Poster Number: 1

Creating a "Culture of Caring"
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Problem Statement:
While our institution has always held high standards for animal health and welfare, it was determined that a more formalized process would not only benefit the animals in our care, but engage the staff in a way that had not been done before.

Description of the research:
Our institution instituted a "culture of caring" program in order to ensure we had a "best in class" program of animal welfare. The key elements to the success of the program included:

- Organizational Value System - sets expectations and balances the partnership between animal care and science
- Organizational Leadership - insists on compassionate and innovative care and science
- Clear Individual Expectations - innovatively care for, refine, reduce and/or replace animal use
- Continuous Reinforcement of Values - inclusive in that all staff contribute to the culture
- Visible Leadership - accessible, provokes positive energy for caring, continuous evolution, self-evaluation & recognition

Some unique aspects of the program include a dog adoption program, standardized enrichment for all species, enrichment room for dogs, “culture of care” day to educate others within the company of our dedication, and more visibility in company-wide meetings and activities. The program has engaged colleagues across our institution and given our staff a renewed passion for the important work we do every day.