



Private Behaviour Consultation Information

Scratch and Sniff Canine Services

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Welcome!

Dealing with behaviour problems can be overwhelming for many people, especially if you are dealing with stressful, exasperating or dangerous behaviours. Having a dog with behaviour problems can change how you run your household, and how you relate to your dog, and not knowing how to proceed can lead to unhealthy patterns. Seeking guidance and support is an important step in successfully being able to manage and train your dog. Carefully read through the following information in preparation for your session, and [contact me](#) with any questions.

Important Notes

- Review the [Orientation Webinar](#) in advance of your session
- Also review "[Private Training FAQ](#)" and "[Private Training Policy](#)"
- Free parking is available in the parking lot. Wait for the way to clear before exiting the car - **avoid children and clientele of neighbouring businesses.**
- **If your dog reacts to people**, even if "loud but friendly," leave your dog in the car and alert me to your arrival. I may have you enter via the back door.
- For any important communication immediately prior to your session, please email info@scratchandsniff.ca. Phone calls may not be received same-day.
- **Travel fees** will apply to in-home sessions outside of the service area listed on the website, and travel may not be able to be accommodated. Let the office know **prior to booking** if you are looking for in-home sessions.
- Private sessions and packages will expire after a certain period of time from purchase. Details can be found on the [website](#). **Be sure to use your sessions prior to expiry to avoid disappointment!**

Consult Structure

The Initial 2-Hour Session will typically take place in the school. The first part of the Initial Session is spent reviewing the completed behaviour questionnaire and observing your dog's behaviour. This will give us a chance to get to know each other, let your dog settle in the new space, and will allow you to provide any additional relevant information. If you have provided video, we will watch it during this time if you have not emailed the clips in advance. See below

for important information on providing video. **A complete behavioural history is critical to providing an accurate training plan.**

The second part of the Initial Session focuses on teaching you about training method and approach, understanding your dog's behaviour, laying out the behaviour modification plan and goals. **You are your dog's primary trainer - and your education is paramount in the success of the training plan.**

From here we will move on to working hands-on with your dog and introducing foundation training exercises personalized to your situation and your dog's behavioural profile.

Complex behaviour problems cannot be resolved in a single session. The number of 60min follow-up sessions required depends on the issue, your dog, yourself and your family. Generally sessions are initially spaced out by no more than two weeks. The sessions can be spaced out further as you become more confident in implementing the training plan. These sessions may be purchased as individual sessions or in a discounted package, and may take place in the school, in your home, or other location.

Change takes time and effort - have patience with yourself and your dog!

Homework & Commitment to Training Program

Training is a commitment that must be taken seriously. In order to change your dog's behaviour, you must first change your own behaviour - you are always the agent of change! This may mean changing your routine, the manner in which you interact with your dog, or your training tools. It requires a new awareness of how you influence your dog - and this can be a difficult process! It takes practice, patience for yourself and your dog, requires coaching, and involves teamwork among family members.

It is important to use only the methods, tools, equipment and suggestions given/advised by your trainer to the exclusion of others. Straying from the training plan, including using other methods, tools, equipment or advice from other sources, may hinder your training progress. I will gladly offer many resources from other sources, however please ask first before trying any technique that was not specifically recommended for you.

Your commitment to working with your dog at home will be the deciding factor in whether you will see success!

Behaviour Assessment and Questionnaire

In preparation for your Private Behaviour Consult, you will need to fill out the detailed behaviour questionnaire. Prior to a session regarding other issues

you will be asked to complete a less detailed General Questionnaire. It's important to answer in sufficient detail in order to make the most of your consult. An incomplete history will lead to an incomplete training plan for you and your dog, and potentially even risk to yourself or others. Give yourself ample time to complete this form in detail.

Video Clips

Video clips demonstrating the problem behaviour can be very helpful for assessment. **Do not set up a dangerous situation for the sake of a video.** Ensure that the clips are long, clear and not shaky, and provide sufficient environmental context. Multiple video clips of your dog home alone are required for proper assessment of separation anxiety - however, if you are currently not leaving your dog alone please alert the office.

Private Session Policy and Fees

The below policies are in place to ensure the best service for everyone seeking private training, yourself included! Sessions are never double-booked, nor are they booked immediately back to back. There is preparation prior to each session, additional time devoted to your case afterward, and potentially travel in between. This means that amount of time devoted to you extends significantly beyond the short time we spend with each other in a session. Please be respectful of policy and recognize that it is in place in order to provide quality service to you.

All service fees are detailed on the [website](#). Please take note of expiry timeframes for packages and single sessions. Sessions not completed within the allotted time frame will be forfeited.

Payment of fees is required in advance to reserve your appointment. Delayed payment may lose your preferred booking.

Purchase the training session through the [online store](#), or via the direct links below:

First session:

- [Initial Private Session 2hrs](#)

Subsequent sessions:

- [Single Session 60min](#)
- [Package of Five Sessions](#) (discounted)

Appointments may be **rescheduled with 48 hours notice**. Late cancellation or “no-show” will result in forfeited session fees. **Refunds are not available for consult fees.** Review complete policy on the [website](#), use of service/payment of fees indicates acceptance of policy.

Medical Info

While your dog may appear to be healthy, many problems may not be detectable without blood work or other thorough testing. This is an aspect to be researched by you and discussed and advocated with your vet, as Scratch and Sniff Canine Services makes no claim to veterinary expertise. You are very strongly encouraged to consult with your veterinarian, ask for referrals to specialists, or seek a second opinion if necessary.

Session Preparation

Please prepare appropriately prior to each training session:

- **Treats**
 - Prepare extraordinary treats, the smellier/grosser the better. For example: sandwich meats, dehydrated organ meats, cooked and chopped lean meat from the butcher, or tripe treats
 - No veggies, fruit, kibble, hard biscuits, etc. (alert me to severe allergies)
 - Chop treats no larger than the size of a pea (or smaller for tiny dogs, a little bigger for giant breeds)
 - Minimum 300 pieces
 - Choose treats that will not upset your dog's stomach
- **Pouch**
 - Purchase a fanny pack, a treat pouch from the pet store, or a rock climbing chalk pouch, or notify me and one will be available for purchase.
 - No pockets or over-the-shoulder type bags
- **Equipment**
 - Have ready your regular walking equipment (leash, harness, etc) as well as any favourite toys. You may be instructed on changes to equipment during your session.
 - Bring at least two food-stuffed toys/chews to your first session, as we will be discussing the issues at hand prior to working your dog.
 - If we are addressing resource guarding, prepare an assortment of items your dog might guard
- **Feeding/Exercise**
 - If the session falls near a meal time, feed only a very tiny portion of the meal earlier than usual. Cut back on all meals to accommodate the extra calories from training treats.
 - Exercise your dog appropriately prior to your session, but not to exhaust your dog.
- **For dogs who are not friendly with people**
 - For in-home sessions: secure your dog in a room out of sight from the front entrance. (i.e. in a room with a secure door, not in a crate in the front entry way). Ensure that your dog is not able to open the

door or otherwise escape or injure her/himself. We may meet outside of your home.

- For in-school sessions: **There is a children's dance studio next door, and preventing incident, including startling other patrons, is critical.** If entering the front door, ensure the parking lot is fully clear or alert us to your arrival. **You may also have access to the rear door of the facility, ring the doorbell upon your arrival.**