



## Application for Membership

Company Name: \_\_\_\_\_

Owner Name: \_\_\_\_\_

Contact Person *(if different from above)*: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

City: \_\_\_\_\_

Province: \_\_\_\_\_

Postal Code: \_\_\_\_\_

Business Telephone Number  
*(for listing)*: \_\_\_\_\_

Alternate Telephone Number  
*(for ACPSN purposes only)*: \_\_\_\_\_

Web site URL: \_\_\_\_\_

e-mail address *(important!)*: \_\_\_\_\_

Areas Serviced: \_\_\_\_\_  
 \_\_\_\_\_  
*Your listing will be placed in the most Relevant areas. For more than 2 areas The cost is \$3.00 each.*

Services Provided: \_\_\_\_\_  
 \_\_\_\_\_  
*Be as specific as possible*

Additional Information for listing: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

*e-mail logo to lara.willis@acpsn.com*

Qty.	Description	Price (GST included)
_____	Membership, 1 Year	\$70.00
_____	Basic Web Site Listing	Included
_____	Enhanced Web Site Listing	\$ 15.00
_____	Extra Membership Cards (2 are included)	\$ 2.00 each
_____	"I am a Pet Parent" Cards (5 are included)	\$ 6.00 / 10
_____	E-Mail address _____@acpsn.com	Included

Please enclose a cheque or money order for the full amount, payable to Lara Willis.

Mail completed form with payment to: Lara Willis  
 All Canadian Pet Services Network  
 P.O. Box 72551  
 345 Bloor St. East Unit #5  
 Toronto, Ontario M4W 3S9

I have reviewed and agree to abide by the ACPSN Professional Standards and Confidentiality Agreement, and have reviewed the frequently asked questions regarding membership (attached)

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

## ACPSN Professional Standards for Members

The pet care professional must not have any past criminal charges or convictions or pending criminal investigations relating to the abuse, neglect, or abandonment of any animal, or in any aspect that directly impacts the professional's ability to provide safe care.

The pet care professional must not have any past criminal charges or convictions or pending criminal investigations relating to any breach of trust matter, such as theft of property or fraud.

The pet care professional shall be knowledgeable and experienced in caring for pets.

The pet care professional must have a genuine concern for the welfare of all pets.

The pet care professional has a moral responsibility to report any instances of animal abuse to the authorities.

The pet care professional shall have an interest in continuing education and seek to enhance knowledge and skills through courses/workshops/articles etc.

Pet care professionals shall conduct business ethically and honestly.

- ◆ The pet care professional shall not advertise their service in a manner that lures clients into contacting them under false pretenses – i.e. advertising falsely low prices in order to obtain inquiries (“Bait & Switch”).
- ◆ The pet care professional shall not submit invoices for services that were not provided, or fail to provide services that were agreed upon in the contract.
- ◆ The pet care professional must obtain signed contracts, releases and information forms prior to providing service and retain these forms for the duration of the providing service to the client.
- ◆ The pet care professional will meet with both the client and the client's animal prior to providing services. If an employee or independent contractor is to be used, the employee or IC should meet with the client and the client's animal in the presence of the professional or the interview process and credentials of the employee/IC should satisfy the client's expectations.
- ◆ The pet care professional must maintain adequate insurance coverage at all times if the professional advertises as being insured and bonded.
- ◆ The pet care professional shall abide by all city bylaws in the area(s) in which they provide service, including but not limited to:

Waste management (Stoop & Scoop)

Leash laws and bylaws governing off-leash areas

Maximum allowable animals on a premises

Kennel licensing

Maximum allowable animals under the care of an individual (i.e. during group dog walking)

The pet care professional shall abide by all municipal, provincial and federal requirements with regards to business licensing and fees and income reporting.

Employees or independent contractors of a pet care professional must abide by this code of conduct. Any violation of this code by an employee or independent contractor will be deemed a violation by the pet care professional. Pet care professionals have the responsibility to appropriately screen and insure their employees / ICs.

The pet care professional shall respect the client's property, possessions and pets while providing services, and shall not willfully act in a manner that threatens the safety and security of the client's property, possessions and pets.

The pet care professional shall maintain discretion/confidentiality in regards to the client's identification, the client's property and the client's pet.

The pet care professional shall not use any image or identifying information about the client, the client's property, or the client's pet without express permission.

The pet care professional shall not withdraw service without adequate notice for the client to obtain a suitable alternative, unless providing service is an immediate threat to the professional or another animal in the professional's care.

The pet care professional shall observe safety of all animals in their care at all times when providing service. This includes limiting group walks to ensure safe weight/size/number considerations.

The pet care professional shall ensure that they are reachable by the client at all times while providing service, or that appropriate messaging opportunities are available, and messages answered within a reasonable amount of time. The pet care professional shall keep in contact with the client to provide reassurance/information/updates on the animal's condition/disposition/activities at the client's request.

If provision of services includes transportation in a vehicle, the pet care professional will observe all laws in regards to operation of said vehicle. Specifically, the pet care professional

- ◆ will observe traffic laws while animals are in the vehicle
- ◆ shall ensure that the animal is properly restrained/protected during the trip
- ◆ shall maintain a Blood Alcohol Level of 0.02% or less and not operate the vehicle while ability to drive is impaired by any means.

If provision of services involves walking, the professional will observe laws concerning the safety of the animal. Specifically, the pet care professional

- ◆ will not engage in jaywalking or crossing against a traffic light or sign while with the animal
- ◆ will take additional care to ensure traffic is stopped prior to stepping off of a sidewalk
- ◆ will shorten the animal's leash to ensure the animal is closer to the professional and visible to motorists while crossing streets.

The pet care professional shall provide the client with an opportunity to voice concerns regarding services provided directly, or through a confidential survey.

I agree to uphold the Professional Standards of the ACPSN to the best of my ability as a Professional Pet Care Provider.

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Signature

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Print Name

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Company Name

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Date

*For an in depth analysis of these standards, visit [www.acpsn.com/code.htm](http://www.acpsn.com/code.htm)*

# All Canadian Pet Services Network Confidentiality Agreement

## 1. Confidential Information

The All Canadian Pet Services Network (ACPSN) proposes to disclose certain of its confidential and proprietary information (the "Confidential Information") to the member. Confidential Information shall include all forms, templates, programs, designs, articles, newsletters, membership lists, operating information, and other information disclosed or submitted, orally, in writing, or by any other media, to the member by ACPSN.

## 2. Member Obligations

A. The member agrees that the Confidential Information is to be considered confidential and proprietary to ACPSN and the member shall hold the same in confidence, shall not use the Confidential Information other than for the purposes of its business with ACPSN or as specifically directed for use in operating and promoting the member's own business. The member will not disclose, publish or otherwise reveal any of the Confidential Information received from ACPSN to any other non-member or association whatsoever except with the specific prior written authorization of ACPSN.

B. Confidential Information furnished in tangible form shall not be duplicated by the member except as directed by ACPSN for use in promoting the member's own business.

## 3. Term

The obligations of the member herein shall be effective from the date the member joins ACPSN, and shall extend past the termination of membership by either party.

## 4. No implied waiver

Failure of the member to sign this agreement shall no be construed as a waiver of the responsibilities herein. Acceptance, continuance and renewal of membership with ACPSN following notification implies agreement.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Company Name

\_\_\_\_\_  
Date