

## Code of Conduct

1. Volunteers consider the emotional, physical, and environmental well-being of each client (both the pet and the guardian/owner/caretaker of the pet) in all actions.
2. Volunteers do not condone or endorse any treatment by a pet's guardian that in any way compromises the pet's physical or mental well-being. CBS volunteers will not be a party to any such acts.
3. If a guardian insists on any treatment that in any way compromises the pet's physical or mental well-being, it is the volunteer's duty and responsibility, after discussion with the guardian, to contact the Head Instructor or President to discuss the matter with the guardian and terminate the relationship if necessary.
  - a. You acknowledge that if, at any stage, it is the view of an instructor that your dog is not suited to training in a class situation, either for the dog's own benefit or the benefit of other dogs, students, or volunteers, you will be advised that CBS is unable to accommodate further training (either permanently or until specified alternative therapies, treatment or private training have been successfully undertaken).
  - b. You agree to abide by that recommendation and cease attending classes as soon as notified by CBS.
4. CBS non-veterinary professional volunteers do not attempt, speak to, or diagnose any illness. CBS volunteers will always recommend to the pet's guardian that any problem related to illness, or the possible need for diagnosis, or prognosis be referred to an appropriate veterinary professional.
5. CBS volunteers use procedures, protocols, and tools that are empirically based and have a proven track record. CBS has a continuing education policy whereby each CBS Volunteer must accrue continuing education points annually.
6. Volunteers recognise that guardians are responsible for their pets and, therefore, have the right to make decisions about the professional treatment of their pets. Volunteers are bound to honor the guardian's wishes and the school may choose to withdraw from the consultation should opinions conflict.
7. CBS volunteers ensure that all communications are professional and based on fact.
  - a. CBS volunteers ensure that all communications are clear to the client by using plain language or by ensuring adequate explanation of terms used.
  - b. Volunteers also ensure that all communications are considered confidential unless required by law to be shared with appropriate authorities.
  - c. Volunteers seek clients' written permission if information, including but not limited to photos, videos, persons associated with clients and/or their pets, is to be shared with other professionals. Client anonymity is essential if client case studies are to be used for educational purposes.
  - d. Confidentiality may only be breached in such cases where animal cruelty or welfare laws are contravened, and the client cannot be dissuaded from using their current approach with immediate effect.
8. Volunteers discuss, disagree with, or recommend industry practices and trends based on best practice and current scientific literature.
  - a. Volunteers may disagree with the methods of others and/or their practices, but they must refrain from personal attacks.
  - b. Volunteers ensure communication with colleagues and clients remains informed, objective, and civil.