

ANIMAL CARE GROUP *of Lake Oswego*



Green Guide

Initially completed on: 9/26/18

Last updated: 1/24/19

Author: Amanda LeBlanc (Hospital Assistant)

Sustainability at ACGLO

The Animal Care Group of Lake Oswego is committed to the principles of the Triple Bottom Line: economic, ecological, and social sustainability. To support these principles, ACGLO considers and gives preference to ecologically, economically, and socially sustainable products, services, and practices when and where such options do not conflict with our professional standards or diminish our quality of care for clients and patients.

ACGLO manages waste, recycling, and composts according to the requirements for Clackamas County. We also collect difficult recyclable materials (such as electronics, batteries, styrofoam, and plastic bags/film) that cannot go to a standard recycling facility and deliver them to specialized recycling facilities.

ACGLO encourages resource conservation through a variety of strategies. To reduce paper consumption, for example, we use default duplex printing, offer paperless invoicing/payroll options, and email/digitally fax medical records when possible. We also offer reusable dishware and cutlery for staff, use energy efficient LED lighting, reuse shipping materials, use rechargeable batteries when possible, and donate old reusable supplies and electronics.

Third-party companies with “green” certifications and practices are preferred for services such as lighting, cleaning, and landscaping. Green cleaning products are used in-house where specialized cleaners are not required.

Our Green Team provides annual re-training presentations to ensure our staff remain up-to-date and in compliance with current Clackamas County waste/recycling/composting requirements and sustainability practices at ACGLO. The Green Team also compiles and presents data on resource consumption (ex: energy, water, and paper) and waste production over time to monitor, encourage, and (where possible) incentivize improvements.

Clients and employees are important participants in our daily operations and can provide helpful insights for general improvements. Client and employee feedback are encouraged to ensure that ACGLO continues to offer quality care and a healthy work environment. Diverse perspectives, needs, and opinions are welcome as part of our commitment to social sustainability and inclusion. We understand that we cannot have a happy, healthy business without a happy, healthy workforce.

Please see the following pages for information on The Green Team and for a more detailed list of sustainability practices at ACGLO.

The Green Team

Our Green Team seeks representatives from each ACGLO business and department to participate in sustainability goals and projects for the clinic and serve as a liaison for their own respective teams. These representatives are responsible for staying up-to-date on waste/recycling/composting standards, voting on and/or participating in new goals and projects, and helping coworkers understand and follow ACGLO sustainability protocols. The Green Team follows the Clackamas County Leaders in Sustainability standards and operates based on democratic consensus with the support of upper management.

If you have any questions about sustainable practices at ACGLO, or would like to join the Green Team, please check with Human Resources or a member of the current Green Team. You can also find information or provide feedback on our “Leaders in Sustainability” event linked on the ACG employee Facebook page.

Sustainability Practices

Policy & Employee Engagement:

- Sustainability efforts undertaken by the staff and Green Team are supported by management.
- A member of the management team acts as the Green Team manager and owns overall responsibility for sustainability efforts.
- New employees are trained on these sustainability best practices and all employees are re-trained annually at a designated staff meeting.
- An annual sustainability report reflecting goals and progress is produced and reviewed, and shared with staff at the annual sustainability re-training.
- Employees can find information on sustainability-related resources and practices in this handbook addendum, in the “Leaders in Sustainability” event linked to the employee Facebook page, or by contacting a member of the Green Team.
- The “Leaders in Sustainability” event also exists to gather employee feedback and suggestions related sustainability practices and policies. Those without Facebook access may also discuss their suggestions with members of the Green Team or the Green Team manager.
- The building that houses ACGLO adheres to LEED standards for high-performance, green construction.
- Employees of ACGLO are provided a living wage.

Recycling & Composting:

- Recycling bins are clearly labeled and located in all areas where recyclables are generated.
- Food scraps are composted.
- ACGLO follows the Clackamas County recycling standards and the mantra, “if in doubt, pack it out,” to avoid contamination of recycling and compost.
- In addition to general recycling, ACGLO also recycles batteries, styrofoam, silver-film radiographs, and plastic bags/film.

Reusing Materials:

- When possible, employees reuse or repurpose old materials. Examples include using empty saline bags to make clean-sample cat litter and making notepads with scrap paper or old forms.
- Reusable dishware is provided for daily use and events such as staff meetings.
- Rechargeable batteries are used for radios, cameras, and other electronic equipment.
- The break area in the Boarding Hall and the table next to the time clock can be used as equipment reuse and intra-staff donation areas for personal items, office supplies, and electronics. All items available for reuse or donation must be labelled or placed in appropriate bins.
- Product packaging and shipping materials are saved (as the space allows) and reused for outgoing shipments or employees in need of such materials (such as boxes for moving).
- Whenever possible, surplus or unneeded supplies are donated to charitable organizations in need.

Reducing Material Consumption:

- ACGLO uses 30% post-consumer recycled copy paper in all printers and fax machines.
- Duplex printing is the default and centralized printers are used.
- ACGLO utilizes paperless invoicing, billing, and payroll options, and requested records are emailed when possible to reduce paper use.
- Digital radiographs are used instead of film.

Hazardous Materials Management:

- Potentially hazardous products such as paints, solvents, and cleaners are safely stored in designated areas and disposed of properly.
- Electronics are either donated or properly recycled.
- Where permitted by health code regulations, third-party-certified green cleaners are used and, if applicable, specified in janitorial contracts.
- Fluorescent tubes and CFL bulbs are safely stored and properly recycled.
- Landscaping is conducted with an Integrated Pest Management Plan to minimize chemical use.

- A chemical assessment is conducted annually to identify and eliminate potentially hazardous or toxic chemicals, including on-site and in supply chain.

Water Conservation:

- Faucets, fixtures, and hoses do not leak. If a leak is discovered, management is informed as soon as possible.
- Where possible, faucets have flow-reduction aerators installed (1-1.5 gallons per minute).
- Only tap water is provided for consumption by clients, patients, and employees. No bottled drinking water is delivered.
- Water use is monitored and evaluated annually for conservation opportunities.

Stormwater Pollution Prevention:

- Storm drains are permanently marked to provide pollution prevention education.
- The outside garbage/recycling containers and enclosure are kept in good condition and all containers have lids.
- Parking and loading areas are kept free of litter and oil slicks, and trash receptacles discourage littering.

Energy Conservation:

- Programmable thermostats are installed and set back if the space is unoccupied.
- Newly acquired appliances are ENERGY STAR®-certified.
- The underwater treadmill used by Oswego Animal Physiotherapy & Rehabilitation is ENERGY STAR®-certified.
- Interior lighting is energy-efficient.
- Exterior lighting is LED and/or dark sky friendly.
- Occupancy sensors are used for lighting in the storage room, offices, restrooms, and isolation kennels.
- Lighting is dimmed or turned off when the room is not in use or adequate sunlight is available.
- Non-emergency lights are turned off each night.
- Janitorial services are scheduled during business hours.
- Equipment like HVAC, coolers/freezers, pumps, ultrasound devices, and X-ray devices are regularly maintained.
- Water heaters are set to 120 degrees.
- Window blinds and fans are used when possible to reduce A/C load.
- Windows and doors are properly weather-stripped and gaskets on refrigerators and freezers are in good working order.
- Energy use is monitored annually and evaluated for conservation opportunities.

Transportation:

- Incentives are provided for employees to choose public transportation. See the current Green Team manager for the current official incentives.
- For certain tasks and positions, employees can work remotely from home.
- A link to the TriMet Trip Planner is displayed for visitors on our website.
- Bike parking is available next to the Boarding Hall door adjacent to the parking lot.
- Whenever possible, work vehicle transportation routes are optimized to reduce fuel consumption.

Community Engagement:

- A member of the ACGLO Green Team is willing to be a mentor to other organizations going through the Leaders in Sustainability certification.
- ACGLO hires people from disadvantaged populations and communities.
- ACGLO, as an organization, sponsors and donates services and products to community organizations and charities such as the PVMA Holiday Food Drive and the Coffee Creek Puppy Program.
- ACGLO also supports charitable giving campaigns initiated by and receiving donations from employees. Some past and current examples include: financial donations to the Molly Thompson Memorial Fund for helping children with cancer, clothing donations for impoverished people in Portland through Transitions Projects and Central City Concern, and a shoe collection campaign for school children in Africa.

Retail:

- ACGLO works with vendors to take back packaging (such as styrofoam coolers) that is not recyclable or not easily recycled.
- Customers are offered a paperless option for receipts.
- ACGLO donates or exchanges merchandise that is unsold or unsellable but still usable.