
PGC STANDARDS OF PRACTICE AND CODE OF ETHICS

Standards of Practice

The Standards of Practice provide a framework of principles to convey a collective principle of professionalism, skills, job related knowledge, and values. As credentialed groomers each individual credentialed groomer will undertake the following:

- To advocate for the well-being of the pet in all endeavors.
- To function as a trained observer in the field to support and maintain normal skin, hair, and coat function.
- To practice the “Professional Pet Groomers and Stylists Alliance (PPGSA) Standards of Care, Safety and Sanitation”.
- To apply the “PGC Standards of Practice and Knowledge”.
- To endeavor to continue professional development including the utilization of PGC approved educational content.
- To refrain from “practicing medicine” while providing observations to clients.
- To practice and advocate for safe handling of pets in all situations.
- To practice and advocate for safe and professional workplace environments.
- To always maintain professionalism through providing your services honestly, treating animals and clients respectfully, maintaining professionalism with colleagues and other professionals.

Code of Ethics

The PGC Professional Code of Ethics was created to set for the guidelines for credentialed groomers. Any credentialed groomer is subject to termination of professional credentialing, and/or other disciplinary actions if they: (a) are convicted of a felony that involves violence against people or animals, (b) engaged in conduct which could lead to the conviction of a felony, or misdemeanor, related to their qualifications or function of their job, (c) engage in cruelty, abuse, or neglect of animals or humans, crimes against humanity or of violence against animals or humans, (d) fail to cooperate with the organization at any point from the inception of an ethical complaint through the completion of all proceedings regarding that complaint. Any credentialed groomer, or candidate applicant, who wishes to appeal the termination may do so in accordance with the complaints process.

Principle I: Responsibility to Clients

I agree to:

1. Provide professional services to persons without discrimination on the basis of race, age, ethnicity, socioeconomic status, disability, gender, health status, religion, political beliefs, national origin, or sexual orientation.
2. Be aware of, and comply with, all applicable laws regarding the pet grooming industry.
3. Understand that I am a trained observer of the pet in the field. My scope of practice extends to the hair, skin, and coat of the pet.

4. Ensure the safety and well-being of all pets in my care by utilizing the “PGC Standards of Practice and Knowledge” as well as the “Professional Pet Groomers and Stylists Alliance (PPGSA) Standards of Care, Safety and Sanitation”.

Principle II: Professional Competence and Integrity

I agree to:

1. Keep accurate and complete records of all clients, their animals, services provided, including payment receipts, consent/release forms when applicable.
2. Provide other professional pet service providers such as veterinarians and trainers with professional feedback on services provided to improve the continuity of care and ensure collaborative relationships for the well-being of the pet.
3. Maintain competence of skills and knowledge through continued education.
4. Provide truthful representation to clients concerning your qualifications, certifications, experience, performance, and pricing of services.
5. Work within your professional education, skill set, and individual expertise.
6. Seek professional assistance when confronted with complex or difficult situations, or refrain from servicing a pet when the situation is beyond your professional capability to manage safely.
7. Not advise on problems outside your recognized professional education, and not provide advice or recommendations in areas of veterinary medicine or behavior counseling unless qualified through a recognized professional organization to do so.
8. Not permit employees or supervisees to perform or complete professional grooming services beyond their training, experience, or competency level without supervision from a professional groomer.

Principle III: Responsibility to the Profession

I agree to:

1. Be respectful of colleagues and other pet professionals and do not condemn the character of their professional acts, nor engage in public commentary, including commentary in public presentations, written media or websites, internet discussion lists or social media discussions, that is disrespectful, derisive, or inflammatory or reflects poorly on myself or the professional grooming industry as a whole. This includes cyberbullying, that is, the use of electronic media for deliberate, repeated, and hostile behavior against professional colleagues.
2. Ensure that I am performing services which are provided under adequate professional liability insurance coverage.

Regarding people who were convicted of a crime, as long as they have successfully completed the sentence and any parole period, they are free to take the PGC exams. Once certified, they would be subject to the same policies/penalties as any other certificant. If someone is convicted of a crime while certified, the certification may be revoked.