

**Pima Animal Care Center**

**Workplace Culture Expectations**

**Create and Maintain a Safe Workplace:**

* Take responsibility for keeping yourself, coworkers, volunteers, visitors and animals safe.
* Be part of creating and maintaining a culture of safety, even when you’re in a hurry.
* Know your own limitations and seek help when needed.
* Bring safety concerns to the attention of your supervisor.

**Strive for Excellence**

* Make customer service a priority and strive to constantly improve the customer experience, both internally and externally.
* Be willing to continue to learn and improve oneself professionally through training, reading and other learning opportunities.
* Educate yourself on national and regional best practices in animal welfare.
* Be thorough, careful and precise in all work.
* Think and act constructively and look for solutions to make things better for animals and people.

**Support a Collaborative Animal Shelter:**

* Practice “we” thinking. We achieve goals together or not at all.
* Understand that whether as an individual or work groups, we all share the same goals and play different, valuable roles in achieving them.
* Support, mentor and uplift coworkers.
* When faced with conflict with individuals or between teams, focus on the situation or problem rather than the individual(s).
* Maintain constructive relationships with coworkers and between teams.
* Lead by example.
* Set each other up for success by sharing information, helping each other and keeping workspaces organized and stocked with supplies.

**Demonstrate a Commitment to Healthy Communication:**

* Communicate with staff, volunteers, other professionals and the public in a professional, positive and helpful manner.
* Respond to emails, phone calls and in-person requests in a timely manner.
* Deliver and receive complaints, suggestions and other communications in a respectful and open-minded manner.
* Share information that affects others with them in a timely manner.
* Take a stand to stop gossip, grudges, cliques, conflicts and negativity and be part of solutions.
* Take time to listen and understand before responding.

**Be Respectful:**

* Respect different opinions and workstyles.
* Respect decisions made and directives given.
* Show compassion for and have patience with your co-workers.
* Respect all employees and volunteers equally, regardless of job title, seniority, position or opinion.
* Expect differences, know differences are not wrong and how to handle conflict with individuals or teams constructively.
* Look for the contribution each person makes in helping animals and people in need.

**Promote Trust:**

* Take responsibility for yourself and be accountable for your own actions.
* Commit to working for a safe, humane future for animals and people.
* Build trust in all your interactions, regardless of who they are with.
* If you have questions or concerns, communicate upward, rather than complaining to or gossiping with others.
* Provide accurate, thorough, objective documentation.
* Follow instructions carefully, meet deadlines when assigned.
* Ask for help and training when you don’t understand something.

**Acknowledge the Emotional Aspect of Our Work:**

* Remember to have a sense of humor, but never at the expense of others or professionalism.
* Identify healthy ways to reduce and relieve stress.
* Take care of yourself, paying attention to your work/life balance.
* Find appropriate ways to express strong emotions as they arise.
* Respect others’ response to emotions - they may be different than yours.
* Treat your colleagues as members of your Animal Services and police department family.
* Have fun!

**Show Appreciation:**

* Remember why you have chosen to work in animal welfare.
* Practice appreciation at all levels and every day.
* Acknowledge people when they do good things. Shout-outs should be a daily occurrence!
* Thank others when they make your day better and brighter.

**Be Safe and Compassionate When Handling Animals:**

* Treat all animals in your care with patience, kindness and compassion.
* Become adept at reading animal behavior to make sound, safe handling decisions.
* Pursue and take advantage of training opportunities offered at the shelter to help you become a better animal handler.
* Recognize each animal is an individual and should be treated as such. Avoid stereotypes and generalizations about breed, type, etc.
* Model safe, humane handling to other staff, volunteers and the public. You are the expert.



**"I acknowledge I have received, read and understand the PACC Workplace Culture Agreement and I agree to follow it.'**

**Print Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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