



Blue Bridge Dog Training Business Statement

Introduction

This document has been developed to provide the consumer with detailed information about Blue Bridge Dog Training. At a minimum, the Business Statement is reviewed annually for changes to internal processes and procedures.

1. Establishment as a Business

Blue Bridge Dog Training follows federal, state, and local laws regarding the operation of a business. We:

- *File federal, state, and local taxes, as required. Federal taxes are filed on Schedule C form; Tennessee taxes are filed through TNTAP (Sales and Use Tax). Business personal property is reported annually and paid to Hamilton County annually as Personalty Tax.*
- *Maintain a business license for Hamilton County, TN (#0148501)*
- *Carry liability, property, and care & custody insurance through the Eerie Insurance.*
- *Maintain marketing and other business-related materials, such as our logo, trademarked motto/tagline, web site, social media presence, business cards, letterhead (non-exhaustive list).*

2. Management Responsibility

Blue Bridge Dog Training is a sole proprietorship owned by Jeffrey Scott Leavitt (JSL). As such, JSL is solely responsible for all aspects of the business.

3. Contract Activities

Blue Bridge Dog Training maintains a process for contract activities that is broken down into two phases: Pre-Contract, Contract Execution. The Pre-Contract Phase typically (young puppies do not require an evaluation) includes, but is not limited to an in-person evaluation of the dog in need of training, discussion of possible program options, expected outcomes of the training, training standards, a description of tools and methods, and a cost estimate. The Contract Execution Phase requires a written contract, signed by both parties, a training plan, and a Consumer Acknowledgment Form.

4. Dog Trainer Qualifications

Blue Bridge Dog Training currently has one employee (JSL), qualified as a dog trainer.

- *10+ years of professional dog training experience.*
- *150+ dogs trained as part of an individual lesson or board/train program.*
- *Dog trainer competency is measured by client feedback and the ability to produce reliable performance according to established standards.*
- *IACP Professional Member (#P5526; renews July each year).*
- *IACP-CDT (Certified Dog Trainer).*
- *AKC Titles: CGC (Canine Good Citizen), Therapy Dog – Fiona*
- *AKC Titles: CA, FCAT2, FTI – Caido*
- *Past H.A.B.I.T. (Human Animal Bond in Tennessee) Volunteer-Handler Team with Fiona*
- *2017, 2020 The Canine Professional Journal articles, International Association of Canine Professionals (IACP)*
- *2020 IACP Legislative Committee; IACP Legislative Watchdog*

Additional JSL certifications:

- *First Aid and CPR for Pets, ProTrainings, # 173894223130602, Renew by 2/7/2027*
- *Certified Quality Engineer #16194, American Society for Quality*
- *Project Management Professional Certification, #191, Project Management Institute*

Continuing education is an important part of maintaining qualifications and staying up to date on the industry. For Blue Bridge Dog Training, maintenance of qualifications may include but is not limited to:



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- Reading books, articles, etc.
- Watching videos.
- Writing articles.
- Attending classes (virtual or in-person).
- Attending conferences (virtual or in-person).
- Training dogs.

There are no plans to hire additional dog trainers, therefore, experience, competency, certification, and grandfathering requirements have not been established for new hires. Should the need for additional trainers arise, requirements will be established prior to hiring.

5. Supplier Evaluation and Control

Whenever practical, Blue Bridge Dog Training purchases equipment and supplies from companies in the United States. The companies are informally monitored for quality of product/service, timeliness of deliveries, and response to questions and problems. Products and services include, but are not limited to:

- Cleaning and sanitizing supplies.
- Leashes, collars, toys, and other items used for training.
- Dog beds.
- Web services, such as email, computer backup, and web site design/maintenance.
- Pest control services.
- Lawn care services.
- Building and facilities maintenance.

6. Subcontractor Evaluation and Control

Blue Bridge Dog Training does not use and has no plans to use subcontractors for any aspect of dog training. Should this change, Blue Bridge Dog Training will develop requirements for approving and monitoring subcontractors.

7. Animal Care and Welfare

Blue Bridge Dog Training follows the best available references and information for the proper care and welfare of client dogs.

- *The two primary kennel stalls are 24 square feet (4' X 6') manufactured by Mason Company. They are above-ground stalls equipped with a rest bench and drain, which is plumbed to the sewer line. Several sized wire crates and one Ruff Land Kennel are available for temporary housing (e.g. while cleaning) or if both kennel stalls are occupied.*
- *When transportation is necessary, the automobile used for business purposes is equipped with a Ruff Land Kennel which is tied down with strapping at four anchor points.*
- *A cleaning schedule has been established for kennels stalls, crates, building floor, general use gravel area, food/water bowls, toys, and towels. The two primary sanitizing agents used are Mason Company's Kennel Clean and the Wysiwash Sanitizing System. Other household cleaners are used as well (e.g. dish soap for cleaning bowls).*
- *The kennel building is equipped with an HVAC to maintain the appropriate temperature, and a de-humidifier to maintain a relative humidity of around 50% (relative humidity will be lower in the winter months). The target temperature range is 70-75° F, although temperatures may run higher or lower than this range. Set points have been established at 66° F on the low end and 80° F at the high end, where notification is sent should these temperatures be exceeded.*
- *VCA Regional Institute for Veterinary Emergencies and Referrals (RIVER) telephone number (423-698-4612) is available in the kennel building in case of a medical emergency with a client dog.*



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- When a dog is perceived to have a medical problem or physical injury that does not resolve in a reasonable amount of time, the client is notified, and a course of action is taken based on the client's preferences. If significant, the event is documented in an Incident Report at the time of discovery.
- Pest control services are used on an as-needed basis for rodents, cockroaches, ants, bedbugs, termites, stinging insects, and other outdoor pests.
- Herbicides may be used in non-training use areas, such as parking lots, beneath fencing, and gravel areas. If deemed necessary, an herbicide designed for organic gardening (e.g. Bonide Captain Jack's Deadweed Brew) may be used. Ideally, application is done on days when dogs are not being boarded or trained, and there are at least 1-2 days before the arrival of the next dog. In all cases, herbicides are allowed to dry according to manufacturer's recommendation before dogs are allowed near the area of application. Herbicides are not used on the large grassy training areas.
- The property is maintained to prevent the harboring of rodents and other vermin by eliminating high grass/weed areas and keeping the grassy areas cut to about 3" (fresh cut). Various areas may grow longer at certain times due to temperatures, humidity, rainfall, and schedule of the lawn service.

8. Abuse Prevention

- The Owner (and sole employee) has undergone a background check through The Gathering (church), 4445 Hixson Pike, Hixson, TN 37343, for the purpose of serving in the children's ministry at the church. The results of this background check in combination with a check on the Tennessee Animal Abuse registry shows no areas of concern. There is currently no animal abuse registry in Illinois, the only other state in which JSL has resided.
- Blue Bridge Dog Training uses a system of practice for the prevention of animal cruelty. The system takes into account three phases of training (Learning Phase, Reinforcing Phase, Proofing Phase) in combination with the generally accepted four quadrants of dog training, or Operant Conditioning Model (Positive Reinforcement, Negative Reinforcement, Positive Punishment, Negative Punishment). The phase of training plus the personality of the dog will dictate, in general, what quadrant or quadrants of training will be applied for the best results, i.e., obedient behavior and happy dog. The concepts are captured in Blue Bridge Dog Training's document, "The Training Process."
- Resources are available and used for the proper application of some specific training tools. References supporting these processes are (1) For E-collars: Tritronics "Basic Training with the Tritronics Electronic Collar," Third Edition, 2003, (2) For prong collars: Leerburg Web Site (<https://leerburg.com/fit-prong.htm>) "How To Fit A Prong Collar," (3) Command Collar®: "Secrets to Training the Perfect Dog" DVD set, Don Sullivan, 2008.

9. Business Metrics

There are three metrics Blue Bridge Dog Training uses to evaluate the major processes of the company.

- Client Satisfaction – A survey is sent to each client after a program is completed to determine the degree to which they are satisfied with the results of the training. The results are recorded in a spreadsheet, and action is taken on specific problems encountered or suggestions made for improvement.
- Financial – Various financial calculations are made to determine the health of the company and to potentially make adjustments in marketing approach, expenditures, etc.
- Training Effectiveness – Client ratings are used during a program of individual lessons to determine, from the client's perspective, if progress is being made toward the training goals.
- Training Effectiveness – Target standards for obedience commands have been adopted from the International Association of Canine Professionals (IACP) or created internally where IACP standards do not exist.

10. Corrective Action



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Corrective action is initiated when a problem has occurred. The problems may originate from client complaints, incident reports, or any aspect of the business. The process of corrective action at Blue Bridge Dog Training follows these steps:

- *Identify and describe the problem.*
- *If necessary, take steps to immediately contain the problem.*
- *Identify the risks (in terms of both severity and probability of occurrence) associated with the problem to determine the rate by which the final corrective action should proceed.*
- *Gather data and identify a root cause.*
- *Implement a solution and monitor the results.*

11. Documentation

Blue Bridge Dog Training maintains the following documentation as part of its overall business system:

- *Federal Tax Records – Schedule C*
- *State Tax Record – Sales and Use Tax*
- *Hamilton County Business License*
- *Contracts*
- *Initial Evaluation Report*
- *Training Plans*
- *Lesson Plans for individual lesson programs*
- *Consumer Acknowledgment Forms*
- *Incident reports*
- *Cleaning and Sanitizing Records*
- *Dog Trainer Certification*
- *Client Dog Vaccination Records*
- *Continuing Education Transcripts*

Note: Filing of state business tax for Tennessee is no longer required for businesses grossing less than \$100,000.00 in revenue.