

Our Beliefs



We are committed to making lives better for people and pets.

Our belief system informs the way we operate as a team of staff and volunteers driving us to build a stronger community. We empower our team to be flexible, innovative, and compassionate to deliver the best possible experience and create the best outcomes for the people and pets we serve.

Core Values

TRUST

We trust our community to make the best decisions for themselves, their pets, and their families. We work to earn the trust of our community through transparency and honesty.

PETS BELONG IN HOMES

Animals are healthiest with a family in a home, outside of shelter environments.

KINDNESS

We are as kind to people as we are to animals. We give our community the benefit of the doubt and are a resource for pet owners in need.

OPENNESS

We strive to approach conversations without judgement in order to support our community's diverse needs.

EMOTIONAL WELLNESS

Emotional health is supported through positive, science-based, force-free training and behavior change methods.

OPTIMISM

Optimism fuels resilience. We are committed to serving our community with hopefulness and positivity.

Our Beliefs In Action

OPEN ADMISSIONS

We will never turn away any pet in need in our community. We do not judge patrons in a situation when they need to relinquish a pet for any reason. We thank community members who find a stray pet and bring them to our shelter. Regardless of a patron's ability to pay, we will provide services such as relinquishment, end-of-life care, and reclaim.

POSITIVE REINFORCEMENT

Behavior change affected through force-free strategies strengthens the bond between pet and person. Our commitment to positive reinforcement provides a framework for our staff and volunteers to support our animal population with compassion and respect.

OPEN ADOPTIONS

We trust our adopters and work to match them with the best pet for their specific life-style. We do not believe in unnecessary barriers in the adoption process. We encourage adopters to return an animal if it's not the right fit to better provide us with an understanding on the pet's needs, as well as their family's needs to potentially make a new match.

BETTER TOGETHER

We are committed to supporting healthy relationships between people and pets throughout their lifetimes. Our Better Together programs provide families experiencing hardship the time and resources they need to weather the storm. And when quality of life cannot be maintained or a relationship is irreparably fractured, we provide support through relinquishment and end-of-life services.

BENEFIT OF THE DOUBT

We believe the people in our community deserve to be treated with the same kindness we extend to animals. To create the best outcomes for both we must embrace trust as well as empathy. Trust asks us to believe the people who are most affected by barriers when they share their experience and to take their words at face value, even if it's outside our understanding or ability to relate.