

Our responsibility to you

- We provide professional assistance to without discrimination on the basis of race, age, ethnicity, socioeconomic status, disability, gender, health status, religion, political beliefs, national origin, or sexual orientation.
- We are aware of, and comply with, applicable laws regarding the reporting of animal bites and suspected abuse or neglect.
- We respect the right of clients to make decisions regarding their pet's management, training and care. Trainers/behavior consultants are responsible for helping clients understand the potential consequences of those decisions.
- We will obtain informed consent from clients before videotaping, audio recording, or permitting third-party observation.
- We will obtain signed waivers, contracts, or agreements prior to the start of services. A copy will be provided to you.
- We ensure and oversee the safety of clients, animals, and the public in implementing training and behavior programs.

Confidentiality

- We do not share confidential information that could reasonably lead to the identification of a client, or prospective client, research participant, or other person with whom they have a confidential relationship, unless they have obtained the prior written consent of the client, research participant, or other person with whom they have a confidential relationship.
- We keep accurate and complete records of all clients, their animals, services provided, and the conclusion of the services provided.
- We provide referring veterinarians with professional feedback on services provided and training or behavior plans to improve continuity of care and ensure the collaborative relationship between health and behavior professionals.

Professional Competence & Integrity

- Trainers/behavior consultants work to minimize the use of aversive stimuli and maximize the effective use of positive reinforcement to modify animal behavior through a Least Intrusive, Minimally Aversive (LIMA) based approach.
- We maintain competence in training and behavior through continuing education.
- We maintain adequate knowledge of, and adhere to, applicable laws, ethics, and professional standards.
- We provide truthful advertising and representation concerning their qualifications, certifications, experience, performance and pricing of services.
- We refrain from providing guarantees regarding the specific outcome of training and behavior plans.
- We seek help and education when confronted with complex or difficult cases, and refrain from taking cases beyond their professional experience.
- We do not advise on problems outside the recognized professional education and certifications, and do not provide advice or recommendations in areas of veterinary medicine or family counseling unless licensed and qualified to do so.

Advertising

- Trainer/consultants accurately represent their competencies, education, training, and experience relevant to their practice of training and behavior.
- We do not use titles that could mislead the public concerning the identity, responsibility, source, and status of those practicing under that name.
- Wherever possible we correct false, misleading, or inaccurate information and representations made by others concerning the consultant's qualifications, services, or products.
- Trainers do not represent themselves as providing specialized services unless they have the appropriate education, training, or experience.