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 well-being 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.’

COMMITS 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.

____________________________________  __________________
Employee/Volunteer Name    Date