

Santa Barbara County Animal Services Oversight Team

5 Agreements **Creating a Successful Culture &** **Implementation of System Improvements**

We the members of the Oversight Team and partners in Animal Services, endeavor to move forward in good faith, with a careful eye on the road to ensure we navigate this process with the end goals in mind: a new culture in Santa Barbara County and improved outcomes for the animals and animal owners in Santa Barbara County. We strive for a culture that embraces best practices in animal care and a culture that nurtures a collaborative and cooperative relationship between Animal Services and stakeholders.

To achieve this, we commit ourselves to the following:

1. **Encourage Communication:** We commit ourselves to finding ways to encourage an open and honest dialogue where all parties can voice their thoughts, concerns and perspectives without fear of repercussion.
2. **Maintain Integrity:** We will communicate and act with integrity if this process will be successful now and in perpetuity. We also need to safeguard the integrity of the work we produce such that the agreements reached during this process translate into real change for Santa Barbara County Animal Services.
3. **Embrace change:** We know that in order to move forward we will need to keep our minds open to new and better ways of doing things and leave behind the comfort of the status quo.
4. **Yes we can:** We strive to find ways to say “yes” and not simply abandon ideas and recommendations because of perceived challenges or lack of resources. Where there is a will there is a way, especially among animal advocates.
5. **Moving forward together:** If we are going to move forward, if we are going to achieve the changes in the AHA report, then we have a lot of work to do and a long road ahead. But it cannot be done without all of us moving forward together, on level ground and in the same direction. If one of us falters, we all fail. So let’s invest in the relationship. At the end of the day, success will only be realized if the people in this room - whether you are animal services staff or a shelter volunteer – are committed in good faith to the realization of a shared vision.