

Ministry of Training,  
Colleges and Universities  
Private Career Colleges Branch  
9<sup>th</sup> Floor, Mowat Block  
900 Bay Street  
Toronto ON M7A 1L2

Ministère de la Formation  
et des Collèges et Universités  
Direction des collèges  
privés d'enseignement professionnel  
9<sup>e</sup> étage, édifice Mowat  
900, rue Bay  
Toronto ON M7A 1L2



## RESTRAINING ORDER

**Served by Email (info@pamperedpaws.com and eggie@pamperedpaws.com); by Fax (905-278-2115, 905-278-1045 and 416-962-5168) and by Courier**

January 26, 2010

WM. MacDonald and Lesley Caix Salson  
Pampered Paws Limited  
Head Office  
1100 Queen Street West, Unit 2  
Mississauga, Ontario L5G 4J4

and

92 Lakeshore Road East, Concourse Level  
Mississauga, Ontario L5G 4S2

and

201 Davenport Road  
Toronto, Ontario, M5R 1J3

Attention: WM. MacDonald and Lesley Caix Salson, Directors

This is a **Restraining Order** issued under the authority of section 46 of the Private Career Colleges Act, 2005 (PCCA, 2005). As the Superintendent of Private Career Colleges, I HEREBY ORDER Pampered Paws Limited TO STOP OPERATING IN CONTRAVENTION OF THE PRIVATE CAREER COLLEGES ACT, 2005 (PCCA, 2005).

The detailed reasons supporting my order are set out in Schedule A, attached. In brief, Pampered Paws Limited is:

- advertising an unregistered private career college and advertising unapproved vocational programs, contrary to subsections 11(1) and (2) of the PCCA, 2005, respectively;

- operating as an unregistered private career college, contrary to section 7 of that Act; and
- offering vocational programs that are not approved by the Superintendent of Private Career Colleges, contrary to section 8 of the PCCA, 2005.
- Charging fees for a program in a currency other than Canadian dollars, contrary to section 44 of O. Reg 415/06.

Pampered Paws Limited must provide written confirmation signed by a person with authority to bind the school, together with all available supporting evidence, that the steps outlined below have been taken. This written confirmation must be delivered **immediately** by registered mail or courier to my attention and confirm that Pampered Paws Limited:

- has stopped advertising an unapproved Private Career College and unapproved vocational programs in all locations under the same legal entity in Ontario;
- has stopped operating as a private career college;
- has stopped providing unapproved vocational programs;
- has stopped charging students in a currency other than Canadian dollars;
- provides the ministry with a list including the names and addresses of all current and former students;
- provides refunds to students who were enrolled in unapproved vocational programs;
- is not holding, directly or indirectly, any monies owing to current, former, or prospective students of unapproved vocational programs;
- is holding student files to be available for the Superintendent's staff to review; and
- will not reopen as a private career college until such time, if any, as it has been registered.

### **Consequences of Failure to Comply with this Order**

Failure to comply with this order may result in any or all of the following actions by the Superintendent:

1. Application for a court order from the Superior Court of Justice to compel Pampered Paws Limited to comply;
2. The issuance of further Administrative Monetary Penalties.
3. Prosecution for the offence of failure to comply. Upon conviction by a court of that offence, a corporation is subject to a fine of up to \$100,000; an individual, including an officer or director of a corporation who concurs in the commission of the offence, is subject to a fine of up to \$25,000, a prison term of up to one year, or both.

### **Obtaining a Copy of the PCCA, 2005**

As noted above, the applicable legislation is the *Private Career Colleges Act, 2005* and the regulations made thereunder. The legislation and regulations are

available at [www.e-laws.on.ca](http://www.e-laws.on.ca). If you are unable to access any relevant information on e-laws, you may contact our offices at (416) 314-0500 to request that a copy of the legislation and regulations be sent to you.

Sincerely,

ORIGINAL SIGNED BY

Allan Scott  
Superintendent  
Private Career Colleges

Attachments:            Schedule A – Detailed Reasons for Decision

## Schedule A – Detailed Reasons for Decision

### Background

On November 23, 2009, Ministry staff sent a letter to Lesley Weeks of Pampered Paws School of Professional Dog and Cat Grooming, informing the institution and the programs they offer may require registration under the PCCA, 2005, and to pre-screen their programs by December 7, 2009.

On Tuesday, December 8, 2009, Ministry staff sent a letter to Lesley Weeks, CEO of Pampered Paws Limited, Unit 2 – 1100 Queen Street West, Mississauga, ON L5H 4J4 informing her that Pampered Paws Limited was required to register the following vocational programs in response to her pre-screening application:

- Grooming Fundamentals
- Professional Groomer Program
- Junior Groomer Program
- Junior Groom Program – Part-Time
- Enhanced Stylist Program
- Organizational Teaching Leadership Program

Between December 8, 2009 and January 14, 2010, Pampered Paws Limited did not submit its registration application.

Ministry staff became aware of the website [www.pamperedpaws.com](http://www.pamperedpaws.com) belonging to Pampered Paws on January 14, 2010.

### Legal and Operating Entities

The legal name of the business is Pampered Paws Limited. Pampered Paws Limited was incorporated in Ontario on October 29, 1985. Pampered Paws Limited does not have a registered business name. The registered office address is 1100 Queen Street West, Unit 2, Mississauga, Ontario, L5H 4J4.

### Contravention of Subsection 11(1) & (2) of the PCCA, 2005 – Advertising Unregistered Private Career College and advertising unapproved vocational programs

Ministry staff became aware of the website [www.pamperedpaws.com](http://www.pamperedpaws.com) belonging to Pampered Paws Limited on January 14, 2010.

The following advertising materials on the Pampered Paws website demonstrate the institution is advertising an unregistered private career college:

*Pampered Paws has three campuses to choose from: Toronto, Mississauga, and Tokyo.*

*With your love and respect for animals and if you enjoy working with your hands, this may be just the career opportunity you are seeking, for a full self-employment profession, that allows you to develop skills and use your caring talents in a growing and exciting segment of the Pet Care Industry.*

The institution's website refers to itself as a college, as follows: "*Pampered Paws College develops young men and women of personal integrity, prepared for business, responsible involvement and leadership in their local, national and global communities.*"

On the institution's website there are a large number of webpage links which can be clicked on under the heading "School." When individually clicked, information is provided about the school, including Mission & Vision of the school, licensing, application, meeting the faculty, semester dates and hours, tuition and equipment fees, entrance requirements, student services, attendance and placement, financial aid and scholarship, campus locations, curriculum outline and curriculum timetable.

The institution's website describes its programs as leading to "exciting and rewarding career" as follows:

*Get on the "Fast Track" to an exciting and rewarding career as an "Artistic Pet Stylist". Put your love of animals and your artistic abilities to work in a career that is on the growth list of the Fortune 500!*

*With your love and respect for animals and if you enjoy working with your hands, this may be just the career opportunity you are seeking, for a full self-employment profession, that allows you to develop skills and use your caring talents in a growing and exciting segment of the Pet Care Industry.*

A review of the institution's website showed the following vocational programs being offered:

- Grooming Fundamentals. The course is advertised as 4 weeks long at a cost of \$3,000. The course outlines the duties of an Assistant Groomer.
- Professional Groomer Program. The course is advertised as 12 weeks long at a cost of \$8,000. The website states: "This course is designed for anyone who wishes to work in a busy Salon, or Veterinarian Clinic, where there are other more advanced Stylist [sic]."
- Junior Groomer Program. This course is advertised as 8 weeks long at a cost of \$6,000. The website states: "You will learn the skills required for a Junior Groomer to gain full time employment in a busy Salon, or Veterinarian Clinic, where there are other more advanced Stylist [sic]."
- Part-time Junior Groomer Program. This course is advertised as 6 weeks at a cost of \$5,400. This course is described on the website as being the same as the full time Junior Groomer course, but offered part time on Saturdays only. The website also specifies that this course starts in January of each year.

- Enhanced Stylist Program. This course is advertised as 16 weeks long at a cost of \$10,500.
- Organizational Teaching Leadership Program. This course is advertised as 48 weeks at a cost of \$36,000. The website states: “This 48-week program will prepare you for the teaching industry that is rapidly growing in the Pet Grooming Field. First, you will learn the “Art” of Animal Grooming, then the actual running of the “Business”, and most importantly how to teach other individuals, how to become part of our industry. There is a growing need for individuals to teach others this “Art.”

In addition to course descriptions and tuition fees, the institution’s website provides class schedules for 2008, 2009, 2010, 2011 and 2012 as follows:

The screenshot shows a web browser window displaying the Pampered Paws School website. The page includes a navigation menu, a toolbar, and a main content area. The main content area features a table of class schedules for the years 2008 through 2012, categorized by season (Winter, Spring, Summer, Fall) and program type (Part-time Junior Program). To the right of the schedule table is an email sign-up form with fields for 'Your Name:' and 'Your email Address:', and a 'Submit' button. Below the form is a 'Hot Link of the Month' section with a 'Kennel Link' logo. The website also displays tuition fees for 'Upgraded Scissors' at \$450.00 and 'Complete Equipment Kit' at \$1,050.00. The page is dated 'As of May 1, 2008'.

	2008 Schedule	2009 Schedule	2010 Schedule	2011 Schedule	2012 Schedule
<b>Winter</b>	January 8	January 13	January 12	January 11	January 10
<b>Spring</b>	April 8	April 14	April 13	April 12	April 10
<b>Summer</b>	July 8	July 14	July 13	July 12	July 10
<b>Fall</b>	September 9	September 8	September 14	September 13	September 11
<b>Part-time Junior Program</b>	January 19	January 17	January 16	January 15	January 21

Classes are described on the website as taking place between Tuesday to Friday from 9:00 a.m. – 3:00 p.m. and Saturdays from 9:30 a.m. to 4:30 p.m. for part-time classes.

The website also specifies that Pampered Paws offers a diploma to students who pass the course work, practical examinations and the final written examination. Students must maintain a 75% average during the whole course to earn the diploma.

According to the descriptions provided on the website, these programs fit the definition of vocational programs according to the PCCA, 2005. Therefore, the

school is contravening the PCCA, 2005 by advertising unregistered vocational programs and therefore advertising itself as a Private Career College.

**Contravention of Sections 7, 8 of the PCCA, 2005 – operating as an unregistered private career college and offering vocational programs that are not approved.**

As specified above, the Pampered Paws Limited website indicates there are three campuses to choose from: Toronto, Mississauga and Tokyo.

Also on its website, Pampered Paws Limited provides a link to an “Application Form” for its programs which is 6 pages long. On page 2 of the application, section 2 requests potential applicants to check off the box of the location they wish to attend. The three campus locations are listed as follows:

- Toronto – 201 Davenport Road, Toronto, Ontario M5R 1J3 (Fax # 416-962-5168)
- Mississauga – 92 Lakeshore Road East, Mississauga, Ontario, M5G 4S2 (Fax #905-278-1045)
- Tokyo – 4-12-6 Kyuden, Setagaya-ku, Tokyo, Japan, 157-0064 (Fax # 03-3309-2521).

Ministry staff telephoned the institution and spoke to Leslie Weeks on January 14, 2010 at 1:57 p.m. Ministry staff inquired about the Grooming Fundamentals and Junior Grooming Programs. Ms. Weeks informed Ministry staff that classes that have started in January have commenced and that these two programs have both three and seven students in each class, however, due to the high demand, another program has been added for February prior to the next enrolment date in April.

Consequently, Pampered Paws Limited is operating two campuses located within the province of Ontario and offering unapproved vocational programs at each campus, in violation of sections 7 and 8 of the PCCA, 2005.

Pampered Paws Limited must register as a private career college in order to operate. The following programs require the approval by the Superintendent of Private Career Colleges to be offered as vocational programs:

- Grooming Fundamentals
- Professional Groomer Program
- Junior Groomer Program
- Junior Groom Program – Part-Time
- Enhanced Stylist Program
- Organizational Teaching Leadership Program

**Contravention of section 44 of O. Reg 415/06 – Prohibition against charging a fee for a vocational program in foreign dollars**

On its website, Pampered Paws Limited provides a list of its programs and corresponding tuition fees. The heading for the fees is entitled “Canadian Citizen Out of Country US Dollars Apply.” Further down in the same section of the website, it states “As of May 1, 2008. Canadian citizens: All fees are in Canadian dollars, all other Countries pay in US dollars.”

A private career college shall only charge and accept payment of a fee in relation to a vocational program in Canadian dollars.