



How's Bentley  
 6937 Climbing Rd, Memphis, TN 38119  
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Alan J Turner, CPDT, CBC  
 Certified Pet Dog Trainer  
 Certified Canine Behavior Counselor

\_\_\_\_\_ In-Home Aggressive Behavior Consultation Application and Agreement Form \_\_\_\_\_

**This form is for AGGRESSION cases only. If your dog growls, snarls, barks, lunges, snaps or bites and the behaviors are directed towards companion animals or people, this is one of three forms you'll need to complete. Please go to <http://howsbentley.com> for the Interview and History Form and the Canine Aggression Screen.**

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 \_\_\_\_/\_\_\_\_/\_\_\_\_

## Policy for Treating Aggressive Dogs

For the safety, protection and success of all involved, How's Bentley reserves the right to decline some aggression cases and to impose minimal service requirements for some aggression cases. The minimal requirements in no way guarantee successful results, but are in place to stress the importance of realistic expectations and the necessity of follow up sessions after the initial consultation. It is rare that we would not accept a case, but in those rare instances, our decisions are based on the Code of Standards and Ethical Conduct of the Association of Companion Animal Behavior Counselors. Please visit [www.animalbehaviorcounselors.org/acabcethics.shtml](http://www.animalbehaviorcounselors.org/acabcethics.shtml) for more information.

If the aggressive dog **has an unknown bite history or is aggressive but has not inflicted injuries**, **all** of these requirements must be agreed to before treatment will be provided.

- ▶ In-home Behavioral & Environmental Evaluation OR a telephone discussion resulting in a Cleared Status
- ▶ In-home Behavior Consultation
- ▶ Minimum of one, 90-minute Bentley Refill - (\$105)

If the aggressive dog **has inflicted any injuries** to any companion animal or any person, **all** of these requirements must be agreed to before services will be provided.

- ▶ In-home Behavioral & Environmental Evaluation OR a telephone discussion resulting in a Cleared Status
- ▶ In-home Behavior Consultation
- ▶ Minimum of two, 90-minute Bentley Refills - (1 Quick Start Behavior Upgrade)

If the aggressive dog **has inflicted multiple bites during one incident, deep puncture wounds or bites with tearing motion** to any companion animal or any person, **all** of these requirements must be agreed to before treatment will be provided.

- ▶ In-home Behavioral & Environmental Evaluation resulting in a Cleared Status
- ▶ In-home Behavior Consultation
- ▶ Minimum of four, 90-minute Bentley Refills - (2 Quick Start Behavior Upgrades)

**Please contact How's Bentley to schedule a telephone discussion to determine the extent of requirements for your individual case.**

## Services Descriptions - Please select the Services

### 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](#) on page two of this document.

## In-home Behavior Consultation Upgrade

The Quick Start Behavior Upgrade is not optional with aggressive cases. In some instances, the client must agree to purchase two Upgrades before we will accept the case. \*Please refer to [Policy for Treating Aggressive Dogs](#) on page two of this document.

### 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.

## Terms

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 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).

How's Bentley reserves the right to decline some aggression cases or to impose service requirements for some aggression cases. All decisions as to the acceptance of cases, and the mandatory follow-up session requirements are the duty of How's Bentley representative. How's Bentley will not provide services for aggression cases until the case has received a Cleared Status either through a free telephone discussion or the paid service, In-Home Behavioral and Environmental Evaluation (Evaluation). All decisions as to the necessity for the pre-consultation Evaluation are the duty of How's Bentley representative.

The client agrees to adhere to How's Bentley Policy for Treating Aggressive Dogs. Bentley Refills and Quick Start Behavior Upgrades are to be paid in advance. If, during the course period, the client decides to relinquish the dog, How's Bentley will refund the unused whole portions of the prepaid services. If, during the course period, the client decides to discontinue treatment, but keep the animal, the client forfeits all prepaid fees.

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.

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>. If during the course period, How's Bentley representative feels the dog or the client are poor candidates for behavior modification, How's Bentley may terminate the course period and refund amounts equal to the unused whole portions of Bentley Refills.

### 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 an/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 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.