

# Confidentiality Policy

Therapy Dogs Volunteers represent the public face of the organization, and during visits, they interact with a diverse range of individuals, including medical personnel, patients, inmates, children, and caregivers. It is imperative that any information obtained during visits remains strictly confidential.

It should be noted that many recipients of Therapy Dogs visits are vulnerable individuals. If you encounter a situation of safeguarding concern, including harm, neglect, or abuse to a service user, report this to your supervising staff member and contact Therapy Dogs. Never disclose personal information of a service user to any third party.

Never disclose your personal to a service user or staff member to protect yourselves. Failure to maintain confidentiality may result in the deregistration of the Therapy Dogs Volunteer involved.

# Equal Opportunities Policy

At Therapy Dogs, our policy mandates fair treatment for all employees, clients, beneficiaries, and volunteers, irrespective of race, ethnic origin, religion, gender, disability (visible or invisible), age, or sexual orientation. We prohibit any form of unjustifiable discrimination or disadvantageous conditions. Our recruitment process ensures that all team members are informed about and committed to upholding our equal opportunities policy.