

## STAFF AGREEMENT & ONBOARDING ACKNOWLEDGEMENT

I, the person signing on page 2 (the “Staff Member,” “I,” or “me”), am entering into this Agreement with **Castle Rock Kennels** (the “Kennel,” “we,” or “us”) in connection with my work at the Kennel. This Agreement sets out the **safety, confidentiality, and conduct standards** I will follow in my work at the Kennel. I have read it, I have had a reasonable opportunity to ask questions about it, and I understand it.

### 1 · MY ROLE AND STATUS

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I understand the role I have been engaged for and its general duties. This Agreement is not an employment contract, does not guarantee hours or a term of work, and does not change whatever employment terms otherwise apply between me and the Kennel.

### 2 · WORKPLACE HAZARDS & MY SAFETY RESPONSIBILITIES

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I understand that working in a dog kennel involves real and inherent hazards, including but not limited to:

- **Animal-related injury** — bites, scratches, being knocked down, kicked, pulled, or pressed against a wall, gate, or fence by a dog;
- **Zoonotic and infectious disease** — illness that can pass from animals to people, including exposures associated with saliva, bites, scratches, feces, and urine;
- **Physical strain** — lifting, bending, slips, trips, and falls, including on wet or recently cleaned surfaces;
- **Chemical exposure** — cleaning agents, disinfectants, and related products; and
- **Noise and stress** — sustained kennel noise and handling anxious or reactive animals.

I acknowledge that the Kennel has provided, or will provide before I work unsupervised, **safety orientation and training** appropriate to my role; that I will **follow the safe work procedures** I am trained on, the shift manuals, and the reasonable safety instructions of the owners or a supervisor; that I will use the required **safety practices and equipment**; that I will **not knowingly work in a way that endangers** myself, a coworker, a customer, or an animal; and that I will **promptly report** any hazard, dangerous animal behaviour, injury, animal bite, or near-miss to the owners or a supervisor. If I am ever unsure whether something is safe, I am **encouraged to raise it** — the Kennel would always rather I ask.

### 3 · CONFIDENTIALITY & CUSTOMER PRIVACY

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In my work I will have access to **personal information about the Kennel’s customers and their dogs** (names, contact details, addresses, payment information, dog health and behaviour records, booking history) and to **confidential business information** of the Kennel. I agree that:

- I will keep this information **confidential** and access and use it **only as needed to do my work**;
- I will **not disclose** it to anyone outside the Kennel, or to anyone inside the Kennel who does not need it for their work;
- I will **not copy, photograph, export, remove, or retain** customer personal information or Kennel records for any purpose unrelated to my work, and not at all after my work with the Kennel ends;
- I understand the Kennel has obligations under the BC *Personal Information Protection Act* (PIPA) that flow to me when I handle that information, and that this confidentiality obligation **continues after my work with the Kennel ends**; and
- I will **report any loss, theft, or unauthorized access** to customer personal information to the owners immediately.

### 4 · KENNEL SYSTEMS & ACCESS

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The Kennel runs on shared digital systems (the staff app, booking and customer records, payment/till handling, and access credentials such as a personal staff PIN). I agree that:

- my **staff PIN and any other access credentials are personal to me** — I will not share them, and I will not use anyone else’s;
- I will use the staff app, customer records, and payment handling **only for legitimate work purposes**;
- I will **not alter, delete, or falsify** records (bookings, payments, care logs, customer or dog records) except as part of my normal, authorized duties;
- I will **not access** customer or business information out of curiosity or for any personal reason; and
- I will follow the Kennel’s instructions on device use, sign-out, and securing the premises and equipment.

## 5 · ANIMAL WELFARE & CODE OF CONDUCT

The Kennel's reputation and the trust of its customers depend on every animal being treated well and every person being treated professionally. I agree that:

- I will **handle every animal humanely and patiently**, using the methods I am trained on;
- I will **never** strike, kick, choke, throw, drag, deprive of food or water, or otherwise abuse, harm, or neglect an animal in the Kennel's care, and I will not use **fear or pain to punish an animal**;
- I understand that **firmly and promptly interrupting dog fights, aggression, or other unsafe behaviour** — using the noise, body-blocking, separation, leashing, and redirection techniques I am trained on — is appropriate, expected handling that protects the dogs, and is **not** a breach of this section;
- I will **follow the care, feeding, medication, and segregation instructions** on file for each dog, and will not improvise around them;
- if I **honestly and reasonably believe** that an animal is being mistreated or neglected — by anyone — I will **report it to the owners promptly and in good faith** so it can be looked into and addressed;
- I understand that **any concern or report I raise, internally or externally, must be honest and made in good faith**, and that knowingly false, misleading, exaggerated, or bad-faith allegations against the Kennel, the owners, or a coworker are themselves a serious breach of this Agreement;
- I will treat customers, coworkers, and the public **courteously and professionally**, and will not engage in harassment, discrimination, or bullying of any kind; and
- I will not be **impaired** by alcohol or non-prescribed drugs while working, and will not work while a medical condition makes it unsafe for me, the animals, or others.

## 6 · KENNEL PROPERTY, KEYS & RETURN OF MATERIALS

Keys, fobs, devices, uniforms, manuals, and any other materials the Kennel provides remain the Kennel's property. I will take reasonable care of them, use them only for work, and **return all of them, and stop using all access credentials, when my work with the Kennel ends** or whenever the Kennel asks.

## 7 · PHOTOGRAPHS & LIKENESS

The Kennel may wish to use photographs or video that include me (for example, staff featured on the website or social media). My consent to this is **optional** and is recorded in the signature block below. I may withdraw it at any time in writing for future use; I understand the Kennel cannot always recall material already published.

## 8 · POLICIES & SHIFT MANUALS

I confirm that I have been given access to, have read (or will read before working unsupervised), and agree to follow the Kennel's **written shift manuals and policies** (including the morning, afternoon, and night shift manuals and any posted or written procedures). The Kennel may update these from time to time; material updates will be communicated to me, and I am expected to follow the current version.

## 9 · GENERAL

- **Governing law.** This Agreement is governed by the laws of British Columbia.
- **If the law differs.** If any part of this Agreement ever conflicts with the law, the law applies and the rest of this Agreement still stands.
- **Severability.** If any part is found unenforceable, the rest remains in effect.
- **Scope & amendment.** This Agreement covers the topics in it; it does not replace any separate employment terms. The Kennel may issue an updated version, and I may be asked to re-sign on a material change.

### SIGNATURES

**Photograph / likeness consent (§7):**  I consent  I do not consent

STAFF MEMBER — PRINTED NAME

ROLE / POSITION

STAFF MEMBER — SIGNATURE

DATE

ON BEHALF OF CASTLE ROCK KENNELS — NAME & SIGNATURE

DATE