



CODE OF ETHICS

As a member of the International Association of Canine Professionals (IACP) and the International Boarding and Pet Services Association (IBPSA), Acme Canine Resource Center freely acknowledges and willingly accepts the serious responsibility involved in the care and training of your beloved dogs. As a part of that responsibility, we maintain memberships in the IACP and the IBPSA and are committed to operating our business in accordance with their codes of ethical conduct. Implicit in those codes are the following pledges. If at any time you should feel that we have not lived up to these commitments, we sincerely urge you to bring the matter to our attention or to the attention of the IACP Ethics Committee at: P.O. Box 560156, Montverde, FL 34756-0156, Phone: 407-469-2008, E-mail: iacpadmin@mindspring.com, and/or to the attention of the IBPSA Ethics Committee at: 3355 N. Academy Blvd. #115, Colorado Springs, CO 80917, Toll-free: 1-877-318-8172.

Our Pledge to You:

1. We will deal honestly, fairly, and respectfully with the public and will put the welfare of dogs in our care and service to our clients above personal gain.
2. We will conduct business in a professional manner, honestly, and respectfully while maintaining empathy and understanding for the needs of the client and the client's dog/s.
3. We will serve our client or clients competently and proficiently with proper care and attention.
4. We will use professional judgment on behalf of each client without regard to personal interests or interests of other clients or the desire of another person(s).
5. We will give our clients an honest opinion when consulted and avoid bold, confident, and false assurances to obtain employment, sales, and/or status.
6. We will honor our commitments to our clients, whether they are made in our advertising or in person, and will avoid inaccurate or misleading claims about the care and training that we provide.
7. We will respect the confidential nature of our business/client relationship and will not release client information to unauthorized individuals.
8. We will strive to maintain and advance the professional competence of our staff by taking advantage of the educational opportunities available to us.
9. We will endeavor to resolve any disputes that might arise in a fair, amicable, and professional manner.
10. We will not undertake any service or employment for which we are not competent.
11. We will use professional judgment and, where it is considered of benefit to the client and/or dog, engage in consultation with other professionals to seek advice and assistance. All communications between professionals

with regard to clients shall be responsible, respectful, and effective while endeavoring to maintain the confidentiality and integrity of the professional/client relationship.

12. We will assist in maintaining the honor and reputation of Acme Canine Resource Center, the IACP, the IBPSA, and our profession and avoid any form of fraud, deception, or impropriety.

Our Pledge to Your Dog:

1. We will train and care for all dogs with kindness and will place their welfare above all other business considerations.
2. We will provide security and safety for all dogs in our care by means of proper facility design, by good screening and handling procedures, and by keeping all pet areas free of potential hazards.
3. We will maintain a sanitary environment for all dogs in our care.
4. We will provide vigilant supervision of all dogs by competent, conscientious personnel and will respond appropriately to any sign of inappropriate behavior, distress, or emergency.
5. We will provide individual water containers and clean water to boarded dogs and maintain clean containers of water throughout the day.
6. We will ensure an adequate and proper diet is provided to each pet per Acme Canine Resource Center's policy.
7. We will seek veterinary assistance whenever appropriate. The choice of veterinarian will be governed by our policy, as disclosed in our contract agreement.
8. We will require proper immunizations for all dogs, as specified in our admission/enrollment procedures.
9. We will administer owner-provided and/or veterinary-prescribed medication in accordance with client/veterinarian instructions.
10. We will take appropriate measures to control parasites within the facility environment.
11. We will maintain facility temperatures within healthful limits and will take appropriate precautions to protect boarded dogs with special temperature requirements.
12. We will provide protection from the elements and from excessive exposure to the sun, heat, and cold for all dogs.
13. We will provide adequate ventilation to minimize possible exposure to harmful bacteria or viruses.
14. We will provide comfortable levels of light in all pet areas.
15. We will provide individual sleeping areas for boarded dogs and private areas for aggressive dogs when separation from the playgroup is necessary, all of which are large enough to accommodate normal postural movements.
16. We will provide adequate exercise and play areas that are safe, clean, and large enough for each pet to exercise and/or play properly and safely.

For more information please visit, ACMECANINE.COM

**Or contact: Acme Canine Resource Center, 1385 Franklin Street, Suite K9, Lewis Center, OH 43035
(740) 548-1717 training@acmecanine.com**