



Behaviour support

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Behaviour support is for behaviour problems such as aggression, anxiety, fear and reactivity (this is not a conclusive list). Behaviour support is not the same as training; it's a much more in depth process for changing the emotions and other causes behind your dog's behaviour.

Behaviour support is a specialised service only available under veterinary consent, as per the guidelines of the [APBC \(click here for more info\)](#) so permission must be gained beforehand (your vet will be contacted once you have booked your consultation). If your vet does not give consent for treatment this may be because they require your dog to have had a vet check within a certain time frame in order to be considered under their care, in which case you'll need to book an appointment with your vet first.

You will only be able to secure behaviour support after an enquiry call so that I can assess your needs, so if you have found yourself here somehow prior to an enquiry call; please get in touch so we can get the ball rolling!

What's the process for behaviour support?

➤ **Behaviour support - initial consultation package - £230.00**

This package includes the free enquiry call (15 minutes), one full consultation (1.5-2 hours), one phone call (30 minutes), and one follow up session (1 hour). It also includes full reports for you and your vet

- 1) Enquiry Call (FREE):** This lasts maximum 15 minutes, if you are reading this, we've probably had our enquiry call already. We will discuss the problem(s) and set expectations. I will decide if I am the right person to help you, and if I am able to offer you the level of support needed. I do not take on every case; some will be beyond my remit and I may choose to refer you to a specialist for that particular behaviour problem, or to a veterinary behaviourist. My current workload may be too large to take on your care. Please understand that this is good practise for any dog behaviourist, rather than taking on every single case, and other behaviourists will refer cases to me for the same reasons if they feel I'm better suited. The enquiry call is not for diagnosing problems or giving behaviour advice but if welfare or safety is at risk then immediate suggestions may be made
- 2) Booking the initial behaviour support package:** If we are to work together you will need to book the behaviour support package first. You'll book in an appointment for the full consultation and pay for the package. I will then seek veterinary consent, medical history and I will send you a detailed questionnaire. Once I have received all information I will begin piecing together this information, carrying out any research necessary and coming to a vague plan of action. I will provide you with instructions for the day to ensure welfare and safety
- 3) Full consultation:** This lasts between 1.5-2 hours. In most cases I will visit your home, to see you and your dog in an environment that you are comfortable and settled, but in some cases this may be done remotely for safety, or for the welfare of your dog which will have been discussed during the enquiry call. At the end of our session we will book your follow up phone call, and follow up session. During the session I will ask a lot of questions about you and your dog and may observe your dog's behaviour. This session is for me to help you understand what's happening, the possible reasons, and what needs to happen to change your dog's behaviour. We will set goals and expectations, and discuss limitations.
- 4) Behaviour report:** You will receive a PDF report via email, this will arrive up to 10 days following your initial consultation. These do take a long time to create and some research or consulting with fellow APBC behaviourist peers may be needed. Your tailored report will contain educational information so

that you can understand your dog, and understand the problem. It will contain lifestyle changes and other guidelines to set the scene for long term behaviour change. You will need to take this information on board, and action it, in order to make progress with your dog

- 5) **Vet report:** I will email your vet with a summary of the behaviour report for their info. If I suspect that there may be evidence of a health cause for your dog's behaviour I will communicate this to your vet. I am not a vet and cannot diagnose health problems but there is a strong and proven link between health and behaviour. If I suspect a health cause behind behaviour this will require treatment, or ruling out, in order to help change the behaviour of your dog
- 6) **Follow up call:** Around 3 weeks after your behaviour consultation we will have a phone chat (optional, you don't have to but is recommended so that I can best support you!). This will allow us to catch up and discuss progress and I can answer any questions and the plan can be tweaked or updates as needed
- 7) **Vet report (if needed):** If anything has come up in the phone call that your vet needs to know, I will provide them with another report. As per step 5 I may discuss with your vet any indications of a health cause for your dog's behaviour
- 8) **Follow up session:** This first follow up session must be used within 3 months of your initial consultation. For this I visit your home again (or remotely if needed). All going well, we can begin some behaviour modification exercises (this follow up session is optional but recommended).
- 9) **Follow up report:** This report will be smaller than your initial report, outlining step by step the exercises you will need to do to change your dog's behaviour as discussed in our follow up session. Behaviour change is not linear and you will need to practise frequently, alongside keeping up with any lifestyle changes as suggested
- 10) **Vet report:** Your vet will also receive a summary of the behaviour report for their info
- 11) **Going forwards:**
 - Approximately 2-4 weeks after your first follow up session I will be in touch via email to see how you are getting on, and to get further sessions booked in
 - Follow up sessions are bookable in packages of 3 (£230 for x3), and you can also book follow up phone calls £40 for 60 minutes). It is impossible to say how many sessions a particular dog will need, there are too many variables but many people find that once they have a better understanding of their dog and how to help them, things already seem better. Once you've completed your initial package you are able to go 6 months between sessions but are encouraged to update me at any point
 - Continued coaching through behaviour modification plans are recommended as the plan may change as progress is made
 - After each follow up session you will receive updated reports, as will your vet (if relevant)
 - You have up to 3 months to book your first follow up session as part of your initial package. After that, you can book successor ones with up to 6 months between them. In either case; 2 weeks before this time is up I will be in contact to prompt you. If you inform me that you no longer require help (or if I do not hear back from you) I will sign you off back to your vet as behaviour support complete.
 - After being signed off back to your vet, if you require future behaviour support you will need to start another package

Terms and conditions:

Some vets will only refer to certain behaviorists that they have a long standing relationship and agreement with; this does not guarantee that the behaviourist is suitably qualified, up to date or regulated. Please ensure that any behaviourist you consult with is registered under the APBC (provisional CAB or CAB level), ABTC (Behaviourist level), or the FABC (Provisional CAB or CAB level)

You are urged to research a behaviourist before accepting referral for a consultation. If you have been advised to seek an alternative behaviourist and are not sure; I am more than happy to check them out for

you, please just send me their details, there is no charge for this and I will be completely honest with you. I will always be happy for you to see an alternative behaviourist so long as they are suitably qualified and regulated. I am busy enough to not consider them as competition!

Bookings & cancellations:

Please understand that this is a business, these appointments are income. It is extremely difficult to fit these appointments into my diary given different client locations. Please read carefully these terms and conditions before paying. No refunds will be given outside of these terms for claiming you were not aware. You do have to tick a box to say you have read this, and you will also be given the option to download them for future reference

- Your booking is made once payment had been received. The initial consultation is only confirmed once veterinary consent has been granted by your vet, a refund will be given if your vet refuses.
- Please ensure that you have included an additional mileage charge as outlined on the booking page. If this is not added at the time of booking you will be invoiced separately before the session, if this is not paid the consultation will be canceled and if this is within the 7 day cancellation period you will not be entitled to a full refund.
- Less than 7 days notice of cancellation (single session or package) will incur a 20% cancellation fee. This will be deducted from the refund. As you can see from above, time and effort goes into your appointment prior to the initial consultation
- Less than 24 hours notice of cancellation will not be refunded
- If you request to cancel one of your follow up sessions with less than 7 days notice of the appointment this will be regarded as a missed appointment and that appointment will not be replaced or postponed (unless the appointment can be filled by someone else at short notice). This means that if you have had your initial consultation, have booked in a follow up session and cancel within 7 days; you will lose that session and will need to pay for another if you want to book it in again
- It is the client's responsibility to ensure they are available at the location on the time and date of the booking. There will be no refunds or postponing if the client does not attend on the day
- If the client is late on the day, the appointment will be shorter. The next appointment cannot be made to wait because you were late
- **Please ensure that you provide directions to your property unless your exact property comes up using Google maps.**
- Before the session you may have been given instructions for my arrival (such as having your dog on a lead or behind a gate). Safety cannot be compromised and I will refuse to enter if these requirements are not met
- In any case; please do not leave your loose dog to approach, bark or jump up at me during arrival times; many dogs will do this when overwhelmed or excited and in either case it can put me at risk. If in doubt, attach your dog to a lead
- **Improvement can never be guaranteed.** Dogs are sentient beings with complex emotions, many times their behaviour problems are underpinned by pain or health problems (recent studies suggest around 80% of dogs with behaviour problems are in pain). Behaviour support is a holistic approach and often requires input from other dog professionals such as your vet, a holistic vet, a physiotherapist or nutritionist. Improvement depends on the reasons behind the behaviour and how possible it is to address them. Behaviour change will always be limited by your ability to follow advice. Please do not expect a transformation after your initial behaviour support package.
- Only scientific, modern and kind methods will be used. The use of harsh or punitive methods will not be used and I will cease to work with you if you decide to discard my advice and continue to use punitive methods
- Products may be recommended to assist with your dogs management/training plan. The purchase of these products are the responsibility of the client but some items may be available from the small Educating Paws shop, otherwise you will be recommended specific products online

- Children under 18 years of age must be supervised throughout every session. Children under school age must be supervised by an additional adult during the session.
- Any session can be terminated if the client uses threatening language, body language or behaviour
- Any appointment can be terminated if the dog is at risk of causing harm to me during the session
- If it is deemed that a behaviour problem is so severe that there is danger to life your session will be terminated and you will likely be referred to a veterinary behaviourist. This is to ensure the best outcome for you and your dog. A refund on the appointment will not be given in these cases
- By committing to training both on and off the client's property, the client accepts the possibility of injury or damage to person or property by the clients dog or external factors
- In case of extreme circumstances such as a pandemic, sessions will automatically switch to an online format. Please note these will not be delayed; the same assessment and same help can be delivered to you remotely, face to face over a platform such as Zoom. In this case any mileage fee will be refunded to you