

PSI Member Code of Conduct & Ethics

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Honesty and Integrity

Members should deal with clients, other pet sitters and PSI with honesty, integrity and candor, and should avoid any conduct that could put clients or their animals, residences or properties at risk. Conviction of a crime against persons or property or listing as a registered sex offender is grounds for termination of membership.

Minimum Age Requirement

In keeping with our professional standards, we strongly encourage that pet sitters and staff maintain liability insurance coverage that is only available to persons age 18 and older. Thus the minimum age requirement for PSI membership is 18 years of age

Quality of Services

Among many other benefits, membership in PSI entitles members to display the PSI Logo and to hold themselves out to the public as PSI members. This is a valuable benefit but will continue to have value only if each member exhibits excellence in all dealings with the public and the profession.

Appropriate Channels for Criticism and Feedback

Members should conduct themselves as professionals and should not engage in public criticism of fellow pet sitters or of PSI, but instead should air the issue in the appropriate forum.

Complaints About Another Member - PSI does not mediate pet sitter to pet sitter complaints. A member who believes that another pet sitter has engaged in improper or illegal conduct should, depending on the nature of the conduct, either contact the offending pet sitter directly, contact the local Better Business Bureau or, if the misconduct is sufficiently serious, report it to law enforcement authorities and/or obtain legal representation to pursue redress in the courts. PSI appreciates being advised if a judgment is entered finding that a member engaged in dishonest conduct or conduct that could put clients or their animals, residences or properties at risk.

Providing Feedback to PSI - Member comments and concerns directed to PSI Member Services are welcome and encouraged. We regard your feedback as our best opportunity to improve, and we will respond promptly to all comments, complaints and requests, usually by the next business day.

Complaints By Pet Owners - As a matter of responsibility to pet owners who trust our registry for referrals, we do make an effort to mediate complaints that come to us by pet owners against member pet sitters. This process begins with full disclosure regarding the complaint to the pet sitter and an opportunity for the pet sitter to respond in writing. Members should respond with full information about the complaint within 20 days. Responses will be reviewed by the PSI executive cabinet, and further action taken as appropriate.

Dealings With PSI Staff

Members are expected to treat the PSI staff respectfully in all interactions. Abusive language, profanity or threats directed to staff or the organization are unacceptable and will not be tolerated.

Intellectual Property Rights

Members should acknowledge and respect PSI's intellectual property rights and use PSI name, logo and copyrighted materials only as authorized by PSI. In particular, the PSI Member Logo may be displayed

only by an active PSI member in good standing. A PSI member may not allow a separately owned or managed business to display the PSI Logo, use PSI copyrighted materials or enjoy other benefits of membership unless a separate membership is obtained. This applies regardless of whether there is any franchise relationship or other business relationship with the member.

Following membership expiration or revocation, logo usage on Web sites and/or electronic communications must be removed within seven days. All logo use on business cards, brochures and other promotional materials must cease within 30 days. PSI logos in yellow pages and other subscription ads must be removed at the next renewal following expiration of membership.

All logo use must utilize the current member logo for PSI and follow the PSI Logo Usage Guidelines. Following new logo issuance, members must replace old logos on Web sites and/or electronic communications upon notification. Business cards and other promotional materials must be corrected at the next printing. Yellow pages and other subscription ads must be corrected at the next renewal following new issue of a logo.

Members Operating Competitive Membership Organizations

PSI welcomes other pet-sitting membership organizations to the industry, and recognizes the valuable services many of them provide to pet sitters. Nonetheless, it is inappropriate for those who own, operate or serve in an advisory capacity of such competing member associations to maintain membership in PSI, due to the potential for conflict of interest and misuse of the proprietary information and intellectual property assets that PSI makes available to its members.

Focus On Pet Care

PSI's mission and identity require that regular membership be limited to those who provide pet-sitting services or serve the pet-sitting industry. However, PSI recognizes that many pet-sitting businesses are rapidly growing and diversifying and welcomes members who offer services such as boarding, grooming, training, transportation or waste removal, in addition to pet sitting. PSI reserves the right to randomly audit member businesses to determine whether pet-sitting services are being offered. Links irrelevant to pet care are not permitted on the PSI locator.

Sanctions

Failure to comply with this Code of Conduct and Ethics, if substantiated in the opinion of PSI, will be grounds for immediate revocation of membership.