I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, am a member of the Cincinnati Animal Care Outcomes Team. I will carefully read each item below and abide by these culture and confidentiality expectations while I am employed in this role.

**INCLUSIVE, POSITIVE, PROBLEM SOLVING**

* I will be diligent that the language and tone I use toward both the public and other staff is upbeat and in search of finding solutions to potential problems.
* I will not speak of members of the public or members of the organization negatively to other staff unless I am reporting an issue to my supervisor.
* I will not assume the worst in others, especially the public, knowing that negative opinions do not solve problems.
* I will do my job duties diligently with attention to detail to prevent having to go back later and repeat any processes.
* I will work comfortably with the other departments in the organization as we all work toward the same mission.
* I will not dwell on road blocks or issues, but instead find a way to conquer them or move around them.
* I will not use language that negatively admonishes an animal such as “he tried to eat me”, “everyone is weirded out by that dog”, “no one likes that cat”, “she’s gonna die”, etc. Language should only be used to counsel positively or urgently bring attention to an issue in hopes of resolving it quickly, innovatively, and efficiently.
* I will approach everything with a solution based attitude.

**CONFIDENTIALITY AND INFORMATION**

* I will not engage in gossip about animal or people histories and outcomes, and I will make a point to steer any conversations I hear away from such gossip.
* I will not share any personal or logistical information about cruelty cases or those involved in them. These are often still open cases that should not be discussed outside of leadership or court.
* If I have a concern with a person, animal, or any other stimulus that I come into contact with while working for this organization, I will follow the chain of command and alert my supervisor directly. I will not confer with other parties about the issue in a gossipy fashion.

**COMMUNICATIONS**

* I understand that the Outcomes Team primarily communicates by email. I will make sure to check both my personal CAC email and [Front.Desk@cincycare.org](mailto:Front.Desk@cincycare.org) daily when I am working.

By signing below, I am agreeing to all of the rules and responsibilities set forth above.

Employee Print Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee Sign Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Manager Print Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Manager Sign Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_