



Code of Ethics

Purpose

The Professional Animal Care Certification Council's Code of Ethics provides the Certified Professional Animal Care Provider, Certified Professional Animal Care Manager and Certified Professional Animal Care Operator Certificate Recipients/Candidates with a set of guidelines and goals to assist them in the ethical challenges of their work and elevate the level of professionalism in the pet care services industry. The PACCC will apply the Code of Ethics as a set of enforceable standards by which Certificate Recipients/Candidates must agree to abide in order to obtain/retain certification by PACCC.

Policy

A Certificate Recipient/Candidate of the PACCC affirms to abide by the following:

VALUES/CONDUCT towards: the animals in our care; colleagues/associates; customers; competitors; community; the pet industry; pet industry organizations/associations

1. To abide by the PACCC Humane Pet Care Statement and Progression in the Use of Tools to Manage Animals Statement.
2. To provide conscientious care for the animals entrusted to me, being constantly attentive to their security, safety, and well-being, and to place their welfare above all other business considerations.
3. To respect and treat fairly colleagues with honesty and integrity, respecting their legitimate pet care services goals and the autonomy of their choice, provided they conform to PACCC's and the local statutory standards of humane treatment for their pet.
4. To respect my customers by dealing with them honestly and fairly, never intentionally misrepresenting my services, and providing positive solutions for customer concerns.
5. To act with honesty, integrity and respect in dealing with the other professions/trades that operate within the pet industry, and to reflect the highest standards of professionalism upon the pet care services industry and within my local community.
6. To provide my services without discrimination on the basis of race, color, ethnicity, national origin, gender, disability, physical limitation, marital or familial status, sexual orientation, religion or political beliefs.
7. To provide truthful representations concerning my qualifications, experience, performance of services, and expected results; to provide full disclosure of any potential problems and/or conflicts of interest to clients and other professionals.



SERVICE/ACTION: to/for pets; to/for customers

1. To encourage responsible pet ownership by encouraging pet training, health and other advocacy programs.
2. To encourage responsible pet ownership and an increased public awareness and acceptance of humane and noble animal programs.
3. To keep all client information confidential.
4. To maintain and respect the confidentiality of all information obtained from clients in the course of business; to refrain from disclosure of information about clients and their pets to others without the client's explicit consent, except as required by law.
5. To keep accurate and complete records of clients, their animals, and the services provided; to ensure secure storage and, when appropriate, confidential disposal of such records.
6. To obtain written informed consent from any client prior to photographing, video or audio recording an animal in any play, handling, and/or training session. Specific written client permission shall be obtained for public or for-profit use of the photos, video or audio recordings.

EDUCATION:

1. To continue professional development as required for maintaining the PACCC credentials in accordance with the policies of the PACCC. Professional development includes, but may not be limited to, educational seminars, clubs, periodicals, and other resources provided by respected and knowledgeable leaders of the pet industry.
2. Avail myself of educational opportunities as may be established by the PACCC that meet CEU requirements.

LEGAL: Minding laws and policies of their business, the industry. Including local, state and federal/national laws.

1. To be aware of, and comply with, all applicable federal, state, and local laws of the country in which I provide my services in governing animal care and business practices, including, but not limited to, ethical standards governing professional practices, treatment of animals (including cases of neglect or abuse), licensing, identification, immunization requirements and the reporting of incidents.



ENFORCEMENT of the PACCC Code of Ethics

The PACCC Code of Ethics must balance the ability of the Certificate Recipient/Candidate to ethically function within the pet care services profession while providing provisions for the PACCC to enforce the standards by which Certificate Recipients/Candidates have agreed to abide. The PACCC Board of Directors will use the following enforcement provisions:

Code of Ethics violations will be investigated using the timeline and procedure outlined in the PACCC Certification Compliance and Disciplinary Procedures (found at www.paccert.org). Exceptions will be for a Certificate Recipient whose certification was revoked as the result of an animal abuse/cruelty/neglect charge or felony conviction (i.e., highest criminal charge category as defined by the laws of the country in which the certified recipient resides). See PACCC Certification Compliance and Disciplinary Procedures.

A former Certificate Recipient may reapply for certification after one (1) year from the revocation date. If certification is revoked, the individual may contact the PACCC Board of Directors to request to reapply for certification. The Board of Directors will respond to the individual within thirty (30) days of receipt of the request for recertification. If approved, the individual will be eligible to take the current version of the examination during the next available testing period. No CEUs will remain valid from the recertification period wherein certification was revoked.

Former Certificate Recipients seeking recertification may only recertify for the credential that was revoked. If the individual successfully applies for recertification status and passes the current version of the examination, the individual may apply for other examinations per the current guidelines of the PACCC Candidate Handbook.

If certification is revoked and recertification is not sought, the individual is ineligible for all other PACCC examinations.

If a candidate does not pass a PACCC examination but is notified of a violation of the Code of Ethics, the individual may provide the PACCC Board of Directors with an appeal as to why the violation of the Code of Ethics should not disqualify him/her from taking the certification examination again. The Board of Directors will respond to the individual within thirty (30) days of receipt of the request for examination. If approved, the individual will be eligible to take the current version of the examination during the next available testing period.

I have read the Code of Ethics of the Professional Animal Care Certification Council and agree to abide by this code in my pet care services business.

Signature: _____

Date: _____