### SECURITY and CONFIDENTIALITY PROTOCOLS FOR ANIMAL WELFARE ORGANIZATION

*(suggested)*

This policy and protocol document outlines the procedures for employees and volunteers of [Animal Welfare Organization] when working with confidential guests in our care. The objective is to ensure the safety, security, and privacy of pets in our care, owners/guardians, and employees of [Animal Welfare Organization]. This policy applies to all employees of [Animal Welfare Organization], including management, volunteers, contractors, caretakers, and any other personnel with access to the pets and facilities.

**Confidential Guests:**

Pets must be designated as "confidential guests" if their owners/guardians have requested enhanced privacy or if there are safety concerns related to the pet's presence while under the care of [Animal Welfare Organization].

**Maintain Confidentiality:**

Do not discuss or share information about confidential guests with anyone other than [authorized persons] within [Animal Welfare Organization].

**No information is to be released to third parties.**

* If a request for information is received (phone call, email, in-person) about a confidential guest, do not confirm or deny that the pet is being cared for by [Animal Welfare Organization].
* If an email request is received, do not reply. Ensure that supervisor or manager is aware of email. They will contact the shelter.
* If an individual calls or arrives in-person, collect the contact information of the person requesting the information if possible.
  + Suggested statement: I will have to look into whether [pet’s name] is a guest here. May I have your contact information and have our manager/owner get back to you?
* Inform the supervisor or manager about the situation and provide a brief summary of the request for information, including date and time of contact, information requested, and person requesting the information. [Animal Welfare Organization] staff will connect with the Shelter to share the information regarding the request for information.

**Exercise in Private Areas:**

Employees and volunteers must exercise confidential guests in designated or private areas where they are not visible to the public [outline area, specific to where animal is being cared for].

**No photos or videos shared to social media**

Employees and volunteers of [Animal Welfare Organization] are strictly prohibited from taking photos or videos of confidential guests.

Mentioning confidential guests or posting images (photos, videos, etc.) on social media, whether personal or [Animal Welfare Organization] accounts, is strictly prohibited.

*[Suggestion: Confidential pets may be indicated by a coloured collar to ensure that images are not circulated inadvertently.]*

**Violation of Confidentiality:**

Any employee or volunteer who becomes aware of a violation of this policy is responsible for promptly reporting it to their supervisor or management for appropriate action.

[Animal Welfare Organization] management will promptly inform the Shelter of the confidentiality breach, and Shelter management will evaluate the situation for safety and security of the pet and their owner/guardian.