

## **Behaviour Policy**

### *General*

- Lauren Hewitt-Watts is a Full Member of the Association of Pet Behaviour Counsellors (APBC)
- Lauren is also an Animal Behaviour and Training Council (ABTC) Registered Clinical Animal Behaviourist
- Lauren abides by the APBC and ABTC Code of Conduct
- Lauren undertakes the required 30+ hours of CPD a year
- Lauren has a clear Complaints procedure and Terms and Conditions.

### *Online Consultations and Considerations*

- All 1:1 work is provided online
- This is made very clear to all clients before they book via the home page, the about page, the FAQ page, the Terms and Conditions, the programme information page, any correspondence, and all marketing communications
- Lauren has a detailed online referral page that she sends to those who would be better with in person help - [www.dogmummindset.com/recommend](http://www.dogmummindset.com/recommend)
- To maintain her practical skills, Lauren undertakes practical handling courses as appropriate
- Lauren also undertakes some in person behaviour work on an ad hoc process at her discretion, as these cases arise. These follow the traditional consultation and report formula. These are not advertised in any way and they are not available to the public.
- Where there are online courses and masterclasses on behaviour, there is always a clear explanation of when in person (on referral) or 1:1 work is required. These courses are not designed to take the place of behaviour consultations and are not sold as such.
- Clients within these courses can opt to add on a consultation or 1:1 work as needed

### *Behaviour Services*

- Full Behaviour Consultations are offered when required, which include a vet referral, questionnaire, online consultation, report, vet summary and insurance administration. These are not always advertised on the website but they are available in line with the ABTC and APBC Codes of Conduct.
- Lauren also offers a number of different, online services such as a call, video analysis, zoom session or other 1:1 type of service
- These are **not** under the umbrella of a Behaviour Consultation, but to provide owners with preventative help and the ability to discuss their dog with a professional.

- As such, a full questionnaire, referral, and report are **not** included. This is made clear in all communications, with the client and any referring professional.
- These would fit in with what behaviourists term as either 'First Aid' or 'Training' sessions.
- The initial booking form will be used to determine whether a full behaviour consultation would be better and owners will be advised as to this before the session.

If you have any questions about this policy, please email [contact@dogmummindset.com](mailto:contact@dogmummindset.com) and Lauren will be happy to assist.