### SECURITY and CONFIDENTIALITY PROTOCOLS FOR BOARDING FACILITY

*(suggested)*

This policy and protocol document outlines the procedures for employees of [Boarding Facility] 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 [Boarding Facility]. This policy applies to all employees of [Boarding Facility], 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 at the facility.

**Maintain Confidentiality:**

Do not discuss or share information about confidential guests with anyone other than [authorized persons] within the Boarding Facility.

**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 at the boarding kennel.
* 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. Boarding Facility staff will connect with the Shelter to share the information regarding the request for information.

**Exercise in Private Areas:**

Staff members must exercise confidential guests in designated private areas where they are not visible to the public [outline area, specific to facility].

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

Employees of [Boarding Facility] 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 Boarding Facility 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 who becomes aware of a violation of this policy is responsible for promptly reporting it to their supervisor or management for appropriate action.

[Boarding Facility] 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.