

Pet Care Services

A s s o c i a t i o n

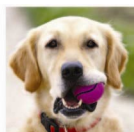
learn more
about Pet Care Services Association's
Standards & Practices
for Pet Care Service Providers

How do you know that your Pet Care Services Association pet care facility is up to date on the current Standards and Practices?

Existing members will be required to comply with the following standards and practices by January 1, 2009. New members have to comply before admission is granted.

All of our members pledge to uphold and are held accountable for our Standards and Practices.

"As a member of the Pet Care Services Association, I recognize that, in order to fulfill my obligations to the animals in my care, to my customers, to the pet care services industry and to my community, both my business and my personal life must be governed by honorable standards."



Standards & Practices

I. Active Members

A. Facility Management

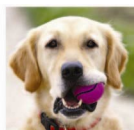
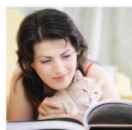
1. Facility is neat, clean and safe for the public, their pets and employees. The appearance of the facility reflects well on the pet care service industry.
 - i. Pet Care Services Association membership certificate, Code of Ethics, and Bill of Rights are prominently displayed for public viewing.
 - ii. Temperature in the indoor animal areas is maintained at between 55°F and 80°F at the level of the animal and adequate air exchange, and moisture control are provided throughout the facility.
2. Trash, sewage, and pest control are handled to eliminate the possibility of spreading infection, to minimize odors and ensure safety of the public, their pets, and employees.
3. Precautions are taken to ensure the safety of facility and pets in all situations (e.g., fire, weather, and product use and storage).
 - i. An Emergency Actions Folder is available to animal care personnel containing Material Safety Data Sheets (MSDS), procedures for handling animal sickness, injury or death and escaped pets.
 - ii. Pet first aid book and kit onsite and maintained.
Owner/manager/senior staff trained in basic pet health and first aid.

B. Record Keeping

1. Records and forms used by the facility are adequate to insure proper animal care and good facility management.
 - i. Immunization protocol based on state or local regulations and veterinary recommendations is established and enforced.
 - ii. Pet care agreement (signed by pet owner) indicating responsibilities of pet-owner and facility operator, including a clear description of financial responsibilities in the event that emergency transportation and treatment should be required.

C. Business Practices

1. Business practices of the facility offer adequate protection to the customers, employees and pet care service industry.
 - i. Members must be in compliance with all required employment law, business licenses and regulations (e.g., zoning, boarding/kennel, retail, occupational, sales tax, etc.).
 - ii. Facility advertising or public relations material on display does not reflect badly on the pet care service industry or on specific competitors.
2. Facility employees are adequately trained, supervised and protected.
 - i. Records maintained of OSHA (US) and/or Ministry of Labour (Canada)-required safety training on each employee and maintenance of



Hazardous Communication Standard (HCS) and MSDS books.

- ii. Practice ethical recruiting and hiring procedures with respect to others in the industry.

D. Animal Care and Pet Services (as applicable)

1. Pet Boarding

- i. Animal care area of the facility is safe, secure, sanitary, free of pests and conducive to the well being of all boarded pets. Adequate security to prevent escape must be in place.
- ii. Primary pet enclosures provide space for normal postural movement with enough space for all occupants of the enclosure to lie down simultaneously. Secondary pet enclosure large enough for dog to break into a trot or separate exercise session(s) provided daily. Fresh water is available at all times.
- iii. Dogs will be removed from enclosure during disinfection.
- iv. Written documentation of proper administration of medications and feedings per pet owner instructions.
- v. Written documentation of actions taken due to illness, injury or death of a pet(s).
- vi. All exercise and extra activities are properly supervised and managed for the safety and security of all pets and employees.

2. Daycare

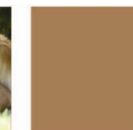
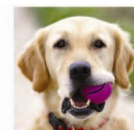
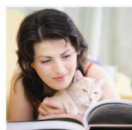
- i. An organized, controlled and monitored environment in which a group of friendly dogs,

from multiple families, can interact and play throughout the day in an enclosed building or yard.

- ii. Dog acceptance policy in place that includes temperament evaluation and/or testing for general appropriateness for daycare and to screen for inappropriate and/or aggressive behavior.
- iii. Staff supervising playgroups are trained in group dog behavior and appropriate dog play.
- iv. Playgroups are properly supervised and adequate space provided for number of dogs accepted.
- v. Written documentation maintained of any incidents and injuries to dogs and/or staff.
- vi. Written policies and procedures that specifically address safety considerations of playgroup management. At a minimum these policies should address the use of collars and toys in daycare playgroups, emphasizing safety considerations.

3. Grooming

- i. Grooming facilities, tools and equipment are clean, safe and pest-controlled for customers' pets and employees.
- ii. Safety procedures that no pets are left unattended in tubs or on tables, or subjected to non-supervised heated drying sessions.
- iii. Staff properly trained in



grooming procedures, use of tools, products and equipment to ensure safety and health of pets.

- iv. Written documentation maintained of any incidents and injuries to dogs and/or staff.

II. Auxiliary and Emeritus Members

- A. Support the association, its policies and programs and to participate as fully as possible in its activities.
- B. Take every opportunity to learn more and stay current with the pet care services industry.

III. Associate Members

- A. Support the association, its policies and programs and to participate as fully as possible in its activities.
- B. Provide a safe product and/or service to the pet services industry.
- C. Provide customer training and support and be responsive to needs and concerns of association members.
- D. Members must be in compliance with all required employment law, business licenses and federal, state and local regulations.
- E. Help improve the pet services industry through innovative product design and services.

Your Pet Care Services Association pet care provider is dedicated to providing a pleasant experience for you and your pet.

Pet Care Services

A s s o c i a t i o n

What is Pet Care Services Association?

Pet Care Services Association is the nonprofit trade association for pet care professionals. Founded in 1977, as ABKA (American Boarding Kennels Association) by a group of concerned individuals within the pet care industry, Pet Care Services Association unites individuals and businesses providing a variety of pet care services throughout the United States and around the globe.

What does Pet Care Services Association do?

Pet Care Services Association is dedicated to upgrading the pet care industry and educating the public about proper pet care. All Pet Care Services Association members must affirm their commitment to quality pet care, comply with all applicable laws and ordinances, and subscribe to the Pet Care Services Association Code of Ethics, which establishes standards of conduct in all aspects of their professional lives.

What does all this mean to me and my pet?

To you, your pet care provider's membership in Pet Care Services Association means that you are dealing with a business that is committed to professionalism and a high level of ethical conduct. Through membership in Pet Care Services Association, your pet care provider demonstrates a commitment to continued service improvement through support of the association's educational programs and eagerness to be measured by Pet Care Services Association's Code of Ethics. If you should ever feel that your member facility has fallen short of this standard, your pet care provider encourages you to contact Pet Care Services Association for assistance. You do not have the security of this type of public commitment unless your pet care facility is a Pet Care Services Association member.

To your pet, a Pet Care Services Association facility means clean, friendly accommodations, exercise, a chance to see other pets vacationing away from their owners, and yet enough maintenance of the pet's routine to be comfortable and relaxed during a visit.

2760 North Academy Boulevard, Suite 120
Colorado Springs, Colorado / 80917
877.570.7788 Toll Free
719.667.1600
719.667.0116 fax
info@petcareservices.org
www.petcareservices.org
PCSA® 10/09

