



## cat adoption team

### Workplace Culture Agreement

At CAT, we care about cats *and* people, and we invest in creating a workplace that is positive and rewarding for the people who work and volunteer here.

As an employee or volunteer of Cat Adoption Team, I agree to the following:

- Treat others with respect and compassion, even if I disagree
- Face problems directly, respectfully, and with the appropriate person
- Avoid negative gossip (including colleagues, clients, or organizations)
- Focus on finding solutions when problems arise; avoid excessive complaining about challenges, workload, etc.
- Give others the benefit of the doubt; assume the best intentions and ask for clarification when needed
- Express gratitude to the people who make this work possible and enjoyable (adopters, donors, volunteers, clients, and each other!)
- Create and maintain boundaries to protect my own personal time and space, and respect the boundaries of my colleagues
- Communicate clearly and fully; not blame others for not meeting my needs or expectations if I have not made those needs/expectations clear
- Expect myself and others to try new things, make mistakes, learn, and grow
- When there are problems, focus on the specific behaviors or issues at hand rather than attacking the person or people involved
- Give honest, direct, and timely feedback with respect and compassion
- Accept feedback with openness and humility
- Respect other's workspace and our shared workspace
- Be inclusive; connect across departments and functions; recognize the contributions of other departments; minimize competition
- Own my mistakes, apologize, fix the problem, and take steps to prevent it from happening again; then move on
- Take shared responsibility for CAT's reputation, fundraising and stewardship, and health as an organization
- Respect others' emotions and help them find creative and appropriate outlets to express their feelings
- Seek help from my supervisor, the Director of Operations, or the Executive Director if I ever feel unable to act in accordance with these principles
- Protect the culture of CAT by alerting my supervisor, the Director of Operations, or the Executive Director if I ever feel these principles or CAT's culture is being put in jeopardy in any way

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Employee / Volunteer Signature

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Date

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Print name

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14175 SW Galbreath Drive  
Sherwood, OR 97140  
catadoptionteam.org

p: (503) 952-8903  
f: (503) 925-8888  
e: contactus@catadoptionteam.org