



How's Bentley
6937 Climbing Rd, Memphis, TN 38119
901.753.2003 / fax 901.753.3550

Alan J Turner, CPDT, CBC
Certified Pet Dog Trainer
Certified Canine Behavior Counselor

_____ In-Home Non-Aggressive Behavior Consultation Application Form _____

This form is for NON-AGGRESSION cases only. If your dog growls, snarls, barks, lunges, snaps or bites and the behaviors are directed towards companion animals or people, please complete the In-Home Aggressive Behavior Consultation Form.

A \$50 deposit or full payment must accompany all applications for behavioral services. Balance is due when services are delivered. Please make checks payable to How's Bentley and include check or on-line receipt from How's Bentley E-Store with this application.

Please print all 3 pages of this form. Please read the terms/conditions and release and fill it out in its entirety. Sign and date the form, and enclose all 3 pages and either postal mail (with deposit check) or fax (with on-line receipt) this form to the address listed above.

Today's Date ____/____/____

Owner, Client and RELEASOR _____ Dog's Name _____

Address _____ Breed/Mix _____

City _____ State _____ Zip _____ Dog's D.O.B or Age _____

Home Phone _____ Weight _____ Color / Unique Markings _____

Work Phone _____ may call at work Male Female Intact Castrated Spayed

Cell Phone _____ Email _____

Veterinary Practice _____

Is your dog on a restricted diet? No Yes – If yes, please explain _____

Which day will best fit your schedule? Please check all that apply.

Monday Tuesday Wednesday Thursday Friday Saturday

What start time will best fit your schedule? Consultation is approximately 2-3 hours in length. Please check all that apply

10 am 2 pm 6pm

Please list your **specific** expectations and goals. _____

For Office Use: Deposit paid ____/____/____ check # _____ Credit card Consultation Date ____/____/____

Services Descriptions - Please select the Services and/or Upgrades you desire.

In-home Behavioral and Environmental Evaluation - \$50 Total Fee | Deposit \$50
Includes one, in-home evaluation, approximately one hour in length

In-home Behavioral & Environmental Evaluations are for -

- ▶ all dogs of all ages;
- ▶ people who are not sure if they want to pursue behavioral treatment for their dogs;
- ▶ performing the first of three mandatory steps* for some aggressive dogs;
- ▶ observing the dog (if necessary), observing the environment, family counseling;
- ▶ discussing liabilities, commitment levels, family participation, daily management, treatment overview, failures and consequences, continued testing, other options;
- ▶ evaluating the logistics for successful treatment in the current environment;
- ▶ evaluating the reality of the people's ability to follow through with treatment;

In-home Behavior Consultation - \$150 Total Fee | Deposit \$50
Includes one, in-home consultation between two and three hours in length | Bentley Extended Support

Bentley Extended Support – Free with your Behavior Consultation Workshop

- ▶ The Bentley Extended Support, included in the Beginnings Workshop, is a 12-month extension for the 60-day phone and email Bentley Support.
- ▶ With Bentley Extended Support you can call or email with questions concerning topics or behaviors discussed during your initial sessions – up to 1 year after the initial 60-day Period has expired!

In-home Behavior Consultations are for -

- ▶ all dogs of all ages;
- ▶ preparing for treatment (no treatment takes place during the consultation);
- ▶ observing the dog (if necessary), discussing liability, failures and consequences, other options;
- ▶ discussing diet, exercise, medical considerations, obedience training, environmental changes;
- ▶ outlining a specific treatment plan with introductions to the actual treatment exercises;
- ▶ performing the first step for helping all dogs with non-aggressive problems such as separation anxiety, inappropriate house-soiling, fearful behavior (without growls, snarls, snaps, bites, excessive barking or lunging), noise phobias, compulsive behavior disorders, pica (ingesting nonfood items), self injury and destruction of property;
- ▶ performing the first or second step* for helping aggressive dogs **with unknown bite histories**;
- ▶ performing the first or second step* for helping aggressive dogs that **have inflicted any injuries** to any companion animal or any person;
- ▶ performing the second of three mandatory steps* for aggressive dogs that **have inflicted multiple bites during one incident, deep puncture wounds or bites with tearing motion** to any companion animal or any person.

**Please refer to Policy for Treating Aggressive Dogs at <http://howsbentley.com>. Thank you.*

In-home Behavior Consultation Upgrade

In few of the behavioral cases, people do not need additional help from our counselors. The majority of people need to participate in additional sessions to learn and practice exercises for treatment. The Quick Start Behavior Upgrade provides people with two, 90-minute sessions. During these two sessions, many people gain the confidence and handling skills to continue without a counselor. Some people need additional sessions with our counselors before they are confident to continue without our coaching. The Quick Start Behavior Upgrade can be purchased within 30 days of your In-home Behavior Consultation.

**Please refer to [Policy for Treating Aggressive Dogs](#). Thank you.*

Quick Start Behavior Upgrade– \$175

- ▶ Quick Start Behavior Upgrade adds two, 90-minute Bentley Refills (\$190 value) to your In-home Behavior Consultation.
- ▶ During Bentley Refills, people learn and practice the actual exercises for treatment.
- ▶ The first Bentley Refill must be scheduled within 30 days of the In-home Behavior Consultation.
- ▶ The second Bentley Refill must be scheduled within 60 days of the In-home Behavior Consultation.
- ▶ People who need additional sessions must purchase Bentley Refills.
- ▶ This Upgrade is mandatory for aggressive dogs and must be purchased during or before the In-home Behavior Consultation. In some cases, purchasing two of these Upgrades for a total of four, 90-minute session with our counselor is mandatory.

**Please refer to Policy for Treating Aggressive Dogs at <http://howsbentley.com>. Thank you.*

Agreement

This agreement is between How's Bentley (RELEASEE) and the above "Client", whereby the client indicates to How's Bentley that the above animal is presenting inappropriate NON-AGGRESSIVE behavior (s) which the Client has not been able to correct and seeks the advice of How's Bentley as to how to proceed in modifying the behavior (s). Non-aggressive behaviors include all behaviors except- growling, snarling, barking, lunging, snapping or biting.

This agreement shall be in effect for a period of 60 days, referred to as "course period". No portion of the fees is refundable. The terms and conditions of this agreement may not be changed orally. Any deviation from this agreement does not alter the remaining portions. This agreement is non-transferable. The In Home (or other on-site locations), Behavior Consultation length is from 2 to 3 hours.

How's Bentley agrees to obtain a history of the Client's dog, obtain information about the goals and expectations of the Client, obtain information about the dog's living environment, to assess the information, observe the dog, form a hypothesis and discuss behavior modification techniques.

Fear cases require a much higher level of commitment from the family. Most people should expect to participate in additional sessions for additional fees before the people gain the confidence, knowledge and handling skills to continue without a counselor.

Schedule of fees for additional sessions are posted at www.howsbentley.com.

People should be prepared to allocate a considerable amount of time, effort and resources to treat serious problems that have occurred for months or problems that have developed over months.

Due to the complexities of animal and human behavior, offering a guarantee that your dog's problem behavior(s) will be cured after one consultation is not realistic or ethical. The level of improvement depends on many variables. Some of the variables are fixed, such as the class of the behavior, genetics, and the length of time the behavior has been practiced. Other factors such as the dog's environment and the amount of time and effort the family can allocate to treatment are flexible. In some cases the counselor may request in writing (or e-mail) a video recording of the problem behavior. All such requests are to be conducted at the expense of the client and How's Bentley is not responsible for any events occurring as a result of the requests. Complying with the additional requests is optional and declining will lessen the probability of accurate diagnosis and treatment.

Health affects behavior. It would be foolish to pursue behavioral treatment if medical considerations are overlooked. After reviewing the completed forms, our counselor may suggest that a veterinarian medical exam (including thyroid panel and complete blood testing) be conducted before treatment. The exam will identify and/or rule out potential medical causes for the inappropriate behavior(s). If a veterinary examination is suggested, our counselor would prefer to discuss the tests with your family veterinarian prior to your appointment.

Client agrees to divulge all relevant information to How's Bentley and to follow the instructions developed by How's Bentley completely and in a timely manner. Client further understands that if the animal lives or comes in contact with other family members, that these individuals may be required to participate in order to produce favorable results.

If at any time during the course period How's Bentley representative feels the dog is ill, abused, or exhibiting any behaviors that endanger the health and safety of any participants or bystanders, including the dog, OR How's Bentley representative feels the Client has motives, goals, or demands that are not in concert with the Code of Standards and Ethical Conduct of the Association of Companion Animal Behavior Counselors (ACABC), How's Bentley may abort the consultation, alter the stated consultation goals, and/or alter the length of the consultation or the course period at the expense of the Client. How's Bentley will provide a copy of the ACABC Code of Standards and Ethical Conduct upon request or the document can be viewed at <http://animalbehaviorcounselors.org/acabcethics.shtml>

Release

I understand that every dog reacts in a different manner and that dogs are, by nature, unpredictable. Therefore, canine behavior modification techniques and dog ownership require full attention and total awareness at all times. Dogs may, without warning cause injury to humans and/or other animals and I, the undersigned as RELEASOR, in consideration of How's Bentley, as RELEASEE, release and indemnify RELEASEE'S heirs, executors, administrators, successors, employees, agents, directors, officers, and anyone acting in the scope of business for How's Bentley, as to attacks, bites, scrapes, mauling, or all of them, by dogs or other animals to any person or animal including my own during and after the course period. I hereby agree to exercise caution for the safety of myself, my dog, and those persons or animals around me or my dog while the dog is under my ownership. I sign below in recognition of my understanding that any injuries received by me, my dog, my family members, or any other persons or animals before, during, or after the course period is my own responsibility. I further affirm that I will always inform my instructor in writing of any unusual difficulties or conditions my dog may be experiencing prior to beginning sessions or during sessions. This release may not be changed orally.

Signed (Dog Owner, Client, RELEASOR)

Date

A \$50 deposit or full payment must accompany all applications for behavioral services. Balance is due when services are delivered. Please make checks payable to How's Bentley and include check or on-line receipt from How's Bentley E-Store with this application.

Please print all 3 pages of this form. Please read the terms/conditions and release and fill it out in its entirety. Sign and date the form, and enclose all 3 pages and either postal mail (with deposit check) or fax (with on-line receipt) this form to the address listed above. No portion of the fee is refundable after the consultation begins. Fee includes one counselor per session. Balance is due when services are delivered.