

## Helen Taylor, Certificated Clinical Animal Behaviourist (CCAB)

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02/04/2025

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### Behavioural Consultation Guidelines

***This document contains very important information – please read it carefully before completing your questionnaire.***

#### The Consultations

Like most behaviourists post-pandemic, most consultations are done initially via Zoom, with a optional home-visit available to those within my catchment area to help put theory into practice if desired.

Currently I am able to offer two types of consultation (as having multiple options means clients have choices over the format and cost of the process):

- Zoom Consultation - ***the most inexpensive - and therefore the most popular - option.*** (with a subsequent optional in-person follow-up session in your home to help put the plan in to practice)
- Purely in-person consultation at your home. The most expensive option and normally only necessary for people who are unable to use Zoom.

You can also choose whether or not to receive a detailed report or a bullet-point summary (or no report) with either of these options (please note that the report options cannot be changed after the appointment slot is booked as the choice of report affects the time that needs to be allocated (by me) for the appointment so it is essential this is known at the time of booking).

#### ***Why Zoom?***

During the pandemic almost all behaviourists worked exclusively (and successfully) via Zoom., Many are now starting to offer home visits as an alternative or, as I am, as an add-on after the main zoom session (if needed and if you are local) mainly to aid with demonstrations.

If you have never used Zoom before and would like a test session before the consultation, please tick the box on the questionnaire or email me and I can arrange this free of charge.

In most cases Zoom consultations work extremely well especially where video clips have been sent ahead of time and, in some cases, can work better than in-home sessions. Beside zero risk or Covid transmission, Zoom consultations have a number of advantages over traditional consultations:

- Videos filmed over a few days or weeks allow me to see a much fuller and more natural range of behaviour and body language in various different situations than does being at your home for 2 or 3 hours.



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

Helen Taylor, BSc(Hons), ABTC-CAB, CCAB, ADipCBM  
Memb APBC, Memb APDT (No 881)

- The absence of the behaviourist in the home also means that everyone especially your dog can be more relaxed.
- The core consultation can be made much cheaper as time and cost of travel does not have to be factored into the fee.
- Follow-up sessions – if needed - are also much more affordable as they can be very short, as frequent as desired, and need no travel cost added on.
- Waiting times for the main consultation are much shorter. Pre-pandemic waiting times of 4 to 6 weeks were not unusual, now I can usually fit people in for the zoom session within 2 -3 weeks, and emergencies usually within a week.
- Sessions need never be cancelled due to covid law changes, shielding or self-isolations.
- Bear in mind, in the overwhelming majority of cases, it is not necessary – or often even desirable - to witness a dog's most extreme behaviour (especially behaviours involving aggression) first hand or in videos in order to reach a diagnosis or devise a treatment plan. Behaviourists are highly trained to be able to read and interpret very subtle dog body language signs and behaviour. A dog's reaction to the trigger at a much lower level (eg sight of another dog at a distance, on lead) is usually just as useful diagnostically as a dog becoming highly aroused and/or aggressive towards the same dog a short distance away. It is also important to limit exposure to triggers *at a level that causes a severe reaction* because this a) often places dogs and others at risk of being hurt or frightened, b) is likely to gradually worsen the behavioural problem through repeat stress and exposure and c) can even result in liability problems for the owner. In some cases – where the motivation of the dog is unclear, or the case or behaviour are particularly unusual, it can be useful to see elements of the behaviour in “full swing”, or even (extremely rarely) in person in the home (but this will be advised if it is the case). Please note that this has always been the advice given and has not changed with the onset of behaviourists working via Zoom, but this fact may help to reassure potential clients that they are not “missing out” on an accurate diagnosis if I don't meet their dog in person.

If, after the zoom session, we both feel that an in-person visit is needed to demonstrate and/or coach (and you are within the area I cover), then this can be arranged at an additional cost. See Fees later on in this document.

Zoom is greatly preferred to WhatsApp/Facetime as I am able to use my computer and can share my screen to demonstrate or explain things. However, if you are unable to use Zoom for any reason, we can agree on a different format for the call. I will send you a meeting invitation. Open the email on the device you wish to use (computer, tablet or smart phone), click the link contained in the email and ensure you select “with audio” so that we can hear each other. I will then admit you to the meeting.

During the video consultation I will ask some questions about the information given in the questionnaire and gather more detailed information about the progression of your dog's behavioural problems and the details and timing of any incidents and other relevant events. I will then discuss any video clips you have sent and will then start to explain why your dog is behaving the way he is. I will then start to talk through the steps of the behaviour modification plan that I am recommending, giving demonstrations and sharing my screen to show handouts, diagrams and video clips when needed.

The video consultation would normally last between 2 and 2.5 hours in total. Please try to ensure you will not be interrupted unless it is important (although all are welcome to “attend”)

Appointment slots are available Mondays to Thursdays during office hours. Please note that the latest start time for a zoom consultation is 1330 (if a detailed report is required) or 1500 if no report is required.

### ***Want a fully in-person appointment?***

If you feel unable to cope with a video/Zoom session at all, then you can request a fully in-person appointment although this is significantly more expensive and availability is more limited. Please note that an in-home/in-person appointment is rarely necessary or even helpful from a diagnostic point of view (unless advised to the contrary).

So in most cases, if you think you will need hands-on help, it is much more effective and a lot cheaper to have a zoom consultation and follow this up with a home visit if you still then feel that that would be helpful.

*All advice and materials, whether printed or recorded, are **strictly confidential** and copyright and not to be shared with anyone outside of the owner's immediate family without written permission of both parties.*

### **Booking procedure**

#### *Referral*

Under APBC and ABTC guidelines, veterinary referral (by a named veterinary surgeon) is required before treatment of behavioural problems can be undertaken (and no professional behaviourist will take on a behavioural problem without gaining veterinary involvement first). Health can affect behaviour and the purpose of this referral process is to ensure that obvious physical contributors have been ruled out, or I have been made aware of them, before treatment commences. Vet's referral is often obtained via my referral form (or the standard APBC form) but vets may also refer to me in person, by phone or by email, and may send your dog's medical records by email or post. However, if you are planning to claim on your insurance, you are advised to ensure that your vet has signed the referral form in case your insurance company wish to see evidence of the referral. If you do not have a signed referral form, and are unsure whether a referral has actually been made, please check with me. Please ensure you obtain a vet's referral for all dogs in your household with whom you may require behavioural help.

#### *Questionnaire*

You will also be sent a questionnaire about your dog's life and behavioural problems. This can either be completed on a computer or printed out and completed by hand. **Please do NOT attempt to do this on a tablet or phone.** If you do not have a computer or printer please request a paper copy of the form. The questionnaire is also available as a Microsoft Word "Form". This is available on request (it is not sent out as standard as it is important that it is ONLY used within Microsoft Word – it cannot be used in other programmes or printed out and completed by hand or it is unreadable and/or lacks sufficient space for answers.

#### *Holding fee*

On receipt of your questionnaire and referral, I will issue you with an invoice for the holding fee (see Fees section). However, if you wish you can make payment without waiting for an invoice using the details given below:

Account Number: 40641788

Sort Code: 09-06-66

Name: Helen Taylor Dog Training and Behaviour

Bank: Santander

Reference: Dog's name and your surname

Once I have received these, I will contact you to arrange an appointment for the Zoom consultation (or in-person visit if you are choosing this option) as soon as possible. Lead times are usually between 1 and 4 weeks from this point, but if your case is an emergency (ie a case

involving aggression to someone or something in the same house), I will try to fit you in as soon as possible.

### *Video clips*

While you are waiting for your appointment, please take and send some video clips of your dog in various normal situations at home and, if it can be done safely, of the problem behaviour. Video of the problem behaviour is not always necessary or helpful however, and could be detrimental to your dog's welfare or to safety, so further guidance on your particular case will be given while arranging the consultation. Please send a maximum of 10 video clips of no more than 2 minutes each in length (so that too much time is not taken up during the consultation going over them). All video files must arrive no later than the day before the consultation and should be sent via Wetransfer (see Appendices) or by WhatsApp. **Please do not send videos via email or ordinary text message.** See Appendix 1 and 2 for more details on making and sending video clips and on how to use Wetransfer.

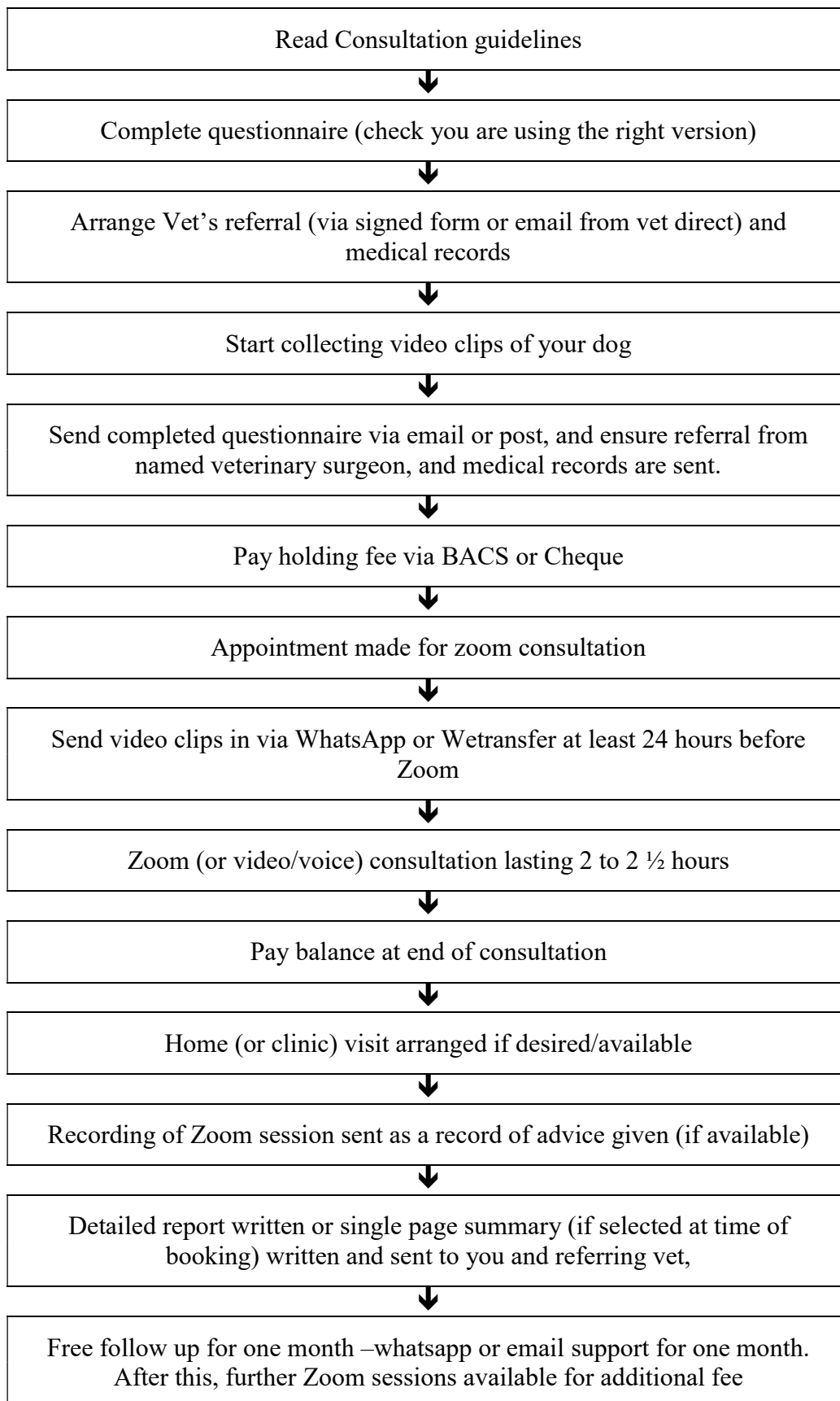
As the appointment date for the session approaches, unless we have had some other recent contact, you will be sent an email or text reminder of your appointment and you will be asked to confirm that you still want the appointment. **See also the flow chart below and checklist at the end of the final page of this document**

**Note:** The amount and rate of progress and improvement shown by individual dogs on a behaviour modification plan is highly variable and depends on many factors including the owners (and others that have influence on the dog's life) ability to adhere to the plan, the dog's individual personality and age, the length of time and frequency that undesirable behaviours have been expressed for, and on prior and future experiences and as such cannot be accurately predicted or guaranteed. Behaviour modification is very rarely a quick fix. Most dogs will show improvement, quite often marked improvement and some may even be "cured". However, this takes time (both invested and elapsed), commitment, effort and hard work and always involves changing the way certain things are done and it is you - the owner - that must do most of this work (with my help of course). It is important to understand this before you book a consultation, as owners that are not committed to the process or who have unrealistic expectations are much less likely to be successful in their attempts to modify their dogs behaviour.

While you are waiting for your appointment please take all necessary precautions appropriate to your dog's issues to avoid triggers (eg keep on a lead and avoid off-lead dogs, keep on a lead or shut in another room when visitors arrive). This is for reasons of safety, to prevent people or other dogs from being hurt or frightened, and for legal liability – but will also help to prevent the behaviour problem becoming even more ingrained. Once a behaviour problem has developed, repeat exposure to the trigger at a level that causes a reaction, will usually worsen the problem over time.

Note also that although a copy of the zoom recording is normally supplied, and this is free of charge, **the zoom recording should be seen as an "extra" and is not guaranteed** as I cannot be held responsible for a technical failure.

## **Behavioural consultation process – flow chart**



## After the consultation

After the zoom consultation, If you have opted to receive one, I write up a detailed report called a Behaviour Modification Plan (BMP) summarising the diagnosis and the treatment plan recommended, and including a number of handouts. A copy of this report is sent to you and the referring vet by email or post within 7 days of the consultation, although by mutual agreement, this may be delayed until *after* the home visit (if required). Some of the recommendations I make may not appear directly related to the problem behaviours but it is important to follow all points in the plan (unless identified as optional or unrelated). The report takes the form of a summary, a diagnosis explaining why your dog is doing what he is doing and why/how these behaviours developed, a multi-pointed treatment plan, plus any relevant handouts. If your report is provided prior to a home visit and if, after reading your report, you feel you no longer require a home visit (if one was planned) you are free to cancel this up to 48 hours ahead of the session). You can also opt to receive a copy of the Zoom consultation recording if you wish as well as or instead of a report. If you opt not to receive a written report you can request instead single page brief summary of the main treatment points, plus any relevant handouts.

## Follow-up

The aim of the consultation and report or summary is to give you enough information to work with your dog without the need for further follow-up sessions. In order to assist with this, one calendar month of follow-up support by email – or a single short Zoom follow up session - is provided free of charge in the first month. After this, if further help is needed, follow-up sessions by Zoom can be arranged (charged separately)

## Fees

*Consultation fees from 1 September 2024*

<b>Session type:</b>	<b>Number of dogs involved or that you require help with*:</b>		
	<b>One dog</b>	<b>Two dogs*</b>	<b>Three dogs*</b>
1.Zoom consultation up to 2 ½ hours in length, generic handouts, recording of zoom session (if available) and one month's email or Whatsapp follow-up support. <i>Most popular option.</i>	£200 (of which £100 is taken as the holding fee)	£230 (of which £115 is taken as the holding fee)	£250 (of which £125 is taken as the holding fee)
2.Additional home visit at your home/in your garden (only available as an additional option combined with 1. above)	£75 for up to 75 minutes (usually ample), plus £60 per hour for any time after that plus a callout charge.		
3.Purely in-person consultation ** (no Zoom element) NOTE: see 'Want a fully in-person appointment' above	£400 (of which £150 is taken as the holding fee) Plus callout charge	£420 (of which £160 is taken as the holding fee) Plus callout charge	£450 (of which £170 is taken as the holding fee) Plus callout charge
<b>Additional options available:</b>			
1. <b>Single-page bullet-point summary of treatment plan. #</b> <i>Most popular option</i>	<b>£32</b>	<b>£38</b>	<b>£42</b>
2. Detailed written Behaviour modification plan typically 12-15 pages long	£92	£105	£110
3.Follow-up (via Zoom) Or extension of original zoom session at your request	£50 per hour, rounded up to the nearest 15 minutes.		

\*If the case involves aggression between two or more dogs in the same household then both dogs MUST be referred and the two/three-dog price will always apply (even if only one dog is the aggressor).

In all other cases - even if two or more dogs have been referred - if the second/third dog in the household is found not to be involved and advice on that dog is therefore not needed, then the single dog price only will be charged, even if both/all dogs have been referred.

\*\* The availability of home visits are dependent on Covid restrictions, industry guidelines and personal safety factors (eg length of time since last vaccination, new variants etc). When available, these are offered within an approximately 45 minute drive of Marnhull – see Callout Charges chart for more details.

### *Holding Fee*

A holding fee (which is not an additional fee, but is deducted from the total consultation fee stated above) - is taken to hold an appointment when the questionnaire and referral are sent in. This is then deducted from the fees shown above (it is not an additional fee). See cancellation policy below. As soon as I have the questionnaire and referral, I will send you an invoice for the holding fee (which has my bank details on it).

### *Main Session and Follow-up Fees*

For the first month after the main consultation, further clarification, queries and advice on the issues discussed in the session is available free of charge on request if submitted via Whatsapp or Email. After this time, Zoom/video call follow-ups are charged at £50 per hour (rounded up to the next 15 minutes), minimum 15 minutes

NB These prices and conditions refer to follow-up regarding the original behavioural problem(s) addressed during the original consultation or described in detail in the questionnaire. Entirely new problems will require a repeat vet's referral (to ensure I am complying with the rules) although not usually a new questionnaire (unless a very long time has elapsed and the problems are entirely new to the dog) and can usually be charged at follow-up rates (although this depends on complexity and on whether a report is required). Follow -up for the original problem(s) after a very long period if no earlier follow-up advice has been requested may also require a repeat veterinary referral, as this might suggest other factors have since come into play (new or worsening existing medical conditions etc).

### **Payment**

I accept payment via BACS (preferred) or, if this is not possible, by cheque (Payable to Helen Taylor Dog Training and Behaviour). The holding fee is paid before the session is booked. The balance of the consultation fee is due on the day of the consultation using the bank details already provided on the invoice for the holding fee. If you wish to pay by cheque it is recommended that the full fee is sent before the session takes place- as no materials are released until payment of the balance has cleared. If a home visit is being planned, the fee for that is payable after that session. If you require a second invoice in order to pay the balance, please ask for this before or during the zoom session. A receipt for the entire fee can also be provided on request either to enable you to claim on your pet insurance or just for your own records. If payment is being covered by a third party (eg a rescue organisation) full payment is required in advance.

### **More than one dog?**

If you have more than one dog, it is advisable to obtain vet's referral for both/all your dogs unless you are sure that you do not need behavioural advice for that dog although please note that referral (and a completed questionnaire) for both/all dogs is ALWAYS needed if the case involves aggression or relationship problems between these dogs – even if one dog does not appear every to be the problem/aggressor. In other behaviour problems, if you have completed a referral from and/or questionnaire for more than one dog and it is evident the other dog(s) is/are not involved and no advice is given, then the single-dog fee will be charged. However, please note that **under APBC/ABTC rules, I am not allowed to give tailored behavioural advice on any dog that I have not had a vet's referral for.**

### **Insurance claims**

If your pet insurance policy covers referrals for behavioural problems, as a CCAB and full member of the APBC, you may be able to obtain reimbursement for my fees (usually minus an excess) through your insurance policy if you so desire (although not all owners wish to do this). When claiming against insurance, payment is made to me in the normal way and a receipt is issued for the final total to allow you to file your claim. If you claimed the original consultation fee against your pet insurance, you may find that any follow-up fees can also be claimed as a “continuation claim” without a further excess being deducted, but always check with your insurance company in this regard. It is not possible for me to claim directly off the insurance company as some vets are able to and most insurance companies require that the claim form is completed only by the owner and referring veterinary surgeon (not by me). Please note that, while I will help in any way that I can, I have no influence over insurance company procedures and policies.

### **Students and mentoring**

All CCABs are required to provide “supervised experience” and mentoring to fully or partly qualified behaviourists working towards CCAB status, much like medical students sitting in on GP sessions. Your permission will be sought before a student is brought to a session, and the student’s role – which depends on the stage they are at - will be explained at that time. In most cases, attendance is strictly observation only, with the student playing no active part in the process (other than lending a helping hand if needed!). You are free to decline to have a student/observer present and do not have to give your reasons but you will and your dog will be helping the next generation of qualified behaviourists!

### **Cancellation policy**

It is very difficult for most clients to take an appointment of this nature at less than a week’s notice so late cancellations and postponements cause a great deal of inconvenience and cost, and may deny others the opportunity of taking a slot. The holding fee is fully refundable if the appointment is postponed or cancelled more than 3 working days prior to the appointment, **but is forfeit in full if cancellation or postponement is made with less than 3 working days notice** as it is rarely possible to fill an appointment slot of this nature at such short notice.

You can postpone an appointment by phone, by voicemail message, text or email (even out of hours). If a home visit cannot go ahead on arrival at your home eg because there is no-one at home when I arrive, the full fee will be levied. Mutually agreed weather-related in-home or garden visits (if Covid restrictions do not allow in-home visits) are exempt from this.

### **Standard Interim safety advice for owners of dogs that show aggression towards people or other animals**

Under the Anti-social Behaviour, Crime and Policing Act 2014 (which came into force on 13 May 2014 and modified the Dangerous Dogs Act 1991) an offence may be committed if the behaviour of a dog causes someone to feel “reasonable apprehension that they may be injured” or that a dog was “dangerously out of control” in any place in England or Wales (whether or not a public place). As an interim safety measure, until a full assessment of your dog can be made during the consultation, please take all necessary precautions to ensure your dog cannot threaten, nip or bite people or other animals. This may include keeping the dog on a lead, walking in different locations to avoid people or dogs, muzzling, keeping behind a door or stair-gate when visitors come to the door or are in the house etc.



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

Helen Taylor is a full-time, professional qualified behaviourist and has been practicing for over 17 years. She also provides private training for routine training issues, particularly with young puppies. Helen has an honours degree in Zoology and an Advanced Diploma in Canine Behavioural Management. She is a Certificated Clinical Animal Behaviourist (CCAB). She is also Full Member of The Association of Pet Behaviour Counsellors (APBC), and The Association of Pet Dog Trainers (APDT, No 881). Helen is also a Registered Practitioner (Clinical Animal Behaviourist) under the Animal Behaviour and Training Council (ABTC - the industry's regulatory body). She is recommended by and takes referrals from all the major veterinary practices throughout most of Dorset and beyond.

## **Accrediting/regulatory Organisations**

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

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

<http://asab.nottingham.ac.uk/accred/reg.php>

<http://www.abtcouncil.org.uk/>

Helen Taylor BSc(Hons) ADipCBM

Certificated Clinical Animal Behaviourist (CCAB)

Full Member APBC & APDT (881)

Registered Practitioner (ABTC-CAB and ABTC-ATI) Animal Behaviour and Training Council

(ABTC)

02/04/2025

## **Appendix 1 Additional information on videoing your dog's behaviour (helpful for all consultations but especially helpful for clients planning a zoom/video ONLY consultation)**

Please try to take video clips of your dog (as described below under Filming) and send these to me in advance using one of the following methods:

1. in the post on CD or memory stick (to be returned, but sent at your own risk) to Settlands, Sackmore Lane, Marnhull, DT10 1PN.
2. Via "Wetransfer" (see Appendix 2) – a free, easy-to-use file transfer service.
3. Via Whatsapp to 07951 985193.

Please do NOT send via email as this can cause my email to be inaccessible for several hours, and/or video clips to remain undelivered.

### **Filming**

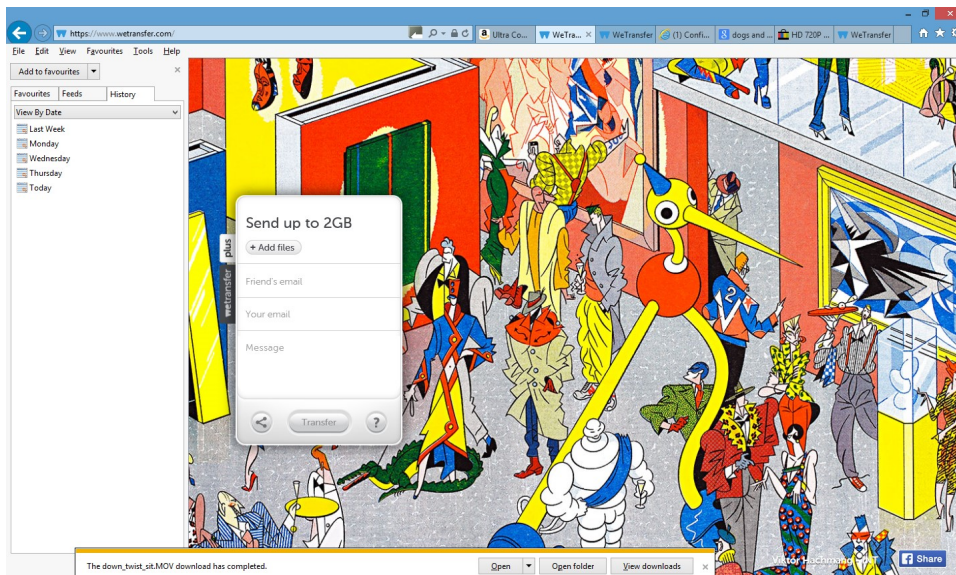
1. Please try to film your dog in the following situations if any are relevant to the problem(s) he is being referred for (although this is not a complete list):
  - A known and unknown person arriving at the house and/or passing the house
  - Your dog's behaviour around (human or canine) food
  - What happens if you put your dog in a room on his own away from the family
  - How your dog behaves in the garden.
  - How your dog behaves when he has a toy or a stolen item (although see note below).
  - Any behaviour which you think is unusual or which concerns you (but see below).
  - Your dog interacting "normally" with other dogs – playing, greeting.

Guidance will be given on whether to try to capture your dog's problem behaviour(s) on video or not (as it may be dangerous, deleterious to the dog's problems or unnecessary) when the session is arranged. Please do not attempt to video your dog's behaviour if doing so may put you, your dog or other people or animals at risk of being injured or frightened (as this could render you liable under the Dangerous Dogs Act 1991). Do not attempt to encourage a dangerous behaviour in order to capture it on video or allow the behaviour to escalate out of control or to continue to record longer than strictly necessary to capture it on film (or if doing so would prevent you intervening in a situation that should not continue). For example, if your dog shows aggression towards people or other animals, under no circumstances must you allow him/her to run up to people/other animals aggressively in order to capture this on film (but a video of your dog's body language when he sees a person/animal from a safe distance would be very helpful). If you are unsure whether to try and record some elements of your dog's problematic behaviour, please ask for guidance.

2. When taking video, try to film with as much natural light as possible. Most cameras (unless they have a flash) will film successfully indoors but do not cope well with purely artificial light (ie filming at night).

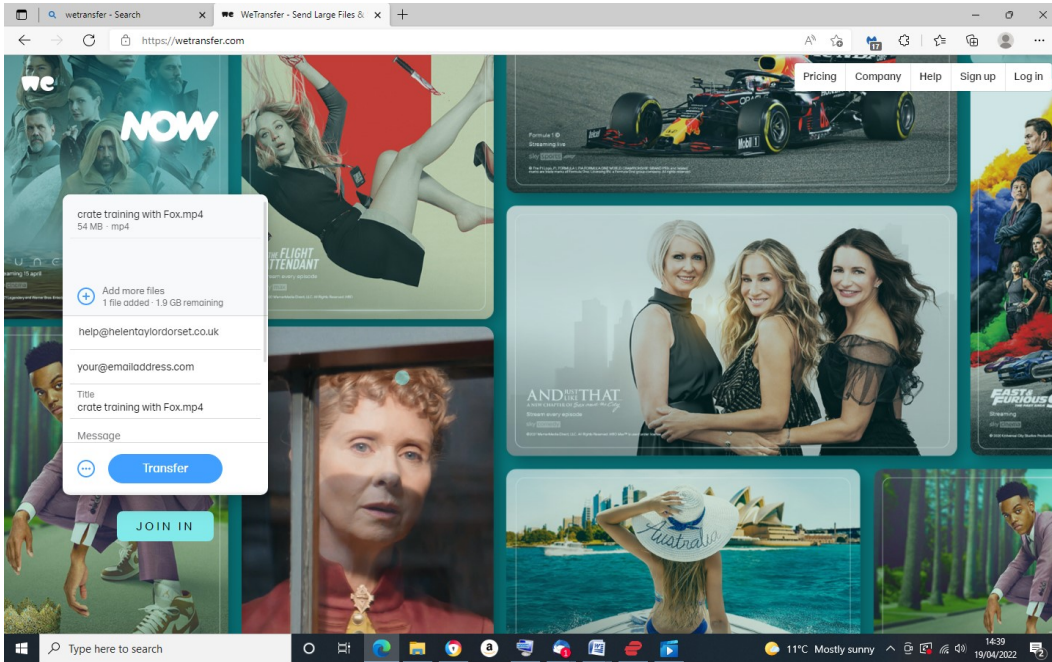
## Appendix 2 Using “wetransfer” to transfer video clips

1. Go to <https://www.wetransfer.com/>
2. Ignore any references to “Wetransfer plus” (which is a paid service), and agree to any Ts and Cs/cookie preferences as normal. If the front screen talks about the Pro version, somewhere on the page there will be a way to close this screen (often a link called “I just want to send files” or some other way to go to the free version but it can be hard to spot! As long as files are less than 2 gb in size, you can use the free version which should look like this (the background may change):



1. Click Add files to add your files (maximum per transfer 2GB)
  - Enter [help@helentaylordorset.co.uk](mailto:help@helentaylordorset.co.uk) as the destination email address
  - Enter your email address in the “Your Email” field. If you have not used wetransfer before, you will need to enter a verification code.
  - Put your dog’s name and your surname in the Message section:
  - Click on the “Upload Files” blue cross at the top of the screen to add your video files. You should see them listed at the top of the screen.

The screen should now look similar to this (although the background will vary):



- Click the blue Transfer button and the files should start to transfer. Do not close the window till it has finished. You will receive an email notification of a successful transfer.

## Appendix 1 Summary of consultation process and checklist

### The consultation process in brief

#### **1. After making your initial enquiry, you will be sent the following documents (or you can download from <https://www.helentaylordorset.co.uk/Bookings-and-Downloads/>:**

- Behavioural Consultation Information Sheet (this document). ***Please read this carefully.***
- The referral form for you to complete and then send/take to your vet (although note that this is not the only way to obtain vet's referral). Referral by email is also acceptable. If I am seeing more than one dog for behavioural problems, or the case involves aggression between two dogs in a household (even if only one appears to be the problem/aggressor), both dogs **must** be referred by your vet. Please send this form to me when completed and signed by your vet.
- A blank questionnaire. There are two versions: the Microsoft Word "Form" version (the easiest to use) or a text version that you can fill in with other applications or complete by hand. Please complete all questions (one for each dog that you need help with, or if the case involves two dogs in the household). **Please ONLY use the Word FORM version if completing in Microsoft Word. All other methods of completion, including Open Office, by hand etc must use the text version.**

#### **2. Return completed paperwork and other materials**

- *Return the completed questionnaire(s) (and referral form unless referral is being made via email) by email, post or by hand.*
- *An invoice for the holding fee is then sent.*
- Once the holding fee is received an appointment for Zoom/video call is then made.
- Take and send videos clips of your dog (any time from initial enquiry to the day before the consultation) and, if you will not be able to show me your home setup on the video call, please take a video of your home and/or garden layout as well. Please send these via Whatsapp or Wetransfer **NOT by email or text message.**

#### **3. Zoom/Video call**

- Ensure you have re-read the appropriate sections of the consultation guidelines (not just this summary) the day before as a reminder of how to prepare
- The call usually lasts between 2 and 2.5 hours, try to make arrangements to be sure you are not interrupted unless essential.
- Within a week or so (after full payment of the balance has cleared), you will receive a written report of the treatment plan. The referring vet receives the same report, minus any handouts. You will also be sent any relevant handouts and a copy of the Zoom session recording if available.

#### **4. Home-visit appointment (if requested)**

- Ensure you have re-read the appropriate sections of the consultation guidelines (not just this summary) the day before as a reminder of how to prepare
- Remember not to feed your dog (much) on the morning of the appointment unless contraindicated.
- If your dog shows *any* form of aggression towards unfamiliar people, please ensure any requested safety precautions are put in place before the appointment.

#### **5. After the appointments**

- Follow-up is then provided free of charge by email for up to one calendar month. After this, further short zoom follow-up calls can be arranged at an additional charge.