



The Five Freedoms for Humane Care of People: Best Practices

Freedom	Best Practice
<p>FREEDOM FROM HUNGER AND THIRST FOR KNOWLEDGE...by providing answers to questions, explanations for actions and the knowledge and training necessary to succeed in efforts to better the lives of pets in our care.</p>	<ul style="list-style-type: none"> • Staff and volunteers understand the “why” of a policy/procedure and this is explained to others (members of the public) as necessary. • Staff and volunteers are offered regular training opportunities and external training opportunities such as conferences and webinars are encouraged. • The organization operates with a high level of transparency and explains its decisions to internal and external stakeholders.
<p>FREEDOM FROM DISCOMFORT...by providing an environment that is physically and emotionally comfortable.</p>	<ul style="list-style-type: none"> • Physical plant is safe, clean, and has proper ventilation and temperature regulation. • Staff and volunteers have a place to put their personal belongings and store their lunch. There is a comfortable space to take breaks. • Interpersonal culture is one that is supportive, and staff and volunteers can openly share their successes and defeats. It is ok to make a mistake. • Leadership is approachable, kind and understanding always, in all scenarios. • All visitors, supporters and users of services are given the opportunity to have a positive experience. That is, all interactions begin with positive and kind behavior by organizational representatives.
<p>FREEDOM FROM PAIN, INJURY or DISEASE...by providing our community with physically healthy & behaviorally sound pets, maintaining a clean and safe physical plant, functional equipment, following industry best-practices for the prevention and control of zoonotic diseases, providing employee benefits which promote health and wellness and allowing staff and volunteers adequate time to heal when not well.</p>	<ul style="list-style-type: none"> • To the best of the organization’s knowledge, all animals placed in the care of an individual or organization are healthy and behaviorally safe and sound. • The physical plant is clean, sanitary, well-lit, in good working order and has proper emergency systems in place. • Proper protocols and training are in place and protective gear is available to staff and volunteers to prevent the transmission of zoonotic disease.

	<ul style="list-style-type: none"> • The organization makes health insurance and wellness programs, such as The Employee Assistance Program, available to staff. • Volunteers and staff are free to appropriately utilize their benefit time and take time away from work without fear of reprisal.
<p>FREEDOM TO EXPRESS NORMAL BEHAVIOR...by being allowed to appropriately express opinions and ideas, appropriately celebrate successes, to share disappointments and to overcome mistakes.</p>	<ul style="list-style-type: none"> • Internal and external stakeholders are encouraged to appropriately express their opinions, thoughts and ideas. • Interpersonal culture is one that is supportive, and staff and volunteers can openly share their successes and defeats. It is ok to make a mistake. • People of all socioeconomic, ethnic, and cultural backgrounds are not only welcome but embraced. Staff, volunteers, supporters, and patrons are valued for their uniqueness and individuality.
<p>FREEDOM FROM FEAR AND DISTRESS by...fostering diversity and inclusion, encouraging individuality and insisting upon mutual respect.</p>	<ul style="list-style-type: none"> • Interpersonal culture is one that is supportive, and staff and volunteers can openly share their successes and defeats. It is ok to make a mistake. • People of all socioeconomic, ethnic, and cultural backgrounds are not only welcome but embraced. Staff, volunteers, supporters, and patrons are valued for their uniqueness and individuality. • There is a zero-tolerance policy regarding physical and/or emotional abuse, and it is consistently enforced regardless of who is involved. Issues are addressed ASAP if not on-the-spot.