regarding TLC's/CPC's policies, procedures, support or supervision to the Chief Executive Officer or delegate;
- Addressing any issues or difficulties about any aspect of their role or how they are managed to the Chief Executive Officer or delegate;
- Declaring any interests that may conflict with their role or the work of TLC/CPC (e.g., business interests or employment). If any doubt arises as to what constitutes a conflict of interest, volunteers may seek guidance from the Chief Executive Officer.
- Maintaining an appropriate standard of dress and personal hygiene when representing TLC and/or CPC; and,
- Keeping confidential matters confidential (see the **Non-Disclosure Agreement** in Appendix A for further details).

TLC/CPC Workers are expected NOT to:

- Bring the TLC and/or CPC into disrepute (including using email, social media, and other internet sites, engaging with media etc.);
- Seek or accept any gifts, rewards, benefits, or hospitality during their role;
- Engage in any activity that may cause physical or mental harm or distress to another person or an animal (such as verbal abuse, physical abuse, assault, bullying, or discrimination or harassment on the grounds of gender, civil status, family status, sexual orientation, religion, age, disability, race, or membership within an Indigenous community);
- Be affected by alcohol, drugs, or medication which will affect their abilities to carry out their duties and responsibilities while working;
- Provide a false or misleading statement, declaration, document, record or claim in respect of TLC/CPC, its volunteers, employees, or Board members;
- Engage in any activity that may damage property;
- Take unauthorized possession of property that does not belong to them; and,
- Engage in illegal activity while carrying out their role.



Remedies

Violation of this agreement, including the **Non-Disclosure Agreement** in Appendix A, may be grounds for termination of service with TLC and CPC. TLC and CPC Executive may elect to remove a volunteer or training and home provider at any time.

The provisions of this agreement and TLC/CPC Worker obligations hereunder shall survive any expiration, termination, or rescission of this agreement and remain even after TLC/CPC Worker's relationship with TLC and/or CPC ends. Except as provided herein, the TLC/CPC Worker is prohibited from disclosing or using any confidential information in all circumstances, including but not limited to subsequent engagements or employment with third parties.

This agreement shall be binding upon the TLC/CPC Worker, and TLC/CPC Worker personal representatives and successors in interest and shall inure to the benefit of TLC and CPC, its successors, and assigns.

TLC/CPC Worker acknowledges that a violation of the terms of this agreement may cause damage and harm to TLC and CPC, and that any such damage or harm will be difficult if not impossible to calculate in monetary terms and will be irreparable to TLC and CPC. TLC/CPC Worker agrees that, upon notice from TLC and/or CPC declaring a breach of this agreement, the TLC/CPC Worker shall immediately cease all further activities which are, or are claimed by TLC and/or CPC, to be a breach of this agreement. The LifeLine Canada Foundation may also avail itself of any other remedies available by law.

If any of the provisions of this agreement are found to be unenforceable, the remainder shall be enforced as fully as possible, and the unenforceable provision(s) shall be deemed modified to the limited extent required to permit enforcement of the agreement as a whole.

Signed Agreement:

TLC/CPC Worker Signature

TLC/CPC Worker First and Last Name (Print)

Date signed: _____



Appendix A

The LifeLine Canada Foundation and Companion Paws Canada

Non-Disclosure Policy and Agreement

The purpose of this Non-Disclosure Policy and Agreement is to ensure that those who work for (employees or contractors) or volunteer their time in service to The LifeLine Canada Foundation (TLC) and/or the Companion Paws (Canada) program (CPC) agree to maintain in confidence anything they learn about the TLC's and CPC's examinations, processes, or procedures.

Annually those who work for or volunteer their time in service to TLC and/or CPC shall sign the following Non-Disclosure Agreement.

In consideration for receiving certain confidential information in connection with providing services to or on behalf of CPC, I, herein referred to as "TLC/CPC Worker," hereby agree and acknowledge:

Confidential and Proprietary Information

For purposes of this agreement, "Confidential Information" means all information and materials, in whatever form, whether tangible or intangible, disclosed by TLC and/or CPC or any of its authorized representatives to the TLC/CPC Worker, or to which a TLC/CPC Worker otherwise gains access as a result of volunteering or working for TLC and/or CPC, pertaining in any manner to the activities of TLC and/or CPC or its affiliates, consultants, members, or any person or entity to which TLC and/or CPC owes a duty of confidentiality, whether or not labeled or identified as proprietary or confidential. All proprietary information of TLC and/or CPC that is not known generally to the public is Confidential Information. Without limiting the generality of the foregoing, the following is Confidential Information:

- Ideas for research and development;
- Information submitted in the investigation of complaints or involving ethics cases;
- Computer records and software (including software that is proprietary to third parties);
- Any other information which TLC and/or CPC must keep confidential as a result of obligations to third parties;
- Information regarding the administration of components of the certification programs;
- Exam-related technologies and components;



- Item content, characteristics, development or other aspects of the examinations and their development, maintenance, and administration;
- Identities and other personal information held by TLC and CPC of Certificants, candidates, customers, members, suppliers, or third-party contractors, including without limitation any media, advertising, or public relations firms;
- The TLC and CPC e-mail distribution lists;
- Human resources data and other information about employees, contractors, and volunteers;
- Cost and other financial data;
- Polling and focus group information;
- Any goods or services Volunteer or Training and Home Provider provides to TLC and/or CPC under this agreement; and,
- Any other information to which the TLC/CPC Worker has access while involved in TLC and/or CPC activities.

TLC and CPC will only permit pictures and videos of Companion Paws dogs without individuals, unless the individual(s) signs and initials the Companion Paws and The LifeLine Canada Foundation Waiver.

Non-Disclosure

TLC/CPC Worker agrees not to, without prior written consent from the Chief Executive Officer, divulge any Confidential Information to third parties or copy documents containing any Confidential Information. In no event shall the TLC/CPC Worker use Confidential Information in a manner that is in any way detrimental to Companion Paws and The LifeLine Canada Foundation.

- TLC/CPC Worker agrees to maintain the confidentiality of all Confidential Information and not misuse, misappropriate, or disclose in writing, orally or by electronic means, any Confidential Information, directly or indirectly, to any other person or use them in any way, either during the term of this agreement or at any other time thereafter, except as is required in the course of service to TLC and/or CPC.
- TLC/CPC Worker acknowledges and agrees that all Confidential Information and related items whether maintained in hard copy, electronically or on-line relating to TLC's or CPC's business shall remain exclusively the property of TLC and CPC and shall only be used by the TLC/CPC Worker for the purpose(s) permitted by TLC and/or CPC.
- TLC/CPC Worker further agrees that upon termination of service with TLC and/or CPC, TLC/CPC Worker shall return within ten (10) business days all documents, files, electronic or otherwise, and property comprising Confidential Information of TLC and/or CPC and all copies, electronic or otherwise, thereof relating in any way to TLC's and/or CPC's business, or in any way obtained during service. TLC/CPC Worker further agrees that no copies, electronic or otherwise, notes or abstracts of the foregoing shall be retained, and that all information will be returned not destroyed.



In the event of a confirmed breach of the Non-Disclosure Policy and Agreement, a remedy may be sought in accordance with the **Remedies** outlined in the main body of these Standards of Conduct, above.

Signed Non-Disclosure Agreement (addendum to Standards of Conduct):

TLC/CPC Worker Signature

TLC/CPC Worker First and Last Name (Print)

Date signed: _____

