

01	☐ A	☐ B	☐ C	☐ D	☐ E
02	☐ A	☒ B	☐ C	☐ D	☐ E
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35	☐ A	☐ B	☒ C	☐ D	☐ E
36	☐ A	☐ B	☐ C	☒ D	☐ E
37	☐ A	☐ B	☒ C	☐ D	☐ E
38	☐ A	☐ B	☒ C	☐ D	☐ E
39	☐ A	☒ B	☐ C	☐ D	☐ E

PRACTICE QUESTIONS

Professional Animal Care Certification Council (PACCC)

CPACM

Certified Professional Animal Care Manager Examination

EDITION

Demo

QUESTIONS

9

FORMAT

Limited Edition PDF

Before you begin

What this is

9 practice questions for Professional Animal Care Certification Council (PACCC) CPACM , each with its answer key and an explanation. Answer a question before you read its key — the explanation is worth more once you have committed.

If something looks wrong

Send us three things and we will check it:

- the exam code, CPACM
- the question number
- the email address on your order

Write to **support@mometrix.net**. We reply within one business day.

QUESTION 1

SINGLE CHOICE

A dog in your care repeatedly lifts its front paw, licks its lips when no food is nearby, and turns its head away from an approaching handler. According to canine body language interpretation, these signals most likely indicate which of the following?

- ☐ A Play solicitation and excitement
- ☐ B Submission and a desire for affection
- ☒ C Stress, anxiety, or an attempt to de-escalate interaction
- ☐ D Aggressive intent with an imminent bite warning

ANSWER C

WHY Lip-licking when no food is present, head-turning (a "look-away"), and paw-lifting are classic, well-documented canine displacement and calming signals that indicate stress, anxiety, or an attempt to defuse a perceived social threat. They are appeasement signals, not play or affection cues. Aggressive intent (option D) is typically preceded by a stiffer body, hard stare, and forward weight shift rather than look-aways.

QUESTION 2

SINGLE CHOICE

Which cleaning and disinfecting sequence is correct for kennels, runs, and crates between animal occupants?

- ☐ A Disinfect first, then remove organic debris with a detergent, and rinse thoroughly
- ☒ B Remove organic debris, apply detergent, rinse, then apply an appropriate disinfectant for the required contact time
- ☐ C Rinse with water, apply disinfectant, then remove organic debris
- ☐ D Apply disinfectant and detergent together for a combined contact time, then rinse

ANSWER B

WHY Disinfectants are inactivated by organic matter (feces, urine, hair, saliva), so surfaces must first be physically cleaned and rinsed to remove debris before the disinfectant is applied. Disinfectant must then remain on the surface for the manufacturer's labeled contact (dwell) time to be effective. Applying disinfectant before cleaning (A, C) renders it useless, and combining disinfectant and detergent (D) can chemically neutralize many active ingredients such as quaternary ammonium compounds and bleach.

QUESTION 3

SINGLE CHOICE

When developing a written training program for new animal care attendants, which training method best supports long-term retention of proper cleaning, feeding, and handling procedures?

- ☐ A A single lengthy orientation lecture on policies and procedures
- ☐ B A brief verbal walk-through on the first day followed by unsupervised work
- ☒ C Hands-on demonstration, supervised practice, and documented competency assessment
- ☐ D Distribution of the operations manual only, with a sign-off sheet

ANSWER C

WHY Adult learning principles and standard animal care training guidance emphasize that psychomotor skills (handling, cleaning, dosing) are best learned through demonstration, repeated supervised practice, and verified competency checks. Passive methods such as lectures, reading manuals, or unsupervised work do not reliably produce correct or safe performance and increase risk to animals and staff.

QUESTION 4

MULTIPLE CHOICE

Which two observations in a boarding dog should be reported to the supervising veterinarian or manager as potentially serious, requiring prompt intervention?

- ☒ **A** Persistent vomiting or diarrhea, especially with blood
- ☐ **B** Bright, alert demeanor with a normal appetite and normal stool
- ☒ **C** Pale, blue, or gray gum color
- ☐ **D** A slightly warm, dry nose after napping

ANSWER A • C

WHY Persistent vomiting or diarrhea (particularly hemorrhagic) can rapidly cause dehydration, electrolyte loss, and may indicate infectious disease or intestinal obstruction (A). Pale, blue, or gray mucous membranes suggest poor perfusion, anemia, or hypoxia and are a critical warning sign (C). Normal demeanor with normal appetite and stool (B) is reassuring, not a concern, and a warm dry nose after rest is not a reliable indicator of illness (D).

QUESTION 5

SINGLE CHOICE

An owner calls asking why their dog was placed in a different kennel than the one they requested at check-in. What is the most appropriate initial response from the manager?

- ☒ **A** Explain that the original kennel is unavailable and describe the alternative housing and the reason for the change
- ☐ **B** Deflect by stating that the staff decides housing and the owner has no input
- ☐ **C** Apologize profusely, offer a full refund immediately, and end the discussion
- ☐ **D** Place the owner on hold, locate the original kennel, and move the dog back without verifying it has been cleaned

ANSWER A

WHY Effective customer service in animal care settings requires clear, honest communication. Acknowledging the change, giving the reason (e.g., maintenance, isolation need, capacity), and describing the alternative demonstrates transparency and professionalism. Deflecting (B) erodes trust, an immediate refund (C) skips problem-solving, and moving the dog back into an uncleaned kennel (D) violates sanitation and biosecurity protocols.

QUESTION 6

SINGLE CHOICE

You discover a small fire in a trash bin inside the kennel building. After activating the building fire alarm and ensuring animals and people are being evacuated, what is the correct next action with a Class ABC fire extinguisher?

- ☐ A Aim at the top of the flames, squeeze the handle, sweep side to side
- ☒ B Aim at the base of the fire, squeeze the handle, sweep side to side
- ☐ C Aim at the base of the fire, pull the pin only after sweeping, then squeeze
- ☐ D Aim at the smoke above the fire, squeeze the handle, sweep side to side

ANSWER B

WHY The PASS technique for a Class ABC extinguisher is Pull, Aim, Squeeze, Sweep. The extinguisher must be aimed at the base of the fire (the fuel source), not the flames or the smoke, and swept side to side until the fire is out. Aiming at the top of the flames or the smoke (A, D) will not extinguish the fire, and pulling the pin after sweeping (C) describes the steps out of order.

QUESTION 7

SINGLE CHOICE

Which feeding practice best supports the health and welfare of healthy adult dogs boarding at a facility?

- ☐ A Feeding a single large meal once daily to reduce labor
- ☒ B Feeding the owner's diet on a consistent schedule, divided into the dog's typical portion frequency
- ☐ C Switching every boarding dog to the facility's house kibble without consulting the owner
- ☐ D Offering unlimited food at all times to reduce staff monitoring

ANSWER B

WHY Sudden diet changes are a leading cause of gastrointestinal upset (vomiting, diarrhea) in boarded dogs, so maintaining the owner's diet while the animal is in care minimizes stress on the digestive system. Dividing the daily ration into the dog's normal number of meals also mirrors the home routine. Single large meals (A), unsolicited diet switches (C), and free-feeding (D) each increase the risk of digestive upset, obesity, or food guarding.

QUESTION 8

MULTIPLE CHOICE

Which two environmental conditions must be actively monitored and documented in an indoor animal housing area?

- ☒ **A** Ambient temperature within the species-appropriate range
- ☒ **B** Humidity and ventilation/air quality
- ☐ **C** The brand of cleaning products in the storage closet
- ☐ **D** Staff uniform color

ANSWER A • B

WHY Temperature (A) is a primary welfare parameter; deviations can cause heat stress or hypothermia. Humidity and ventilation (B) directly affect respiratory health, heat dissipation, and odor/ammonia control. Cleaning product brand (C) and uniform color (D) are not environmental conditions and have no direct bearing on animal welfare monitoring.

QUESTION 9

SINGLE CHOICE

When calculating the maximum number of dogs a kennel can safely house on a given day, which factor is most important to include in the calculation?

- ☐ **A** The total square footage of the building, including office and lobby areas
- ☒ **B** The number of runs/housing units available, staff-to-animal ratio, and exercise/enrichment capacity
- ☐ **C** The marketing budget for the month
- ☐ **D** The number of grooming appointments scheduled that week

ANSWER B

WHY Capacity planning must reflect actual housing capacity (available runs), the staff-to-animal ratio needed to provide feeding, cleaning, enrichment, and supervision, and the facility's ability to provide required exercise and enrichment. Counting office and lobby space (A) inflates capacity artificially, while marketing budgets (C) and grooming schedules (D) are unrelated to welfare-based capacity decisions.