



Companion Animals New Zealand (CANZ) Accreditation Code of Ethical Conduct

1.0 Purpose

- 1.1 This Code sets out the minimum standard of ethical conduct with which Companion Animals New Zealand (CANZ)-Accredited organisations and their accredited members are required to comply. All CANZ-Accredited organisations that represent practitioners are required to develop and implement their own code of conduct/practice in relation to animal training. Each such organisation's code must be enforceable and the mechanism for doing so must be in place. This Code applies in addition to the CANZ-Accredited organisation's individual code.
- 1.2 Any disciplinary function of CANZ Accreditation shall be guided by, but not limited to, this Code of Ethical Conduct

2.0 Animal Welfare

Accredited organisations and their accredited members have a duty to:

- 2.1 Hold the long-term welfare (physical and psychological) of animals in receipt of their services to be of primary importance, whilst taking into consideration their obligations under New Zealand law and the greater needs of society.
- 2.2 Employ and advise humane training techniques and/or equipment that applies scientifically based research and knowledge that is consistent with the LIMA (Least Invasive, Minimally Aversive) protocol. More detail on the LIMA protocol can be found on the CANZ Accreditation website.
- 2.3 Take all reasonable steps to ensure that all actual and potential medical causes for undesirable behaviour in an animal have been identified by a veterinarian prior to commencing behavioural modification.
- 2.4 Take steps to maintain adequate standards of safety in the use of all procedures and equipment used in professional practice and communicate any applicable safety requirements with clients.
- 2.5 Terminate or recommend alternative services when there is evidence that those animals in receipt of their services are deriving no benefit from them.
- 2.6 Inform the client if an animal is observed displaying potentially dangerous behaviour (other than that for which the animal is currently being treated) and take all reasonable actions necessary to provide the client with a short-term management strategy until a referral, peer consultation or a behaviour modification plan can be arranged.
- 2.7 Not condone or endorse any treatment by a client that in any way compromises the animal's physical or mental wellbeing and in cases of serious maltreatment, report those cases subject to Animal Welfare Act 1999.

3.0 Professional Competence and Conduct

Accredited organisations and their accredited members have a duty to:

- 3.1 Conduct themselves in a manner that does not bring the animal behaviour and training industry into disrepute.
- 3.2 Value integrity, impartiality, confidentiality and respect for persons and evidence, and seek to establish the highest ethical standards in their work.
- 3.3 Comply with all relevant New Zealand legislation, including local bylaws.
- 3.4 Maintain adequate knowledge of appropriate CANZ Accreditation 'Standards' and this 'Code of Ethical Conduct' and ensure they are adhered to at all times, ensuring those working under their direct supervision also comply.
- 3.5 Be alert to the possibility of any conflict of interest which may affect their ability to exercise discretion or bias their judgement.
- 3.6 Not claim, directly or indirectly, to hold qualifications or affiliations they do not possess, or practise in any area of training or behaviour modification in which they have not established competence.
- 3.7 Value and have respect for scientific evidence and the limits of such evidence when making public statements that provide information about animal behaviour, animal training and animal welfare.
- 3.8 Bring allegations of misconduct by a professional colleague to the attention of those charged with the responsibility to investigate them (see section 7 of this document), doing so without malice and without breaching confidentiality except when necessary to do so for the proper investigatory processes or when the subject of allegations is themselves.
- 3.9 Not allow their professional responsibilities or standards of practice to be diminished by discrimination based on religion, sex or sexual orientation, race, age, nationality, party politics, social-economic status, self-interest or other extraneous factors.
- 3.10 Not provide services when their professional judgement is seriously impaired, either physically or psychologically, for example as a result of alcohol, drugs, illness or personal stress.
- 3.11 Be honest and transparent in their business marketing. This includes:
 - 3.11.1 Only making statements regarding their service philosophy and methods that are factually accurate.
 - 3.11.2 Openly stating the professional philosophy, method, and choice of operational equipment used and recommended to the client.
 - 3.11.3 Displaying all up-to-date and valid credentials and industry affiliations in a transparent manner.

4.0 Informed Consent

Accredited organisations and their accredited members must not act without the informed consent of their client, unless required by law to protect the animal, the client or another from the risk of harm. It is important to recognise that the animal is the vulnerable party in the consultation process and cannot offer informed consent. It is incumbent therefore upon the accredited member to act for the animal's benefit and be their voice.

Clients have a right to withdraw consent to training or behaviour modification programmes or other professional procedures after they have commenced.

5.0 Confidentiality

Consent to disclose information must be obtained from the client before sharing any information related to the client with third parties. Any disclosure of such information must be made only with the client's written permission unless there are overriding legal, safety or ethical considerations.

6.0 Continuing Professional Development (CPD)

Accredited organisations must ensure their accredited members undertake appropriate CPD on an annual basis in order to maintain, develop and enhance practitioner skills. This must be recorded by the individual and they are encouraged to reflect on their own practice.

7.0 Complaints and Disciplinary Procedure

CANZ has a procedure for dealing with complaints and issues relating to conduct to enable investigations of allegations of misconduct against organisations operating under its accreditation scheme. All CANZ investigations are conducted in private and accredited organisations must assist with investigations. Details of how to make a complaint about the conduct of an accredited organisation can be found on the CANZ Accreditation webpage or by contacting CANZ directly. Complaints against individual practitioners should be referred to the accredited organisation of which the practitioner is a member to be dealt with through their internal processes.

8.0 Liability

CANZ is not liable to accredited organisations or their accredited members or to any third party for any claims, losses, damages or other expenses (either direct, special or consequential) arising as a result of any dispute between an accredited member and a third party (whether or not the third party is a client of the accredited member) in relation to the accreditation of, or to any professional advice or treatment given by, the accredited member. Nor is CANZ liable for any such claims losses, damages or expenses arising from a dispute between any person, whether a third party or not, and the accredited organisation. Accredited organisations are responsible for the accreditation of their members and shall hold CANZ harmless in all respects from any claim relating in any way to the accredited organisation's accreditation of any of its members.

Accredited organisations and their accredited members shall hold professional indemnity insurance at an adequate level to meet any liabilities (including but not limited to public liability, statutory liability, employer's liability insurance cover) which might arise as a result of their professional practice. Accreditation and renewal of accreditation shall be dependent upon the production of proof of such insurance and shall be deemed to have been withdrawn if such insurance lapses.

9.0 Glossary

Accredited Member – an individual who is a member of a CANZ-Accredited organisation that has received CANZ accreditation from that organisation.

Accredited Organisation – an organisation that has applied to CANZ to have their accreditation programme recognised and has been successful in meeting the CANZ Accreditation Standards.

Client – An individual who hires the service of a professional to help train an animal/people in their care. In the case of animal training the client is often the guardian of the animal in training but may not be.

Conflict of interest – A situation in which a person may derive a personal benefit from actions or decisions made in their official capacity.

Continuing Professional Development – the process of maintaining currency in professional knowledge and ensuring ongoing competence to practice. This may take the form of educational programmes, seminars, conferences, workshops or self-directed reading.

Humane – promoting good welfare and minimising suffering.

Practitioner – an individual who may be an accredited member of a membership organisation operating in a profession related to animal training and behavioural modification e.g. Animal Trainer, Animal Training Instructor, Animal Behaviour Consultant.

Standards – the specific area in which a member may be accredited (e.g. Animal Trainer or Animal Behaviour Consultant).

Undesirable behaviour – any behaviour that is not desired by the guardian of the animal. This does not necessarily mean the behaviour is abnormal as it could be an entirely natural behaviour for that animal to display but not desired by humans bringing the animal into their homes.

Welfare – the word welfare relates to quality of life which depends upon both the animal's physical health and affective state. Animals can experience positive, neutral and negative welfare states and as their guardians we should be maximising their positive experiences and minimising negatives.

Wellbeing – denotes positive welfare.