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.