



## **Behaviour Modification**

Thank you for considering behaviour modification with me. The document below contains all the information you will need regarding prices and assessment structure. If you would like to book an assessment, please follow the instructions at the bottom of the document.

Behaviour consultations are suitable for dogs showing problem behaviours such as aggressive behaviour, phobias, anxieties, abnormal repetitive behaviours and heightened arousal.

### **The Behaviour Assessment Package**

**Price: £450**

**What is included?:**

***1.5-2 hour in person consultation***

***1x 1hr in person follow up session***

*The follow up session must be used within three months of the initial assessment. If not used within this time frame no refund will be given.*

***A personalised behaviour report***

***Training handouts where appropriate***

***Vet Report and Vet Liaison***

***Three months of support with your behavioural modification plan***

*Three months of support involves:*

*- Email check ins and troubleshooting*

*-Reviewing Whatsapp footage*

*Support does not include additional practical sessions. These are charged per session/ per hour.*

***Clients often require additional follow up sessions after the initial behavioural package is completed so I can support them and their dogs with continued progress . Follow up sessions can be booked at the same time as booking the assessment or after the assessment.***

### **Additional follow ups**

***Price: £60 per hour***

***What is included?:***

*The in person session*

*Updated report for the client*

*Updated report for the veterinarian where appropriate*

*Support via email and Whatsapp extended by another month*

### **Support Add-On**

***Price: £30***

If you don't want to book another in-person session, but you want to extend your support via email and Whatsapp by another month- you can do this for a small charge.

### **Insurance**

As a full CAB member of the APBC, Emily's costs can likely be claimed on your insurance. You must claim these costs back, I do not accept direct payment from insurers.

### **How long is each session?**

Assessments take approximately 1.5-2 hours.

Follow up sessions on average take 1- 1.5 hours.

For follow ups we can stick to a specified time when requested.

### **What ongoing support do I get?**

Support involves you checking in via email and discussing any challenges you have had with implementing the behaviour modification program. I can review and tweak training protocols in response to our discussions accordingly.

I also review training videos on WhatsApp.

Phone calls are for emergencies only (to discuss a bite/concerning incident etc).

***Due to being out a lot of the day conducting training sessions, please do not phone me unless it is an absolute emergency. If it's a semi-emergency please text me to arrange a call back.***

***All general communication must be via email so we can keep a paper trail of advice given.***

### **Veterinary Referrals only**

Behaviour modification requires a vet referral as it's important I can establish a dog is not behaving due to pain or illness. Only a vet can diagnose this by law. Please ensure that your vet completes the vet referral form and returns it before booking in your first session. **I cannot book you in without your vet referral being completed.**

### **Payment**

**The full fee is required to secure your booking. Please pay promptly, as once paid, I can send you over some pre-assessment advice.**

**Payments are to be made Via BACS transfer. Once you have booked in with me, you will be sent an invoice.**

**I require ALL paperwork (vet referral and case history form) to be submitted to me three days or more ahead of your session. The sooner you can get these documents submitted, the sooner I can send you pre-assessment advice.**

### **Cancellations**

Any cancellations following payment will incur a £45.00 booking in/admin fee that covers my time for responding to your inquiry. This will also cover the cost of any resources provided upon booking.

**Rescheduling due to weather, client or dog sickness this will be reviewed on a case-by-case basis.**

Should clients who wish to reschedule more than 7 working days prior to their scheduled session this will be done at no extra cost to the client.

In the event of the client turning up late, they will be charged for the hourly rate starting from the scheduled session time. This is at my discretion and will be reviewed on a case-by-case basis. In the event of myself turning up late or rescheduling within 24 hours I will charge from the time of arrival.

### **Where are sessions held?**

**Unless stated or arranged otherwise the assessment will take place at your home address.**

Below are some of the locations we may meet.

**On Zoom:** This is most commonly for clients outside of my travel zone.

**Your home:** Please make sure I have your address including postcode. Filling in the case history form will provide this for me.

**Outdoor sessions:** These are most commonly follow up sessions, where we decide on the best locations to implement training.

### **What to do next?**

1. Read through this whole document thoroughly
2. Ask your vet to complete the referral form and return the referral form to me ASAP via [emily.r.coombe@gmail.com](mailto:emily.r.coombe@gmail.com)
3. Confirm an appointment time and place with me over email
4. Make payment (within 5 working days of confirming the appointment)
5. Fill out the Case History form that will be sent to you and email it back to me.
6. Take videos of your dog out on a walk, in the garden, at home Etc. for me to observe. Please ensure capturing the behaviour on camera doesn't put your dog, you or anyone else in danger. You can send me videos in advance via Whatsapp (07982832702) or show me during the consultation.

### **On the day of the assessment**

1. Feed your dog as normal.
2. Exercise your dog moderately (30 minute walk maximum with 2–3-hour rest before the session) and follow their normal routine. We don't want your dog to be too tired, so please don't try and wear them out pre-session.
3. Have treats that your dog loves prepared.

*I will contact you prior to the assessment to discuss my arrival.*

### **IMPORTANT: If I visit your home**

You must consider how your dog behaves towards visitors and whether this is likely to be perceived as hostile or threatening. If there is a risk of excessive jumping, nipping, or biting I would like you to shut your dog away before I enter your home. Please keep them shut away until advised otherwise. I would recommend you give them something to do when they are shut away, such as a Kong or food puzzle.

### **Dog Law**

Please familiarise yourself with the 2014 Dangerous Dogs act as the legal implications of out of control or dangerous dog behaviour are now more serious than ever before.

<https://www.gov.uk/government/news/dangerous-dogs-owners-face-tougher-sentences-for-attacks> Please consider taking out public liability insurance if needed, the Dogs Trust have an excellent policy.

### **Behaviour Modification Terms, Conditions and Safety Protocol**

***By filling in the case history form and returning it to us you are agreeing to these terms and conditions.***

### **YOUR DATA**

- Your file will be saved on my computer and the email history will be accessible via email until it is deleted, five years later.
- By filling in our form you are authorising me to store your data
- Your data will not be given to a third party.
- Upon termination of my services your file will be deleted and removed from all databases.
- By continuing to use my services, you agree to the ongoing storage of your data.
- Email communication is deleted unless the conversation is of importance.

- Text conversations are saved for a period of 6 months and then deleted.
- Training updates via email are logged onto your file.
- If you have any problems with the storage of your data, please let me know.

### **INFORMATION**

- It is paramount that all known information about your dog is disclosed. Failure to disclose important information, especially those revolving around bite incidents, can have serious implications and as such failure to do so may result in immediate termination of the working relationship. No refund will be given for any outstanding sessions due.
- All information given will be kept confidential by myself, only sharing with your referring veterinarian for their notes and reference.

### **FOLLOWING ADVICE & EXPECTATIONS**

- There are sadly little benefits of participating in a behaviour modification program if the advice given is not followed. Not all of it may be achievable, but it is important some or most of it is tried and consistently applied by everyone who has contact with the dog. Inconsistency will likely affect the progress of training.
- My role is to give you the tools to improve your dog's behaviour. When you sign up to a behaviour modification program it is important you dedicate yourself to the program and understand that I am not solely responsible for successes or failures.
- Behaviour modification can take time, sometimes months or even years to reach end goals. In some instances, I have to manage expectations and understand that our desired end goal is not achievable and long-term management is the only solution available.

### **PERSONAL INJURY**

- When working outside the ground is often undulating, wet and slippery. Please wear appropriate clothing and footwear.
- I am not responsible for any injury sustained during a training session.