

BEHAVIOUR INFORMATION

A consultation can help with (but is not restricted to) the following behaviour issues:

- Fear of noises (gunshots, fireworks, household appliances).
- Lunging, pulling, and barking at traffic.
- Scared of visitors.
- Pulling, lunging, barking at dogs on walks.
- Difficulty being left alone.
- Snapping, biting when asked to move off furniture.
- Snapping, biting when they have something they do not want to let go of.
- Chasing lights/shadows.
- Destructive chewing.
- Fighting with other dogs.
- Excessive barking.

HOW MUCH DOES IT COST?

The three-month programme fee is £320.00, payable in full once you have decided to book the service.

It is standard practice for clients to pay the behaviourist directly, who will then provide a receipt for service so that this can be claimed back from the insurance company.

Due to the nature of our service, payment is required before the consultation as we offer a service, not a product, and a service cannot be returned. Again, this is standard practice for registered clinical animal behaviourists.

After three months, we offer follow-on support for a fixed fee of £50.00 monthly.

WHAT DOES IT INCLUDE?

- Before the meeting, if your dog's vet has not referred the case, we will send a vet referral form for the vet to complete. When the vet has signed the form, you (or the vet) email or post it to us before the first appointment.
- You will receive a goody pack with training rewards.
- In the first one-and-a-half-hour in-person appointment, we observe your dog/s and how they interact with the family in the home environment. We may also need to monitor your dog outside on a walk.
- During the first appointment, we will collect a history of your dog's life, a description of the current living situation, the problem behaviour, the circumstances in which the behaviour happens, and what you or others have done to address the issue so far.
- We usually teach you to train your dog, but we will demonstrate the techniques with your dog where appropriate. We will also teach you to recognise what causes the behaviour, observe dog body language, and recognise signs of stress.
- After the first in-person appointment, we complete a written action plan. We develop a management plan that prevents the problem behaviour from occurring and a modification plan that trains a more desirable alternative.
- We will set up your online coaching account, which is live for three months and upload your plan within seven working days of the first appointment.
- You are on the programme for three months, and we will conduct fortnightly check-ins via Zoom, email or phone.
- In the third month, we will conduct a second face-to-face one-and-a-half-hour appointment at your home or a suitable outdoor location on an agreed date to review everything.

HOW EASY IS IT TO CHANGE BEHAVIOUR?

The success of behaviour modification depends on how much time and commitment you can put into your dog's plan and whether your dog is in the right environment for progress. Whilst we cannot simply intervene and 'fix' your dog for you, we can provide you with a structured plan that, with some dedication, can modify a range of disruptive behaviours, resulting in a more harmonious relationship between you and your canine pal.

- Behaviour modification can take months, and you may have to consider changing your routine to help your dog.
- The execution of the plan is down to you. We can tell you what to do and offer support, but you must consistently implement the plan to produce the desired results.
- You may have to change or carefully manage your dog's environment to see significant improvements.

YOUR ROLE IN BEHAVIOUR CHANGE – WHAT WE NEED YOU TO COMMIT TO

- On receipt of the written action plan, you (and other people involved in your dog's caregiving duties) will implement and follow the advice given.
- You will regularly check the plan and give feedback.
- You will attend fortnightly check-ins via email, telephone or Zoom.
- You will respond as soon as possible to any emails or telephone calls with requests for feedback, and contact us if you need any more help. If we don't get any responses to our requests for feedback, we will assume you are happy to continue without additional assistance.
- You understand that you must involve the whole family, including anyone living in the home or having regular contact with your dog.
- It is your responsibility to initiate contact should you need any more help.

WHY DO YOU NEED A VET REFERRAL?

Behaviour problems can be caused or exacerbated by underlying medical conditions, but most animal behaviourists are not veterinary surgeons and cannot offer medical advice or diagnose medical conditions. Therefore, it is best to rule these out before starting a behavioural consultation.

HOW DO I GET A VET REFERRAL?

There are a couple of ways this can happen. Your vet may recommend us if they believe your dog may benefit from behaviour modification. If they do, they will need to sign our referral form, or you may contact us directly for an appointment, in which case we will send you the form for your vet to complete. The referral form is on our website.

DO YOU NEED TO SPEAK TO MY VET ABOUT MY DOG'S BEHAVIOUR?

Under Data Protection laws, we need your permission to do this. Still, if we felt a health issue was involved or that the behaviour modification may benefit from veterinary intervention, we would contact them. After completing the consult, we will send the referring vet a summary of our advice.

CAN I CLAIM ANY COST ON MY DOG'S INSURANCE?

We are a full member of the Association of Pet Behaviour Counsellors; therefore, you may be able to claim your dog's behaviour fees via your pet insurance. In most instances, your insurer will pay our fees minus your excess. Please contact your specific insurer before booking a consultation to determine if such cover is included in your policy.