

# Workplace Expectations

## Support a collaborative organization

- Practice 'we' thinking. We achieve goals together or not at all.
- No ego! Acknowledge the skills, contributions and various roles of others.
- Support, mentor and uplift those around you.
- Set others up for success by sharing information and helping each other.

## Create and maintain a culture of safety

- Take responsibility to correct issues and communicate concerns.
- Know your limitations and seek help when needed.
- Model safe, humane and kind handling of all animals at all times.
- Be thorough, careful and precise in your work.

## Be compassionate and respectful

- Respect each other, our community, our resources and the pets in our care.
- Practice self-care.
- Treat every animal as if its life and wellbeing are as important as your own pets at home.
- Acknowledge the emotional aspects of our work by expressing and hearing feelings.
- Say 'thank you,' and 'good job,' and 'I appreciate you.'

## Commit to healthy communication

- Communicate directly or upwards rather than gossiping with others.
- Understand differences are not wrong. Work through conflict and challenging conversations.
- Provide accurate, thorough, objective documentation and feedback.
- Give people the benefit of the doubt. Trust most everyone has good intentions.

## Achieve excellence through continual improvement

- Strive to constantly improve the customer service experience.
- Be self-reflective and willing to learn and improve professionally and personally.
- Actively look for opportunities to make things better for animals and people.
- Don't let the fact that nothing is perfect stop you from trying to always make things better.

