

# Certification Examination Professional Animal Care Managers



## Candidate Handbook 2021

Application Deadline*	Testing Window
February 10, 2021	March 6 – March 20, 2021
May 12, 2021	June 12 – June 26, 2021
October 13, 2021	November 5 – November 20, 2021

**\*Applications will not be accepted after 11:59pm Eastern on this date**

Administered by:



1350 Broadway, Suite 800 | New York, NY 10018

[www.ptcny.com/contact](http://www.ptcny.com/contact)

## COVID-19 Precautions

Candidates are reminded that face masks are REQUIRED at Prometric testing centers. Candidates must bring and wear face masks for the duration of their time inside the testing center.

Masks with exhale/one-way valves are prohibited to use at the testing center, due to the lack of viral particle filtration provided by these masks. Masks with wearable technology are also prohibited. **Any test taker that comes to the test center without an acceptable face mask will not be allowed to test, marked as a “no show,” and will not be eligible for a free reschedule.**

Additionally, candidates must comply with all federal, state and local mandates and guidelines.

Note: if you fall into any of the following categories, you will not be permitted to test until you no longer fit the criteria:

- Have been diagnosed with COVID-19 in the past 14-days;
- Have been exposed to someone diagnosed with COVID-19 in the past 14-days;
- Are experiencing flu or cold-like symptoms; OR
- Have returned from travel to a highly infected area in the past 14-days.

Please contact PTC ([www.ptcny.com/contact](http://www.ptcny.com/contact)) if you fall into any of the above categories.

**Effective September 1, 2021, if you are exposed to or diagnosed with COVID-19 or have any other health or medical condition, injury or illness such that you cannot test during your testing window, you will need to follow the transfer policies and fees as stated in the Handbook.**

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*This Handbook contains necessary information about the Certification Examination for Professional Animal Care Managers. Please retain it for future reference. Candidates are responsible for reading these instructions carefully. This Handbook is subject to change.*

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## CONTACT INFORMATION

<p><b>Professional Testing Corporation (PTC)</b></p> <p><a href="http://www.ptcny.com">www.ptcny.com</a></p> <p>(212) 356-0660</p>	<ul style="list-style-type: none"> <li>• Apply for examination</li> <li>• Obtain general application policy and procedure information</li> <li>• Obtain information about testing policies and procedures</li> <li>• Transfer to a new testing period</li> <li>• Request Special Accommodations</li> <li>• Request Hand Score</li> <li>• Question about score reports</li> <li>• Miscellaneous inquiries</li> </ul>
<p><b>Prometric</b></p> <p><a href="http://www.prometric.com/PACCC">www.prometric.com/PACCC</a></p> <p>(800) 741-0934</p>	<ul style="list-style-type: none"> <li>• Schedule test appointment</li> <li>• Reschedule test appointment (within a testing period)</li> <li>• Cancel test appointment</li> <li>• Find directions to test site</li> <li>• Questions regarding testing sites and appointments</li> </ul>
<p><b>Professional Animal Care Certification Council (PACCC)</b></p> <p><a href="http://www.paccert.org">www.paccert.org</a></p>	<ul style="list-style-type: none"> <li>• Exam Prep Info</li> <li>• Recertification Info</li> </ul>

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## ATTENTION CANDIDATES

This handbook contains necessary information about the PACCC Certification Examination for Professional Animal Care Managers. It is required reading for those applying and taking the examination. All individuals applying for the examination must comply with the policies, procedures, and deadlines in this Handbook and attest to this by signing the Candidate Attestation found on the application. Please retain this handbook for future reference. This handbook is subject to change. See [www.ptcny.com](http://www.ptcny.com) for handbook updates.

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## CERTIFICATION

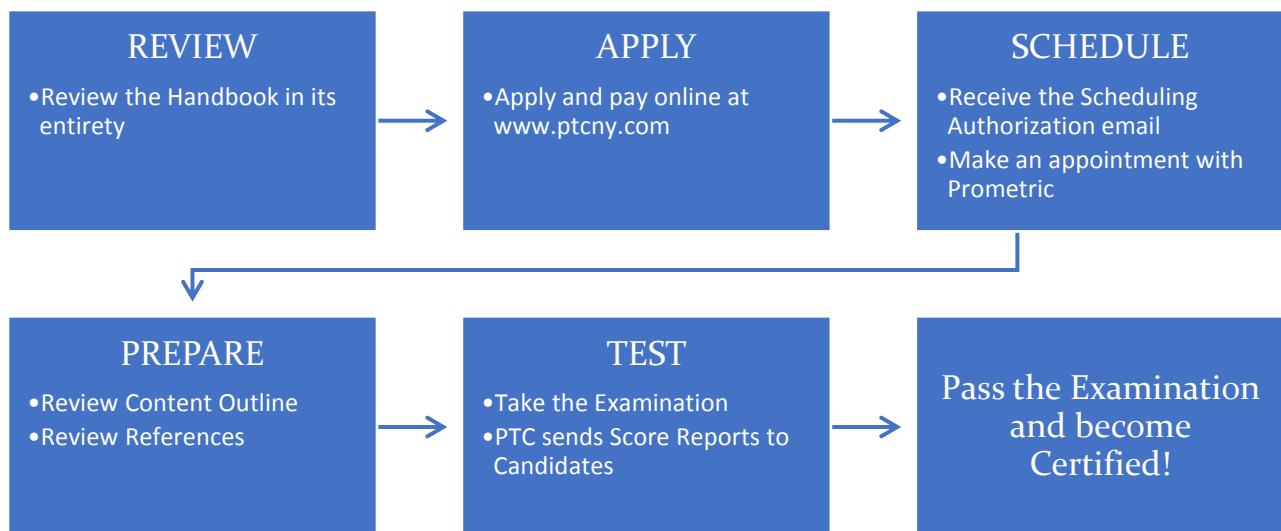
The Professional Animal Care Certification Council (PACCC) sponsors the Certification Examination for Professional Animal Care Managers (CPACM). The purpose of the CPACM is to elevate professional standards and recognize individuals who demonstrate the knowledge essential to the care of animals. The CPACM credential also serves to help employers identify skilled, knowledgeable animal care managers.

The purpose of certification is to promote excellence in the field of animal care by:

- Recognizing formally those individuals who meet all the requirements of the PACCC;
- Encouraging continued professional growth of the animal care professional;
- Establishing and measuring the level of knowledge required for certification; thereby assisting the employer, public and members of the animal care professions in the assessment of proper animal care.

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## THE CERTIFICATION PROCESS



## ADMINISTRATION

The Certified Professional Animal Care Provider Examination are prepared and administered by the Professional Animal Care Certification Council (PACCC) with the assistance of the Professional Testing Corporation (PTC). The purpose of this examination is to assure a level of knowledge to perform the function of a Certified Professional Animal Care Manager. Those who successfully pass the examination will be certified with the PACCC as a Certified Professional Animal Care Manager (CPACM).

The development of the various examinations begins with a job analysis, which results in identification of the major domains of practice through a survey of the knowledge, skills and abilities needed for competent performance. The outline of the examinations' contents and specifications are derived from the results of job analysis, including the relative emphasis or weight for each of the major sections is established.

Experienced animal care professionals are asked to draft questions for the examinations. These draft questions are reviewed by a committee of experts in the profession, editing as needed for consistency, accuracy, grammatical correctness and for conciseness of presentation so that each item is testing for knowledge and application of content and not for reading skills.

Drafts of the examinations are drawn from the items which have been reviewed and approved for use by the subject matter experts. The PACCC reviews all of the items on the examination one last time to ensure they are written clearly, have one and only one correct response and are appropriate for the examination. The PACCC also participates in an exercise to determine the passing score each time a new form of the examination is approved.

Questions concerning the examination should be referred to PTC at [www.ptcny.com/contact](http://www.ptcny.com/contact).

### Which PACCC Certification is Right for You?

Use the chart below to determine which PACCC certification is right for you by comparing your role in professional pet care and the eligibility requirements. Please keep in mind that the rest of the information in this Handbook for Candidates is specifically about the Certification Examination for Professional Animal Care Managers.

Requirement	Professional Animal Care Provider	Professional Animal Care Manager	Professional Animal Care Operator
<b>Education</b>	N/A	High School/GED or Equivalent	High School/GED or Equivalent
<b>Professional Animal Care Experience</b>	Minimum of 500 Hours	Minimum of 4,000 Hours	Minimum of 5 Years, with at least 1 year in an Operator Position
<b>Attestation Forms</b>	Two	Two	Three
<b>Other</b>	N/A	N/A	Membership in a Pet Association or Organization; Ongoing Community Service.

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## ELIGIBILITY REQUIREMENTS

To sit for the Certified Professional Animal Care Manager Examination, the following requirements must be met:

1. Education – Candidates must have a high school diploma or the equivalent.
2. Time/Experience working in the animal care industry a minimum of 2 years or 4,000 hours.
3. Two (2) completed attestation forms
  - a. In a Facility:
    - i. One (1) from Management, and
    - ii. One (1) from previous employer or client,
  - b. Solo Provider (i.e., Pet Sitter, Dog Walker, Trainer)
    - i. One (1) from industry professional (i.e., Veterinarian), and
    - ii. One (1) from a client.

**Applicants will be randomly audited and verified.**

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## COMPLETION OF APPLICATION

### ***Step 1 – Complete Application***

Go to <http://www.ptcny.com/test-sponsors/PACCC> to view examination testing periods, application deadlines, and link to the online application. You must complete the examination application in full, using your name exactly as it appears on your current government issued photo ID such as a driver's license or a passport. Applications are not considered complete until all information and payment has been provided. The completed application and all required documentation must be submitted online. Payment must be made at the time of application. Retain the link to the application and your login information.

Please note, for new applications you will be asked to create a PIN number. This PIN will be used if you need to log back into your existing application.

### ***Step 2 – Submit Examination Fee and Application for Review***

Receive email from PTC stating that your payment and application has been received and under review.

### ***Step 3 – Receive Approval of Application***

Receive email from PTC stating that your application has been approved.

### ***Step 4 – Receive Scheduling Authorization and Schedule Testing Appointment***

Within eleven (11) weeks prior to the start of the testing period, candidates will receive a Scheduling Authorization from PTC via email from [notices@ptcny.com](mailto:notices@ptcny.com). The Scheduling Authorization includes PTC Candidate ID number and information on how to set up your examination location, date, and time through Prometric. Retain this document.

You must present your current driver's license, passport, or U.S. Military ID at the testing center at the time of your examination appointment or you will be refused admission. The name on the ID must exactly match the name on the Scheduling Authorization.

Applicants who are not approved to sit for the examination or whose applications are incomplete 21 days prior to the first day of the testing window will receive a refund of their application fee minus the \$75 administrative fee. Refunds will be processed approximately 30 days after the end of the testing period.

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## EXAMINATION ADMINISTRATION AND SCHEDULING

The PACCC Certification Examination for Professional Animal Care Managers is administered during an established two-week testing window on a daily basis, excluding holidays, at computer-based testing facilities managed by Prometric.

### Scheduling Examination Appointments



Approximately eleven (11) weeks prior to the start of the testing window, approved candidates will be emailed a Scheduling Authorization from [notices@ptcny.com](mailto:notices@ptcny.com). Please ensure you enter your correct email address on the application and add the 'ptcny.com' domain to your email safe list. If you do not receive a Scheduling Authorization eight (8) weeks prior to the start of your chosen testing window contact the Professional Testing Corporation at (212) 356-0660 or online at [www.ptcny.com/contact](http://www.ptcny.com/contact).

The Scheduling Authorization will indicate how to schedule your examination appointment with Prometric as well as the dates during which testing is available. Appointment times are first-come, first-serve, so schedule your appointment as soon as you receive your Scheduling Authorization in order to maximize your chance of testing at your preferred location and on your preferred date. **Candidates who wait until the last minute run the risk of missing out on their preferred date, time, and testing center. Candidates unable to schedule an appointment will forfeit their fees.**

Candidates unable to take the examination during their chosen testing window will need to reapply for the examination and pay a new application fee. See page 7 for more information on transferring to a new testing window.

After you make your test appointment, Prometric will send you a confirmation email with the date, time, and location of your exam. Please check this confirmation carefully for the correct date, time, and location. Contact Prometric at (800) 741-0934 if you do not receive this email confirmation or if there is a mistake with your appointment.

**Note: International candidates may also schedule, reschedule, or cancel an appointment online at [www.prometric.com/PACCC](http://www.prometric.com/PACCC).**

#### IMPORTANT!

You **MUST** present your current driver's license, passport, or U.S. military ID at the test center. Expired, temporary, or paper driver's licenses will **NOT** be accepted.

The first and last name on your Scheduling Authorization **MUST** exactly match the first and last name on your photo ID.

**Fees will not be refunded for exams missed because of invalid ID.**



## Rescheduling Examination Appointments within a Testing Period

Candidates are able to reschedule their examination appointments within the same testing period as long as the request is submitted within the timeframe described below. Reschedule within the permitted time frame by calling or going to the Prometric website: [www.prometric.com/PACCC](http://www.prometric.com/PACCC).

Time Frame	Reschedule Permitted?	Stipulations
Requests submitted 30 days or more before the original appointment	Yes	None
Requests submitted 29 to 5 days before the original appointment	Yes	Candidate must pay Prometric a rescheduling fee of \$50.
Requests submitted less than 5 days before the original appointment	No	Candidates who do not arrive to test for their appointment will be considered a no-show and all their examinations fees will be forfeited. Candidates will need to reapply and pay full examination fees for a future testing period.

## Transferring to a New Testing Period

Candidates unable to take the examination during their scheduled testing period may request a **ONE-TIME** transfer to a future testing period. **There is a transfer fee of \$250.00.** After you have transferred once by paying the \$250.00 fee, you will need to pay the full examination fee in order to transfer a second time; so, ***please plan carefully.***

**Please note:** requests to transfer to a new testing period must be received within 30 days of your originally scheduled testing period.

Candidates wishing to transfer to a new testing period need to follow the steps below.

1. Go to <http://secure.ptcny.com/apply>; click “Start New Application.”
2. Choose PACCC-CPACM in the first drop-down menu; then choose the new examination period in the second drop down menu and fill out the rest of the information on the page.
3. Fill out the application making sure you answer yes to the question asking if you are transferring.
4. When you have finished the application, click “Submit Transfer Request.”
5. PTC Support will send you an email letting you know your transfer application was approved and that you can log back into your application and pay the one-time \$250.00 transfer fee.

Call 212-356-0660 if you have any questions regarding the transfer process.

If candidates are unable to attend the examination on the date for which they registered and elect not to transfer to another testing period the application will be closed and all fees will be forfeited. There will be no refund of fees.

The transfer fee is based on costs and is not punitive in nature. The transfer fee must be paid at the time the request is approved. The candidate is responsible for contacting Prometric and canceling the original examination appointment, if one was made.

**Exams may only be transferred to a new testing period once; please plan carefully.**

Please note: Transferring your Examination only refers to instances when a candidate is unable to take their exam during a testing period for which they have already applied. Candidates who did not pass their examination and are retaking the examination need to pay the full Examination Fee.

### Failing to Report for an Examination



If you fail to report for an examination, you will forfeit all fees paid to take the examination. A completed application form and examination fee are required to reapply for the examination.

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## EXAMINATION FEES

Fee Type	Amount	Details
Application Fee	US \$475.00	<ul style="list-style-type: none"><li>• Non-refundable<sup>1</sup></li><li>• Non-transferable</li><li>• Includes testing center fees</li><li>• Includes non-refundable \$75 administrative fee</li></ul>
Transfer Fee (Moving to a new testing window; see page 7)	US \$250.00	<ul style="list-style-type: none"><li>• <b>Applies to candidates who need to move to a new testing period</b></li><li>• Must submit new application &amp; fee to PTC</li></ul>
Rescheduling Fee (29-5 days prior to scheduled appointment; see page 8)	US \$50.00	<ul style="list-style-type: none"><li>• <b>Applies to candidates who need to move their appointment within their current testing period</b></li><li>• Payable directly to Prometric</li><li>• Reschedule with Prometric online or over the phone</li></ul>

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<sup>1</sup> Applicants who are ineligible to take the examination or whose applications are incomplete by the application deadline will have their examination fees returned minus an administrative fee.



There will be no refund of fees unless applicants are ineligible for the examination. Ineligible candidates will be refunded their fees minus an administrative fee. **Please be advised: Prometric does not have the authority to grant transfers to another testing period or refunds.**

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## SPECIAL ACCOMMODATIONS

PACCC and PTC support the intent of and comply with the Americans with Disabilities Act (ADA). PTC will take steps reasonably necessary to make certification accessible to persons with disabilities covered under the ADA. According to the ADA, an individual with a disability is a person who has a physical or mental impairment that substantially limits a major life activity (such as seeing, hearing, learning, reading, concentrating, walking) or a major bodily function (such as neurological, endocrine, or digestive system). The information you provide and any documentation regarding your disability and special test accommodations will be held in strict confidence.

All approved testing accommodations must maintain the psychometric nature and security of the examination. Accommodations that fundamentally alter the nature or security of the exam will not be granted.

Special testing arrangements may be made upon receipt of the Application, examination fee, and a completed and signed Request for Special Needs Accommodations Form, available from [www.ptcny.com/PDF/PTC\\_SpecialAccommodationRequestForm.pdf](http://www.ptcny.com/PDF/PTC_SpecialAccommodationRequestForm.pdf) or by calling PTC at (212) 356-0660.

This Form must be uploaded with the online application no later than 8 weeks prior your chosen testing period. Candidates who do not submit their Special Accommodations Form with their application may not be able to test during their chosen testing period and therefore be subject to rescheduling or transfer fees.

**Only those requests made and received on the official Request for Special Needs Accommodations Form will be reviewed. Letters from doctors and other healthcare professionals must be accompanied by the official Form and will not be accepted without the Form. All requests must be made at the time of application. Accommodations cannot be added to an existing exam appointment.**

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## STATEMENT ON NON-DISCRIMINATION POLICY

The Professional Animal Care Certification Council does not discriminate against any individual on the basis of race, color, religion, gender, national origin, age, disability or any other characteristic protected by law.

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## PREPARING FOR THE EXAMINATION

- Check your government issued photo ID (driver's license, passport or U.S. Military ID) when you make your examination appointment. Is it expired? Does the first and last name on your ID match the first and last name on your Scheduling Authorization email? Proctors at the Prometric testing center will refuse admission to candidates with expired IDs, IDs with names that do not match their records, and temporary paper IDs. Candidates will be marked as no-shows and will forfeit their exam fees.

- Check your PTC Scheduling Authorization email and Appointment Confirmation email from Prometric to make sure everything is accurate (i.e. your name, exam name, appointment date, time and location).
- Make yourself familiar with the location of your chosen testing site and any requirements they may have for parking and check the weather and traffic conditions before you leave for the testing center. Make sure you give yourself plenty of time to arrive as late arrival may prevent you from testing.
- In the event of inclement weather, check the Prometric website for site closures: <https://www.prometric.com/closures>.
- Prometric’s website provides information on what you can expect on your test day, including a walkthrough of check in and security procedures: <https://www.prometric.com/test-center-security>.
- This Handbook provides the Content Outline for the Examination (see appendix). Use these to help you start studying for the examination.
- Review What to Expect at the Testing Center and the Rules for the Examination on the next page before your appointment.

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## WHAT TO EXPECT AT THE TESTING CENTER

PTC has partnered with Prometric Testing Centers to deliver examinations to candidates. Here is what you can expect when you arrive at your Prometric Testing Center.

- Candidate Check-In
  - Candidates will be asked to present their IDs
  - Candidates will be asked to empty and turn out their pockets
  - Candidates will be “wanded” or asked to walk through a metal detector
  - Inspection of eyeglasses, jewelry, and other accessories will be conducted. Jewelry other than wedding and engagement rings is prohibited.
  - Religious headwear may be worn into the testing room; however, it may be subject to inspection by a testing center administrator before entry into the testing room is permitted.
  - Prometric provides lockers for candidates to store their purses, mobile phones, jackets, food, drinks and medical supplies.
- During the Exam

- No breaks are scheduled during the exam. Candidates who must leave the testing room to take a break will not be given extra time on the exam
- Accessing mobile phones or study materials during the examination is prohibited
- Smoking is prohibited at the testing center
- All examinations are monitored and may be recorded in both audio and video format

Please keep in mind: other exams will be administered at the same time as your examination. Therefore, examinees may hear ambient noises such as typing, coughing, or people entering and exiting the testing room that cannot be avoided. Prometric is unable to provide a completely noise-free environment. However, headphones may be requested to minimize impact.

Please see [Prometric's website](#) for more information about what to expect on testing day.

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## RULES FOR THE EXAMINATION

Please read the information below carefully. You are responsible for adhering to the examination rules while at the testing center.

- ⇒ You must present your current driver's license, passport, or US Military ID at the testing center. Candidates without valid ID will NOT be permitted to test. Temporary or paper copies of your ID will not be accepted.
- ⇒ No Electronic devices that can be used to record, transmit, receive, or play back audio, photographic, text, or video content, including but not limited to, cell phones, laptop computers, tablets, Bluetooth devices; wearable technology (such as smart watches), MP3 players (such as iPods), pagers, cameras, and voice recorders are permitted to be used and cannot be taken in the examination room. Prometric provides lockers for your personal items.
- ⇒ No papers, books, or reference materials may be taken into or removed from the testing room.
- ⇒ No questions concerning content of the examination may be asked during the examination session. The candidate should read carefully the directions that are provided on screen at the beginning of the examination session.
- ⇒ Candidates are prohibited from leaving the testing room while their examination is in session, with the sole exception of going to the restroom.
- ⇒ Bulky clothing, such as sweatshirts (hoodies), jackets, coats, and hats (except hats worn for religious reasons), and most types of jewelry may not be worn while taking the examination. Proctors will ask you to remove such items and place them in your locker. Please see [Prometric's statement on Test Center Security](#) for more information.
- ⇒ All watches and "Fitbit" type devices cannot be worn during the examination.



- ⇒ No food/beverages are permitted inside the testing room. Leave these items in your assigned locker.

Contact PTC at (212) 356-0660 or [www.ptcny.com/contact](http://www.ptcny.com/contact) with any questions about the Examination Rules.

**Violation of any of the rules listed above may lead to forfeiture of fees, dismissal from the testing room, and cancellation of your test scores.**

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## TESTING CONDITIONS OR EXAMINATION FEEDBACK

Any candidate who feels that the examination effort was negatively impacted by the test center conditions should notify the proctor immediately. The situation should also be reported to PTC at [www.ptcny.com/contact](http://www.ptcny.com/contact) within 3 business days of the test appointment. Any comments about the test itself should also be reported to PTC at [www.ptcny.com/contact](http://www.ptcny.com/contact) within 3 business days of the test appointment.

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## REPORT OF RESULTS

At the end of the examination, candidates will receive an email that confirms their completion of the examination report prior to leaving the testing center. Candidates will be sent their score reports within 4 weeks after the close of the testing period whether they have officially passed or failed the examination. Scores on the major areas of the examination and on the total examination will also be reported. The passing score is determined by the Professional Animal Care Certification Council. Failure to receive the report of the results should be reported to the Professional Testing Corporation at (212) 356-0660.

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## REQUESTING A HANDSCORE

Candidates who fail the examination may request a hand scoring of their data file. Hand scoring is a manual check of the data file by the testing service to determine if there have been any errors in scoring. Although the probability of such an error is extremely remote, this service is available. Requests for hand scoring must be received by PTC no later than 90 days after the date of the examination by completing and returning the Request of Handscore form on [www.ptcny.com](http://www.ptcny.com) with payment of \$25. Candidates who fail the examination will not be permitted to see the examination questions. For reasons of test security, no candidate is allowed to review the examination or any of its items.

To ensure correct reporting of results, PTC automatically performs handscores of examinations of candidates who score within 3 points of passing as a quality control measure. Thus, it is extremely doubtful that any examination results will change from “fail” to “pass” through handscoring.

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## CONFIDENTIALITY OF EXAMINATION SCORES

The PACCC will release the individual test scores ONLY to the individual candidate. Any questions concerning test results should be referred to the Professional Testing Corporation at (212) 356-0660.

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## REEXAMINATION

Candidates who do not pass the examination are eligible to re-take the examination beginning with the next regularly scheduled testing period. Candidates must file a new application and fee each time they retest and must apply by the application deadline.

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## ATTAINMENT OF CERTIFICATION & RECERTIFICATION

Eligible candidates who have achieved a passing score of the PACCC Certified CPACM Examination are eligible to use the CPACM designation after their names. A database of certified CPACMs is maintained by the PACCC and may be reported in its publications and/or website.

CPACM certification is recognized for a period of three years at which time the candidate must meet the requirements in effect at that time in order to retain certification. The requirements for renewal include documented continuing education and payment of the appropriate renewal fee by the renewal deadline.

Upon failure to maintain a certified status the individual will then be classified “non-certified.” Once so classified, the individual must immediately refrain from using/displaying all related CPACM Certification abbreviations on all certificates, cards, logos, pins and marketing material. Consequences for anyone claiming certification when not certified will be determined by the PACCC, pursuant to written guidelines established by the Council.

Should an individual wish to become recertified, they must retest at the highest level they had previously attained. Under no circumstances will an individual be allowed to test for a level they have not previously attained.

### Revocation of Certification

Certification will be revoked for any of the following reasons:

- Falsification of an application or results report
- Misrepresentation of certification status
- Unethical conduct

The PACCC provides the appeal mechanism for challenging revocation of certification. It is the responsibility of the individual to initiate this process.

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## CODE OF ETHICS

Applicants for CPACM certification are expected to be of high moral character. Should the PACCC receive evidence that a candidate has engaged in inappropriate actions or behavior with regard to the application, testing process, or has made any false representation pertaining to his/her certification status, that individual will be subject to disqualification or such other penalty as determined by the PACCC.

## Code of Ethics for Certified CPACM

The Professional Animal Care Certification Council's Code of Ethics provides the Certified Professional Animal Care Provider Certificants/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. 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 (found at <http://paccert.org/docs>).
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.

### **Violation Process**

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/docs](http://www.paccert.org/docs)). 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.

## Appeal Procedures

Appeals shall be submitted and reviewed in accordance with PACCC's Certification Compliance and Disciplinary Procedures (found at [www.paccert.org](http://www.paccert.org)).

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## CONTENT OF THE EXAMINATION

The PACCC Certification Examination for Professional Animal Care Managers is a computer-based examination composed of a maximum of 150 multiple-choice, objective questions with a total testing time of three (3) hours.

The content of the examination is described in the Content Outline on the next page.

The questions for the examination are obtained from individuals with expertise in animal and are reviewed for construction, accuracy, and appropriateness by PACCC and PTC's psychometricians.

PACCC, with the advice and assistance of the Professional Testing Corporation, prepares the examination.

The PACCC Certification Examination for Professional Animal Care Managers covers three content areas and will be weighted in approximately the following manner:

I.	Animal Care	20%
II.	Operations	20%
III.	Staff Management	20%
IV.	Business Management	10%
V.	Financial Management	10%
VI.	Customer Relations and Marketing	20%

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## CPACM CONTENT OUTLINE

### I. ANIMAL CARE

#### A. Health

1. Administering medications
2. First Aid/CPR
3. Puppy/kitten related medical issues
4. Geriatric related medical issues
5. Owner directives (understanding the need) – how they want care provided
6. Veterinary care (when to seek)
7. Exercise
8. Disease and illness in animal care industry
9. Cleaning and disinfecting
10. Cross contamination awareness
11. Parasites/Zoonotic diseases – knowledge of
  - a. Detection and prevention of parasites/Zoonotic diseases
12. Nutrition and water – monitoring intake and output and document
13. Weather and environmental extremes
14. Breeds – health concerns and typical behavior
15. Mental engagement tools – enrichment (working with the pet so they are thinking)
  - a. Food puzzles

#### B. Fights and bites

1. Knowing regulations for reporting dog bites
2. Fight protocol
3. On leash and off leash (whether moving pets within facility or in activities) – keeping arousal low during movement of pets
4. Spin off fights in group

#### C. Documentation

1. Incident report for future reference (inappropriate behavior & injuries)
2. Group activities/group play – evaluations (social dog interactions)
3. Questions to ask of the pet parent/pre-screening questionnaire
4. Reviewing forms to gather pre-evaluation information (for special care needs)
5. Recordkeeping and communication about if the dog is suitable for group activities

#### D. Profile, Play, Behavior and Temperament

1. Monitor stress of current daycare dogs (and arousal levels)
2. Red flags to not proceed with dog-dog introductions
3. Play style (wrestler, chaser, mouthy play, etc.) and which styles are compatible
4. Size, age, energy level, altered/unaltered status to determine compatibility
5. Bite inhibition assessment
6. Keeping records of dogs' personalities, play style, likes/dislikes, etc.
7. Proper management of group activities
8. Behavior management – when to seek input from Manager/trainer/behaviorist
9. Behavior observation
10. Body language of cats and dogs
11. Management methods (non-physical first)

12. Redirection of inappropriate behaviors
  13. When, how, what tools (positive)
  14. Keep energy levels/arousal low
  15. Chase-predatory drift (not mixing sizes and ages)
  16. Removing reactive dogs during high energy levels
- E. Animal management
1. Equipment and safety management (collars, harness, catch pro, cat gloves)
  2. Loose-leash walking
  3. Dog handling, engagement and interaction
  4. Dog training (recall, sit, wait)
  5. Quality care
  6. Holistic toolbox (lavender, flower essences, thunder shirts, etc.)

## II. OPERATIONS

- A. Safety – Animal and People
1. Handling
  2. Leadership skills with pets
  3. Dog fights
  4. Bite prevention - protocols and training
  5. Equipment use
  6. Facility/cleaning equipment
  7. Animal care equipment
  8. Vaccinations/contact spread illnesses – decisions to be made
    - a. Required vaccines
  9. Plan for it a pet gets sick
  10. Time management
  11. Daily responsibilities of each department of animal care
  12. Workflow management
  13. Pet: Handler ratios
  14. Square footage: Pet ratios (size of enclosures and runs)
  15. Escape prevention tools and procedures
  16. Internal communication tools and systems – Move the “how” than the “what”
  17. Preventing injuries
    - a. Through proper maintenance of facility and equipment
    - b. Through design and material selection
  18. Organization systems – where tools/supplies are kept for maximum safety and efficiency (i.e. tools to break up a fight)
  19. Incident processing – evaluating, communicating
  20. Animal to animal bites
  21. Animal to human bites
  22. Quality control
  23. Facility Design

- B. Safety – Facility
  - 1. Chemical Usage
    - a. HAZCOM – Employee right to know what chemicals they will be required to work with as well as the knowledge and tools to work safely with the chemicals
    - b. Personnel Protective Equipment (PPE)
    - c. Labeling and Safety Data Sheets (SDS)
    - d. Chemical storage and inspections
  - 2. Knowledge of safety requirements
    - a. Annual safety training
    - b. Pathogen control (washing hands, clean up, etc.)
    - c. Emergency protocols
    - d. Quarantine protocols
    - e. Ventilation controls/air quality – understanding how to remove airborne pathogens
    - f. Owner/manager duties and responsibilities
    - g. Job hazard analysis
    - h. Accident investigations
    - i. Conducting first aid and CPR training
    - j. Review and establishment of emergency procedures
- C. Escape
  - 1. Prevention
  - 2. Owner notification
  - 3. Plan for recovery
  - 4. Notification of authorities/lost pet resources
  - 5. Establish plan for recovery
- D. Death
  - 1. Owner directive on file for older pets
  - 2. Confirmation with vet, necropsy, and plan for body storage/cremation
- E. Extreme Weather & Disaster Preparedness
  - 1. Knowledge of evacuation plan
  - 2. Knowledge of technological emergency plan
  - 3. Knowledge of the location of and use of emergency supplies
  - 4. Knowledge of utility outage plan
  - 5. Staffing plans and procedures – (i.e., procedures to follow if staff are unable to make it in)
  - 6. Communication with owners/authorities/emergency services
  - 7. Establishing a plan to house in place – building lockdown
  - 8. Ensuring back-up systems are in place
- F. Disaster preparedness: fire, chemical spill, etc.
  - 1. Fire department/emergency services involvement
  - 2. Emergency supplies
  - 3. Phone tree – notification

### **III. STAFF MANAGEMENT**

- A. Human Resources
  - 1. Communication
  - 2. Cohesive work environment
  - 3. Documentation of disciplinary actions
  - 4. Scheduling
  - 5. Performance Evaluations
  - 6. Hiring Process
- B. Staff Training
  - 1. Communicate and train staff in providing and complying with company client relation standards
  - 2. Training staff to handle difficult situations and team communications
  - 3. Other staff training
- C. Staff call-in procedure and policy
- D. Teamwork
  - 1. Team building & creating high performing teams
- E. Working in company culture and work environment
- F. Setting expectations for company culture & work environment
- G. Monitoring employee satisfaction

### **IV. BUSINESS MANAGEMENT**

- A. Strategic Planning – Aware of Strategic Plan
  - 1. Standard Operating Procedures
  - 2. Assist in Annual Plan Development and Implementation
  - 3. Operate within Code of ethics
  - 4. Leadership
  - 5. Knowledge of Regulatory Compliance & Insurance
    - a. Property
    - b. People (i.e., Worker's comp, liability)
    - c. Business

### **V. FINANCIAL MANAGEMENT**

- A. Management of Assets
- B. Payroll/labor hours
- C. Labor hours vs. sales evaluation
- D. Superior care ratio of pets under care and staff needed
- E. Budgeting
  - 1. Following the budget with goals of meeting or exceeding
- F. Cost management
  - 1. Supplies and vendors
  - 2. Fixed expenses/variable expenses
  - 3. Pricing for profit

## **VI. CUSTOMER RELATIONS & MARKETING**

### **A. Marketing**

1. Target market
2. Social media – proactive vs. reactive & how to approach each when responding to reviews and comments
3. Internal marketing
4. External marketing
5. Marketing uniqueness of business/services (i.e., service niche, investment in education and training for safe, quality care)
6. Ethics – include not disparage other animal care providers or other types of animal care providers
7. Referral and incentive programs

### **B. Customer Service**

1. Establishing standards in client relations and customer service
2. Monitoring customer service

### **C. Educating clients on reasons for policies and procedures that ensure animal safety and high care standards**

### **D. Transparent and open client communication regarding**

1. Operations (i.e., tours, priority of pet safety, & quality care)
2. Animal behavior
3. Experiences during care (i.e., report card, incident reports)
4. Instances of communicable disease cases

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## CPACM STUDY GUIDE MAP

You may prepare for the CPACM Examination using study resources available from various outside sources including the internet. The study map below lists the subject matter of the examination content along with some study resources. The Study Guide Map connects available resources to individual sections of the examination. Use of this listing does not constitute an endorsement concerning these sources and does not imply a guarantee that their use will ensure candidates are successful in passing the CPACM written examination.

### Preparing for the Examination

PACCC examinations are designed to cover the knowledge, skills, and abilities to be most effective in professional animal care. Below are ideas to help you prepare:

1. Read the entire content outline as the exam will include items for every area and may include questions on the subcategories.
2. Study from one or all of the recommended references or other resources. See Resource Listing below.
3. Take the practice examination on the PTC website: <http://www.ptcny.com/test-sponsors/PACCC> (additional fee).
4. Prior to driving to the examination location, study a map and/or directions so you aren't rushing to get to the location. Get plenty of rest the night before.

### Certified Professional Animal Care Manager (CPACM) Exam Preparation Resource Listing

Resources listed will aid candidates in their study and preparation to take the Operator exam. Each candidate needs to review the Content Outline in the Exam handbook that details knowledge areas within the headings required and self-assess areas to pursue further study. The list is a guide only and is not intended to reflect that any or all of the resources listed are required study to pass the exam. Resource Listing can be found at this link: <https://paccert.org/resources/cpacm>



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## ONLINE PRACTICE TEST

### WHAT IS IT

A practice test consisting of 50 questions with a testing time of 2 hours taken over the Internet

### WHY TAKE IT

To experience taking a computerized exam, to review content included in Certification Examination for Certified Animal Care Managers, and to learn more about question format, style, and level of difficulty

### SCORE REPORT

After completing the online practice test, you will receive an instant score report showing test performance in each of the content areas. The score report does not provide correct answers or indicate which questions were answered correctly and incorrectly.

**NOTE:** The online practice test is an optional tool candidates may use as they prepare for the certification examination. While the practice test may help candidates identify areas of strengths and weakness, it should not be used as the only means to determine candidate preparedness or readiness to test. Since the practice test is NOT intended to be a study guide nor the sole source of preparation for the actual certification examination, candidates are NOT provided with the answer key, rationales for each question, nor notification of which specific items were answered correctly or incorrectly.

Though the specific questions that are on the practice test will not appear on the actual certification examination, it allows candidates to become familiar with the style of questions that may be asked. The instant score report received after practice test submission shows overall test performance as well as performance in each of the content areas. Candidates may find this information useful in determining future study needs. Once the practice test is scored, candidates cannot return to the test to review the questions. Performance on the practice test does not guarantee similar performance on the actual certification examination.

The PTC Online Testing System does not demonstrate the testing software used during the certification examinations. Those who purchase the online practice test should be aware that they will use a different testing platform when they take certification examinations at designated proctored testing centers.

The practice test is not a requirement for certification eligibility nor does it contribute in any way to success on the certification examination. There are many ways candidates should prepare for the certification examination. Candidates should use a variety of resources and consider their own education and experiences. Review the content outline and reference materials listed in the handbook for additional exam-related information.

### CONTENT INCLUDED

- |                       |                                      |
|-----------------------|--------------------------------------|
| I. Animal Care        | IV. Business Management              |
| II. Operations        | V. Financial Management              |
| III. Staff Management | VI. Customer Relations and Marketing |

### FEE

\$95, paid by credit card.

### HOW TO APPLY

Go to <http://secure.ptcny.com/webtest> and follow the directions to apply.

PTC19108