

# Helen Taylor, Certificated Clinical Animal Behaviourist (CCAB)

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## Puppy Start-Right Session Guidelines

Welcome to Helen Taylor Dog Training & Behaviour! Thank you for your enquiry about one to one training sessions (puppy Start Right visits). These notes will help you to prepare for the session, and to get as much out of it as possible.

One to one puppy sessions are for training and normal puppy issues (as apposed to behavioural problems) and we can work on any normal puppy issues you are experiencing, as well as general training during the time. Sessions normally last between 1 and 1 ¾ hours depending on the problem(s) and your wishes (minimum 1 hour, and you can opt for a fixed length appointment if you wish). If you would like a fixed length appointment (ie stop after an hour), then please let me know when the appointment is arranged. These sessions are not suitable for dealing with behavioural problems of any kind and a different procedure needs to be followed if this is the case.

Zoom appointments are cheaper, and in most cases, just as good and allow me to see your puppy's behaviour unaffected by a visitor. Video clips can also be submitted for me to watch free of charge prior to the appointment, so I get to see a wider range of your pup's behaviour before and during the session.

### **General guidelines for home visits**

1. It is very important that your puppy is hungry during the training session. Unless your dog is very food motivated, please do not feed your pup within 3 hours of the session but, other than food, please follow your normal routine. As your puppy will likely still be on 3 or 4 meals a day, you may need to adjust your normal meal times so that he does not go TOO long without food.
2. When I arrive, please behave as you normally would when inviting visitors into your house.
3. If your dog has any allergies or food sensitivities please inform me prior to the session.
4. If parking is not available nearby, or if your house is difficult to find with Sat Nav, please let me know in advance.

### **General guidelines for a Zoom session**

1. In general, a mobile device is the most flexible when doing a video session, but If you have a choice of using a phone or PC for your zoom session, consider the following:
  - Which is most comfortable for you – to sit at a desk or sit on your sofa/chair? Remember you may be on the call for 1 hour or so, so, if you are planning on using a phone or tablet, you probably won't want to hold your phone for that long – do you have a means of propping it up so you can talk freely and that also allows me to see your puppy, at least some of the time.
  - You will need to have your pup in the room with you for at least some of the session and I will need to be able to observe him during this time (either constantly or on and off) – which room will most usefully allow me to do this?
  - Are you likely to be interrupted more or less using one or other device?
  - Is there limited wifi coverage or bandwidth where you are?
  - What is your battery life like if you are planning to use a phone/tablet?



...Helping your best friend to be even better...

- More than one member of the family is welcome to watch the zoom session, but this must be from the same device (my account only permits two “participants” including me currently). However, please bear in mind that the more active participants there are, the less ground we may be able to cover in the time available, so it is often better to have one or two people only on the call, with other members of the family watching the video later.

### **Costs and Payment**

Costs for an initial Zoom appointment are £34 per hour, rounded up to the nearest 5 minutes, minimum 60 minutes. Costs for an in-person appointment (if available in your area) are £40 per hour - normally minimum 60 minutes plus a callout charge by postcode (see attached chart). Follow-up/top-up Zoom sessions are available at the Zoom rate, minimum time 15 minutes.

Payment in full is due at the end of each session and I accept cash, BACS and cheques. Please make cheques payable to Helen Taylor Dog Training & Behaviour (or leave blank as I have a stamp). A receipted invoice can be provided if you wish.

### **Callout charges**

Callout charges are by postcode (please see attached chart) in-person appointments are only available in a few local postcodes.

### **About Helen Taylor Dog Training & Behaviour**

Helen Taylor is a full-time, professional qualified behaviourist and dog trainer specialising in puppy training and dog behavioural problems. She also ran puppy and junior classes for 7 years locally. Helen has an honours degree in Zoology and an Advanced Diploma in Canine Behavioural Management. She is a Full Member of The Association of Pet Behaviour Counsellors (APBC), and The Association of Pet Dog Trainers (APDT, No 881) – both organisations are very highly respected in the field of behaviour and training. Full Membership of the APBC is only granted to behaviourists with degree-level training and extensive practical experience, and membership of the APDT requires a practical assessment of teachings skills and methods. Helen’s methods focus on rewarding the right behaviour and finding ways of making the wrong behaviour unrewarding (rather than punishing it). She is recommended by and takes referrals from all the major veterinary practices locally.

### **Useful links:**

<http://www.apdt.co.uk/>  
<http://www.apbc.org.uk/>

I look forward to meeting you and your dog(s)!

Helen Taylor BSc(Hons), ADipCBM,  
Pet Behavioural Counsellor, Memb APBC, Memb APDT (881)

### **Cancellation policy**

If you need to postpone or cancel the appointment, please give as much notice as possible (at least 24 hours).. I do not charge for cancellations as long as at least 3 hours (Zoom) or 24 hours (in-person) notice is given before the appointment start time, but a charge of £30 will be levied in the event of a no-show or cancellation at less than 3 hours notice. In the event of a no-show at your premises, I will wait for 15 minutes after the allotted appointment start time and try any telephone numbers provided before leaving.