

<p>Municipal Services</p> <p>Department of Animal Care & Regulation</p> <p>David Dickinson, Director</p>	 <p>County of Sacramento</p>	<p>Bradley J. Hudson, County Executive</p> <p>Robert B. Leonard, Chief Deputy County Executive</p>
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Intra-Departmental Memorandum

DATE: April 4, 2014

TO: All ACR Employees and Volunteers

FROM: David Dickinson, Director

SUBJECT: ACR CODE OF CONDUCT

BACKGROUND

In June 2013, the Animal Care & Regulation Leadership Team began a strategic planning process to identify the Department's top goals and priorities. Three major objectives emerged: improve Leadership Team cohesion and communication; promote accountability throughout organization; and, create a positive, motivating and gratifying culture for all. The Leadership Team secured feedback from staff, partner rescue groups, and the shelter's extensive volunteer group through meetings, emails, and phone calls during a two-month period.

The ACR Code of Conduct was developed as one avenue for establishing expectations for all employees and volunteers as well as promoting accountability throughout the organization. In February-March 2014, the ACR Code of Conduct was finalized after going through the meet and confer process with Animal Care & Regulation labor unions.

ACR CODE OF CONDUCT

1. Staff/Volunteers are expected to treat all animals and humans with dignity and respect, and to keep pets in their own personal care in compliance with all federal, state, and local requirements.
2. Staff/Volunteers are expected to promote positive, professional, courteous and collaborative relationships within the Department and with other organizations and individuals.
3. Staff/Volunteers are expected to communicate consistently, truthfully and with integrity inside and outside of our organization.
4. Staff/Volunteers are expected to recognize and respect the value of each individual and group, keeping an open mind to all viewpoints.
5. Staff/Volunteers are expected to be fair and just.

6. Staff/Volunteers are expected to continuously improve our organization's operations and delivery of services.
7. Staff/Volunteers are expected to, at all times, be attentive to their duties and provide the highest quality of service to animals and humans in need of our organization's assistance.
8. Staff/Volunteers are expected to, at all times, use sound judgment and remain emotionally composed, alert and observant during the course of their duties in our organization.
9. Staff/Volunteers are expected to develop, maintain and demonstrate proficiency in current professional sheltering and animal welfare practices.
10. Staff/Volunteers are expected to refrain from any conduct that is unbecoming or that in any way discredits, disrupts, or erodes the efforts of our organization.
11. Staff/Volunteers are expected to be neat and clean, except when duties or assignments prevent normal attire or appearance.
12. Staff/Volunteers are expected to perform their job duties satisfactorily, including demonstrating the ability and the initiative to meet all of our organization's required standards, policies, and procedures.
13. Staff/Volunteers are expected to respect the confidential, proprietary, and sensitive nature of information related to the Department's operations, including, but not limited to, animals, adopters, pet owners, staff, volunteers, donors, and legal filings.
14. Staff/Volunteers shall not accept any gratuity, gift, or other valuable article from an individual, company or organization doing business with the County because gifts can be viewed as unethical attempts to influence our organization's operations. Although some offers are made in good faith and intent, all staff/volunteers are expected to remain free from any potential conflict of interest. Any gift of a substantial value offered by an outside party should be politely, but firmly, declined. Any such items received must be turned into Department Director within 30 days of receipt.
15. Staff/Volunteers shall not use Department resources for personal gain.
16. Staff/Volunteers shall not harass, discriminate against, or refuse professional services to anyone on the basis of any protected characteristics, including, but not limited to, race, color, age, sex/gender, sexual orientation, religion, disability, or nationality.

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