



## Listservs

### **Purpose**

The purpose of this policy is to define the conduct and limitations for those who join the Certification Council for Professional Dog Trainers listserv(s).

### **Policy**

The Certification Council for Professional Dog Trainers (CCPDT) will establish listservs to assist its certificants, its leadership, and its management team and shall define who may participate in each of the listservs. Additionally, the CCPDT may hire or appoint an individual to act as List Moderator in order to enforce the rules of each list. The CCPDT may, at any time, disallow participation in one of its listservs for any reason.

The rules for the listservs for its Certificants are as follows; such rules shall be sent to all who join the list and a reminder of the rules shall be sent to the listservs monthly:

### **List Rules:**

Dear Certificants,

The Certification Council for Professional Dog Trainers® (CCPDT®) is the sole owner of the CBCC-KAandKSAs List. Membership on this list is only for those who are certified by The CCPDT. The purpose of this discussion group is to provide an open forum for an exchange of various ideas and opinions regarding training methodology, program development, business practices, etc, among the certificants. Professionalism and respectful discourse should be the guiding principles on this List at all times.

Topics which directly relate to other training and credentialing organizations are prohibited on this List. Please be aware that The CCPDT Board of Directors does not regularly monitor this List. Certificants are, however, strongly encouraged to send any input they have to the Board so that our certificants can be heard by the Board. Comments or questions regarding CCPDT policy or other general CCPDT business should be addressed to the Board of Directors at [Board@ccpdt.org](mailto:Board@ccpdt.org). Administrative questions, such as questions regarding testing dates, can be directed to our administrator at [administrator@ccpdt.org](mailto:administrator@ccpdt.org). Questions regarding List issues should be directed to the List moderator at [Moderator@ccpdt.org](mailto:Moderator@ccpdt.org).

The List Moderator(s) is (are) responsible for maintaining and executing the List Rules, thereby ensuring the list community remains professional, respectful, and amiable towards all participants. List participants are responsible for honoring the requests and directions of the Moderator(s) and the List Rules. By using this List, you are agreeing to abide by the rules below and to honor requests and directions from the Moderator. Posts may be screened at the discretion of the List Moderator. As such, the List Moderator reserves the right to deny publication of any post submitted to the List. Members in violation of the List Rules may be placed on moderated status, read-only status, or suspended from list participation. Please follow these general guidelines when drafting your emails:

1. Due to legal constraints regarding collusion, members are not permitted to discuss the pricing of products or services on the list. Members are welcome to discuss how to establish a pricing structure, but not the actual prices and fee.
  2. Emails promoting seminars, other educational opportunities, new books pertinent to dog training and/or behavior, and new products and services by members are welcome on the first day of each month. If you have missed the deadline and believe there is an important need to post at another time, you must contact the List Moderator for permission.
  3. Only one email address per certificant is permitted for membership on a CCPDT List.
  4. Members are expected to exhibit professional and respectful behavior toward each other during discussions. Personal attacks, disrespectful, discourteous, or rude behavior will not be tolerated. Emails posted with the purpose of initiating a discussion to criticize fellow animal professionals, or topics written with the intent to incite negative responses, shall be recognized as unprofessional behavior and participants may be removed from the list or placed on moderated or read-only status. The first time a member engages in such behavior, they will be contacted off of the List by the Moderator(s). The Moderator(s) will explain why they believed the posting was inappropriate. The second time the member engages in such behavior, they will be sent a warning off list by the List Moderator(s). If the behavior is repeated by the member a third time, the member will be placed on read-only status for a period of two (2) weeks. If the member engages in the behavior a fourth time, the member will be permanently removed from the List.
  5. The Moderator(s) may post a directive to end a thread because a thread either violates the List Rules or because the discussion taking place in the thread has become unprofessional and participants have not responded to a warning by the Moderator(s) to return to a professional tone. Once the Moderator(s) has (have) posted to end a thread, any members posting further posts on that thread will be given one off list warning by the Moderator. Any further posts by that member will result in two (2) weeks of read-only status.
  6. All posts to the list must include a clear and specific subject line/title; "digest" is not considered an acceptable subject/title. Please be as clear as possible in using subject lines. For example, rather than titling a post "Need Help", please title it "Help for Housetraining" or "Question Re: Use of Toy Reinforcers in Class" so that readers can readily ascertain the specific subject of the thread.
  7. All posts are copyrighted to the author. No post may be quoted to any other audience without the written permission of the author. Any material posted elsewhere should be accompanied by the written permission of the author.
  8. All emails must be signed. Signatures must include your full name and geographic information. Signatures may also include the name of your business and/or website address, telephone number, and additional contact information. Signature information may not exceed ten (10) lines of text.
  9. All posts must be trimmed. For this list, trimming means that there is no text from the post being replied to below the poster's signature. Additionally, any text from the post being replied to that is within the body of the responding post should be pared down to the pertinent information.
    - If you receive the digest, hit "reply to group" at the bottom of the post you are responding to. The program automatically trims that post. If you hit reply from your browser, the entire digest will be copied to the group.
    - If you receive individual e-mails to your e-mail in-box, when you hit reply, you will need to highlight and delete everything below your signature block.
- If you read and respond from the Internet, click the "reply" button, and that will open a seemingly blank window below the message you are replying to. Scroll down to the bottom of that blank window, and you'll see three dots at lower left. Click the dots, and the previous message should appear in the blank window. Now you can edit it, or remove it completely, and then type your own reply.
10. Quoted text must be edited down to the minimum amount needed and properly identified as quoted text.
  11. No posts concerning animals needing homes is permitted. There are other venues available for this.
  12. Although we know our membership has knowledge in a variety of subjects, do not give advice in an area in which you are not formally qualified. For instance, if you are not a lawyer, do not give legal advice; if you are not a veterinarian, do not give medical advice; if you are not a veterinarian or nutritionist with knowledge of

canine nutrition, please do not give diet advice. These topics can be discussed in a general way, but should be prefaced with a disclaimer that you are not formally qualified in that field; if you are qualified, there should be either a notice that you are formally qualified to speak on the topic or something in your signature line to indicate your qualifications.

13. Visit Microsoft Office Online \*12 Tips for Better Email Etiquette\* for information on generally accepted, proper email protocols: <http://office.microsoft.com/en-us/outlook-help/12-tips-for-better-e-mail-etiquette-HA001205410.aspx>.

Members who are unable to comply with these guidelines may lose the ability to participate on the list.

Thank you,  
List Moderator

### **Appeals Process**

Any sanctioned member may appeal the Moderator's decision through the following process:

1. Send a copy of the following items to the Moderator within fourteen (14) calendar days of the sanction:
  - a. The correspondence from the Moderator outlining the violations;
  - b. A detailed rebuttal of the Moderator's decision; and
  - c. A proposed solution to the problem
2. The Moderator will review the complainant's correspondence and make a decision within seven (7) calendar day as to whether or not the sanction was warranted.
  - a. If the Moderator agrees that the sanction was not warranted, the complainant will be immediately reinstated to full participatory status and the Moderator will issue an apology and explanation to the sanctioned member.
  - b. If the Moderator feels the sanction is warranted, the Moderator will send a more detailed explanation of his/her position to the complainant.
  - c. If the complainant still feels the sanction is not warranted, he/she will respond to the Moderator within three (3) calendar days, and the Moderator will forward the correspondence within three (3) calendar days, along with an explanation of the Moderator's position, to the CCPDT President and notify the complainant of the status of his/her complaint.
3. The CCPDT President will review the complainant's correspondence with the Executive Committee and make a decision within seven (7) calendar days as to whether or not the sanction was warranted.
  - a. If the Executive Committee feels the sanction was not warranted, the complainant will be immediately reinstated to full participatory status and the Moderator will issue an apology and explanation to the sanctioned member.
  - b. If the Executive Committee feels the sanction is warranted, they will forward the correspondence, along with a detailed explanation of their and the Moderator's positions, to the complainant.
  - c. If the complainant still feels the sanction is not warranted, the Executive Committee will forward the correspondence within three (3) calendar days, along with an explanation of the Moderator's and Executive Committee's position to the Board of Directors and notify the complainant of the status of his/her complaint.
4. The Board of Directors will review the complainant's correspondence and make a decision within seven (7) business days as to whether or not the sanction was warranted.
  - a. If the Board of Directors feel the sanction was not warranted, the complainant will be immediately reinstated to full participatory status and the Moderator will issue an apology and explanation to the sanctioned member.
  - b. If the Board of Directors feel the sanction is warranted, they will forward the correspondence, along with a detailed explanation of their and the Moderator's positions, to the complainant.
  - c. The Board of Directors' decision will be final.

