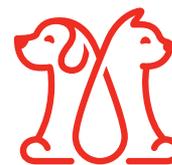


Updated 01/16/ 2020



HOMES4PETS
Animal Rescue & Adoption Center

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.'

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.

Employee/Volunteer Name

Date