

FLORIDA KEYS SOCIETY FOR THE PREVENTION OF CRUELTY TO ANIMALS, INC.

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FLORIDA KEYS SPCA

VOLUNTEER CONFIDENTIALITY AGREEMENT

General

There are important restrictions on the release of client and employee information and records. These restrictions are for the protection of the shelter's voluntary or involuntary clients, visitors, and staff.

Confidential client information should never be discussed with or in the presence of third parties without the approval of a shelter manager. A shelter manager must approve the release of any confidential information or files or documents containing confidential information.

Confidential information includes, but is not limited to, the following:

1. Identifying information about voluntary or involuntary clients, including names, addresses, or phone numbers;
2. Identifying information about volunteers and staff including names, addresses, or phone numbers;
3. Information relating to families of clients;
4. Identifying information regarding individuals charged with, cited for, or convicted of animal cruelty or neglect;
5. Any other information that would identify clients or potentially place clients and/or family members at risk
6. Information that would identify the names or locations of adopters, adopted animals, fosters, or fostered animals;
7. Any information regarding current shelter animals at the shelter or in the care of the shelter that are not currently available to the public.

FKSPCA's Social Media/Networking Policy

FKSPCA understands and supports the use of social media and networking websites to keep in touch with animal-lovers and engage them in our mission. The Florida Keys SPCA currently has several authorized pages on several of these sites including Facebook and an official webpage. These are maintained by FKSPCA employees.

FKSPCA encourages employees and volunteers to share FKSPCA's good news with their network friends and to have their friends and family connect with FKSPCA's social media outlets. However, FKSPCA requires that when you post items of information about FKSPCA, referencing FKSPCA, or about animal sheltering in general, you indicate you are not an official spokesperson of FKSPCA:

- Be mindful during your social media engagements of the importance of not damaging the organization's reputation, commercial interests, or bringing FKSPCA into disrepute. Disclose only publicly available information. You must not comment on or disclose confidential information (such as financial information, future performance, business plans, imminent departure of key staff or volunteers). If you require clarification about what FKSPCA information is in the public domain, you should refer to material such as www.fksPCA.org or FKSPCA newsletters.
- Ensure that any content you publish is factually accurate and complies with relevant policies, particularly those relating to confidentiality and disclosure; ensure you are not the first to make a FKSPCA

Protecting Pets in Paradise

The Florida Keys SPCA, Inc. is a non-profit 501(c)(3) corporation, ID#65-0891564. A copy of the official registration and financial information may be obtained from the Division of Consumer Services by calling toll-free 1-800-435-7352 within the state. Registration does not imply endorsement, approval or recommendation by the state.

announcement unless you received the appropriate internal clearances and approvals; only offer advice, support, or comment on topics that fall within your area of responsibility and expertise at FKSPCA (please leave medical advice to the veterinarians); ensure you do not post material that is obscene, defamatory, threatening, harassing, discriminatory, or hateful to another person or entity, including FKSPCA, its employees, its contractors, its partners, its competitors and/or other business related individuals or organizations; ensure you do not disclose other people's personal information in social media venues, and comply with the Privacy Policy.

- In sum, be factual, truthful, respectful, and only divulge publicly known information. You are asked to not engage in spreading rumors. If you wish to express opinions about something related to FKSPCA's primary mission, use a disclaimer such as: "the views expressed in this post are mine only and do not necessarily reflect the views of the Florida Keys SPCA."
- Be respectful of all individuals and communities with which you interact online; be polite and respectful of others' opinions, even in times of heated discussion and debate; adhere to the site's Terms Of Use, and seek to conform to the cultural and behavioral norms, of the social media platform being used; respect copyright, privacy, financial disclosure, and other applicable laws when publishing on social media platforms.

A breach of confidentiality is a serious infraction of shelter policy and will result in termination of your participation in the volunteer program.

PLEDGE OF CONFIDENTIALITY:

I hereby certify by my signature that I will not give information about shelter clients (voluntary or involuntary), visitors, staff, volunteers, or unavailable animals to unauthorized persons. I understand that doing so would be a serious violation of agency policy and will result in the termination of my participation in the volunteer program.

I, _____ (print name), have read the above the shelter's confidentiality agreement and understand its terms and my responsibilities as a volunteer.

Volunteer Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____